

**PROPOSED  
FACILITY MANAGEMENT PLAN  
U.S. Nuclear Regulatory Commission**

Rockville, Maryland



One White Flint North  
Facility Operations  
Workplace Services  
Internal Business Services

December 2010

Enclosure

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**Facility Management Plan  
U.S. Nuclear Regulatory Commission  
11555 Rockville Pike  
Rockville, MD 20852-2738**

1. PURPOSE

This document is intended to specify the management procedures, enhance service delivery and provide for efficiency in the management of the General Services Administration (GSA) facility and adhered to by the U.S. Nuclear Regulatory Commission (NRC). The NRC Facility Management group will assure that NRC complies with the terms of the Delegation of Authority (DOA) that allows the agency to operate and maintain the 11555 Rockville Pike facility located in Rockville, Maryland in a condition that meets the expectations of the GSA. This document further establishes the shared vision of GSA and NRC as it pertains to individual functional areas required to efficiently manage a Federal government facility.

2. BACKGROUND

NRC has operated and maintained the building located at 11555 Rockville Pike in Rockville, MD 20852, under a DOA from the GSA. The key responsibilities assigned to NRC under the DOA include:

- A. cleaning;
- B. operating and maintaining the building;
- C. ordering and paying for utilities;
- D. altering space, including abatement work, if necessary. For alterations in excess of \$100,000, the agency must obtain GSA's consent.
- E. operating and maintaining the fire and life safety equipment;
- F. providing concessions services through a full concessions delegation; and
- G. assigning space in areas occupied by the agency

According to the DOA, GSA retains certain responsibilities in government-owned space. These responsibilities include:

- A. periodically assessing agency stewardship, overall physical condition of the building, and the agency's ability to deliver services;
- B. capital building improvements, equipment replacement and modernization projects over \$1,000,000; and
- C. preparing and submitting required prospectuses for congressional approval, with the agency's input.

The DOA specifies that GSA will use a quality assurance program to monitor the agency's performance. The quality assurance program consists of three key elements:

- A. Customer Satisfaction – customer feedback;
- B. Building Evaluation Reports (BER) – conducted periodically by approved GSA contractors in cooperation with NRC to assess overall building condition and identify deficiencies. The BER may become the basis for GSA remedial action plans and budget submissions.

- C. Operational Reviews – to be conducted periodically by GSA to assess the condition of the building systems and equipment and evaluate the agency's preventive maintenance (PM) program and records.

The GSA Standard Operating Procedures for the Operation and Maintenance (O&M) of Delegated Real Property state that:

“The Agency shall develop and administer a Facility Management (FM) program that results in the efficient and effective operation and maintenance of all interior and exterior building systems and related equipment. . .” The FM program must also contain a system for inspecting and documenting proper delivery of all services as well as procedures and processes that provide management with a high level of confidence in proper program execution.”

### 3. BUILDING DESCRIPTION

The NRC One White Flint North building houses approximately 1,800 employees and contractors. The building consists of 18 floors and a parking garage. The building measures approximately 645,302 gross square feet, the rentable area is approximately 480,316 square feet, and the useable area is 310,448 square feet.

The building consists of Federal government office space, a cafeteria, and 472 underground parking spaces that support the building.

### 4. OVERVIEW OF NRC FACILITY MANAGEMENT PROGRAM

The NRC Facility Operations Team has overall responsibility for planning, budgeting, and managing expenditures related to the operation of the building. The team is also responsible for a comprehensive quality control system to ensure that the building is maintained in a way that maximizes its life expectancy.

Day-to-day facility operations have been provided through a consolidated facility management (CFM) contract with an outside vendor. The CFM contract is re-competed on a regular basis. The statement of work (SOW) for the CFM contract was designed as much as possible to be a “performance-based” specification, rather than a prescriptive one. For example, the SOW requires the contractor to maintain the building systems in sound, operational condition, instead of stating detailed inspection and repair instructions. The NRC oversight role focuses on results or outcomes, not processes.

In addition to providing on-site facility management services, the CFM is responsible for maintaining the Computerized Maintenance Management System (CMMS). The CMMS is the repository for the PM program, including equipment history, inspection schedules and records, and workload tracking.

5. SHARED VISION OF FUNCTIONAL/OPERATIONAL AREAS OF ONE WHITE FLINT NORTH

5.1 Landscaping/Snow Removal

NRC is responsible for maintaining an established landscaping/snow removal program to provide a clean, healthy and attractive environment, and to preserve and protect exterior finishes.

5.2 Custodial

5.2.A Cleaning/Pest Control

NRC is responsible for establishing and maintaining cleaning and pest control management programs to provide a clean, healthy and attractive environment, and to preserve and protect interior finishes.

5.2.B Recycling

NRC has implemented a plan to maximize the collection of recyclable materials in accordance with established government policies and good business practices.

5.3 Service Contracts

NRC is responsible for initiating contracts for necessary services in accordance with established government policies and good business practices.

5.4 Building Service Calls

NRC has established a building service call process to ensure timely response and appropriate corrective action to requests.

5.5 Operation and Maintenance

O&M will be primarily under the control of NRC.

5.6 Utility/Energy Conservation

NRC will have overall responsibility for energy conservation. NRC has developed a plan to meet the Presidential executive orders related to reductions in energy usage.

5.7 Health and Safety

NRC understands and agrees that the health and safety of tenants, workers, and visitors is of paramount importance and the shared responsibility of both agencies.

5.8 Space Utilization

NRC is responsible for maintaining an established space utilization program. NRC will be responsible for monitoring space utilization in accordance with the Federal Management Regulation (FMR) 2005-3, Subchapter C, Part 102-79, as long as it is applicable, or any succeeding national standards/regulations.

5.9 Reimbursable Repairs and Alterations

NRC has developed and implemented a proactive repair and alteration program.

5.10 Concessions/Cafeteria

NRC will have overall responsibility for the concession/vending and cafeteria programs. NRC will promote the effective utilization of the cafeteria and concession program in order to maintain a productive working environment for the facility's tenants.

5.11 Child Care

NRC will maintain the structure of the child care center and playground and provide upgrades as required by changing laws.

5.12 Acceptance

All work to be performed in the building or on the grounds will be coordinated with GSA where possible. All pertinent paperwork will be forwarded to GSA for review and acceptance.

5.13 Budget Administration

GSA and NRC will jointly develop a procedure to oversee the administration of the budget program relating to such rent payments.

5.14 Training

NRC has developed a training program to prepare the assigned agency employees to perform all of the activities needed to carry out the vision and goals of this facility management plan.

5.15 Duration of FM Plan

The initial development of this FM Plan commenced on November 22, 2010. Any or all responsibilities may be terminated by GSA and/or NRC upon 120 days notice, if it is determined to be in the best interest of the government. Otherwise, this plan will remain in effect indefinitely.

5.16 Funds

Annual operating plans will be established between GSA and NRC, the purpose of which is to identify the services and associated costs necessary to effectively and efficiently operate the facility while remaining in conformance with applicable laws and regulations.

5.17 Duplication

Full implementation of this FM Plan will not duplicate any existing agreement.

6. TACTICAL PLAN/NARRATIVES

6.1.A Landscaping

1. The NRC staff will serve as the contracting officer technical representative (COTR) and is responsible for:
  - A. maintaining an established landscaping program;
  - B. providing a clean, healthy and attractive environment; and
  - C. preserving and protecting the exterior finishes.

6.1.B Snow Removal

1. The NRC is responsible for maintaining an established snow removal program.
2. The NRC PO will serve as the COTR and is responsible for obligating funds and amending/modifying the contract.
3. The NRC PO is responsible for interpreting/evaluating specifications, issuing orders against the contract, monitoring, inspecting and accepting performance.
4. The NRC PO has developed internal operating procedures to ensure timely response and corrective actions to complaints.
5. The NRC PO has established an inspection program for snow removal to ensure that snow is cleared satisfactorily and other scheduled services are provided.

6. A copy of all contracts, including amendments, modifications, and reports or documentation of reported concerns/incidents service plans will be shared with the GSA.

## 6.2 Custodial

### 6.2.A Cleaning/Pest Control

1. The NRC PO has developed janitorial/pest control reporting procedures in conjunction with the building service call process to ensure timely response and corrective action.
2. The NRC PO has established an inspection program for janitorial services/pest management to ensure that the buildings are cleaned properly and maintained (free of any pest infestation), and that scheduled services are provided.
3. The NRC PO has established an integrated pest management program. All pest applications should meet Environmental Protection Agency (EPA) National Institute of Occupational Safety and Health (NIOSH) guidelines and should be applied after hours to assure a safe environment for all occupants.
4. The agencies (GSA and NRC) agree to share copies of all contracts (including amendments and modifications, service plans, any reported pest or safety concerns, reports or documentation of reported concerns/incidents of pest application, preventive control and pest management.

### 6.2.B Recycling

The NRC is responsible for maintaining an established recycling program.

## 6.3 Service Contracts

1. The NRC PO will obligate funds, amend/modify contracts, interpret/evaluate specifications and issue orders against service contracts. Such contracts may consist of: medical and hazardous waste removal, locksmith, carpet installation, carpet and/or upholstery cleaning, furniture installs, public announcement, telephone and data/communication services. NRC has specific authority for requesting and ordering services utilizing NRC funds.
2. The NRC PO has established an inspection program for services to ensure that scheduled services are satisfactorily provided. A Form GSA-220 or other acceptance document will be completed and filed after each job.

3. Reports or documentation of reported concerns/incidents will be shared. NRC will maintain a service contract for locksmith services relative to internal needs such as desks and file cabinets.

#### 6.4 Building Service Calls

1. The NRC has provided employees with a computerized system and a centralized number to use for reporting building operations concerns/problems. Calls will be handled by the Customer Service Desk.
2. Based on the nature of the calls, the O&M contractor refers services calls to the appropriate NRC staff for corrective action.
3. The NRC PO monitors, documents and tracks calls. Calls are analyzed individually and collectively to identify repetitive problems which may be indicative of unsatisfactory services.
4. The NRC is maintaining a system for building services requests, which does allow staff to determine patterns/history of issues/problems.
5. The O&M contractor will have inspection responsibilities regarding building services. Contractors will self-certify with NRC PO concurrence.

#### 6.5 Building Operations and Maintenance

The NRC is responsible for establishing and maintaining a building O&M program. The NRC PO serves as the COTR. The NRC PO has established an inspection program for services to ensure that scheduled services are satisfactorily provided. A copy of all contracts, including amendments and any other pertinent information, will be shared with the GSA upon request.

#### 6.6 Utility/Energy Conservation

The NRC has primary control of the complex. Energy tracking will be closely tied to the operation and maintenance of the building; therefore, these two plans are tied together.

#### 6.7 Health and Safety

##### 6.7.A Environmental Health

1. The NRC will provide environmental monitoring and survey services to be used in its Federal government-owned or leased space.

2. The NRC will have specific authority for requesting and ordering environmental monitoring and survey services utilizing NRC funds.
3. The request for services will be approved and authorized by the NRC COTR. Testing results will be reviewed and shared with all concerned parties and an appropriate action plan will be provided, if required, to eliminate environmental, health or safety issues.
4. The NRC will provide testing results to GSA for the purpose of resolving and/or eliminating the environmental, health or safety issues. A GSA/NRC partnership will be used to discuss, evaluate and prepare an action plan, if required, to eliminate the environmental, health or safety issues.

#### 6 .7.B Safety

1. The NRC shall provide GSA with copies of major building inspections for the purpose of identifying and correcting any safety violations in tenant space.
2. GSA has the authority to request that NRC immediately correct safety violations, if that violation is an immediate concern to the safety or health of individuals or to Federal government property. NRC will correct any safety violation relating to the building since they have overall responsibility.
3. The NRC will establish a monitoring program to ensure that all employees, contractors, and visitors are protected from safety or health issues that may arise.

#### 6.8 Space Utilization

The NRC is responsible for maintaining an established space utilization program.

#### 6.9 Reimbursable Repair and Alteration

The NRC is responsible for maintaining an established repair and alteration program.

#### 6.10 Computer Aided Design System

Section 13 describes the relationship and responsibilities between GSA/NRC regarding the Computer Aided Design System (CAD/APERTURE).

6.11 Concessions/Cafeteria

1. The NRC will ensure that cafeteria and vending services are provided, in compliance with local, state, and Federal regulations and laws.
2. All contract actions, including amendments, modifications, reports or documentation, and service plans will be shared with the GSA.

6.12 Child Care

The NRC assures that the child care designated space is maintained in compliance with local, state and Federal guidelines and laws. The contract for the child care program is handled by an independent outside contractor, through the oversight of an independent Board, with no program involvement from GSA or NRC.

6.13 Flags and Flagpoles

The NRC site has a guard services contractor to raise and lower the flags. The O&M contractor will handle the repair and maintenance of flagpoles.

6.14 Tactical and Operating Plans Reviews

The tactical and operating plans can be entered into, amended, or modified by either agency (GSA or NRC). The tactical plan should be reviewed as needed; but not less frequently than the anniversary date of the most recently revised plan. The operating plans should be reviewed and updated as needed.

7. CONTRACTOR OPERATING PLANS REQUIREMENTS

7.1 LANDSCAPING OPERATING PLAN

7.1.A General

1. The contractor shall furnish all necessary labor, materials, supplies, equipment, and supervision to perform mowing, trimming, edging and chemical application to turf areas, as well as mulching, pruning, fertilizing, and weed and insect control of all plants and planting beds.

7.1.B Scheduling of Work

1. Service shall be performed as scheduled or when ordered by the NRC PO.
2. Service will be ordered by telephone and confirmed by email. The contractor shall furnish the NRC PO with a list of telephone numbers

where either the contractor's site manager or his authorized representative may be contacted.

3. The NRC PO may request that the contractor perform corrective, special or emergency services.

#### 7.1.C Equipment and Materials

1. Prior to beginning work, the NRC PO shall approve the contractor's list of all equipment; materials; frequency schedules; Material Safety Data Sheets (MSDS), and manufacturer's cautions, warnings, recommended application procedures and mixing rates.
2. The NRC PO must ensure that the contractor complies with all requirements of the Federal Insecticide, Fungicide and Rodenticide Pesticide Act of 1972, Public Law 92-516 as well as all state and local health/safety regulations.
3. All work to be done in the building or on the grounds will first be authorized and approved by the NRC PO. All pertinent paperwork will be forwarded for the NRC PO review in advance of the procurement. The NRC PO will establish an inspection program for services to ensure that scheduled services are satisfactorily provided.

### 7.2 SNOW REMOVAL OPERATING PLAN

#### 7.2.A General

1. The contractor shall provide all management, supervision, labor, materials, supplies (must receive prior approval from the NRC PO concerning type, price and quantity of materials and supplies) and equipment to perform snow and/or ice removal services in a satisfactory and timely manner (the term "timely" means before the official opening of the buildings). The Contractor shall be provided with storage for a sufficient amount of supplies to handle at least one snow/ice storm.
2. Contract shall provide the NRC PO with an hourly rate schedule and charges for equipment.
3. A contractor must have appropriate equipment.
4. The contractor shall plan, schedule, coordinate, and assure effective completion of all services. In the event of "blizzard conditions" or a heavy snowfall, the contractor will keep all entrances, driveways, fire lanes, and building entrances open and passable.

5. The contractor must be familiar with various snow and ice removal methods, including sanding and salting. Material used for de-icing shall be non-destructive and in-injurious to parking lot pavements, sidewalks, ramps, stairways, lawns, trees, shrubbery, ivy beds, and ground cover. Material will comply with all Federal, state and local regulations. Snow removal will be performed on a time and materials basis with appropriate equipment at the rate quoted the previous spring, if requested, by the NRC PO or CO. At the time of award, the contractor should submit the MSDS for review.
6. The contractor must be available on short notice and must respond to the jobsite within 1 hour of being called for service, and start work within 2 hours of being notified. The contractor will not be compensated for travel time or any type of accident while en route. If requested, the contractor shall make subsequent visits to the site to treat ice patches that may refreeze due to wet pavements or standing water.
7. The NRC PO is authorized to place service calls. The contractor should reference the contract number when invoicing.
8. The contractor's employees shall be familiar with location prior to the start of the snow removal operations.
9. The contractor will be liable for any damages to the storm drain inlets, curbs, fire hydrants, parking lots or buildings etc., resulting from snow removal operations. The contractor must coordinate with NRC PO for the proper snow markings. The contractor is to ensure that all snow markers are properly installed and added, where needed, in order to prevent any damage to NRC property.
10. The contractor shall clean snow from all parking lots, driveways, and walks in a manner not to obstruct fire hydrants, fire exits, and building entrances and no snow piles that would impede driving vision. Small hand-operated equipment (i.e., snow shovels, walk-behind snow blowers and plows) shall be used on sidewalks and entrances where needed.

#### 7.2.B Inspection and Acceptance

1. All work under the contract is subject to final inspection/acceptance by the NRC PO. The NRC PO who inspects and accepts contractor work must complete a Form GSA-220 or other acceptance document for the file.

2. The contractor will not receive final payment until all of the requirements of this contract have been completed satisfactorily.
3. The NRC PO acceptances of the work will be based principally on its timely and efficient completion. Given the nature of the work, the NRC cannot provide specific standards of acceptability.

### 7.3 CUSTODIAL OPERATING PLAN

#### 7.3.A General

1. The contractor shall provide management, supervision, manpower, equipment and supplies necessary to provide janitorial and pest control services.
2. All work shall be subject to inspection and approval by the NRC PO.
3. The NRC PO will ensure that the work or supplies are inspected to ensure compliance with contract requirements.
4. The NRC PO will authorize payment for satisfactory work performed.
5. Based on NRC inspection reports, the NRC CO will be advised when the contractor fails to begin work or deliver services in accordance with the contract.
6. The NRC PO will initiate requests for contract amendments and forward those to the CO. The NRC PO will ensure that all appropriate amendments/modifications to the contract are initiated.

#### 7.3.B Scheduling of Work

1. Services shall be performed as specified in the contract or when ordered by the NRC PO. Above standard services may be purchased.
2. The NRC may order services through the agency Cleanit service request, telephone or in writing. Contractor will provide the NRC PO with a list of telephone numbers for emergency contacts for day time and/or after hours emergency situations.

#### 7.3.C Time of Performance

1. Daytime cleaning will take place between 6:00 a.m. and 6:00 p.m. Normal cleaning services shall be performed after 6:00 p.m. within the normal 5-day week, excluding Federal holidays.

2. The NRC PO shall approve contractor requests for work on the weekends.

#### 7.3.D Supplies, Materials, Equipment and Utilities

1. The NRC PO shall receive/approve the contractor's list giving the name of the manufacturer, the brand name and intended use of each of the materials or supplies he proposes to use in the performance of the work as well as a list of equipment.
2. All MSDS shall be provided to the NRC PO for all materials prior to their usage or storage on government property.
3. The NRC PO must ensure that all materials meet Federal specifications, as well as local and state safety and health regulations. All chemicals, compounds, etc., used should be Environmental Quality Program/OSHA approved and should conform to manufacturer or industry standards.

#### 7.3.E Supervision of Work

1. All contract work shall be supervised by on-site contract supervisors who will work with the NRC PO in all phases of progress and results.
2. The contractor shall provide the names and telephone numbers of all the on-site supervisors to the NRC PO.
3. Inspections will be documented, shared, and kept on file.

### 7.4 PEST CONTROL OPERATING PLAN

#### 7.4.A General

1. The contractor shall furnish all supervision, labor, materials and equipment necessary to accomplish the surveillance, trapping and pesticide application components of the Integrated Pest Management Program.
2. All work shall be subject to inspection by the NRC PO.
3. The NRC PO will authorize payment for satisfactory work performed. The NRC PO will provide written documentation of all pest control concerns.

4. All amendments/modifications to the contract will be initiated by the NRC PO and the NRC PO will maintain copies of all contract documentation.

#### 7.4.B Scheduling of Work

1. Contractor access to building space shall be coordinated by the NRC PO.
2. Service shall be performed as indicated on the Pest Control Plan, or when ordered by the NRC PO.
3. The NRC PO will submit written requests for services. The contractor shall furnish the NRC PO with a list of telephone numbers where either the site contractor manager or his authorized representative may be contacted.
4. The NRC PO may request that the contractor perform corrective, special or emergency services.

#### 7.4.C Work Hours

The contractor shall perform all pest control inspections, applications and treatments during normal tenant occupancy (6:00 a.m. – 6:00 p.m.) except in areas that would interfere with the normal work and activities of the facility.

#### 7.4.D Equipment and Materials

1. Prior to beginning work, the NRC PO shall approve the contractor's list of all materials; Pest Control Plan; MSDS; and manufacturers' cautions, warnings, recommended application procedures and mixing rates.
2. The NRC PO must ensure that the contractor complies with all requirements of the Federal Insecticide, Fungicide and Rodenticide Pesticide Act of 1972 or any revision, Public Law 92-516, as well as local and state safety and health regulations.
3. The NRC PO will ensure that all materials meet Federal specifications. All chemicals, compounds, etc., used should be EPA/OSHA approved and should conform to manufacturer or industry standards.

#### 7.4.E Supervision of Work

1. All work will be supervised by the contractor or his representative who will work with the NRC PO in all phases of progress and results.
2. The NRC PO will evaluate the progress of the contract in terms of effectiveness and safety and all inspections will be documented, shared with GSA upon request, and kept on file.

### 7.5 RECYCLING OPERATING PLAN

#### 7.5.A General

The purpose of this section is to ensure the collection of as much recyclable material as possible, keep recyclables out of landfills, promote recycling in the workplace, and comply with local, state, and Federal regulations and laws.

#### 7.5.B Recyclable Materials

The term "recyclable materials" shall include, but not be limited to: white paper, mixed paper (all colors and types including newspaper and magazines, corrugated paper (cardboard), glass, plastic, and aluminum cans.

#### 7.5.C Scope of Work

1. Recyclables shall be collected from various areas throughout the complex. The collection containers will be placed in designated locations from which the contractor will remove accumulations of recyclable materials. The majority of these locations will be (but not limited to), corridors, general office space, cafeteria, near photocopiers, and in high activity areas. Locations may be vacated or changed or other locations added, with the actual accumulations of recyclable materials varying in quantity. A priority in determining these locations will be to make the recycling containers accessible to NRC employees.
2. The contractor shall be responsible for moving all of the recyclable materials to an area within the complex, designated by the NRC PO, to be prepared for shipment.
3. The contractor shall be responsible for identifying all recyclable materials by type; paper, newspaper, aluminum cans, etc. All recyclable material will be stored in separate recycling containers.

Paper, newspaper/magazines will be stored separately. Trash and materials other than paper will not be placed in recycling containers.

4. Recyclable materials shall not be handled or moved in any manner that promotes a safety or health hazard.
5. Recycling containers shall be clean and free of residue. Material containers will be emptied prior to overflow of materials.
6. Materials intended to be recycled cannot be placed in a landfill or disposed of in any manner other than recycling.

## 7.6 BUILDING SERVICE CALL PLAN

### 7.6.A General

NRC employees are to report all building related issues/questions through the Fixit service request system, telephone or email to the O&M office.

### 7.6.B Scope of Work

1. The NRC PO will jointly monitor, document and track all building service calls. Each call will be analyzed individually and collectively to identify repetitive problems and determine patterns/history of complaints/problems.
2. The Fixit system will direct service tickets to the O&M contractor and the NRC PO.
3. The NRC PO will provide immediate information to GSA for all building emergency situations.

### 7.6.C Hours of Operation

Maintenance service requests will be responded too daily 6:00 a.m. to 6:00 p.m. After hours Fixit system request will be will be responded to the next business day. All after hour emergency calls are to be directed to the Central Alarm Station (415-2200).

### 7.6.D Supervision

The Fixit system monitoring staff reports directly to O&M contractor.

## 7.7 BUILDING OPERATION AND MAINTENANCE OPERATING PLAN AND UTILITY/ENERGY CONSERVATION OPERATING PLAN

### 7.7.A General

The purpose of this section is to ensure that the building is operating in a manner that promotes health, safety, and energy conservation while supporting NRC's mission and complying with all Federal regulations.

### 7.7.B Operating Plan

1. Operation and Maintenance of the facility are primarily under the control of NRC. Technical support is provided by the NRC PO.
2. The NRC PO will establish the building's energy goals and operational guidelines. The NRC PO will track the facility's energy usage and target energy use improvement. NRC will share energy usage data with GSA. The NRC PO will refine the building operating plans as trends in the building's energy use become apparent through building automation system monitoring.
3. The NRC PO will review the contractor's PM program. The NRC PO shall put a program in place to ensure the scheduled PM is being accomplished by contract staff. Inspections shall be performed by the NRC PO. The NRC PO who inspects and accepts contractor work must complete a Form GSA-220 or other acceptable document for the file.
4. Service calls will be received through the Fixit service request system, telephone and email. The NRC PO will establish a quality control procedure to ensure timely correction of problems. In addition, a tracking system has been established by the NRC PO to identify repetitive problems, which may be indicative to the building system.
5. The NRC PO will maintain the permanent property/maintenance records including as-built and shop drawings and will share this information with GSA as needed. Management and control (including any required certifications) of refrigerants, fuel oil, and other hazardous wastes generated by the building systems and equipment will be handled by NRC.

## 7.8 HEALTH and SAFETY OPERATING PLAN

### 7.8.A General Explanations

The purpose of this section is to provide for the safety and health of tenants and visitors and to comply with state/Federal law and regulations. This section will be broken down to include environmental health, hazardous waste, medical waste and safety inspections.

1. The term "contractor" shall refer to that individual, company, or representative whom the NRC has entered into a contract or agreement to perform a service, etc.
2. The term "Contracting Officer" shall refer to that individual who represents the NRC by having primary responsibility for overseeing the contractor's performance.
3. The term "Contracting Officer's Technical Representative" (COTR) shall refer to that individual who represents the NRC by having the primary role of providing technical liaison between the NRC, contractor, user and CO. COTR responsibilities shall include:
  - A. determining whether the contract deliverables meet functional, technical, and performance specifications;
  - B. providing technical advice to the CO for all aspects of contract administration;
  - C. monitoring technical performance; and,
  - D. reporting any potential or actual problems.
4. The term "letter of designation" refers to the authority that the CO gives to the COTR and may, if required, be prepared to assure that all parties agree on their requirements, authority and responsibility.

### 7.8.B Authority/Guidelines

1. The term "Environmental Protection Agency" (EPA) refers to the official government authorities who provide guidelines, laws and regulations relating to environmental issues.
2. The term "Occupational Safety and Health Administration" (OSHA) refers to the official government authority which provides guidelines, laws and regulations providing for the occupational safety and health of employees and enforces standards for workplace health and safety.
3. The term "American Industrial Hygiene Association" (AIHA) and "American Conference of Government Industrial Hygienists" (ACGIH)

are organizations which provide valuable information on all aspects of environmental and industrial health and worker safety.

4. The term "American National Standards Institute" (ANSI) and the "Code of Federal Regulations" (CFR) will be used to provide standards, rules, regulations and interpretations of those laws for protecting employees which will be followed and adhered to by the government.

#### 7.8.C Supervision

1. The contractor shall supervise contractor employees to ensure compliance with the terms and conditions of the contract.
2. The contractor shall be responsible for maintaining satisfactory standards of employee competency, conduct, appearance, and integrity. The contractor shall be responsible for taking any necessary disciplinary actions with respect to his/her employees.
3. The NRC PO may require removal from the job site any contractor's employees deemed to be unsuitable or otherwise objectionable or whose continued employment under the contract is deemed to be contrary to the public interest or inconsistent with the best interests of the government.
4. The NRC PO who inspects and accepts contractor work must complete a Form GSA-220 or other acceptable document for the file.

### 7.9 ENVIRONMENTAL HEALTH SERVICES PLAN

#### 7.9.A Definitions

1. The term "environmental health" shall refer to the protection of the environment either indoors or outdoors and provide for the protection of those individuals occupying the complex and its surroundings.
2. The term "indoor air quality" (IAQ) shall refer to the general healthfulness and quality of the air.

#### 7.9.B Authority/Guidelines

The term "American Society of Heating, Refrigeration, and Air-Conditioning Engineers, Inc." (ASHRAE) refers to the organization which establishes and provides guidelines for all aspects of environmental health including IAQ.

### 7.9.C Scope of Work

1. The NRC shall provide a term contract for obtaining Industrial Hygienist Services for testing of the environment and providing for the safety and health of all occupants.
2. The NRC will have specific delegated authority for requesting environmental testing in support of documentation of environmental, health or safety concerns. NRC budget will be utilized when placing orders against the contract.
3. The NRC will discuss, evaluate and determine a course of action by preparing an action plan, if required, to eliminate the environmental, health or safety issue.
4. All results of environmental testing shall be provided to NRC's Health and Safety Officer, Union or other designated and approved individual, committee or staff.

## 7.10 SAFETY INSPECTION SERVICES

### 7.10.A Definitions

1. The term "safety" shall refer to the protection of employees, contractors and visitors from conditions that exist or could exist, and may cause injury, damage or loss to that individual or property.
2. The term "inspection" shall refer to checking or testing of a condition or area to assure safety compliance with a set of established standards.
3. The term "code" shall refer to the Life Safety Code which has established minimum requirements that provide a reasonable degree of safety from fire in buildings or structures. The objective of the Code is to provide a reasonable level of safety by reducing the probability of injury and loss of life from the affects of fire and other emergencies having the potential for similar consequences with due consideration for functional requirements.
4. The term "accessibility means of egress" is a path to travel that is usable by a person with severe mobility impairment that leads to a public way or an area of refuge.
5. The term "area of refuge" is an accessible space protected from fire or smoke, separated from all other spaces in the same building or an adjacent building that permits a delay in egress travel from any level.

#### 7.10.B Authority/Guidelines

1. The term "National Fire Protection Association" (NFPA) provides for the technical guidance of the Code which is followed by fire departments nationwide and establishes minimum requirements that will provide a reasonable degree of safety from fire or smoke in buildings or structures.
2. The term "Agency" refers to the NRC which provides guidelines through their Safety Management Manual, on conducting safety and occupational health inspections.

#### 7.10.C Scope of Work

1. The GSA will conduct unannounced periodic inspections of occupied spaces by government employees and contractor staff in accordance with established guidelines from GSA and NRC and also by governing authorities, i.e., NIOSH, OSHA, Department of Health and Human Services or NFPA.
2. The GSA will have the authority to request and immediately correct any reported safety violation, if that violation is an immediate concern to the safety and health of all occupants of NRC space or property. NRC will correct any safety violation related to the structure since they have the overall building responsibility.
3. The NRC shall work to correct, eliminate or prevent safety violations that affect the daily operation of the facility.
4. The NRC will work to coordinate and develop a training program for staff involved with or performing building safety inspections.
5. All routine fire drills that are required shall be coordinated with the NRC Division of Facilities and Security and the GSA Building Manager and designated representative(s).

### 7.11 SPACE UTILIZATION OPERATING PLAN

#### 7.11.A General

The purpose of this section is to identify the relationship and responsibility between GSA/NRC regarding space utilization.

#### 7.11.B Definition

The term space utilization shall include all space assignments in areas occupied by NRC or its contractors (including but not limited to, office space, special space, and most parking). Space assignments are the responsibility of NRC.

#### 7.11.C Scope of Work

1. The NRC must notify GSA of any changes within any space in the building which affects rent billing. Included is conversion, reclassification of space as a result of alterations, and increases or decreases in space assignments to organizations that have rent billing codes.
2. The NRC is not authorized to enter into leases to sublet or out-lease any of their assigned space; however, GSA may award such an out-lease in space identified by NRC as vacant or otherwise surplus to its needs.
3. The NRC is responsible for effectively managing its assigned space. NRC agrees to comply with the appropriate Federal Property Management Regulations pertaining to space management and utilization.

### 7.12 REPAIR AND ALTERATIONS OPERATING PLAN

#### 7.12.A General

The purpose of this section is to identify the relationship and responsibility between NRC and GSA regarding repairs and alterations.

#### 7.12.B Repair and Alterations Operation Plan

1. Overview – The NRC internal process for order preparation:
  - A. the NRC will receive space requests from their various components;
  - B. the NRC will review, survey and determine the action necessary;
  - C. the NRC will perform a preconstruction on-site survey;
  - D. the NRC will prepare drawings/floor plans. In addition, the NRC will be responsible for the preparation of the construction package which will include: all floor plans, layouts, demolition, construction, telephones, electricity, paint, legends, etc., and;

- E. the NRC will ensure that internal management and funding approvals are obtained and that the required signatures on the floor plan(s) are acquired.
- 2. The GSA will notify NRC when job cost differs from the original estimate and provide the updated cost information.
- 3. The GSA will maintain overall control of building alterations in excess of \$100,000 via review and approval of building alteration packages. GSA and/or NRC will monitor and inspect all building alterations both while in progress and upon completion. Any NRC representative who inspects and accepts contractor work must complete a Form GSA-220 or other acceptable document for the file.
- 4. The NRC will utilize GSA to contract for all modifications (including design as needed) in excess of \$100,000.
- 5. The NRC will utilize its space management staff and CAD system to design space and building alterations in general office space. In addition, GSA will have access to drawing files and continually updated CAD floor plans.
- 6. Space alterations having an estimated value of \$100,000 or more, or which will result in a change in the classification of space, must have prior review and approval of GSA. In addition, existing safety systems such as fire alarm system(s), sprinkler system(s), exit system(s) components, and equipment shall not be changed through repairs, alterations, space modification or improvements regardless of cost without prior written approval by GSA.
- 7. The request for review and approval of projects valued over \$100,000 will be submitted to GSA as early in the planning process as possible, but in no event less than 60 calendar days prior to the planned issuance of a solicitation or request for proposal to accomplish the proposed work. This request must be made in writing, and shall be accompanied by narratives, plans, drawings, or schematics sufficiently detailed to allow GSA to evaluate the scope of the project and its impact on the building structure or systems.
- 8. The GSA will respond to the request within 60 working days after receipt. If a technical review is either required by GSA or requested by NRC, GSA will advise NRC of the estimated date the technical review will be completed. GSA will keep NRC informed of the progress of the technical review, and NRC may not proceed without written GSA approval.

9. The GSA will provide NRC shop and as-built drawings upon project completion.
10. Upon completion of any approved work, NRC shall update drawing files to show all changes made to the building as a result of the work.
11. The NRC will submit to GSA for approval all proposed contracts for building or site work alterations or any proposed contract which may have an impact on the building/building systems or site. NRC agrees to update CAD/Aperture files with shop and as built drawings information for these changes.

#### 7.13 COMPUTER AIDED DESIGN SYSTEM PLAN

##### 7.13.A General

1. NRC administers the CAD system.
2. NRC provides hardware, software and training.
3. NRC is responsible for system maintenance and upgrades.
4. NRC establishes master drawing files based on original building construction documents and information for all building alterations performed since original construction was completed.
5. Drawing files and hard copies will be accessible to GSA/NRC.

#### 7.14 CONCESSIONS/CAFETERIA OPERATING PLAN

##### 7.14.A General

The purpose of this section is to ensure that cafeteria and vending service will be provided at this site and comply with local, state, and Federal regulations and laws.

##### 7.14.B Cafeteria Services

The term "Cafeteria Services" shall refer to services provided by a service contract administered by NRC.

##### 7.14.C Vending/Concessions

Services provided under a permit with the Maryland Business Enterprise Program for the Blind. They, in turn, will contract for all vending services at this location.

7.14.D Scope of Work

1. Cafeteria services will be provided by a government contract and will provide the food and service required to meet the daily requirements of NRC. The cafeteria will operate from 6:30 a.m. through 2:00 p.m. daily except Saturday, Sunday, or Federal holidays.
2. There will be a four week cycle menu to include two entrees, vegetables, salads, drinks, and desserts. A salad bar, specialty bar, pizza area, deli and grill area will be provided.
3. The cafeteria contractor will be required to maintain the kitchen area and back of the service area in a sanitary condition at all times.
4. The NRC's custodial contractor will be responsible for cleaning the dining area.
5. Garbage will be removed by the cafeteria contractor to a location provided by the NRC. Trash from the eating area will be removed by the custodial contractor based on an agreed-upon schedule.
6. NRC will provide exterminating services for the entire cafeteria area on a weekly basis.
7. The NRC/GSA will perform joint inspections of the cafeteria and share the results with the contractor. NRC will work to correct any problems.
8. The NRC will provide daily support to the cafeteria contractor in regard to addressing and following up on utility maintenance calls, structural repairs, and daily concerns of NRC personnel.
9. The NRC will provide semi-annual health and sanitation inspections of the cafeteria facility and do the follow-up to the same. Copies of these inspections will be provided to GSA on request.
10. Special requirements of NRC will be directed to GSA for discussion and resolution.
11. Vending machines will be provided and placed strategically throughout the building. Signage on the machines will direct users to a phone number to call for service.

#### 7.14.E Supervision

The cafeteria contractor and NRC will be responsible for the supervision of their respective facilities.

### 8. REFERENCES

1. The term "National Fire Protection Association" provides for the technical guidance of the Code which is followed by fire departments nationwide and establishes minimum requirements that will provide a reasonable degree of safety from fire or smoke in buildings or structures.
2. The term "Agency" refers to the NRC which provides guidelines through their Safety Management Manual, on conducting safety and occupational health inspections.
3. The term "American Society of Heating, Refrigeration, and Air-Conditioning Engineers, Inc." refers to the organization which establishes and provides guidelines for all aspects of environmental health including IAQ.
4. The term "Environmental Protection Agency" refers to the official Federal governmental authorities who provide guidelines, laws and regulations relating to environmental issues.
5. The term "Occupational Safety and Health Administration" refers to the official Federal governmental authority which provides guidelines, laws and regulations providing for the occupational safety and health of employees and enforces standards for workplace health and safety.
6. The term "American Industrial Hygiene Association" and "American Conference of Government Industrial Hygienists" are organizations which provide valuable information on all aspects of environmental and industrial health and worker safety.
7. The term "American National Standards Institute" and the "*Code of Federal Regulations*" will be used to provide standards, rules, regulations and interpretations of those laws for protecting employees which will be followed and adhered to by the government.

8. GSA 5850 Guidelines and manufacturer recommendations (industry standard practices) will be utilized for PM procedures.

Signatures

\_\_\_\_\_  
Realty Services Manager  
U.S. General Services Administration

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Director, Office of Administration  
U.S. Nuclear Regulatory Commission

\_\_\_\_\_  
Date

\_\_\_\_\_  
Date

8. GSA 5850 Guidelines and manufacturer recommendations (industry standard practices) will be utilized for PM procedures.

Signatures

\_\_\_\_\_  
Realty Services Manager  
U.S. General Services Administration

*Kathryn O. Greene*  
\_\_\_\_\_  
Director, Office of Administration  
U.S. Nuclear Regulatory Commission

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Date

*1-3-11*  
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Date