

THE HANFORD SITE

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DOE Awards Contract for Administration of Hanford Site Workers' Compensation Program

RICHLAND, Wash. - The U.S. Department of Energy (DOE) today awarded a firm-fixed-price contract for the management and administration of the Workers' Compensation claims for specified contractors at the Hanford Site to Penser North America, Inc. (Penser). The contract was awarded under full and open competition and is valued at up to \$4,575,125.00 over a period of up to five years, including one base year and four option years.

The Workers' Compensation Program at the Hanford Site provides the workers' compensation coverage and benefits to specified Hanford Site contractor employees. Penser will provide support services to DOE in the administration of this program by processing Hanford Site employee claims and working with all parties involved in the management of claims, including the Washington State Department of Labor and Industries (L&I). The current contract for compensation program administration is held by Penser, and expires Sept. 30, 2019.

The contract includes significant changes in requirements from the previous contract. The new contract includes requirements for improving and increasing customer support and service for Hanford Site employees, as well as improvements in communication with claimants and among the stakeholders involved in managing compensation claims. The stakeholders who will benefit from this enhanced communication include the claimant, the attending physician, Hanford Site contractors, the Occupational Medical Services Provider, and L&I.

Requirements in the new contract for managing finances; regularly evaluating performance; and establishing a quality assurance program for processing claims and resolving issues will improve overall performance and produce supporting documentation that will position DOE to provide increased oversight of the contract.

"This contract award marks a significant step toward enhancing the support and access to resources that the Hanford workforce should expect while working at the Hanford Site," said Brian Vance, Hanford Site Manager. "The new contract also positions DOE to provide increased oversight of the financial and program performance of the contract to ensure claims are managed in accordance with state law and Washington Labor & Industries practices and policies."

Penser is a small business based out of Lacey, WA. Its offices will be located in Richland, WA.

Additional information is available via the procurement website at: <https://www.FBO.gov>.

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The Department of Energy (DOE) is responsible for the federal government's cleanup of the legacy of more than 40 years of plutonium production at the Hanford Site near Richland, Wash. The DOE Office of River Protection (ORP) is responsible for the safe and efficient retrieval, treatment and disposal of the 56 million gallons of chemical and radioactive waste stored in Hanford's 177 underground tanks. The River Protection Project is the largest and most complex environmental remediation project in the nation. ORP oversees the tank waste management mission and the building of the world's largest radioactive waste treatment plant, which will immobilize the legacy tank waste through vitrification. The DOE Richland Operations Office is responsible for all remaining Hanford cleanup and is currently focused on demolishing the high-hazard Plutonium Finishing Plant, excavating and disposing of contaminated soil and waste, treating contaminated groundwater, moving radioactive sludge out of the K West Basin and away from the Columbia River, and configuring Hanford Site infrastructure for the future, with an emphasis on supporting the tank waste mission. The two offices oversee Hanford Site work that is conducted by a federal and contractor workforce of approximately 9,000 personnel. Visit www.hanford.gov for more information about Hanford Site.



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