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*"Rummaging in the government's attic"*

Description of document: Copies of handouts to the National Technical Information Service (NTIS) Advisory Board re: relocation of the NTIS historic archives and an assessment of the National Technical Reports Library (NTRL), 2008

Requested date: 08-July-2009

Released date: 16-July-2009

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From: Steve Needle <SNeedle@ntis.gov>  
Date: Thu, 16 Jul 2009 15:01:18 -0400  
Subject: FOIA Request No. 09-48

This is in reply to your e-mail of July 8 requesting, pursuant to FOIA, copies of certain handouts to members of our Advisory Board, records regarding the relocation of the historic archives, and an assessment of the National Technical Reports Library (NTRL).

The first two attachments are handouts provided to Board members at the January, 2008 and October, 2008 meetings, respectively. The Board did not meet in 2009.

The third attachment is an assessment of the NTRL. As clarified in your e-mail this morning, personally identifiable information is considered as outside the scope of the request and has been redacted.

The fourth attachment is a procurement and statement of work for the NTIS Archives Relocation Project. Do not be confused by the reference to the National Institute of Standards and Technology (NIST) on page 1, Block 6 as the issuing agency. NIST handles our procurements.

You will receive a separate response to your other FOIA request for Board minutes in due course.

We appreciate your interest in NTIS. Please let me know if we can be of further assistance.

Sincerely,

Steven D. Needle  
NTIS FOIA Officer



# **NTIS Advisory Board Meeting**

**January 2008  
Springfield, Virginia**



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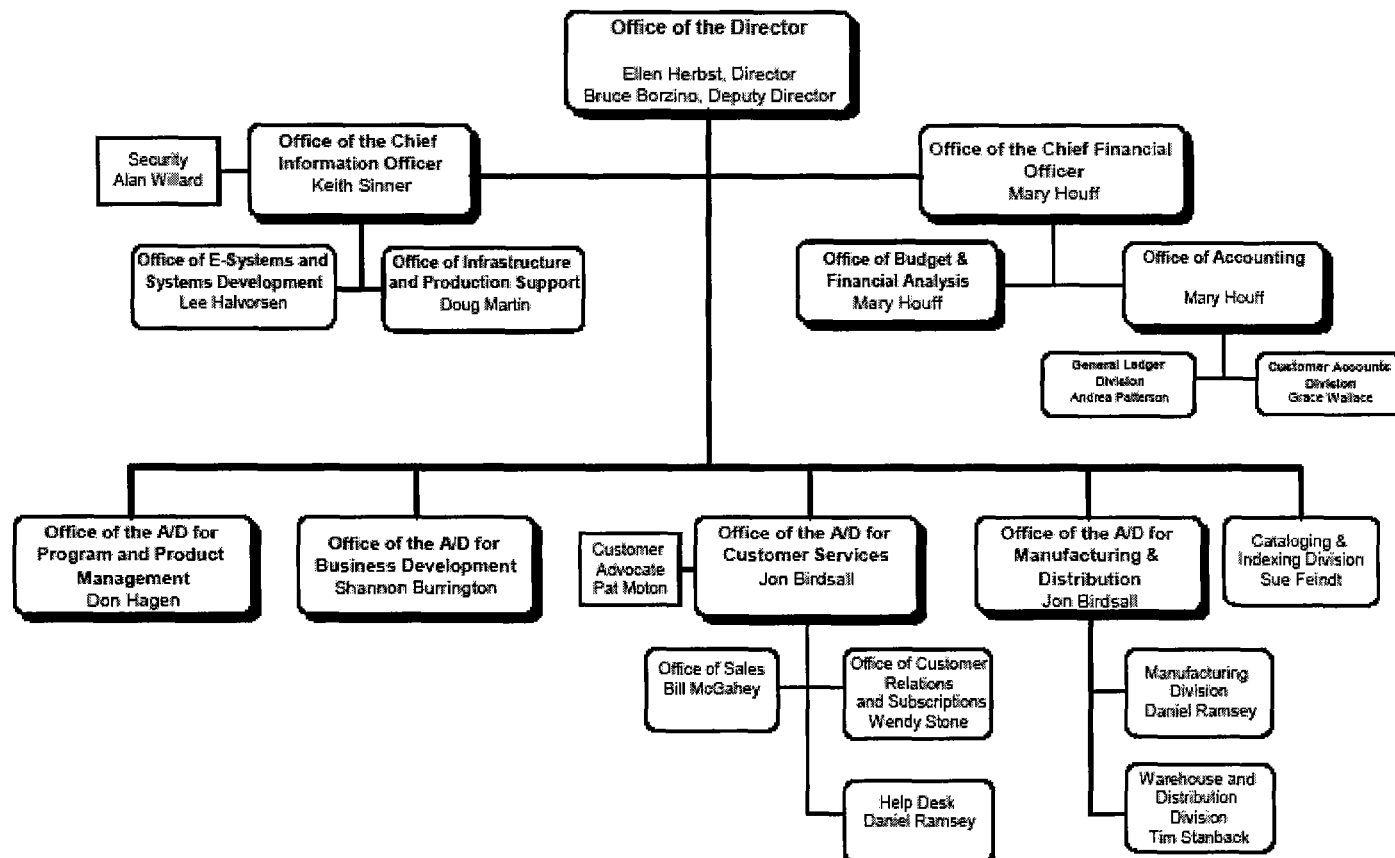
# NTIS Advisory Board Topics

- Welcome and Introductions
  - Agenda and Briefing book overview
- Update – NTIS in 2007
  - Legislative
  - Organizational
  - Outreach
  - Operational
    - Financial
    - Transaction volume
    - Customer Service
    - Facilities
- Update – NTIS Strategic Direction and Initiatives

# NTIS Legislative Update

- America Competes Act
  - Elimination of Technology Administration
  - Appropriations bill changed NTIS reporting relationship
- Open Access
  - No direct impact
- E-gov Act Re-authorization
  - Website must be search capable

# National Technical Information Service



Effective 6/25/07



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# NTIS FY07 Outreach

- Organizations
  - ACRL
    - Exhibition at Spring Conference
  - ASIDIC
    - Panelist at Fall Conference
  - CENDI
    - Treasurer
  - FLICC
    - FLICC Federal Executive Board
  - NFAIS
    - NFAIS Board of Directors
  - SLA
    - Presentation and exhibition at Fall conference
- FDLF Project with GPO
  - Focus group and Plenary update at Fall conference

# NTIS FY07 Highlights

- FY07 – self-sustaining through operational results and use of reserves
- Operational objectives – met/exceeded all objectives
  - Based on customer service and number of items acquired and disseminated
  - President's Management Agenda – met/exceeded all requirements
    - IT, Human Capital, Budget and Performance, Financial Controls



# NTIS FY07 Highlights

- Major focus on market requirements and renewed outreach
  - Investment in two senior managers
  - Re-introduction of NTIS to library community
  - Federal Depository Library project with GPO
  - Introduction of Lines of Businesses for focus, positioning and branding
- Major improvement in search experience and breadth on NTIS website
- Search engine friendly website
- New pricing policy proposed
  - FY08 implementation

# NTIS FY07 Highlights

- Major productivity improvements
  - Cross-functional project teams documented and recommended changes in several key processes
    - harvesting, abstracting, cataloging and indexing
- New order system requirements identified
- Facilities
  - Successfully indexed and moved historical collection archive
  - Identified excess office space and returned to GSA, saving approximately \$99K/year
    - Identified two additional areas to return in FY08 representing annual savings of approximately \$364K
  - Identified facility requirements to GSA and DOC in support of facility move in two years



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# Financial Overview

- Receive no appropriations
  - Public Enterprise Revolving Fund with no year spending authority
  - Must be self-supporting
  - ALL costs funded from earned revenues and reserves
- Must comply with all Federal Government laws and regulations including procurement and personnel
- As a self-supporting Government Agency:
  - Appropriation-style planning, accounting and reporting
  - Business-like internal planning, accounting and reporting
- Financial systems will need to be replaced within the next 3 years

# NTIS Strategic Direction

## Vision

“To ensure easy and perpetual availability of the most comprehensive collection of Federally-funded scientific, technical and engineering information (STEI) in support of the nation’s economic growth and opportunity. We will provide this public good at a high level of quality and on a self-sustaining basis.”

# NTIS Overview

## Mission

“To promote progress by serving as the  
Federal Government’s central means of  
making technical information  
*perpetually and widely available*”



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# NTIS Strategic Direction

## Strategic Goal

*Accelerate* the transformation of NTIS into a more flexible, adaptable, electronically-based information acquisition, dissemination and preservation entity *with renewed focus on customer needs*

# NTIS Overview

## Challenges

- Business model changing throughout information sector
- Workforce
  - Manage retirement wave
  - Manage change in skill set mix
- Re-investment in technology
- Facility move

# NTIS Overview

## Market Background

- Disruptive business models require experimentation away from traditional pricing models and solutions.
  - Tactical execution is important as business model is rapidly changing
    - Control costs and improve operations
- Content increasingly delivered to the workflow
- Collaborative solutions becoming more important
- Science, Technical and Medical Market (STM) growing faster than overall information industry (over 6.0% annually)\*
  - Most growth in Medical market, particularly consumer healthcare
  - Geophysical and Energy segment strong
  - Consolidation among commercial providers continues
    - Widening gap between players
  - Google Scholar will have increasing impact

\* STM market information from OutSell, Inc. "Information Industry Outlook 2008"



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# NTIS Strategic Initiatives

- Revenue growth through increasing value, outreach and increased penetration of existing markets
- Create new positioning and branding strategies through line of business, target market focus
- Significant improvement in cost structure through improved core processes with FY08 focus on:
  - Information acquisition and bibliographic data creation
  - Physical media production
- Manage change in human resource level and skill mix



# Lines of Business

# NTIS Strategic Shift to Lines of Business Focus

- Based on feedback from Advisory Board and initial positioning work, NTIS shifted focus to a lines of business, targeted market approach
- Market focus divided between public sector and federal client markets
- Further segmentation within markets based on lines of business

# Lines of Business

- Information Solutions to the Public Sector
- Information Solutions to Federal Agencies

# NTIS Database Partners

Partner Name	Relevant Offerings & Markets	NTIS Revenue (\$K/year)
Thomson	Dialog, Web-Of-Science, Web-of Knowledge Commercial markets	195
ProQuest	CSA, Chadwyck-Healey, UMI Academic subscriptions, microfiche conversion to digital	190
Elsevier	Engineering Village Large academic and commercial	114
CEDOCAR	French	66
JST	Japanese	63
Wolters, Kluwer	OVID Medical, hospitals and international	60
EBSCO	EBSCO Publishing academic	37
CAS	Chemical/Patent Corporate	32



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# NTIS Current Customers

- Database of bibliographic information distributed through commercial partners
- Core customers of collection are academic and government libraries (SRIM)
- Current customers are intermediaries, not end-users
- Print (demand) orders are almost exclusively from corporate customers
- Library customers do not generally collect technical reports...yet highly valued
- Library customers value comprehensive coverage
- Customers value the document collection far more than the value of any single document



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# NTIS Collection

## Sorted by Document Types 2000-2007

<u>Document Types</u>	<u>Number of Entries</u>	<u>Collection</u>
Industry Standards	1	0.0%
Computer Model Simulations	19	0.0%
Multimedia	32	0.0%
Computer Software	110	0.0%
Bibliography	182	0.1%
Patents	187	0.1%
Analytic Daughter (Chapter)	194	0.1%
Computer Data Files	1143	0.5%
Audio-Visual	2054	0.9%
Patent Applications	2882	1.3%
Journal Articles	4211	1.9%
Conference Proceedings	8319	3.7%
Thesis	9879	4.4%
<b>Technical Reports</b>	<b><u>196099</u></b>	<b><u>87.0%</u></b>
Total Documents	225312	100.0%



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# NTIS Collection

## Strengths:

- The NTIS collection is focused on government technical reports.
- The NTIS collection is large and covers 40-plus years of federal government scientific and technical reports.
- The NTIS collection has bibliographic records which use consistent metadata (the NTIS Database)
- The NTIS collection enjoys customer recognition with major commercial suppliers (Inspec and Engineering Index)



# NTIS Collection

## Weaknesses:

- Lack of subject matter comprehensiveness
- Lack of control over source material
- Customer confusion about the NTIS role in S&T
- Supplier confusion about NTIS value

# NTIS Collection

## Opportunities:

- Increased visibility through new outlets (search engines, new commercial partners)
- Stronger and more targeted online acquisition efforts to address comprehensive subject matter
- Digitization of underlying full text reports for ease of access and searching

## Threats:

- Subscription-based business model under attack by alternatives
  - Free search
  - Open access
- Current physical media formats losing value rapidly
  - Continuous loss of SRIM (microfiche) subscriber revenue.

# Lines of Business

## Information Solutions to the Public Sector - Background and Considerations



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# Library Environment

## Selected Assumptions from "Future of Academic Libraries and Librarians"

- There will be an increased emphasis on digitizing collections, preserving digital archives, and improving methods of data storage, retrieval, curation, and service. (Ranking #1 of 10)
- Students and faculty will continue to demand increasing access to library resources and services, and to expect to find a rich digital presence both in enterprise academic systems and as a feature of social computing. (Ranking #3 of 10)
- The evolution of information technology will shape both the practice of scholarly inquiry and the daily routine of students and faculty, and the demands for technology-related services and technology-rich user environments will continue to grow and will require additional funding. (Ranking #5 of 10)

Environmental Scan 2007, ACRL Research Committee, 2008

# Library Environment

## Selected Assumptions from "Future of Academic Libraries and Librarians"

- Higher education will be increasingly viewed as a business, and the calls for accountability and for quantitative measures of library contributions to the research, teaching, and service missions of the institution will shape library assessment programs and approaches to the allocation of institutional resources.  
(Ranking #6 of 10)
- Online learning will continue to expand as an option for students and faculty – both on campus and off – and libraries will gear resources and services for delivery to a distributed academic community. (Ranking #8 of 10)

Environmental Scan 2007, ACRL Research Committee, 2008



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# Library Environment

## Emerging Issues:

- Collaboration between academic libraries and university publication programs will increase as their roles become increasingly complementary.
- The focus for academic libraries will shift from the creation and management of large, on-site library collections to the design and delivery of library services.

Environmental Scan 2007, ACRL Research Committee, 2008

# Library Environment

What do these trends and issues  
mean to NTIS?



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# Lines of Business

National Technical Reports Library (NTRL)

NTIS as Disseminator of Federal Technical  
Reports



# National Technical Reports Library

## Strategic Goal

To add significantly greater value to the public by providing access to the NTIS Technical Reports Collection, Database and Subscriptions online, while continuing to offer physical media output as a premium service.

# National Technical Reports Library

## Mission

- The NTRL will:
  - Support the development and dissemination of high-quality government technical content;
  - Develop innovative approaches to remove barriers to the creation, use, re-use, and sharing of high-quality government technical content; and,
  - Continue to achieve fiscal self-sufficiency while seeking new avenues to meet the demand for openly available content.



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# National Technical Reports Library

## NTRL Description (Phase 1)

- An online searchable website created from the existing NTIS Database and linked PDF content
- An informational site for government technical reports aimed at corporate, academic and government users
- Access to full-text documents will require user registration and subscription.
- NTIS and/or user-created collections supported
- Accessible by IP-address authentication to allow widest possible use
- Tiered pricing model based on functionality and number of users



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# National Technical Reports Library

- NTRL Status
  - Initial high level product description created
  - Soliciting feedback from potential users on functionality and pricing
  - Product description release to technical team targeted for May 2008
- NTRL Challenge
  - Digitization of collection to increase value
  - Managing transition from existing products (and fees) to NTRL

# Lines of Business

## Publishing

### NTIS as Publisher of Federal Information

# NTIS Publishing

## Current Published Products

- World News Connection
- National Audio-Visual Center
- Export Administration Regulations
- National Technical Reports Library
- DEA Enforcement Administration Registration
- DEA National Provider Identifier
- Death Master File



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# NTIS Publisher

## Mission

The NTIS Publishing Line of Business will provide effective content packaging and distribution for federally funded content using publishing industry practices on a cost recovery process.

# NTIS Publishing

## Vision

The NTIS Publishing Line of Business will be recognized by federal content providers as a value-added service in federal dissemination by designing content to fit the needs of customers and through publishing cooperative agreements.



# NTIS Publishing

- Publishing Approach
  - NTIS Publishing will publish print and electronic content.
  - NTIS Publishing will not copyright its publications unless copyright is claimed by the content provider, or a third party provider of content.
  - NTIS Publishing will protect use of its trademark name and logo, ISBN, and the Department of Commerce official seals.
  - NTIS Publishing will adhere to all federal publishing rules and guidelines such as Title 44 of the U.S. Code, the Paperwork Reduction Act, and the American Technology Preeminence Act.
  - NTIS Publishing will make copies of its publications available to the Federal Depository Library Program.

# Lines of Business

## Distributing

### NTIS as Distributor of Federally Funded Information

# Distributing

## Mission

The NTIS Distributing Line of Business will enhance access to Federal government agency publications through pro-active distribution of electronic and print products



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# NTIS Distributing

## Strategic Goals

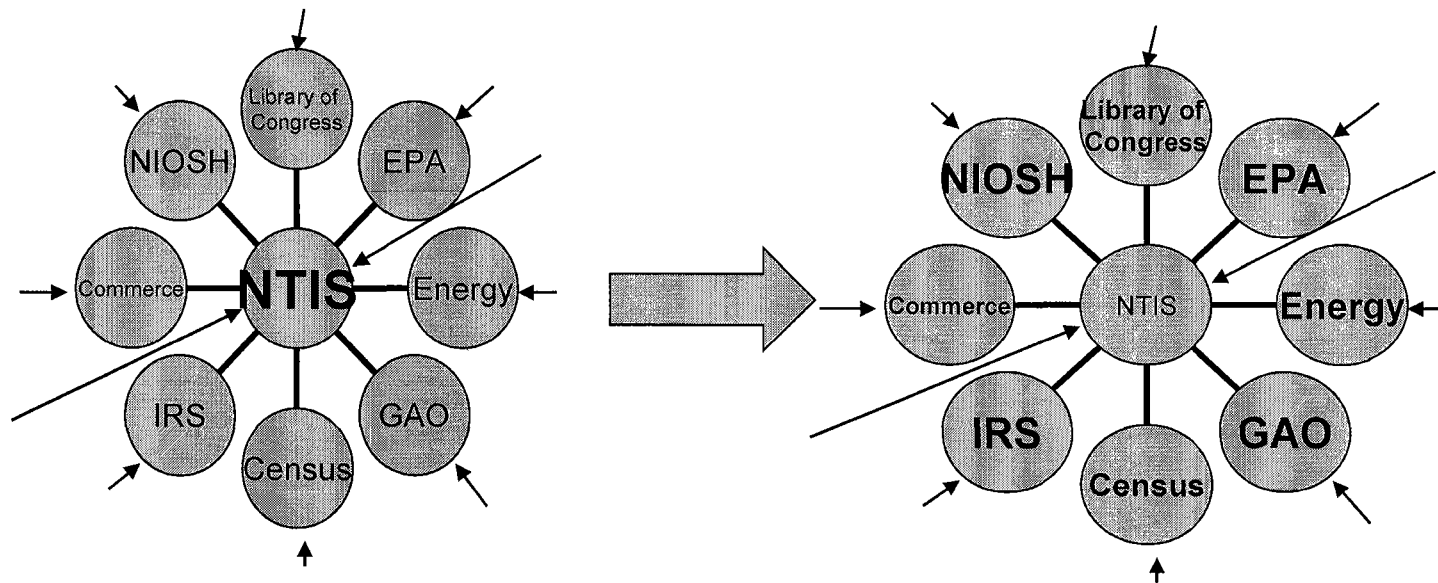
- Position NTIS as the distributor of Federal Government publications that adds value through customer service and by providing accurate and timely information on publications.
- Automate marketing and business processes to drive more agency relationships and technical publications
- Distribution driven by web presence and tied to source agency website
- Focused on both customer direct and resale markets
- Products
  - Free or Cost-Recovery
  - Subscriptions and Standing Orders
  - Monographs and Serials
  - Tangible and Electronic



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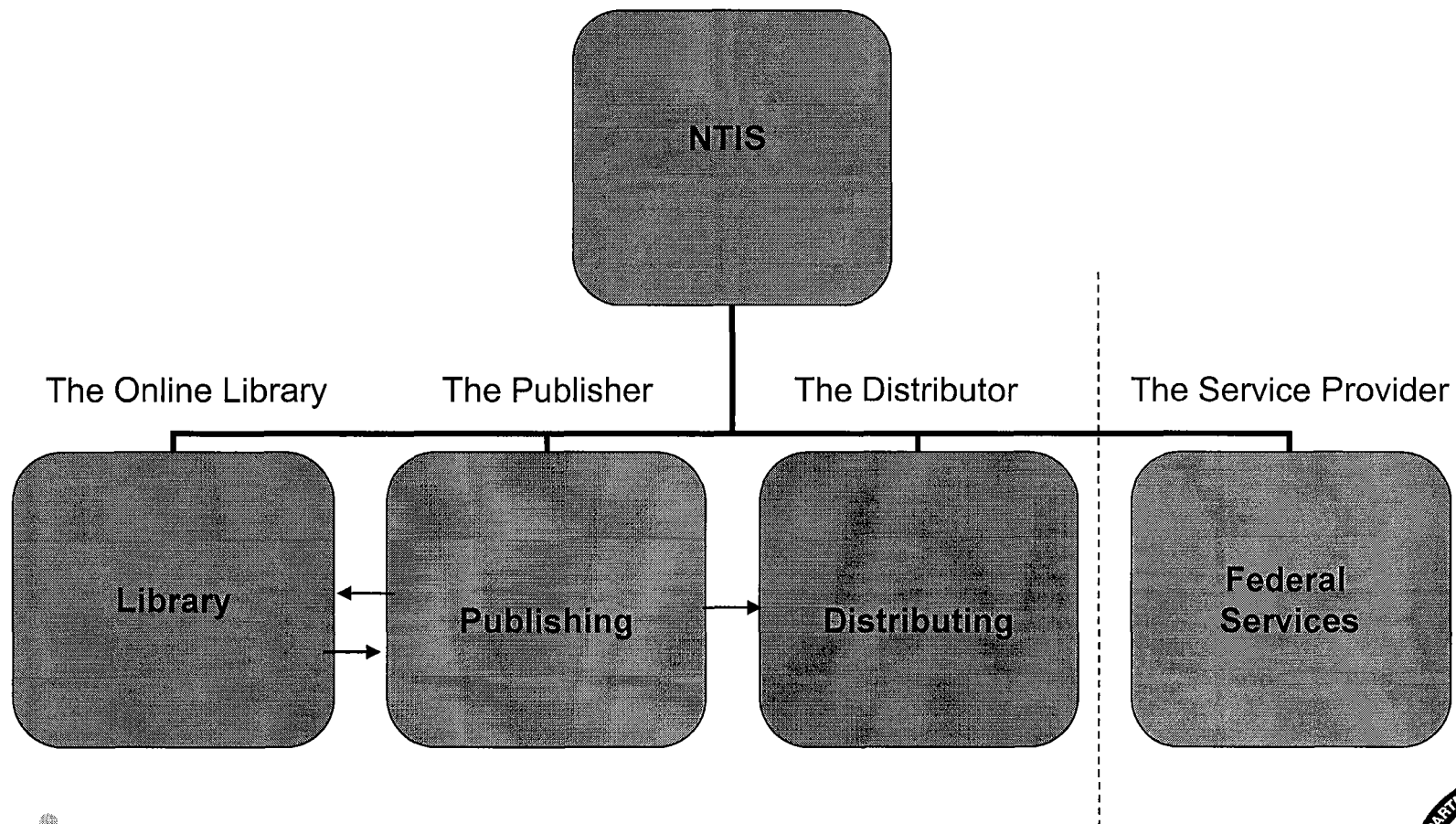
# NTIS Distributing Concept



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# NTIS Information Lines of Business



# Lines of Business

## Information Solutions to Federal Agencies



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# Information Solutions for Federal Agencies

## NTIS Service Solutions

- Web Services
  - Development
  - Web hosting
  - Database management
- OPM Approved eTraining Service Provider
- Dissemination Services
- Multi-Media Services



# Information Solutions for Federal Agencies

## Target Federal Agency Markets

- Web Services – Technical Sales Support, Partners
- eTraining – Federal Councils, Partners, OPM
- Dissemination – Existing Clients, Partners & GPO
- Multi-media – Existing Clients
- Conducting market research on specific target agencies
  - Homeland Security
  - Department of Defense
  - Health and Human Services

# Information Solutions for Federal Agencies

## NTIS Federal Publishing and Dissemination Services

- Book and Database Publishing
- Publisher Development
- Marketing
- Publisher Websites/Web-stores
- Composition and Production
- Quality Control
- Cataloging
- Digitization and Preservation Services (Micrographics)
- Data Conversion
- Fulfillment (Subscriptions, Standing Orders, Document Delivery)
- NTIS Federal Library Management Services

# Lines of Business

## Positioning and Branding



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# Positioning and Branding - Challenges

- Existing position is muddled
- Who knows us?
  - Existing customers and clients
  - Some potential customer and clients
  - Not nearly enough
- What do they think?
  - Confused, but...
  - Neutral and open minded

# Positioning and Branding

- Challenges (continued)
  - Still in early stages of positioning
    - Branding work to follow positioning work
- What do we capitalize on?
  - Trustworthiness
  - Experience
  - Customer service
  - Testimonials from existing customers and clients
  - Search capability
  - IT security
- What do we need to change?
  - Create focused descriptions
  - Increase awareness



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# Positioning and Branding- Information Solutions to the Public

- Positioning: Public Sector's first source for Federal Technical Information
  - Largest, most comprehensive collection of Federal research and technical reports
    - Expanded search
    - Full collections
    - Electronic and physical media
    - Responsive customer service
    - Certified documents
- Should positioning differ for each line of business?

# Positioning and Branding- Information Solutions to the Public

- Marketing Communication Activities
  - Refresh website
  - USA.Gov
  - FLICC website
  - Awareness and outreach
  - Focus groups
  - Customer feedback reports
  - Update marketing materials
  - Product announcements

# Positioning and Branding – Federal Solutions

- Positioning: Federal Agencies first stop when seeking information solutions
  - Security
  - Priority attention
  - Responsive service
  - Experience and quality
  - Solution provider
  - eTraining support
    - Collaboration
    - Custom fit
    - Customer Service
    - Choices



# Positioning and Branding - Federal Solutions

- Marketing Communication Activities
  - Refresh website
- Awareness and outreach
  - Joint Venture Partners
  - Forums
  - Webinars
  - OPM support
  - Federal Agency Councils
  - Target client meet & greet
  - Partners' websites
  - Conferences & networking
  - Product announcements
- Update marketing materials
- USA.gov



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# Positioning and Branding - Federal Solutions

- 2008 New Business Goal: \$1.5 Million New Business Revenue
  - \$775,000 in the pipeline as of 25 January 2008
    - USDA
    - STAT- USA
    - Library of Congress
    - Environment Protection Agency
    - Unified Cross Domain
  - Partnership Efforts
    - Office of Personnel Management
    - Government Printing Office
    - Federal Acquisition Institute
    - Advanced Distributed Learning – Co Lab
    - New Partners: Plateau, Cornerstone On Demand, University Alliance
  - Sales Efforts
    - Over 90 small agencies contacted for web services
    - Forums and Webinars; Product Announcements
    - Federal Agency Councils
    - Targeted client meets & greets
    - Partners' websites
    - Conferences & networking
    - Responding to pre-solicitation notices
    - Leads supplied by partners



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# NTIS Advisory Board

Thank you



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# NTIS Update

January 2008

# NTIS Update

## January 2008

- Accomplishments
  - New Business
  - Facilities
  - Operations
  - Financial Results
- Strategic Projects
- Advisory Board Highlights

# NTIS Update

## January 2008

- Revenue Updates
  - Federal Agency Projects
    - AOUSC
    - USDA volume continues at high levels
    - CMS volume about to increase
  - Information Products
    - IRS CD Distribution going well
    - SSA, SRIM up from last year
    - Website sales up





# **WELCOME**

## **NTIS Advisory Board Meeting**

**October 2008  
Springfield, Virginia**



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# NTIS Advisory Board Topics

- Welcome and Introductions
  - Agenda and Briefing book overview
- NTIS FY2008 Highlights

# NTIS Overview

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# NTIS Overview

## Strategic Goal

*Accelerate* the transformation of NTIS into a more flexible, adaptable, electronically-based information acquisition, dissemination and preservation entity with *renewed focus on customer needs*

# NTIS Overview

## Strategic Initiatives

- Revenue growth through increasing value, outreach and increased penetration of existing markets
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- Manage change in human resource level and skill mix

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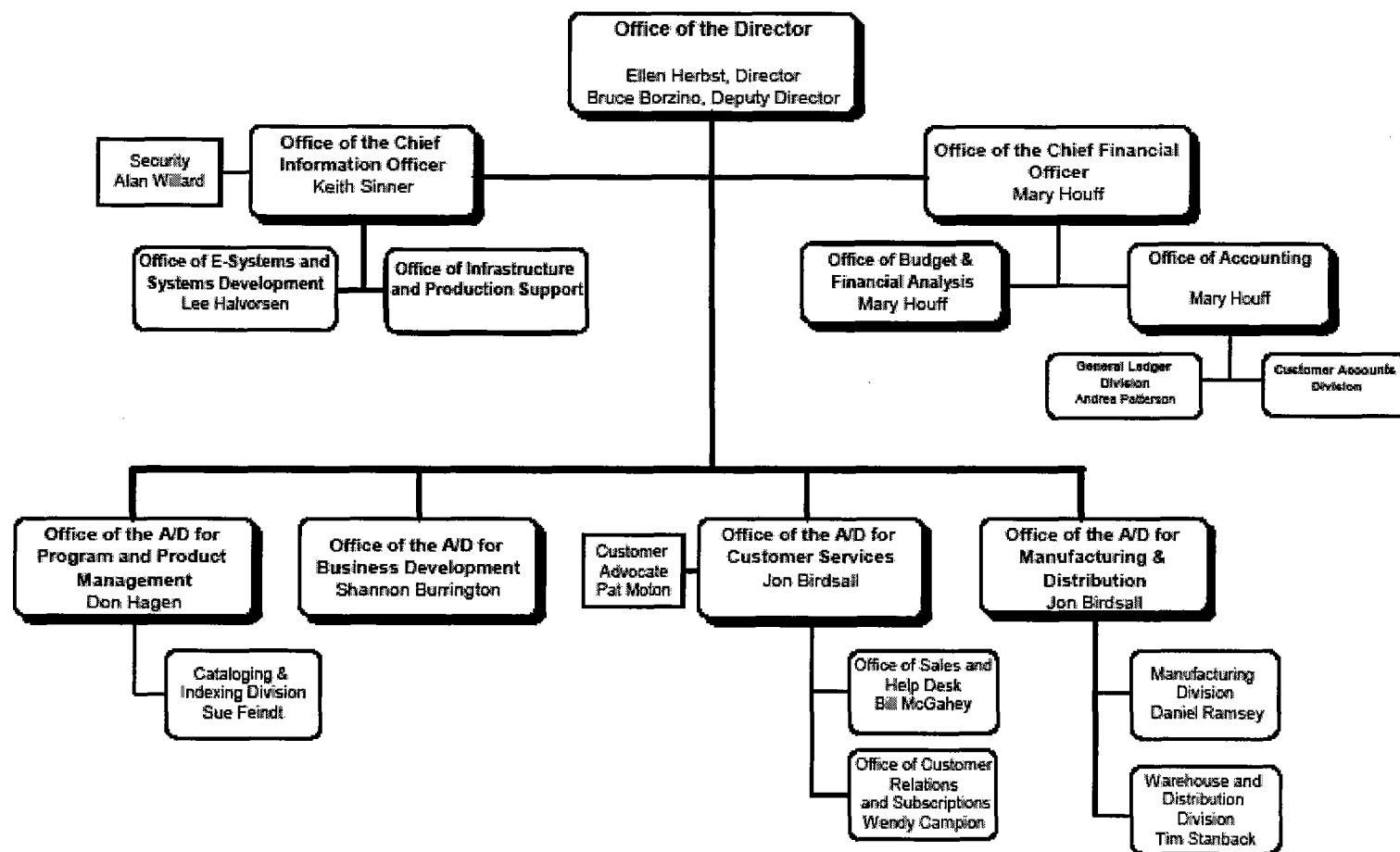
- Receive no appropriations
  - Public Enterprise Revolving Fund with no year spending authority
  - Must be self-supporting
  - ALL costs funded from earned revenues and reserves
- Must comply with all Federal Government laws and regulations including procurement and personnel
- As a self-supporting Government Agency:
  - Appropriation-style planning, accounting and reporting
  - Business-like internal planning, accounting and reporting
- Business systems will be replaced within the next 2 years

# NTIS FY08 Update

- No major legislative impacts in FY08
- FY09 to be discussed later in the day
- Change in Departmental reporting structure completed
  - NTIS reports to the Secretary of Commerce through the Director of NIST
    - Acting Director of NIST throughout FY08
    - No significant impact to NTIS in FY08



# National Technical Information Service



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# NTIS FY08 Highlights

- Operational objectives – met/exceeded all objectives, metrics, audit standards
- Strategic projects continue to yield benefits
- FY08 – self-sustaining through operational results and use of reserves
  - Fee generation continues to be focus as business environment worsens
  - Cost containment continues to yield results
  - Selected investment in people and infrastructure



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# NTIS FY08 Highlights

- Selected investment in people and infrastructure
  - Continued training – project management, sales cycle management, positioning workshop, management training
  - Significant investment in infrastructure with major procurements
    - Telephone system = PBX to VoIP
    - Server refresh
    - Desktop/laptop/monitor refresh

# NTIS FY08 Highlights

- Major focus on market requirements and renewed outreach and reputation enhancement
  - Investment in two senior managers
  - Newsletters, FDL interaction, direct e-mail, focus groups, webinars and speaking engagements
  - Lines of Businesses generate focus
    - NTRL
    - Federal Energy Data
    - E-learning
- Major improvement in search experience on NTIS website
- Search engine optimization continues
- New pricing policy implemented
- Facilities planning continues at an increased pace



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# NTIS FY08 Highlights

- Major productivity improvements
  - Cross-functional project teams documented and recommended changes in several key processes
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# NTIS Advisory Board

Thank you



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NTIS Technical Reports Library  
(NTRL)  
Business Plan

November 13, 2008





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  - B. Market Segmentation
  - C. Positioning NTIS with CENDI Sources

Appendix #1: Bibliographic Record Content

Appendix #2: Key Customer Contacts

## **Executive Summary**

The National Technical Information Service (NTIS) aims to be recognized by the technical information community as the leader in providing must-have government scientific, technical and engineering information content and services in an advanced web-friendly environment. The NTIS Technical Reports Library (NTRL) would guarantee libraries and technical information professionals' easy access and perpetual availability to a comprehensive collection of federally-funded technical reports in a cost-recovery government service.

The NTRL would fill a recognized void in access to a centralized source of authenticated government technical reports to libraries and technical information users that exists in many academic, public, and corporate library holdings. The business objective for this project is to build a resource for federal science users that repositions NTIS as a value-added distributor of government sponsored content found in government technical reports.

## **I. NTIS Technical Reports Library Overview**

The National Technical Information Service acquires, indexes, abstracts, and archives the largest collection of U.S. government-sponsored technical reports in existence. NTIS has made this collection of technical reports available to users via comprehensive online bibliographies, commercial database vendors, and document delivery services. Information technology and the technical reports marketplace have moved beyond this approach and now demand a more comprehensive offering that delivers content directly and seamlessly to the user desktop.

NTIS supports:

- The development and dissemination of high-quality government technical content.
- Innovative approaches to remove barriers to the creation.
- Use, re-use, and sharing of high-quality government technical content.
- Projects that seek to improve understanding of demand for available technical content.

### **A. NTRL Mission Statement:**

The NTIS Technical Reports Library (NTRL) will be recognized by the technical information community as the leader in providing must-have government scientific, technical and engineering information content and services in an advanced web-friendly environment.

### **B. NTRL Vision Statement:**

The NTRL will guarantee libraries and technical information users easy access and perpetual availability to a comprehensive collection of federally-funded technical reports in a cost-recovery government service.

The NTRL will fill a recognized void in access to an authenticated collection of government technical reports to libraries and technical information users that exists in many academic, public, and corporate library holdings.

### **C. NTIS Business Objectives:**

1. Build a resource for science.
2. Ensure NTIS customers that information stored in the NTIS Technical Reports Library is accessible and usable to the widest audience possible.
3. Renew NTIS focus on government sponsored resources found in government technical reports.
4. Define a series of information products designed for the web that effectively leverages the value of NTIS acquisition, cataloging, and archiving in a cost-recovery process.

### **D. Fulfilling the Strategic Plan:**

The NTRL will help NTIS fulfill its strategic issues:

1. Expand the potential of the NTIS online platform for web based products and services.
2. Develop criteria for new product development and online service offerings.
3. Improve the NTIS marketing program by fulfilling customer demands.
4. Reach prospective end-users of U.S. Government Scientific, Technical, and Engineering Information.
5. Provide focus to the NTIS acquisition strategy.
6. Create a "value-proposition" that encourages agencies to contribute to the NTIS Technical Reports Library collection.
7. Offering an integrated approach when working with third parties, agencies, vendors, etc.

## **II. Technical Reports Characteristics and Definition:**

A technical report is a document written by a researcher detailing the results of a project and submitted to the sponsor of that project. NTIS Technical Reports are government sponsored and are available in microfiche, paper, and electronic formats. DOE, NASA and the Department of Defense are top content contributors.

Although technical reports are very heterogeneous, they tend to possess the following characteristics:

1. Technical reports may be published before the corresponding journal literature.
2. Content may be more detailed than the corresponding journal literature, although there may be less background information since the sponsor already knows it.
3. Technical reports are usually not peer reviewed unless the report is separately published as journal literature.
4. Classified and export controlled reports have restricted access.
5. Obscure acronyms and codes are frequently used.

**A. Technical Report Definition:** A technical report presents findings on developments or final results of scientific, technical, or engineering research, and generally includes detailed methodology and data. Technical reports may include scientific and experimental observations, clinical medical studies, and findings of laboratory experimentation.

### **B. The Library Collection:**

1. NTRL is to include all documents from the NTIS bibliographic database that are currently distributed to online vendors. These documents are stored in the NTIS archive and made perpetually available.
2. Distributed items, publications, and shelf stock will be separated from this collection, but cited as available when in stock.
3. The NTIS commercial concept is to gather all technical report documents into one or several thematic document collections similar to the approach used within the existing Scientific Research in Microfiche (SRIM) product.
4. All other documents are to be made available from the entire NTIS distribution services.
5. NTIS also covers conference proceedings and social science and business-related research, as well as annual reports and other selected reports that are not strictly technical, but that are issued by technically oriented Federal agencies.

### C. NTIS Database and Lines-of-Business

For purposes of this business plan we define the **NTIS database** as the content that is currently searchable on the NTIS Web-site.

Based on customer perception...

#### **Strengths:**

- The NTIS database is focused on government technical reports.
- The NTIS database is big and covers lots of years (comprehensiveness)
- Consistent metadata over a long period of time
- Customer recognition with major commercial suppliers (Inspec and Engineering Index)

#### **Weaknesses:**

- Lack of complete digital collection
- Customer confusion about the NTIS role in S&T
- Supplier confusion about NTIS value to them

#### **How do we improve access to digital collections?**

- Investment in creating definitive subject collections
- Digital-on-Demand initiative
- General retrospective digital archiving

#### **How to fix the confusion issues:**

##### 1. The Focus on Technical Reports

The NTIS database contains a variety of document types. Analysis of the document types from the period from 2000-2007 clearly shows that technical reports dominate others, representing 87% of the overall collection (table 1).

Table 1

2000-2007		
Document Types	Number of Entries	Collection
Industry Standards	1	0.0%
Computer Model Simulations	19	0.0%
Multimedia	32	0.0%
Computer Software	110	0.0%
Bibliography	182	0.1%
Patents	187	0.1%
Analytic Daughter (Chapter)	194	0.1%
Computer Data Files	1143	0.5%
Audio-Visual	2054	0.9%
Patent Applications	2882	1.3%
Journal Articles	4211	1.9%
Conference Proceedings	8319	3.7%
Thesis	9879	4.4%
<b>Technical Reports</b>	<b>196099</b>	<b>87.0%</b>

2. Re-define the database to reflect customer demand and lines of business.

If we look at the origins of content in the current NTIS database we can see groups of content that can cause customers to be confused. (Graph 1)

- Vendor File
- Bureau of Mines
- EPA Office of Toxic Substances
- Distribution and published items
- AV Products

The NTIS database can be re-structured to focus on technical content and simplify business processes.

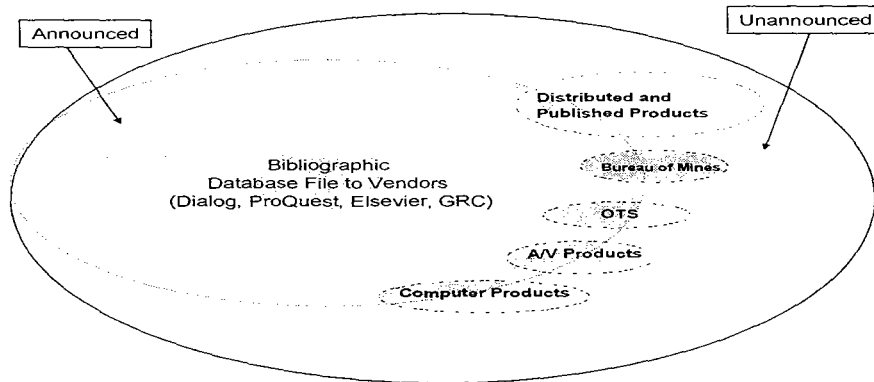
- Content items that are core to technical content remain in the NTIS database
- Content items that are published or distributed in original tangible formats are moved to the NTIS distribution database.
  - NAC content can become its own database

3. Acquisitions editorial controls

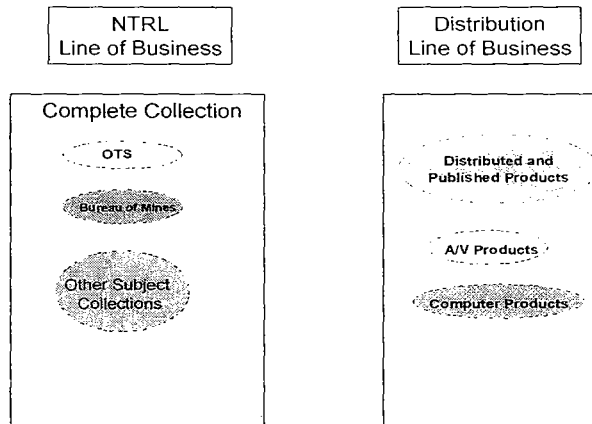
- NTIS Database: In most cases entry into the NTIS database is decided by editorial decision, but in selected items such as an Audio-Visual Items, if it is selected for purchase by a customer it is automatically added to the NTIS database. Entry into the NTIS database should always be by editorial control.
- Distributed and Published Products
  - i. NTIS Branded Items:
    1. World New Connection
    2. Death Master File
    3. National Audi-Visual Center
    4. DEA Drug Registration

Published	Distributed
BXA Export Admin Regs	ERS-NASS Subscriptions
Published Books	Military Publications
World News	
Connection	Standing Oder products
NCCM	FDA
HUD Mortgage	MESH
DEA Products	Resellers
SSA Death Master File	NTSB
	Specialized Subs
	Foreign Ag Service
	NAC
	CD ROM products
	IRS CD Sales

**Graph #1: Current Customer Perceived Database Structure**



**Graph #2: Future Database Structure**



### **III. Business in the Digital Age**

#### **A. Overall Concept:**

The plan is to introduce the NTIS Technical Reports Library as a major new product line that significantly improves NTIS' position in scientific and technical information dissemination in today's web-business environment.

#### **B. Recognized Issues from Customer Analysis:**

1. Recognition that the value NTIS brings to our agency partners is in providing the broadest dissemination and enabling multiple uses of government funded technical content.
2. Recognition that the web has changed everything in information dissemination. If content is not visible on the web, the user perception is that the content doesn't really exist.
3. Recognition that the value of individual technical reports is relatively low, but that the value of a large collection of technical reports with high quality metadata is very significant to the academic and corporate marketplaces.
4. Recognition that in today's web market, a subscription-based approach to cost recovery is far more realistic model than individual demand sales.
5. Recognition that microfiche as a format is valued only as a permanent format in archival collections.
6. Recognition with few exceptions, paper as a format is not part of the future in technical information dissemination.
7. Recognition that current and future web technologies will continue to enhance the usefulness of government technical content.

#### **C. Core Functions:**

1. Host and deliver documents online.
2. Host and deliver abstracting and indexing services online.
3. Host all metadata, full text, and database content in a secure environment.



## **Business in the Digital Age** (continued)

### **D. Branded Portal: NTIS Technical Reports Library**

- NTRL Special Collections
- NTRL Subject Collections
- NTRL Agency Collections
- NTRL State Collections

### **E. Use Functionality:**

1. Deliver all of the above via a single branded portal.
2. Enable access to each product by different subscriber groups using an 'Access Entitlement System' (AES) which must have IP, EZ proxy, and username/password systems as a minimum.
3. The AES must be compatible with Scientific, Medical, and Technical industry standards and have a facility to allow free trial offers.
4. The AES must recognize users coming into the NTIS portal from affiliate and referral URLs.
5. Deliver counter-compliant ( [www.projectcounter.org](http://www.projectcounter.org)) usage statistics to subscribers using the NTIS TRL Portal.
6. Offer portal end-users an email alert service to cover each product and via a 'saved search' feature.
7. Offer portal end-users a sophisticated search tool that covers both metadata and full-text searching.
8. Offer an 'electronic-on-demand' capability that allows a user to order a cited document that is not in a full-text format but digitize and deliver online within 48 hours.
9. Offer portal end-users a 'related item' feature to alert users to other full text items that relate to the ones that they are displaying based on the analysis of the words contained in each full text item.
10. Support inward and outgoing links to other systems.
11. Enable toggling from one NTIS document to another in a transparent way without losing an online customer's session.
12. Be able to offer all portal metadata for harvesting.
13. Enable each portal content item to be indexed by Google and other leading internet search engines.
14. Metadata for each 'full text item' must be freely available to any visitor to the NTRL. The only access to the full text item should be controlled by the AES.
15. Enable non-AES customers to order documents at listed item prices for pay-per-view (PPV).
16. Deliver a choice of full text file formats from the portal...at a minimum Adobe PDF, HTML, TXT, XML, and Excel.
17. Enable customers to download a 'MARC' record of the document. (possible future need)
18. Enable browsing and searching functionalities inside full-text documents based on XML technology (future need).
19. Manage embargoed titles. This means having a system whereby a new full text document can be loaded into the system, but is only made available to all subscribers worldwide simultaneously at a particular time on a particular date (future need).
20. Distribute NTIS documents metadata to content aggregators (EBSCO and others) and support/provide access to full-text where appropriate. (future)
21. Distribute publication metadata to pay-per-view (PPV) re-sellers such as Dialog, ProQuest, and others providing full text /data to PPV customers as appropriate.
22. Deliver detailed reports to NTIS on item downloads by aggregators and re-sellers.
23. Identify an "Account Manager" in providing pro-active service, advice, and other consultancy services needed in the NTRL evolving product line.
24. Comply with customer privacy policies as applied to NTIS.

## **Business in the Digital Age** (continued)

### **F. The Homepage**

There should be a NTIS Technical Reports Library Homepage. This homepage should:

1. List all available collections, with a click through to the collection subject homepage.
2. List all available collections, with a click through to the collection source agency homepage.
3. Offer a short and advanced search capability to the full NTIS bibliographic file.
4. Offer PPV capability to non-subscribers to view full-text documents.
5. Allow IP address access to full-text documents based on a fixed fee.

### **G. Access Enabling Requirements:**

Subscriptions:

- The NTRL is annual, pre-paid, subscription for any of the available products (full or subjects). All subscriptions will be managed by NTIS Customer Services. It is a requirement that NTIS Customer Services be capable of receiving a daily update file of all subscriptions to enable subscriber to start/end using the online service within 3 hours.
- Management of new, renewing, lapsing subscription files.

### **H. Free Trials:**

- Institutions:  
Free trials to the entire site should be able to be set up for institutions using either IP or username/password access. Free trial need to be managed by NTIS Customer Service agents. Institutions can have only one free trial of up to 30 days.
- Individual:  
Individuals can have their own free trial for up to seven days.
- Registration and usage limits:  
All free trial users must register and confirm the link to their email address. Limits must be set on document views and downloads during the free-trial period.

### **I. Pay-per-view (PPV) Customers:**

NTIS will support pay-per-view customers in the manner that is currently offered.

### **J. Printed Publications:**

NTIS should offer authorized end-users of the NTRL the ability to purchase print and CD-ROM versions of its documents via the online NTIS Clearinghouse. To achieve this, a product link should be made available that takes the user directly to the printed product page located on the NTIS Clearinghouse site.

#### **K. Portal Services:**

- **Personalization**

It is important that each user can see that they have been recognized. Multiple recognition is required in the case of someone at an institution that could be part of a consortium. The user may need to be recognized individually if they also enter their username and password.

Institutional subscribers should be able to set up and manage their own welcome message and upload logo.

Consortium managers should be able to enter the name of the consortium and its logo which will be visible to users alongside the consortium member's institution's name and logo.

Consortium managers and librarians should be provided with an Administration page from where they can manage their account. This would include the ability to:

- Change and create welcome messages.
- Add/change their logo.
- Create/Change the name/username/password of the account manager.
- Create/change their address details, including their address details.
- Manage subscription rights.

- **Remote Access**

IP subscribers must be able to allow their authorized users to access the portal when outside the subscribing institution's IP range (users on travel or working remotely at home).

#### **L. Search**

- **Search Services:**

The system should meet the needs ranging from novice and expert users. The following search features are therefore required:

- Quick search option
- Advanced search option
- Boolean Operators
- Easy to navigate search results
- Help and advice
- Saved searches
- Modify search
- Nested search
- Combined search sets
- Search results management

- **Email Alerts:**

An email alert service should be offered

- Alerts by product
- Alerts by subject category
- Administrative Alerts
- Links to MyNTIS

**M. Portal Statistics (user and administrative)**

NTIS managers must have secure access to usage statistics on the NTRL portal.

**Product Statistics**

Number of visits by subscribers/nonsubscribers  
Number of Abstract views  
Number of denied accesses to a document  
Number of full text item views and downloads  
Number of Electronic-on-Demand requests

**Portal Statistics:**

Number of visits to the Advance Search Page  
Number of quick searches  
Number of search results performed  
Number of abstract views  
Number of active subscribers  
Number of active e-mail alerts registrations  
Top 50 subscribers by number of sessions  
Top 50 subscribers by number of downloads

**Usage Statistics**

Every subscription must have secure access to usage statistics by the account subscription manager. Consortium managers should be able to see the usage for each institutional member of the consortium. NTIS should be able to access the usage statistics of their subscribers

**O. General Technical Requirements:**

**Global Architecture**

- All web interfaces must be compatible with a wide range of web browsers including Microsoft Internet Explorer, Mozilla, etc on PC or Mac platforms
- The proposed architecture must be flexible enough to be adapted to future market technical evolutions and standards, and particularly those relevant to structured information (XML format).

#### **IV. Business Environment:**

Success for NTIS science and technical content is now defined on the Web. NTIS can no longer rely solely on its online vendors to disseminate scientific and technical content to users. The S&T information research market has dramatically changed from customers paying for individual items from bibliographic collections, to free and open access to the basic bibliographic files to enhance find-ability. The focus in the information industry is now on customers paying for access tied to full-text collections in electronic format. Selected markets continue to also value full bibliographic access to the full document collection.

##### **A. Current Database Business**

NTIS like many scientific and technical database publishers relied almost solely on database vendors to sell access to bibliographic files. As a sole source of revenue from electronic distribution, this model is being challenged significantly. Online vendors focus on the re-sale of bibliographic content in a pay-per-view, simultaneous user, and IP subscription basis. In the short term the level of revenues from this distribution model will continue at near current levels due to the value these vendors add in advanced search and display as well as cross-search with other science databases such as Engineering Index, Compendex, Chemical Abstracts, and others. The current model is not fully recovering direct costs (see appendix).

Online Vendors;

- Dialog (Thomson)
- Cedocar
- Web-of Science
- JST
- STN
- Ovid
- NISC (GRC)
- ProQuest
- Elsevier
- EBSCO

##### **B. Current Microfiche Business**

Subscriptions to SRIM (Scientific Research in Microfiche) have been a significant source of NTIS revenue for a number of years. Demand for back-file collections of NTIS microfiche has exceeded sales expectations. Both SRIM and back-file orders are sold without the bibliographic files. Therefore these SRIM collections remain "dark-archives" within library holdings. Demand (single-copy) sales of microfiche is planned to be discontinued in FY08 due to low customer demand and high expense in fulfilling orders. (See: SRIM Customer Analysis)

## **Business Environment** (continued)

### **C. Business Models:**

Rather than the focus on the value of search and retrieval from the bibliographic file, the NTRL will focus customer attention on the perceived high value of the large collection of full text technical reports in electronic format. Other S&T database publishers such as IEEE, Chemical Abstracts, and Biosis have already successfully adopted this business model. Customer feedback has strongly supported this transition model.

The NTRL is directly competitive with the SRIM global and subject microfiche subscriptions. Users of the SRIM service highly value the archival microfiche format, but they know that many of the library customers prefer electronic access and most will not make the effort to locate the SRIM collection in the library. This is due to the disadvantages of microfiche as a user friendly format, but is also due to the lack of bibliographic access via the library catalog to the SRIM microfiche in the library collection.

The plan to improve find-ability of the bibliographic file via multiple free access will include short catalog records to be created by OCLC's WorldCat Service. This service allows libraries to load their individual holdings into the WorldCat Service therefore opening up collections of the SRIM customers. As a result, libraries that continue to collect SRIM will now have significantly improved access to their SRIM holdings.

It is projected that migration from the current business model to the Technical Reports Library will result in a significant improvement in cost-recovery for the NTIS bibliographic/full-text services.

#### **1. Design for Web-Traffic**

The new objective is to create "drivers" of web-traffic to the NTRL. The tool we use for driving customers to the digital library is the free short bibliographic file (see Appendix #1) made available on web search services such as:

- Google
- Google Scholar
- Yahoo
- AOL Search
- Answers.com
- WorldCat
- Science.gov
- Scitopia.org

The full bibliographic file is reserved for customers needing the more powerful features of searching and displaying the entire bibliographic file on commercial services such as Dialog, ProQuest, and Elsevier.

#### **2. Access Entitlement System**

A system for creating and processing customer entitlement rules employs first an interface for creating customer entitlement rules and second an interface for communicating with a portal for consuming digital content entitled to. An entitlement engine processes the entitlements, and the system interfaces with a plurality of modules in order to obtain data needed to make entitlement decisions. The entitlement engine will allow NTRL to track, secure and manage entitlements for the digital content.

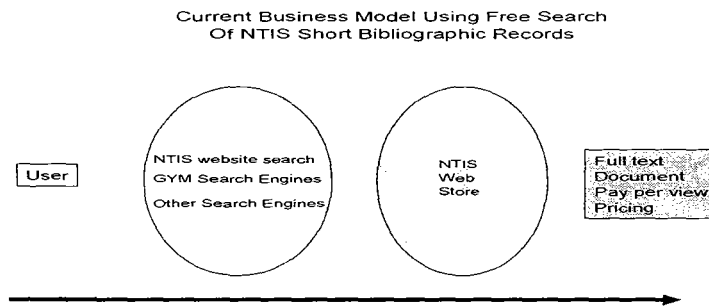
- Providing a single point of access for all of the NTRL digital content assets.
- Implementing a single access and entitlement layer across a range of membership and subscriber types.
- Multiple subscription levels with incremental content offerings.

## Business Models (Continued)

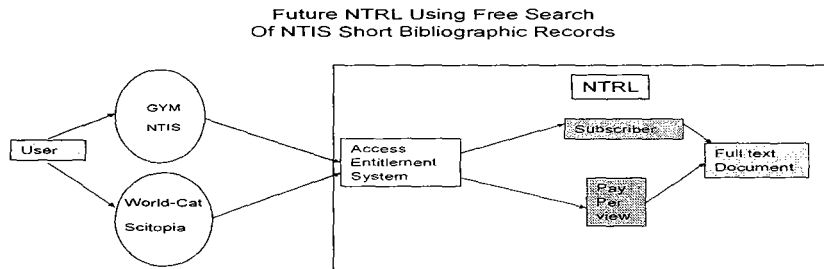
### 3. Search Models

- Current Free Search: (Model #1)
  - a. Content: Short Bibliographic Record
  - b. Customers: Open Web
  - c. Search Site: NTIS Website
  - d. Transaction: NTIS Web Store
  - e. Full Text Access: Accessible by pay-per-view only
- Future Free Search (Model #2)
  - a. Content: Short Bibliographic Record
  - b. Customers: Scitopia, WorldCat, Google, MSN, Yahoo, Open Web
  - c. Search Site: Scitopia, WorldCat, Google, MSN, Yahoo
  - d. Transaction/Access: Access Entitlement System
  - e. Full Text Access: Access Entitlement System
    - Subscription
    - Pay-per-view
  - f. Option: Full bibliographic record displayed (if subscribed)
- Future Federated Search (Model #3)
  - a. Content: Short Bibliographic Record
  - b. Customers: Science.gov, GPO Access
  - c. Search Site: Science.gov, GPO Access
  - d. Transaction/Access: Access Entitlement System
  - e. Full Text Access: Access Entitlement System
    - Subscription
    - Pay-per-view
  - f. Option: Full bibliographic record displayed (if subscribed)
- Current Vendor Model (Model #4)
  - a. Content: Full Bibliographic Model
  - b. Customer: Thomson, ProQuest, Elsevier
  - c. Search Site: Thomson, ProQuest, Elsevier
  - d. Transaction/Access: Vendor and NTIS Web Store (except Thomson)
  - e. Full Text Access: Accessible by pay-per-view only
- Future Vendor Model (Model #5)
  - a. Content: Full Bibliographic Record
  - b. Customers: Thomson, ProQuest, Elsevier
  - c. Search Site: Thomson, ProQuest, Elsevier
  - d. Transaction/Access: Access Entitlement System
    - i. Subscription (vendor license required)
    - ii. Pay-per-view
- Future NTRL (Model #6)
  - e. Content: Short or Full Bibliographic Record (if subscribed)
  - f. Customers: Open Web
  - g. Search Site: NTIS Site
  - h. Transaction/Access: Access Entitlement System
    - i. Subscription
    - ii. Pay-per-view
  - i. Special Collections Subscriptions
  - j. Subject Subscription
  - k. NTIS license with customer is required

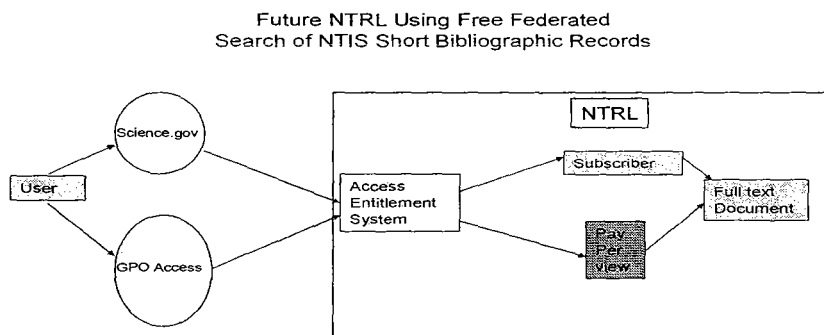
### Model #1, Free Search



### Model #2, Future Free Search

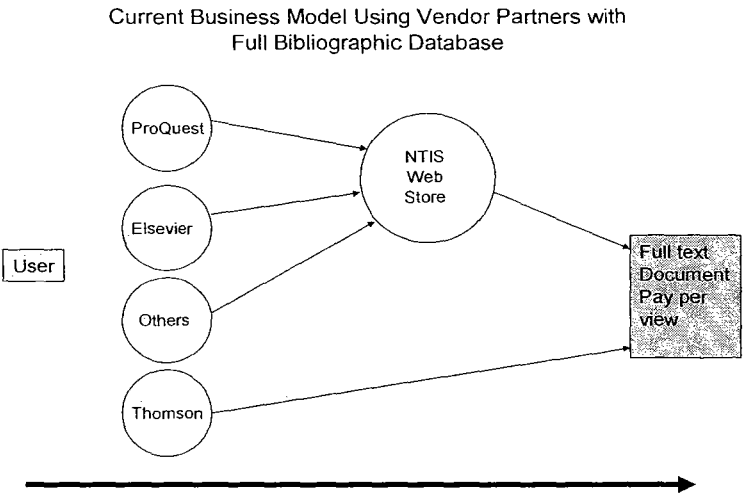


### Model #3, Future Free Federated Search

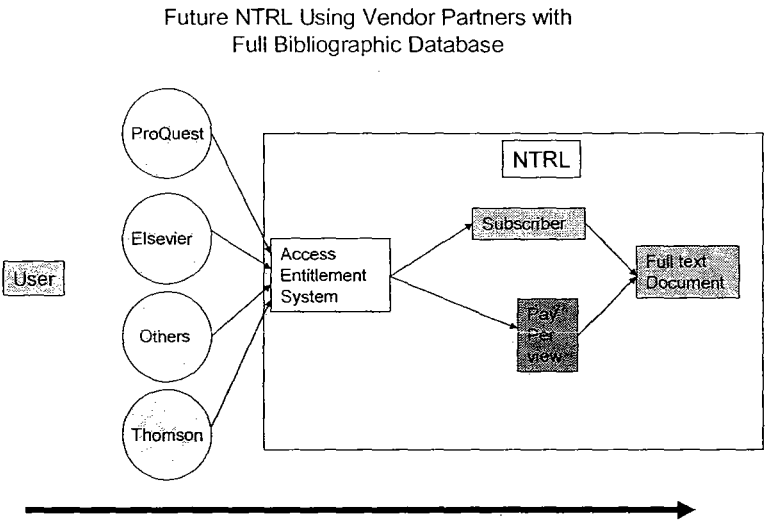




**Model #4, Current Vendor**

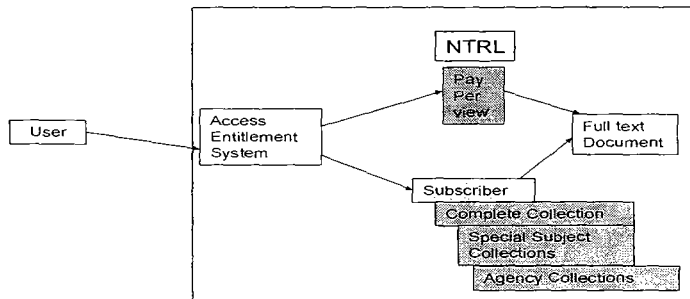


**Model #5, Future Vendor Model**



### **Model #6, Future NTRL Direct**

Future NTRL Direct



## **V. Business Strategy**

### **A. Process Improvement:**

1. Organize the NTIS Bibliographic Database to reflect current "Lines of Business"
2. Organize the Bibliographic Database Access to enhance find-ability and improve customer communication.
  - Free Web Access
  - Federated Search Site
  - Vendor Positioning
  - Content Delivery via Access entitlement
    - a. Technical Reports Library
      - i. Subject Collections
      - ii. Special Collections
3. Abstracting and Indexing Plan
4. Initial Pricing and Process Strategy
  - a. Banded Pricing based on market segment (see Stat-USA Pricing)
5. Business Plan
6. Content Delivery System
7. Content Management System

### **B. Buyers:**

1. Domestic Library Managing Director
2. Foreign Library Managing Director
3. Federal Depository Library Program Members
4. Consortia Review Committee
5. Corporate users

### **C. Customer Segments in Order of Priority**

1. Academic Reference Librarian and FDLP Member
2. Corporate Reference Librarian
3. Search Intermediary
4. Corporate end-user: the engineer or scientist
5. Academic end-user: the faculty member
6. Academic end-user: the graduate student



**Customer Persona: Academic Librarian and FDLP Member**

[REDACTED]  
Head Librarian  
[REDACTED]  
[REDACTED]

1. U.T. discontinued the SRIM subscription 7 years ago. Susan cites that it wasn't the cost of the fiche (subjects), but the cost of the labor to catalog and maintain the collection. She does not understand why any University would continue to subscribe to SRIM. According to Susan, if a library does not catalog SRIM upon receipt there is no reason to have SRIM.
2. U.T. has graduate level programs in areas such as Petroleum Studies, but acts as an undergraduate facility when it comes to purchasing collections. For example: UT does not subscribe to Petroleum Abstracts.
3. U.T. has access to the NTIS bibliographic file on Dialog, but use is very light. There are not many requests and orders of documents have to be authorized.
4. U.T. subscribes to Engineering Index and Inspec via EBSCO Services. The big science usage seems to be on Web-of-Science and SciFinder (Chemical Abstracts).
5. U.T. is a federal depository, but the depository has very little connection to the Engineering Library.
6. Paul Rasco is the depository librarian
7. Sue Phillips is the Executive Director of all 17 component libraries including all remote campuses. She organizes the voting on selection of database access. All system-wide purchases are organized through Sue Phillips.
8. Susan thinks some universities continue with SRIM to keep money in motion until something more valuable comes up. Only the richest of schools will continue to subscribe. They are "banking money" for special needs in the future.
9. Pricing: Sue likes pricing that is based on FTE student and faculty. For NTIS she suggests that since only S&T students and faculty are using NTIS that the subscription should be based on a price per S&T students/faculty only...and only graduate level. She cited a price of \$3 to \$5 per FTE.
10. International content: There is relatively light interest today, but she expects that this could be a good market for NTIS if we can focus on international content. She cites subjects such as Global Environment and Desertification as growing subjects that are international.
11. NTIS needs more visibility on list-serves such as:
  - Engineering Libraries List
  - ALA S&T List
  - SLA S&T List
  - ASCE Engineering List

## Description of Product

Accession Code:

NA

Product Code:

1-----

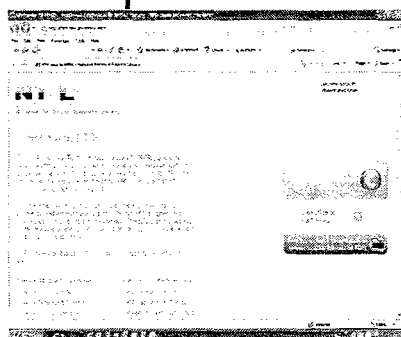
22A

Title:

NTIS National Technical Reports Library

ISBN13

NA



The plan is to introduce the NTIS Technical Reports Library as a major new

product line that significantly improves NTIS position in scientific and

technical information dissemination in today's web-business environment.

Core Functions: host and deliver d

SCENARIO #1		1st Year Domestic	Targeted Market		NTIS Goal		
Description of Target Market - Higher Education/Consortium		Market Size	Potential Market	% of Market Size	NTIS Goal	% of Market Size	NTIS Potential Revenue
<i>Number of Academic Libraries:</i>							
Academic Libraries-	Totals	2959	150	5%	150	5%	\$ 1,237,500.00
Small - FT	<1500 \$ 1,500.00	1589		0%	0	0%	\$ -
Small - BFT	<1500 \$ 4,500.00	1589		0%	0	0%	\$ -
Medium - FT	1500 to 4999 \$ 2,250.00	1053		0%	0	0%	\$ -
Medium - BFT	1500 to 4999 \$ 6,750.00	1053	50	5%	50	5%	\$ 337,500.00
Large - FT	5000 to 9999 \$ 3,000.00	590		0%	0	0%	\$ -
Large - BFT	5000 to 9999 \$ 9,000.00	590	50	8%	50	8%	\$ 450,000.00
ALL OTHERS - FT	\$ 9,000.00	317		0%	0	0%	\$ -
ALL OTHERS - BFT	\$ 9,000.00	317	50	16%	50	16%	\$ 450,000.00

\* *Academic Libraries: 2004*, Institute of Education Sciences, National Center for Education Statistics

SCENARIO #2		2nd Year Domestic	Targeted Market		NTIS Goal		
Description of Target Market - Higher Education/Consortium		Market Size	Potential Market	% of Market Size	NTIS Goal	% of Market Size	NTIS Potential Revenue
<i>Number of Academic Libraries:</i>							
Academic Libraries-	Totals	2959	311	11%	311	11%	\$ 2,025,750.00
Small - FT	<1500 \$ 1,500.00	1589	10	1%	10	1%	\$ 15,000.00
Small - BFT	<1500 \$ 4,500.00	1589	10	1%	10	1%	\$ 45,000.00
Medium - FT	1500 to 4999 \$ 2,250.00	1053	19	2%	19	2%	\$ 42,750.00
Medium - BFT	1500 to 4999 \$ 6,750.00	1053	60	6%	60	6%	\$ 405,000.00
Large - FT	5000 to 9999 \$ 3,000.00	590	65	11%	65	11%	\$ 195,000.00
Large - BFT	5000 to 9999 \$ 9,000.00	590	55	9%	55	9%	\$ 495,000.00
ALL OTHERS - FT	\$ 9,000.00	317	42	13%	42	13%	\$ 378,000.00
ALL OTHERS - BFT	\$ 9,000.00	317	50	16%	50	16%	\$ 450,000.00

\* *Academic Libraries: 2004*, Institute of Education Sciences, National Center for Education Statistics

SCENARIO #3		3rd Year Domestic		Targeted Market		NTIS Goal		2%		22B	
Description of Target Market - Higher Education/Consortium				Market Size		Potential Market		% of Market Size		NTIS Potential Revenue	
Number of Academic Libraries:											
Academic Libraries- Totals				2959		487		16%		487	
Small - FT	<1500 \$ 1,500.00			1589		15		1%		15	
Small - BFT	<1500 \$ 4,500.00			1589		15		1%		15	
Medium - FT	1500 to 4999 \$ 2,250.00			1053		30		3%		30	
Medium - BFT	1500 to 4999 \$ 6,750.00			1053		80		8%		80	
Large - FT	5000 to 9999 \$ 3,000.00			590		120		20%		120	
Large - BFT	5000 to 9999 \$ 9,000.00			590		120		20%		120	
ALL OTHERS - FT		\$ 9,000.00		317		52		16%		52	
ALL OTHERS - BFT		\$ 9,000.00		317		55		17%		55	
* Academic Libraries: 2004, Institute of Education Sciences, National Center for Education Statistics											

#### Analysis of Existing NTIS Customers - 2007 (SRIM and S&T)

Customer Type-Domestic		Percentage	Customer Type-Foreign		Percentage
Academia	15	16%	Foreign Government	1	1%
Domestic Government	21	22%	Foreign Library	2	2%
State Libraries	9	10%	Corporate/Private	27	29%
Corporate/Private	15	16%			
Military	4	4%			
			<b>TOTAL</b>	<b>94</b>	<b>100%</b>

\*NTIS Product Manager

#### Analysis of Existing NTIS Customers - 2007 (NTIS Database)

Customer Type-Domestic		Percentage	Customer Type-Foreign		Percentage
Academia	19	59%	Foreign Government	0	0%
Domestic Government	2	6%	Foreign Library	0	0%
State Libraries	0	0%	Corporate/Private	3	9%
Corporate/Private	8	25%			
Military	0	0%			
			<b>TOTAL</b>	<b>32</b>	<b>100%</b>

\*NTIS Product Manager

#### Description of Competitors

Online Vendors

Dialog (Thomson)	<a href="http://www.dialog.com/">http://www.dialog.com/</a>
Cedocar	<a href="http://www.cedocar.defense.gouv.fr/">http://www.cedocar.defense.gouv.fr/</a>
JST	<a href="http://www.jst.go.jp/EN/">http://www.jst.go.jp/EN/</a>
STN	<a href="http://stnweb.cas.org/">http://stnweb.cas.org/</a>
Ovid	<a href="http://www.ovid.com/site/catalog/Catalog_DataBase.jsp">http://www.ovid.com/site/catalog/Catalog_DataBase.jsp</a>
NISC (GRC)	<a href="http://grc.ntis.gov/">http://grc.ntis.gov/</a>
ProQuest	<a href="http://www.proquest.com/brand/umi.shtml">http://www.proquest.com/brand/umi.shtml</a>
Elsevier	<a href="http://www.elsevier.com/wps/find/homepage.cws_home">http://www.elsevier.com/wps/find/homepage.cws_home</a>
EBSCO	<a href="http://www.ebscohost.com/">http://www.ebscohost.com/</a>

**Marketing Communication Plan**

Costs

Quantity

Date

<b>Media</b>	NTIS Product Announcement		
	NTIS Webpage		
	Webpage - NTIS Links		
	ALA Publication - Documents to the People (Dttp)		
	SLA - SciTech Review		
<b>Direct Mail</b>	NTIS Technical Reports Newsletter		
	NTIS Recurring Letter (not including Federal Government purchasers)		
	Email Campaign to Potential Customers - NTIS previous customers		
	Direct Mail Piece/ NTIS Customers		
	Direct Mail Piece/ Trade Publishing Assoc.		
	Email Campaign to Potential Customers - SLA		
	Email Campaign to Potential Customers - ALA - Science and Technology Section(STS)		
	Email Campaign to Potential Customers -		
	Email Campaign to Potential Customers -		
	RSS Feeds (Update version of NTIS Alerts - electronically; free)		
<b>Conferences</b>	American Library Association - <b>ALA</b>		
	Membership; Program Ad		
	Special Library Association - <b>SLA</b>		
	Program Ad; Display		
	Association for College Research Libraries - <b>ACRL</b>		
	Program Ad; Display		
	Association of American Universities - <b>AAU</b>		
	Program Ad <a href="http://www.aau.edu/">http://www.aau.edu/</a>		
	National Association of State Universities and Land-Grant Colleges - <b>NASULGC</b>		
	Program Ad <a href="http://www.nasulgc.org/NetCommunity/Page.aspx?pid=203&amp;srcid=203">http://www.nasulgc.org/NetCommunity/Page.aspx?pid=203&amp;srcid=203</a>		
<b>Distribution</b>	Online		
<b>TOTALS</b>		\$ -	0

**Timeline** Approval/Renewal Review - Agreement; Trademark

Start Production:

Delivery Publication Date:

**Launch Plan** Roll out FY09**Distribution Plan**

Libraries

Academia

Corporate

Government

Public

Corporate

Foreign

Wholesale Channels

**TOTALS**

0

**Expected Revenue****YEAR #1**

TOTAL Breakeven	<i>Subscriptions</i>	
<b>TOTALS:</b>	<i>Subscriptions</i>	150
<b>ANALYSIS:</b>		
Revenue		\$1,237,500.00
NTIS Product Management Costs		\$1,200,000.00
NTIS Margin		\$37,500.00

**YEAR #2**

TOTAL Breakeven	<i>Subscriptions</i>	
<b>TOTALS:</b>	<i>Subscriptions</i>	311
<b>ANALYSIS:</b>		
Revenue		\$2,025,750.00
NTIS Product Management Costs		\$1,000,000.00
NTIS Margin		\$1,025,750.00

**YEAR #3**

TOTAL Breakeven	<i>Subscriptions</i>	
<b>TOTALS:</b>	<i>Subscriptions</i>	487
<b>ANALYSIS:</b>		
Revenue		\$3,100,500.00
NTIS Product Management Costs		\$1,000,000.00
NTIS Margin		\$2,100,500.00

**Pricing Strategy**

Retail Price:

Approvals:

Pricing worksheet takes into account production costs, potential quantity of sales, and breakeven quantity for return on investment



## VII. NTRL Pricing

### • Higher Education and Consortium Pricing

Higher education institutions are defined as 4-year colleges and universities, community colleges, vocational education institutes, and seminaries. The subscribing institution's students, faculty, staff and on-site library patrons may access National Technical Reports Library for non-commercial use from Internet-connected campus-wide locations. Students, faculty and staff at the subscribing institution may access NTRL from remote locations and branch or satellite campuses through the institution's server or via user name and password. Annual subscription pricing is based on full-time equivalent (FTE) enrollment, as follows:

Small	FTE Enrollment - <3,500	\$4,500
Medium	FTE Enrollment - 3,501 - 10,000	\$6,750
Large	FTE Enrollment - >10,000	\$9,000
Very Large	Greater than 25,000	12,000

Higher education consortium participants are eligible for discount pricing. The discount rate is based on the number of subscribing institutions within the consortium.

### • All Other Pricing

The All Other pricing category covers corporate, government, and non-profit pricing to the NTRL:

#### Government and Non-Profit Library

Access to the NTRL by state education agencies, and other state or federal government agencies, is permitted for all staff for non-commercial use. Government contractors are eligible for government pricing at the contracting site. Non-profit libraries includes; association libraries and other non-profit organizations; access to National Technical Reports Library is permitted for all staff and on-site library patrons for non-commercial use. Pricing is based on use at a single location.

Small	FTE Enrollment - <3,500	\$4,500
Medium	FTE Enrollment - 3,501 - 10,000	\$6,750
Large	FTE Enrollment - >10,000	\$9,000
Very Large	Greater than 25,000	12,000

#### Public Library Access

Public Library access is based on distributed subscription access for main and branch libraries within a public library system. Public library systems receive full-domain access to the NTRL by all staff and on-site library patrons for non-commercial use. NTIS is working on the breakout of small, medium and large Public Library bands based upon size.

#### Corporate

Corporate access applies to any corporation or private business. Access is permitted for authorized employees of the subscribing entity for non-commercial use at a single location.

The All Other annual subscription pricing is as follows:

Employee Enrollment	<100	\$3,500
Employee Enrollment	101-500	\$4,500
Employee Enrollment	501-750	\$6,750
Employee Enrollment	751-1000	\$9,000
Employee Enrollment	1,001-Plus	\$12,000

**Foreign Pricing:** Same worldwide.

# **VIII. Revenue Projection**

<b>NTIS Indirect Revenue</b>		<b>FY09</b>	<b>FY09</b>
<b>Existing Revenue from Vendor Leases</b>		<b>Amount to NTIS</b>	<b>Amount to NTIS</b>
<b>Bibliographic File Only</b>		<b>Academic</b>	<b>All Others</b>
<b>Academic = Up to 3500 FTE, or AO &lt; Up to 350 Employees</b>		-	75
List Price	\$ 1,500	\$ 2,000	
Revenue	\$ -	\$ 150,000	
<b>Academic = 3501 to 10,000 FTE, or AO &gt; 351 to 1,000 Employees</b>		28	15
List Price	\$ 2,250	\$ 3,000	
Revenue	\$ 63,000	\$ 45,000	
<b>Academic = &gt; 10,000 FTE, or AO &gt; 1000 Employees</b>		116	75
List Price	\$ 3,000	\$ 4,000	
Revenue	\$ 348,000	\$ 300,000	
<b>Total Revenue</b>		\$ 411,000	\$ 495,000
<b>Total</b>			\$ 906,000
<b>NTIS Indirect Revenue</b>		<b>FY09</b>	<b>FY09</b>
<b>New Revenue from Vendor Leases</b>		<b>Academic</b>	<b>All Others</b>
<b>Full Text File</b>			
<b>Academic = Up to 3500 FTE, or AO &lt; Up to 350 Employees</b>		-	35
List Price	\$ 1,500	\$ 2,000	
Revenue	\$ -	\$ 70,000	
<b>Academic = 3501 to 10,000 FTE, or AO &gt; 351 to 1,000 Employees</b>		14	5
List Price	\$ 2,250	\$ 3,000	
Revenue	\$ 31,500	\$ 15,000	
<b>Academic = &gt; 10,000 FTE, or AO &gt; 1000 Employees</b>		58	2
List Price	\$ 3,000	\$ 4,000	
Revenue	\$ 174,000	\$ 8,000	
<b>Total Revenue</b>		72	40
<b>Total</b>		\$ 205,500	\$ 93,000
			\$ 298,500

1. Recognized new subscription revenue approximately \$149,250 from 6 months service (\$298,500/2).

# **IX. NTRL Projection**

NTRL New Revenue Full Subscriptions (Bib and Full Text)	FY09	
	Academic	All Others
Academic = Up to 3500 FTE, or AO < Up to 350 Employees	-	6
List Price	\$ 4,500	\$ 6,000
Revenue	\$ -	\$ 36,000
Academic = 3501 to 10,000 FTE, or AO > 351 to 1,000 Employees	50	22
List Price	\$ 6,750	\$ 9,000
Revenue	\$ 337,500	\$ 198,000
Academic = >10,000 FTE, or AO > 1000 Employees	50	22
List Price	\$ 9,000	\$ 12,000
Revenue	\$ 450,000	\$ 264,000
	100	28
Total Revenue	\$ 787,500	\$ 498,000
Total		\$ 1,285,500
<b>Vendor Database Fees</b>		
Base Bibliographic Fee	\$ -	
Annual Bibliographic Fee	\$ 129,969	
Base Full Text Fee	\$ 80,000	
Annual Full Text Fee	\$ 12,500	
	\$ 92,500	

2. Recognized new subscription revenue approximately \$642,750. from 6 months service (\$1,285,000./2)
3. New revenue from full text lease Fees will be \$92,500.
4. Total New Revenue from NTRL approximately \$884,500. for FY09

**X Profit and Loss Statement – 3 Year Projection**

- A. NTRL plus New Indirect Revenue**
  - a. Year 1 (6 Months FY09): \$884,500
  - b. Year 2 (FY10): \$1,500,000
  - c. Year 3 (FY11): \$3,000,000
- B. NTRL Costs:**
  - a. Year 1 (FY09): \$1,160,000
  - b. Year 2 (FY10): \$1,000,000
  - c. Year 3 (FY11): \$1,000,000
- C. NTRL Profit/Loss:**
  - a. Year 1 (FY09): (\$275,500)
  - b. Year 2 (FY10): \$500,000
  - c. Year 3 (FY11): \$2,000,000

## **XI. Action Plan:**

### **Goals:**

1. Create a logical transition from SRIM customers.
2. Add value to current microfiche SRIM Subscribers via packaged (SRIM and NTRL) offer.
3. De-value microfiche and paper in demand fulfillment.
4. Provide annual subscription that covers campus-wide annual access to desktops.
5. Align NTIS position with other relevant science and technology content providers.
6. Combined value of bibliographic and full-text content.
7. Revamp existing distribution agreements.
8. Enhance customer interaction.

### **Challenges:**

1. Microfiche transition (SRIM to electronic).
2. Enhance value to SRIM subscribers.
3. Positioning to reduce cannibalization risks on existing products.
4. Full documents online (PDF, OCR, and XML).
5. Gain editorial control of collections.
6. Enhance acquisition processes.
7. Continue support of current channel markets, enhance channel market position.

## **XII. Marketing Plan:**

### **. Go-to-Market Plan:**

- Create a customer advisory board.
- Identify a library director and spokesperson.
- Focus on the domestic academic market with a particular strong focus on FDLP members.
- Announce planned product release, timed to coordinate with conference or annual meetings and attended by largest customer group
- Plan a trade show presence in advance of product availability. Academic librarians need to be able to plan for this added expense and require advance notice.
- Target initial release to coincide with school opening (August; Dec.). Librarians need time to learn database before they can teach students to use it.
- Release advanced press announcements.
- Create advanced creation of collateral marketing materials to help librarians who want to subscribe make their case to library administrators.

### **XIII. Request for Approval**

#### **A. Major Steps in Production:**

We are requesting approval for investment to create the NTIS Technical Reports Library (NTRL), a new, web-based subscription product to be marketed primarily to academic libraries. Upon completion of the first phase of the project, the NTRL will provide searchable metadata with attached PDFs for all documents. During a second phase (as yet unscheduled) PDFs will be processed with OCR and the full text of the source documents will be searchable from the user interface. When the initial phase of the project is completed, NTRL will enable academic researchers ability to retrieve all federally funded technical reports issued between pre-1964 and the present using a single source.

The first phase of the NTRL library will be made available in X number of releases to occur on a quarterly basis from 2009-20XX. At inception the prospective e-content will be complete for the prior year, current date will be complete and added on a timely basis, and the legacy data will be added at a specified rate according to the release schedule.

#### **B. Market Segmentation:**

The NTRL will facilitate undergraduate, graduate, and professional research in all scientific and engineering disciplines, as well as business and the social sciences. The database can also be used in support of undergraduate and graduate education since the ease of access to the full text content will enable professors to use the data in assignments. When NTIS completes the NTRL, researchers will be able to access a collection that not only provides content that has value on an individual basis, but will also bring together in a single place a group of documents that provides unparalleled insight into the evolution of Federal science policy during the second half of the 20<sup>th</sup> century and the history of science in the post-modern world.

As identified earlier even though the NTRL has potential end-user markets, we need to be successful first with the academic reference libraries that are FDL P Members. The completion of the NTRL product will also facilitate the ability of NTIS to reposition the data in other markets, including the business sector, thereby further expanding public access to valuable government information

#### **C. Positioning NTIS with CENDI Sources**

The NTRL will facilitate researcher access to the valuable content created by NTIS partner agencies through our one-stop site. While approximately X% of the data is available online on agency websites, academic researchers currently need to go to every website to be certain that they have actually considered all the relevant data. This is not only time consuming, but the sheer number of websites make it unlikely that even the most experienced researcher will know the address of every possible site. Many researchers may use Google or government federated search services such as Science.gov to access agency content. Research shows that even though a Google search results in many hits, it also shows that most users do not look beyond the first two pages, only open up three or four documents from their results set, and have no assurance regarding the authenticity or authority of the content they retrieve. NTRL users will be able to narrow their search using the value-added NTIS metadata to retrieve more targeted results, all of which will be from authenticated government sources.

## Appendix #1, Bibliographic Record Content

Table #2: Bibliographic Record Content:

**Current NTIS Web Record:** (Compiled from two page display)

**NTIS Accession Number:** ADA475991

**Title:** Green Energy for the Battlefield.

Naval Postgraduate School, Monterey, CA.

**Media Count:** 95 pages

The amount of energy the United States (U.S.) consumes increases every year and this growth in energy consumption outpaces energy production. To fill this gap, the U.S. imports thirty-five percent of its energy. More importantly, the U.S. imports over 60...

**Author:** S. D. Halcrow

**Year:** Dec 2007

### Short Bibliographic Record

**NTIS Accession Number:** ADA475991/XAB

**ISBN13:**

**Title:** Green Energy for the Battlefield

(MBA professional report)

Halcrow, S. D.

Naval Postgraduate School, Monterey, CA.

Dec 2007 95p

**Language:** English

**Descriptors:** \*Energy consumption; \*Greenhouse effect; Military forces(United states); Emission; Sources; Transportation; United states; Environments; Foreign; Production; Impact; Cost effectiveness; Energy; Efficiency; Gases; Fuels; Solar energy; Electricity; Savings; Natural gas; Oil consumption

**Identifiers:** Hybrid vehicles; Biomass; Wind energy; Hydropower; Natural gases; NTISDODXA

Section Headings: 97B (Energy--Energy Use, Supply, and Demand); 97G (Energy--Policies, Regulations, and Studies); 74GE (Military Sciences--General)



Bibliographic Record Content (continued)

**Full Bibliographic Record**

**NTIS Accession Number:** ADA475991/XAB

**ISBN13:**

**Title:** Green Energy for the Battlefield

(MBA professional report)

Halcrow, S. D.

Naval Postgraduate School, Monterey, CA.

Corporate Source Codes: 019895000; 251450

Dec 2007 95p

**Language:** English

**Journal Announcement:** USGRDR0811

The original document contains color images.

**Country of Publication:** United States

**Abstract:** The amount of energy the United States (U.S.) consumes increases every year and this growth in energy consumption outpaces energy production. To fill this gap, the U.S. imports thirty-five percent of its energy. More importantly, the U.S. imports over 60 percent of its total oil consumption. Our country's energy production, especially our transportation sector, is highly dependent on foreign sources. Add to this, 70 percent of this energy is from non-renewable sources and this same 70 percent is petroleum-based, which produces greenhouse gas emissions. Renewable energy sources and alternative fuels have proven to be energy efficient, cost effective and environmentally friendly. Additionally, they reduce the country's dependence on foreign sources. The military is adopting many types of renewable energy sources and alternative fuels for use and the results are impressive. However, the majority of implementation is here in the United States. These same benefits experienced at home are available for the battlefield: improved energy efficiency, cost savings and less impact on the environment. This paper discusses the available green energy sources and their potential use for the battlefield. Additionally, it offers several ways to further the use and maximize the benefits of green energy on the battlefield.

**Descriptors:** \*Energy consumption; \*Greenhouse effect; Military forces(United states); Emission; Sources; Transportation; United states; Environments; Foreign; Production; Impact; Cost effectiveness; Energy; Efficiency; Gases; Fuels; Solar energy; Electricity; Savings; Natural gas; Oil consumption

**Identifiers:** Hybrid vehicles; Biomass; Wind energy; Hydropower; Natural gases; NTISDODXA

Section Headings: 97B (Energy--Energy Use, Supply, and Demand); 97G (Energy--Policies, Regulations, and Studies); 74GE (Military Sciences--General)

**Appendix # 2, Key NTRL Contacts and 2008 Focus Group**

**NTRL Key Customer Contacts -Focus Group**

Name	Email	Organizaton
[REDACTED]	A [REDACTED]	University of Iowa
[REDACTED]	[REDACTED]	Southeastern Louisiana University
[REDACTED]	A [REDACTED]	[REDACTED]
[REDACTED]	A [REDACTED]	University of Arkansas at Little Rock
[REDACTED]	[REDACTED]	Louisiana State University
[REDACTED]	A [REDACTED]	University of Colorado at Boulder
[REDACTED]	[REDACTED]	University of Texas at San Antonio
[REDACTED]	A [REDACTED]	Indiana State Library
[REDACTED]	[REDACTED]	George Mason University
[REDACTED]	A [REDACTED]	Georgia Institute of Technology
[REDACTED]	A [REDACTED]	University of Maryland
[REDACTED]	A [REDACTED]	University of Florida
[REDACTED]	A [REDACTED]	Virginia Military Institute
[REDACTED]	A [REDACTED]	University of California, Davis
[REDACTED]	A [REDACTED]	Oklahoma State University
[REDACTED]	A [REDACTED]	Bowdoin College



# AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT

1. Contract ID Code

Page

of Pages

1

3

2. Amendment/Modification No. 0001		3. Effective Date Oct 20, 2008		4. Requisition/Purchase Req. No. NS990000-8-05756		5. Project No. (if applicable)	
6. Issued By NATIONAL INST OF STDS AND TECHNOLOGY BUREAU DRIVE STOP 1640 BUILDING 301 ROOM B125 GAITHERSBURG MD 20899-1640 SCHEUCHENZUBER, MICHAEL 703-605-6116				Code 000SB		7. Administered By (If other than Item 6) SEE BLOCK 6	
8. Name and Address of Contractor (No., Street, County, and Zip Code)  PAXTON RECORD RETENTION INC 5280 PORT ROYAL ROAD SPRINGFIELD VA 221512113				Vendor ID: 00007405 DUNS: 943430587  CAGE: 482P1		<div style="text-align: right;">NS100000700939-1</div> <div style="text-align: right;">(X) 9A. Amendment of Solicitation No.</div> <div style="text-align: right;">9B. Date (See Item 11)</div> <div style="text-align: right;">10A. Modification of Contract/Order No. SB1342-07-NC-0413</div> <div style="text-align: right;">10B. Date (See Item 13) Aug 10, 2007</div>	
Code		Facility Code					

## 11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS

☐ The above numbered solicitation is amended as set forth in item 14. The hour and date specified for receipt of Offers ☐ is extended ☐ is not extended. Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods:

(a) By completing items 8 and 15, and returning \_\_\_\_\_ copies of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) By separate letter or telegram which includes a reference to the solicitation and amendment numbers. FAILURE OF YOUR ACKNOWLEDGMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment you desire to change an offer already submitted, such change may be made by telegram or letter, provided each telegram or letter makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.

## 12. Accounting and Appropriation Data (if required)

See Schedule \$ US 108,788.00

## 13. THIS ITEM APPLIES ONLY TO MODIFICATIONS OF CONTRACT/ORDERS.

IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14.

(X) A. This change order is issued pursuant to: (Specify authority) The changes set forth in item 14 are made in the Contract Order No. in item 10A.	
The above numbered Contract/Order is modified to reflect the administrative changes (such as changes in paying office, appropriation date, etc.) Set fourth item 14, pursuant to the authority of FAR 43.103 (b)	
C. This supplemental agreement is entered into pursuant to authority of:	
X D. Other (Specify type of modification and authority) Exercise of Option	

E. IMPORTANT: Contractor ☒ is not, ☐ is required to sign this document and return \_\_\_\_\_ copies to the issuing office.

## 14. Description of Amendment/Modification (Organized by UCF section headings, including solicitation/contract subject matter where feasible.)

The purpose of this modification is to exercise the option on Line Items 0005 and 0006 for the period of October 20, 2008 thru October 19, 2009. (see attached)

As a result of this modification, the total amount of this contract is hereby increased from \$257,788 by \$108,788 to \$366,576. ✓

All other terms and conditions of the contract remain the same.

Except as provided herein, all terms and conditions of the document referenced in item 9A or 10A, as heretofore changed, remains unchanged and in full force and effect.

15A. Name and Title of Signer (Type or Print)  Contractor/Offoror		16A. Name and title of Contracting Officer (Type or Print) SCHEUCHENZUBER, MICHAEL 703-605-6116 CONTRACTING OFFICER SMICHAEL@MAIL.NIST.GOV	
(Signature of person authorized to sign)		16B. United States of America <i>Michael Scheuchenzuber</i> (Signature of Contracting Officer)	
15C. Date Signed		16C. Date Signed Jun 25, 2008	

END OF MODIFICATION

## SCHEDULE

Item No.	Supplies/Services	Quantity	Unit	Unit Price	Amount
	Option for Year # 2 (October 20, 2008 thru October 19, 2009)				
	Monthly Storage Charges	NTE 12	MO	8,600.00	103,200.00
	Accounting and Appropriation Data: 62.07.00.000000000.0180100.000.1000000000000 000.25270000.000000 US\$ 103,200.00				
0006	Requested Pull Charges	NTE 1	LO	5,588.00	5,588.00
	Per Pull \$1.00				
	Accounting and Appropriation Data: 62.07.00.000000000.0180100.000.1000000000000 000.25270000.000000 US\$ 5,588.00				

# ORDER FOR SUPPLIES OR SERVICES - Continuation

PAGE

OF PAGES

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17

**IMPORTANT: Mark all packages and papers with contract and/or order numbers.**

DATE OF ORDER

CONTRACT NO. (if any)

ORDER NO.

10 Aug 2007

GS25F0021S

SB134207NC0413

ITEM NO.	SUPPLIES OR SERVICES (b)	QUANTITY ORDERED (c)	UNIT (d)	UNIT PRICE (e)	AMOUNT (f)	QTY ACCEPT. (g)
	<p>on (703) 605-6133 or E-mail VButtram@ntis.gov.</p> <p>For contractual questions, please call Mr. Michael Scheuchenzuber on (703) 605-6116 or E-Mail Mscheuchenzuber@ntis.gov.</p> <p>For questions concerning invoices, please call Mr. Larry Hurst on (703) 605-6616 or E-Mail Lhurst@ntis.gov.</p> <p>The contractor point of contact is Mr. Michael Faber on (703) 764-3303 or E-Mail MikeFaber@aol.com.</p> <p>Special Note # 1: Billing will be accomplished at the end of the Base Transition for Line Items 0001 and 0002. For all other Line Items, billing will be accomplished monthly.</p> <p>Special Note # 2: In the event of any ambiguities between the GSA contract clauses and the other contractual clauses incorporated herein, the contractor's "Storage and Service Agreement" will apply (attached)</p> <p>Insurance: (see FAR Clause 52.228-5 attached) As required by this clause, the contractor agrees to provide the insurance for his employees for the life of the contract as delineated in the Insurance Certificate filed by Paxton Retention with the NTIS Contracting Officer immediately prior to this award.</p>					
0001	<p>Base Transition</p> <p>Work to be performed in accordance with Statement of Work. (attached)</p> <p>Work will be accomplished between August 20, 2007 and October 19, 2007.</p> <p>Services will be performed as follows:</p> <p>Barcode Labels @.10 each</p> <p>Record Storage Boxes @ \$1.10 each</p> <p>Boxing and Indexing @ \$1.25 each</p> <p>Transportation, Shelving, Scanning @ \$1.25 each</p>	NTE 1	LO	148,000.00	148,000.00	

# ORDER FOR SUPPLIES OR SERVICES - Continuation

PAGE 3 OF PAGES 17

IMPORTANT: Mark all packages and papers with contract and/or order numbers.

DATE OF ORDER

CONTRACT NO. (if any)

ORDER NO.

10 Aug 2007

GS25F0021S

SB134207NC0413

ITEM NO.	SUPPLIES OR SERVICES (b)	QUANTITY ORDERED (c)	UNIT (d)	UNIT PRICE (e)	AMOUNT (f)	QTY ACCEPT. (g)
0002	<p>Accounting and Appropriation Data: 62.07.00.000000000.0180100.000.1000000000 000000.25270000.000000 \$ 148,000.00</p> <p>Pulls During Transition</p> <p>Per Pull \$1.00</p>	NTE 1	LO	1,000.00	1,000.00	
0003	<p>Accounting and Appropriation Data: 62.07.00.000000000.0180100.000.1000000000 000000.25270000.000000 \$ 1,000.00</p> <p>Year # 1 (October 20, 2007 thru October 19, 2008)</p> <p>Monthly Storage Charges</p> <p>.215 per box per month</p>	NTE 12	MO	8,600.00	103,200.00	
0004	<p>Accounting and Appropriation Data: 62.07.00.000000000.0180100.000.1000000000 000000.25270000.000000 \$ 103,200.00</p> <p>Requested Pull Charges</p> <p>Per Pull \$1.00 each</p>	NTE 1	LO	5,588.00	5,588.00	
0005	<p>Accounting and Appropriation Data: 62.07.00.000000000.0180100.000.1000000000 000000.25270000.000000 \$ 5,588.00</p> <p>Option for Year # 2 (October 20, 2008 thru October 19, 2009)</p> <p>Monthly Storage Charges</p>	NTE 12	MO	8,600.00	103,200.00	
0006	<p>Accounting and Appropriation Data: 62.07.00.000000000.0180100.000.1000000000 000000.25270000.000000</p> <p>Requested Pull Charges</p>	NTE 1	LO	5,588.00	5,588.00	



# ORDER FOR SUPPLIES OR SERVICES - Continuation

PAGE

OF PAGES

4

17

**IMPORTANT: Mark all packages and papers with contract and/or order numbers.**

DATE OF ORDER

CONTRACT NO. (if any)

ORDER NO.

10 Aug 2007

GS25F0021S

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ITEM NO.	SUPPLIES OR SERVICES (b)	QUANTITY ORDERED (c)	UNIT (d)	UNIT PRICE (e)	AMOUNT (f)	QTY ACCEPT. (g)
0007	<p>Per Pull \$1.00</p> <p>Accounting and Appropriation Data: 62.07.00.000000000.0180100.000.1000000000 000000.25270000.000000</p> <p>Option for Year # 3 (October 20, 2009 thru October 19, 2010)</p> <p>Monthly Storage Charges</p> <p>Accounting and Appropriation Data: 62.07.00.000000000.0180100.000.1000000000 000000.25270000.000000</p>	NTE 12	MO	8,600.00	103,200.00	
0008	<p>Requested Pull Charges</p> <p>Per Pull \$1.00</p> <p>Accounting and Appropriation Data: 62.07.00.000000000.0180100.000.1000000000 000000.25270000.000000</p>	NTE 1	LO	5,588.00	5,588.00	
0009	<p>Option Year for # 4 (October 20, 2010 thru October 19, 2011)</p> <p>Monthly Storage Charges</p> <p>Accounting and Appropriation Data: 62.07.00.000000000.0180100.000.1000000000 000000.25270000.000000 \$ 103,200.00</p>	NTE 12	MO	8,600.00	103,200.00	
0010	<p>Requested Pull Charges</p> <p>Per Pull \$1.00</p> <p>Accounting and Appropriation Data: 62.07.00.000000000.0180100.000.1000000000 000000.25270000.000000 \$ 5,588.00</p>	NTE 1	LO	5,588.00	5,588.00	
0011	<p>Exit Charges</p> <p>\$1.75 per box</p>	NTE 1	LO	70,000.00	70,000.00	

# ORDER FOR SUPPLIES OR SERVICES - Continuation

PAGE 5 OF PAGES 17

**IMPORTANT: Mark all packages and papers with contract and/or order numbers.**

DATE OF ORDER

CONTRACT NO. (if any)

ORDER NO.

10 Aug 2007

GS25F0021S

SB134207NC0413

ITEM NO.	SUPPLIES OR SERVICES (b)	QUANTITY ORDERED (c)	UNIT (d)	UNIT PRICE (e)	AMOUNT (f)	QTY ACCEPT. (g)
	<p>This rate applies for the life of the order</p> <p>Accounting and Appropriation Data: 62.07.00.000000000.0180100.000.1000000000 000000.25270000.000000 \$ 70,000.00</p>					
0012	<p>Delivery to Washington D.C. area</p> <p>\$1.00 a box</p> <p>This rate also applies for the life of the order.</p> <p>Accounting and Appropriation Data: 62.07.00.000000000.0180100.000.1000000000 000000.25270000.000000 \$ 40,000.00</p>	NTE 1	LO	40,000.00	40,000.00	
0013	<p>"Other Services"</p> <p>These services can occur at any time during the life of the contract.</p> <p>This line item is unfunded; however, if necessary, applicable funds will be added to the contract for this line item.</p> <p>1. Re-filing document into boxes \$1.00 each</p> <p>2. Retrieval of boxes (rather than files) \$1.00 each</p> <p>3. Additional boxes going offsite - same prices as stated in Base Transition, i.e. 10 cents for barcode labels, \$1.10 for new boxes, (if needed), \$1.25 per box for boxing and indexing (if needed), and \$1.25 for Transportation, Shelving and Scanning</p> <p>Accounting and Appropriation Data: 62.07.00.000000000.0180100.000.1000000000 000000.25270000.000000</p>	0	LO	0.00	0.00	

## NTIS Archives Relocation Project Statement of Work

### Background

For more than 40 years, the National Technical Information Service (NTIS) has collected paper copy reports of federally-sponsored scientific and technical research. The majority of these reports, when requested by the public, are manually retrieved and converted to electronic image for dissemination in various media types, i.e., paper, microfiche or CDROM. The collection of such reports is estimated in excess of 2 million unique document titles averaging more than 100 pages per report. These reports have been stored for many years in a free-standing, two-tiered shelving system with a footprint of approximately 13,000 square feet, approximately 40,000 cubic feet of documents. It has been determined that this shelving system, while in use for several decades, was improperly constructed. The remedial action deemed necessary is the dismantlement of the document shelving system.

It is the intent of this Project to decommission the current NTIS paper archives shelving, to index reports at a records-box level for purposes of tracking and retrieval, and to relocate the paper documents externally. For purposes of this project, a standard records box shall equate to one cubic foot of file material (documents).

### Task 1) Document Packing, Barcoding, and Staging:

The majority of NTIS' archive reports are stored in an open-shelf filing system in 9.5"X 12.5" document jackets. These jacketed documents need to be removed and boxed in standard records retention boxes. The archive documents are presently grouped alpha-numerically on the shelves in several collections. The records boxes will be filled with the archive documents by vendor's staff such that each box contains the same grouping of alpha-numeric files in the sequence in which they are filed on the existing shelving, except that a change in the alpha-numeric sequence of the documents on a given shelf shall be segregated to a new set of boxes and not mixed within a box with another alpha-numeric series. Such changes in sequence shall be well marked on the existing shelving system. NTIS staff familiar with the archives layout shall be available to advise vendor's staff packing boxes. The first and last document in each of the records boxes shall be indexed and matched to a barcode label on each box. Each label will indicate the first and last numbers of document files in each box. Each box shall be scanned into the vendor's automated records management software application in a manner that indicates the range of numbers in each bar-coded box as packaged. An electronic, searchable file of such bar-coded box information shall be made available for use and retention by NTIS. Vendor will coordinate the format, transfer, and use of such file with NTIS' technical staff.

For boxing the documents for removal from the NTIS archive shelving system, the vendor shall employ no more than six people at a time in the mezzanine sections. This

limitation is required due to load considerations of the shelving system. More specifically, two teams of two people each shall start removing files at diagonally opposed ends of the mezzanine sections, putting the document files into records boxes and transporting such boxes using carts or other lightweight materials handling equipment. The two-person teams will work up and down the shelving aisles until they meet in the middle of the mezzanine section. Two additional people can be employed to work with these teams to expedite the movement of carts or other equipment from the two-person removal teams to a hydraulic lift. An additional person will operate a lift to get the carted boxes to ground level. The lift is a fixed in-service lift that operates between the ground and mezzanine levels. The slow movement of the lift may be a choke point in the movement of materials to the ground level, a consideration when estimating work flow process times. Once the mezzanine level is emptied of the archive files, the ground-level section will be worked in a similar fashion.

The full records boxes shall be staged in a clear, unconditioned warehouse floor location of approximately 4,000 square feet immediately adjacent to the archive shelving. The records boxes of archive files will be assembled for transport to the vendor's records retention facility. Such staging area has available shrink wrapping equipment for staging of pallets of records boxes and pallet shelving for temporary storage of boxes and other necessary supplies. No boxes shall be staged at NTIS prior to transportation to vendor's storage facility for more than five (5) working days. Vendor will supply the records retention boxes, indexing equipment, box barcode labels, pallets, shrink-wrap material, and other transportation supplies. Vendor will provide all labor necessary to accomplish this Task, except that NTIS will provide a forklift and certified forklift operator for movement of materials in the staging area. Coordination of staging and of receipt or delivery of other NTIS materials not included in this Task and Project shall be coordinated with the NTIS warehouse supervisor or other delegated NTIS staff.

The vendor's costs to accomplish this Task for document removal, boxing, labeling, indexing, creating automated files, palleting, and staging the documents for transport shall be indicated at the records box (cubic foot) level. This Task shall be completed within 50 workdays of contract award.

## Task 2) Document Tracking, Transporting, and Shelving:

Concurrent with work under Task 1), batches of records boxes will be moved from the NTIS staging area and transported to the vendor's records retention location, such location being within a 20 mile radius of the NTIS facility. The boxes shall be loaded and transported using vendor staff and vehicles. At the time of such transport, each bar-coded box being removed from the NTIS facility will be scanned to indicate departure. The boxes shall be scanned in turn when received at the vendor's storage facility and again at such time as the box is shelved. No more than five (5) working days shall elapse from removal of each box from the NTIS facility until the box shelved. Boxes shall be stored on industrial shelving and in a manner that prevents crushing or other deterioration of boxes and files.

Movement of the boxes and storage locations shall be tracked and traceable at all times (point-to-point tracking and verification) in the vendor's records management software at a level of detail sufficient to permit retrieval of individual document files between staging and shelving. As this Task progresses, the vendor will supply NTIS with an automated database of all boxes and the sequence of files contained in each box. However, such sequencing will only have verified the starting and ending document file numbers in each box. The consecutive numbered files between the first and last document number in each box will be assumed in each box, the same assumption that presently exists in the subject NTIS shelving system. An electronic, searchable file of such bar-coded box information including document starting and ending numbers shall be made available for use and retention by NTIS. Vendor will coordinate the format, transfer, and use of such files with NTIS' technical staff.

Vendor will provide all labor necessary to accomplish this Task, except that NTIS will provide a forklift and certified forklift operator for movement of materials from the staging area to the NTIS docking facility. Such dock is a standard shipping dock with lift that will accommodate large and small trucks. The docking area is unconditioned space and the dock is not a weather-tight, so that care must be taken not to expose boxed files in the event of rain or other inclement weather. Coordination of this Task with receipt or delivery of other NTIS materials not included in this Task shall be coordinated with the NTIS warehouse supervisor or other delegated staff.

The vendor's costs to accomplish this Task for document/box removal, tracking, and shelving shall be indicated at the records box (cubic foot) level. This Task shall be completed within 60 workdays of contract award.

### Task 3) Document Storage and Retrieval:

As indicated above, the vendor's records retention facility must be located within a 20 mile radius of the NTIS facility. The NTIS records boxes shall be stored in unconditioned space on industrial shelving in standard records boxes in a manner that prevents crushing or other deterioration of boxes and files. In addition, boxes shall be stored in a manner that permits expeditious retrieval of individual files and ease of access at such time as any such files and/or boxes may be retrieved by NTIS and no longer subject to this Storage and Retrieval task.

NTIS receives approximately two dozen requests per work day from the public for copies of documents in this document collection. Presently, these requests are expeditiously filled through an order processing system which electronically generates a pick request by document number for retrieval. The vendor's automated records management system shall permit similar expeditious access and retrieval of document files. Transfer of the document numbers to be retrieved each work day, Monday through Friday, will take place through the internet or other dedicated line of communication.

Same day access to NTIS document files will be provided by the vendor for document numbers transmitted to the vendor by 1:00 pm each work day. The vendor shall retrieve the requested documents from the appropriate individual box containing the alpha-numeric range in which the document is present as indexed by starting and ending document files for each box. The retrieved document files shall be delivered to NTIS at its main facility entrance by the vendor no later than 5:00 pm the day requested. Files requested by NTIS after 1:00 pm shall be delivered to NTIS by the vendor on the next business day. An NTIS staff person shall receive the document files and shall note, on a duplicate copy of the listing provided to the vendor, the receipt of each file requested. The vendor shall also record such delivery to NTIS in its automated records management application. NTIS shall not accept any incorrect deliveries and vendor shall re-file incorrect documents in the appropriate box by the next business day. NTIS will not accept charges for incorrect retrievals or re-filings. NTIS has reasonable confidence that document files will be consistently present and locatable in the appropriate box in the range of alpha-numerics represented by first and last indexed documents. NTIS will not accept charges for unsuccessful retrievals.

NTIS anticipates that document files retrieved by the vendor and delivered to NTIS at the routine rate of approximately two dozen documents per day anticipated under this Project will not be returned to the vendor for re-filing, and the vendor does not need to modify or re-label stored boxes to account for NTIS-retrieved document files. However, as indicated, vendor must track and record delivery of files to NTIS and must reconcile with NTIS delivery of files on at least a monthly basis.

From time to time and at the end of the term of this Project, NTIS may request retrieval of entire boxes of files. At such time, NTIS will take delivery of such boxes at vendor's storage facility by NTIS staff and at NTIS' expense.

The vendor's cost for storage and retrieval of records under this Task shall be indicated by the cubic foot per month for stored boxes and by the cost of retrieval of individual files, including delivery to NTIS. Costs associated with staging of boxes for pickup by NTIS, as noted above, must also be segregated by the box. Beyond such staging of boxes, there will be no exit charges imposed by vendor for NTIS to recover its files.

#### Other Services:

From time to time, NTIS may request the following additional services. They are:

- 1) Re-filing of document files into the carton from which they were initially retrieved;
- 2) Retrieval of boxes rather than independent files from boxes; and
- 3) Addition of boxes of files to the NTIS collection, separate and apart from the boxes involved in the initial transfer under Tasks 1 & 2.

## General:

The document files being removed from the NTIS facility and stored at the vendor's facility are at all times the property of NTIS and shall at no time be construed to be the property of vendor or a collateral or a lienable asset in the event the vendor is adjudged a bankrupt. The records retention boxes and accompanying labeling and any embedded information on box labels shall be the property of NTIS. At no time, shall any analog or digital copy be made of any NTIS document file in the custody of the vendor. In the event of destruction of document files while in the custody of vendor, the vendor shall be liable for all the costs associated with NTIS' re-acquisition of such document files and records or facsimiles from whatever source and relocation to a storage facility of NTIS' choice.

At no time, shall NTIS or its agents be restricted from access or handling of the records boxes or files. Such boxes and files, as well as vendor's storage facilities, shall be available during normal business hours for on-site inspections on either a scheduled or unscheduled basis.

Vendor's staff shall be equipped in all Tasks with necessary personal protection equipment, including hard hats during the document removal and packing phase from the existing NTIS shelving system.

Vendor's facilities must have qualifying records management certifications and employ a full-time records manager or equivalent. Vendor must also be on the GSA schedule for records management.

# *Paxton Record Retention, Inc.*

5300 PORT ROYAL ROAD · SPRINGFIELD, VIRGINIA 22151  
(703) 321-7600 · (703) 764-3300 · FAX (703) 321-7647



## **STORAGE AND SERVICE AGREEMENT**

Paxton Record Retention, Inc. hereby agrees to accept for storage and to service under its management system at its Springfield, Virginia location such record material (stored material) as **NTIS (Sample)** (the client) requests, and subject to all the terms and conditions herein, the Client agrees to pay Company for its services according to Company's current rate schedule, or any revisions thereto. The attached schedule of rates is incorporated herein and part hereof.

The Company's liability, if any, for loss, damage or destruction to part or all of the stored material stored hereunder shall be limited to \$2.00 per carton, unless client declares an excess valuation and pays an additional monthly charge for said excess valuation. In such case, the Company's liability shall be limited to the amount of the excess valuation per carton.

### **STANDARD TERMS AND CONDITIONS**

#### **1. Storage and Service Charges**

All charges for storage and service under this agreement shall be as specified in the attached Schedule of Rates. Also attached, is an "Authorization to Request Records" form, which must be signed and returned with this agreement.

#### **2. Access to Stored Material**

Deposited material and information contained in said material shall be delivered only to the client's agent(s) identified in the company's standard authorization forms. Authority granted to any person on the Company's standard authorization forms shall constitute the client's representation that the identified persons shall have the authority to order any service or removal of the stored materials, and to deliver and receive such material. Such orders may be given in person, by telephone, by fax or in writing.

#### **3. Liability and Limitation of Damages**

(a) The Company shall not be liable for any loss of or damage to stored material, however caused, unless such loss or damage resulted from the failure by the company to exercise such care in regard thereto as a reasonable careful person would exercise under like circumstances; the company is not liable for loss or damage which could not have been avoided by exercise of such care.

(b) Stored material will not be insured by the Company against loss or injury, however caused.

(c) In no event shall the Company be liable for any consequential or incidental damages.

(d) The Client understands and acknowledges that normal deterioration and aging of all record media occur with time.



#### **4. Notice of Claim and Filing of Suit**

(a) Claim by Client must be presented in writing to the Company within a reasonable time and in no event longer than 180 days after delivery to the client or return to the Company of stored material from the Client, or 180 days after the Client is notified by the Company or its agent that loss, damage or destruction to part or all of the stored material has occurred, whichever time is shorter.

(b) No action or suit may be maintained by the Client or others against the Company for loss, damage or destruction of the stored material unless a timely written claim has been given as provided in paragraph (a) of this section, and unless such action or suit is commenced either within nine months after return to the Company or within nine months after the Client is notified that loss, damage or destruction to part or all of said stored material has occurred, whichever time is longer.

(c) When stored material has been lost, damaged or destroyed and has not been delivered or returned to the client, notice may be given of said loss, damage or destruction by mailing of a registered or certified letter to the Client. In the event notice of loss, damage or destruction is given by registered or certified letter, time limitations for filing claims and commencing suit begins on the date of mailing of such notice by the Company.

#### **5. Lien**

The Company shall have a lien on all stored material for charges made under this agreement. All expenses incurred in collecting charges and advances which are in arrears, including reasonable attorney's fees, shall be added to the arrears.

#### **6. Non-Payment**

If the Client fails to pay the charges of the company for a period of thirty days, the Company may, after giving ten days' notice by registered mail, at its option: (a) redeliver the stored material to the client at its address herein; (b) refuse access to the stored material.

#### **7. Duration**

The terms of this Agreement is for 1 year and renewable for 1 year increments. 90 notice by either party required.

#### **8. Destruction of Records**

Upon written instructions from the Client, the Company may destroy stored material. The Client releases the Company from all liability by reason of the destruction of such stored material pursuant to such instructions.

#### **9. Title Warranty**

The Client warrants that it is the owner or legal custodian of the stored material and has full authority to store said material in accordance with the terms of this Agreement. In the event that the Company should be made party in any litigation by reason of having possession of the material, the Client agrees to indemnify and hold the Company harmless from any and all liability which may result from said possession and to pay all costs and attorney's fees incurred in connection therewith.

**10. Indemnification**

The Client agrees to fully indemnify and hold harmless the Company, its officers, employees and agents for any liability, cost or expense, including reasonable attorney's fees, that the Company may suffer or incur as a result of claims, demands, costs or judgments against it arising out of its relations with the Client or third parties pursuant to this Agreement.

**11. Restricted Items**

The Client shall not, at any time, store with the Company any narcotics or materials considered to be highly flammable, explosive, toxic, or radioactive, organic material which may attract vermin or insects, or any other materials which are otherwise illegal, dangerous and unsafe to store or handle in a closed area. The Company reserves the right to refuse acceptance of any materials for reason of the Client's failure to comply with the Company's operating procedures.

**NTIS**

**(Sample Contract)**

By: \_\_\_\_\_

Date: \_\_\_\_\_

Paxton Record Retention, Inc.  
5300 Port Royal Road  
Springfield, Virginia 22151

By: \_\_\_\_\_

Date: \_\_\_\_\_

# **AUTHORIZATION TO REQUEST**

## **~~RECORDS~~**

Thank you for your decision to store and manage your documents and files with Paxton Record Retention. We look forward to being of service to your organization in the coming years. When a transaction (pick up or delivery of records) between Paxton and your firm takes place, a permanent record of that transaction is maintained. In addition, all transactions are signed for by an employee of your company and by our courier. These records are available for reference at any time.

Beyond this documentation, there are two additional levels of security available at Paxton Record Retention. Level II Authorization gives our clients the option of limiting access authorization to specific individuals in your company. If you choose this option, Paxton Record Retention will provide a form to list the names of authorized individuals who can request records from your offsite holdings. Only those individuals will be permitted to access your records.

Level III Authorization requires an authorized name, plus a PASSWORD to request records. In Level III Authorization, our software cannot process a work order unless the password is correctly entered.

Please take some time to discuss these options with your staff, decide what level of authorization meets your needs and check the appropriate line below. This form will remain on file as a part of the Storage Agreement.

\_\_\_\_ LEVEL I AUTHORIZATION (Signed work order kept of permanent file).

\_\_\_\_ LEVEL II AUTHORIZATION (Limited to specific employees).

\_\_\_\_ LEVEL III AUTHORIZATION (Specific employee plus PASSWORD)

SB134207NC0413

August	10	\$ 34,418.60
September	19	\$ 65,395.35
October	14	\$ 48,186.05
	43	\$ 148,000.00

\$ 148,000.00 Total  
\$ 3,441.86 Per Day

**U.S. DEPARTMENT OF COMMERCE  
PROCUREMENT REQUEST**  
Requisitioner fills in only unshaded blocks

1. INVOICE ADDRESS

US Dept of Commerce, NTIS  
Attn: Acctg. Department, 1021 Sills  
5285 Port Royal Road  
Springfield, VA 22161

A. REQUISITION NUMBER:

NS100000700939

B. READY REQUISITION DATE

2 DIVISION OFFICE	3 REFERENCE CONTRACT NUMBER	4 ORDER DATE	5 SOURCE CODE	6 PURCHASE DELIVERY ORDER NUMBER	7 SUB,	C. SF-281
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D. CHECK ONE <input type="checkbox"/> PURCHASE ORDER <input type="checkbox"/> DELIVERY ORDER <input type="checkbox"/> IMPREST FUND <input type="checkbox"/> CONTRACT OTHER	8. TO: (Seller) TBD	9. SHIP TO: (Use Bldg/Room No.-see Reverse for Format) U.S. Department of Commerce NTIS 5285 Port Royal Road Springfield, VA 22161
10. 1099 TAX 11. EMPLOYER IDENTIFICATION NUMBER (EIN)	E. REQUISITIONER CONTACT PERSON: Bruce Borzino	TELEPHONE NO. 703-605-6405

12 LINE ITEM	13 ACCT. CODE	14 DESCRIPTION (Double Space Between Items)	15 BUDGET OBJECT	16 ACC. LINE	17 QUANTITY	18 UNIT ISSUE	19 UNIT PRICE (If Known)	20 ESTIMATED AMOUNT
01		To provide services per attached SOW for archive document removal and storage  SUBJECT TO AVAILABILITY OF FUNDING  (PLEASE SEE ATTACHED)	25.27	01	1	Lot	\$277,000.00	\$277,000.00

21. F.O.B. POINT	22. DISCOUNT TERMS	23. PROMPT PAYMENT	SUB-TOTAL (This Page)	24. \$277,000.00
F. REQUESTED DELIVERY	25. DELIVERY DATE	27. ESTIMATED FREIGHT	TOTAL	26. \$277,000.00

I certify that funds are available and that the above items are necessary for use in the public service.		29. ACC LINE	30. BUREAU CODE	31. ACCOUNTING CLASSIFICATIONS	32. DISTRIBUTION	33. AMOUNT
G. TITLE OF REQUEST AUTHORIZING OFFICIAL Budget Official	TELEPHONE 703-605-6470	01	08	10.0 018.01 25.27	100%	\$277,000.00
SIGNATURE <i>Angela S Martin</i>	DATE 8/3/2007					
TITLE OF REQUESTER Bruce Borzino Deputy Director, NTIS	TELEPHONE 703-605-6405					
SIGNATURE <i>Bruce Borzino</i>	DATE 8/3/2007					

**U.S. DEPARTMENT OF COMMERCE  
PROCUREMENT REQUEST**  
Requisitioner fills in only unshaded blocks

**1. INVOICE ADDRESS**  
US Dept of Commerce, NTIS  
Attn: Acctg. Department, 1021 Sills  
5285 Port Royal Road  
Springfield, VA 22161

**A. REQUISITION NUMBER:**  
NS100000700939  
**B. READY REQUISITION DATE**

<b>2</b> LEAVING OFFICE	<b>3</b> REFERENCE CONTRACT NUMBER	<b>4</b> ORDER DATE	<b>5</b> SOURCE CODE	<b>6</b> PURCHASE DELIVERY ORDER NUMBER	<b>7</b> SUB,	<b>C. SF-281</b>
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<b>D. CHECK ONE:</b> <input type="checkbox"/> PURCHASE ORDER <input type="checkbox"/> DELIVERY ORDER <input type="checkbox"/> IMPREST FUND	<b>8. TO: (Seller)</b> TBD	<b>9. SHIP TO: (Use Bldg/Room No.-see Reverse for Format)</b> U.S. Department of Commerce NTIS 5285 Port Royal Road Springfield, VA 22161
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<b>E. REQUISITIONER CONTACT PERSON:</b> Bruce Borzino	<b>TELEPHONE NO.</b> 703-605-6405
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12 LINE ITEM	13 ACCT. CODE	14 DESCRIPTION (Double Space Between Items)	15 BUDGET OBJECT	16 ACC. LINE	17 QUANTITY	18 UNIT ISSUE	19 UNIT PRICE (If Known)	20 ESTIMATED AMOUNT
01		To provide services per attached SOW for archive document removal and storage  SUBJECT TO AVAILABILITY OF FUNDING	25.27	01	1	Lot	\$262,000.00	\$262,000.00

<b>21. F.O.B. POINT</b>	<b>22. DISCOUNT TERMS</b>	<b>23. PROMPT PAYMENT</b>	<b>SUB-TOTAL (This Page)</b>	<b>24.</b> \$262,000.00
<b>F. REQUESTED DELIVERY</b>	<b>25. DELIVERY DATE</b>	<b>27. ESTIMATED FREIGHT</b>	<b>TOTAL</b>	<b>26.</b> \$262,000.00

I certify that funds are available and that the above items are necessary for use in the public service.		<b>29.</b> ACC LINE	<b>30.</b> BUREAU CODE	<b>31. ACCOUNTING CLASSIFICATIONS</b>	<b>32.</b> DISTRIBUTION	<b>33.</b> AMOUNT
<b>G. TITLE OF REQUEST AUTHORIZING OFFICIAL</b> Budget Official	<b>TELEPHONE</b> 703-605-6470	01	08	10.0 018.01 25.27	100%	\$262,000.00
<b>SIGNATURE</b> <i>Angela S Martin</i>	<b>DATE</b> 7/26/2007					
<b>TITLE OF REQUESTER</b> Bruce Borzino Deputy Director, NTIS	<b>TELEPHONE</b> 703-605-6405					
<b>SIGNATURE</b> <i>Bruce Borzino</i>	<b>DATE</b> 7/26/2007					

**U.S. DEPARTMENT OF COMMERCE  
PROCUREMENT REQUEST**  
Requisitioner fills in only unshaded blocks

**1. INVOICE ADDRESS**

US Dept of Commerce, NTIS  
Attn: Acctg Department, 1021Sills  
5285 Port Royal Road  
Springfield, VA 22161

**A. REQUISITION NUMBER:**

NS100 0007 00779

**B. READY REQUISITION DATE:**

2 LEAVING OFFICE	3 REFERENCE CONTRACT NUMBER	4 ORDER DATE	5 SOURCE CODE	6 PURCHASE DELIVERY ORDER NUMBER	7 SUB.	C. SF-281

8. TO: (Seller) TBD	9. SHIP TO: (Use Bldg/Room No. see Reverse for Format) U.S. Department of Commerce NTIS 5285 Port Royal Road Springfield, VA 22161
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10. 1099 TAX	11. EMPLOYER IDENTIFICATION NUMBER (EIN)	E. REQUISITIONER CONTACT PERSON: Bruce Borzino	TELEPHONE NO. 703-605-6405
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12 LINE ITEM	13 ACCT. CODE	14 DESCRIPTION (Double Space Between Items)	15 BUDGET OBJECT	16 ACC. LINE	17 QUANTITY	18 UNIT ISSUE	19 UNIT PRICE (If Known)	20 ESTIMATED AMOUNT
01		To provide services per attached SOW for archive document removal and storage  SUBJECT TO AVAILABILITY OF FUNDING	25.27	01	1	Lot	\$150,000.00	\$150,000.00

21. F.O.B. POINT	22. DISCOUNT TERMS	23. PROMPT PAYMENT	SUB-TOTAL (This Page)	24. \$150,000.00
F. REQUESTED DELIVERY	25. DELIVERY DATE	27. ESTIMATED FREIGHT	TOTAL	26. \$150,000.00

I certify that funds are available and that the above items are necessary for use in the public service.		29. ACC LINE	30. BUREAU CODE	31. ACCOUNTING CLASSIFICATIONS	32. DISTRIBUTION	33. AMOUNT
G. TITLE OF REQUEST AUTHORIZING OFFICIAL Budget Official	TELEPHONE 703-605-6470	01	08	10.0 018.01 25.27	100%	\$150,000.00
SIGNATURE <i>Angela Martin</i>	DATE 6/1/2007					
TITLE OF REQUESTER Bruce Borzino Deputy Director, NTIS	TELEPHONE 703-605-6405					
SIGNATURE <i>Bruce Borzino</i>	DATE 6/1/2007					