

2012

4th Quarter FY2012 EMCBC Customer Service Bulletin



U.S. Department of Energy
Environmental Management
Consolidated Business Center
10/3/2012

Office of the Director

Fiscal Year 2012 brought a number of changes to the EMCBC. On October 26, 2011, the Acting Assistant Secretary for Environmental Management (EM) approved organizational changes to include the new Office of Technical Support and Asset Management and the new Office of Cost Estimating and Project Management Support. These changes were made to combine like functions and activities and will enhance the EMCBC's ability to continue to deliver high quality services to EM customers' across the complex.

On February 12, 2012, the Environmental Management (EM) Headquarters reorganization became effective. With this change, the EMCBC assumed line management responsibility for the small sites (West Valley Demonstration Project (WVDP), Brookhaven National Laboratory (BNL), Separation Process Research Unit (SPRU), Moab, Energy Technology Engineering Center (ETEC), and Stanford Linear Accelerator Laboratory (SLAC). This change was made to improve mission execution and help better position the CBC to support EM's programmatic priorities.



Figure 1: Jack Craig and Tracy Mustin

On Wednesday, June 6, 2012, the EMCBC hosted a Workforce Diversity and Inclusion Town Hall event titled, "Let's Talk: Integrating Inclusive Measures in the Workplace," held at the renowned National Underground Railroad Freedom Center. The Town Hall meeting helped to discuss tools for integrating inclusive measures into the workplace and reaffirmed the Department's Management Principles while focusing on the central ideas: Mission Focus, Accountability, and Continual Learning.

(EMCBC) Director Jack Craig donated at least 1,000 pounds of non-perishable goods, achievements that made him a Heavy Hitter in the Feds Feeding Family food drive. EMCBC staff members who took part in the drive donated the most non-perishable items — 11,736 pounds — of all participating groups at the various EM locations. Craig and his staff received the "Teamwork Award" for their outstanding effort.



Figure 2: Jack Craig, Jillian Carter, and Dave Huizenga

The EMCBC website was redesigned to help users to view, access, locate, and search areas of information for a more comprehensive understanding of the EMCBC and the mission of this organization. Also, a new web based Management System was initiated to consolidate and organize the processes and procedures that govern our operations. This system will improve accessibility to the EMCBC's governance structure.

The EMCBC continues to make improvements to better serve our customers and the DOE Complex.

Office of Civil Rights and Diversity - FY 2012 Accomplishments

EEO: In FY 2012, the OCRD processed 11 complaints total within time limits set forth in regulation at the CBC, SRO and CBFO Sites. The OCRD implemented mandatory EEO Counselors’ Refresher Training at the EEOC TAPS Training identified for EMCBC Counselors in Lexington, Kentucky and updated the EMCBC EEO/Diversity Policy Statement.

The EMCBC had a 100% completion rate and our Customer Sites had a 95% completion rate for the annual Diversity Training requirement, biennial mandatory POSH training, and No Fear Act training requirements completed by OCRD.

In FY 2012 the OCRD conducted 6 pre-clearance reviews that the CBC Office of Contracts grants issued. The OCRD also assisted a DOE Team at the Virginia Technical University in Blacksburg, VA with conducting a Title IX post-award compliance review.

Diversity: On June 6, 2012, the EMCBC hosted a Workforce Diversity and Inclusion Town Hall Meeting.

The OCRD supported the HQ-OCRD ‘BIG’ Roundtable Agency Forum and delivered the “State of African Americans in DOE” in Detroit, Michigan.

The OCRD staff performed exceptional work in the development, coordination, and implementation of the EMCBC 2012 Greater Cincinnati Regional Science Bowl with over 200 High School Students participating from Ohio and Kentucky.

Two onsite reviews were conducted at the CBFO and PPPO Site Office. A focused assessment of the EEO/Diversity program was conducted to measure the success and effectiveness in the following specific areas: Workforce Administration; Educational Outreach; Affirmative Action; and Community Involvement and Outreach.

The OCRD completed its preparation and implementation of Management Directive-715 on a “Model EEO” and diversity program, the EEOC Form 462 Report, and the required FEORP and DVAAP reports.

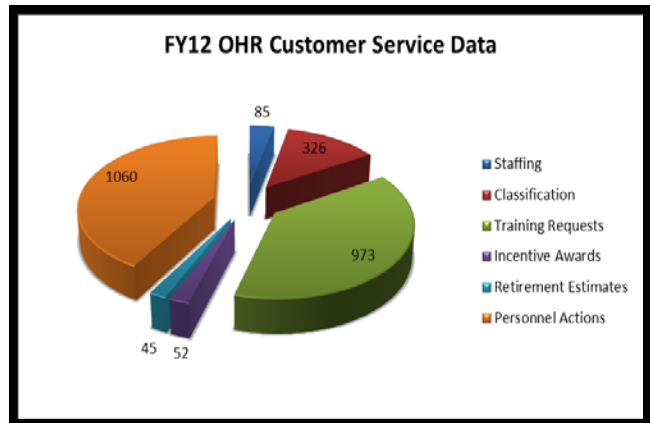
Employee Concern Program (ECP): The OCRD provided guidance and assistance to the Carlsbad Field Office and the PPPO Customer Site Offices on the disposition of concerns received. The OCRD processed and mitigated 9 concerns at the PPPO and 4 concerns at the CBFO.



Figure 3: 2012 Regional Science Bowl Winners - du Pont Manual High School from Louisville, Kentucky.

Office of Human Resources Management (OHRM)

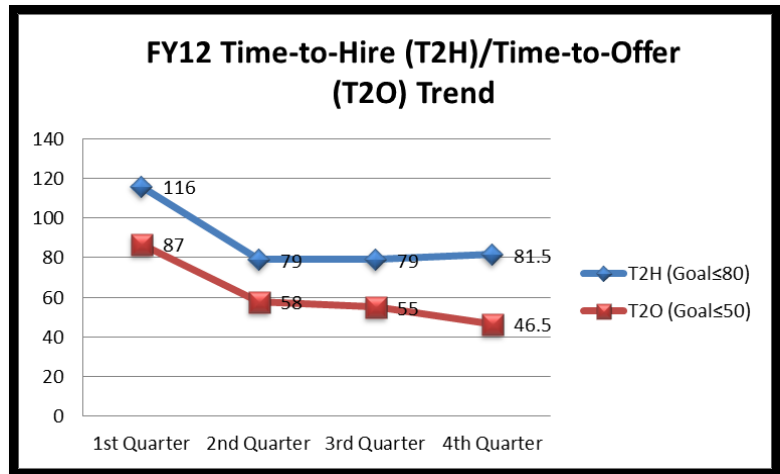
During FY12, the Office of Human Resources (OHR) experienced a year of transition as we embarked on cross training initiatives, including the rotation of our Team Leads; implemented strategies for supporting the EMCBC workforce; and enhanced our ability to provide effective and efficient HR consultative services.



The hard work and dedication of the OHR staff resulted in many significant accomplishments to include:

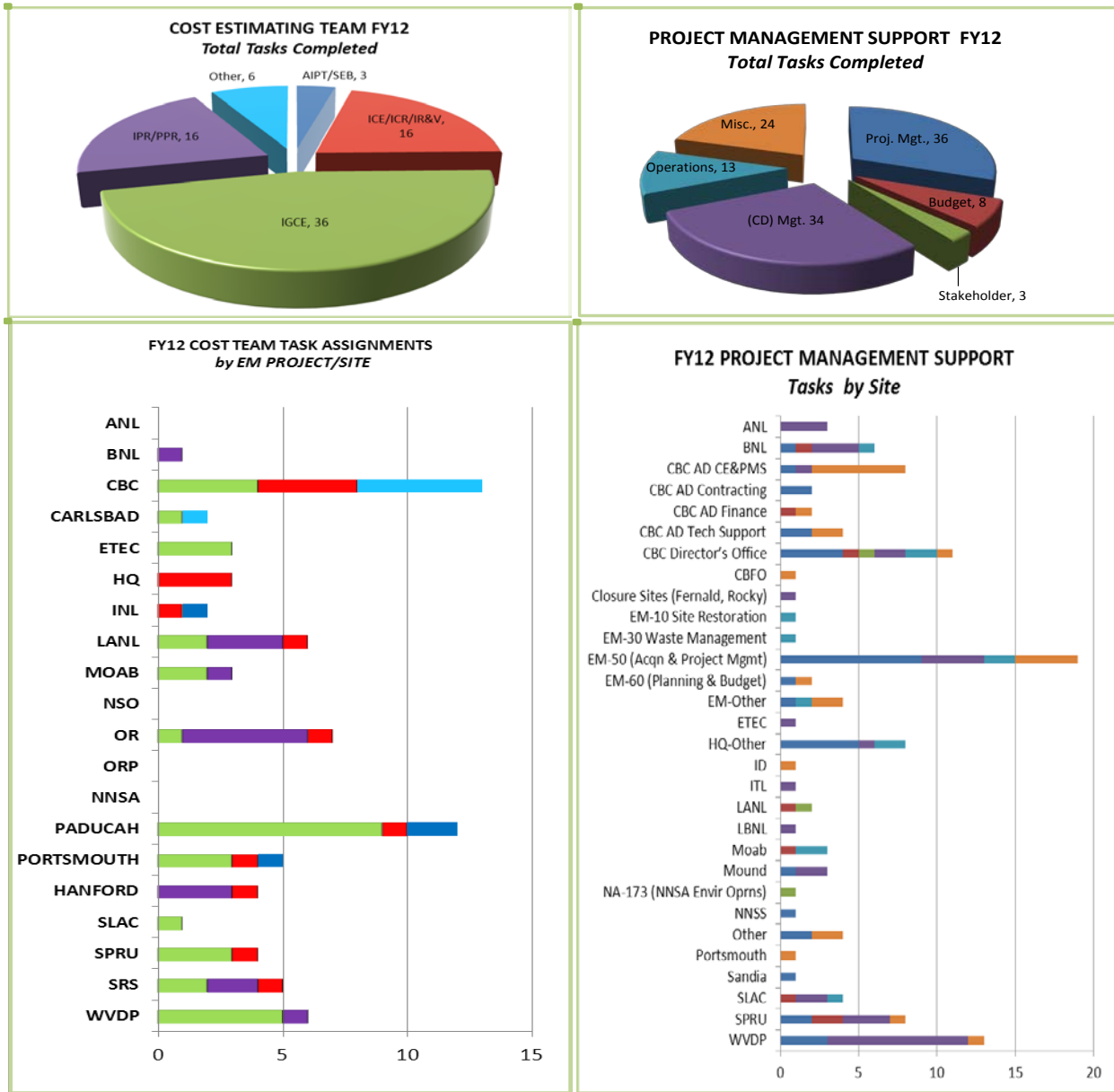
Significant Accomplishments:

- Published 6 workforce policies and/or programs to include: Office Attire Policy, EMCBC Policy on DOE-Flex, EMCBC Procedures on DOE-Flex (Telework), EMCBC Incentive Awards and Recognition Program, Thank You Program (on-hold pending clarification from GC), and the Career and Leadership Development Program
- Reduced Time-to-Hire by 30% and Time-to-Offer by 47%
- Conducted EVS Focus Groups to further define areas of concern within the EMCBC workforce resulting in management establishing 10 EVS goals for FY12
- Established framework for conducting accountability of HR programs
- Implemented both ePerformance and GEAR (Goals-Engagement-Accountability-Results)
- Developed an electronic filing system for managing incentive awards
- Emphasized and provided guidance on structuring Individual Development Plan (IDP) goals in the SMART (Specific, Measurable, Achievable, Realistic, Timely) format
- Improved outreach to serviced sites through site visits and video-based training and inclusion in EMCBC All-hands meetings



As the Office of Human Resources looks forward to FY13, our goal is to continue to build on the lessons learned in FY12, strengthen our internal capacity, and enhance collaborative relationships in support of providing quality service to our EMCBC and serviced sites' customers.

Office of Cost Estimating and Project Management Support (OCE&PM)



Cost Estimating Team Notes:

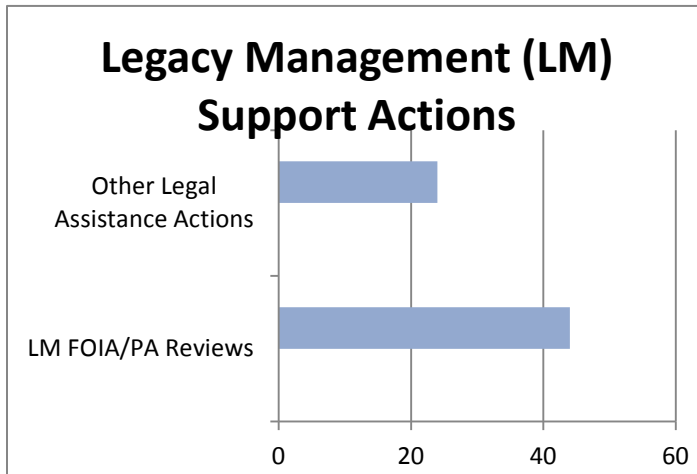
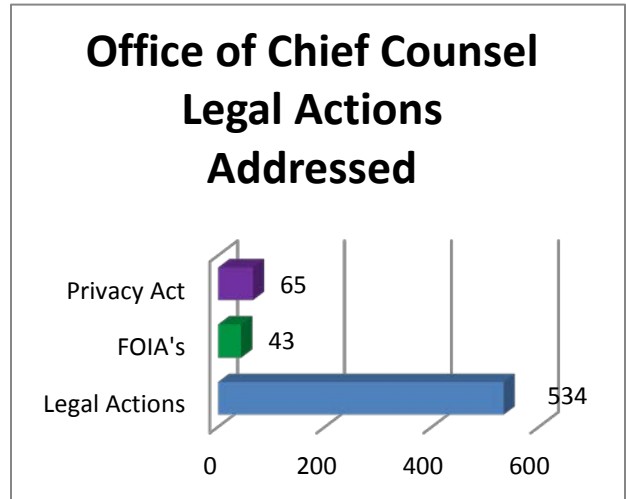
- 1) 48 IGCE's developed; 17 Pre-Award and 31 Post Award actions
- 2) No. Of IGCE's has grown +40% per year over the last two years
- 3) Completed 16 ICR/ICE assignments
- 4) Supported EM-53 to conduct 16 Project Peer Reviews
- 5) 80% of Pre-Award IGCE's within 20% of final contract award
- 6) 85.7% of Post-Award IGCE's within 25% of negotiated price
- 7) 77 of 106 Assignments Completed in FY12, 29-carried into FY13
- 8) Expanded web based ECAS from 153 to 228 projects
- 9) Executed 351 task assignments between 2009-2012

Project Management Support Team Notes:

- 1) Completed 105 of 117 tasks in FY12 (13 are still active)
- 2) Supported all 9 active small sites, 7 EM Field Offices, and EM-HQ
- 3) Led EM team who developed EM Operations Protocol
- 4) Completed 34 tasks to support DOE O 413.3.3B implementation
- 5) Assisted with 6 CD-4 Submittals (project close-out)
- 6) Completed 13 Operations tasks, including Annual Work Plans for small sites per the EM Operations protocol
- 7) Coordinated the QPR/MPRs for EM Small Sites
- 8) Supported development of Perf. Baselines at WVDP and SPRU

Office of Legal Services (OLS)

- Each request for legal service is assessed for subject matter and assigned to an attorney consistent with staff expertise, responsibilities and work load.
- Received 65 new Privacy Act Requests this fiscal year.
- Received 43 new Freedom of Information Act (FOIA) requests this fiscal year.
- Performed 534 actions on requests for legal advice/services on such issues such as environmental concerns, contract issues, general law, ethics, and personnel law.
- Reorganized office for better functionality and changed office name from Office of Legal Services to Office of Chief Counsel to be more in line with the rest of the field Chief Counsel offices.



- Conducted 44 reviews of Legacy Management (LM) FOIA and Privacy Act requests
- Provided legal support for 24 other LM Matters covering multiple LM sites

- Successfully defended the Department in several litigation and quasi-litigation actions that resulted in savings to the Department in excess of \$10 Million.
- Office received excellent feedback from HQ inspectors during audit of office Ethics Program and associated ethics files
- Provided critical legal support to Office of Contracting resulting in several key contract awards and modifications

Real Estate Rental Savings: \$700,000

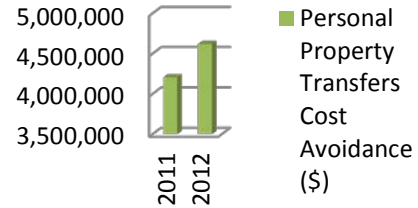


Office of Technical Support and Asset Management (OTSAM)

Reorganized combining Office of Technical Support with Office of Logistics Management to form streamlined Office of Technical Support and Asset Management

- Successfully launched the EMCBC web based Management System providing management systems, procedures, forms and other reference materials to all EMCBC and Small Site Employees.
- Completed the D&D of the Brookhaven Graphite Research Reactor and achieved CD-4 status on August 31, 2012.
- Cadre employees supported major initiatives at BNL, SPRU, Portsmouth, and Paducah, and support of EM HQs.
- Trained 6 EMCBC organizations, as well as 4 supported sites on the Records Management System (ERMS). To date 124,284 emails declared into the system and 2,926 folders created.
- Provided ERMS demonstrations to LM and Hanford including lessons learned from our processes.
- Classification Office in Denver has made significant progress in the role of reviewing documentation for NNSA.
- Completed 4 Ten Year Site Plan Reviews and concurrences.
- Mound project completed and site prepared for final transfer to third party.
- Completed the renegotiation of the EMCBC Chiquita Center lease producing a savings of approximately \$700,000 over the final 3 years of our lease in Cincinnati, OH
- Completed the Site Sustainability Plan, Small Site Sustainability Assistance Plan, Formation of the Sustainability Core Team, reduced EMCBC Fleet numbers to achieve 2012 goals.
- Evaluated and maintained the qualification or re-qualification records for eleven DOE-EM-43 and EMCBC NQA-1 Lead Auditors.
- Led teams focused on DOE-wide training improvements on the Federal Technical Capabilities Panel and the EM QA Corporate Board.
- Transferred \$ 980,000 of personal property from Brookhaven National Lab to support D&D at the Paducah site.
- Supported development of DOE SPRU Project level procedures and conducted Oversight of mock-up exercises and attributes of the RARE Checklist.
- Provided Audit Support for EM-43 High Level Waste / Used Nuclear Fuel program Audit of the Waste Treatment and Immobilization Plant, Hanford Site.
- Completed LM QAPP Gap Analysis, LM QIP Matrix and comparison Quality Assurance Standards consensus standards (NQA-1/ISO9001/ISO14001) at LM request.

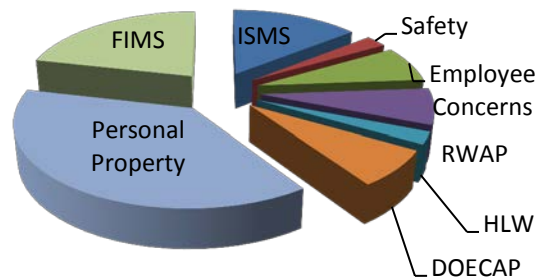
Personal Property Transfers Cost Avoidance (\$)



Reduced DOE Vehicle Fleet by 15%



Assessments Completed



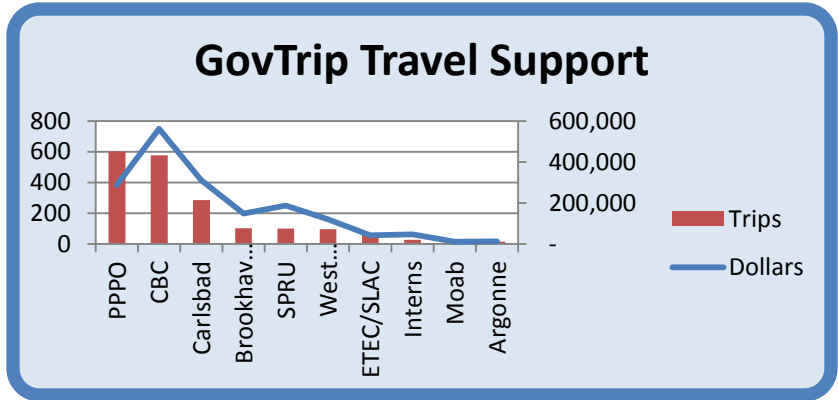
Office of Financial Management (OFM)

OFM continued to move toward our vision to be the financial management solution center for our customers.



One of the ways that we attempt to measure your satisfaction is by identifying our “raving fans”. When you express your appreciation to a member of our team, we’re recognizing the team member with a fan. In FY 2012, we provided over 50 “raving fans” to our staff. We hope to make even more fans in FY 2013 – please let us know how we can best support you!

Travel



In FY 2012, we supported over 290 travelers who spent over \$1.7 million on 1,869 trips. Eight employees were lucky enough to make over 30 trips this fiscal year. Please let us know how we can best support your travel needs in FY 2013.

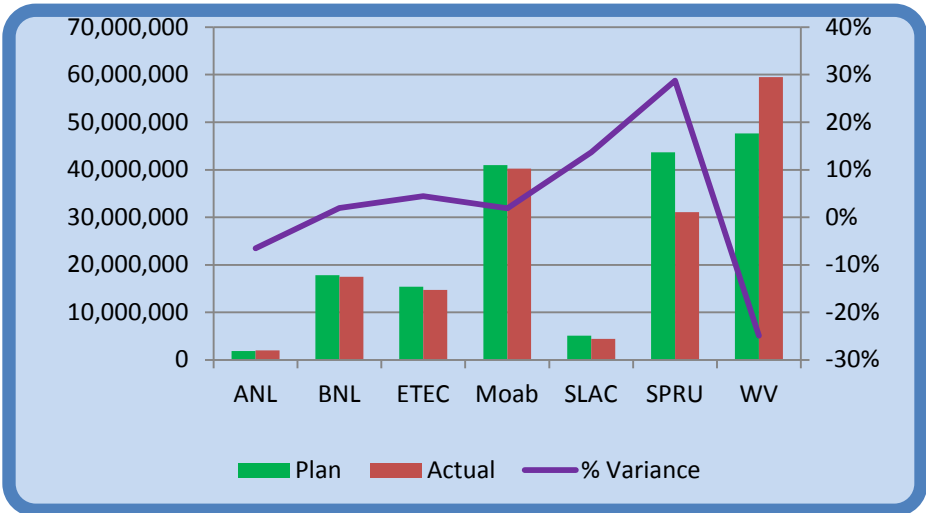
Internal Review Support

We began 89 Internal Review projects in FY 2012 and completed 71 of those efforts. OFM performs 20 invoice reviews, 11 Contract Closeout Review, 9 Provisional Rate Reviews, 5 Accounting System Reviews, and 3 EVMS Certification Support Reviews.

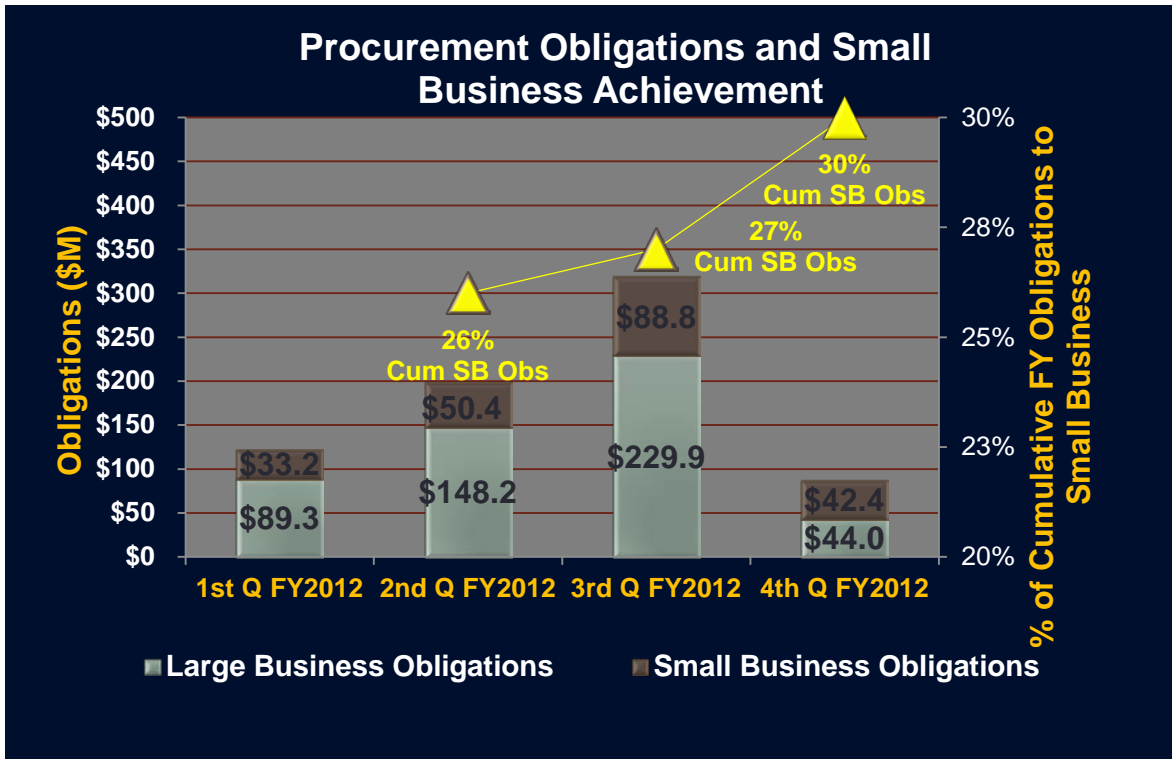
Budget

In FY 2012, we supported over \$963 million in new funding provided to our customer sites across 18 appropriation accounts, 33 obligation control points, and through 30 funding certifications. We processed approximately 1,300 individual funding actions this year and accomplished over 98% of those within our 3 business day goal.

OFM also measure our effectiveness by how effectively our customers are able to execute their mission. This year, the small site customers executed their programs within 2% of their spend plans!



Office of Contracting (OOC)

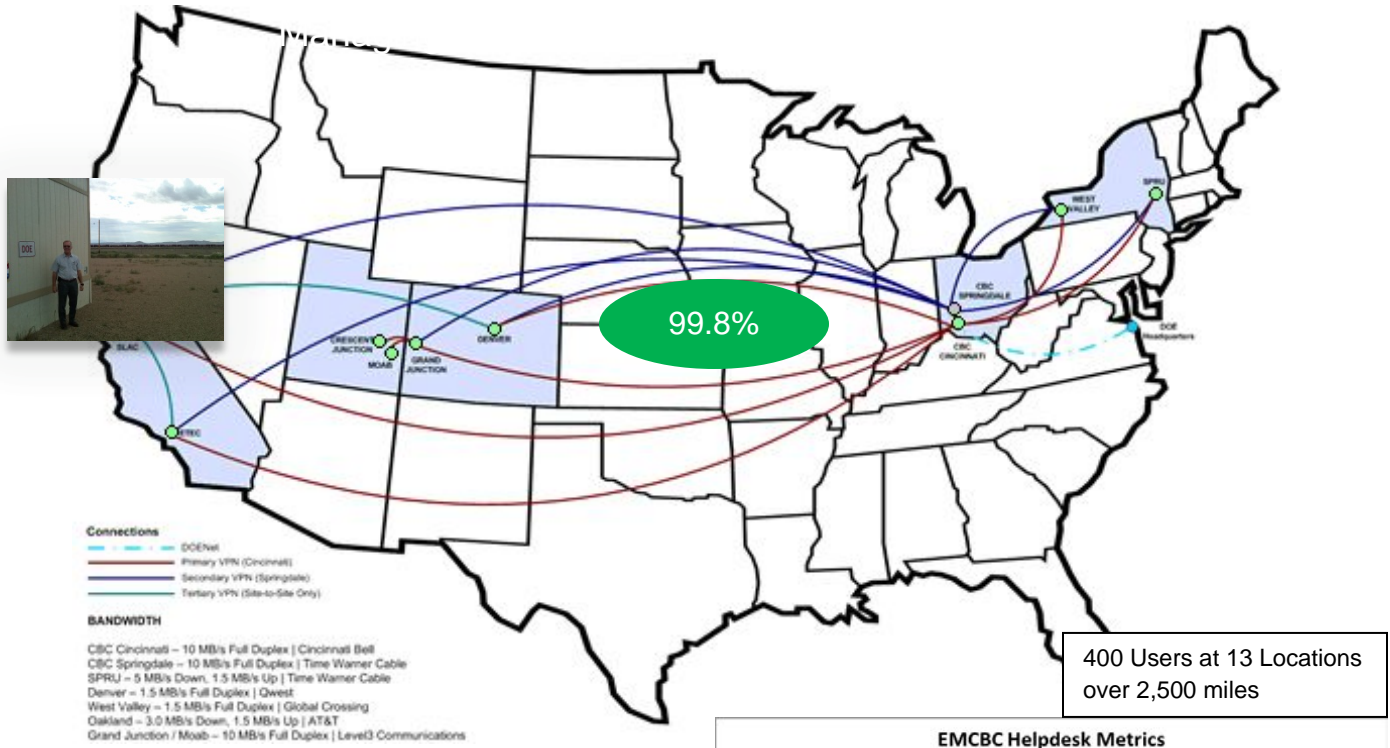


- During 4rd quarter, 49% of funding obligations were on small business contracts. Total funding obligations were approximately **\$726M**, of which **30%** went to small business contracts (DOE FY goal is 10%. See chart for cumulative obligations).
- **81** new contract awards, **422** modifications to existing contracts, and **61** financial assistance actions were completed by OOC pre-award and contract management branches in FY12.
- In addition to EMCBC and Small Sites, OOC awarded and administered contracts for Hanford, LASO, LANL, LBNL, EM-11, EM-13, EM-21, EM-22, EM-30, and EM-31 in FY12.
- OOC evaluated and issued **57** Contractor Performance and Assessment Reports (CPARS). **93% of all CPARS were completed within the required 120-day cycle.**
- OOC Cost/Price Analysis: **42** post award reports with an estimated value of approx. **\$2.3B**; **17** financial assistance reports with an estimated value of approx. **\$11M**; **9** IPT/SEB (LLW/MLLW, Ports/Pad, Moab, CBFO, Hanford; and **14** change orders/REAs with estimated value of **\$2.7B**.

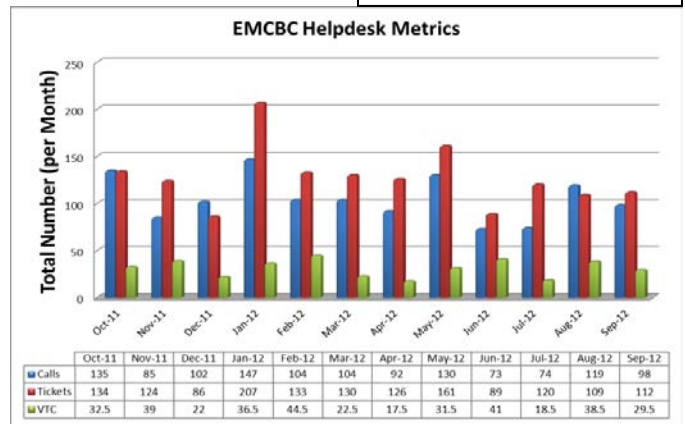
Major FY2012 Contract Awards

1 st Quarter	Moab Mill Tailings Cleanup (\$121.2M)	
2 nd Quarter	WIPP TRU Waste Transportation (2 IDIQ contracts; maximum value \$119M and \$120.5M)	
3 rd Quarter	WIPP M&O (\$1.3B); Hanford Occupational Medical Services (\$99M); Technical Assistance for Moab Mill Tailings Cleanup (\$18M); Technical Support contracts to 7 small-disadvantaged businesses (~\$4M each)	
4 th Quarter	WIPP Mobile Loading Unit Support Services (\$18M); ETEC Area IV Environmental Remediation Services (\$11M)	

Office of Information Resources Management (OIRM) - Managing a Nationwide Integrated Network



The EMCBC network operated at a 99.8% operational tempo while handling hundreds of Helpdesk requests. The network is currently in transition to Windows 7 which will bring enhanced security and increased performance. In addition to responding to hundreds of user request IRM developed a new Ticketing Process so that user would be guided in focusing their needs to better improve helpdesk response.



Try the **NEW** EMCBC Help Desk Ticketing Process

Computer Service Request

EM HQ conducted their annual Cyber Security Review without findings. In addition to EMCBC Cyber Security requirements, IRM provides oversight of contractor cyber security programs. These programs are wide ranging and divers and very from hundreds of site contractors to as few as four contractors in a trailer. Once again the Federal Electronics Challenge is in the forefront of IRM activities as EMCBC is in pursuit of the FEC Silver Award. The Silver Award builds on the activities that were implemented when EM CBC won the Bronze Award two years ago.