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A MORE EFFICIENT AND EFFECTIVE GOVERNMENT: THE NATIONAL TECHNICAL INFORMATION SERVICE

HEARING

BEFORE THE

SUBCOMMITTEE ON FINANCIAL AND CONTRACTING OVERSIGHT

OF THE

COMMITTEE ON HOMELAND SECURITY AND GOVERNMENTAL AFFAIRS UNITED STATES SENATE

ONE HUNDRED THIRTEENTH CONGRESS

SECOND SESSION

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WEDNESDAY, JULY 23, 2014

U.S. SENATE,
SUBCOMMITTEE ON FINANCIAL AND CONTRACTING OVERSIGHT
OF THE COMMITTEE ON HOMELAND SECURITY
AND GOVERNMENTAL AFFAIRS,
Washington, DC.

The Subcommittee met, pursuant to notice, at 2:29 p.m., in room SD–342, Dirksen Senate Office Building, Hon. Claire McCaskill, Chairman of the Subcommittee, presiding.

Present: Senators McCaskill, Carper, and Coburn.

OPENING STATEMENT OF SENATOR MCCASKILL

Senator MCCASKILL. This hearing will come to order.

We are here today to examine a little-known government agency, the National Technical Information Service (NTIS). Like many government agencies, NTIS began with very good intentions. During World War II, President Harry Truman created NTIS to distribute captured enemy scientific and engineering documents to American industry. In 1950, Congress authorized NTIS to collect our government's scientific, technical, and engineering reports and disseminate it to industry and to the public.

From the beginning, Congress intended that the cost of this service be borne by its users rather than the taxpayers, and so NTIS covered its costs by selling these reports to the public. Having a permanent, publicly accessible library of the government's scientific research is a sensible idea and one that has proven useful to historians, scientists, and researchers since NTIS was created.

Today, however, someone seeking a government report usually does not have to go to a clearinghouse or even a library to get it. They go to the Internet. Government agencies now make many of their most recent technical reports available on their own websites and they offer them free of charge. For example, an engineer could find a report called "Modular Electronics for Flash Memory Production" online by just entering the title into a search engine, and she could download it for free. But, if she wants the same report from NTIS, she will have to pay $30, even for an online copy.

For reasons that we will explore further today, NTIS has also been trying to profit by selling documents that have little, if anything, to do with scientific or technical information, like the "Armed Forces Recipe Book," and even my colleague, Dr. Coburn's,

"Waste Book," which actually includes NTIS as a prime example of wasteful government. Both of these documents are, of course, available for free online and easy to find with a quick search.

I understand that the Government Accountability Office (GAO), who will testify at today's hearing, has recently asked NTIS to stop charging for GAO reports and just provide the link to GAO's website. I would like to make part of the record today a letter from Gene Dodaro,[1] the Comptroller General of the United States, dated July 18, 2014, specifically directing the Secretary of Commerce to provide a link to GAO and to cease and desist from selling GAO reports on their website.

The questions these examples raise, of course, are why would anyone buy publications from NTIS when they are available for free elsewhere on the Internet. Partly for this reason, NTIS's own parent, the Department of Commerce, attempted to dismantle NTIS during the Clinton Administration.

Not surprisingly, NTIS has lost money consistently over the last decade on its repository. In order to remain financially afloat, the agency began offering services to other government agencies, including web hosting, e-training courses, and database management, for a price. NTIS does this by using a particular provision of its authorizing statute, which allows the agency to enter into joint ventures to conduct its business.

How this works is that a Federal agency who wants to obtain web hosting services, for example, will enter into an interagency agreement with NTIS to provide that service. Meanwhile, NTIS enters a joint venture with a private company that actually provides the service to the agency. NTIS collects a fee from the other agency for providing these services and all parties get to avoid the scrutiny and regulations that apply to most other Federal contracts.

I have questions about how and why NTIS is providing these services. First, Congress established NTIS to serve as a permanent repository of information, not to duplicate the functions of the General Services Administration (GSA) or to serve as a contractor or pass-through entity for other government agencies.

Second, it appears that the other government agencies are using NTIS's services not because it is offering a better value than the GSA schedules or another competitively awarded contract, but because it allows those agencies to avoid complying with the requirements of the Federal Acquisition Regulations (FAR).

I recognize that NTIS does serve an important function as a repository and a catalog. There are many reports NTIS holds that are not available elsewhere. The Internet is not an archive, and search engines can only search for what is currently on the Web. And, if a government agency removes a report from its website or runs out of space on its servers, that research could be more difficult to find without NTIS.

Our country's most prestigious research universities have said that the collection and catalog is valuable. In fact, they would be willing to pay in order to maintain its existence.

But, we have to make sure these reports are archived and made available to the public in the most effective and efficient way pos-

[1] The letter referenced by Senator McCaskill appears in the Appendix on page 50.

sible. If there are core services, like collecting, archiving, and disseminating government information that only the government can do, then we may need the government to continue to perform that service. But, it is not clear to me whether the service needs to be performed by a separate agency in the Department of Commerce rather than the Library of Congress (LOC), the Government Printing Office (GPO), or some combination of the two.

If there is a legitimate need for these services, let us consider paying for it directly and more efficiently rather than using gimmicks, like selling web hosting or document management to hide the real cost of providing those services.

There are important questions to discuss about NTIS and its future, but they represent even more important questions about our government. Can we, as a Congress, come together and cut bureaucracy when it is obsolete and duplicative?

I am hopeful, because Dr. Coburn and I have come together—and he is a champion on this topic, relentless, like a dog with his bone—we have come together to cosponsor bipartisan legislation, the Let Me Google That for You Act, which would begin to address some of these problems at NTIS. I know Dr. Coburn, like me, has hard questions about why we need an NTIS authorized in 1950 in a 2014 world.

I thank the witnesses for being here and I look forward to their testimony. Dr. Coburn.

OPENING STATEMENT OF SENATOR COBURN

Senator COBURN. Well, first of all, I do not think I could have said it any better than you did. I may be a dog after the bone, but at my age, I am starting to forget where I left the bone. [Laughter.]

So, I look forward to the witnesses' testimony and being able to ask questions. Thank you.

Senator MCCASKILL. Thank you.

And, we are honored to have our Chairman here today. This is special. Thank you, Senator Carper, for stopping by. Would you like to make any comments for the record before we begin the testimony?

OPENING STATEMENT OF CHAIRMAN CARPER

Chairman CARPER. I love bipartisan cooperation, and I love it when two of the most thoughtful Members of our Committee collaborate, and I am happy to be here to witness this and thank you for inviting me.

Senator MCCASKILL. Thank you.

We will begin with you. Let me introduce the witnesses.

Valerie Melvin is Director of Information Management and Technology Resource Issues within GAO's Information Technology (IT) Team, where she is responsible for work examining IT issues across the Federal Government. Ms. Melvin has directed reviews of Federal IT management modernization programs at various agencies, including the Departments of Veterans Affairs (VA), Defense (DOD), Health and Human Services (HHS), Labor (DOL), as well as the Social Security Administration (SSA) and the Office of Personnel Management (OPM).

Mr. Bruce Borzino is the Director of the National Technical Information Service. Mr. Borzino has 31 years of government service with the United States Army, General Services Administration, and the Department of Commerce. Mr. Borzino is also a retired Army Lieutenant Colonel. Thank you for your service.

I would like to thank the witnesses for appearing before us today, and it is the custom of this Subcommittee to swear in all witnesses that appear, so if you do not mind, I would ask you to stand.

Do you swear the testimony you will give before the Subcommittee will be the truth, the whole truth, and nothing but the truth, so help you, God?

Ms. MELVIN. I do.

Mr. BORZINO. I do.

Senator MCCASKILL. Thank you both.

We will begin with you, Ms. Melvin.

TESTIMONY OF VALERIE C. MELVIN,[1] DIRECTOR, INFORMATION MANAGEMENT AND TECHNOLOGY RESOURCES ISSUES, U.S. GOVERNMENT ACCOUNTABILITY OFFICE

Ms. MELVIN. Good afternoon, Chairwoman McCaskill, Senator Coburn, and Chairman Carper. Thank you for inviting me to testify at today's hearing on the National Technical Information Service. At your request, my testimony will summarize a report that we issued in November 2012, which addressed NTIS's operations, the age of and demand trends for reports added to its repository, and the extent to which these reports are readily available from other public sources.

In this regard, our work noted that NTIS offers a variety of products and services, as you have noted. Moreover, it charges fees for these products and services and is required by law to be financially self-sustaining to the greatest extent feasible. In fulfillment of its basic statutory function, NTIS established a researchable repository of over 2.5 million scientific, technical, engineering, and business research reports, which it makes available individually as well as through subscriptions to its reports library.

However, our work highlighted the need for attention to NTIS's basic statutory role of collecting and disseminating technical reports and the fee-based model upon which it operates. In particular, we found that from fiscal year (FY) 2001 through 2011, costs for NTIS's reports and other products exceeded revenue for 10 of the 11 fiscal years and the agency was financially sustained during this period by services it offered to other Federal agencies that were less directly related to its basic statutory function.

More importantly, we estimated that about 74 percent of the reports added to NTIS's collection from fiscal year 1990 through 2011 were readily available from other public websites, and of these, we estimated that approximately 95 percent were available for free. These included reports available from the issuing organization's website, the Federal Government's official web portal, USA.gov, among other sources. Most often, these reports were readily located

[1] The prepared statement of Ms. Melvin appears in the Appendix on page 27.

at another website through the Google.com search engine that we used.

We concluded that the increasing availability of the technical reports from other public sources, and often at no cost, coupled with the decline in revenue associated with this basic statutory function called into question the viability and the appropriateness of NTIS's fee-based model for disseminating the reports that it collects.

Accordingly, we suggested that Congress consider examining the appropriateness and the viability of this model to determine whether it should be continued, given that many of the reports overlap with similar information available from the issuing organizations or other sources for free.

For its part, NTIS acknowledged that the increasing use of the Internet to disseminate information posed a challenge to its mandate as a self-financing repository. However, the Department of Commerce did not indicate whether it had any plans to propose changes to the fee-based model.

Nevertheless, Chairwoman McCaskill, the legislation that you, Senator Coburn, and others have recently introduced aimed at streamlining the collection and distribution of government information can provide an important vehicle for reassessing this model.

This concludes my oral statement. I would be pleased to respond to any question that you all may have.

Senator MCCASKILL. Mr. Borzino.

TESTIMONY OF BRUCE BORZINO,[1] DIRECTOR, NATIONAL TECHNICAL INFORMATION SERVICE, U.S. DEPARTMENT OF COMMERCE

Mr. BORZINO. Good afternoon, Chairwoman McCaskill, Chairman Carper, Dr. Coburn. Thank you for your invitation to testify today on NTIS's mission and the value it provides the Federal Government and the American public.

The NTIS's mission is twofold: One, promoting American innovation and economic growth by serving as the Federal Government's central means of collecting and widely disseminating scientific, technical, and engineering information to the public and industry; and, second, by providing innovative information management solutions to assist other Federal agencies in managing and disseminating information to their users and constituencies. This mission aligns with the mission of Commerce and the Administration's goal of promoting shared services to Federal agencies.

The National Technical Information Act of 1988 and the American Technology Preeminence Act of 1991 provide NTIS with its unique authorities to serve the public and industry, which ensures permanent public access to Federal technical reports. Since Federal agencies are not required to make these reports permanently available to the public, that permanent repository function is the responsibility of NTIS and is as critical today in the Internet age as it ever has been.

NTIS is a self-sustaining agency and it relies solely on fees from the provision of products and services, but does not receive an annual appropriation from Congress.

[1] The prepared statement of Mr. Borzino appears in the Appendix on page 40.

NTIS has amassed a collection of 2.8 million Federal publications, covering more than 350 science technical and business-related subject areas. These items are perpetually available, and approximately 30,000 new titles are added annually.

NTIS is a significant source of Federal technical and science information and associated bibliographic metadata for Worldwide Web search engines. Search engines can more easily find reports and documents that have had the underlying bibliographic metadata coding created by NTIS.

The GAO has reported that up to 45 percent of Federal technical reports in any given subject category within the NTIS collection are only findable and available from NTIS. NTIS also ensures public access to the 26 percent of the reports entered into the NTIS collection since 1990 that GAO determined were not available from any of the four public sources searched by GAO.

NTIS's joint venture authority permits NTIS and its joint venture partners to work directly with a Federal client agency to meet specific requirements of the agency. In fiscal year 2013, NTIS provided $64 million in information management services to other Federal agencies, and as a Federal Shared Service provider, completed 103 separate service projects for 39 Federal agencies and departments. My written testimony enumerates many of them. In fiscal year 2014, Federal services revenue is projected to increase to $88 million.

NTIS also performs other valuable and unique functions for Federal agencies and the public, such as distributing the Death Master File (DMF) required by insurance agencies and Federal institutions, providing distribution of sensitive Drug Enforcement Agency (DEA) controlled substance data for medical and pharmaceutical service firms, unlimited access to approximately 2.8 million technical reports for libraries, and access to one of the most comprehensive collections of federally funded science and technology documents for the American public.

As NTIS moves forward, we will continue to adopt business processes and technology needed to achieve NTIS's mission in the most effective and efficient manner, including NTIS is proactively engaged with its advisory board, academia, and industry partners to develop a business model to facilitate free U.S. public access to electronic scientific and technical reports through its library. NTIS is developing this service to allow free and open access to electronic technical reports, associated bibliographic records, other selected research services, and linkage to report data. This new program will be launched in October 2014. NTIS advises the public of free ways in which to receive a report before processing a request for a technical report.

Thank you for this opportunity today, and I am pleased to answer any questions that you may have.

Senator MCCASKILL. Thank you, Mr. Borzino.

Mr. BORZINO. Yes, ma'am.

Senator MCCASKILL. I want to start with, on your website, there is now a banner that says you might be able to get the reports that you are going to get here for free other places. When did that banner go up?

Mr. BORZINO. That banner went up last week, ma'am.

Senator MCCASKILL. After this hearing was announced?

Mr. BORZINO. Yes. It went up after this hearing was announced. However, it is part of our program that we have been working on the past 15 months in order to announce the public access National Technical Reports Library (NTRL).

Senator MCCASKILL. Why is it so small, and why is there not a large box before you pay to say, have you checked to make sure you cannot get this for free?

Mr. BORZINO. It is there on our public front page. It is there on our search pages when you go search. And, it is there before you go pay.

Senator MCCASKILL. Well, I look on the pages, for example, on your "Shipping and Fulfillment Services" page. The movie about how you can buy these services is much larger than the advising that you can get this stuff for free. I mean, let me give you one example.

You have the Wage Determination Online. You guys host the wagedeterminationsonline.gov site for the Department of Labor.

Mr. BORZINO. That is correct.

Senator MCCASKILL. This site provides Federal contracting officers with appropriate Service Contract Act and Davis-Bacon wage determinations. You are aware the Department of Labor offers that information for free?

Mr. BORZINO. They provide it to us to offer to the public.

Senator MCCASKILL. That you can get it for free directly from them.

Mr. BORZINO. I am aware of that, yes. However——

Senator MCCASKILL. And you charge $4,000 for a single user subscription for that information.

Mr. BORZINO. That, I am not sure, ma'am.

Senator MCCASKILL. Well, you should be.

Let me ask, your staff does manual Internet searches for agency websites to find reports to download?

Mr. BORZINO. I would like to go back to that previous question.

Senator MCCASKILL. Mm-hmm.

Mr. BORZINO. We do the WDOL as a service for the GSA's Integrated Acquisition Environment. I am not aware that we charge any fees associated with that program.

Senator MCCASKILL. To get a single user subscription to the database, our research shows that you charge $4,000.

Mr. BORZINO. That, I am not aware of, ma'am.

Senator MCCASKILL. OK. The Government Printing Office disseminates Congressional and agency papers to the Nation's Depository Libraries. The Government Printing Office considers your agency to be the largest source of, quote, "fugitive reports," end of quote, meaning reports that they never receive and, thus, cannot distribute. Why can we not combine your depository function with the Government Printing Office depository function?

Mr. BORZINO. Well, we do provide reports to the Government Printing Office, so I am surprised that they would make that claim that we do not provide them. We provide them to the Library of Congress——

Senator MCCASKILL. Why do you both——

Mr. BORZINO [continuing]. We provide them to——

Senator MCCASKILL. Why do all of you need to exist? Why can we not have one repository? Why do we need three, with the chance that something gets missed one place or the other? Why do we not just do it one place? Would that not make more sense? If you were in business, would you not say it should be in one place?

Mr. BORZINO. We should do it in one place, and we do. We do it at NTIS and that is the mission that the Congress has been granting NTIS, and it has been doing that since 1950. And, we provide the permanent accessibility. We provide associated metadata with all the records so that they can be filed and searchable by our public search engines through the Internet today. We provide the most comprehensive centralized collection which is available. We provide all these services, and that is why the American public comes to us.

Senator MCCASKILL. Well, I do not think they would come to you if they realized how many times you are charging them for things they can get for free. I think it is completely inappropriate that we are having a government agency provide the public with free information in one place, and then the government is trying to charge someone in another place for the exact same information. These are taxpayers. They own the government. We do not own the government. They own the government. And, the notion that depending on where you are lucky enough to click is going to decide whether or not you pay for something is wrong. It is just flat wrong——

Mr. BORZINO. And that is why we——

Senator MCCASKILL [continuing]. And we have to stop it.

Mr. BORZINO. And that is why, ma'am, we are implementing the public access NTRL program, which——

Senator MCCASKILL. Why can you not put up there tomorrow, "You can probably get this for free"? "Chances are 50–50 you can get this for free."

Mr. BORZINO. It is on the Internet.

Senator MCCASKILL. Very clear.

Mr. BORZINO. We will go back, ma'am, and take a look at it. I will guarantee you that it will be much larger by the end of this week——

Senator MCCASKILL. Are your reports going to be free beginning in October?

Mr. BORZINO. The reports that we have, electronic reports and the associated metadata with all 2.8 million records within our collection will be available free to the public with a simple registration——

Senator MCCASKILL. Why can you not make it free tomorrow?

Mr. BORZINO. Because we have to put in place the infrastructure to be able to do that.

Senator MCCASKILL. Well, it is pretty simple. All you have to do is just link over to the website where it is located.

Mr. BORZINO. That is very difficult to do. We tried to do that 10 years ago by having persistent URLs that attempted to link to all these documents that were available, just like USA.gov and other—science.gov and other agencies have attempted to do that. However, every time an agency takes a report down, moves it, we lose that URL link. It was very upsetting—it was very demanding for us to do that. It was very upsetting to customers when they came on the

site. And, there was no effective automated way to do it at that time.

Senator MCCASKILL. They are customers, sir, but they are taxpayers. So, I think, looking at them as customers is part of the problem here. They are taxpayers. They are entitled to the government's information for free.

Mr. BORZINO. I look at them as taxpayers, ma'am. I am a taxpayer and I understand that.

Senator MCCASKILL. OK.

Mr. BORZINO. I would say——

Senator MCCASKILL. You are a part of the Department of Commerce——

Mr. BORZINO. That is correct, ma'am.

Senator MCCASKILL. And, how much did you charge the Department of Commerce last year for information that you hold?

Mr. BORZINO. I do not know how—if we charged the Department of Commerce for information that we hold or that we charged the Department of Commerce for services. I believe last year that we charged—or we provide services to the Department of Commerce for about $2.6 million.

Senator MCCASKILL. Well, here is what we believe, and I need you to correct the record if our—it has been difficult for us—it is not transparent whether you are a middle man, whether you are just hooking people up with private contractors and just charging a middleman fee. That is what it looks like.

Mr. BORZINO. I will be happy, ma'am, and we are here today——

Senator MCCASKILL. Our records show——

Mr. BORZINO [continuing]. To discuss it, and we will be happy to come to you——

Senator MCCASKILL. OK.

Mr. BORZINO [continuing]. And with your staff Committees or to show a full accounting of NTIS and how we operate.

Senator MCCASKILL. I have a document here that indicates that in 2013, you charged the Commerce Department $288,000 for access to your Technical Reports Library.

[Pause.]

Do you think that is what Congress intended when they wanted you to be self-sufficient, that you would charge the agency where you are located $300,000 a year to access the information that you hold?

Mr. BORZINO. Ma'am, I believe that is not true. We will have to come back with you. I do not believe we do not charge the Department of Commerce access to NTRL.

Senator MCCASKILL. Well, it is circled, Technical Reports Library, and under it, it says Department of Commerce, $288,000. And, this is your document.

Mr. BORZINO. Then the document—I believe the document is in error, but we will go back and certainly check.

Senator MCCASKILL. OK. Doctor—we got the document from you.

Mr. BORZINO. I am not disputing that, ma'am.

Senator MCCASKILL. OK. Dr. Coburn.

Senator COBURN. Well, thank you for coming and testifying. I have a lot of questions.

First, for Ms. Melvin, how long has GAO been reporting on this?

Ms. MELVIN. Our earliest report was in 2000.

Senator COBURN. OK. So, 14 years.

Ms. MELVIN. Yes. We reported again in 2001 and then in 2012.

Senator COBURN. OK. Thank you. And, Mr. Borzino, what percentage and how many of your 2.4 million reports have never been requested?

Mr. BORZINO. I do not have that information, Senator. We will have to get back with you.

Senator COBURN. OK. Ms. Melvin, have you all ever charged for your reports?

Ms. MELVIN. Our reports are available online for free, the electronic versions.

Senator COBURN. Yes.

Ms. MELVIN. There are instances where we have reports that we do deliver and we charge the normal cost of recovery in terms of shipping and handling and printing, but not for any——

Senator COBURN. But, all your reports are available online?

Ms. MELVIN. Yes.

Senator COBURN. All right. You cannot think of a good reason, since your reports are all online, why NTIS would charge for your reports, can you?

Ms. MELVIN. No. We do have a concern about them charging for reports. We do not believe that the Federal Government, and NTIS in particular, should be charging for the reports that can be obtained online for free.

Senator COBURN. Yes. One of the things I have tried to do with Senator McCaskill is to eliminate duplication. What I am struck by as I read the Financial Performance 2009 through 2013, is how much of the services revenue has grown outside of the actual charge for this agency. We are now up through June 30 of this year to almost 85 percent of the revenue is outside of the original charge. It is in services.

The interesting thing—and I think this should be put in the record. It comes from NTIS and I would ask unanimous consent to put it in the record.

Senator MCCASKILL. Without objection.

Senator COBURN. This chart shows what they have done since 2009 to June 30 of 2014. Here is the point I would make, is the vast majority of the revenue comes from things that are outside their charge, which means—government programs never die. They just morph into something else. But, their services revenue in 2009 was $14 million. Through 9 months of this year, it is $71 million.

But, the interesting thing to me is their costs in 2009 were $27 million and through 9 months of this year they are $78 million. So, their costs have gone up. They have tripled in the last 5 years. And, most of that cost, I assume, is associated with the services, not with being a repository for the Federal Government.

So, the question really comes is—and you are not making significant more amounts of money than you have over past years. In other words, your goal is not to make money. Your goal is to cover your revenue, I would presume—cover your costs. How do you explain that? How do you explain all this additional services business that you have gotten into that is obviously offered by other people? How is it that you have done that?

Mr. BORZINO. First of all, Senator, we are authorized to provide these services. We are an Office of Personnel Management (OPM) Shared Service Provider for e-learning and for knowledge management, in one area——

Senator COBURN. Is there nobody in the private sector that does any of this other stuff that you offer?

Mr. BORZINO. We partner with over 50 private sector companies.

Senator COBURN. That was not the question I asked you. Is there not anybody in the private sector that has the capability to do what you do?

Mr. BORZINO. In some of these areas, there is—no, there are not——

Senator COBURN. In some, they are not. But, in the vast majority, there is a private sector business that you are actually competing with.

Mr. BORZINO. No. We are not competing with the private sector. We are complementing the private sector. We are not competing with them——

Senator COBURN. Well, you are generating $78 million worth of revenue——

Mr. BORZINO. And, out of that—well, let us take last year's revenue. Senator, of the $75 million that we had, approximately $50 million of that revenue went back to Joint Service Partners and to contractors supporting us. Fifty-million dollars' worth of that revenue, approximately, was returned to the American economy because we had those hundred-and-three or nine projects that we performed last year for other Federal agencies.

We provide services to other Federal agencies. We are not a GSA or a—what, when I was in industry, we called a body shop. We just do not provide contracts to them. We bring together the parties, both on the Federal side and also from the private sector, in order to provide a cost-effective solution to meet the needs of the Federal agency. If we were not providing that cost-effective solution—the years that you talked about are sequestration years. They are years when discretionary funds are very tight in all Federal agencies. But, yet——

Senator COBURN. Two-thousand-nine was——

Mr. BORZINO [continuing]. Or, yes, we are providers.

Senator COBURN. Two-thousand-nine was not a sequestration——

Mr. BORZINO. Eleven, 12, and 13, Senator, were——

Senator COBURN. Yes.

Mr. BORZINO [continuing]. And that is where our major growth is. In 2009, the major growth was because the Department of Education had a distribution program for its Federal Student Aid products, and they decided after 9 years that they were paying a private contractor too much. They opened it up for competition. We applied. They selected us to do that service. From that the time we began that service in fiscal year 2010 to today, we have lowered the annual cost for that program more than 40 percent, or $4 million per year as of today.

Senator COBURN. OK. On the——

Mr. BORZINO. Now, these services that you are talking about, and also Madam Chair, were clear services that are recognized and au-

thorized by the National Technical Information Act of 1988 and the American Preeminence Act of 1999. We do not do anything that is not authorized by or within our programmatic and statutory authorities. They are all involved in providing information management support to other agencies.

We have two levels of legal review. Even after I make the ultimate decision that we might go in and do a project, it goes to NIST and their legal department looks at it from a programmatic review perspective. It then goes to the Department, to the General Law Division, and they look at it from the statutory review perspective. And, if they come back and say it is not within our statute, then the work does not get done.

Senator COBURN. All right. So, I have some other questions——

Mr. BORZINO. And I would just like to clarify——

Senator COBURN. Let me ask my questions, because I have limited time. What percentage of the 30,000 add-ons in this last year are available on the Web?

Mr. BORZINO. The 30,000——

Senator COBURN. You testified just earlier that you added 30,000 pieces of unique information this past year. That was in your testimony. And, my question to you, of the 30,000 additions, how many of them are available on the Web?

Mr. BORZINO. That, I do not, Senator, because they may be all available because they are probably mostly electronic today.

Senator COBURN. OK.

Mr. BORZINO. Now, they may not come from this fiscal year. They probably came from previous fiscal years. But, yes, I would grant that they are probably all available on the Web and that is why we are moving to the public access NTRL program.

Senator COBURN. So, that raises my next question. Why in the world are you all—if you are good at what you do, why are you 10 years behind everybody else in this country of moving stuff to the Web? You have this big plan that you are going to introduce, you are going to put on, you are going to develop. Why was it not developed 10 years ago?

Mr. BORZINO. Because we did not have the resources to do it 10 years ago because we had to put in place—we had to go from our—in 2007, 2008, 2009, where we lost terrible amounts of money because we were a printing-based and paper-based and microfiche distributor to get to the point today where we are able to have this online capability of doing it, like through the National Technical Reports Library in 2009, our Federal Depository Services.

And, if I can go back to an earlier statement, the reason why we—the past couple years, we do not have a lot of profit that shows is because in the past 2 years, we have made almost a $4 million investment in our infrastructure. So, last year, we put $1.7 million into the infrastructure. This year, we put $1.3 million in the infrastructure, and that has taken the profit down, which in, I believe, fiscal year 2012 and 2013 was about $2 to $3 million each year, down to where we are this year.

That is the investment we are making in order to continue to provide the mission that you have provided to us, a mission of which we—yes, we agree, we cannot cover the cost to do the repository mission, yet NTIS still goes ahead and does the mission, and

we also provide very good Federal services that are desperately needed and desired by these other Federal agencies, not skirting contract or procurement law, because we do hundreds of contracts a year.

Senator COBURN. I will come back for a second round.

Mr. BORZINO. Ma'am, could I clear up——

Senator MCCASKILL. Sure.

Mr. BORZINO. We have an answer to your question.

Senator MCCASKILL. Absolutely.

Mr. BORZINO. That is called the Iraqi Science and Technology Information Repository, which is a joint program between the Department of State, the Department of Commerce, and NTIS as the partner, along with a private partner in Tennessee. The purpose of that program was to provide the Iraqi government a repository service that they could use to have their central repository, which they do not have currently, within the Ministry of Science and Technology. That is what the $288,000 of charges were for. So, it was that service project, of which I just received an announcement this morning. Next week at, I believe, at the Iraqi Embassy, it is going to be unveiled, if you will.

Senator MCCASKILL. OK. Let us get back to a couple of questions.

On the NTIS website, you advertise a bunch of services, from shipping and fulfillment to government web and system hosting. For example, some of the language on your web team is, "We can create your order processing website or link to your existing site to provide your clients with the ability to order your publications and outreach materials online." Now, is this being directed to government?

Mr. BORZINO. Well, we provide a number of agencies, out of our——

Senator MCCASKILL. No. When you say——

Mr. BORZINO [continuing]. Of services——

Senator MCCASKILL [continuing]. "Provide your clients," are you saying you are advertising to government agencies that you will do this for them. You are not advertising to the private sector.

Mr. BORZINO. That page is, yes, where the service pages are is for the Federal agencies to know about how the services that we can provide for them. That is correct.

Senator MCCASKILL. OK. So, the services that government provides, it is weird to call taxpayers "clients." That implies a paying relationship. "We can create your order processing website or link to your existing site to provide your clients the ability to order your publications and outreach materials online. Plus, our customer service team supports your customers' calls and inquiries on the phone or via e-mail," which is just pure answering the phone for government agencies.

Mr. BORZINO. No, it is not, ma'am. Well, first of all——

Senator MCCASKILL. Well, wait——

Mr. BORZINO [continuing]. That is——

Senator MCCASKILL [continuing]. Plus, let me read it again. This is what your website says. "Plus, our customer service team supports your customers' calls"—those are taxpayers calling into the

government—"and inquiries on the phone or via e-mail." So, it appears you are selling customer service to other agencies, correct?

Mr. BORZINO. No. The customer service that we provide, if we provide it—first of all, we do have a Customer Service Center and that is to support NTIS and the repository functions.

Senator MCCASKILL. Right.

Mr. BORZINO. Let us take an example of what—first of all, that is a poor choice of words, and I agree. It should be American taxpayers. It should be something. But, it should not say "client." You are absolutely right there.

Let us take the Education Department. The Education Department is a distribution program that we do for the Federal Student Aid Program for them and for all their distribution across their 28 offices. We provide that entire service to them from the point of the matter of putting up the website, which is branded for the Department of Education, to the point that the public comes in and orders it. If the public wants to discuss a publication, they call an NTIS Call Center, which is located in the facility that provides the service, our warehouse in Brandywine, Maryland, and we then take the order. We provide the entire service for the Department of Education.

Senator MCCASKILL. OK. That is the point I wanted to make. So, how much of these services that you are providing—like shipping and fulfillment and distribution—how much of that are you providing and how much are you the go-between with a private contractor?

Mr. BORZINO. The services, I would have to get back to you in each case. But, for example——

Senator MCCASKILL. I need a ballpark percentage——

Mr. BORZINO [continuing]. In the distribution——

Senator MCCASKILL [continuing]. You have to know what percentage. You will bring in $75 million in a year on this type of stuff. Of that $75 million you brought in last year, how much of that is a fee you are getting for connecting a government agency with a private contractor?

Mr. BORZINO. No. We do not connect them, ma'am. We are the program managers. We provide—for example, the distribution program that I talked about for Education, pretty much all the distribution programs that we have in the list there—Department of Education, PBGC, the other information I gave when I briefed your staff—that is all done by NTIS with contractor support as part of NTIS.

Senator MCCASKILL. OK. Well, that is what I am trying to get at——

Mr. BORZINO. There is no——

Senator MCCASKILL. I want to get at the contractor support.

Mr. BORZINO. There is no partnership——

Senator MCCASKILL. Here is what I cannot figure out. I mean, I am sorry I sound so impatient, but I spend a lot of time on Federal Acquisition Regulations. Dr. Coburn and I have worked on a lot of hearings where there are not very many people in the audience talking about Federal Acquisition Regulations and what is good about them and what is bad about them and reforming them.

GSA offers most of the services that you offer, agreed?

Mr. BORZINO. GSA offers contracting services, of which, when I was in the private sector, I used.

Senator MCCASKILL. Right.

Mr. BORZINO. They do not offer the services that we talk about——

Senator MCCASKILL. We cannot find any IT services you offer that GSA does not offer. They offer web hosting. They offer fulfillment. They offer all of those things. What IT services are you providing that——

Mr. BORZINO. They only provide the contract vehicle, ma'am——

Senator MCCASKILL. OK——

Mr. BORZINO [continuing]. To get to a contractor, a vendor who can provide those services.

Senator MCCASKILL. OK.

Mr. BORZINO. We provide a partnership with the agency. That is the unique thing. It is a Joint Service Partnership. That is what the law says. It says, we provide this partnership. We provide this Joint Venture Partnership. We provide these unique solutions. We go to the Department of Agriculture (USDA) right now and they wanted a system, a talent management and knowledge management system that they could put across all 28 or 29 bureaus. They had a vendor-provided system, but it was just a learning management system. It did not meet the needs for what they want.

Now, if you wanted to do that through GSA, you would have to scope out this whole program. You would have to have all your requirements definitized.

Senator MCCASKILL. Yes.

Mr. BORZINO. Under the partnership program that we have, we work with the partner to best find the solution. It is more flexible——

Senator MCCASKILL. And, you are more expensive than GSA.

Mr. BORZINO. No, we are not, because——

Senator MCCASKILL. Yes, you are.

Mr. BORZINO. No, we only charge for the services that we provide. GSA provides—yes, we charge a fee on our labor that you are probably referring to that is 10 percent. That is the only fee we charge. GSA provides a fee, depending on the contract size, I believe, or at least when I used them 10 years ago, between 2 to 4 percent, and all they do is provide you that contracting service. We provide you the program management. We are in the game.

Senator MCCASKILL. OK. But, you do not have to go through FAR.

Mr. BORZINO. We follow the legal—we follow the joint venture—we follow all statutes and law within the U.S. Government. When we contract, we follow the FAR.

Senator MCCASKILL. You are setting up your own——

Mr. BORZINO. Now——

Senator MCCASKILL. You are setting up your own contracting vehicle outside of the Federal Acquisition Regulations, yes or no?

Mr. BORZINO. No. It is not a contracting vehicle, ma'am. It is a Joint Venture Partnership.

Senator MCCASKILL. OK. You——

Mr. BORZINO. It is authorized underneath both——

Senator MCCASKILL. You are managing a contract that the services are being provided by a private vendor.

Mr. BORZINO. We are managing a program, a joint venture. It is a public-private partnership——

Senator MCCASKILL. What percentage of the labor—of the $75 million that you got in revenue last year, the labor that was provided, the services that were provided for that $75 million, what percentage of those services did you, in fact, perform? How many employees do you have?

Mr. BORZINO. We have 101 employees currently, ma'am.

Senator MCCASKILL. OK. You cannot sit there and tell me that 101 people are providing all of these services on shipping and fulfillment and answering the phone and providing documents. You, in fact, are connecting Federal agencies with private vendors and not using the FAR.

Mr. BORZINO. That is what GSA does, ma'am. What we do is we provide the detailed program management and support if that is all we are doing in that particular program. In many of those programs, we provide much more than that, including the web hosting, the other services that we have within our capabilities. That is the greatness, if you will, the advantage of using this public partner capability that we were granted by Congress. And——

Senator MCCASKILL. OK. Well, we——

Mr. BORZINO [continuing]. In 1989, when we were granted that, we put it in the Public Register on how we were going to do it, and we follow it to this day.

Senator MCCASKILL. I think I have common sense, and I think I understand what is going on here, and if it is as opaque as it appears to be, that just means we need to do more work. I need to see all these service contracts. I need to understand the scope of what you are performing and I need to figure out how 101 people can do it, because it looks like this is a work-around the FAR, plain and simple and that agencies are flocking to you even though 10 percent is higher than what they are getting charged at GSA because they can avoid the FAR.

Mr. BORZINO. That is 10 percent on the labor that we provide. That is the only fee that we normally charge.

Senator MCCASKILL. But, you cannot tell me what percentage of the labor you provide.

Mr. BORZINO. I have to go back and look at the individual programs that we have.

Senator MCCASKILL. Dr. Coburn.

Senator COBURN. What percentage of your total costs are labor costs?

Mr. BORZINO. Approximately, this year, about $10 million, just for Federal labor costs.

Senator COBURN. And you have how many contractors?

Mr. BORZINO. We have a correlate of about 75 contractors.

Senator COBURN. And what percentage of that is labor costs?

Mr. BORZINO. I think it is around $5 to $6 million, but I am not sure. It may be a little bit higher than that.

Senator COBURN. So, on these numbers that you have for us in 2013, less than 25 percent of your costs are labor costs, of the $64 million?

Mr. BORZINO. I would have to go back and look at that, Senator.

Senator COBURN. Well, I would like for you to answer that for the record, if you would.

Mr. BORZINO. As I mentioned, Senator, the $50 million is what I do know that came out of the cost that we distributed, so——

Senator COBURN. Of the $75 million that you are going to have this year in terms of services, what percentage of this will be paid by Federal agencies?

Mr. BORZINO. All the service revenue comes from Federal——

Senator COBURN. All right. And, what percentage of the revenue——

Mr. BORZINO. I would take that—yes, all the Federal services revenue that we define that way, yes, comes from other Federal agencies.

Senator COBURN. All your services revenue comes from Federal agencies. Is that your testimony?

Mr. BORZINO. Last year, I know the service revenue was $64 million.

Senator COBURN. That is not my question. All your service revenue comes from Federal agencies, is that true or not true?

Mr. BORZINO. I believe it is true.

Senator COBURN. OK. What percentage of your service revenues come from the Department of Education? How big is the Student Loan Program?

Mr. BORZINO. Senator, I do not have that information——

Senator COBURN. Well, you all should have——

Mr. BORZINO [continuing]. In front of me——

Senator COBURN. Somebody in your staff knows that answer.

Mr. BORZINO. Well, we gave it to you, Senator, because we broke out in the information that we gave to you—the Department delivered to you a couple of weeks ago had it broken out. And, also, in the information that was given yesterday to the Subcommittee, it was all detailed and broken out for at least the last three fiscal years. We are very transparent. Please come down and look at what we are doing. We are not hiding anything.

Senator COBURN. Well, for 2013, it shows that you billed the Department of Education $328,000, is that right?

Mr. BORZINO. It cannot be for services, Senator, because the Education Distribution Program alone is about $5.5 million.

Senator COBURN. All right. So, what you sent us, in terms of your total—this is the nature of Federal agency services provided in 2013, and I think this is your sheet. That shows the Department of Education. And, then, in answer to our questions, the latest fiscal year available, the name of each Federal agency, and how much they spent. So, 10 percent of your revenue is coming from the Department of Education, correct? And, 20 percent of your—well, it is $6,323,000. And, the Department of Agriculture, $14 million. The Department of Justice (DOJ), $4 million. Office of the Secretary of Defense and Defense agencies, $12 million. And, the Social Security Administration, $10 million. I suppose that is the Death Master File for Social Security?

Mr. BORZINO. No, that would not be the Death Master File. That is the SSA's special notice option. We actually pay SSA in order to

get the Death Master File from them. We pay them a fee in order to get that.

Senator COBURN. And, do they give you the Death Master File?

Mr. BORZINO. They do not give it to us. We have——

Senator COBURN. You buy it from them.

Mr. BORZINO. We pay them a fee, yes, even though we distribute it for them.

Senator COBURN. It is interesting. We cannot get them to give the Death Master File to other agencies so we can be accurate on what we are doing in other agencies, yet you are buying it from them?

Mr. BORZINO. It is a weird relationship. However, you asked for the last 24 years. I do not know if we bought it from them all the time, but, yes, we do provide them—I believe that is correct. Can you affirm that? Yes. We do provide them a fee——

Senator COBURN. Can other agencies come to you and get the Death Master File?

Mr. BORZINO. It is a preparation of what they do in order to deliver it to us.

Senator COBURN. OK.

Mr. BORZINO. It in the raw data that we can distribute to other agencies——

Senator COBURN. Can another agency come to you and get the Death Master File?

Mr. BORZINO. Other agencies do come to us and get the Death Master File.

Senator COBURN. All of them? Is there any agency of the Federal Government you will not give the Death Master File to?

Mr. BORZINO. No. Well, let me clarify that. I know that there are five or six agencies that get it directly from SSA.

Senator COBURN. I know, but is there any Federal agency that cannot get the Death Master File from you?

Mr. BORZINO. I want to be clear to answer your question. The agencies do get it from us, correct? They pay a fee to do it. So, we do not distribute it for free.

Senator COBURN. OK. But, the question I am asking you——

Mr. BORZINO. Yes.

Senator COBURN [continuing]. Is there any agency that cannot come to you and pay a fee and get the Death Master File?

Mr. BORZINO. We would be happy to make it available for every Federal agency.

Senator COBURN. OK. And, what do you pay for that Death Master File?

Mr. BORZINO. It depends whether it is a raw data file or it is——

Senator COBURN. Well, give it to—I do not care which way.

Mr. BORZINO. I do not——

Senator COBURN. Somebody knows. What do you pay?

Mr. BORZINO. We will get back to you on that, Senator.

Senator COBURN. OK. How much revenue will you lose starting in September when you do not charge for reports that are available electronically?

Mr. BORZINO. We are definitely at a risk of some revenue, but the basis of the model which we are going to is we are going to a model, if you will, like the Wall Street Journal, the New York

Times, where you have a section which is available for free and then you have other services which are available for a subscription.

Senator COBURN. But, I thought your testimony was is the things that are online and available——

Mr. BORZINO. They will be.

Senator COBURN. So, you have no idea how much revenue you are going to lose off that? You have $7,688,000 already this year off of reports, product revenue. What percentage is that going to decline?

Mr. BORZINO. We are still working on the business numbers, if you will, Senator.

Senator COBURN. So, you have made the decision to do that, even though you do not know the business numbers associated with it?

Mr. BORZINO. We have some costs associated with it. Unfortunately, the Associate Director who manages this program has been out the last 5 weeks because of sciatic nerve program and he just came back.

Senator COBURN. OK. So, you will get that to us?

Mr. BORZINO. Yes. But, we are at risk, if this model does not work, of losing some additional money within the technical products line. However, we feel it is very important—you have spoken, OK. We have heard that you would prefer us to make things available for free and we are responding to that. We started 5 years ago moving in that direction and we have come to this point, and I will tell you, and I could show you in the minutes, that we started with our advisory board more than 15 months ago to look at this——

Senator COBURN. Yes.

Mr. BORZINO [continuing]. Based on the administration's open access, open data plans, wanted to make more available. We got the GAO report——

Senator COBURN. Actually, you have not——

Mr. BORZINO [continuing]. So, we——

Senator COBURN. You have not heard from us, because our goal is to eliminate you as an agency. That is our goal.

Mr. BORZINO. I see.

Senator COBURN. And, what cannot be found available somewhere else, put it in a small closet in the Department of Commerce——

Mr. BORZINO. I would just——

Senator COBURN [continuing]. And, that is my goal, because—I took three interns and asked you for your top 20 requests and we found all but four of them, which were manuals, Federal Government manuals, available online within 30 minutes.

Mr. BORZINO. OK——

Senator COBURN. So, the fact is, 75 to 80 percent of everything that you supply in terms of reports or products is available online today, and your biggest costs have nothing to do with supplying that. Your biggest costs have to do with all these other programs that you are running in conjunction with contractors outside of the FAR Regulations that we see as very important.

Our biggest problem in the Federal Government is acquisition. This lady has been a dog on that, and it is a mess. And, my message to you is not about offering it for free. My message is, how do we shrink the size of the Federal Government so that the kids

that are following us will have a standard of living equivalent to the average pay of your organization, which they are not anywhere else.

Mr. BORZINO. Can I respond, please, Senator?

Senator COBURN. Sure.

Mr. BORZINO. Or, Doctor. If you look at last year, we provided 103 or 109 service projects to the 39 agencies and departments I talked about. You are implying that they did not get anything of value out of——

Senator COBURN. No, I am saying they could have done it another way inside the Federal Acquisition Regulations and got it done.

Mr. BORZINO. In some of those cases, they may not have, because they would not have been able to come up with the unique partnership and the methodology that we have put in place. Public-private partnership. It is a sharing. It is a sharing on both sides.

Senator COBURN. You are telling me——

Mr. BORZINO. There is a risk on both sides.

Senator COBURN [continuing]. That other agencies cannot do public-private sharing and partnerships? They do it all the time.

Mr. BORZINO. Well, I do not know that they do it all the time——

Senator COBURN. Well, we do. We have hearings here all the time where we see the Federal Government contracting with private to do private-public partnerships to accomplish goals for the Federal Government. So, it is you may have some unique areas associated with the data that you have. The most amazing thing coming out of this hearing today is they have the Death Master File and four agencies in the Federal Government cannot get it from the Internal Revenue Service (IRS).

Mr. BORZINO. Well, we will be happy to provide it, Senator.

Senator COBURN. I yield.

Mr. BORZINO. We do everything, Senator—if I can close—in the fact that we are not skirting acquisition regulations. We are not trying to put a process that does that——

Senator MCCASKILL. I do not think——

Mr. BORZINO. We are trying to provide a service within our capabilities——

Senator MCCASKILL. I think you are.

Mr. BORZINO. It so happens, we are doing a good job in the last 5 years that more and more agencies want to come to us, and they come to us during times of sequestration and times of reduced budget. And, we are offering them that ability in a different manner, because, as you know—and, I was an acquisition officer. That was part of my responsibilities. I was in the Acquisition Corps in the Army and that is what I did. So, for the last 10 years of my career, I was in research and developing information systems, and I understand the acquisition community both as a user in DOD and also in the private industry, because, as I mentioned before, I used the GSA acquisition vehicles in order to do business. I understand that.

I am telling you that it is not the same. I will be happy to sit down and explain to you how we do it and make it very transparent that we are not skirting acquisition rules. Maybe we have a new model that you might want to consider.

Senator MCCASKILL. That may be true, and this is not personal. This is about duplication. This is about charging taxpayers for information they can get for free, and this is about one part of government not having to live by the same rules that another part of government has to live by. It is just that simple. And, no one is ascribing evil motives here. I am sure that you are a fine American, and everyone who works with you and works in that agency, all 101 of them, and probably even the contractors that all work there are great, because I think there are some great contractors out there.

This is about whether or not this is the way we should be doing business, and let me ask you this. You referred to your statutory mission. Your statutory mission was very clear, that it is supposed to be a clearinghouse of scientific, technical, and engineering reports. That was Harry Truman's idea, that the scientific information that we had developed through an enormous sacrifice by the American people through the war would be able to be translated into commerce. Great idea. Do you think Harry Truman envisioned that you would be offering the Air Force Recipe Cookbook as part of that?

Mr. BORZINO. The Air Force Recipe Cookbook was offered because at a time when DOD did not have the capabilities of making it available and there was a demand for it by the restaurant and services industries——

Senator MCCASKILL. I do not know which is more scary to me.

Mr. BORZINO. So, in any event, we did it at that point. Under this new program, it will now be available free.

Senator MCCASKILL. Did you just say the Department of Defense did not have the capability of providing a cookbook?

Mr. BORZINO. The Department of Defense, as you know, through DTIC did not normally provide their publications to the public. You had to be either a military member, a dot-mil address—and this is anecdotal because, I was there, so it may not be true today. My staff tells me that we were asked specifically at one point by the Department of Defense to make that available because it allows restauranteers and others to do large recipes and that——

Senator MCCASKILL. Well, that makes——

Mr. BORZINO [continuing]. That is why it is available.

Senator MCCASKILL. Who decides——

Mr. BORZINO. That is why we have it. However, now, under the current program, since it is electronic, it will be made available free.

Senator MCCASKILL. Right.

Mr. BORZINO. You can look at the 2.8 million documents that we have in the collection. Certainly, Senator, there is a number that you would say do not meet today's requirement of science and technical. I do not doubt that.

Senator MCCASKILL. Well, but that is to your mission. How did you get off your mission?

Mr. BORZINO. And we are going back to make sure that those things—first of all, we have—ensure that what we bring into the collection now firmly meets the scientific, technical——

Senator MCCASKILL. Who is making that decision?

Mr. BORZINO. My staff here is making that decision by ensuring that the catalogers and indexers who go out and bring things in follow specific guidelines that we have had in place but maybe have not been followed at all times.

Senator MCCASKILL. Have you included reports acquired from private sector organizations?

Mr. BORZINO. Private sector—excuse me?

[Off microphone conversation.] American Library Special Library Association, I guess, cataloging and indexing.

Senator MCCASKILL. OK. That is also not within your mission, correct?

Mr. BORZINO. My staff is telling me it is in science and technology.

Senator MCCASKILL. OK. I did not realize that this was supposed to be a repository for private documents. I thought this was just supposed to be government documents.

Mr. BORZINO. I will have to get back with you.

Senator MCCASKILL. OK.

Mr. BORZINO. I am not——

Senator MCCASKILL. That would be great, if you would.

Mr. BORZINO. I am not sure, Senator. If you can pose that question—I am not sure exactly what the question is——

Senator MCCASKILL. Well, the question is whether or not you all are out harvesting documents in the private sector in addition to harvesting documents from the public sector. And, if so, where did you get the authority to do that as part of this agency?

Mr. BORZINO. No. We are not doing that.

Senator MCCASKILL. OK. I need a definitive answer about what, if any, private entities you are, in fact, archiving or keeping a repository of private documents and how that came about——

Mr. BORZINO. None that I am aware of, ma'am. If we have harnessed by mistake a private industry or private sector document, then that is incorrect. Then, we should not be doing that. Do we do it as a service for anybody else or in order to try to add things to the collection outside what we are supposed to be doing by statute? No.

Senator MCCASKILL. Part of me is proud, in a way, because you all have shown a private sector mentality. I think somebody sat and figured out that there was going to be dwindling revenue to support a government agency from the original mission that was designed because of a change in technology. The very technology that drove the entire purpose of your organization was going to make you obsolete. So, in order to sustain the existence of your agency, you had to find a new source of revenue, and in order to find a new source of revenue, you had to figure out a way that you would bring in money for providing other services besides documents that people could get for free.

And, so, to do that, you have used the euphemism, "a public-private partnership," when, in reality, with a staff the size of your staff and a budget the size of your budget, that is facilitating Federal contracting, whether you all want to call it that or not. You all are not doing the work. You cannot do the work with 101 people. You are contracting with private industries, and you call it a

public-private partnership. At GSA, they call it FAR. They call it acquisition. You call it a public-private partnership.

And, what I need you to do, for the record, is I need you to give me examples of some services you are providing Federal agencies that they can get nowhere else, not your, oh, it is a public-private partnership because, somehow, because you guys are acquiring the private entity that is doing the work that that makes it a public-private partnership. When GSA acquires the private entity that is doing the work, you are calling that just straight acquisition. To me, a duck is a duck is a duck. It is walking like a duck. It is quacking like a duck. I think it is a duck.

And, therefore, I need you to explain in very transparent terms, what are the services you are providing that a Federal agency can get nowhere else, because I think that is your only shot of holding on to this agency long-term, because more and more people that are getting elected are realizing we cannot continue to have payrolls without a purpose. We just cannot do it, and especially since your customers are, in fact, the taxpayers.

The ones who are paying you, the agencies, that is all taxpayer money. The people who are buying reports from you, those are all taxpayers. So, it is almost like it is this weird agency that is getting money from the public on one end and getting money from the public on the other end and pretending that, somehow, you all are providing a model that is the ultimate efficiency.

Mr. BORZINO. May I respond?

Senator MCCASKILL. Yes, you may.

Mr. BORZINO. OK. First of all, we are authorized to enter into these private sector partnerships by law. So, Congress passed a law, the National Technical Information Act of 1988, as well as the American Technology Preeminence Act of 1991. Yes, there is a base statutory the GAO referred to, I guess, 801799, whatever it is, from 1950, that authorized the Secretary of Commerce to establish a clearinghouse.

In 1988 and 1991, and by other changes to the law, you authorized us to enter into Joint Service Partnerships. These Joint Service Partnerships were to provide innovative information solutions to other public agencies, to come up with these solutions and then to provide them to other public agencies. We started doing that in 1989 and we have a history since then of the past 25 years.

We provided FedWorld, which was one of the first websites of the Federal Government, in the early 1990s. We provided the IRS tax site for—the first IRS tax site in the middle 1990s. In the late 1990s, we developed, with a joint partner, we developed the Department of Defense Defense Acquisition University (DAU) first learning management system, and for that reason, it was why in 2004 OPM came to us and designated us an e-training learning—knowledge management service partner.

Senator COBURN. But, here is the question——

Mr. BORZINO. So, we have storied history——

Senator COBURN [continuing]. That follows up on that.

Mr. BORZINO [continuing]. Of doing these services.

Senator COBURN. Could none of those have been done without your agency being in existence? That is the question we are asking. They all would have happened through regular acquisition process.

Mr. BORZINO. Can I give you another example, since the Senator asked, the Chair asked? Specifically, I would like to give you an example of the Social Security Special Notion Option (SNO) program. This was a program which was mandated to SSA by court order in San Francisco, I believe, that they were to provide all their notices that they had been providing to sight-impaired individuals just regular printed and then you could call up and they would read it to you. The court said that that is not good enough. You need to provide them in different formats, such as Braille, 508 compliant CDs, large print, and audio.

Senator MCCASKILL. But, there is no reason another Federal agency cannot provide that. There is no reason that the——

Mr. BORZINO. No. A Federal agency does not have the capability because it requires the Braille, it requires the audio to be able to do that. It requires these expertise.

Senator MCCASKILL. Well, the GSA——

Mr. BORZINO. Now, we happen to have two partners——

Senator MCCASKILL [continuing]. Could have contracted for that with a——

Mr. BORZINO [continuing]. We have had two partners that happened to be Small Disadvantage Business owned by blind gentlemen who were doing scanning and digitization——

Senator MCCASKILL. But, they not have done business with the GSA, Mr. Borzino? Why would they not have done business with the GSA? Why could they not, through the Federal Acquisition Regulations and acquisition processes, they would have put out a contract. By the way, this is what they do at the Department of Defense. This is what they do in Homeland Security. They put out a scoped contract. We need somebody to provide Braille information. We need somebody to answer phones. We need somebody to provide—this is the point.

The point is not that you are not doing good work. No one is here to malign you in terms of the work you are doing. This is about duplication, about a drifting mission that went from providing reports that were not easily available to realizing that, now, these are easily available. We are going to have to start web hosting or we are going to have to start shipping or we are going to have to get into big wholesale printing operations, most of which you are contracting.

Mr. BORZINO. Ma'am——

Senator MCCASKILL. That is the point.

Mr. BORZINO. No, I would like to clarify the point that we just did not start this 3 years ago, 5 years ago. I gave you examples, and we can show you, I think, breaking out the revenue, to show you that we have been providing these services since as early as 1989.

Senator COBURN. But, it has increased 69 percent since 2009.

Mr. BORZINO. Principally because of some large programs that came in, such as the Department of Education, at that point, about $9 million. The SSA SNO program comes in. It has been floating somewhere between $9 and $12 million. Yes, there were some large projects that came in that certainly increased the revenue. But, also, we went from about maybe 20 projects to 30 projects up to over 100 projects.

Senator MCCASKILL. Well, the one thing we are going to do is we are going to drill down on those large projects and we are going to look at the contracting process. We are going to look and see if FAR was complied with. We are going to look and see who those contractors are and if they are doing business doing the same thing in other agencies and if the price that is being paid is the same, because I am willing to bet, before all the dust settles, that there is an upcharge to avoid the FAR, and I am willing to bet the Federal agencies realize they can avoid the upcharge for avoiding the FAR by using your agency.

That does not make you bad guys. That makes you providing the service outside of the Federal Acquisition Regulations. Now, I might be wrong about that, but we are going to drill down and figure it out. We are going to look at the large contracts you have and the services you are providing and the private contractors that are providing those services and we are going to drill down on the costs, and I guarantee you those services are being provided somewhere else in government, very similar, and we are going to look at the cost there and we are going to try to figure out apples-to-apples why it is better that you are doing this rather than GSA.

And, if, in fact, your model is better, if all the contracting procedures are being followed, if, in fact, you are crossing the "t"s and dotting the "I"s and scoping your contract, if you are doing performance measurements on your contractors, if you are not giving them bonuses when they do not deserve it, if you are doing things better than GSA, then I am all for you guys taking over the whole kit and caboodle. I have no problem with that. I have no problem with blowing you up big time and shutting down GSA. But, we cannot have two, because it is not fair. And, frankly, it is not transparent, and that is the problem.

So, I want the people who work for you to know, we are not after you because you are bad guys. We are after you because this is not a good way to run a government. It is duplicative, it is not transparent, and it is not clear why your mission has drifted to the extent it has and why it is necessary that it has. That is the bottom line.

Senator COBURN. I just want to get on the record GAO's recommendations of what they think should be done.

Ms. MELVIN. We had issued a suggestion to Congress to revisit the model for the fee-based system. We continue to believe that looking at that model and reassessing whether it is the right way, the appropriate and viable approach to handling and having NTIS do its business, is necessary. So, we stand by that recommendation—that matter for consideration.

Senator MCCASKILL. I am through, too.

I want to thank you. I know this has not been fun, but this is called oversight and it is us trying to get to the bottom of something that is really—I mean, between Dr. Coburn's staff and my staff, we are pretty good at getting in the weeds, and it is harder at your place to get into the weeds, and that is why we want to understand it better.

We will continue asking questions. The record will remain open for 15 days. We will specifically start asking some questions about those large contracts and whether or not your agency is the right

place for them to be positioned, and we want to thank GAO for your continuing great work.

Senator COBURN. I have one other thing.

Senator MCCASKILL. Sure.

Senator COBURN. I am going to put these questions for the record, but I want to read them into the record. These are constituents that have questions. One is from Pete. The Federal Government penalizes contractors when audits show unfair pricing. Why should not the NTIS be held to the same standard, and especially on pricing on a lot of this product?

What is NTIS's most requested report and how much does it sell for and how many times has it been requested?

Who are NTIS's customers? Who is ordering and paying for reports? Which agencies? You gave us that information, provided it.

Here is the one that gets me, and I think that started all of this. How can we pay with our taxes for another department for something that is free online? That is the real bug that gets the American taxpayer.

And, where does the money go? Well, I think you have answered part of that, but the vast majority of your revenues are going to decline on actually selling the reports, and so you are going to be more impaired to go do more of the services that you will need to do to run your organization.

So, I thank you for being here, and we will submit these questions for the record.

Senator MCCASKILL. Thank you very much.

[Whereupon, at 3:42 p.m., the Subcommittee was adjourned.]

APPENDIX

United States Government Accountability Office

GAO

Testimony

Before the Subcommittee on Financial and Contracting Oversight, Committee on Homeland Security and Governmental Affairs, U.S. Senate

For Release on Delivery
Expected at 2:30 p.m ET
Wednesday, July 23, 2014

INFORMATION MANAGEMENT

The National Technical Information Service's Dissemination of Technical Reports Needs Attention

Statement of Valerie C. Melvin, Director, Information Management and Technology Resources Issues

GAO-14-781T

GAO Highlights

Highlights of GAO-14-781T, a testimony before the Subcommittee on Financial and Contracting Oversight, Committee on Homeland Security and Governmental Affairs, U.S. Senate

Why GAO Did This Study

NTIS was established by statute in 1950 to collect scientific and technical research reports, maintain a bibliographic record and repository of these reports, and disseminate them to the public. In addition, it provides various information-based services to other federal agencies. NTIS charges fees for its products and services and is required by law to be financially self-sustaining to the greatest extent possible.

GAO was asked to provide a statement summarizing its November 2012 report in which it examined (1) NTIS's operations; (2) the age of and demand for reports added to its repository; and (3) the extent to which these reports are readily available from other public sources. In preparing this statement, GAO relied primarily on its previously published work as well as related updates on actions needed to reduce fragmentation, overlap, and duplication in the federal government.

What GAO Recommends

In its 2012 report, GAO suggested that Congress reassess the appropriateness and viability of the fee-based model under which NTIS operates to determine whether this model should be continued. While the Department of Commerce stated that it did not plan to propose any changes to NTIS's fee-based model, legislation recently introduced in Congress may provide a vehicle for reassessing this model.

View GAO-14-781T. For more information, contact Valerie C. Melvin at (202) 512-6304 or melvinv@gao.gov.

July 23, 2014

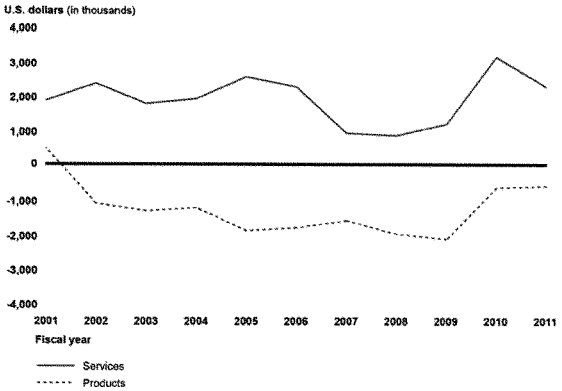
INFORMATION MANAGEMENT

The National Technical Information Service's Dissemination of Technical Reports Needs Attention

What GAO Found

The Department of Commerce's National Technical Information Service (NTIS) offers a variety of products and information-related services. Its products include a repository of scientific, technical, engineering, and business research reports, which it makes available individually as well as through subscriptions to its reports library. However, from fiscal year 2001 through 2011, costs for NTIS's products exceeded revenue for 10 of the 11 fiscal years, and the agency was financially sustained during this period by services it offered to other federal agencies, such as distribution and order fulfillment and various web-based services. (See figure.)

Net Earned Revenues and Net Costs for National Technical Information Service's Products and Services, Fiscal Years 2001–2011



Source: GAO analysis based on NTIS provided data. | GAO 14-781T

In addition, about 62 percent of the reports added to NTIS's repository between 1990 and 2011 were older—with publications dates in the year 2000 or earlier, while about 38 percent were published from 2001 to 2011. However, demand was greater for more recent reports—those published in 2001 or later.

Further, GAO estimated that 74 percent of the reports added to NTIS's collection from fiscal year 1990 through 2011 were available elsewhere, and 95 percent of these were available for free. This calls into question the viability and appropriateness of NTIS's fee-based model for disseminating the reports it collects.

Chairwoman McCaskill, Ranking Member Johnson, and Members of the Subcommittee:

Thank you for inviting me to testify at today's hearing on the Department of Commerce's National Technical Information Service (NTIS). As you know, NTIS was established to serve as a permanent repository and disseminator of scientific, technical, engineering, and business-related information. This information largely takes the form of research reports acquired from federal agencies and their contractors and grantees, as well as from other domestic and foreign sources. In addition, NTIS performs various fee-based information services for other federal agencies.

The legislation that established NTIS requires it to be financially self-sustaining to the fullest extent feasible. However, the increasing availability of the information that NTIS collects and disseminates—primarily through the Web—has called the service's basic statutory function into question.

At your request, my testimony today will summarize the results of a report that we issued in November 2012 on NTIS's operations, trends in the age of and demand for the information it collects, and the extent to which this information is readily available from other public sources.[1] To prepare this statement, we relied on our previously published work on NTIS; related updates on actions needed to reduce fragmentation, overlap, and duplication in the federal government; and a review of legislation pertaining to NTIS's role. All of the work supporting this testimony was conducted in accordance with generally accepted government auditing standards. Those standards require that we plan and perform the performance audit to obtain sufficient, appropriate evidence to provide a reasonable basis for our findings and conclusions based on our audit objectives. We believe that the evidence obtained provides a reasonable basis for our findings and conclusions based on our audit objectives.

Background

NTIS operates as 1 of 12 independent bureaus within the Commerce Department, with the mission of promoting the nation's economic growth

[1]GAO, *Information Management: National Technical Information Service's Dissemination of Technical Reports Needs Congressional Attention,* GAO-13-99 (Washington, D.C.: Nov. 19, 2012).

by providing access to information that stimulates information and discovery. It is led by a director, who is aided by two executives—a chief information officer and a chief financial officer. In addition, three operational offices are responsible for providing NTIS's products (which include the reports it collects and disseminates) and services.[2]

NTIS receives oversight from the Deputy Secretary of Commerce, the Director of the National Institute of Standards and Technology, and an advisory board made up of a chairperson and four members appointed by the Secretary of Commerce.[3] As of October 2012, NTIS was supported by 181 staff, including 103 NTIS employees and 78 contractors.

NTIS's basic statutory function is to collect research reports, maintain a bibliographic record and permanent repository of these reports, and disseminate them to the public. Under statutory authority enacted in 1950,[4] NTIS collects reports containing scientific, technical, and engineering information from both domestic and foreign sources in a repository and makes the information available to business and industry, state and local governments, other federal agencies, and the general public. While the statute does not define "scientific, technical, and engineering information," the Secretary of Commerce has interpreted this to include "all types of information which have a more or less direct bearing on business and industry generally."[5] NTIS's enabling legislation authorized it to charge fees for its reports and established a policy to recover all costs, as feasible, through the fees.[6]

The agency's authority was revised by the National Technical Information Act of 1988,[7] allowing it to enter into contracts, cooperative agreements,

[2]These are the Office of Federal Services, Office of Product Management and Acquisitions, and Office of Production Services.

[3]The NTIS Advisory Board was established by law (15 U.S.C. § 3704b(c)) in 1988 to review the general policies and operations of NTIS, including policies related to fees and charges for its products and services. Board members can include individuals who are both internal and external to the Department of Commerce.

[4]15 U.S.C. § 1152.

[5]In 1954, the Comptroller General found this to be a reasonable interpretation of the law's use of the word "technical." 34 Comp. Gen. 58 (1954).

[6]15 U.S.C. § 1153.

[7]Pub. L. No. 100-519 (Oct. 24, 1988); 15 U.S.C. § 3704b.

joint ventures, and other transactions as necessary to conduct its business. Under this authority, the agency has also developed and provides a variety of information-related services. This act further declared NTIS's repository to be a permanent federal function that could not be transferred to the private sector without congressional approval.

The act was amended by the American Technology Preeminence Act of 1991, which

- required all costs associated with NTIS's acquisition, processing, storage, bibliographic control, and archiving to be recovered primarily by fees;
- required agencies to transfer to NTIS unclassified scientific, technical, and engineering information resulting from federally funded research and development; and
- provided that NTIS should produce and disseminate information in electronic format.[8]

In addition, the Commerce, Justice, and State, the Judiciary, and Related Agencies Appropriations Act of 1993[9] established a revolving fund for paying all expenses incurred by NTIS and gave it the authority to use the fund without further appropriations action by Congress.

Long-Standing Concerns Regarding NTIS's Viability

Audit work that we conducted in 2000 and 2001 identified concerns about NTIS's financial sustainability. In this regard, we noted that, from fiscal year 1988 through fiscal year 1994, NTIS had shown excess revenue from the sale of its products and services in all years except one and generated cumulative net earned revenues of $5.8 million. However, over the next 5-year period (fiscal year 1995 through fiscal year 1999), it had a cumulative net cost[10] of about $4.2 million.

In August 1999, the Secretary of Commerce proposed closing NTIS by September 30, 2000, believing that declining revenues would not be

[8]Pub. L. No. 102-245 (Feb. 14, 1992); 15 U.S.C. § 3704b-1.

[9]Pub. L. No. 102-395 (Oct. 6, 1992).

[10]Net costs are financial losses or gross costs that exceeded revenues.

sufficient to recover all of the agency's operating costs. The Secretary attributed the decline, in part, to other agencies making their research results freely and publicly available on the Web. He also proposed transferring NTIS's research report archives to the Library of Congress and requiring federal agencies to give the public free online access to new research reports.

In June 2000, we reported that although NTIS could remain solvent for a few years because Commerce and NTIS officials had acted to reduce costs, the agency's solvency beyond fiscal year 2003 was in doubt, based on our forecast of its revenue and costs.[11] Accordingly, we suggested that Congress consider whether NTIS (or another agency) was needed to serve as a permanent repository for and disseminator of research reports.

We again reported on NTIS's operations in May 2001,[12] noting that, according to NTIS's Deputy Director, the agency had significantly reduced its costs after our June 2000 report and had shown net revenues of $2.2 million for fiscal year 2000. Moreover, the Deputy Director had projected net earned revenue of $1.5 million for fiscal year 2001.

We further reported that the agency was providing a variety of fee-based services to other agencies, and while demand for electronic products was on the rise, research reports and other scientific, technical, and engineering information maintained by NTIS were increasingly available through agency websites and other public sources—often at no cost. Thus, we suggested that Congress look at how this information was defined; whether there was a need for a central repository of this information; and, if a central repository was maintained, whether all information should be retained permanently and what business model should be used to manage it. The Secretary of Commerce agreed with our assessment and raised the question of whether there was a need for a central repository in view of the increasing availability of newer publications. However, NTIS continued to operate as this repository.

[11]GAO, *Information Policy: NTIS' Financial Position Provides an Opportunity to Reassess Its Mission*, GAO/GGD-00-147 (Washington, D.C.: June 30, 2000).

[12]GAO, *Information Management: Dissemination of Technical Reports*, GAO-01-490 (Washington, D.C.: May 18, 2001).

NTIS Offers a Variety of Products and Services in Carrying Out Its Operations, but Its Dissemination of Technical Reports Continues to Need Attention

Our most recent reporting on NTIS, in November 2012, continued to highlight the need for attention to NTIS's basic statutory role of disseminating technical reports and the fee-based model upon which it operates.[13] In particular, while the agency was carrying out a variety of mission-related functions, it was being financially sustained primarily by information-related services it offered to other federal agencies. Further, we noted that additions to NTIS's repository since 1990 had mostly included older reports, but the demand was greater for more recent reports. More significantly, we found that most of the reports added to NTIS's repository since 1990 were freely available from other websites.

NTIS Offers a Variety of Fee-Based Products and Services, but Is Primarily Sustained by Its Service Offerings

In our 2012 report, we identified the types of products offered by NTIS as part of its basic statutory function to collect and disseminate technical information:

- *Technical reports:* NTIS maintains a searchable repository containing bibliographic records on over 2.5 million scientific, technical, engineering, and business research reports. Of these, the agency noted that approximately 700,000 reports had been digitized, with the remainder in physical form, such as paper or microfilm. Access to the reports was provided both through the direct sale of individual reports and by subscription to NTIS's National Technical Reports Library. Prices for individual reports and subscriptions varied. For example, an electronic copy of a report from the National Aeronautics and Space Administration (NASA) Marshall Space Flight Center, *NASA Robotics for Space Exploration*, could be purchased for $15, and a customized CD for this report could be purchased for $30.

- *Clearinghouse:* NTIS disseminates publications—either electronically or in print—on a variety of topics on behalf of other agencies. According to NTIS, these agencies request that NTIS distribute the publications in print or electronically. Examples include the Food and Drug Administration Code Manual and the Bureau of Labor Statistics Standard Occupational Classification Manual.

[13]GAO-13-99.

- *Publishing:* NTIS also provides access to information collected from federal agencies under the terms of memoranda of understanding or interagency agreements. In some cases, NTIS repackages the information with additional features. According to NTIS, agencies initiate the request for these services. Examples include the Drug Enforcement Administration database and Social Security Administration's Death Master File.

We also discussed the variety of fee-based services offered by NTIS to other federal agencies, which were less directly related to its basic statutory function. These information-related services included the following:

- *Distribution and order fulfillment services:* Through memoranda of understanding or interagency agreements, NTIS distributes large quantities of informational materials for federal agencies. For example, it has distributed health and nutrition educational brochures, posters, and similar products on behalf of the Department of Agriculture.

- *Web-based services and federal cloud computing:* NTIS offers website hosting and cloud computing services, among other computer-based services, to federal agencies.

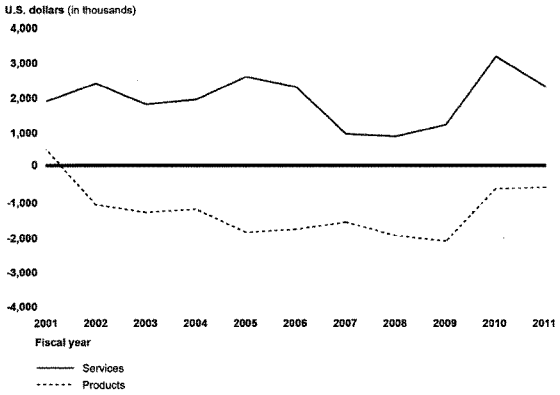
- *Brokerage services:* NTIS provided billing and collection services on a reimbursable basis to agencies that charge for products and services but lack the infrastructure to do their own billing and collecting. Customers have included the National Agricultural Library and the National Library of Medicine.

- *E-training and knowledge management services:* These services include software solutions and other tools, offered in conjunction with joint venture partners, to support online training and related functions. Customers have included the Departments of Justice, the Interior, and the Treasury, among others.

- *Digitization and scanning services:* NTIS digitizes various types of documents, such as microfilm or microfiche and paper forms, to assist agencies in complying with federal standards for ensuring access for people with disabilities. It also offers storage and distribution for documents it digitizes. As of May 2012, the agency said it had six primary clients for its digitization and scanning services, including the Social Security Administration and the Department of Justice.

As we noted, NTIS's revenues were generated exclusively from its products and services, and all its revenues, expenses, and capital expenditures were deposited into and paid out of its revolving fund. We found that for fiscal year 2001 through fiscal year 2011, NTIS had net earned revenues from all its functions (products and services) for 8 of these 11 years. However, for 10 of these years, NTIS's expenditures for its product lines exceeded revenues. Consequently, the overall financial performance of the agency during this time had been supported by revenues from its service offerings, which increased, on average, $1.8 million during this period. Figure 1 shows the trends in reported net earned revenues (or net costs) for NTIS products and services from fiscal year 2001 through fiscal year 2011.

Figure 1: Net Earned Revenues and Net Costs for National Technical Information Service's Products and Services, Fiscal Years 2001–2011



Source: GAO analysis based on NTIS provided data. | GAO 14-781T

The decline that we noted in revenue for its products called into question whether NTIS's basic statutory function as a self-financing repository and disseminator of scientific and technical information was still viable. This was further illustrated by the fact that the services that were financially sustaining the agency were less directly related to this function.

NTIS has recognized this situation and has conducted analyses and identified actions to address the decline in revenue from its products. For example, the agency's strategic plan for 2011-2016 identified three initiatives to address declining product revenue, which include creating new and enhanced products and increasing the breadth and depth of its collection.

Reports Added to NTIS's Repository between 1990 and 2011 Were Mostly Older, but Demand for More Recent Reports Was Greater

Our study also found that, during the period from fiscal year 1990 through 2011, the majority of reports added to NTIS's repository were older; however, the demand for more recent reports was greater:

- From fiscal year 1990 through fiscal year 2011, most of the additions to NTIS's repository were reports published in the year 2000 or before. Specifically, about 62 percent of the documents added during this period—524,256 of the 841,502 documents added—had publication dates of 2000 or earlier, while about 38 percent were published from 2001 to 2011.
- From fiscal year 2000 through fiscal year 2011, NTIS distributed (i.e., sold) one or more copies of almost 50 percent of the reports added from fiscal year 1990 through 2011. Of these, approximately 78 percent were distributed by subscription.
- The agency distributed a higher percentage of more recently published reports. We estimated that between 96 and 100 percent of the reports published from 2001 through 2011 had been distributed, compared with 21 percent of reports published in 1989 or earlier.

It is worth noting that the more recent reports, for which there was greater demand, were also more likely to be freely available from other public sources (as discussed later in this statement).

Most Reports Added to NTIS's Collection Since 1990 Were Freely Available Elsewhere

Based on a sample of reports in NTIS's repository, we estimated that about 74 percent of those added from fiscal year 1990 through 2011 were readily available from other public websites. And of these, 95 percent were available for free. These included reports available from the issuing organization's website, the Government Printing Office's Federal Digital System website, and the federal government's official web portal, USA.gov, among other sources. Most often, these reports were readily located at another website through the search engine we used, http://www.Google.com.

In addition, reports with more recent publication dates were more likely to be available from other public sources than older ones. Approximately 87 percent of the reports published from 2009 to 2011 were available elsewhere, while 55 percent of those published in 1989 or earlier were.

We further found that, of the reports that were readily available from one of the sources we searched, about 61 percent had been distributed (sold) by NTIS. By contrast, of the reports that were not found to be readily available from one of the other sources, most, or about 82 percent had not been distributed by NTIS.

During our review, the Director of NTIS cited factors contributing to the greater availability of this information: (1) federal agencies are increasingly making information, including scientific, technical, and engineering information products, freely available on their websites; and (2) agencies are working with search engines to make their products more readily available to the public. Moreover, the NTIS strategic plan acknowledged that agencies' increasing use of the Internet to disseminate information to the public posed a challenge to NTIS's mandate as a self-financing repository and disseminator of technical information.

In our report, we concluded that the increasing availability–often at no cost—of the technical reports collected by NTIS from other public sources called into question the continuing viability of the fee-based model under which it operates. In our view, charging for information that is freely available elsewhere is a disservice to the public. Accordingly, we suggested that Congress consider examining the appropriateness and viability of the fee-based model to determine whether it should continue.

We have also continued to highlight this issue in our report and related updates on actions needed to reduce fragmentation, overlap, and duplication in the federal government. Specifically, in our 2013 report we noted that many of the reports in NTIS's collection overlap with similar information available from the issuing organizations or other sources for free, and that action was still needed to reevaluate the appropriateness and viability of the agency's fee-based model.[14] In a subsequent update,

[14]GAO, *2013 Annual Report Actions Needed to Reduce Fragmentation, Overlap, and Duplication and Achieve Other Financial Benefits*, GAO-13-279SP (Washington, D.C.: Apr. 9, 2013).

we noted that Congress had not taken final action to reexamine the fee-based model for disseminating technical information, and that Commerce did not plan to propose any changes to the NTIS fee-based business model in the near term.[15]

Recent legislation intended to reassess the critical functions of NTIS that you, Chairwoman McCaskill, and Senator Coburn have introduced,[16] as well as the version of the legislation introduced by Representatives Bridenstine and Cuellar,[17] has the potential to address the issues we have identified. In addition, the 2014 Senate appropriations bill for the Departments of Commerce and Justice, and Science, and Related agencies contains a provision that would, among other things, prohibit NTIS from charging for any report or document generated by the legislative branch.[18] These bills stand to serve as an important vehicle for Congress to reexamine the appropriateness and viability of NTIS's fee-based model.

In summary, changing practices for disseminating and accessing technical information produced by federal agencies, which have been driven in large part by the Internet, call into question the suitability or viability of NTIS's role as a self-financing collector and disseminator of such information. In light of this, a reconsideration of this role is warranted to determine whether NTIS's statutorily-defined functions are still necessary and, if so, to ensure that they are carried out in a way that best serves the public interest. The current legislation presents an opportunity for Congress to reconsider and modify this role, taking into account the public's interest in accessing technical, scientific, and engineering information produced by the federal government.

[15]See the update as part of GAO's "action tracker" at http://gao.gov/duplication/action_tracker/Dissemination_of_Technical_Research_Reports/action1.

[16]Let Me Google That For You Act, S. 2206, 113th Congress, 2nd Session (2014).

[17]H.R. 4382, 113th Congress, 2nd Session (2014).

[18]Commerce, Justice, Science, and Related Agencies Appropriations Act, 2015, S. 2437, Title I, § 108, 113th Congress, 2nd Session (2014).

Chairwoman McCaskill, Ranking Member Johnson, and Members of the Subcommittee, this concludes my statement. I would be pleased to respond to any questions you may have.

Contact and Staff Acknowledgments

If you have any questions about this statement, please contact Valerie C. Melvin at (202) 512-6304 or melvinv@gao.gov. Other key contributors to this statement include Neela Lakhmani (Assistant Director), Elena Epps, and Lee McCracken.

Testimony of

Mr. Bruce Borzino
Director, National Technical Information Service
United States Department of Commerce

Before the
United States Senate
Subcommittee on Financial and Contract Oversight

"A More Efficient and Effective Government:
The National Technical Information Service"

July 23, 2014

Introduction

Chairman McCaskill, Ranking Member Johnson, members of the Subcommittee, I am Bruce Borzino, Director of the National Technical Information Service (NTIS, the Service), a non-regulatory bureau within the U.S. Department of Commerce. Thank you for your invitation to testify today on NTIS's statutory mission. As you can tell from my biography, provided separately, over the course of 31 years in government service as a U.S. Army officer, a General Services Administration program manager, and with NTIS in the Commerce Department, I have spent the majority of my career in acquisitions and acquisition program management. So, in a way, being here today with the Subcommittee on Financial and Contracting Oversight feels like a bit of a homecoming for me.

Today, I appreciate the opportunity to provide an overview of the value that NTIS provides the Federal Government and the American public, and to express the Administration's opposition to S. 2206.

The Mission of the Service and its History

The NTIS mission can be summed up as promoting American innovation and economic growth by serving as the federal government's central means of collecting and widely disseminating scientific, technical and engineering information to the public and industry, and by providing innovative information management solutions to assist other federal agencies in managing and disseminating information to their users and constituencies. The mission of the Service compliments and supports the mission of the Department of Commerce, to promote job creation, economic growth, sustainable development and improved standards of living for all Americans by working in partnership with businesses, universities, communities and our Nation's workers.

The Service was originally established in the Department of Commerce as the Publication Board in the aftermath of World War II. Its original mission was to make available to industry the huge amounts of scientific research that had either been commissioned by the U.S. Government in support of the war effort or captured from the enemy. In the postwar period, the federal government began to assume much greater responsibility for funding the creation of scientific knowledge. Public Law 81-776, enacted September 9, 1950, 64 Stat. 823, 15 U.S.C. 1151, directed the Secretary of Commerce to establish and maintain a clearinghouse for scientific, technical and engineering information and make the results of the technological research and development more readily available to American industry and business. Since 1965, when the NTIS predecessor, the Office of Technical Services, became the Clearinghouse for Federal Scientific and Technical Information, NTIS has focused primarily, but not exclusively, on research produced by and for federal agencies. In 1970, the Clearinghouse was redesignated the National Technical Information Service.

The National Technical Information Act of 1988 and other statutes provide the Service with its unique authorities to serve the public and industry, e.g., establishing and maintaining an information clearing house; implementing new methods and media for ensuring official federal science information access; entering into cooperative agreements

and public-private joint ventures and other transactions to foster the dissemination of information to the public. Under the American Technology Preeminence Act of 1991 (ATPA), all federal agencies are required to transfer to the Service all unclassified scientific, technical, and engineering information that results from research and other activities funded by the government. The objective of the ATPA is to ensure permanent public access to federal technical reports, since federal agencies are not required to make these reports permanently available to the public. That permanent repository function is the responsibility of the Service. No other federal agency has the statutory authorities accorded to the Service under the ATPA to perform these critical functions for the public and other federal agencies. In fulfilling that congressional mandate, the Service has become the largest supplier of federal technical and science research reports (commonly known as "gray literature") that are not commercially published and are not generally accessible to the public. As a result, the Service has assumed a major role in the preservation and dissemination of this valuable reservoir of federal scientific and technical knowledge. NTIS's role as a permanent repository is as critical today, in the Internet age, as it has ever been.

Value of the NTIS Clearinghouse Mission to the Federal Government and Public
NTIS relies solely on fees from the provision of products and services. The Service has a permanent authorization, but does not receive an annual appropriation from the Congress.

Senator J. William Fulbright, in introducing the bill for the Clearinghouse that would become Public Law 81-776, captured its purpose and the value to the public:

> "This bill will make it possible for a company that is in need of specific information in reference to the latest available technical knowledge on a specific commodity to secure such information through one request instead of hunting from place to place as is the condition at present, and then perhaps not be able to find it even though the data may be available."

The Senator recognized the problem, and its solution would become the NTIS mission. In executing that basic statutory mission, the Service, on behalf of other federal agencies, has amassed a collection of approximately 2.8 million publications covering more than 350 technical and business-related subject areas. These items are perpetually available through the Service and approximately 30,000 new titles are added annually. All technical reports in the repository are indexed, cataloged, and abstracted by the Service, enabling the public user and professional researcher to efficiently locate reports and information within each subject area.

Importantly, the Service is a significant source of federal technical and science information and associated bibliographic metadata for world wide web search engines. Search engines can more easily find reports and documents that have had the underlying bibliographic metadata coding created by the Service. NTIS sitemaps and indexing enables and complements private search engines.

NTIS possesses a unique repository and clearinghouse with supporting systems and business processes. The GAO has reported that up to 45% of federal technical reports in a given subject category within the NTIS collection are only findable and available from the Service. The Service also ensures public access to the 26% of the reports entered into the NTIS collection since 1990 that GAO determined were not available from any of the four public sources searched by GAO, including the issuing agency website, GPO, USA.gov, and Google search. This permanent public access to federal technical reports is available only because NTIS provides this service under its statutory mandate.

As the publishing industry has evolved due to technology advancement, the Service has also evolved from print and microfiche to electronic distribution of its information reports and products. Since 1997, the Service has been making technical reports available electronically.

In March 2009, the Service launched the National Technical Reports Library. The NTIS Technical Reports Library (NTRL) guarantees libraries and technical information professionals easy access to, and perpetual availability of, a comprehensive collection of federally funded technical reports as a cost-recovery government service. The NTRL fills a void – well-recognized among information professionals, if not by the general public - for access to a centralized source of official government technical reports by libraries and technical information users and available through many academic, public, and corporate library holdings.

In 2012, NTIS initiated the Federal Science Repository Service (FSRS). The FSRS provides a set of tools for NTIS to design an agency-specific digital repository that serves as a distinct gateway to the agency's scientific and technical documents, images, videos and other content. Two recent FSRS projects are the NOAA Deepwater Horizon Archive and the Iraqi Science and Technical Information Repository.

The Service has also responded to the call from the scientific and academic communities for a sustainable, open access model for science information. An important issue for content and knowledge management of federal science and technology information is promoting the adoption of open information environments, while simultaneously achieving a financially sustainable model to permit future content and technology developments. The Service recognizes the need to significantly adjust the sustainability of its model as it adopts a more open environment for accessing federal science content. The NTIS business model was originally premised on a demand-base of hardcopy delivery formats of scientific information. Consistent with the evolution of electronic access and this Administration's emphasis on "Open Government," the Service is modifying its cost recovery business model - a transition that is well underway. NTIS is working to broaden our information dissemination scope and to be more "open." NTIS's transition initiatives include the Public Access NTRL program and other actions that I will address later in my testimony.

Value of NTIS's Services Mission to the Federal Government and Public

Throughout its history, the Service has had to develop advanced information systems to accomplish its mission. NTIS was a leading adaptor and innovator in the 1970's and 1980's of information technology solutions in support of the clearinghouse mission. Responding to the evolving need for document access, Congress passed the National Technical Information Act of 1988 and other statues authorizing the Service to implement new methods or media for dissemination of scientific, technical, and engineering information. These authorities allowed the Service to produce and disseminate information products in electronic format, provide products and services to other federal agencies, and explore and deploy new services using public-private joint venture partnerships.

The joint venture authority created by Congress grants the Service the ability to efficiently and effectively respond to dynamic conditions for shared systems development, content delivery, oversight and management. The joint venture partnership authority permits the Service and its joint venture partners to work directly with a federal client agency to develop a project plan tailored to accomplish the specific requirements of the agency. This is a strength of the NTIS joint venture partnership program, in which the federal agency is the process owner, and NTIS and its partners evaluate, develop and select the best value solution. A mutual understanding of needs and capabilities exists before the project is approved and work commences. Accomplishment of the common goal involves the investment of resources by both the Service and its partner(s), and a sharing of risks. This process is iterative and often continues after the project has started as understanding grows and new ways to use the technology or modify the process are discovered. In fact, the process continues even after the project is delivered to ensure continued security, efficacy, and value.

The Service continues to provide information management services through a mix of in-house services, public-private joint venture partnerships, and federal contracting tailored to meet the needs of the project. NTIS' joint venture partners range from Disabled Veterans, Women–owned and Small, Disadvantaged Businesses to middle- and large-sized businesses.

NTIS has been providing innovative technology services to the public and other federal Agencies since 1992, when FedWorld was created as a division within the Bureau. FedWorld was established to leverage in-house NTIS technology for public and federal consumption. During those first years, the NTIS systems were available to all citizens through dial-up connections accessing DOS-based bulletin boards, and FedWorld provided any US citizen with telephone service access to bulletin boards as well as early email address and services.

FedWorld systems also provided online locator services for a comprehensive inventory of information disseminated by the Federal Government, thereby assisting agencies and the public to electronically locate Federal Government information from a single location. Metadata on federal and commercial sites were housed within the NTIS repository, and information was made accessible through an electronic gateway of more than 100

Government bulletin boards. What started out as a small dial-up access system grew quickly in size, technology, and content.

The NTIS FedWorld website was one of the first to provide centralized portal services to citizens and other federal agencies searching for government information. Some of the portal services provided were:

- Metadata compendium of scientific web resources;
- Federal job vacancy announcements (prior to the launch of USAJobs.gov);
- US Supreme Court decisions in downloadable text format;
- International Trade and Business Bookstore;
- National Audiovisual Center;
- Portal for the Government Information Locator Service (GILS).

Much of the functionality of the FedWorld site was transferred to USA.gov when it was launched.

When the Internal Revenue Service (IRS) needed technical innovation, they came to NTIS, and together NTIS and the IRS created a powerful technical web system with controlled content management practices and advanced technologies. The IRS website was hosted by NTIS in three facilities across the US that ensured balanced, reliable and secure access throughout the tax season. During the last season NTIS hosted the system, there was no system downtime despite more than 65 million visits on tax day.

The Service began providing Learning Management Systems more than 15 years ago to the Department of Defense (DOD) Defense Acquisition University (DAU). For that project, NTIS worked with a joint venture partner who administered the application while the Service hosted the system, and provided help desk support as well as program and financial management of the entire project.

The NTIS track record of creative, innovative technology solution support for federal agencies has continued in the 21st century. NTIS technology innovation can be summed up as secure management and distribution of government content and data, a capability that is evolutionary and ongoing. The Service has a long, solid history providing those shared services to all branches of the government.

Today, the Service offers federal information services in the following business categories:

- Distribution and Fulfillment
- Scanning and Digitization
- E-Training and Knowledge Management
- Web Services and Federal Cloud Computing

In Fiscal Year (FY) 2013, NTIS, as a federal shared services provider, completed 103 separate services projects for 39 federal agencies and departments. The following are a few examples of current and recent NTIS services projects:

- Limited Access Death Master File (DMF) Certification Program

- Social Security Administration (SSA) Special Notice Option Program
- U.S. Department of Agriculture Staff Acquisition Solution
- U.S. Department of Labor Wage Determination On Line (WDOL)
- Department of Homeland Security NextGen my Homeland Proof of Concept
- Department of Education Free Application for Federal Student Aid (FAFSA) Program
- Financial Disclosure Online (FD OnLine)
- Distribution of 46.6 Million information products for other federal agencies

NTIS provided $64 Million in information management services to other federal agencies in FY 2013. In FY 2014, federal services revenue is projected to increase to $88 Million.

For example, an NTIS joint venture project developed a fully integrated system for talent management, the "One USDA Staff Acquisition Solution," for the U.S. Department of Agriculture (USDA). The joint venture partner on this particular project is a Service-disabled, Veteran-owned small business. "One USDA" directly supports critical U.S. Forestry Service hires during the fire season. This NTIS-led project has processed information from over 884,000 applications with 161,627 veteran applications.

The Service has streamlined and modernized warehouse and distribution infrastructure that provides distribution/warehouse services to other agencies, including the Department of Education, Social Security Administration, and USDA. For the Department of Education, NTIS's fiscally responsible model has reduced annual project costs by 40% from the prior contract cost.

The Social Security Administration (SSA) Special Notices Option program enables visually impaired citizens to access their SSA information. As part of a court ruling, SSA was required to provide alternative formats for visually impaired notice recipients. The SSA came to NTIS for assistance to develop processes to enable accessible notice information. The NTIS team deployed an innovative process that safeguarded the data, provided the ability to track notices, met the court's requirements, and supported the SSA enterprise process requirements.

Systems deployed by the NTIS teams are continually reviewed to improve processes. An annual project plan is developed and agreed to with the federal client. In this way, the NTIS teaming capability provides a framework for continuing to refine improvements for new and improved functionality. One example is the "Financial Disclosure Online," which is constantly updated based on the needs and requirements expressed by users. This responsive, iterative methodology avoids insufficient, outdated, and inferior system requirements and is representative of NTIS projects.

After the federal client decides to proceed with the project, an interagency agreement and project plan are developed to accomplish the project. Federal agencies are under no mandate to use NTIS information services. Agencies are free to obtain information services through interagency agreements with other federal agencies or obtain services through federal contract acquisition.

As is evident by NTIS's long history as a shared services provider and technical innovator, NTIS is constantly re-evaluating the technical environment and the evolving demand for services. The growth in NTIS federal services, provided to other agencies is a direct result of NTIS technical innovation and its ability to provide secure delivery of content. Federal agencies enter into shared services agreements with NTIS instead of contracting with industry for the following reasons:

- NTIS has the resources and technical expertise necessary to assist federal agencies in serving the information needs of their constituencies.
- NTIS provides a government-to-government partnership arrangement that is executed in a known financial and programmatic environment. The arrangement is collaborative and transparent.
- NTIS can enter into public-private joint venture partnerships to develop innovative solutions that other federal agencies require.
- NTIS is recognized for its operational efficiencies, best value pricing, and customer satisfaction.
- NTIS is customer-focused and has created feedback mechanisms to continue understanding evolving requirements.

Critical NTIS Functions Performed for the American Public

NTIS has unique authorities that enable it to provide scientific and technical repository services for the rest of the Federal government to foster dissemination of information and data. As the amount of data generated by the Federal Government grows, so does the challenge of ensuring its continued access and permanent availability. This is a function unique to NTIS.

NTIS provides services typically not directly available from private search engines. For instance, NTIS catalogues and indexes all of the collection documents and creates sitemaps that are then made available to all search engines to provide better "views" into the collection. Additionally, few agencies are required to maintain permanent access to their own agency information on their own websites and many have neither the technical or financial resources to do so. Consequently, by sending their official reports to NTIS, agencies ensure permanent public access to this information.

The Service also performs other valuable and unique functions for federal agencies and the public, a number of which are highlighted below.

Insurance: NTIS handles requests for, and provides information from, the Limited Access Death Master File (DMF), which is used by insurance and annuity companies to ensure that death benefits and annuities go to the right people, and to prevent fraud. By statute, many states require insurance companies to utilize the DMF for purposes of determining annuities. NTIS provides this critical service through an agreement with the Social Security Administration and in a manner consistent with Section 203 of the Bipartisan Budget Act of 2013.

Financial institutions and retail companies such as Amazon, also use the DMF from NTIS to ensure the security of hundreds of thousands of transactions every day. Legitimate users of the DMF have made it abundantly clear that the DMF's unavailability – even temporary unavailability, would have a severe and wide-spread negative impact on financial and retail institutions. The Service is committed to ensuring the continued and uninterrupted contributions of the DMF to our Nation's financial well-being.

Medical and Pharmaceutical Services Firms: The Service provides controlled distribution of sensitive data for the Drug Enforcement Agency (DEA). The distributed data support the control and enforcement of controlled substances under the DEA Controlled Substances Act. The "NTIS System Registrants Database" enables Health Maintenance Organizations, physicians and health practitioners, insurers, pharmaceutical and medical services firms, and others to properly prescribe and handle controlled substances.

Libraries: Many academic and government libraries subscribe to the Service's National Technical Reports Library, which I described earlier in my testimony, for unlimited access to approximately 2.8 million technical reports on the results of federally funded research. Thousands of students and staff have open and free access to this important and unique collection.

American Public and Consumers: NTIS' permanent repository is one of the comprehensive collections of federally funded science and technology documents. Common search engines use algorithms that are designed to learn what users want to see based on previous searches, location, ad clicks, etc., rather than through pure search and retrieval. These search engines leverage the cataloguing and indexing work published by the Service at the NTIS sitemap.

NTIS is mandated to be the permanent repository of federal science and technology reports. The Service was given that role precisely to avoid the duplication of effort, and consequent waste of taxpayer dollars that would result if individual agencies were required to take on that repository function within each agency. Moreover, U.S. Government science and technology reports ("gray literature") would be lost forever without this permanent repository.

As I noted previously, many federal agencies and departments have neither the technical expertise, nor the statutory mandate or funding, that would be necessary to individually take on responsibility to maintain permanent availability of their scientific and technical information. This is a service that NTIS is uniquely suited and mandated to provide, and which it provides without appropriated funding.

Developing an Open and Sustainable Model for NTIS Technical Reports
NTIS is a self-sustaining federal agency maintaining fiscal viability and responsibility through the collection and management of fees for both information products and services. NTIS has had positive margins for each of the past five Fiscal Years and expects to remain viable and self-sustaining throughout this decade. Significant cost

reductions in direct and allocated costs, combined with new efficiencies in information products and information systems upgrades, have significantly reduced the operating costs associated with NTIS information products.

The Service does not oppose changes to the fee-based model under which NTIS has operated for the dissemination of federal technical reports as Congress has recently suggested. In fact, NTIS, throughout its history, has constantly re-evaluated its model in adapting to an ever-changing financial environment. And, and the Service has been listening and is responding to the Congress's inquiries and suggestions.

- The Service is proactively engaged with the NTIS Advisory Board, academia and industry partners to develop a business model to facilitate free U.S. public access to electronic scientific and technical reports through its National Technical Reports Library (NTRL).
- After receiving the final concurrence from the NTIS Advisory Board on April 25, 2014, NTIS is developing the Public Access NTRL service that will allow the American public to have free and open access to NTIS electronic technical reports, associated biographic records, other selected research services, and linkage to report data. The beta version of this service is scheduled to be released August 1, 2014. This new program is anticipated to be launched in October 2014.
- NTIS features on its website that each of the technical reports and documents in its repository may be available online for free either from the issuing federal agency, GPO, or through private sector search engines. NTIS also advises the public of free ways in which to receive a report before processing a request for a technical report.
- The Service is working with other federal agencies to facilitate the collection and dissemination of federal science and technical information by providing enhanced information management and repository services to federal scientific content developers. NTIS, under the Federal Science and Repository Service (FSRS), will become a center of excellence for expertise and capabilities in assisting federal agencies in making the data associated with their scientific and technical reports available for public use in accordance with the Administration's Open Access and Open Data Policy, and the Department of Commerce Data Strategic Goal.
- NTIS has applied for FEDRamp Certification and will submit NTIS shared services for inclusion on Uncle Sam's List.

In conclusion, as NTIS moves forward, we will continue to adopt the business processes and technology needed to achieve the Service's mission in the most efficient and effective manner.

Thank you for this opportunity to present to the Subcommittee. I am pleased to answer any questions that you may have.

GAO U.S. GOVERNMENT ACCOUNTABILITY OFFICE

441 G St. N.W.
Washington, DC 20548

Comptroller General
of the United States

July 18, 2014

The Honorable Penny Pritzker
Secretary of Commerce

Dear Ms. Pritzker:

I am writing to request that the National Technical Information Service (NTIS) discontinue the sale of electronic copies of Government Accountability Office (GAO) products. As you know, in 2012 and 2013, we reported that most of the products added to NTIS's collection and made available for sale were readily available from other public websites, and nearly all of them could be obtained for free.[1] For example, although GAO makes electronic copies of its products available free of charge on its website, we found that NTIS charges interested parties a fee for electronic copies of GAO products. Based in part on this finding that NTIS charges for products available elsewhere at no charge, we recommended that Congress consider whether the fee-based model under which NTIS operates for disseminating technical information should be continued.

Rather than charge a fee for electronic copies of GAO's products, I request that you direct interested parties to our website where they can obtain electronic copies of GAO's products free of charge.

I appreciate your consideration of this request. If you have any questions about this request, please contact Valerie C. Melvin at (202) 512-6304 or melvinv@gao.gov.

Sincerely,

Gene L. Dodaro
Comptroller General
of the United States

cc: The Honorable Bruce Borzino, Director, NTIS

[1]GAO, *Information Management: National Technical Information Service's Dissemination of Technical Reports Needs Congressional Attention*, GAO-13-99 (Washington, D.C.: Nov. 19, 2012) and *2013 Annual Report: Actions Needed to Reduce Fragmentation, Overlap, and Duplication and Achieve Other Financial Benefits*, GAO-13-279SP (Washington, D.C.: Apr. 8, 2014).

Please provide for the last three available fiscal years, the total amount of money paid to NTIS by each federal agency or department.

Numbers in Thousands			
Agency	FY2013 Revenue	FY2012 Revenue	FY2011 Revenue
Architect of the Capitol	$ -	$ -	$ 29
Central Intelligence Agency	$ 51	$ 1	$ 52
Consumer Product Safety Commission	$ -	$ 33	$ -
Department of Agriculture	$ 14,087	$ 11,195	$ 7,942
Department of Commerce	$ 2,605	$ 2,532	$ 1,742
Department of Education	$ 6,323	$ 7,216	$ 9,263
Department of Energy	$ 7	$ 9	$ 333
Department of Health and Human Services	$ 269	$ 294	$ 182
Department of Homeland Security	$ 5,671	$ 2,491	$ 80
Department of Housing and Urban Development	$ 89	$ 86	$ -
Department of Justice	$ 3,829	$ 4,337	$ 2,917
Department of Labor	$ 2,155	$ 2,063	$ 286
Department of State	$ 32	$ 8	$ 7
Department of the Air Force	$ 12	$ 9	$ 14
Department of the Army	$ 16	$ 14	$ 14
Department of the Interior	$ 852	$ 1,833	$ 1,054
Department of the Navy	$ 4	$ 4	$ (32)
Department of the Treasury	$ 917	$ 1,108	$ 608
Department of Transportation	$ 843	$ 231	$ 316
Department of Veterans Affairs	$ 105	$ 40	$ 67
Environmental Protection Agency	$ 6	$ 22	$ 38
Export-Import Bank of the United States	$ 14	$ -	$ -
Federal Communications Commission	$ 46	$ 48	$ 61
General Services Administration	$ 993	$ 597	$ 1,210
Government Printing Office	$ 45	$ 1	$ -
Independent Agencies	$ 1,000	$ 1,278	$ 566
International Trade Commission	$ -	$ 1	$ -
Library of Congress	$ 63	$ 78	$ 250
National Aeronautics and Space Administration	$ 3	$ 3	$ 133
National Archives and Records Admin.	$ 830	$ 1,084	$ 329
National Foundation on the Arts and the Humanities	$ 1	$ -	$ -
National Labor Relations Board	$ 1	$ 1	$ -
National Science Foundation	$ -	$ 80	$ 192
Office of the Secretary of Defense - Defense Agencies	$ 12,307	$ 10,459	$ 7,774
Overseas Private Investment Corporation	$ 4	$ 5	$ -
Securities and Exchange Commission	$ 227	$ 456	$ 388
Small Business Administration	$ 453	$ 19	$ -
Social Security Administration	$ 10,655	$ 9,822	$ 5,571
U.S. Army Corps of Engineers	$ -	$ 1	$ 2
U.S. Nuclear Regulatory Commission	$ 65	$ 385	$ 459
TOTAL	$ 64,580	$ 57,844	$ 41,847

Question 3 Please provide for the latest fiscal year available, the name of each federal agency or office that paid for other services provided by NTIS. Please provide the total amount paid by each federal agency and office to NTIS for these additional services as well as the nature of these services (ie, subscriptions, printing, distribution, etc).

Numbers in Thousands

Agency	Technical Reports Library	Clearinghouse	Publishing	Miscellaneous and Cancelled Products	eLearning Knowledge Mgmt Services	Digitization Services	Web Services	Distribution Services	Brokerage Services	Miscellaneous and Cancelled Services	Total Spending by Agency
Central Intelligence Agency	$ -	$ -	$ -	$ -	$ 51	$ -	$ -	$ -	$ -	$ -	$ 51
Department of Agriculture	$ -	$ -	$ 10	$ -	$ 9,838	$ -	$ 799	$ 2,935	$ 5	$ 500	$ 14,087
Department of Commerce	$ 288	$ 1	$ 4	$ -	$ 1,543	$ 501	$ 267	$ -	$ -	$ -	$ 2,604
Department of Education	$ -	$ -	$ -	$ -	$ 443	$ -	$ -	$ 5,880	$ -	$ -	$ 6,323
Department of Energy	$ 4	$ -	$ 2	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ 6
Department of Health and Human Services	$ 4	$ -	$ 23	$ 1	$ -	$ 94	$ 61	$ -	$ 85	$ -	$ 268
Department of Homeland Security	$ -	$ -	$ 3	$ -	$ 1,114	$ 23	$ 4,531	$ -	$ -	$ -	$ 5,671
Department of Housing and Urban Development	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ 89	$ 89
Department of Justice	$ -	$ -	$ 1	$ -	$ 3,484	$ -	$ -	$ 331	$ -	$ 13	$ 3,829
Department of Labor	$ -	$ -	$ 22	$ -	$ 1,036	$ 5	$ -	$ 1,087	$ -	$ 5	$ 2,155
Department of State	$ -	$ -	$ 8	$ -	$ 24	$ -	$ -	$ -	$ -	$ -	$ 32
Department of the Air Force	$ -	$ -	$ 8	$ 1	$ -	$ -	$ -	$ -	$ -	$ 1	$ 10
Department of the Army	$ 4	$ -	$ 8	$ 3	$ -	$ -	$ -	$ -	$ -	$ -	$ 15
Department of the Interior	$ 12	$ -	$ -	$ -	$ 840	$ -	$ -	$ -	$ -	$ -	$ 852
Department of the Navy	$ -	$ -	$ -	$ 2	$ -	$ -	$ -	$ -	$ -	$ -	$ 2
Department of the Treasury	$ -	$ -	$ 5	$ -	$ 87	$ -	$ 362	$ 463	$ -	$ -	$ 917
Department of Transportation	$ 4	$ -	$ -	$ -	$ 812	$ 21	$ -	$ -	$ -	$ 6	$ 843
Department of Veterans Affairs	$ -	$ 1	$ 23	$ -	$ 81	$ -	$ -	$ -	$ -	$ -	$ 105
Environmental Protection Agency	$ 4	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ 2	$ 6
Export-Import Bank of the United States	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ 14	$ 14
Federal Communications Commission	$ -	$ -	$ -	$ -	$ 46	$ -	$ -	$ -	$ -	$ -	$ 46
General Services Administration	$ -	$ -	$ -	$ -	$ 203	$ -	$ 790	$ -	$ -	$ -	$ 993
Government Printing Office	$ -	$ -	$ 45	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ 45
Independent Agencies	$ -	$ -	$ -	$ -	$ 192	$ 741	$ -	$ -	$ -	$ 67	$ 1,000
Library of Congress	$ 63	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ 63
National Aeronautics and Space Administration	$ 2	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ 2
National Archives and Records Admin.	$ -	$ -	$ -	$ -	$ 261	$ -	$ 569	$ -	$ -	$ -	$ 830
National Foundation on the Arts and the Humanities	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ 1	$ 1
National Labor Relations Board	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ 1	$ 1
Office of the Secretary of Defense - Defense Agencies	$ -	$ -	$ -	$ 1	$ 8,193	$ 782	$ 3,262	$ -	$ -	$ 69	$ 12,307
Overseas Private Investment Corporation	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ 4	$ 4
Securities and Exchange Commission	$ -	$ -	$ -	$ -	$ 227	$ -	$ -	$ -	$ -	$ -	$ 227
Small Business Administration	$ -	$ -	$ 1	$ -	$ -	$ 425	$ -	$ -	$ -	$ 27	$ 453
Social Security Administration	$ -	$ -	$ -	$ -	$ 552	$ 9,819	$ 160	$ -	$ -	$ 124	$ 10,655
U.S. Nuclear Regulatory Commission	$ 4	$ -	$ -	$ -	$ 61	$ -	$ -	$ -	$ -	$ -	$ 65
										$ -	$ -
TOTAL	$ 389	$ 2	$ 163	$ 8	$ 29,088	$ 12,411	$ 10,801	$ 10,696	$ 90	$ 923	**$ 64,571**

UNITED STATES DEPARTMENT OF COMMERCE
National Technical Information Service
5301 Shawnee Road
Alexandria, VA 22312

September 9, 2014

The Honorable Claire McCaskill, Chairman
Subcommittee on Financial and Contracting Oversight
Committee on Homeland Security and Governmental Affairs
United States Senate
Washington, DC 20510

Dear Senator McCaskill:

Thank you for your letter of August 1, 2014 requesting information about the National Technical Information Service (NTIS, or, the Service) and its operations.

The NTIS mission is to promote American innovation and economic growth by serving as the federal government's central means of collecting and widely disseminating scientific, technical and engineering information to the public and industry, and by providing innovative information management solutions to assist other federal agencies in managing and disseminating information to their users and constituencies. The Service carries out its mission on a cost-recovery basis, and does not receive an annual funding appropriation from the Congress.

The Service has unique statutory authorities to serve the public and industry, including establishing and maintaining an information clearing house; implementing new methods and media for ensuring official federal science information access; entering into cooperative agreements and public-private joint ventures and other transactions to foster the dissemination of information to the public.

All federal agencies are required to transfer to the Service all unclassified scientific, technical, and engineering information that results from research and other activities funded by the government. This ensures permanent public access to federal technical reports, since federal agencies are not required to make these reports permanently available to the public. That permanent repository function is the responsibility of the Service. No other federal agency has the statutory authorities accorded to the Service to perform these critical functions for the public and other federal agencies.

In fulfilling that congressional mandate, the Service has become the largest supplier of federal technical and science research reports (commonly known as "gray literature") that are not commercially published and are not generally accessible to the public. As a result, the Service has assumed a major role in the preservation and dissemination of this valuable reservoir of federal scientific and technical knowledge. NTIS's role as a permanent repository is as critical today, in the Internet age, as it has ever been.

NTIS has embraced calls for change from you and others in Congress, and has significantly adjusted its model as it provides the American public with an open environment for accessing federal science content. Steps already taken include:

- NTIS developed the Public Access National Technical Reports Library (NTRL) service to allow the American public to have free and open access to NTIS electronic technical reports, associated biographic records, other selected research services, and linkage to report data. The beta version of this service was released July 23, 2014, and the full program is anticipated to be launched in October, 2014.

- NTIS features on its website that each of the technical reports and documents in its repository may be available online for free either from the issuing federal agency, GPO, or through search engines. The Service's website also advises the public of free ways to receive a report before processing a purchase for a technical report.

- NTIS is working with other federal agencies to facilitate the collection and dissemination of federal science and technical information by providing enhanced information management and repository services to federal scientific content developers. NTIS, under its Federal Science and Repository Service (FSRS), will be a center of excellence for expertise and capabilities in assisting federal agencies in making the data associated with their scientific and technical reports available for public use in accordance with the Administration's Open Access and Open Data Policy, and the Department of Commerce Data Strategic Goal.

- NTIS has applied for FedRAMP Certification and will submit NTIS shared services for inclusion on Uncle Sam's List.

The Service performs valuable and unique functions for other federal agencies and the public, notable examples of which include:

- Access to the Death Master File (DMF), a Social Security Administration (SSA) dataset used by insurance and annuity companies to ensure that death benefits and annuities go to the right people, and by financial institutions to prevent fraud. Many states require in statute that insurance companies utilize the DMF for purposes of determining annuities. Without NTIS, there would be no viable alternative to providing this critical service.

- Controlled access to Drug Enforcement Agency (DEA) data, supporting the DEA Controlled Substances Act (CSA). This NTIS System Registrants Database enables HMOs, physicians and health practitioners, insurers, pharmaceutical and medical services firms, and others to prescribe and handle controlled substances.

The Service's responses to the questions in your letter are enclosed, and I would be happy to discuss any of these further with you or your staff. Please contact Jim Schufreider, Director of Congressional and Legislative Affairs for the National Institute of Standards and Technology at 301-975-5675, should you wish additional information or have further questions.

Sincerely,

Bruce Borzino
Director

Encls.

Responses to Chairman Claire McCaskill's August 1, 2014, Request for Information about National Technical Information Service's Business Operations

(1) Whether NTIS charges for a subscription to the information provided for free on the Wage Determinations Online site (www.wdol.gov);

Access to and use of the information provided by the Wage Determinations Online site (WDOL.gov) is free.

Separately (not as part of the WDOL.gov site), the National Technical Information Service (NTIS) has offered a subscription service to the complete Wage Determination "raw data file" that provides additional capability and functionality not available through the free WDOL.gov website. The WDOL.gov website offers a "wizard" process, whereby a user is led through a logic model to discover the proper Wage Determination for a single query. The WDOL.gov website only allows one Wage Determination query at a time, and cannot be used for batch inquiries. The NTIS "raw data file" service permits access to the entire data file (without the "wizard" process) to allow for batch processing of multiple queries concurrently. The subscription service consists of a large data file that is pushed to a subscriber's server with updates and corrections.

Currently, there is one non-Federal subscriber to the NTIS Wage Determination subscription service (and no Federal subscribers).

A major WDOL.gov program milestone in Fiscal Year (FY) 2014 was to complete development and testing of XML services that will provide users the option of downloading official wage determinations to allow for batch processing free of charge from the WDOL.gov website. NTIS is currently developing this capability. When this XML capability is released (expected in First Quarter, FY 2015), the raw data file service will no longer be necessary, and NTIS will discontinue it.

(2) If NTIS does charge for the subscription to the information provided on the Wage Determinations Online site, a list of agencies that have paid for this subscription and the total amount paid to date tor the subscription broken out by agency;

See response to Question 1 above.

(3) The amount that the Department of Labor is charged on a monthly or yearly basis by NTIS to host the Wage Determinations Online site, including the total amount charged by NTIS to date, and the year NTIS began hosting the website;

The WDOL.gov program is a collaborative effort of the Office of Management and Budget, Department of Labor, Department of Defense, Department of Energy, General Services Administration, and the Department of Commerce. The program was initiated during the Administration of President George W. Bush as part of that Administration's E-Government initiative as authorized by H.R. 2458, the E-Government Act of 2002

(P.L. 107-347). NTIS receives all funding to develop, operate and maintain the WDOL.gov website from the General Services Administration (GSA) Integrated Acquisition Environment (IAE) program office. NTIS and the GSA IAE established an interagency agreement in July, 2003, for the development, operation and maintenance of a single government-wide site for access to Department of Labor wage determinations. On an annual basis, the GSA IAE and NTIS enter into an interagency agreement for the continued development, hosting, operations and maintenance of the WDOL.gov website.

Attachment 1, WDOL.gov Funding by Fiscal Year, provides a complete breakout of the annual and total funding that GSA IAE has provided to NTIS over the life of the WDOL.gov program.

(4) An explanation for why NTIS does not provide "fugitive reports" to the Government Printing Office (GPO) for dissemination through the Federal Depository Library Program (FDLP);

The furnishing of publications to the Superintendent of Documents is the responsibility of the "issuing component" agency (44 U.S.C. 1902). With rare exceptions, NTIS is not an "issuing component," that is, NTIS does not itself create publications and, as such, NTIS does not fall within the scope of the Federal Depository Library Program (FDLP).

(5) An explanation of the business relationship that NTIS currently has with GPO and any memoranda of understanding between the two agencies to facilitate the sharing of reports, including dissemination to FDLP. Please include an explanation of the materials provided and procedures followed by NTIS for compliance with 15 U.S.C. 3704b (e) (3), which requires NTIS to make "selected bibliographic information products available in a timely manner to depository libraries";

Over many years, NTIS has worked cooperatively with the GPO FDLP, the GPO Sales Program, and the GPO Printing Plant. One of the highlights of the cooperative agreements with FDLP was the Depository Access to Reports, Technical & Scientific (DARTS) Program. NTIS and the GPO conducted the DARTS pilot project for multiple years, that provided the FDLP with full bibliographic records for 240,000 publications from 1964 - 2000 and the ability to download the electronic documents for which links were available. As more bibliographic information became available freely on the NTIS Website and from other sources, NTIS and GPO discontinued the DARTS program.

NTIS and GPO have also cooperated by ensuring that publications such as the cooperatively published North American Industry Classification System Manual and discontinued Export Administrative Regulations remained accessible in the FDLP and the Sales Program. NTIS currently has an interagency agreement with the GPO Printing Plant to fulfill NTIS's short-run printing needs.

NTIS bibliographic information on all technical documents has been freely available to depository libraries and the general public since 2004 on the NTIS.gov website, in accordance with 15 U.S.C. 3704b(e)(3).

(6) A date by when NTIS will update its website to include a larger notice of the availability of free reports elsewhere on the internet;

The larger notice of the availability of free reports elsewhere on the Internet was completed on July 30, 2014.

(7) A date by when NTIS will release its database to the public using its new free public access model;

NTIS has two goals with the forthcoming release of its Public Access version of the National Technical Reports Library (NTRL):

1. Significantly increase use and re-use of federally funded research; and
2. Significantly increase the digital availability of NTIS's collection of federally funded technical reports via digital-on-demand service.

NTIS released to the public a pilot version of the NTRL Public Access on July 23, 2014. With simple registration, users of the pilot version can freely access the entire NTIS collection of approximately 2.8 million bibliographic links to federally funded research. Included in this access are over 800,000 full-text (PDF) electronic reports.

On October 1, 2014, NTIS will release the full version of the NTRL Public Access. Registered users in the U.S. will have free access to the NTRL. Registered users outside the United States will be able to subscribe. NTIS will also be introducing premium individual, institutional and corporate subscription services to NTRL for both domestic and foreign users.

(8) The amount charged to the Department of Commerce for each year from 2003 to 2013 for reports on the NTIS site;

The following table provides the total funding by fiscal year for technical reports purchased by bureaus within the Department of Commerce:

Fiscal Year 2009	$4,184
Fiscal Year 2010	$4,006
Fiscal Year 2011	$3,025
Fiscal Year 2012	$2,217
Fiscal Year 2013	$2,975

(9) **A list of all agreements between NTIS and other federal agencies where NTIS provides any type of customer support or customer service to the other agencies, the specific nature of NTIS 's services, and the total revenues of each joint venture;**

See Attachment 2: List of NTIS Federal Agency Agreements (Including Joint Ventures). Note that Attachment 2 contains information that may concern business trade secrets or other confidential commercial or financial information, and may be subject to exemption from release under the Freedom of Information Act.

(10) **A list of services that NTIS provides to other federal agencies through NTIS's joint ventures or public-private partnerships that NTIS believes cannot be obtained by any other means;**

Federal agencies approaching NTIS for services are often faced with a partially defined problem with limited time and resources to deploy a solution. NTIS quickly and efficiently focuses industry and government resources to help the agency fully define the problem and propose solutions. This methodology recognizes that the requesting agency may not have the background to fully describe the requirements or the possible solutions. Information dissemination is often a supportive or collaborative function to an agency's mission, whereas NTIS's core mission is information distribution. By including industry as a partner, a wide variety of alternatives can be developed, presented, and considered prior to executing the project. This process is intensely collaborative, involving the requesting agency, NTIS, and joint venture partner(s). An NTIS project typically executes from start to deployment in weeks, versus months. This collaborative definition phase may run concurrently with pilot projects, technology demonstrations, or accelerated project startups that are not typically available in traditional Federal Acquisition Regulations procurements. The three examples that follow illustrate the process and the value of the process.

In 2002, the Office of Management and Budget (OMB) asked the General Services Administration (GSA) to use the Integrated Acquisition Environment (IAE) to create a system that would issue Wage Determinations to federal agencies writing contracts under the Davis-Bacon Act and the Services Contract Act. The IAE had six months to discover what the system might look like, to define the functionality of the system, and to develop the multi-agency support required by the concept. The IAE came to NTIS to develop and deliver a government-wide electronic solution within six months because NTIS had a private partner with Wage Determination experience and NTIS had a relationship with the Department of Labor's Wage and Hour Division. With IAE as a client and OMB an interested participant, NTIS created a project team that included members from several agencies, including the Department of Defense, Department of Labor, National Aeronautics and Space Administration (NASA) , Department of Health and Human Services, and others. The requirements definition, development, testing, training, and deployment were all blended activities as the client, participating federal agencies and the joint venture partner engaged in a collaborative, active, hands-on approach to each phase. Using the expertise of the partner in harmonizing the extensive dataset and the disparate requirements of all the agencies, a wizard-based system was developed, tested, and by

consensus deployed as an open, shared service for all contracting entities requiring Wage Determinations.

The Social Security Administration (SSA) approached NTIS with a business problem: provide assistive media to citizens with vision impairment so that the citizens would have access to their SSA statements. This court-ordered requirement became the SSA Special Notice (SNO) project. SSA had four months to define the problem and deploy a system that would meet the court-ordered schedule and avoid SSA being in contempt of the court's order. Through its talent management relationships, NTIS had industry and government expertise in assistive technology, and created an integrated project team that included SSA, NTIS, and joint venture partner subject matter experts. In a highly collaborative environment, NTIS developed and deployed a very secure system that converted raw SSA data into Braille, large print, or audio files. The phases of the project were very evolutionary and required constant modification to systems and processes. Neither NTIS or the joint venture partners, nor SSA had previously created a responsive system such as SNO. Given the court deadline and mandated need, requirements were adjusted, work was fine-tuned, systems were changed, and the collaborative development process ensured that the court mandate was successfully met.

The American Recovery and Reinvestment Act of 2009 provided the USDA Rural Utilities Service (RUS) and Commerce's National Telecommunications and Information Administration (NTIA) with $7.2 billion with the objective of expanding access to broadband services in the United States. The funds were to be distributed through grants made by RUS and NTIA from public applications, and the timing to go live to the public was very compressed. NTIS was approached because it had the assets and the technical and programmatic infrastructure to stand up the program quickly. During the definition phase with RUS and NTIA, NTIS worked with a joint venture partner that maintained a grants management application. NTIS and the partner tailored the application, tested the functionality and security, and deployed the "Easy Grants" Broadband system within 30 days of initial notice of the requirement. The system was deployed on time, was extraordinarily complex, and met the very high public demand for access.

As these examples illustrate, the joint venture programmatic authority that Congress granted to NTIS has greatly benefited the Executive Branch and the American public.

(11) A breakout of the costs of each joint venture from 2009 to 2013, including the fee charged by NTIS to the serviced federal agencies, the total amount charged to NTIS labor, and the amount paid to each "partnering" contractor for services in the joint venture;

See Attachment 2: List of NTIS Federal Agency Agreements (Including Joint Ventures). Note that Attachment 2 contains information that may concern business trade secrets or other confidential commercial or financial information, and may be subject to exemption from release under the Freedom of Information Act.

(12) A copy of each joint venture agreement file from 2009 to 2013;

See enclosed CD: NTIS Joint Venture Partner Agreements. Note that the CD contains information that may concern business trade secrets or other confidential commercial or financial information, and may be subject to exemption from release under the Freedom of Information Act.

(13) An explanation of how NTIS monitors its library to ensure that reports are exclusively scientific, technical and engineering information, and how the NTIS ensures that reports from private sector organizations are not included in the repository.

The acquisition process is defined collaboratively with the major source agencies: Department of Defense; Department of Energy; Environmental Protection Agency; NASA; and U.S. Department of Agriculture. Additionally, NTIS provides to the public a content management standards guide entitled, *Search Guide for the NTIS Database*. This guide can be found on the NTIS website: http://www.ntis.gov/pdf/dbguid.pdf. In May of 2014, NTIS technical information specialists reviewed and validated the current acquisition guidelines for scientific, technical and engineering information. Concerning "reports from private sector" organizations, NTIS is authorized to collect such reports, and in that regard, there are two major sources: technical reports; and journal articles. NTIS collects technical reports that are the result of federally funded research, but for which the reports are published by a private laboratory or organization. NTIS does not independently collect references to private sector journal articles unless those articles are supplied to NTIS by the source agencies (e.g., NASA) via cooperative agreements with the publisher.

Attachment 1 - WDOL.gov Funding by Fiscal Year

NTIS began hosting the WDOL database in July 2003.

	Revenue
2003	$ 741,597
2004	$ 1,906,083
2005	$ 1,449,789
2006	$ 1,787,544
2007	$ 1,523,265
2008	$ 1,555,145
2009	$ 1,217,357
2010	$ 1,117,219
2011	$ 970,000
2012	$ 557,423
2013	$ 789,189
YTD 7/31/2014	$ 454,780
TOTAL:	**$ 14,069,391**

Attachment #2 List of NTIS Federal Agency Agreements (Including Joint Ventures)

(Senate Questions #9 and #11 Dated August 1, 2014)

NTIS Product Line / Nature of Service Agreement / Agency Agreement / Project / Title			NTIS Support	Joint Venture Partner Support		Total Revenue
Fiscal Year 2009						
Publishing						
NTIS-1408	21600	DEA Products	$2,255,334	$1,377,099		$3,632,433
NTIS-811	25200	SSA Death Master File	$1,622,079	$194,185		$1,816,264
		Product Group Subtotal:	$3,877,413	$1,571,284		$5,448,697
		Product Line Subtotal:	$3,877,413	$1,571,284		$5,448,697
Federal Services						
E-Training & Knowledge Mgmt						
NTIS-1945	30700	Treasury Office of the Comptroller of the Currency (OCC) -	$41,946	$23,750		$65,696
NTIS-1962	30800	NARA National Archives and Records Administration	$53,617	$211,347		$264,964
NTIS-1989	31400	US Dept of the Interior - Learning & Development Mgmt Te	$35,573	$217,335		$252,908
NTIS-1976	31900	Department of Education - LMS	$8,360	$25,935		$34,295
NTIS-1973	32000	DOC Office of Human Resource Management E-Training (J	$3,604	$2,812		$6,416
NTIS-1994	32200	Federal Communications Commission (FCC)	$3,587	$0	1/	$3,587
NTIS-2023	32300	USDA Learning Management System	$9,032	$171,606		$180,638
Footnote 2/	35200	Commerce Learning Center	$87,961	$937,103		$1,025,063
		Product Group Subtotal:	$243,680	$1,589,887		$1,833,567
Scanning and Digitization						
NTIS-2247	21300	PBGC Microfilm Conversion Services	$265,859	$0	1/	$265,859
		Product Group Subtotal:	$265,859	$0		$265,859
Web Services						
NTIS-1551&2263	30200	Defense Manpower NTIS Hosting	$374,191	$0	1/	$374,191
NTIS-1385	70800	Wage Determinations Online Program (WDOL.gov)	$1,217,357	$0	1/	$1,217,357
NTIS-1993	72100	DOC Recovery Act Website	$212,244	$0	1/	$212,244
NTIS-533	73500	DHS - U.S. Customs and Border Patrol	$341,750	$0	1/	$341,750
NTIS-1996	78330	NTIA Hosting Services	$605,521	$448,500		$1,054,021
		Product Group Subtotal:	$2,751,063	$448,500		$3,199,563
Distribution Services						
NTIS-1124&2184	22301	Treasury - IRS DVD - Service Portion	$778,508	$24,553		$803,061
NTIS-1372	71000	Administrative Office of the US Courts	$363,610	$0	1/	$363,610
NTIS-601 & 2212	71700	USDA - Team Nutrition	$1,891,369	$0	1/	$1,891,369
NTIS-601 & 2213	71706	USDA - Food Stamp Program	$812,790	$0	1/	$812,790
NTIS-2030	74000	Ed Pubs - Principal Offices	$297,118	$0	1/	$297,118
		Product Group Subtotal:	$4,143,395	$24,553		$4,167,948

1/ NTIS provides all services for this agreement, there is no Joint Venture Partner involved.
2/ Multiple DOC Bureau Agreements
3/ Multiple Agency Agreements

Attachment #2 List of NTIS Federal Agency Agreements (Including Joint Ventures)

(Senate Questions #9 and #11 Dated August 1, 2014)

NTIS Product Line / Nature of Service Agreement / Agency Agreement / Project / Title			NTIS Support	Joint Venture Partner Support		Total Revenue
Fiscal Year 2009						
Federal Services						
Brokerage Services						
NTIS-135	23900	NLM - Brokerage Service	$124,713	$0	1/	$124,713
NTIS-1222	24300	NAL Brokerage Service	$6,869	$0	1/	$6,869
		Product Group Subtotal:	$131,582	$0		$131,582
Miscellaneous						
NTIS-186	70500	DHHS - NLM - Toxicology	$9,600	$0	1/	$9,600
NTIS-133	70700	Environmental Protection Agency	$1,600	$0	1/	$1,600
NTIS-1867	72400	CIA - Unified Cross Domain Management Office	$28,333	$6,668		$35,000
NTIS-1468	75299	Dept of Commerce/Office of the Secretary	$60,056	$0	1/	$60,056
		Product Group Subtotal:	$99,589	$6,668		$106,256
		Product Line Subtotal:	$7,635,167	$2,069,608		$9,704,775
Cancelled Federal Services						
E-Training & Knowledge Mgmt						
NTIS-1826	30500	DCAA	$11,571	$0	1/	$11,571
NTIS-1959	30600	Dept. of Treasury - Office of Thrift Supervision (OTS)	$44,019	$9,025		$53,044
NTIS-1877	31000	US Department of Energy	$76,513	$1,453,754		$1,530,267
NTIS-1970	31500	DOC OHRM	$3,700	$15,300		$19,000
NTIS-497	31600	SSA POMS Conversion	$31,365	$171,180		$202,545
NTIS-1976	31800	Department of Education - Courseware	$9,842	$75,915		$85,757
NTIS-1992	32100	HHS University	$6,452	$63,000		$69,452
NTIS-2029	32700	NRC Learning Assessment and Strategy Development	$4,918	$41,600		$46,518
NTIS-2075	39000	CIO USPTO Pilot	$3,985	$0	1/	$3,985
NTIS-1811	71600	SSA Office of Communications, Planning & Technology	$89,825	$0	1/	$89,825
		Product Group Subtotal:	$282,190	$1,829,774		$2,111,964
Scanning and Digitization						
NTIS-1889	20700	Veterans Affairs Central Office Library	$19,725	$13,345		$33,070
NTIS-1888	21500	NASA Scanning and Digitization	$93,750	$0	1/	$93,750
NTIS-1124	31100	IRS Virtual Small Business Tax Workshop DVD-ROM	$10,458	$21,350		$31,808
NTIS-1981	73000	DoC NIST/NEHRP Digitization Project - Earthquake Docum	$62,500	$0	1/	$62,500
		Product Group Subtotal:	$186,433	$34,695		$221,128
Web Services						
NTIS-1332	71200	Dept of Veterans Affairs Employee Education System	$3,315	$0	1/	$3,315
NTIS-1767	71500	DoD Joint Oil Analysis Program Technical Support Center (J	$21,410	$0	1/	$21,410

1/ NTIS provides all services for this agreement, there is no Joint Venture Partner involved.
2/ Multiple DOC Bureau Agreements
3/ Multiple Agency Agreements

Attachment #2 List of NTIS Federal Agency Agreements (Including Joint Ventures)

(Senate Questions #9 and #11 Dated August 1, 2014)

NTIS Product Line / Nature of Service Agreement / Agency Agreement / Project / Title			NTIS Support	Joint Venture Partner Support		Total Revenue
Fiscal Year 2009						
Cancelled Federal Services						
Web Services						
NTIS-200	77800	DHHS AHRQ	$32,631	$0	1/	$32,631
		Product Group Subtotal:	$57,356	$0		$57,356
Distribution Services						
NTIS-1124	27500	Treasury - IRS CD Rom Distributions	$119,518	$79,559		$199,077
NTIS-1124	27600	Treasury - IRS CPE Project	$7,521	$40,569		$48,090
NTIS-1955	70900	GPO Distribution	$14,085	$0	1/	$14,085
NTIS-1382/IA-710	72000	DHHS CMS Distribution	$1,989,805	$0	1/	$1,989,805
		Product Group Subtotal:	$2,130,929	$120,128		$2,251,057
Brokerage Services						
NTIS-153	24100	DTIC/DROLLS Brokerage Service	$14,072	$0	1/	$14,072
		Product Group Subtotal:	$14,072	$0		$14,072
Miscellaneous						
NTIS-1960	28000	OCS Relocation Study	$26,662	$0	1/	$26,662
NTIS-1890	30300	PEO C3T US Army Support of National Guard	$77,854	$43,750		$121,604
NTIS-1688	70200	National Telecommunications & Information Administration	$22,949	$0	1/	$22,949
NTIS-1502	71400	EPA - Office of Water, Office of Science & Technology	$21,124	$0	1/	$21,124
NTIS-1990	79000	OFC of the Secretary Detail/AARA Support	$125,000	$0	1/	$125,000
		Product Group Subtotal:	$273,589	$43,750		$317,339
		Product Line Subtotal:	$2,944,569	$2,028,347		$4,972,916
		Fiscal Year Total:	$14,457,149	$5,669,239		$20,126,388

1/ NTIS provides all services for this agreement, there is no Joint Venture Partner involved.
2/ Multiple DOC Bureau Agreements
3/ Multiple Agency Agreements

Attachment #2 List of NTIS Federal Agency Agreements (Including Joint Ventures)

(Senate Questions #9 and #11 Dated August 1, 2014)

NTIS Product Line / Nature of Service Agreement / Agency Agreement / Project / Title			NTIS Support	Joint Venture Partner Support		Total Revenue
Fiscal Year 2010						
Publishing						
NTIS-1408	21600	DEA Products	$2,326,794	$1,368,197		$3,694,991
NTIS-811	25200	SSA Death Master File	$1,714,917	$153,571		$1,868,488
		Product Group Subtotal:	$4,041,710	$1,521,768		$5,563,478
		Product Line Subtotal:	$4,041,710	$1,521,768		$5,563,478
Federal Services						
E-Training & Knowledge Mgmt						
NTIS-1551	30201	DMDC E-Training	$154,921	$6,041,916		$6,196,837
NTIS-2048	30400	DAU - Atlas Pro Training Program for DOD DAU	$6,065	$32,973		$39,038
NTIS-1945	30700	Treasury Office of the Comptroller of the Currency (OCC) -	$25,156	$31,683		$56,839
NTIS-1962	30800	NARA National Archives and Records Administration	$9,448	$301,693		$311,141
NTIS-2024	30900	DOJ-ATF-DEA - Learning Management System	$72,928	$1,213,096		$1,286,024
NTIS-1989	31400	US Dept of the Interior - Learning & Development Mgmt Te	$123,370	$463,496		$586,866
NTIS-1976	31900	Department of Education - LMS	$25,684	$205,331		$231,015
NTIS-1973	32000	DOC Office of Human Resource Management E-Training (J	$33,721	$53,110		$86,830
NTIS-1994	32200	Federal Communications Commission (FCC)	$13,184	$46,925		$60,109
NTIS-2023	32300	USDA Learning Management System	$171,132	$3,251,469		$3,422,601
NTIS-2029	32800	NRC - Implementation of the Plateau Competency Assessme	$43,892	$341,330		$385,222
NTIS-2028	33300	Corporation for National & Community Service LMS Servic	$11,460	$77,124		$88,583
NTIS-2039	34600	Federal Housing Finance Agency (FHFA)	$8,915	$80,232		$89,147
Footnote 2/	35200	Commerce Learning Center	$202,977	$1,015,026		$1,218,003
		Product Group Subtotal:	$902,852	$13,155,403		$14,058,256
Scanning and Digitization						
NTIS-2050	73100	SSA Special Notice Option (SNO)	$1,391,985	$625,460		$2,017,446
		Product Group Subtotal:	$1,391,985	$625,460		$2,017,446
Web Services						
NTIS-1551 & 2263	30200	Defense Manpower NTIS Hosting	$497,350	$0	1/	$497,350
NTIS-1385	70800	Wage Determinations Online Program (WDOL.gov)	$1,117,219	$0	1/	$1,117,219
NTIS-2040	71300	USCCR Website Development and Hosting	$51,000	$0	1/	$51,000
NTIS-1993	72100	DOC Recovery Act Website	$228,837	$0	1/	$228,837
NTIS-533	73500	DHS - U.S. Customs and Border Patrol	$381,095	$0	1/	$381,095
NTIS-2077	77900	Dept of Commerce OFM Hosting	$2,000	$0	1/	$2,000
NTIS-1996	78330	NTIA Hosting Services	$901,527	$1,781,183		$2,682,709

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Attachment #2 List of NTIS Federal Agency Agreements (Including Joint Ventures)

(Senate Questions #9 and #11 Dated August 1, 2014)

NTIS Product Line / Nature of Service Agreement / Agency Agreement / Project / Title			NTIS Support	Joint Venture Partner Support		Total Revenue
Fiscal Year 2010						
Federal Services						
Web Services						
		Product Group Subtotal:	$3,179,027	$1,781,183		$4,960,210
Distribution Services						
NTIS-1124&2184	22301	Treasury - IRS DVD - Service Portion	$706,688	$56,875		$763,563
NTIS-1372	71000	Administrative Office of the US Courts	$457,001	$0	1/	$457,001
NTIS-601 & 2212	71700	USDA - Team Nutrition	$1,827,344	$0	1/	$1,827,344
NTIS-601 & 2213	71706	USDA - Food Stamp Program	$855,318	$0	1/	$855,318
NTIS-2030	74000	Ed Pubs - Principal Offices	$3,555,188	$0	1/	$3,555,188
NTIS-2030	74100	Ed Pubs - FSA (Federal Student Aid)	$5,456,375	$0	1/	$5,456,375
NTIS-2030	74400	Ed Pubs - NIFL (National Institute for Literacy)	$1,246,048	$0	1/	$1,246,048
		Product Group Subtotal:	$14,103,961	$56,875		$14,160,836
Brokerage Services						
NTIS-135	23900	NLM - Brokerage Service	$122,608	$0	1/	$122,608
NTIS-1222	24300	NAL Brokerage Service	$6,817	$0	1/	$6,817
		Product Group Subtotal:	$129,425	$0		$129,425
Miscellaneous						
Footnote 3/	27000	FDonline at NTIS	$75,658	$140,467		$216,125
NTIS-186	70500	DHHS - NLM - Toxicology	$10,800	$0	1/	$10,800
NTIS-133	70700	Environmental Protection Agency	$1,800	$0	1/	$1,800
NTIS-1468	75299	Dept of Commerce/Office of the Secretary	($5,005)	$0	1/	($5,005)
Footnote 3/	76000	Federal Energy Data (FED)	$28,612	$95,500		$124,112
		Product Group Subtotal:	$111,865	$235,967		$347,832
		Product Line Subtotal:	$19,819,117	$15,854,888		$35,674,005
Cancelled Federal Services						
E-Training & Knowledge Mgmt						
NTIS-1959	30600	Dept. of Treasury - Office of Thrift Supervision (OTS)	$24,737	$9,476		$34,213
NTIS-1877	31000	US Department of Energy	$111,954	$419,881		$531,835
NTIS-2112	31200	National Weather Service	$268	$0	1/	$268
NTIS-497	31600	SSA POMS Conversion	$117,485	$429,885		$547,370
NTIS-1992	32100	HHS University	$25,175	$178,000		$203,175
NTIS-2029	32700	NRC Learning Assessment and Strategy Development	$29,399	$299,368		$328,767
NTIS-2004-3	32900	Census - CLC Historical Data Load	$2,239	$15,620		$17,859
		Product Group Subtotal:	$311,256	$1,352,231		$1,663,487

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(Senate Questions #9 and #11 Dated August 1, 2014)

NTIS Product Line / Nature of Service Agreement / Agency Agreement / Project / Title			NTIS Support	Joint Venture Partner Support		Total Revenue
Fiscal Year 2010						
Cancelled Federal Services						
Scanning and Digitization						
NTIS-1889	20700	Veterans Affairs Central Office Library	$260	$0	1/	$260
NTIS-1888	21500	NASA Scanning and Digitization	$20,120	$0	1/	$20,120
NTIS-2109	21700	NSF Digitization, Workflow and Archive Services	$727	$0	1/	$727
NTIS-1124	31100	IRS Virtual Small Business Tax Workshop DVD-ROM	$11,983	$32,025		$44,008
NTIS-1818	70300	EPA Legacy Document Scanning	$64,036	$0	1/	$64,036
NTIS-2038	72200	GSA Document Digitization Project	$11,694	$9,167		$20,861
NTIS-2037	72300	Treasury OIG Digitization	$21,898	$100,322		$122,221
NTIS-1981	73000	DoC NIST/NEHRP Digitization Project - Earthquake Docum	$12,500	$0	1/	$12,500
		Product Group Subtotal:	$143,219	$141,515		$284,733
Web Services						
NTIS-1867	34400	CIA - Unified Cross Domain Management Office	$25,478	$0	1/	$25,478
NTIS-2045	37500	IRS Small Business/Self Employed	$21,218	$35,438		$56,655
NTIS-2083	70100	Department of Commerce/OGC	$13,073	$0	1/	$13,073
NTIS-1332	71200	Dept of Veterans Affairs Employee Education System	$4,068	$0	1/	$4,068
NTIS-1767	71500	DoD Joint Oil Analysis Program Technical Support Center (J	$48,722	$0	1/	$48,722
NTIS-2074	71900	Joint Task Force National Capital Region Medical (JTF Cap	$73,552	$213,086		$286,638
NTIS-200	77800	DHHS AHRQ	$33,947	$0	1/	$33,947
		Product Group Subtotal:	$220,057	$248,524		$468,580
Distribution Services						
NTIS-1124	27500	Treasury - IRS CD Rom Distributions	($11,692)	$26,316		$14,624
NTIS-1124	27600	Treasury - IRS CPE Project	$103	$16,289		$16,392
NTIS-1955	70900	GPO Distribution	$2,339	$0	1/	$2,339
NTIS-1382/IA-710	72000	DHHS CMS Distribution	$19,139	$0	1/	$19,139
		Product Group Subtotal:	$9,889	$42,604		$52,494
Brokerage Services						
NTIS-153	24100	DTIC/DROLLS Brokerage Service	$12,806	$0	1/	$12,806
		Product Group Subtotal:	$12,806	$0		$12,806
Miscellaneous						
NTIS-1890	30300	PEO C3T US Army Support of National Guard	$10,743	$0	1/	$10,743
NTIS-1688	70200	National Telecommunications & Information Administration	$669	$0	1/	$669
NTIS-1502	71400	EPA - Office of Water, Office of Science & Technology	$13,172	$0	1/	$13,172
NTIS-1990	79000	OFC of the Secretary Detail/AARA Support	$21,987	$0	1/	$21,987

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(Senate Questions #9 and #11 Dated August 1, 2014)

NTIS Product Line Nature of Service Agreement Agency Agreement / Project / Title	NTIS Support	Joint Venture Partner Support	Total Revenue
Fiscal Year 2010			
Cancelled Federal Services			
Miscellaneous			
Product Group Subtotal:	$46,571	$0	$46,571
Product Line Subtotal:	$743,798	$1,784,873	$2,528,671
Fiscal Year Total:	$24,604,625	$19,161,529	$43,766,155

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NTIS Product Line / Nature of Service Agreement / Agency Agreement / Project / Title			NTIS Support	Joint Venture Partner Support	Total Revenue
Fiscal Year 2011					
Technical Reports Library					
NTIS-2166	10600	Institutional Repository	$4,500	$65,500	$70,000
		Product Group Subtotal:	$4,500	$65,500	$70,000
		Product Line Subtotal:	$4,500	$65,500	$70,000
Publishing					
NTIS-1408	21600	DEA Products	$2,285,739	$1,436,770	$3,722,509
NTIS-811	25200	SSA Death Master File	$2,044,922	$249,406	$2,294,328
		Product Group Subtotal:	$4,330,661	$1,686,176	$6,016,837
		Product Line Subtotal:	$4,330,661	$1,686,176	$6,016,837
Federal Services					
E-Training & Knowledge Mgmt					
NTIS-1551-3	30100	DMDC Enterprise Human Resource Development and Talen	$56,662	$1,234,132	$1,290,795
NTIS-1551	30201	DMDC E-Training	$103,498	$3,368,967	$3,472,465
NTIS-2048	30400	DAU - Atlas Pro Training Program for DOD DAU	$43,882	$1,202,034	$1,245,916
NTIS-1945	30700	Treasury Office of the Comptroller of the Currency (OCC) -	$21,533	$30,158	$51,691
NTIS-1962	30800	NARA National Archives and Records Administration	$39,677	$289,623	$329,300
NTIS-2024	30900	DOJ-ATF-DEA - Learning Management System	$133,631	$2,365,843	$2,499,474
NTIS-1989	31400	US Dept of the Interior - Learning & Development Mgmt Te	$82,800	$413,264	$496,063
NTIS-1976	31900	Department of Education - LMS	$31,604	$284,404	$316,008
NTIS-1973	32000	DOC Office of Human Resource Management E-Training (J	$14,294	$176,485	$190,779
NTIS-1994	32200	Federal Communications Commission (FCC)	$12,207	$39,800	$52,007
NTIS-2023	32300	USDA Learning Management System	$262,468	$4,799,674	$5,062,142
NTIS-2105	32500	SEC Plateau Systems LMS	$8,544	$379,345	$387,889
NTIS-2119	32600	Dept of Veterans Affairs OIG Learning & Dev Mgmt	$7,320	$28,724	$36,044
NTIS-2029	32800	NRC - Implementation of the Plateau Competency Assessme	$27,384	$431,595	$458,979
NTIS-2152	33000	DOL Learning & Dev Mgmt Support	$28,633	$211,985	$240,618
NTIS-2028	33300	Corporation for National & Community Service LMS Servic	$13,330	$74,199	$87,529
NTIS-2103	33400	DOT/OST LMS System Administration Support Services	$18,367	$196,450	$214,817
NTIS-2039	34600	Federal Housing Finance Agency (FHFA)	$40,992	$212,410	$253,402
NTIS-2120	35000	Department of Education	$11,622	$64,420	$76,042
Footnote 2/	35200	Commerce Learning Center	$83,147	$1,019,041	$1,102,188
		Product Group Subtotal:	$1,041,596	$16,822,552	$17,864,148

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(Senate Questions #9 and #11 Dated August 1, 2014)

NTIS Product Line / Nature of Service Agreement / Agency Agreement / Project / Title			NTIS Support	Joint Venture Partner Support		Total Revenue
Fiscal Year 2011						
Federal Services						
Scanning and Digitization						
NTIS-2151	72500	Federal Housing Finance Agency (FHFA) OIG	$127,411	$97,672		$225,082
NTIS-2050	73100	SSA Special Notice Option (SNO)	$3,649,645	$1,901,443		$5,551,089
		Product Group Subtotal:	$3,777,056	$1,999,115		$5,776,171
Web Services						
NTIS-1551 & 2263	30200	Defense Manpower NTIS Hosting	$509,472	$0	1/	$509,472
NTIS-1385	70800	Wage Determinations Online Program (WDOL.gov)	$970,000	$0	1/	$970,000
NTIS-2040	71300	USCCR Website Development and Hosting	$20,000	$0	1/	$20,000
NTIS-1993	72100	DOC Recovery Act Website	$56,847	$0	1/	$56,847
NTIS-533	73500	DHS - U.S. Customs and Border Patrol	$375,628	$0	1/	$375,628
NTIS-2077	77900	Dept of Commerce OFM Hosting	$9,354	$0	1/	$9,354
NTIS-1996	78330	NTIA Hosting Services	$263,682	($5,510)		$258,172
		Product Group Subtotal:	$2,204,983	($5,510)		$2,199,473
Distribution Services						
NTIS-1372	71000	Administrative Office of the US Courts	$413,855	$0	1/	$413,855
NTIS-601 & 2212	71700	USDA - Team Nutrition	$1,926,364	$0	1/	$1,926,364
NTIS-601 & 2213	71706	USDA - Food Stamp Program	$884,215	$0	1/	$884,215
NTIS-2030	74000	Ed Pubs - Principal Offices	$3,869,786	$0	1/	$3,869,786
NTIS-2030	74100	Ed Pubs - FSA (Federal Student Aid)	$4,960,950	$0	1/	$4,960,950
		Product Group Subtotal:	$12,055,169	$0		$12,055,169
Brokerage Services						
NTIS-135	23900	NLM - Brokerage Service	$88,991	$0	1/	$88,991
NTIS-1222	24300	NAL Brokerage Service	$6,864	$0	1/	$6,864
		Product Group Subtotal:	$95,855	$0		$95,855
Miscellaneous						
Footnote 3/	27000	FDonline at NTIS	$70,939	$214,785		$285,724
NTIS-2158	27100	Bersin online at NTIS	$2,203	$35,436		$37,639
NTIS-186	70500	DHHS - NLM - Toxicology	$11,700	$0	1/	$11,700
NTIS-133	70700	Environmental Protection Agency	$1,800	$0	1/	$1,800
Footnote 3/	76000	Federal Energy Data (FED)	$9,243	$20,139		$29,382
		Product Group Subtotal:	$95,885	$270,360		$366,245
		Product Line Subtotal:	$19,270,544	$19,086,517		$38,357,061
Cancelled Federal Services						

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(Senate Questions #9 and #11 Dated August 1, 2014)

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Fiscal Year 2011						
Cancelled Federal Services						
E-Training & Knowledge Mgmt						
NTIS-1877	31000	US Department of Energy	$13,611	$92,760		$106,371
NTIS-2112	31200	National Weather Service	$805	$0	1/	$805
NTIS-2125	31700	DOE Office of River Protection	$22,598	$17,715		$40,313
NTIS-1992	32100	HHS University	($2,587)	$22,500		$19,913
NTIS-2114	32400	United States Secret Service (USSS)	$9,665	$47,741		$57,405
NTIS-2029	32700	NRC Learning Assessment and Strategy Development	$244	$4,632		$4,875
NTIS-2108	33500	DLIELC for LMS Services	$20,560	$200,847		$221,407
NTIS-2099	34500	DOI NBC	$38,014	$266,686		$304,700
NTIS-2113	34800	Federal Highway Administration	$13,995	$81,458		$95,453
NTIS-2115	34900	Maxwell AFB A4L Material Mgmt Div	$38,155	$434,863		$473,019
		Product Group Subtotal:	$155,059	$1,169,203		$1,324,261
Scanning and Digitization						
NTIS-2165	21200	Dept of Homeland Security US Citizen & Immigration Servi	$5,383	$14,603		$19,987
NTIS-2170	21400	US Geological Survey for Digitization Services	$7,808	$23,800		$31,608
NTIS-1888	21500	NASA Scanning and Digitization	$59,073	$70,620		$129,694
NTIS-2109	21700	NSF Digitization, Workflow and Archive Services	$66,797	$125,493		$192,291
NTIS-1818	70300	EPA Legacy Document Scanning	$9,708	$0	1/	$9,708
NTIS-2038	72200	GSA Document Digitization Project	$43,589	$195,979		$239,568
		Product Group Subtotal:	$192,359	$430,495		$622,855
Web Services						
NTIS-1867	34400	CIA - Unified Cross Domain Management Office	$51,818	$0	1/	$51,818
NTIS-2045	37500	IRS Small Business/Self Employed	$19,769	$96,513		$116,281
NTIS-2083	70100	Department of Commerce/OGC	$44,393	$0	1/	$44,393
NTIS-1767	71500	DoD Joint Oil Analysis Program Technical Support Center (J	($35,730)	$0	1/	($35,730)
NTIS-2074	71900	Joint Task Force National Capital Region Medical (JTF Cap	$290,839	$470,689		$761,528
NTIS-200	77800	DHHS AHRQ	$45,608	$0	1/	$45,608
		Product Group Subtotal:	$416,698	$567,202		$983,900
Distribution Services						
NTIS-1124	27600	Treasury - IRS CPE Project	$3,280	$18,709		$21,989
		Product Group Subtotal:	$3,280	$18,709		$21,989
Brokerage Services						
NTIS-153	24100	DTIC/DROLLS Brokerage Service	$7,510	$0	1/	$7,510

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(Senate Questions #9 and #11 Dated August 1, 2014)

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Fiscal Year 2011			
Cancelled Federal Services			
Brokerage Services			
Product Group Subtotal:	$7,510	$0	$7,510
Product Line Subtotal:	$774,906	$2,185,609	$2,960,515
Fiscal Year Total:	$24,380,611	$23,023,801	$47,404,412

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Fiscal Year 2012					
Technical Reports Library					
NTIS-2166	10600	Institutional Repository	$101,308	$91,598	$192,906
		Product Group Subtotal:	$101,308	$91,598	$192,906
		Product Line Subtotal:	$101,308	$91,598	$192,906
Publishing					
NTIS-1408	21600	DEA Products	$2,438,093	$1,444,281	$3,882,374
NTIS-811	25200	SSA Death Master File	$2,300,936	$348,883	$2,649,819
		Product Group Subtotal:	$4,739,029	$1,793,164	$6,532,193
		Product Line Subtotal:	$4,739,029	$1,793,164	$6,532,193
Federal Services					
E-Training & Knowledge Mgmt					
NTIS-1551	30100	DMDC Enterprise Human Resource Development and Talen	$10,909	$425,442	$436,351
NTIS-1551	30201	DMDC E-Training	$258,126	$4,467,773	$4,725,899
NTIS-2048	30400	DAU - Atlas Pro Training Program for DOD DAU	$191,072	$6,467	$197,539
NTIS-1945	30700	Treasury Office of the Comptroller of the Currency (OCC) -	$39,047	$44,863	$83,909
NTIS-1962	30800	NARA National Archives and Records Administration	$40,429	$327,781	$368,211
NTIS-2024	30900	DOJ-ATF-DEA - Learning Management System	$265,042	$3,611,425	$3,876,467
NTIS-1989	31400	US Dept of the Interior - Learning & Development Mgmt Te	$251,293	$1,315,991	$1,567,284
NTIS-1976	31900	Department of Education - LMS	$19,603	$199,880	$219,483
NTIS-1973	32000	DOC Office of Human Resource Management E-Training (J	$42,568	$28,442	$71,009
NTIS-1994	32200	Federal Communications Commission (FCC)	$6,370	$42,100	$48,470
NTIS-2023	32300	USDA Learning Management System	$239,819	$4,485,315	$4,725,134
NTIS-2105	32500	SEC Plateau Systems LMS	$131,020	$324,965	$455,985
NTIS-2119	32600	Dept of Veterans Affairs OIG Learning & Dev Mgmt	$724	$5,069	$5,793
NTIS-2029	32800	NRC - Implementation of the Plateau Competency Assessme	$37,131	$343,590	$380,720
NTIS-2152	33000	DOL Learning & Dev Mgmt Support	$180,935	$1,154,405	$1,335,340
NTIS-2028	33300	Corporation for National & Community Service LMS Servic	$4,876	$39,415	$44,291
NTIS-2103	33400	DOT/OST LMS System Administration Support Services	$12,720	$183,040	$195,760
NTIS-2174	33600	Dept Homeland Security OCHCO	$94,682	$577,380	$672,063
NTIS-2179	33900	DOD USAF AETC/A6	$47,501	$765,798	$813,299
NTIS-2039	34600	Federal Housing Finance Agency (FHFA)	$57,805	$481,092	$538,897
NTIS-2120	35000	Department of Education	$17,021	$140,390	$157,411

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Fiscal Year 2012						
Federal Services						
E-Training & Knowledge Mgmt						
Footnote 2/	35200	Commerce Learning Center	$131,377	$872,950		$1,004,327
NTIS-2171	35300	DHRA Human Trafficking Law Enforcement Training Modu	$26,784	$53,521		$80,304
NTIS-2214	35500	DOD Washington Headquarters Services	$111,031	$1,232,229		$1,343,260
NTIS-2204	35600	USDA ONE/Forest Service Project Scoping	$31,429	$83,495		$114,924
NTIS-2193	35700	DMRTI Knowledge Management Support Services	$16,333	$204,952		$221,285
NTIS-2235	36100	USPTO Office of Human Resources Enterprises Training Di	$3,529	$15,110		$18,639
		Product Group Subtotal:	$2,269,176	$21,432,879		$23,702,055
Scanning and Digitization						
NTIS-2247	21300	PBGC Microfilm Conversion Services	$2,321	$0	1/	$2,321
NTIS-2151	72500	Federal Housing Finance Agency (FHFA) OIG	$233,862	$415,071		$648,934
NTIS-2050	73100	SSA Special Notice Option (SNO)	$3,858,149	$4,415,106		$8,273,255
		Product Group Subtotal:	$4,094,332	$4,830,178		$8,924,510
Web Services						
NTIS-2187	29000	National Archives and Records Administration (NARA) ICN	$211,029	$505,152		$716,181
NTIS-1551 & 2263	30200	Defense Manpower NTIS Hosting	$546,155	$0	1/	$546,155
NTIS-2205	35800	AOUSC Budget Formulation Hosting Support	$37,619	$81,460		$119,079
NTIS-2204	38300	USDA Forest Service CRM Project	$661,023	$0	1/	$661,023
NTIS-1385	70800	Wage Determinations Online Program (WDOL.gov)	$557,423	$0	1/	$557,423
NTIS-2040	71300	USCCR Website Development and Hosting	$20,000	$0	1/	$20,000
NTIS-1993	72100	DOC Recovery Act Website	$35,067	$0	1/	$35,067
NTIS-533	73500	DHS - U.S. Customs and Border Patrol	$359,022	$0	1/	$359,022
NTIS-2077	77900	Dept of Commerce OFM Hosting	$7,153	$0	1/	$7,153
NTIS-1996	78330	NTIA Hosting Services	$345,858	$0	1/	$345,858
		Product Group Subtotal:	$2,780,349	$586,612		$3,366,962
Distribution Services						
NTIS-1124&2184	22301	Treasury - IRS DVD - Service Portion	$478,438	$69,563		$548,000
NTIS-1372	71000	Administrative Office of the US Courts	$336,183	$0	1/	$336,183
NTIS-2206	71100	Pension Benefit Guaranty Corp (PBGC) Fulfillment Services	$651,682	$0	1/	$651,682
NTIS-601 & 2212	71700	USDA - Team Nutrition	$1,655,739	$0	1/	$1,655,739
NTIS-601 & 2213	71706	USDA - Food Stamp Program	$978,161	$0	1/	$978,161
NTIS-2030	74000	Ed Pubs - Principal Offices	$2,598,595	$0	1/	$2,598,595
NTIS-2030	74100	Ed Pubs - FSA (Federal Student Aid)	$4,240,980	$0	1/	$4,240,980
		Product Group Subtotal:	$10,939,778	$69,563		$11,009,341

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Attachment #2 List of NTIS Federal Agency Agreements (Including Joint Ventures)

(Senate Questions #9 and #11 Dated August 1, 2014)

NTIS Product Line / Nature of Service Agreement / Agency Agreement / Project / Title			NTIS Support	Joint Venture Partner Support		Total Revenue
Fiscal Year 2012						
Federal Services						
Brokerage Services						
NTIS-135	23900	NLM - Brokerage Service	$84,260	$0	1/	$84,260
NTIS-1222	24300	NAL Brokerage Service	$6,529	$0	1/	$6,529
		Product Group Subtotal:	$90,789	$0		$90,789
Miscellaneous						
Footnote 3/	27000	FDonline at NTIS	$126,828	$414,332		$541,160
NTIS-2158	27100	Bersin online at NTIS	$3,463	$47,652		$51,115
NTIS-186	70500	DHHS - NLM - Toxicology	$11,700	$0	1/	$11,700
NTIS-133	70700	Environmental Protection Agency	$2,000	$0	1/	$2,000
		Product Group Subtotal:	$143,991	$461,983		$605,975
		Product Line Subtotal:	$20,318,415	$27,381,215		$47,699,630
Cancelled Federal Services						
E-Training & Knowledge Mgmt						
NTIS-1877	31000	US Department of Energy	$3,500	$0	1/	$3,500
NTIS-2112	31200	National Weather Service	$1,196	$13,750		$14,946
NTIS-2125	31700	DOE Office of River Protection	($858)	$0	1/	($858)
NTIS-2177	33200	DOD US Army Combat Readiness/Safety Center	$128,767	$1,582,145		$1,710,912
NTIS-2108	33500	DLIELC for LMS Services	$0	$0	1/	$0
NTIS-2158	34000	Dept of Treasury	$3,405	$61,595		$65,000
NTIS-2113	34800	Federal Highway Administration	$3,007	$27,061		$30,068
NTIS-2115	34900	Maxwell AFB A4L Material Mgmt Div	$507	$39,454		$39,961
NTIS-2202	35100	SSA Office of Learning LMS Consulting Services	$147,909	$1,136,013		$1,283,922
NTIS-2200	35400	FDA - Center for Tobacco Products	$52,593	$50,333		$102,926
NTIS-2204	36000	USDA ONE Forest Service Staff Acqustion Solution Phase	$688,991	$2,318,071		$3,007,062
NTIS-2075	39000	CIO USPTO Pilot	$1,000	$0	1/	$1,000
NTIS-2177	73900	DOD Dept of Army Civilian US Army Combat Readiness/Sa	$1,994	$0	1/	$1,994
		Product Group Subtotal:	$1,032,011	$5,228,422		$6,260,433
Scanning and Digitization						
NTIS-2165	21200	Dept of Homeland Security US Citizen & Immigration Servi	$35,917	$133,490		$169,407
NTIS-2109	21700	NSF Digitization, Workflow and Archive Services	$18,695	$61,745		$80,441
NTIS-2178	22500	Dept of Justice Office of Justice Programs Digitization Servi	$11,584	$93,176		$104,760
NTIS-2038	72200	GSA Document Digitization Project	($11,475)	$51,046		$39,571
NTIS-2276	72600	USPTO Digitization & Quality Assurance Services	$126,479	$599,850		$726,329

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(Senate Questions #9 and #11 Dated August 1, 2014)

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Fiscal Year 2012						
Cancelled Federal Services						
Scanning and Digitization						
		Product Group Subtotal:	$181,201	$939,307		$1,120,507
Web Services						
NTIS-2225	35900	SSA ESM SaaS Implementation	$88,039	$154,599		$242,638
NTIS-2045	37500	IRS Small Business/Self Employed	$625	$4,375		$5,000
NTIS-2246	37600	DHS Nextgen Collaboration and ICAM	$125,974	$1,398,946		$1,524,920
NTIS-2083	70100	Department of Commerce/OGC	$38,768	$0	1/	$38,768
NTIS-2074	71900	Joint Task Force National Capital Region Medical (JTF Cap	($136,303)	$199,181		$62,878
NTIS-2176	73700	DHS/FEMA FloodSmart Website Hosting Support Services	$165,715	$0	1/	$165,715
NTIS-2176	73800	FEMA/FIMA Underwriting and Claims Operation Review T	$88,415	$0	1/	$88,415
NTIS-200	77800	DHHS AHRQ	$42,094	$0	1/	$42,094
		Product Group Subtotal:	$413,326	$1,757,101		$2,170,427
		Product Line Subtotal:	$1,626,538	$7,924,830		$9,551,367
		Fiscal Year Total:	$26,785,290	$37,190,806		$63,976,097

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Fiscal Year 2013					
Technical Reports Library					
NTIS-2166	10600	Institutional Repository	$82,360	$204,233	$286,593
		Product Group Subtotal:	$82,360	$204,233	$286,593
		Product Line Subtotal:	$82,360	$204,233	$286,593
Publishing					
NTIS-1408	21600	DEA Products	$2,590,131	$1,327,205	$3,917,336
NTIS-811	25200	SSA Death Master File	$2,370,059	$325,299	$2,695,359
		Product Group Subtotal:	$4,960,190	$1,652,505	$6,612,694
		Product Line Subtotal:	$4,960,190	$1,652,505	$6,612,694
Federal Services					
E-Training & Knowledge Mgmt					
NTIS-1551	30201	DMDC E-Training	$541,296	$2,464,086	$3,005,382
NTIS-2048	30400	DAU - Atlas Pro Training Program for DOD DAU	$11,159	$103,014	$114,173
NTIS-1945	30700	Treasury Office of the Comptroller of the Currency (OCC) -	$10,129	$76,747	$86,876
NTIS-1962	30800	NARA National Archives and Records Administration	$45,092	$215,760	$260,851
NTIS-2024	30900	DOJ-ATF-DEA - Learning Management System	$194,267	$3,290,366	$3,484,633
NTIS-1989	31400	US Dept of the Interior - Learning & Development Mgmt Te	$182,089	$657,902	$839,991
NTIS-1976	31900	Department of Education - LMS	$39,119	$289,053	$328,172
NTIS-1973	32000	DOC Office of Human Resource Management E-Training (J	$22,652	$87,346	$109,998
NTIS-1994	32200	Federal Communications Commission (FCC)	$6,370	$39,600	$45,970
NTIS-2023	32300	USDA Learning Management System	$235,660	$4,501,849	$4,737,509
NTIS-2105	32500	SEC Plateau Systems LMS	$37,016	$189,679	$226,696
NTIS-2119	32600	Dept of Veterans Affairs OIG Learning & Dev Mgmt	$14,960	$66,150	$81,110
NTIS-2029	32800	NRC - Implementation of the Plateau Competency Assessme	$6,313	$54,917	$61,230
NTIS-2152	33000	DOL Learning & Dev Mgmt Support	$136,807	$899,415	$1,036,222
NTIS-2028	33300	Corporation for National & Community Service LMS Servic	$9,728	$37,828	$47,555
NTIS-2103	33400	DOT/OST LMS System Administration Support Services	$19,349	$222,433	$241,782
NTIS-2174	33600	Dept Homeland Security OCHCO	($5,892)	$315,775	$309,883
NTIS-2179	33900	DOD USAF AETC/A6	$19,595	$297,227	$316,821
NTIS-2039	34600	Federal Housing Finance Agency (FHFA)	$23,933	$120,378	$144,311
NTIS-2120	35000	Department of Education	$25,790	$88,956	$114,746
Footnote 2/	35200	Commerce Learning Center	$145,231	$1,281,157	$1,426,388

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(Senate Questions #9 and #11 Dated August 1, 2014)

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Fiscal Year 2013						
Federal Services						
E-Training & Knowledge Mgmt						
NTIS-2171	35300	DHRA Human Trafficking Law Enforcement Training Modu	$39,480	$562,093		$601,573
NTIS-2214	35500	DOD Washington Headquarters Services	$275,207	$3,246,338		$3,521,545
NTIS-2193	35700	DMRTI Knowledge Management Support Services	$26,419	$299,778		$326,196
NTIS-2235	36100	USPTO Office of Human Resources Enterprises Training Di	$2,132	$0	1/	$2,132
NTIS-2240	36200	Dept of State ICASS eTraining Technical and Professional S	$4,899	$19,844		$24,743
NTIS-2254	36300	Dept of Defense- DSS	$22,192	$389,287		$411,478
NTIS-2244	36400	Federal Aviation Administration (FAA) Aviation Safety Air	$98,898	$470,403		$569,301
NTIS-2278	36500	DOD Learning and Development Management Tech Support	$25,049	$134,168		$159,217
NTIS-2280	36600	Federal Voting Assistance Program (FVAP)	$4,099	$9,610		$13,709
NTIS-2274	36700	National Air and Space Intelligence Center United States Air	$2,438	$0	1/	$2,438
NTIS-2283	37800	US Army, Office of the Deputy Chief of Staff Learning & D	$52,734	$79,916		$132,650
NTIS-2171	37900	DOD DHRA Technical & Professional Services for Yellow	$42,986	$304,747		$347,733
NTIS-2257	38000	USDA ONE Staff Acquisition Solution - Learning, Knowled	$400,000	$2,346,322		$2,746,322
NTIS-2299	38100	US Air Force Civil Engineer Center Field Operating Agency	$66,348	$980,802		$1,047,151
NTIS-2301	38200	Office of Deputy Assistant Secretary of Defense, Office of	$30,544	$122,307		$152,851
NTIS-2312	38400	GSA/FAI Communications, Outreach and Management Supp	$35,033	$168,449		$203,482
NTIS-2284	38600	TSA - Development of Leadership Training Courses	$9,444	$0	1/	$9,444
NTIS-2321	38700	DOD MCICOM	$7,813	$0	1/	$7,813
NTIS-2322	38800	DOD AMC	$7,437	$0	1/	$7,437
		Product Group Subtotal:	$2,873,813	$24,433,700		$27,307,512
Scanning and Digitization						
NTIS-2247	21300	PBGC Microfilm Conversion Services	($448)	$5,775		$5,327
NTIS-2151	72500	Federal Housing Finance Agency (FHFA) OIG	$261,151	$377,363		$638,513
NTIS-2050	73100	SSA Special Notice Option (SNO)	$3,724,254	$6,095,219		$9,819,473
NTIS-2264	73400	SBA Digitization, QA & Storage Services	$34,838	$29,295		$64,133
NTIS-2264	75300	SBA Records Management Division Digitization, QA & Stor	$213,486	$150,583		$364,069
NTIS-2267	76300	NTSB Digitization & Scanning	$17,521	$109,350		$126,871
		Product Group Subtotal:	$4,250,801	$6,767,585		$11,018,386
Web Services						
NTIS-2187	29000	National Archives and Records Administration (NARA) ICN	$98,191	$471,204		$569,395
NTIS-1551 & 2263	30200	Defense Manpower NTIS Hosting	$588,315	$0	1/	$588,315
NTIS-2205	35800	AOUSC Budget Formulation Hosting Support	$0	$64,326		$64,326
NTIS-2204	38300	USDA Forest Service CRM Project	$798,595	$0	1/	$798,595

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Fiscal Year 2013						
Federal Services						
Web Services						
NTIS-1385	70800	Wage Determinations Online Program (WDOL.gov)	$789,189	$0	1/	$789,189
NTIS-2040	71300	USCCR Website Development and Hosting	$20,000	$0	1/	$20,000
NTIS-1993	72100	DOC Recovery Act Website	$59,615	$0	1/	$59,615
NTIS-533	73500	DHS - U.S. Customs and Border Patrol	$361,833	$0	1/	$361,833
NTIS-2293	76900	DNI Branch Hosting	$97,487	$0	1/	$97,487
NTIS-2077	77900	Dept of Commerce OFM Hosting	$6,928	$0	1/	$6,928
NTIS-1996	78330	NTIA Hosting Services	$200,456	$0	1/	$200,456
		Product Group Subtotal:	$3,020,609	$535,531		$3,556,140
Distribution Services						
NTIS-1124&2184	22301	Treasury - IRS DVD - Service Portion	$415,795	$47,250		$463,045
NTIS-1372	71000	Administrative Office of the US Courts	$330,681	$0	1/	$330,681
NTIS-2206	71100	Pension Benefit Guaranty Corp (PBGC) Fulfillment Services	$1,086,417	$0	1/	$1,086,417
NTIS-601 & 2212	71700	USDA - Team Nutrition	$1,736,314	$0	1/	$1,736,314
NTIS-601 & 2213	71706	USDA - Food Stamp Program	$1,198,773	$0	1/	$1,198,773
NTIS-2030	74000	Ed Pubs - Principal Offices	$2,197,770	$0	1/	$2,197,770
NTIS-2030	74100	Ed Pubs - FSA (Federal Student Aid)	$3,681,841	$0	1/	$3,681,841
		Product Group Subtotal:	$10,647,591	$47,250		$10,694,841
Brokerage Services						
NTIS-135	23900	NLM - Brokerage Service	$84,568	$0	1/	$84,568
NTIS-1222	24300	NAL Brokerage Service	$5,339	$0	1/	$5,339
		Product Group Subtotal:	$89,907	$0		$89,907
Miscellaneous						
Footnote 3/	27000	FDonline at NTIS	$255,790	$649,438		$905,228
NTIS-2024	27100	Bersin online at NTIS	$1,009	$11,849		$12,859
NTIS-133	70700	Environmental Protection Agency	$2,000	$0	1/	$2,000
		Product Group Subtotal:	$258,799	$661,287		$920,086
		Product Line Subtotal:	$21,141,520	$32,445,353		$53,586,872
Cancelled Federal Services						
E-Training & Knowledge Mgmt						
NTIS-2177	33200	DOD US Army Combat Readiness/Safety Center	$32,221	$504,808		$537,029
NTIS-2202	35100	SSA Office of Learning LMS Consulting Services	$26,395	$525,710		$552,105
NTIS-2204	36000	USDA ONE Forest Service Staff Acqustion Solution Phase	$259,883	$2,092,834		$2,352,717

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Fiscal Year 2013						
Cancelled Federal Services						
E-Training & Knowledge Mgmt						
NTIS-2176	37700	FEMA/FIMA Online Training for Insurance Agents, Mortga	$182,954	$612,317		$795,271
NTIS-2075	39000	CIO USPTO Pilot	$638	$0	1/	$638
NTIS-2177	73900	DOD Dept of Army Civilian US Army Combat Readiness/Sa	$159,895	$622,232		$782,127
		Product Group Subtotal:	$661,986	$4,357,902		$5,019,888
Scanning and Digitization						
NTIS-2165	21200	Dept of Homeland Security US Citizen & Immigration Servi	$251	$22,750		$23,001
NTIS-2276	72600	USPTO Digitization & Quality Assurance Services	$237,631	$263,450		$501,081
		Product Group Subtotal:	$237,882	$286,200		$524,082
Web Services						
NTIS-1867	34400	CIA - Unified Cross Domain Management Office	$50,956	$0	1/	$50,956
NTIS-2225	35900	SSA ESM SaaS Implementation	$4,186	$135,354		$139,540
NTIS-2246	37600	DHS Nextgen Collaboration and ICAM	$378,036	$3,822,043		$4,200,079
NTIS-2260	70400	Health & Human Services Office of the Asst Secretary for Fi	$19,420	$74,907		$94,327
NTIS-2176	73700	DHS/FEMA FloodSmart Website Hosting Support Services	$207,143	$0	1/	$207,143
NTIS-2176	73800	FEMA/FIMA Underwriting and Claims Operation Review T	$123,780	$0	1/	$123,780
NTIS-200	77800	DHHS AHRQ	$61,170	$0	1/	$61,170
		Product Group Subtotal:	$844,692	$4,032,304		$4,876,996
		Product Line Subtotal:	$1,744,560	$8,676,406		$10,420,966
		Fiscal Year Total:	$27,928,629	$42,978,496		$70,907,125

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