

MAY 17, 2002 8:09AM

NYC NO. 377 P. 2
 INTERIOR CLEANING PLAN

**CITY OF NEW YORK
 MAYOR'S OFFICE OF EMERGENCY MANAGEMENT**

**PROJECT WORKSHEET OBLIGATION
 AUTHORIZATION FORM**

Purpose

This form signifies to the Federal Emergency Management Agency (FEMA) that the City of New York has reviewed the attached Project Worksheet (PW) and approves its obligation. However, this form does not indicate agreement with determinations made by the Federal Emergency Management Agency (FEMA) within the PW - disagreements will be settled by appeal following obligation.

Signature Authority

The following individuals may sign the Project Worksheet Obligation Authorization Form:

Agency Representative

Authorized Agent for the respective City Agency

Mayor's Office of Emergency Management (OEM)

Henry Jackson

MaryAnn Marrocolo

Mayor's Office of Management and Budget (OMB)

Bud Larson

Agency's Authorized Agent:

Printed Name:

Date:

Joseph P. Terraciano
JOSEPH TERRACIANO
5/20/02

OEM Representative:

Printed Name:

Date:

OMB Representative:

Printed Name:

Date:

**FEDERAL EMERGENCY MANAGEMENT AGENCY
PROJECT WORKSHEET**

DRAFT

O.M.B. No. 3067-0151
Expires April 30, 2001

PAPERWORK BURDEN DISCLOSURE NOTICE

Public reporting burden for this form is estimated to average 30 minutes. The burden estimate includes the time for reviewing instructions, searching existing data sources, gathering and maintaining the needed data, and completing and submitting the forms. You are not required to respond to this collection of information unless a valid OMB control number is displayed in the upper right corner of the forms. Send comments regarding the accuracy of the burden estimate and any suggestions for reducing the burden to: Information Collections Management, Federal Emergency Management Agency, 500 C Street, SW, Washington, DC 20472, Paperwork Reduction Project (3067-0151). NOTE: Do not send your completed form to this address.

DECLARATION NO. FEMA- <u>1381</u> -DR- <u>NY</u>	PROJECT NO. HZMAT-6	FIPS NO. 081-61000-26	DATE May 18, 2002	CATEGORY A
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DAMAGED FACILITY Contracts Related to Interior Building Cleaning in Lower Manhattan	WORK COMPLETE AS OF: <u>5/18/02</u> : <u>0</u> %
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APPLICANT Department of Environmental Protection (DEP)	COUNTY New York
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LOCATION	LATITUDE	LONGITUDE
Lower Manhattan south of Canal Street		

DAMAGE DESCRIPTION AND DIMENSIONS

The fires and explosions at the World Trade Center (WTC) buildings 1 and 2 resulted in the collapse of these towers and of surrounding buildings. The collapse of the towers spread a cloud of dust, pulverized concrete, and smoke throughout Lower Manhattan. The force from the collapse pushed this debris into the interiors of many buildings in Lower Manhattan. Local government agencies have documented the environmental, health, and economic threat posed by this debris (see Attachment I).

SCOPE OF WORK

This project worksheet is written to reimburse the Department of Environmental Protection (DEP) for the estimated cost to initiate and to implement a program to perform on-demand indoor cleaning for occupied residential buildings south of Canal Street. DEP will procure and put in place the necessary contracts, and the United States Environmental Protection Agency (USEPA) will administer and supervise the contracts. This project worksheet also includes related contract costs for air monitoring and public outreach through a call center. The total estimated amount for this project worksheet is \$78,390,500.

The target area includes all of Lower Manhattan south of Canal Street. This area will be divided into four zones, A through D. Residents and owners of buildings located in the designated area that are concerned that their apartments may contain debris or dust from the collapse of the WTC buildings shall submit requests for assistance through a telephone hotline. Residents and owners can request cleaning within apartments and common spaces by licensed asbestos contractors with follow-up asbestos air sampling. Residents and owners may also request asbestos air sampling alone. There are approximately 31,000 apartments south of Canal Street and it is estimated that roughly 15,000 occupants will request cleaning and testing services. Another 6,000 residents are expected to ask for testing services alone. Residents are receiving non-cash, in-kind emergency assistance which is not subject to citizenship/qualified alien requirements.
(See Scope of Work Continuation Sheet)

Does the Scope of Work change the pre-disaster conditions at the site? ☐ Yes ☒ No

Special Considerations issues included? ☒ Yes ☐ No Hazard Mitigation proposal included? ☐ Yes ☒ No

Is there insurance coverage on this facility? ☐ Yes ☒ No

PROJECT COST					
ITEM	CODE	NARRATIVE	QUANTITY/UNIT	UNIT PRICE	COST
1	9003	Contracts for Cleaning and Monitoring Services	1 / EA		\$77,820,000.00
2	9003	Contract for Call Center Services	1 / EA		\$560,500.00
			/		
			/		
			/		
			/		
			/		
			/		
			/		
			/		
				TOTAL COST	

PREPARED BY: Emily Chacon	TITLE: FEMA, Project Officer
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FEDERAL EMERGENCY MANAGEMENT AGENCY PROJECT WORKSHEET - General Comments				O.M.B No. 3067-0151 Expires April 30, 2001	
DECLARATION NO: FEMA - 1391 - DR - NY	PROJECT NO. HZMAT-6	FIPS NO. 061-51000-26	DATE 5/16/02	CATEGORY B	
APPLICANT Department of Environmental Protection (DEP)		COUNTY New York			
<u><i>Applicant's Description of Damage</i></u> On September 11, 2001, two hijacked commercial airliners struck and penetrated Towers 1 and 2 of the World Trade Center (WTC) Complex. The jets pierced the buildings' exteriors, causing massive explosions and fires on several upper floors in each tower. The jet fuel burned extremely hot, melting major structural support elements leading to total failure of both towers. The collapse of Towers 1 and 2 caused major structural failures in WTC Complex Buildings 3, 4, 5, 6, and 7 as well as substantial damage to several surrounding buildings and a smoldering debris field that spanned several City blocks. Additionally, many subsurface infrastructure elements sustained severe damage from the weight of the collapse from structural steel that pierced the ground causing disruptions to utility and telecommunication services in Manhattan.					
PREPARED BY: Emily Chacon, FEMA PO					

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**FEDERAL EMERGENCY MANAGEMENT AGENCY
SPECIAL CONSIDERATIONS QUESTIONS**

1. APPLICANT'S NAME Department of Environmental Protection		2. FIPS NUMBER 001-61000-28	3. DATE 6/18/02
4. PROJECT NAME HZMAT-8		5. LOCATION Lower Manhattan - south of Canal Street	

1. Does the damaged facility or item of work have insurance and/or is it an insurable risk? (e.g., buildings, equipment, vehicles, etc.)
☒ Yes ☐ No ☐ Unsure Comments: With regards to the insurance, there is possible third-party insurance coverage. Please refer to the FEMA-State Agreement, Exhibit B, Paragraph 4, for further information on this issue. NYC DEP has not provided any information regarding insurance coverage or carriers for any of the buildings.

2. Is the damaged facility located within a floodplain or coastal high hazard area, or does it have an impact on a floodplain or wetland?
☐ Yes ☐ No ☒ Unsure Comments: Portions of the zone to be cleaned are within the 100 year floodplain.

3. Is the damaged facility or item of work located within or adjacent to a Coastal Barrier Resource System Unit or an Otherwise Protected Area?
☐ Yes ☒ No ☐ Unsure Comments: _____

4. Will the proposed facility repairs/reconstruction change the pre-disaster condition? (e.g., footprint, material, location, capacity, use or function)
☐ Yes ☒ No ☐ Unsure Comments: _____

5. Does the applicant have a hazard mitigation proposal or would the applicant like technical assistance for a hazard mitigation proposal?
☐ Yes ☒ No ☐ Unsure Comments: _____

6. Is the damaged facility on the National Register of Historic Places or the state historic listing? Is it older than 50 years? Are there more, similar buildings near the site?
☐ Yes ☒ No ☐ Unsure Comments: _____

7. Are there any pristine or undisturbed areas on, or near, the project site? Are there large tracts of forestland?
☐ Yes ☒ No ☐ Unsure Comments: _____

8. Are there any hazardous materials at or adjacent to the damaged facility and/or item of work?
☐ Yes ☐ No ☒ Unsure Comments: Contractors will clean residences containing hazardous materials and monitor for hazardous materials resulting from the disaster.

9. Are there any other environmentally or controversial issues associated with the damaged facility and/or item of work?
☒ Yes ☐ No ☐ Unsure Comments: Contractors will clean residences containing hazardous materials and monitor for hazardous materials resulting from the disaster.

Cost Estimate - Indoor Cleaning & Testing

PHASE I							
15,500 APARTMENTS							
		Studio	One BR	Two BR	Three BR	Four BR	TOTAL
1	Number of calls	15000					
2	Distribution of apts - %	5	20	50	20	5	
3	Distribution of apts	750	3000	7500	3000	750	
4	Cost of cleaning / apt (Scope of work A)	\$3,000	\$3,500	\$4,000	\$4,500	\$5,000	
5	Total Cost of cleaning	\$2,250,000	\$10,500,000	\$30,000,000	\$13,500,000	\$3,750,000	\$60,000,000
6	Number of apt. that may require Scope of work B	500					
7	Distribution of apts - %	5	20	50	20	5	
8	Distribution of apts	25	100	250	100	25	
9	Cost of cleaning / apt (Scope of work B)	\$4,600	\$5,300	\$6,000	\$6,700	\$7,000	
10	Total Cost of cleaning	\$115,000	\$530,000	\$1,500,000	\$670,000	\$175,000	\$2,990,000
11	Number of air samples per apartment	3	5	5	5	5	
12	Man-hours to collect air samples per apartment	8	8	8	8	8	
13	Cost of sampling collection @\$50/hr	\$400	\$400	\$400	\$400	\$400	
14	Total cost for collecting air samples	\$300,000	\$1,200,000	\$3,000,000	\$1,200,000	\$300,000	\$6,000,000
15	Man-hours for the supervision	3	4	4	4	4	
16	Total cost for supervision @\$80/hr	\$180,000	\$960,000	\$2,400,000	\$960,000	\$240,000	\$4,740,000
17	Man-hours for coordination / apt	3	3	3	3	3	
18	Total cost for coordination @\$30/hr	\$67,500	\$270,000	\$675,000	\$270,000	\$67,500	\$1,350,000
19	Sample shipping cost						\$30,000
	TOTAL PROJECT COST						\$75,110,000

Assumption: Clean up will be conducted simultaneously and the consultant can supervise more than one apartment at any given time.

Note: Scope of work A applies to the clean-up of minimal dust accumulations. Scope of work B is a second cleaning that applies to the clean up of large debris accumulations.

Source: The New York City Department of Housing Preservation and Development provided DEP with data about number and size of apartments in Lower Manhattan. Several local vendors provided DEP with price estimates for cleaning and testing services.

Cost Estimate - Indoor Testing

PHASE I							
5000 APARTMENTS							
		Studio	One BR	Two BR	Three BR	Four BR	TOTAL
1	Number of calls	5000					
2	Distribution of apts - %	5	20	50	20	5	100
3	Distribution of apts - actual	250	1000	2500	1000	250	5000
4	Number of air samples	3	5	5	5	5	
5	Man-hours to collect air samples	8	8	8	8	8	
6	Cost of sampling collection @\$50/hr	\$400	\$400	\$400	\$400	\$400	
7	Total cost for collecting air samples	\$100,000	\$400,000	\$1,000,000	\$400,000	\$100,000	\$2,000,000
8	Man-hours for the supervision	1	1	1	1	1	
9	Total cost for supervision @\$80/hr	\$20,000	\$80,000	\$200,000	\$80,000	\$20,000	\$400,000
10	Man-hours for coordination / apt	2	2	2	2	2	
11	Total cost for coordination @\$30/hr	\$15,000	\$60,000	\$150,000	\$60,000	\$15,000	\$300,000
12	Sample shipping cost						\$10,000
	TOTAL PROJECT COST						\$2,710,000

Source: The New York City Department of Housing Preservation and Development provided DEP with data about number and size of apartments in Lower Manhattan. Several local vendors provided DEP with price estimates for testing services.

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**Cost Estimate - Call Center
Project # WTC-CALL**

Item #	Item Description	Estimated Quantity	Unit	Unit Price	Cost
1	Set Up Fee	1	ea	\$20,000.00	\$20,000.00
2	Fixed Management Fee	12	month	\$12,000.00	\$144,000.00
3	Call Rate	490,000	minute	\$0.80	\$392,000.00
4	Distribution of Materials	3,000	ea	\$1.50	\$4,500.00
Total Bid (Total of Items 1 through 4)					\$560,500.00

Source: Local vendors provided DEP with quantity and price estimates.

Prepared by: NYC DEP

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Indoor Residential Cleaning

Scope of Work

All work performed under this contract must be in compliance with all applicable, relevant, and appropriate regulations, including but not limited to those of the United States Environmental Protection Agency (USEPA), the United States Department of Labor Occupational Safety and Health Administration (OSHA), the New York State Department of Labor (NYS DOL), and the New York City Department of Environmental Protection (DEP).

Background

The USEPA shall solicit participation in a direct assistance program for residents and residential building owners who are concerned that their apartments may have debris/dust from the collapse of the WTC. An USEPA telephone hotline shall be established to receive requests from the public. The assistance will include various options, including the cleaning within apartments and common spaces by licensed asbestos contractors with follow-up asbestos sampling, asbestos air sampling only, and providing HEPA vacuums.

NYSDOL licensed asbestos contractors shall perform clean up activities for residents who wish to have their homes cleaned. A third party air monitoring firm will monitor the work, perform a visual inspection, and perform asbestos air sampling when the clean up is completed.

Purpose

The purpose of this contract is to acquire the services of a NYS DOL licensed asbestos contractor with DEP and NYSDOL certified workers for the performance of clean-up activities at residential building in the vicinity of the WTC. The scope of work for the clean-up activities is attached.

Contract Term and Specifications

This contract shall be in force for 18 consecutive months from the commencement date. Contractors must be prepared to mobilize within 72 hours of the contract award. Contractors shall provide a sufficient crew size to complete the clean up activities within each unit/apartment within 2 days. A minimum of twenty (20) units/apartments shall be cleaned simultaneously. Activities shall be coordinated with the project monitor to ensure that the visual inspection is performed within two hours of the completion of clean-up activities. The project monitor shall review and evaluate air sampling results for successful clearance criteria. Cleaning activities shall be considered completed when the project monitor and occupant signoff on the project completion.

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Indoor Clean-up Activities

Scope of Work A

Application: These procedures apply to the clean-up of minimal dust accumulations (light coating). Cleaning shall include HEPA- vacuuming and wet-wiping. If a visual inspection indicates the presence of large debris accumulations from the collapse of the WTC, then these procedures shall not be applicable (refer to Scope of Work B). The USEPA coordinator must be contacted immediately with information regarding the presence of debris. The contractor shall not proceed with work until the USEPA coordinator provides a determination regarding appropriate procedures.

1. All work shall be performed by a NYS DOL licensed contractor with NYS DOL- and NYC DEP- certified workers. The clean-up activities must be performed in the presence of an authorized individual/occupant who shall be responsible for personal belongings.
2. A third party air monitoring firm shall perform air sampling after the clean up activities. The person who conducts sampling shall possess a valid NYS DOL certificate.
3. Individuals performing clean up activities are not required to wear personal protective equipment or respirators.
4. All surfaces shall be wet wiped/HEPA vacuumed. An encapsulating agent shall not be applied. Surfaces include but are not limited to walls, floors, ceilings, ledges, trims, furnishings, appliances, equipment, etc.

Carpets, curtains, upholstery, and other materials that cannot be cleaned by wet wiping shall be HEPA vacuumed two times. Dry sweeping is prohibited. Plants shall be cleaned by rinsing leaves with water. Paperwork and books shall be HEPA vacuumed. Clothing and accessories shall be the responsibility of the occupant.

The exterior of air condition units shall be wet wiped/HEPA vacuumed. The air condition units shall then be pulled into the interior space where the grills and unit shall be HEPA vacuumed and wet wiped.

5. A thorough visual inspection shall verify the absence of visible dust accumulations. Additional clean-up procedures shall be performed where visible dust is observed. Air sampling shall be performed after the area is free of dust accumulations.
6. Personal air monitoring shall be performed in accordance with USDOL OSHA requirements. In addition, personal air monitoring shall be performed on a minimum of one worker per shift during the clean up activities for the first ten (10) units. There after at least one personal sample shall be taken on employees cleaning every other unit. The results of this sampling shall be shared immediately with OSHA, the employer and the workers or their representatives. These results shall be also submitted to the USEPA for review and shall include at a minimum the date and hours of sampling, name of the worker, his/her NYCDEP

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asbestos certification number, and specific description of activities in the unit during the sampling.

Prepared by: NYC DEP

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Indoor Clean-up Activities

Scope of Work B

Application: A visual inspection was performed and visible accumulations of debris from the collapse of the WTC was identified. The USEPA coordinator must be contacted immediately with information regarding the presence of debris. The contractor shall not proceed with work until the USEPA coordinator provides a determination regarding appropriate procedures. This scope of work consists of generic procedures to be followed. Clean-up of visible accumulations of debris will require the submittal of a site specific scope of work. If debris is not present, refer to Scope of Work A.

1. All work shall be performed by a NYSDOL licensed contractor with NYSDOL- and NYC DEP- certified workers.
2. An ACP-7 form asbestos project notification form shall be submitted directly to the NYCDEP Asbestos Control Program prior to the start of work. NYS DOL notification shall be submitted.
3. A third party air monitoring firm shall perform air sampling. The person who conducts sampling shall possess a valid NYS DOL certificate. These results shall be sent immediately to OSHA, the employer and made available to the employees or their designated representatives for their review in accordance with 29CFR1910.1020.
4. At least one asbestos supervisor shall be present at each work place (work place is defined in Title 14, Chapter 1 RCNY as the work area and the decontamination enclosure system).
5. Personal protective equipment including disposable clothing, gloves, and respirators shall be worn during this clean-up activity in accordance with OSHA rules and regulations.
6. Warning signs shall be posted at the approach to the work area.
7. A worker decontamination enclosure system shall be installed at the entrance to the work area. A remote decontamination enclosure system shall be considered when appropriate i.e. inability to comply with the provision due to space limitation or other agency rules, such as for compliance with NYCFD egress requirements.
8. HVAC systems shall be shut down and locked out or isolated locally.
9. Isolation barriers shall be installed with two layers of 6-mil polyethylene sheeting and sealed with tape.

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10. Negative pressure ventilation equipment shall be installed for and operated during all clean-up activities. Equipment shall run continuously until clearance air monitoring. A minimum of one air change every 30 minutes shall be provided. When ducting to the outside is not possible, a second negative pressure ventilation unit compatible with the primary unit capacity may be connected in series.
11. All debris shall be misted and bagged directly. Accumulation of water is prohibited. Water misting shall be sufficient to wet the material without water accumulations. After the removal of debris accumulations all surfaces shall be wet wiped and HEPA vacuumed. An encapsulating agent shall not be applied. Once all surfaces have been wet wiped and HEPA vacuumed a second cleaning shall be performed. Surfaces include but are not limited to walls, floors, ceilings, ledges, trims and furnishings.

Surfaces that may not be wiped shall be HEPA vacuumed three times or disposed as ACM waste. Disposal of material may not occur without prior authorization by the building owner and/or space occupant.
12. A thorough visual inspection shall verify the absence of visible dust accumulations.
13. After successful clearance air monitoring isolation barriers shall be removed in conjunction with the use of a HEPA vacuum.
14. All work shall be in compliance with all other applicable requirements of Title 15, Chapter 1 of the Rules of the City of New York and New York Industrial Code Rule 56. Transportation and disposal of generated waste shall be in compliance with all applicable rules and regulations.

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ASBESTOS PROJECT MONITOR AND AIR SAMPLING CONTRACT**A. Introduction**

All work performed under this contract must be in compliance with all applicable, relevant, and appropriate regulations and Scope of Work, including but not limited to those of the United States Environmental Protection Agency (USEPA), the United States Department of Labor, Occupational Safety and Health Administration (USOSHA), the New York State Department of Labor (NYSDOL), the New York State Department of Health Environmental Laboratory Approval Program (ELAP) and the New York City Department of Environmental Protection (NYCDEP). This project shall involve coordinating and monitoring the clean up of debris and air sampling from building apartments in the vicinity of the World Trade Center explosion site.

B. Qualifications***Project Monitors***

The Project Monitors must possess valid NYS Asbestos Project Monitor certificates. Monitors must have served as a third party project monitor on at least 20 asbestos abatement projects. Project Monitor must have performed final clearance inspections on at least 50 asbestos abatement projects.

Technicians

Air monitoring technicians must possess valid NYS Asbestos Project Sampling Technician (APST) certificates. Technicians must have performed air sampling for at least 6 months.

Proof of qualifications must be presented upon request.

Equipment

Sampling equipment must be in sufficient quantity to provide the amount and type of samples required for this project. At a minimum the following equipment are required: air-sampling pumps with flow rate capacities of 2 to 10 liters per minute, tripods, rotometers, sample cassettes with mixed cellulose ester filters having pore size of 0.45um(TEM).

C. Specifications

Clean up activities shall be scheduled for 20 to 30 units per day. Air sampling shall also be provided at 10 to 20 units where clean up activities are not scheduled. Sufficient personnel shall be available for project monitoring and sampling.

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The Project Monitor shall direct and coordinate all services and report all findings to USEPA. The scope of this project will be as follows:

1. The Project Monitors shall be responsible for receiving information from the EPA Hotline, scheduling cleaning-up activities and air sampling with the tenants/owners, asbestos abatement contractors and air monitoring technicians to the various apartments.
2. Air monitoring technicians must be on-site during clean-up activities to collect final clearance samples.
3. The Project Monitor shall ensure that the clean up activities comply with the NYCDEP Scope of Work.

Post Clean-up Air Sampling Procedure must be as followed:

- a) Sampling shall not begin until a visual inspection confirms the absence of visible debris.
- b) All surfaces must be completely dry prior to the start of sampling.
- c) Sampling equipment shall be placed at representative locations within the work area and away from obstructions. The sampling cassette must be placed on a tripod and not taped to existing surfaces.
- d) Air conditioning units where applicable shall be run/operated at least 15 minutes prior to the start of sampling. The air conditioning units shall operate continuously throughout the sampling. HVAC systems shall be in operation during sampling.
- e) Forced air equipment (e.g. leaf blowers) may be used only after written authorization by the occupant or his/her authorized representative. The project manager shall advise the occupant or his/her authorized representative on the advantages and disadvantages regarding the use of the equipment and obtain the individual's signature authorizing use. Before the start of sampling, forced air equipment (such as a 1 horsepower leaf blower) may be used to direct exhaust air against walls, ceilings, floor, ledges and other surfaces. When directing the exhaust, caution shall be taken to minimize disturbance and potential damage to furnishings and personal belongings.
- f) One 20-inch fan shall be installed per 10,000 cubic feet of room space and run at low speed. The fan shall operate continuously throughout sampling and shall not be turned off until sampling is completed.

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- g) For studio apartments 3 samples shall be collected. For 1-bedroom apartments and above 5 samples shall be collected. Technicians shall collect a volume of 3000 liters per sample using a flow rate of 10 liters per minute.
 - h) Samples must be labeled and accompanied with completed chain of custody forms before shipping to the designated laboratory.
 - i) Project Monitor shall perform all final visual inspections. The contractor shall be directed to re-clean surfaces as necessary.
 - j) The USEPA coordinator shall be informed immediately of each air test where the results indicate levels above 70 s/mm^2 . Further clean up activities shall be completed prior to re-inspection and air testing.
 - k) All information must be maintained on a data based software program that is acceptable to the USEPA.
4. Project reports, including a project completion sign-off signed by the project monitor and the occupant or his/her authorized representative, must be typed and forwarded to USEPA with a copy to NYCDEP.

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**N.Y.C. DEPARTMENT OF ENVIRONMENTAL PROTECTION
UNITED STATES ENVIRONMENTAL PROTECTION AGENCY**

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**SCOPE OF WORK
FOR LIVE OPERATOR SERVICES**

A. Background :

The New York City Department of Environmental Protection (DEP) seeks a vendor to work with the United States Environmental Protection Agency (EPA) to provide a technologically advanced Call Center service to be used to answer calls and gather information regarding the cleaning and testing of residential units located south of Canal Street and the Manhattan Bridge approach, where there may be a concern about residue from the World Trade Center disaster. DEP/EPA's purpose is to maintain live operator services which allow the Agency (USEPA) to:

- Gather information regarding the testing and cleaning needs of residents of Lower Manhattan and enter this information in a database of EPA's design.
- Maximize EPA's ability to provide accurate, up-to-date information to the public regarding public health issues for indoor air concerns.

The vendor shall have the technological ability to seamlessly manage large volumes of calls and shall also have automation support allowing the capture and reporting of data pertinent to the calls, as described below. The vendor shall in a courteous and professional manner solicit from the public responses to a set of questions regarding the testing and cleaning of their residences. The vendor may also receive caller questions about health concerns and specific actions being taken by the Agency (USEPA). Vendor staff should have access to the Agency Web site, where information, in Frequently Asked Questions (FAQs) form, will be available to answer these questions. If asked a question(s) for which there is no prepared answer, vendor staff shall E-mail the question to a designated person at EPA for response. Such questions and their answers will be added to the FAQs database and the vendor notified of the new information. The vendor shall forward the answer to the querying resident by postal or E-mail.

This system must be maintained and serviced by the vendor at a location remote to 290 Broadway, N.Y., New York. Call Center must be available for operation prior to May 30, 2002.

B. Contract Term:

The term of the contract will be for a period of 365 consecutive calendar days. There is no minimum amount of work guaranteed under this contract and the Department reserves the right to terminate services upon 10 days written notice to the Contractor.

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C. Qualification Requirements:

- A. History of at least one implementation of a similar contract providing live operator services in a large urban setting.
- B. A minimum of three years experience in the maintenance of live operator services.

D. Tasks:

The contractor would perform the following services:

- 1) Provide live operator assistance to handle up to 400 calls per day between the hours of 10:00 a.m. and 8:00 p.m., Monday through Friday and 10:00 a.m. and 5:00 p.m. Saturdays and Sundays from June 1, 2002 through August 31, 2002.
- 2) Provide live operator assistance to handle up to 200 calls per day between the hours of 10:00 a.m. and 8:00 p.m., Monday through Friday and 10:00 a.m. and 5:00 p.m. Saturdays and Sundays from September 1, 2002 through December 31, 2002.
- 3) Provide live operator assistance to handle up to 50 calls per day between the hours of 10:00 a.m. and 8:00 p.m., Monday through from January 1, 2003 through May 29, 2003.
- 4) Ensure no busy signals, and call pick-up within five rings.
- 5) Ensure that no caller should wait in a "queue" for more than one minute.
- 6) Provide additional operators within 24 hours notice should call volume increase.
- 7) Equip operators with specified scripts prepared by the Agency and have the technological ability to easily access the appropriate script from the Agency Web site.
- 8) Immediately alert/train operators of changes in script upon notification by EPA.
- 9) Provide the Department a toll-free or local NYC local number at no cost to DEP.
- 10) Provide operator service in English, Spanish, Chinese and other languages upon request.
- 11) Provide TTY provisions for the hearing impaired.
- 12) Use computers connected together via a Local Area Network and such network should be connected to the Internet via a high speed link.
- 13) Provide a static IP address or range of IP addresses within their subnet so as to allow secure access to the EPA database, which is protected by the EPA firewall for security purposes.

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- 14) Demonstrate that they have security measures in place to protect the confidentiality and integrity of the data. The data shall not be made available to the public unless authorized by EPA to release the information.
- 15) Record the information generated by the script (Attachment 1) in a database to be created and maintained (other than data entry) by the Agency.
- 16) Respond to caller questions with answers made available in a Frequently Asked Questions (FAQs) format on EPA's Web site. Convey to EPA (via e-mail) questions for which there are no FAQs answers and, when a response is generated by EPA, convey that information back to the original requestor. [Note: These new Q&As will be added to the bank of FAQs on the Agency Website.]
- 17) Provide data and statistics regarding call volume and nature of requests, daily in an electronic format to be specified, on the information recorded in the database before noon next business day.
- 18) Provide supervisors to manage operators, including the handling of difficult calls from the public, and to act as liaison to USEPA/DEP staff.
- 19) Allow DEP/EPA staff to visit premises or be stationed at the site to conduct quality assurance, i.e. serve as resource/provide supervisors or operators with training and information updates.
- 20) Provide quality assurance that technology, information dispensed, and customer service standards are maintained through random call monitoring.
- 21) Distribute by mail or fax, health and cleanup information (approximately 12 pages, to be provided by EPA). ~~public release~~
- 22) Contact by telephone people (on a list generated by EPA) who have called prior to June 1, 2002 to request cleaning or testing of their residences.

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EXHIBIT B

GENERAL CONDITIONS

FEMA and the State agree to take measures to deliver assistance to individuals, families, and governments as expeditiously as possible, consistent with Federal laws and regulations. To that end, the following terms and conditions apply:

1. Federal assistance will be made available, within the limits of funds available from Congressional appropriations for such purposes, in accordance with the Stafford Act, Executive Orders 12148 and 12673, and applicable regulations found in Title 44 of the Code of Federal Regulations (CFR), and applicable policy and guidance:

2. If necessary because of limited funds, FEMA will give first priority to assistance for individuals and families, emergency work for protection of public health and safety, and administrative costs for managing the disaster program. Public Assistance recovery claims, hazard mitigation, and fire suppression assistance will be paid when, and if, funds become available and will be provided on a first come, first serve basis.

3. Pursuant to the regulations, the State agrees to be the grantee for all grant assistance provided under the Stafford Act. The State agrees to comply with the requirements of laws and regulations found in the Stafford Act and 44 CFR. The State hereby waives any consultation process under Executive Order 12372 and 44 CFR Part 4, for grants, loans, or other financial assistance under the Stafford Act for this major disaster.

4. Within his authorities, the Governor shall ensure, through the State agency responsible for regulation of the insurance industry, that insurance companies make full payment of eligible insurance benefits to disaster victims and other recipients of Federal disaster assistance. The State also shall take all responsible steps to ensure that disaster victims are aware of procedures for filing insurance claims, and are informed of any State procedures instituted for assisting insured disaster victims. Further, the State shall take all actions necessary and reasonable to ensure that all recipients of Federal disaster assistance are aware of their responsibility to repay government assistance, which is duplicated by insurance proceeds.

5. The State agrees, on its behalf and on behalf of its political subdivisions and other recipients of Federal disaster assistance, to cooperate with the Federal Government in seeking recovery of funds that are expended in alleviating the damages and suffering caused by this major disaster against any party or

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parties whose intentional acts or omissions caused or contributed to the damage or hardship for which Federal assistance is provided pursuant to the Presidential declaration of this major disaster.



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DECLARATION OF EMERGENCY

WHEREAS, on September 11, 2001, an unforeseen terrorist attack resulted in the tragic destruction of the World Trade Center ("WTC"); and

WHEREAS, as a result of said catastrophe, buildings in surrounding areas were damaged, if not destroyed; and

WHEREAS, in the aftermath, to minimize further destruction and implications of the attack, various remediation activities were immediately instituted; and

WHEREAS, as a follow-up to such activities performed in October and November of 2001, the New York City Department of Environmental Protection ("NYCDEP"), in conjunction with the United States Environmental Protection Agency ("USEPA") and the New York State Department of Labor ("NYSDOL"), performed site visits at buildings in the surrounding vicinity; and

WHEREAS, buildings containing debris characteristic of the debris from the impact of the collapse of the WTC were identified and remediation was commenced; and

WHEREAS, debris removal from the immediate areas of destruction in the WTC complex is nearing completion and the remaining unoccupied buildings identified as potentially contaminated must be rid of debris; and

WHEREAS, as local residents are concerned that apartments may contain debris from the WTC catastrophe, it has been deemed necessary to establish a "call center" to provide residents and residential building owners a means of obtaining professional contractor clean-up and testing; and

WHEREAS, USEPA has determined that an expedited clean-up of buildings containing debris is in the public interest, and is necessary to ensure that the air quality of the affected area is as pure as possible; and

WHEREAS, such clean-up is required to help protect against any adverse effects on air quality or public health and safety; and

WHEREAS, the clean-up process will require technical services, as well as the services of asbestos remediation and air monitoring firms; and

WHEREAS, the area designated for such clean-up shall be divided into four sectors, each requiring asbestos remediation and air monitoring contracts; and

WHEREAS, funding for such clean-up will be provided by the Federal Emergency Management Agency ("FEMA"); and

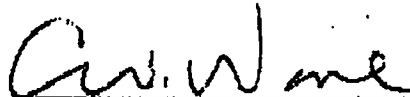
WHEREAS, the immediate action required cannot be met through normal procurement methods; and

WHEREAS, the aforementioned circumstances may affect the health and safety of the inhabitants of the City of New York.

NOW, THEREFORE, for the aforementioned reasons, pursuant to the authority conferred by Section 315 of the New York City Charter and Section 3-06 of the Procurement Policy Board Rules, I hereby determine that an emergency exists; and

I FURTHER DETERMINE that emergency contract(s) must be let in the most expeditious manner possible to ensure that necessary asbestos remediation in the affected area can occur, to monitor and ensure the air quality of the City of New York.

Dated: May 7, 2002


CHRISTOPHER O. WARY
Commissioner