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## **Mission Support Alliance: *Aligning today's services to meet tomorrow's needs***

Providing commercial-like services to other Hanford contractors, working to reduce infrastructure operating costs at the site, and helping the Department of Energy (DOE) integrate the Hanford Site are the foundation of the Mission Support Alliance, LLC's (MSA, LLC) work on the Hanford Site.

The MSA, LLC is comprised of Lockheed Martin, Jacobs Engineering Group and WSI (formerly Wackenhut Services, Inc.). Lockheed is the nation's number one government contractor and the world's leading systems integrator of complex advanced systems. Jacobs has been involved in major DOE environmental restoration projects, specifically nuclear and process facilities and infrastructure. WSI is DOE's leading security systems provider and performs security, law enforcement, operations and maintenance, fire suppression and prevention, facility services management, training, and emergency medical services.

Highly qualified niche business subcontractors provide the MSA with proven talent, unique skills and DOE experience that enhances our ability to successfully execute program requirements. MSA teaming partners include Abadan; Akima Facilities Management, Inc.; Computer Sciences Corporation; Dade Moeller & Associates; HPM Corporation; Lampson International; Lockheed Martin Services, Inc.; Longenecker & Associates; Protection Services, Inc.; RJLee Group, Inc.; Vivid Learning Systems; and Westech International, Inc.

Since beginning operations for the MSA contract August 24, we have worked diligently to support DOE Richland Operations (DOE-RL), DOE Office of River Protection (DOE-ORP), and site contractors with cost-effective infrastructure and site services. The MSA site-wide services include safeguards and security, environmental integration, infrastructure and utilities, site business management, information management, the HAMMER Training Center and Hanford site training programs.

MSA is collaborating with DOE and contractors to integrate site activities toward achieving a common site vision. As part of this, MSA is creating a Portfolio Analysis Center that will visually integrate scope, schedule, and cost data for all Hanford prime contracts. Cutting-edge technology will allow DOE to perform 'what-if' analyses, and see impacts of changing scenarios to support their decision-making process. This ability will enable DOE to identify interdependencies, eliminate duplications, and optimize cost and schedule across the site. Services provided by the MSA allow the other site contractors to focus on their unique scope of work cleaning up the site. Key objectives of the MSA are to provide effective, efficient commercial-like services; reduce overall infrastructure-related operating costs; develop site-wide safety standards and environmental management system; and provide integrated site-wide data and analyses to enable effective Hanford Life Cycle Cleanup planning. By aligning current services to meet the needs of the future, the MSA can create more opportunities to improve services and reduce operating costs, allocating more dollars for clean up.

MSA is implementing a number of innovative ideas to continually improve our services. As part of this effort, we've implemented the Mission Service Desk and an online service catalog. The catalog offers one-stop shopping to simplify ordering any Hanford Site service provided by MSA and provides information about the service

and contact information. Services offered include analytical laboratory service, emergency management, cranes and rigging, land management, information systems, motor carrier service, sanitary and waste management and disposal, site forms management, weed and pest control, water systems, electrical utilities, and facilities management, just to name a few. Much like Amazon.com, we capture calls and track them to ensure a timely response to service requests. This helps the MSA trend the call volume for a specific service to make sure the appropriate resources are available. The online service catalog provides contractors easy access to pricing and service level options. Having that access enables the contractors to have more predictable pricing which helps them improve their budget forecasting.

We consider it our company responsibility to devote resources to making our community a better place in which to live, work and play. We are committed to helping meet the needs of the community through monetary support and through volunteerism with local charities and nonprofit service organizations.

I appreciate the tremendous support we've received from DOE and the other Hanford contractors during our first seven months of operations. I'm proud of our MSA employees and our teaming partners for all we have achieved. Starting a new company and taking on a "first of its kind" contract on behalf of the DOE is challenging and rewarding, and I'm confident that working together, we can make our clients and customers extraordinarily successful.