



UNITED STATES
NUCLEAR REGULATORY COMMISSION

WASHINGTON, D.C. 20555-0001

NOV 24 2003

B&W Technologies, Inc.
Attn: Ms. Karen Jones-Andrade
6009 Oxon Hill Road, Suite 412
Oxon Hill, MD 20745

SUBJECT: TASK ORDER NO. 4 UNDER BLANKET PURCHASE AGREEMENT NO. DR-38-03-364

Dear Ms. Jones-Andrade:

This letter definitizes Task Order (TO) No. 4 in accordance with the enclosed statement of work. The period of performance for TO#4 will run from November 24, 2003 to January 30, 2004. The task order NOT-TO-EXCEED dollar ceiling is set as follows: Senior Human Resources Specialist(s) for an estimated 200 hours at \$79.28/hr. for a NTE dollar ceiling of \$15,856.

\$15,856 in funding are hereby allotted to this task order. Accounting Data for Task Order No. 4 is as follows:

Commitment No.	APPN#	B&R	JCN	BOC	Amount
HR-03-364-004	31X0200	48415512337	P8408	252A	\$15,856
Total Obligated Amount -					\$15,856.00

Please indicate your acceptance of Task Order No. 4 by having an official authorized to bind your organization execute three copies of this document, by signing in the space provided, and return two copies to me. Please return by overnight express or mail to our physical address: U.S.N.R.C. Division of Contracts, MS T-7-I-2, 11545 Rockville Pike, Rockville, MD 20852. You should retain the third copy for your records.

Should you have any questions, regarding this modification, please contact me on (301) 415-8168.

Sincerely,


Stephen M. Pool, Contracting Officer
Division of Contracts
Office of Administration

ACCEPTED: 
Karen A. Jones-Andrade
NAME

Director, Contracts Administration
TITLE

112603
DATE

STATEMENT OF WORK FOR TASK ORDER #4:

The work required consists of the following tasks:

1. identify, through various search techniques (e.g., internet search, phone, published documents), between 4 and 6 Federal organizations that have established and are operating a program analogous to the NRC's proposed *Employee Concerns Program* (ECP). The organizations should be, to the extent possible, engaged in regulatory endeavors, and each should have between 1,000 and 5,000 employees.
2. Survey cognizant program managers in those agencies to obtain information regarding program structure, cost, operating procedures, and other relevant data.
3. Deliver a written report containing the results of the survey.

A brief description of the NRC's proposed ECP, adapted from the final report of the task group that developed the idea, is attached.

The contractor will not have access to any NRC databases. Up to two hundred hours of work are anticipated to accomplish the task, which is to be completed by January 30, 2004.

An ECP would provide an avenue for employees who are reluctant to use existing reporting mechanisms to express and obtain feedback on their concerns about NRC decisions on regulatory matters, policies, or the management of NRC operations, and serve as a collection point for innovative ideas and suggestions about NRC's work processes.

Purpose

- Provide an alternate channel for employees to raise concerns and receive feedback privately with someone outside the normal management chain;
- Encourage open communications on any subject, or when previous attempts at such communications have failed.
- Inform employees of mechanisms available for addressing their concerns.
- Provide employees an avenue for offering innovative ideas and making suggestions about improving NRC processes that cut across organizational boundaries.
- Serve as the contact or mediator when the initiator wishes to remain anonymous because of fear of retribution.
- Send a message to the staff that NRC is committed to considering and addressing employee concerns and is receptive to innovative ideas and suggestions for improvement.

Key Characteristics

- Overseen by a senior-level manager with experience in dealing with employee concerns.
- Allows NRC employees and contractors to openly or anonymously report concerns.
- Tracks resolution of concerns and provides feedback to employees and managers.
- Is less formal and nonadversarial.
- Meets with concerned parties as appropriate to resolve issues.

The ECP program manager would inform employees regarding other forums for addressing concerns, and serve as a less formal, nonadversarial avenue for addressing issues that the Suggestion, DPO, and other agency programs are not intended to address.

An examination of existing ECPs (in federal agencies) should be conducted to determine the best process for the NRC. Because there may be confusion as to which reporting system individual issues should fall under, the examination should include other agencies' ECPs, any other Differing Professional Opinion programs that may exist, Office of Inspector General, and Suggestion programs for appropriate coordination or integration.