



# STATEMENT OF WORK

for

# TECHNICAL SUPPORT SERVICES

## AS15-A

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# TECHNICAL SERVICES SUPPORT

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# STATEMENT OF WORK FOR TECHNICAL SERVICES SUPPORT

## 1. INTRODUCTION

Kaiser-Hill Company, LLC is the Integrating Management Contractor for the Department of Energy (DOE)'s Rocky Flats Environmental Technology Site (RFETS, Site) near Denver, Colorado. The Site is a former nuclear weapons processing facility currently under environmental remediation.

Kaiser-Hill's Analytical Services Division (ASD) provides cradle-to-grave support to the RFETS Project Managers (PMs) or customers for their sampling and analytical needs. The primary activities performed by ASD include sample planning and consultation; initiating sample paperwork and sample tracking; sampling and sample shipment; laboratory procurement and coordination; data receipt, examination, verification, and validation; data problem resolution; hard copy and electronic data management; laboratory performance assessment; release of usable data to customers; and data archival/maintenance. ASD is also responsible for processing and approving laboratory invoices, as well as conducting laboratory audits. During Fiscal Year 2001, ASD managed these activities for 60,000 individual analyses.

These activities are currently performed by a combination of in-house and Subcontractor personnel. Kaiser-Hill seeks the services of a Subcontractor for sampling and analysis consultation and coordination; limited data assessment and validation; data distribution; laboratory audits and nonconformance resolution; maintenance/revision to analytical and sampling protocols; and special consultation as needed. The areas requiring coordination and consultation include sampling and analysis for chemical, radiochemical, and geotechnical/geochemical properties of high-level and low-level mixed wastes, environmental media, industrial hygiene samples, biological samples, drinking water, and biota.

The following functions are either under separate subcontracts or will continue to be managed by Kaiser-Hill and are, therefore, **excluded** from the scope of this procurement. Nonetheless, they are an integral part of the ASD responsibilities. The Subcontractor would need to closely coordinate its activities with these functions. The **excluded** functions are:

- 1) Onsite radiological laboratory (under separate subcontract);
- 2) Offsite laboratories (under existing subcontracts);
- 3) Data management (under separate subcontract);
- 4) Records management (under separate subcontract); and
- 5) Quality Assurance oversight of onsite radiological laboratory (under separate subcontract).

The following services are required of the Subcontractor:

### Services

- 1) Initial sampling and analysis consultation with customers;
- 2) Recording of a sampling and analysis request in the Analytical Services Toolkit (AST) database to initiate sample tracking;
- 3) Review and finalization of the sampling and analysis recommendations/plans with the customers;
- 4) Scheduling sampling with the customer and the sampling Subcontractor;

- 5) Scheduling necessary laboratory capacity;
- 6) Coordinating onsite radioactivity screening of the samples before shipment;
- 7) Data tracking, and problem coordination and resolution with the laboratories;
- 8) Hard copy data examination upon completion of analysis and receipt of data and prior to delivery to customers;
- 9) Delivery of examined sample results to the customers (generally the "Form I" and case narrative, but the customers may require entire data packages from time to time);
- 10) Delivery of examined data packages to the existing records management Subcontractor;
- 11) Providing expert support to the PMs in areas dealing with chemical, industrial hygiene, biota, microbiology, geotechnical and radiochemical analysis;
- 12) Submitting periodical reports and other deliverables to appropriate ASD oversight managers; and
- 13) Assisting with sample projections from customers.
- 14) Providing other technical support as requested. Such support may include, but will not be limited to:
  - Conducting audits as requested by Kaiser-Hill;
  - Modifications to the existing protocols; and
  - Development of new protocols as needs arise.

#### 1.1. **Summary of Expected Operations**

This description summarizes the major Technical Support activities envisioned to occur under this SOW. The description is based on current ASD operations. However, Kaiser-Hill is continually looking for ways to provide more value to the PMs. Therefore, it is incumbent upon the Subcontractor to understand: (1) the end objectives and proposed alternative organizations or processes while recognizing the lines of authority and reporting, and (2) the data quality objectives.

Technical Services Support initiates with a request or inquiry from an internal customer. The Subcontractor consults with the customer to determine the sampling and analytical requirements necessary to effectively and efficiently fulfill the objectives of the request. The Subcontractor enters request in the AST database, selects Line Item Codes (LICs) representing the exact sampling procedures and analytical suites to satisfy the needs of the customer and generates a Report Identification Number (RIN) for tracking. Once the customer approves the sampling and analytical strategy, Subcontractor coordinates with the Kaiser-Hill Contract Technical Representative (CTR) to obtain the necessary laboratory capacity. Subcontractor then schedules the sampling event with the customer and the sampling team. Another Subcontractor screens the samples for radioactivity levels. The sampling team then ships/ transports the samples to laboratories for analysis.

Samples will be sent to the onsite radiological laboratory or to offsite commercial laboratories. Coordination and contingent arrangements with the onsite laboratory are necessary in the event the samples are required to go to the onsite laboratory based on the process knowledge or radioactivity levels.

Several offsite laboratories are operating under existing subcontracts with pre-negotiated Fixed Unit Rates for specific analyses. Kaiser-Hill has procured multiple laboratories to meet the

demands for high-volume analysis. The most appropriate laboratory is selected based on an evaluation or knowledge of the laboratory performance (turnaround times, service, quality, etc.) and the analytical cost. The sample loads vary greatly due to seasonal demands and special activities or projects.

Often, there is a need to perform non-standard analyses that are not under existing subcontracts; however, the necessary laboratory capability and capacity are generally readily available. For these analyses, Subcontractor develops the necessary analytical protocols. Kaiser-Hill will then establish the necessary contractual relationship with the laboratory.

Upon completion of analysis, Subcontractor examines the data for completeness, format consistency, and gross errors or problems noted in the case narrative. Subcontractor resolves the data completeness, consistency, or gross errors and/or problems with the laboratory and keeps the customer apprised of the status of the deliverables. Once the data are deemed to meet the contractual and method criteria, the sample results are transmitted to the customer.

Subcontractor maintains close contact and coordination with the customer, the CTR, and the sampling, analytical, records, and data management entities, until all work on a RIN or sampling event is completed.

Subcontractor also assists Kaiser-Hill in projecting the short-term and long-term sample demand by coordination with the customers.

Subcontractor performs the required or requested internal and external audits; revises or develops new analytical protocols; and carries out other tasks as requested by Kaiser-Hill.

## 1.2. **Subject Matters or Scopes of Expertise**

The classes and types of analysis most routinely requested by the customers are presented in **Table 1**. These classes and types also constitute the “Subject Matters” (or scopes of expertise) in which Subcontractor’s expertise shall be required. The expertise shall be provided for sampling and analysis, training, QA/QC, audits, safety issues, etc. Several specific analytical suites may exist within each analysis type presented in Table 1. Kaiser-Hill uses Line Item Codes (LICs) to denote unique combinations of sampling and analytical priorities and analytical requirements. Kaiser-Hill also assigns a unique Report Identification Number (RIN) to a sampling event at its initiation. The LICs and RINs are instrumental in sample and data tracking and invoice validation.

In order to achieve consistency in data quality and data deliverables, Kaiser-Hill utilizes the National Analytical Services Basic Ordering Agreement (BOA) and site specific SOWs and protocols for the various types of sampling and analytical activities. These documents present technical requirements and procedures to satisfy the needs of the projects and oversight programs. It is expected that Subcontractor shall maintain and modify the existing protocols, and shall develop new protocols in consultation with the CTR. Complete copies of the existing SOWs are provided on the Compact Disk (CD) attached to the RFP.

Note that the onsite analytical laboratory has additional modified procedures to analyze “hot” samples. These are not included on the CD at this time. For the purpose of proposing on this RFP, the Offerors shall consider the onsite laboratory the same as the offsite contracted laboratories.

**TABLE 1. CLASSES AND TYPES OF SAMPLING AND ANALYSIS**

<b>Class</b>	<b>Type</b>
Radiochemistry	Isotopic Determinations by Alpha Spectrometry
	Tritium Analysis by Liquid Scintillation Counting
	Gross Alpha and Gross Beta Analysis by Gas Flow Proportional Counting
	Radiometric Strontium by Gas Proportional Counting
	Total Uranium by Laser-Induced Phosphorescence
	Radium-226 by Radon Emanation
	Radium-228
	General Gamma Spectrometry
Standard Services	Volatile Organics
	Semivolatile Organics
	PCBs/Pesticides
	Dioxins/Furans
	Inorganic Metals
	Water Quality Parameters
	Waste Characteristics
	Herbicides
	EPA Method TO-14
	Whole Effluent Toxicity Testing
Geotechnical and Geosynthetics	Geotechnical and Geosynthetics Analyses
Bioassay Services	General Bioassay Services
	Nuclear Accident Dosimetry (NAD) Program Analyses
Industrial Hygiene	General Chemistry
	Asbestos
	Breathing Air
Safe Drinking Water	General Chemistry
	Radiochemistry
	Microbiology

1.3. **Level of Effort**

Approximate numbers of samples per year to be handled by Subcontractor during the performance period are provided in *Table 2*. These numbers are based on the project projections for closure. **These numbers are strictly an estimate and the accuracy of the numbers or a guaranty of work is not implied.**

*Table 3* provides a breakdown of types of analyses estimated for the period of performance. A high level of variability may be expected in the mix of analyses.

The table implies no distinction between the analyses performed onsite and offsite. It is assumed that the same level of coordination effort will be necessary for both types of laboratories.

**TABLE 2. ESTIMATED NUMBER OF SAMPLES**

	<b>FY03</b>	<b>FY04</b>	<b>FY05</b>	<b>FY06</b>
Number of Samples	80250	50625	22000	2100

**TABLE 3. ESTIMATED ANALYSES BREAKDOWN FOR PROJECT COMPLETION**

<b>TYPE OF ANALYSIS</b>	<b>ESTIMATED NUMBER OF SAMPLES</b>
<b>Metals</b>	<b>22100</b>
<b>Wet Chemistry</b>	<b>4700</b>
<b>Volatile Organics</b>	<b>19000</b>
<b>Semivolatile Organics</b>	<b>13000</b>
<b>Radiochemistry</b>	<b>28000</b>
<b>Industrial Hygiene</b>	<b>38500</b>
<b>Bioassay</b>	<b>22000</b>
<b>Geotechnical/Geochemical</b>	<b>100</b>
<b>Safe Drinking Water</b>	<b>3000</b>

## **2. GENERAL REQUIREMENTS AND INFORMATION**

### **2.1. Conduct of Work**

During the conduct of work, Subcontractor must adhere to Site policies and procedures when performing tasks for RFETS.

### **2.2. Terms and Acronyms**

A glossary of terms and acronyms used by Kaiser-Hill in this SOW is provided in the Appendix. Subcontractor shall use this glossary in interpreting the requirements of this SOW.

### **2.3. Key Identifiers**

The terms *Line Item Code* or *LIC*, *Report Identification Number* or *RIN*, and *Analytical Batch* are key to understanding the database management, data tracking activities, assembly of evidentiary packages, and validation of invoices.

### **2.4. Statement of Work Compliance**

The Subcontractor shall meet all of the requirements specified in this SOW. That is, compliance with all general and specific activities is required.

### **2.5. Hours of Operation**

The normal hours of operation will be on an individual project basis. The Subcontractor staff will work the normal hours for the project that is being supported. At the present time the 707 and 776 projects are working 4/10 shifts and the remaining projects are working 9/80 shifts.

### **2.6. Off-hour Availability**

Kaiser-Hill PMs routinely require off-hour support for non-emergency situations. For these needs, Kaiser-Hill would require mobilization and response within 24 hours of notification. These needs may involve consultation for sampling, analysis, safety, QA/QC, and/or other situations covered in this SOW.

### **2.7. Emergency Response**

For emergency situations, Kaiser-Hill would require immediate mobilization and response. The Subcontractor shall have a 24-hours-a-day/7-days-a-week emergency Contact Call List. The emergencies may involve consultation for sampling, analysis, safety, QA/QC, and/or other situations covered in this SOW.

### **2.8. Office Space**

RFETS is a controlled DOE facility, which requires all individuals to provide certain identification information in order to freely access the Site. Subcontractor personnel providing services on Site must obtain from the Site Badge Office a 'DOE common Badge', and, a 'Vehicle Access Card' (if driving on Site).

Kaiser-Hill will make onsite office space, complete with office furnishings, available for up to 10 Subcontractor staff at the time of subcontract award.

The available onsite office space and Site communication systems provided by Kaiser-Hill will be reduced as accelerated Site Closure Activities progress, subsequently, the Subcontractor may need to provide for offsite office space for their employees due to RFETS closure activities.

**Onsite Use of Computers**

Due to security concerns, only the government-furnished computers may be connected to the RFETS computer network. There may be other computer access limitations to and from the Site.

**2.9. Analytical Services Toolkit Sample Tracking System**

The Subcontractor shall use the AST sample tracking system for sample and analysis planning, tracking, and data review.

**2.10. Government-Furnished Equipment**

The Subcontractor shall appoint a property custodian for Government-Furnished Equipment (GFE). Kaiser-Hill will furnish approximately 8 Site-compliant computers with printing facilities for use onsite.

The Subcontractor shall maintain inventory and accountability of all equipment received from Kaiser-Hill in accordance with Property Management procedures referenced in the Property Management Procedure Manual. The Subcontractor shall conduct an annual inventory of identified, and accountable assigned, sensitive government property in accordance with the Rocky Flats Property Management Program.

**2.11. Potential Hazards Advisement**

The Subcontractor shall ensure that its personnel are advised of all potential hazards associated with chemical and radiochemical samples.

**2.12. Subcontractor Training Requirements**

The Subcontractor's personnel must complete and stay current with appropriate levels of Site training. Subcontractor shall ensure employees are familiar with emergency response procedures, and shall maintain training requirement compliance for General Employee Training (GET); General Employee Radiological Training (GERT); Alarms, Sounds and Responses; building specific training; and computer security training programs. Subcontractor shall ensure employees are familiar with emergency notification requirements, to include notifying supervision, use of x2911, and building evacuation/accountability. Subcontractor shall not bring any hazardous material on site without notification to Emergency Management for determination of hazard assessment and consequence assessment.

Database training is also required for designated Subcontractor personnel to ensure that the sample management and the performance assessment programs are getting proper and timely inputs. Training will be provided by Kaiser-Hill ASD computer support personnel.

**2.13. Information Release**

The Subcontractor may not release any information, results, procedures, data or similar matters to a third party without prior written approval of Kaiser-Hill. "Third party" implies an entity other than the PM, CTR, and other ASD managers, as well as certain pre-identified Kaiser-Hill or DOE personnel or programs. When in doubt, the Subcontractor shall obtain clarification from Kaiser-Hill.

2.14. **Audits**

The Subcontractor shall participate in the Environmental Management Consolidated Audit Program (EMCAP) for technical and performance audits of onsite and offsite laboratories at Kaiser-Hill’s request. In addition, the Subcontractor shall participate in audits of other analytical service vendors.

2.15. **Key Positions and Requirements**

The organization of the Subcontractor must be clearly structured with well-defined responsibilities for each individual in the management system. This system shall ensure that sufficient resources are maintained to perform the requirements of this SOW. Specifically, all key positions listed below shall be assigned to individuals.

Unless otherwise noted, the following technically relevant experience may be substituted for educational requirements, such that:

- A Bachelors degree equals:
  - An Associates degree and four years of relevant experience; or
  - A High School diploma and eight years of relevant experience.

The Subcontractor shall provide résumés for personnel holding key positions in the proposal. Résumés shall include position description, title, education (pertinent to the duties performed for this SOW), number of years of experience (pertinent to the duties performed for this SOW), month and year hired, previous experience, and publications. Changes in the key positions may be made only with Kaiser-Hill’s written approval.

2.15.1. ***Project Lead or Subject Matter Expert***

Responsibility:	A Project Lead or Subject Matter Expert is the primary liaison between Kaiser-Hill PMs and the rest of the SM team. The Project Lead is a Subject Matter Expert in areas dealing with sampling, analysis, safety, security, QA, and training pertaining to chemical, biota, microbiology, industrial hygiene, radiochemical, and geotechnical analyses. The required Subject Matters are listed in Table 1. Several Project Leads or Subject Matter Experts may be necessary to fulfill the requirements of this SOW.
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Academic Training:	A Bachelors degree or equivalent in an applicable science discipline.
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Experience:	A minimum of four years of experience in the Subject Matters.
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**3. REPORTING, DELIVERABLES, AND MEETINGS**

The Subcontractor shall be directly responsible for certain activities and deliverables, while it shall have a support responsibility for other activities. The proper design and implementation of sampling and analysis plans and requests, AST information accuracy, and the receipt and review of analytical data constitute the most significant portion of the deliverables for this Subcontract.

3.1. **Primary Responsibilities**

The Subcontractor shall have the primary responsibility for scheduling sampling and analysis, initial AST input, project consultation, initial data review, data discrepancy and Nonconformance Notification (NCN) resolution, and reporting requirements.

3.2. **Support Responsibilities**

The Subcontractor, in its support role to ASD, shall be responsible for tracking the turnaround times and deliverables and shall take appropriate action to ensure compliance. In addition, the Subcontractor shall submit audit checklists and reports as required by the EMCAP program. The Subcontractor shall also assist in the writing of technical specifications for analytical contracts.

The Subcontractor shall attend scheduled meetings with the appropriate Kaiser-Hill representatives and shall submit weekly status reports. The minimum suggested content of the status report is provided in **Table 4**. The Subcontractor may discuss matters related to other Subcontractors' performance and any potential impact on the Site work in the status report.

**TABLE 4. SCHEDULE FOR SUBCONTRACTOR REPORTING, DELIVERABLES, AND MEETINGS**

Item	Schedule	Recipient
Examined Analytical Results	Routine: Within 24 hours after receipt from laboratory Priority: Within 4 hours after receipt from laboratory Rush: Within 1 hour after receipt from laboratory	PM
Examined Data Package	Within 3 days after receipt from laboratory	Records Management Subcontractor
Training Records	Provided within 30 days of subcontract award Provided within 14 days of a procedural change Provided within 7 days of request from CTR	CTR
Program Organizational chart/diagram and résumé of personnel holding key positions	Included in the proposal Available during audits and within 7 days upon request Within 14 days upon change in key position	CTR
Completed audit checklists and audit reports	As required by EMCAP program	EMCAP Lead Auditor
Emergency Response Call list	Initially and then immediately upon change	CTR
Meetings	Weekly and others as scheduled	Appropriate Kaiser-Hill Representatives
Status Reports	Weekly	CTR, Appropriate Kaiser-Hill Representatives

**TABLE 5. CONTENT OF STATUS REPORT**

Weekly Status Reports	<ul style="list-style-type: none"> <li>• Activities performed during the previous week by technical support individual (PM contacts, number of samples, number of analyses, etc.)</li> <li>• Significant Accomplishments</li> <li>• Audits participation</li> <li>• Special consultation services performed (those not included in the unit price)</li> <li>• Problems encountered (notification of accidental damage, theft, or malicious mischief of samples, results or other materials and equipment; notification of problems or conditions that affect timeliness of the deliverable, etc.)</li> <li>• List of NCNs (nonconformance notifications) issued and resolved</li> <li>• Past problem resolutions</li> <li>• Record of document shipments to PMs and to archive</li> <li>• Record of other deliverables (type of deliverable, schedules met, not met, etc.)</li> <li>• Training, certification, and SOP updates</li> <li>• Personnel changes</li> <li>• Health &amp; Safety and health physics issues (accidents and incidents)</li> </ul>
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**4. PERFORMANCE CRITERIA**

It is the Subcontractor’s responsibility to ensure that its personnel are performing proactively and in concert with the RFETS mission. On a quarterly basis, the CTR will monitor the following areas of performance:

- Feedback from PMs on sample planning, scheduling, and expert consultation;
- Sampling, screening, and shipping coordination;
- Sample data package examination and limited data quality assessment;
- Timeliness of the status reports;
- Participation in the meetings;
- Audit participation
- NCN resolutions;
- SOW maintenance and development;
- Value-added initiatives.

Other performance areas may also be monitored.

## **APPENDIX: GLOSSARIES OF TERMS AND ACRONYMS**

The glossaries of terms and acronyms in this Appendix ensure the proper understanding of language used in this SOW.

### **GLOSSARY OF TERMS**

**CONTRACTOR TECHNICAL REPRESENTATIVE (CTR):** Person responsible for providing technical oversight of the subcontract.

**DATA EXAMINATION:** In brief, data examination pertains to checking data completeness, format consistency, and obvious data quality problems noted in the case narrative, and the Data Review Checklist provided by the laboratory for each Sample Data Package.

**LINE ITEM CODE:** This code, included on the COC or other documentation received with samples, designates the analyte prescription.

**MIXED WASTE:** Waste containing both radioactive and hazardous components as defined by the Atomic Energy Act and the Resource Conservation Recovery Act respectively.

**PROTOCOL:** A compilation of the procedure to be followed with respect to sample receipt and handling, analytical methods, data reporting and deliverables, and document control. Used synonymously with the Statement of Work (SOW).

**QC SAMPLE:** For a batch of samples for radiochemical analysis, these are the Preparation Blank, the Duplicate Sample and the Laboratory Control Sample. For other analysis methods, QC samples typically include the following when required by the PSA Modules: preparation blanks, laboratory duplicate samples, spiked samples, spiked duplicates, and laboratory control samples.

**REPORT IDENTIFICATION NUMBER (RIN):** A grouping of samples identified by the CTR to be included in a single sample data package for a given PSA Module. An RIN may be comprised of more than one analytical batch, in which case, each analytical batch shall have a unique identifier that associates client and QC samples within the batch. Conversely, if two or more RINs are combined into one analytical batch, each RIN data package must contain all required QC results. RINs are formatted as YY\*NNNN, where YY is the 2-digit designator for the Federal fiscal year in which the sample was assigned, \* is the letter P, J, or L, and NNNN designates a four-digit number.

**SITE:** The Rocky Flats Environmental Technology Site.

**STATEMENT OF WORK (SOW):** As used herein, the sample management module (AS07-A).

**TURNAROUND TIME:** A performance measure used to assess Subcontractor compliance with delivery schedules. The elapsed time from the date a sample is received at the sample receipt station to the date the laboratory receives the sample for analysis (VTSR).

## **GLOSSARY OF ACRONYMS**

ANSI	American National Standards Institute
ASD	Analytical Services Division
ASME	American Society of Mechanical Engineers
ASQC	American Society for Quality Control
AST	Analytical Services Toolkit
ASTM	American Society for Testing and Materials
BSRC	Bioassay Sample Receipt Card
CD	Compact Disk
CFR	Code of Federal Regulations
CLP	Contract Laboratory Program
COC	Chain of Custody
CTR	Contractor Technical Representative
DOE	Department of Energy
EDD	Electronic Data Deliverable
EPA	US Environmental Protection Agency
FAX	Facsimile
FOCI	Foreign Ownership, Control, or Influence
GFE	Government-Furnished Equipment
H&S	Health and Safety
IH	Industrial Hygiene
ISO	International Organization for Standardization
LIC	Line Item Code
MDL	Method Detection Limit
NAD	Nuclear Accident Dosimetry
NCN	Nonconformance Notification
PE	Performance Evaluation
PM	Project Manager
QA	Quality Assurance
QC	Quality Control
RFETS, Site	Rocky Flats Environmental Technology Site
RFP	Request for Proposal
RIN	Report Identification Number
Site, RFETS	Rocky Flats Environmental Technology Site
SOW	Statement of Work