EMERGENCY RISK MANAGEMENT AND RESPONSE PROGRAM SUPPORT SERVICES

CLIN 3 ACTIVITY 4

PERFORMANCE WORK STATEMENT

1.0 REQUEST INFORMATION

1.1 Type of Activity: The Emergency Risk Management and Response Program Support Services Activity is a firm fixed-price Activity.

1.2 Description: Emergency Risk Management and Response Program Support Services

1.3 Location: Albany, OR (ALB); Morgantown, WV (MGN); and Pittsburgh, PA (PGH), U.S. Department of Energy (DOE), National Energy Technology Laboratory (NETL) sites.

1.4 Travel: Travel (between sites) is anticipated, however, travel between sites (especially travel to/from the ALB site) for this Activity and associated administrative oversight will be coordinated and consolidated to minimize overall travel costs.

1.5 Training: Training is anticipated related to performing scope of work requirements based on specific needs or qualifications, with a training plan developed to support PWS requirements at the NETL sites. Any required training should use train-the-trainer or on-line resources to minimize continuing cost of training and minimize any associated travel. Any updates to activity training plans require the concurrence/approval of the ACOR.

2.0 GENERAL REQUIREMENTS

2.1 This Activity is covered by the Service Contract Act.

2.2 This Activity does require on-call support based on approval by the ACOR.

2.3 The Activity involves:

2.3.1 Emergency Risk Management and Response Program Support

2.3.2 Continuity of Operations (COOP) Program Support

2.3.3 Security Program Support

3.0 DESCRIPTION OF SERVICES

3.1 The Contractor shall provide emergency risk management and response program support services as defined in this PWS.

3.2 Emergency risk management and response program support activities include:

3.2.1 Support of the emergency management program

3.2.2 Support to the operations of the emergency response organization (ERO) and teams

3.2.3 Support to the COOP program

3.2.4 Support to the operations of continuity response teams

3.2.5 Operation of the drill and exercises programs

3.2.6 Training specific to emergency response, emergency management and continuity programs

3.2.7 Management and maintenance of equipment used in support of the emergency response, emergency management and continuity programs, including emergency operations centers (EOC), and COOP support facilities

3.2.8 Support of emergency management, emergency response, and COOP programs through directives development, review and revision

3.2.9 Developing reports

3.2.10 Support of the DOE security performance assurance program
3.2.11 Support of the operational security program.

3.3 Historical figures are provided to frame the level of effort. Unless otherwise noted, contractor may assume that these numbers are collective, across the three sites on which there are NETL EROs.

3.3.1 Incident responses, incident response reports: Historical average of incident reports filed = 326 across 3 sites. However, actual responses to investigate any type of incident, some of which may not rise to the need to generate an incident report, may bring the response number to 380. Numbers may vary significantly with major construction or infrastructure projects. Calls to incident commanders may occur at any time. Contractor should expect that 15% of the calls are made off hours and should not expect the number to be evenly distributed to the three sites.

3.3.2 Directives: There are 25 forms and 10 directives that are maintained to support, direct and manage the emergency risk management and response program. The directives and forms are reviewed annually (during ISO audits), post exercises and post incident to determine whether there are improvements needed to the directives and forms. This results in every directive and form being reviewed every year. Not all of the directives and forms will need to be edited as a result of the assessments, but the average is that 5 will need to be edited.

3.3.3 Reports: The reports that the contractor is expected to generate are detailed in the deliverables section. Contractor must be aware that during the term of the contract, rising needs, interests and lessons learned from other sites as well as the ALB, MGN, and PGH sites will likely require the contractor to add 1-5 additional reports to the deliverable schedule. Total number of reporting activities, including photographs of incident scenes, may number 850 per year.

3.3.4 Special Support: The contractor will support No Notice Exercise (NNX) and COOP exercises. Annually, NETL participates in 1 NNX and 1 agency level COOP exercise. The level of effort cannot be predicted because of the variances in the nature of this work, which will be outside of NETL's control. Contractor support may be needed to support VIP visits which average 1-2 per year. Support to off-normal business hours work, which may require 3-5 employees to support confined space rescue teams (example), may number 10 events per year.

3.3.5 Equipment Management: Contractor shall maintain the existing equipment inventory, which includes HAZMAT/Rescue branch in MGN and PGH. See inventory.

3.3.6 Training: 1 computer-based training module, Position Specific – see NETL Manual 151.1.-1-08, Emergency Preparedness Training And Appointment Of Emergency Responders, for training scopes and other requirements. There are 25-32 positions in the ERO (varies per site). Special effort may be required to achieve 100% training of volunteers, meaning that more than one session may need to be held per position, at each site. HAZMAT (MGN and PGH) – 1 training session per month (each site, each team). Support to a significantly reduced emergency public information team – training sessions at each site may need support for organizational information and drill development. County – Host site tours and review of hazards to fire departments and other local EROs, and aid with county exercises if NETL is benefitted from support.

3.3.7 Support of the Emergency Operations Center (EOC): There is one dedicated EOC at each site. Support to the EOC includes equipment management, ensuring that the emergency response directives, phone books, hazards surveys, and assessments are kept in the EOCs and that they are updated annually so that current editions are available, IT equipment testing and management, needs assessments, and, approximately once every 3-5 years, supporting an effort to move or redesign the EOC.

3.3.8 Research, Investigation and Analysis: Contractor should expect that additional support to the program to research new regulatory, technology, HQ requirements, hazards, and determine their impacts to the NETL programs will occur twice per year. The contractor may be asked to conduct or support accident and incident investigation at a level higher than the typical need for an incident report 20 times per year. Significant time devoted to investigation, analysis, and incident or accident investigation may occur twice in a 5-year period.

3.3.9 Communications Drills: Required quarterly. The numbers of devices tested in the communications drills may vary. Currently, the numbers of devices or systems that are tested during communications drills number 50-150 per quarter per site.

3.3.10 Hazards Surveys and Assessments: Hazards Surveys, All Hazard Survey and Threat and Hazard Identification Risk Assessment (THIRA) assessments, which may include physically surveying the site for hazards and chemicals specific to the standards used to assess chemical risks – review each survey and each assessment quarterly for metrics reporting and annually for HQ reporting, and revise if needed. Revisions may also be required if chemicals (new chemical or above threshold screening for existing chemical) above the screening thresholds are brought to the site or are planned for use on the site.

3.3.11 Drills and Exercises: See Scope. Fire drills – Each zone, which may include groups of buildings or other structures, shall be subject of an evacuation or fire drill each year. This number seldom varies but may include an additional structure as planned structures are erected or become occupied or become subject to regulation. Exercises – One NETL site per year is subject to a No Notice Exercise, conducted by NNSA. Dependent on NNSA's resources, the exercise may be concurrent to a scheduled NETL exercise or may be an additional exercise. DOE emergency risk management and response requirements and requirements from the Office of Continuity of Operations, as well as assessments from both of these offices, indicate that NETL is expected to become compliant with DOE direction to conduct robust exercises for site evacuations, shelter-in-place and site accountability of employees (Federal and contractor) and visitors. NETL will need to conduct its own COOP exercise, as indicated in the results of the self-assessments. In this grouping of exercises, the contractor should expect to conduct one of each type per year per site. The nature of the exercises and the robustness of each may be budget-dependent.

3.3.12 Volunteers in the ERO: Approximately 160 volunteers (total, across three sites).

3.3.13 Incident Commanders: Historically, the contractor has provided incident commanders, and has maintained 4-7 personnel in these roles, rotating the primary duty on a regular basis (not less than weekly or more than monthly), per each site.

3.3.14 Travel: Contractor may pose distribution of its work force to its advantage across the three sites but should anticipate whether travel money restrictions will impede the contractor from reaching compliance with the requirements of the contract. This should thoughtfully be considered in budgeting because of the lack of manpower resources at the ALB site in comparison to MGN and PGH sites with respect to expertise in training, as well as exercise evaluation.

3.3.15 "Stress" Testing: Stress testing, which is a cardiovascular testing determined by a physician to help determine whether personnel are fit for duty in stressful situations, is required for members of the hazardous materials response/rescue branch, if the team position requires wearing a respirator and making entry. Provisions for stress testing for new members of the team and any members whose medical profile suggests the need may number 10 per year. While the personnel in the EP Activity must help arrange for the stress tests, the tests are funded under the Occupational Health Support Services Activity (CLIN 4, Activity 2).

3.3.16 Business Impact Analysis: Update the continuity of operations business impact analysis annually.

3.3.17 COOP Self-Assessment: Conduct the COOP self-assessment annually. The self-assessment will be conducted using the self-assessment tool provided by DOE.

3.3.18 Performance Assurance: Alarms, communications testing quarterly, randomly check doors that should be locked on a weekly basis, documenting tests in a report that includes a narrative description of the testing activity and an analysis of test results.

3.3.19 Performance Assurance, Self-Assessments: These occur 6 months apart, one per site, three total. Each site is assessed every other year. The contractor should prepare to assist with interviews and data gathering for key elements of security-related functions. This could include interviews (no more than 15 people at each site), document examination, and data analysis to assist the facility security officer with analysis of the operability of the program.

3.3.20 Authorization of Overtime for ERO Members: The use of overtime is authorized under this Activity for non-exempt ERO Members employed under the SOS Contract only. All ERO

Members not employed on the SOS Contract will charge overtime to the respective contract which they are employed under, if appropriate.

3.3.20.1 All non-exempt, SOS Contract ERO Members participating in emergency responses, such as those resulting from accidents, natural disasters, or security threats shall be paid at least 1½ times the basic rate of pay for all work over 40 hours in any workweek.

3.3.20.2 The contractor is required to submit overtime information to the Contracting Officer no later than COB on the following business day after completion of an emergency response. The information shall include: names of ERO members that worked overtime, number of hours of overtime worked for each person, the fully loaded overtime rate of each responder, and total overtime cost. Once this information is received, the Activity will be modified to adjust the firm fixed-price.

4.0 SCOPE

The Contractor shall provide emergency risk management and response and continuity programs support activities at the ALB, MGN, and PGH sites. These activities include, but are not limited to:

4.1 Emergency Risk Management and Response Program Support

The contractor shall assist in the implementation and maintenance of NETL's emergency preparedness and response program according to 29 CFR 1910.120, other related CFR's referenced in NETL's standards database, DOE Order 151.1 Comprehensive Emergency Management System, DHS and FEMA directives incorporated by requirement of DOE/NNSA, applicable portions of the implementation guides, and NETL directives. Program support shall be in accordance with DOE NETL generated policy. For the purposes of this PWS in the context of emergency preparedness, the word "facility" refers to each of the three NETL sites that have emergency preparedness programs and response organizations. Unless otherwise specified, each of the PWS elements applies to the ALB, MGN, and PGH facilities. Descriptions of some PWS requirements are below. This list does not limit the scope of the PWS but describes expected performance criteria for some which have a discretionary element introduced by DOE Orders or regulations, or for which NETL has determined that a higher standard is desirable than those strictly required by DOE Order. The contractor should be prepared to manage a DOE compliant emergency response program that falls under the hazmat-based risk profile as well as the "core" program, that is based in all-hazards assessments and threat and hazard identification and risk assessments. The contractor must be able to accommodate chemical and hazardous materials-based surveys and assessments. These program differences are based on site chemical inventory, and so may change status from the start of the contract. The contractor is expected to respond to actual emergencies.

Elements of the program shall include, but are not limited to, the following:

4.1.1 The contractor shall not be responsible for fully staffing the ERO, however, the contractor supports staffing of the ERO as described below and assists DOE with maintaining a minimum staffing level.

4.1.1.1 Recruiting staff for the EROs, maintaining the EOCs, and maintaining the materials kept at the backup EOCs.

4.1.1.2 Providing staff to NETL's EROs to help ensure response protection, according to the sites' emergency response plans.

4.1.1.3 The contractor shall maintain lists of minimum staffing needed to effectively operate the ERO and monitor those staffing levels and provide DOE with any concerns or needed actions related to staffing.

4.1.1.4 Prepare to maintain a minimum of twelve SCBA qualified hazardous materials technicians at the MGN and PGH sites, ensuring fire warden coverage, fire warden training, and an active, accurate list of fire wardens.

4.1.2 Conducting drills and exercises by generating a plan for, and executing, two emergency response

training drills (which may include tabletop drills) per year per facility to provide training and practice for the NETL Operations Section and NETL Planning Section.

4.1.3 Developing and executing one annual independently evaluated integrated exercise per facility designed to encompass all sectors of the ERO and evaluate all ERO staff, compliant with DOE Order 151.1 Rev. D Comprehensive Emergency Management System requirements.

4.1.4 Include off-site response organizations at the discretion of DOE. Formally invite applicable off-site first responders (e.g., primary first response agencies) to participate in a relevant drill or exercise at least annually.

4.1.5 Participating at DOE program management's discretion in community emergency response activities including evaluating or observing community exercises and supporting the efforts to develop and maintain the memoranda of agreements through topic research, providing expert knowledge, and arranging reviews.

4.1.6 Conducting quarterly communications drills of emergency response communications equipment

4.1.6.1 Conducting daily tests of the emergency 11 phone line at the ALB and MGN sites and weekly tests at the PGH site.

4.1.7 Providing HAZWOPER training for new ERO members and other site personnel, as required by their roles, at the facilities and maintaining records of the certifications and resumes of HAZWOPER instructors.

4.1.8 Providing monthly training for the HAZMAT/Rescue team at the MGN and PGH facilities and providing ~~in-service~~ appropriate training for members of the medical team, ~~according to State laws and first responder's recertification maintenance requirements,~~ at the MGN and PGH sites to maintain specified HAZMAT/Rescue and Medical Team qualifications/capabilities. Training shall address site-specific hazards such as hazardous materials and rescue tasks and shall ensure that all regulatory requirements such as the National Incident Management System Incident Command System series courses, blood borne pathogens, and confined space rescue are met.

4.1.9 Providing orientations of the site and organizational structure to off-site response agencies as required by DOE and 29 CFR 1910.36 and 29 CFR 1910.120 requirements. These orientations shall address the needs of the off-site responders including:

4.1.9.1 Orientations to NETL's confined spaces as required by 29 CFR 1910.146 and the NETL directives that describe the requirements of NETL's confined space entry and rescue programs.

4.1.9.2 Provide site visits for NETL Mutual Aid Agreement (MAA) organizations once every two years.

4.1.9.3 Monitor/support site training for MAA organizations at the organizations' request and DOE's approval not more than twice a year.

4.1.9.4 Offer orientation on site-specific conditions and hazards based on the results of the all hazards planning basis, including familiarization, on an annual basis for any off-site emergency responders in accordance with DOE Order 151.1D, Comprehensive Emergency Management System.

4.1.10 Conducting annual fire drills including evacuation of employees from the buildings and trailers, in discrete groups. The contractor shall ensure that the accountability system is checked during the drills, alarm system operations are verified, critiques are generated based on performance, and shall perform corrective action to maintain a functional system. Fire drills are not required for buildings that are normally unoccupied (e.g., storage, etc.) that are not co-located or co-alarmed with adjacent buildings. At least one drill shall be performed at other than normal business hours to ensure that all personnel know evacuation procedures and that a feasible accountability system can be operated at reduced manpower support levels.

4.1.11 Providing for a system of accountability for employees and visitors.

4.1.11.1 DOE has adopted electronic/automated means of issuing emergency alerts across emails, desktop portals, texts, etc., via an application tool. The current system is DOE AWARe, but the provider may change. Contractor should not construe the applicability of the following should the provider change to voided. The contractor is responsible for

developing an NETL accountability and alert system that integrate DOE AWARe with a manual or hand-count system because not all of NETL's employees have an employment status that allows them to be incorporated into AWARe.

4.1.11.1.1 Be responsible for developing an NETL accountability process in conjunction with emergency response processes, and which integrates DOE AWARe (or other provider) into a hand-count accountability system. The contractor shall develop the plan for FERPM approval using existing plans and/or other recommendations (as needed).

4.1.11.1.2 Maintaining an alternate accountability processes to work in conjunction with AWARe to capture employees that are not included in AWARe.

4.1.11.1.3 Maintaining groups outside of AWARe for complete accountability functions.

4.1.11.1.4 Developing an NETL Accountability Procedure/Manual incorporating AWARe.

4.1.11.1.5 Conducting accountability after action reviews.

4.1.11.1.6 Provide staff to fill AWARe Operator positions.

4.1.11.1.7 Be prepared to conduct accountability exercises with no warning.

4.1.11.1.8 Be prepared and capable to fulfill reporting requirements.

4.1.11.1.9 Be prepared to conduct accountability and issue emergency alerts during actual emergencies.

4.1.12 DOE will provide training in the use of the AWARe system to the multiple Operators that will be available on a 24/7 basis.

4.1.13 AWARe Operator training will be conducted in coordination with the development of the NETL Accountability Procedure/Manual.

4.1.14 The NETL personnel tracking system (PTS), or similar system, is the basis for employee listings, as a platform for populating AWARe and for providing a basis for on-site goals in accountability as an employee list. The contractor is not expected to develop its own employee listing for all NETL entities.

4.1.15 Maintaining evacuation plans and assembly areas including generation and dissemination of accountability lists and posting of evacuation zone and accountability maps that are posted in NETL buildings.

4.1.16 Conduct quarterly accountability exercises.

4.1.17 Managing ERO equipment including:

4.1.17.1 Keeping an active inventory.

4.1.17.2 Maintaining the equipment according to regulatory or consensus standards.

4.1.17.3 Ensuring that sufficient equipment and supplies are available to monitor and mitigate spills and leaks according to the findings of the hazards' assessments.

4.1.17.4 Ensuring that members of the ERO have appropriate personal protective equipment and chemical monitoring equipment and are trained in their use.

4.1.17.5 Providing equipment specifications and forwarding any equipment needs identified to the DOE representative for purchase. Providing quarterly updates of ERO equipment that has not been purchased/received and is outstanding for the Fiscal Year (five days after the end of each quarter).

4.1.17.6 Interacting with representatives of the security and information technology programs to ensure that ERO communications equipment is integrated with the site's standards for radios, repeaters, and communications protocols.

4.1.18 Preparing or submitting information for emergency response record keeping and reporting including information for the Emergency Readiness Assuredness Plan (ERAP) and any response involving a call out of ERO. The contractor shall provide data to support NETL metrics in the quarterly DOE HQ metric reports.

4.1.19 Revising, generating, and distributing NETL emergency response phone books every six months.

4.1.20 Generating ERO appointment memos as needed for submission to the Activity manager and for distribution by the signature authority.

4.1.21 Developing and maintaining emergency response logs and records and providing incident reports. Incident Reports shall be maintained in a folder on a common drive in an organized structure and format (as approved by the ACOR) that will facilitate retrieval to support audits, assessments, and

follow-up investigations.

4.1.22 Submitting findings from the communications drills, training drills, and annual evaluated exercise. Providing support enter corrective actions into CATS, ensure remedies are deployed, and testing is developed to verify corrective actions are successful.

4.1.23 Providing support to the Emergency Preparedness Program including developing and maintaining hazard surveys and assessments for the NETL sites. The process requires:

4.1.23.1 An accurately documented HAZMAT screening process using appropriate screening criteria to develop and maintain the hazard surveys, and any follow-on requirements, such as:

4.1.23.1.1 Hazard assessments.

4.1.23.1.2 All Hazards Surveys/Assessments.

4.1.23.1.3 Emergency action levels.

4.1.23.1.4 Emergency planning zones and protective action criteria.

4.1.23.1.5 Postulate a spectrum of potential emergency event/condition scenarios in the EPHAs.

4.1.23.1.6 Assist in development and maintenance of an accurate and timely method for tracking changes in operations, processes, and accident analysis that involve HAZMAT at each facility.

4.1.23.1.7 Develop a process to ensure that the hazards survey and EPHA developer is notified of changes in HAZMAT quantities.

4.1.23.1.8 Assist in the development of analysis for reducing NETL chemical inventories including operational and financial impacts to NETL.

4.1.23.1.9 Based on the findings of the screening process, the contractor is responsible for either the development, maintenance and documentation of an emergency preparedness hazards assessment (EPHA) in compliance with the most recent guidance and requirements from DOE, or the THIRA and All-Hazards Survey Assessment.

4.1.24 Providing assistance in development of NETL's emergency plans to provide a comprehensive description of NETL's emergency management program which is compliant in accordance with DOE Order 151.1D, Comprehensive Emergency Management System and its guides. Includes providing annual review, update, and revisions to NETL directives and manuals to reflect compliance with DOE Order 151.1D and NETL protocols.

4.1.25 Foster interaction with other parts of the ERO such as security and the occupational health unit (in MGN and PGH); providing other types of support to DOE NETL that includes:

4.1.25.1 Gathering metric data.

4.1.25.2 Researching equipment and providing procurement data.

4.1.25.3 Researching and providing advice on technical subject matters, NIMS ICS, as well as DOE 151.1D, Comprehensive Emergency Management System subjects.

4.1.26 Providing, during normal working hours, an incident commander at each site to be available on-site for emergency response services. An industrial hygienist will also be available (via dedicated or volunteer service) to support exposure monitoring.

4.1.27 Providing, during other-than-normal duty hours, an accessible incident commander at each site to be available for emergency response and other-than-normal operating conditions.

4.1.28 Providing effective emergency response, facilitating operations by off-site response organizations when they are needed at ALB, MGN and PGH, and conducting operations within the parameters of safe emergency response practices.

4.1.29 Developing and providing data that verify NETL's compliance with sections of 29 CFR 1910.120 that require specific training elements be met by the HAZMAT team, and the on-scene incident commander/incident command staff, and that require verification of the competency of instructors.

4.1.30 Developing and conducting training plans and training as described in Manual 151.1-8 Emergency Preparedness Training and Appointment of Emergency Responders. Develop a method for evaluating and documenting competency and proficiency in accordance with DOE Order 151.1D, Comprehensive Emergency Management System for members of the ERO. Develop and provide

on a quarterly basis an Excel spreadsheet ERO Training Record that indicates required training and completion status of ERO members by position per (DOE Order 151.1 and Manual 151-1.8 Emergency Preparedness Training and Appointment of Emergency Responders).

4.1.31 DOE subject matter experts reserve the right to serve as the lead in efforts to update, revise, and develop emergency response directives, manuals, documents and MAAs. However, the contractor must be prepared to serve as the lead entity for arranging reviews, researching new regulations and DOE orders to ensure compliance, and suggesting revisions that produce a high-quality product that integrates with other emergency response directives and the directives of programs that operate closely with emergency preparedness and response, such as security, safety, industrial hygiene, and fire protection.

4.2 COOP Program Support

The contractor shall assist in the implementation and maintenance of NETL's continuity programs according to DOE Order 150.1 Continuity Programs, DHS and FEMA directives incorporated by requirement of DOE/NNSA, and NETL directives. Program support shall be in accordance with DOE NETL generated policy. Elements of the program shall include, but are not limited to, the following:

4.2.1 Conducting or assisting with the execution of a continuity exercise or drill. The scope and timing will be determined by DOE; however, the continuity drill may be conducted as an integrated part of an emergency response exercise or drill. The exercises and drills must be compliant with the separate orders and requirements of the DOE continuity programs and NETL COOP plans. If this cannot be attained by exercising the continuity program in conjunction with emergency response, the contractor should prepare to conduct separate exercises and drills.

4.2.2 Collecting data and information for the development and preparation of the Continuity Readiness Assurance Report which is submitted annually.

4.2.3 Providing support for the development, maintenance, and testing of the NETL COOP program, which includes:

4.2.3.1 Pandemic planning and preparation and incorporating COOP planning activities with emergency preparedness where appropriate.

4.2.3.2 Maintaining a list of essential functions and personnel with the NETL COOP response team phone books.

4.2.3.3 Gathering information for and preparing the NETL Continuity Readiness Assurance Report (CRAR)

4.2.3.4 Auditing, assessing, and assisting with tracking corrective actions that are approved for the continuity program.

4.2.4 Supporting the essential records program in the limited arena of ESS&H and COOP programmatic documentation.

4.2.5 Developing a Business Impact Analysis document in accordance with directives and guidance issued by the Office of Continuity Programs.

4.2.6 Conducting the continuity program self-assessment in accordance with assessment tool(s) provided by DOE.

4.2.7 Develop and execute, or assist with the execution of, a continuity drill, exercise and training program geared toward ensuring that the continuity response teams and senior DOE NETL management understand the continuity program, understand how the emergency risk management and response and security programs integrate with continuity, and understand and are able to execute their roles in the continuity program during responses. Develop after action reports (AAR) and corrective actions, similar in scope to the emergency response exercises.

4.2.8 Assist with continuity responses, should any occur, with material aid, staff assistance, equipment use and availability, documentation, logging, and after-action reporting.

4.3 Security Program Support

Facilities and sites must implement and maintain a program that ensures that essential elements used to protect DOE Safeguards & Security interests meet established requirements for reliability, operability, readiness, and performance prior to and during operational use. The contractor would execute the elements of a program assurance plan accepted by DOE. The contractor is responsible for developing

a program assurance plan. Elements include:

4.3.1 Testing of security access systems and access systems, including locks, card access areas, off-hours accessibility, etc., on a schedule and level of effort established by DOE.

4.3.2 Conducting operability tests to confirm, without any indication of effectiveness, that a system element or total system is operating as expected.

4.3.3 Conducting effectiveness tests to provide assurance that essential elements of the system are working as expected, separately or in coordination, to meet protection program objectives.

4.3.4 Reporting test failures or compromises to DOE (ACOR and Facility Security Officer - FSO) immediately.

4.3.5 Testing locking plans for doors for operational security performance.

4.3.6 Testing exit and access plans for effectiveness off hours, ensuring that gates, card access equipment, and intercom and other communications systems work as designed.

5.0 SUPPORTING FUNCTIONS

5.1 Directives Support

5.1.1 The contractor shall review the combined NETL directives to ensure that they reflect the current site practices, DOE orders, and regulatory requirements. The contractor shall assist in revising NETL directives to reflect altered site practices, new or changed responsibilities of individuals, new requirements or regulations, or quality assurance measures. The contractor shall assist in revising or developing NETL directives as new, merged site standards are adopted. Includes providing drafts and revisions of NETL directives to reflect compliance with DOE Order 151.1D and NETL protocols.

5.2 Training

5.2.1 The contractor shall assist NETL in developing emergency response and continuity training courses and content for general employees to be delivered through NETL's training program. A subset of training support will include continuity response teams and DOE NETL senior management. The courses and content may include creating content for lecture-based courses, computer-based training, and targeted training for support operations. This is in addition to the specific training mentioned above for emergency responders. Other elements of emergency response training are found in 29 CFR 1910.120, developing and conducting training plans and training as described in Manual 151.1-01.08, Emergency Preparedness Training and Appointment of Emergency Responders, and providing annual refresher training based on NETL Manuals 151.1-01.03 and 151.1-01.07, which are the position-specific procedures for each position in the EROs at the MGN/PGH sites and at the ALB site respectively.

5.3 Corrective Action

5.3.1 The contractor shall assist with tracking corrective actions established at NETL through the corrective action tracking system (CATS) and implement on-site corrective actions associated with action plans previously developed, self-assessments, and other types of internal and external reviews. Provide support to ensure corrective actions have been entered into CATS, remedies are deployed, and testing is developed to verify corrective actions are successful.

5.4 International Organization for Standardization (ISO) 14001/ ISO 45001 Certification Initiatives and Internal Audits

5.4.1 The Contractor shall support NETL's efforts to maintain ISO 14001 and ISO 45001 certifications as part of the ES&H Management System and shall participate in

NETL's internal audits and assessments. Support activities include:

5.4.1.1 Participating in planning and closeout meetings of internal audits; and

5.4.1.2 Assisting in identifying and implementing aspects, targets, objectives, and ES&H Management Plans.

5.4.1.3 Documenting ERO deliverable submissions by category in a folder on the common drive in a format that can be searched to facilitate retrieval to support audits and assessments.

6.0 DELIVERABLES

The following table contains the deliverables associated with this Activity. The list is not all inclusive and additional deliverables may be requested as requirements change. An electronic copy of all deliverables will be saved to the common drive, with a copy provided to the ACOR in addition to the designated interested party.

When reviewing draft deliverables, the government will return consolidated comments to the contractor in a timely manner allowing the contractor time to meet the due date for the deliverable.

DELIVERABLE	FORMAT	FREQUENCY
Emergency Response Exercise/Drill Plans – Develop plans to support training exercises/drills. Exercise/drill dates must be approved by the ACOR.	As determined by the Emergency Response Program Manager (ERPM)	Submit plans to ACOR 45 day prior to the scheduled date of the exercise/ drill.
Emergency Response Training Drills/Exercises	Based on approved Plan	Two drills per site annually.
• Conduct two training drills annually (based on FY) per facility (facilities are the sites located at Albany, OR; Morgantown, WV; and Pittsburgh, PA) which may include tabletop drills. Drill dates must be approved by the ACOR. • Develop/execute one annual independently evaluated exercise per facility (facilities are the sites located at Albany, OR; Morgantown, WV; and Pittsburgh, PA). Exercise dates must be approved by the ACOR.		Drills are expected to be held early enough in the FY to meet DOE HQ reporting requirements. All exercises should be completed no later than July 30 of each year.

After action reports (AAR) – Develop AARs after each drill and exercise and after each actual incident response that requires coordination of multiple branches or organizations within the incident command system.	Reports with associated corrective action plans	Submit AARs within 30 days following each exercise/drill/incident response. Support will be required to close all exercise/drill/incident response corrective actions prior to the end of the 4th quarter (September 30th) in order to be documented in the 4th quarter ERO metrics and for inclusion in the Emergency Readiness Assuredness Plan.

DELIVERABLE	FORMAT	FREQUENCY
After action reports (AAR) – Develop AARs after each drill and exercise and after each actual incident response that requires coordination of multiple branches or organizations within the incident command system.	Reports with associated corrective action plans	Submit AARs within 30 days following each exercise/drill/incident response. Support will be required to close all exercise/drill/incident response corrective actions prior to the end of the 4th quarter (September 30th) in order to be documented in the 4th quarter ERO metrics and for inclusion in the Emergency Readiness Assuredness Plan.
ERO Equipment Inventory and Cost Evaluation – Maintain an inventory of ERO equipment and cost evaluation of holdings and replacement value	Maintain and update spreadsheet	Inventory updated at least annually and as requested by the ERPM.
Emergency Readiness Assuredness Plan (ERAP) and Continuity Readiness Assurance Reports (CRAR)	Templates provided by DOE	Annually for ERAP and CRAR, no later than August 15th in order to meet NETL internal reviews and meet HQ submission dates
Incident reports	Template approved by ACOR	Incident reports are generated and distributed within 12 hours of an incident.
NETL Emergency Response Phone Books – Update and distribute NETL Emergency Response phone books; one emergency response phone book and one continuity phone book per site.	Template approved by ACOR. Distributed as Official Use Only.	Distribute for DRAFT review and issue as FINAL every six months (twice per FY).
Evacuation Plans/Assembly Areas – Maintain evacuation plans and assembly areas including generation and dissemination of accountability lists and posting of evacuation zone and assembly area maps that are posted in NETL buildings.	As approved by ACOR	Updated as needed.
ERO Appointment Memorandums –	As approved by ACOR	Submit as needed.

DELIVERABLE	FORMAT	FREQUENCY
Develop ERO appointment memos for new team members and when position procedures and safety analyses change.	As approved by ACOR	Annual requirement.
Emergency Response Logs and Records – Logs and records are developed during emergency responses.	As approved by ACOR	As needed.

DELIVERABLE	FORMAT	FREQUENCY
Hazard Surveys and Assessments, or Hazard Surveys, All Hazards Survey and THIRA Assessments – Develop, review, and revise (if necessary) All Hazards surveys and THIRA assessments in accordance with the DOE Order.	Content and method are established by DOE	Quarterly for metrics reporting and annually for HQ ERAP reporting no later than August 15th in order to meet NETL internal reviews and meet HQ submission dates.
COOP Exercise and Training • Develop and submit an exercise plan to execute a continuity exercise training program. • Support NETL's participation in national or DOE exercises, develop and implement COOP training for members of senior staff and continuity response teams. One facility per year will be exercised from ALB, MGN, or PGH sites.	After Action Reporting as approved by ACOR	Annually. Complete by June 1st of each year, unless directed otherwise by Continuity Program Manager.
Emergency Response and FECM Safety and Response Metrics	Templates provided by FECM	Quarterly based on FY.
Continuity Programs Self-Assessment	Template provided by DOE	Submit to Continuity Program Manager annually.
Continuity Programs Business Impact Analysis – Complete and submit analysis to Continuity Program Manager in accordance with directives and guidance issued by the Office of Continuity Programs.	As determined by Continuity Program Manager	Completed by October 1st (when required)

Proof of PWS Compliance – Required submission of training plans, training logs, incident reports, etc., to the ERPM per the Activity PWS.	As determined by the FERPM	Within one week of event completion.

DELIVERABLE	FORMAT	FREQUENCY
Accountability Exercises • Provide a plan and conduct quarterly accountability exercises to meet requirements from the DOE HQ entities. Provide personnel accountability status for each site during quarterly accountability drills.	As determined by DOE	Quarterly as announced by the DOE HQ entities.
Evacuation and Shelter-in-Place Exercises/Drills – Completed in accordance with building occupancy standards. Each occupied building on each site is expected to be included in a fire drill which will include building evacuation and accountability, and shelter-in-place actions.	As determined by ERPM	Annually. Completed by October 1st.
Facility Security Performance Plan Support • Provide support of key element functionality such as communication tests and key equipment operability testing. • One Security Performance Plan per NETL site is required.	As determined by the Facility Security Officer	Quarterly support/Annual plan.