

AWARD/CONTRACT

1 CERTIFIED FOR NATIONAL DEFENSE
UNDER DOSA REG 2 AND/OR DMS REG 1

RATING

PAGE OF PAGES

2 CONTRACT (Proc Inst Ment) NO

3 EFFECTIVE DATE

4 REQUISITION/PURCHASE REQUEST/PROJECT NO

NRC-33-85-337

SEP 24 1985

RFPA ORM-85-337

5 ISSUED BY

6 ADMINISTERED BY (If Other Than Item 5)

CODE

US Nuclear Regulatory Commission
Division of Contracts
Washington, DC 20555

7 NAME AND ADDRESS OF CONTRACTOR (Include street, city, county, State, and ZIP Code)

8 DELIVERY

General Services Administration
Office of Information Technology
Attn: William R. Milligan
18th & F Streets, NW
Washington, DC 20405

☐ SEE OTHER ☐ OTHER (If Other Than Item 5)
9 DISCOUNT FOR PROMPT PAYMENT

NA

10 SUBMIT INVOICES ☐ ITEM
11 COPIES UNLESS OTHER
12 ADDRESS SHOWN IN ☐ 12

CODE FACILITY CODE

13 SHIP TO NAME FOR

US Nuclear Regulatory Commission
Attn: Gerald Paulsen - MNBB-7602, ORM, DAIS
Washington, DC 20555

12 PAYMENT WILL BE MADE BY

US Nuclear Regulatory Commission
ORM/Division of Acctg & Fin., GOV/COM Accts
Washington, DC 20555

13 THIS
ACQUISITION
WAS (CHECK
APP. BOXES)

A ADVERTISED

B NEGOTIATED PURSUANT TO 40 USC 759
X ☐ 10 USC 2304(b) ☐ 41 USC 251(c)

14 ACCOUNTING AND APPROPRIATION DATA

B&R: 80-20-25-06 FIN: D1219
Appn: 31X0200.805 Amount: \$125,000.00

15A ITEM NO

15B SUPPLIES/SERVICES

15C QUANTITY

15D UNIT

15E UNIT PRICE

15F AMOUNT

The Nuclear Regulatory Commission hereby accepts your offer to conduct a study entitled "NRC Office Automation Evaluation" in accordance with the Memorandum of Agreement and Statement of Work attached. The GSA Project No. for this effort is F0085NRC000086A.

Under Item No. 17 of the agreement, fill in the following: Client Agency Manager: Mr. Gerald Paulsen, MNBB-7602, US Nuclear Regulatory Commission, Division of Automated Information Services ORN, Washington, DC 20555 - Telephone No. (301) 492-8127

15G TOTAL AMOUNT OF CONTRACT \$125,000.00

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CONTRACTING OFFICER WILL COMPLETE ITEM 17 OF 18 AS APPLICABLE

17 ☐ CONTRACTOR'S NEGOTIATED AGREEMENT (Contractor will

complete this document and return copies to issuing office. (If contractor is required to furnish and deliver items of performance, the services set forth in the work statement above and on any continuation sheets for the contract shall be subject to and governed by the following documents: (a) this award contract; (b) the solicitation, if any; and (c) such provisions, representations, certifications, and specifications as are attached or incorporated by reference herein. (Attachments are listed herein.)

18 ☒ AWARD (Contractor will not be required to sign this document)

DATE OF SIGNATURE: _____
INCLUDING THE ADDITIONS OF CHANGE, TRADE IN, YOU, WHICH, ADDITIONAL, ARE SET FORTH IN THE ABOVE, IS HERE, ATTACHED AS TO THE ITEMS, SPEC, OR ANY CONTINUATION SHEETS. THIS AWARD CONTRACT MAKES THE CONTRACT CONSIST OF THE FOLLOWING DOCUMENTS: (a) the Government's solicitation and offer; and (b) this award contract. (All further contract documents are hereby

19A NAME AND TITLE OF SIGNER (Type or print)

8510010007 850924

PDR CONTR

NRC-33-85-337 PDR

20A NAME OF CONTRACTING OFFICER

Timothy F. Hagen

19B NAME OF CONTRACTOR

19C DATE SIGNED

20B UNITED STATES OF AMERICA

20C DATE SIGNED

BY _____
(Signature of person authorized to sign)

BY _____
(Signature of Contracting Officer)

9/24/85

2. Under Item 18, Accounting Information, insert the following:

NAME: Diane Dandois

PHONE: (301) 492-7558

FUNDS CITATION: B&R NO. 80-20-25-06

APPN: 31X0200.805

FIN NO. D1219

AGENCY BILLING ADDRESS: US Nuclear Regulatory Commission
ORM, Division of Accounting and Finance
GOV/COM Accounts
Washington, DC 20555

3. Add the following Item 21:

21. Period of Performance

The performance of work under this agreement shall begin on the effective date and end on June 30, 1986.

MEMORANDUM OF AGREEMENT
BETWEEN THE
GENERAL SERVICES ADMINISTRATION (GSA)
OFFICE OF INFORMATION TECHNOLOGY (OIT)
INFORMATION MANAGEMENT ASSISTANCE DIVISION (IMAD)
AND THE
NUCLEAR REGULATORY COMMISSION (NRC)

1. PROJECT NUMBER: FO085NCR000086A
2. PROJECT TITLE: NRC Office Automation Evaluation
3. This agreement is made under the authority of Section III of the Federal Property and Administrative Services Act of 1949, as amended, 40 U.S.C. 759, and Title 41 Code of Federal Regulations, Parts 101-2 and 101-11 (Federal Property Management Regulations).
4. BACKGROUND: NRC has four pilot projects which involve using computers to automate office procedures. NRC wants to evaluate these projects individually to determine their impact in their current environment, and to evaluate them collectively to determine what successful functions could be automated in other NRC locations.

The four projects are:

1. H Street Pilot - automation for the Commissioners and their staffs;
 2. E&D Pilot - automation of one division of the Office of the Executive Legal Director;
 3. Waste Management Pilot - automation in the Office of Nuclear Materials Security and Safeguards (NMSS); and
 4. Microcomputer Utilization Evaluation - an assessment of approximately 400 microcomputers installed throughout NRC.
5. SCOPE AND DESCRIPTION OF SERVICES: GSA will develop, in conjunction with the designated NRC project manager, and apply criteria necessary to evaluate the four office automation projects listed in the Background section of this Memorandum of Agreement.

This project will consist of a series of tasks with each one to be initiated separately in a consecutive manner. Each task will require NRC approval before continuing with the next task. Six tasks have been identified to complete this project. They include:

- a. Definition of Requirements/Evaluation Criteria;
- b. Evaluation of H Street Pilot;

- c. Evaluation of E&D Pilot;
- d. Microcomputer Utilization Evaluation;
- e. Evaluation of Waste Management Pilot; and
- f. Composite Project Report.

The first task may require conducting interviews, making observations, and gathering background material and historical data throughout NRC. This data will then be used to identify the critical elements that will be used in the evaluation model for each of the remaining tasks.

It is anticipated that the NRC project manager or his designee will be actively involved in developing the evaluation models and evaluation criteria. GSA projects that this will require three (3) months to complete. GSA will not begin the next task until NRC officially accepts the first deliverable and initiates the second task order. Each task thereafter must be formally accepted before the next task can be initiated until all six (6) tasks have been completed.

Tasks two through five will apply the criteria and methodology developed in task one to evaluate NRC pilot systems and microcomputer utilization within the NRC Communications network. GSA estimates that these tasks should take approximately four (4) months to complete.

In Task Six GSA will review and integrate the findings of the previous evaluations and identify automation applications with high potential for replication elsewhere in NRC. GSA will also identify functions and activities in NRC susceptible to automation, and prioritize them in terms of likely return on investment. GSA projects that Phase 3 will require at least two (2) months to complete.

6. IMAD PROJECT PERSONNEL: The IMAD has appointed William R. Milligan as Project Manager (IMAD/PM).

The PM will be responsible for coordination and quality of all contractual performance implemented under this agreement and will be assisted from time to time by other IMAD personnel on an as-required basis. The IMAD PM may be reached at (202) 535-7443, General Services Administration, OIRM/KFM, 18th and F Streets, NW, Washington, DC, 20405.

7. AGENCY SUPPORT: Within the Client Agency, a Project Manager (CA/PM) must be assigned with authority to concur on all specifications and amendments, agree to recommended problem solutions, agree to cost and/or schedule changes, and formulate plans for future efforts. The CA/PM shall be responsible for overall coordination and quality of work performed under this agreement.

The CA/PM shall:

- a. Be responsible for coordination and quality for the projects assigned under this agreement;
- b. Ensure that Client Agency supplied items specified in the contract(s) are available when needed.

8. FUNDING: The OIT derives its financing from the GSA ADP Fund, under the authority of PL 89-306, the "Brooks Act." The OIT provides Information Management services throughout the Federal Government with those activities being performed on a cost-reimbursable basis.

The OIT submits a monthly billing request to the GSA Office of Finance, Management Division. The billing request is computed by the method and at the approved OIT rate.

The Accounts Receivable Branch of the GSA Office of Finance bills the Client Agency. These billings must be paid promptly as rendered without pre-audit or receipt verification (FPMR 101-2.105). Any discrepancies noted after payment will be adjusted on subsequent billings. Ultimately, agency payments replenish the GSA ADP Fund.

The Client Agency will commit funds to cover all costs for requested projects or pre-consideration thereof with a separate funding document such as a purchase order, Military Interdepartmental Purchase Request (MIPR), or other applicable document and will provide fund citations to OIT prior to any associated expenditures by OIT.

9. COSTS: All OIT tasks will be performed on a time and materials basis. Direct time devoted to this project will be recorded by OIT personnel each day. Accumulated direct time will be billed monthly at those approved rates in effect at the time the hours are worked.

All other project-identifiable, material expenses (e.g., computer time, hardware and/or software lease, contractor support, direct travel, and direct material) will be billed at actual cost or, if applicable, at approved standard rates. Direct costs will be recovered for reports having unusual duplicating, graphic, reduction, or layout requirements (e.g., reproduction costs for reports in excess of five copies). Accounting records pertaining to the project may be made available for Client Agency review.

10. PAYMENT:

- a. Payments under this agreement will be due on the 30th Calendar day after the later of -
 - (1) the date of actual receipt of a proper invoice in the office designated to receive the invoice; or
 - (2) the date the supplies or services are accepted by the Government and a proper invoice is submitted. Payment of invoices will be made based upon acceptance by the

Government of the entire task or the tangible product deliverable(s) invoiced. For task orders that have no tangible products, payments will be based upon certification by the Government of satisfactory service provided, and the accuracy of labor charges, subject to audit.

- b. If the supplies or services are rejected for failure to conform to the technical requirements of the contract, or for damage in transit or otherwise, the provisions in paragraph a(2) of this clause will apply to the new delivery of replacement supplies.
- c. The date of the check issued in payment shall be considered to be the date payment is made.
- d. Payments in response to Contractor's invoices will be made directly to the Contractor or to the ADP Fund depending on the specific funding arrangement.
- e. Payment in response to GSA billing will be made separately and directly to GSA.

11. INTEREST ON OVERDUE PAYMENTS:

- a. The Prompt Payment Act, Public Law 97-177 (96 Stat. 85, 31 U.S.C. 1801) is applicable to payments under this contract and requires the payment to contractors of interest on overdue payments and improperly taken discounts.
- b. Determination of interest due will be made in accordance with the provisions of the Prompt Payment Act and Office of Management and Budget Circular A-125.

12. STANDARDS OF CONDUCT: These standards of conduct will apply to all employees of the OIT, Client Agency, and contractor(s) who become involved in projects subject to the Privacy Act of 1974.

- a. All employees who are involved in projects subject to the Privacy Act of 1974 are required to be aware of their responsibilities (Privacy Act of 1974, 5 U.S.C. 552a). Instructions on the requirements of the Act and regulations shall be provided to said employees. Supervisors are responsible for assuring that said employees working with systems or records are informed of their responsibilities, are periodically reminded of the requirements of the Act, and are advised of any new provisions or interpretations of the Act.
- b. Said employees must guard against improper disclosures of records which are governed by the Act. Because of the serious consequences of improper invasion of personal

privacy, said employees may be subject to disciplinary action and criminal prosecution for knowing and willful violation of the Act and regulations or for failing to become informed according to the requirements of the act so as to avoid violations.

- c. Said employees will not disclose to anyone, without specific authorization from the responsible government official, records which by reason of their official duties are available to them. This does not preclude employees from discussing matters which are known to them personally, without resort to a record, with federal agency investigators for official purposes such as suitability checks, equal employment opportunity investigations, adverse action proceedings, grievance proceedings, etc. Said employees shall:

- (1) be informed with respect to their responsibilities under the Act;
- (2) be alert to possible misuse of the system with such misuse being in non-compliance with the Act and regulations;
- (3) make a disclosure of records only to those who have a legitimate need to know in the course of their official duties;
- (4) maintain records as accurately as possible;
- (5) consult with their supervisor prior to taking any action when they are in doubt as to whether such action is in conformance with the Act and regulations;
- (6) not permit unauthorized individuals to be present in controlled areas, and shall report such individuals to a supervisor or to the guard force;
- (7) not knowingly or willfully take action which might subject the Government to civil liability; and
- (8) not design, develop, or operate any system or records without making a reasonable effort to ascertain that the system can be maintained according to the Act and regulations.

13. CANCELLATION: Should it be necessary that the Client Agency cancel this agreement either in its entirety or in part, the Client Agency agrees to reimburse OIT for any costs the OIT may have incurred that are directly attributable to the Agreement. The Client Agency also agrees to give OIT at least two weeks notice of cancellation so that alternate work can be provided for analysts committed to the project.

OIT management will make every effort to reduce reimbursement charges incurred after a notice of cancellation is received. Such notification must be received in writing before OIT management will take action to discontinue support of an active project.

OIT may find it necessary to cancel this Agreement because of incomplete or unsatisfactory performance by the Contractor. Should it be necessary that OIT cancel this agreement either in its entirety or in part, the OIT agrees to reimburse the Client Agency for any costs the Client Agency may have incurred that are directly attributable to the Agreement (e.g., an unexpired, fixed-term hardware or software lease or a fixed-term contractor services contract) and will similarly reimburse the Contractor. The OIT also agrees to give the Client Agency at least two weeks notice of cancellation.

14. ACCEPTANCE OF DELIVERABLE: If no comments are received from the Client Agency, and in the absence of any statement to the contrary, all products shall be determined to be accepted three weeks after delivery.

15. PROJECT COMPLETION: If no comments are received from the Client Agency, and in the absence of any statement to the contrary, the project will be considered completed three weeks after delivery to the Client Agency of the final transmittal letter and/or final document.

16. FOLLOW-UP: To enable OIT management and staff to judge the quality and value of its services, and with the agreement of the Client Agency, the OIT will conduct qualitative project follow-up interviews after the completion of Client Agency projects. The interviews are intended to assess the extent to which the OIT has satisfied the requirements of the project. With the agreement of the Client Agency, OIT may conduct further interviews to quantify benefits of the project.

17. CLIENT AGENCY MANAGER: (To be completed by the Client Agency)
The CA/PM name, telephone number and address are:

18. ACCOUNTING INFORMATION: (To be completed by the Client Agency)
The Client Agency Financial Accounting Point of Contact for this project who will be responsible for resolving any financial questions that may arise is:

Name:

Organization's Office Symbol:

Phone:

Funds Citation:

Agency Station Symbol:

Agency Billing Address:

19. CONTRACTUAL AMOUNT: The Client Agency agrees to reimburse the Office of Information Resources Management, GSA for the support services described in an amount not to exceed \$125,000.00. The breakdown of this amount by the tasks of the study are:

Task 1	\$48,000
Task 2	12,000
Task 3	12,000
Task 4	12,000
Task 5	12,000
Task 6	<u>29,000</u>
TOTAL	\$125,000

20. EXECUTION: In witness whereof, the parties named below have executed this agreement for the above named agencies.

INFORMATION MANAGEMENT
ASSISTANCE DIVISION

NUCLEAR REGULATORY
COMMISSION

By: [Signature]

By: _____

Title: Director,
Information Management
Assistance Division

Title: _____

Date: 7/24/85

Date: _____

STATEMENT OF WORK
INFORMATION SHARING
PILOT PROJECTS

Situation - The NRC has four initiatives which employ similar technology and user interfaces. Each has the objective to put computer resources in the hands of end-users in order to improve their ability to perform their jobs. Each deals with a problem which also affects other units within the agency. Each uses ADP technology to automate office procedures. Each is being managed as a separate project.

There is a need to evaluate each of these projects individually to determine to what extent each has met its objectives; and to evaluate them collectively to determine the implications of these applications of computer technology.

A brief description of the four initiatives follows:

1. H Street Pilot - This six month pilot will test the feasibility of maintaining the schedules of the Commission and the individual Commissioners electronically, tracking Commission papers and the votes of Commissioners electronically and providing the capability for Commissioners and their staffs to communicate via electronic mail. For the pilot, the IBM Information Network is being used with PROFS, STAIRS and Application System (AS) software. The network is being accessed via IBM 5253 terminals controlled by the IBM 5520 controller; and IBM 3279 terminals, IBM PC's and IBM Displaywriters controlled by the IBM 3274 controller. Both controllers are connected to the host via 9600 baud telephone lines. Customization of the PROFS and AS software has been done by NRC in order to provide capabilities and a user interface tailored for use by NRC Commissioners and their assistants.
2. ELD Pilot - This project calls for the installation of IBM PC's in one division of the Office of the Executive Legal Director (ELD) and linking the PC's in a network. This will provide the capability for attorneys to process, store and retrieve relevant information in their own PC and for attorneys to share information with each other through the PC network. It will also be possible to link the PC's with the IBM 5520 so that attorneys can prepare rough drafts of briefs or other legal documents for final typing by the secretarial staff. It has not been determined how the PC's will be linked nor what software will support this project.

The implementation and operation of the pilot will provide the opportunity to test the effectiveness of using PC's in this environment, determine what software and communication capabilities are needed and to develop the policies and procedures needed for the effective operation of the network. In 1986, it is planned to equip the remainder of ELD attorneys with PC's. The information gathered during this pilot will be invaluable for that expansion.

3. Waste Management Pilot - This one year pilot to be conducted in the Office of Nuclear Materials Security and Safeguards (NMSS) will test the use of an on-line network for the storage and retrieval of significant references related to the problems of Nuclear Waste Management and Disposal. Through the pilot, NMSS will attempt to determine the effectiveness of this kind of system, the procedures and policies which will be necessary to support it and what hardware and software characteristics are needed.

A contractor, Aerospace Inc., will provide assistance in the development of the pilot system and customization of the software.

The pilot will use the IBM Information Network, including PROFS, AS and STAIRS software. Access will be provided through existing IBM 5253 terminals operating through the IBM 5520 and IBM PC's operating through an IBM 3274 controller. A 9600 baud phone line will connect the controllers to the host.

4. Microcomputer Utilization Evaluation - By the end of FY85 approximately 400 microcomputers will have been installed in NRC. Ample training and consultation opportunities have been provided for micro users but no effort has been made to control or monitor the use of the micros or the applications that have been implemented on them. Demand for micros continues to be strong. An assessment of the kinds of use to which they have been put, the ways in which they are being used and the cost-effectiveness of their use is needed to meet this demand in an orderly, cost-effective manner.

Scope of Effort

An evaluation of each of the initiatives shall be conducted by the contractor to determine whether the application of technology has been successful in achieving the objectives of the users; what the cost of implementation of the technology on a full-scale basis will be; and how these four initiatives inter-relate with each other and with other ADP-related initiatives, particularly the Corporate Data Network project.

Each of these projects is being carried out independently of the others. They employ similar technology and have similar objectives. Each has a different time-span. Each project deals with a problem which is not unique to its environment, but is pervasive throughout the agency. The findings from these four projects, if applied judiciously, can have a significant impact on the way in which end-user computing and office automation will evolve in the NRC.

The contractor will be asked to apply consistent criteria to tie together the evaluations of the four projects and the recommendations related to their findings. This will facilitate incorporating the findings into the planning and implementation activities supporting the NRC Corporate Data Network.

Three of these pilot projects use a particular product or methodology to determine how the technology can be integrated in existing policies and procedures and whether it will be effective when implemented. The projects

are not intended to test the hardware and software products being used, but to determine what the effects of implementing the technology will be, whether it will be feasible and cost-effective and what will be needed to integrate these kinds of applications with the Corporate Data Network and other computer related initiatives of the agency.

The evaluations must be objective, comprehensive and based on standards that are consistent between projects in order that an accurate assessment of the available alternatives can be made and recommendations for future actions will have credibility. Neither too much nor too little value should be placed on user satisfaction or technical elegance. An appropriate balance should be struck between these two.

Task Statements

1. The contractor shall evaluate each project using performance criteria developed with the agency for each project.

a. The H Street project evaluation shall include the following:

- o Cost of processing, storage and communication
- o Usage - number of users, frequency of use and kind of use
- o User satisfaction
- o Benefits - time and dollars saved, functions eliminated, new functions performed.
- o Further revisions needed/ benefits to be derived.
- o Technical considerations, hardware, software system management

For delivery within three months of award of contract.

b. The ELD Pilot evaluation shall include:

- o Usage - frequency of use, kind of use
- o Benefits - tasks displaced, time saved, quality/quantity improvement
- o User satisfaction
- o Further revisions, refinements needed/ expected benefits

For delivery within five months of award of the contract.

c. The NMSS Pilot evaluation shall include the categories listed in a, above for the H Street Pilot.

For delivery within one year of the award of the contract.

d. The Microcomputer Survey shall determine:

- o Who is using microcomputers
- o What microcomputers are being used for.
- o How microcomputers are being used.
- o What software is being used.
- o What users need to enhance the usefulness of their microcomputers.

Data shall be gathered via sampling processes.

For delivery within eight months of the award of the contract.

2. The contractor shall, using the results of the evaluations from task 1, and knowledge of the current technology, prepare an analysis of these initiatives, considering the needs of the NRC and the available technology. The following are some of the topics which should be included in the analysis:

- o Interrelationship of these projects,
- o Suitability of expansion to other units of the agency,
- o NRC functions which are suitable targets of opportunity for this kind of system.

o Alternate strategies for expansion of the technology within the agency.

For delivery within 13 months of the award of the contract.

Deliverable Products

1. The contractor shall prepare statements describing the performance criteria for each system, the evaluation criteria to be used to test performance against that criteria and the evaluation methodologies which will be used to measure system performance.
2. The contractor shall evaluate each project using the criteria and methodology described in 1, above. The evaluation shall include an assessment of the degree to which the system met the needs of the users, the degree to which the users were satisfied with the system, the cost effectiveness of the system and the relationship of the system to the state-of-the-art in office automation. The contractor shall also make recommendations for improvement of the system where shortcomings are identified.
3. The contractor shall prepare recommendations for the development of coordinated agency-wide solutions to the problems addressed in the four projects. The recommendations shall include both hardware and software alternatives, policies and procedures needed for successful implementation and operation, and an estimate of the human and financial resources required.
4. The contractor shall prepare a plan for the selection of the most suitable alternative hardware, software and configuration choices and the implementation of that choice. The plan shall include steps to be taken to insure that system(s) to be implemented will be compatible with the agency's objectives and with the Corporate Data Network. The plan shall take into consideration the activities and milestones of the CDN project and recommend actions which will phase the new system(s) into that time-frame.

Level of Effort

The contractor representative will have to be skilled in the techniques of needs assessment and information gathering in order to be able to determine what the project objectives are and how they impact on the activities of the agency. The representative will also need to be skilled in gathering information from people at various levels of the organization, both about the organization itself and the requirements of the individual units and the people in them.

In-depth knowledge of office automation and information storage and retrieval applications will be required in order to assess the pertinence of these techniques for the agency and to provide information about alternative approaches for implementation.

Estimated manpower requirements:

- o Task 1 - .85 year FTE
- o Task 2 - .25 year FTE