

STATEMENT OF WORK
for

I. TERM

The U.S. Postal Service (Postal Service) enters into a two-year sole-source contract to engage the professional and more specifically evaluation services of (Contractor). The term of the contract shall extend from February 6, 1997 to February 6, 1999. The Postal Service grants the Contractor the exclusive right to evaluate participant satisfaction and cost of each new REDRESS pilot project as it is implemented, subject to the two-year term of this agreement.

II. DESCRIPTION OF SERVICES

The Contractor will provide the following services to the Postal Service on the following conditions:

- A. The Contractor will code, input, and analyze the results of participant exit surveys from all REDRESS alternative resolution projects implemented by the Postal Service, subject to the cost reimbursement provisions below. The Contractor understands that REDRESS programs will utilize the outside mediation model and will by the year 2000 include research and evaluation of every performance cluster in the country, due to the nationwide expansion of the program. The exit surveys will be used to evaluate the program's effectiveness. The Contractor will study participant satisfaction based on the mediator, the mediation process, and the outcome of the mediation.
- B. The Contractor will conduct a series of in-depth studies to further assess the longer term effects of the REDRESS program and the program's overall effectiveness. These studies include but are not limited to: the effects of mediation on workplace culture before and after REDRESS is implemented; changes in employees' opinions; the speed of the process; the quality of the settlements and; the quality of the mediators. The Contractor will work with the REDRESS national program manager to select a random sample of cases should the caseload become too heavy to maintain participant satisfaction data on the entire population of REDRESS cases, or should the costs described below exceed resources the Postal Service has available for the project.
- C. The Contractor will review information on the costs of the program in the form of data received from the EEO ADR coordinators and specialists in the field.
- D. The Contractor will prepare a minimum of four reports annually for the Postal Service, analyzing results on participant satisfaction and program effectiveness using standard statistical techniques such as chi-square analysis for frequency data, analysis of variance for continuous dependent variables, time series analysis, and regression analysis. The Contractor understands that this report will be in the same form as a manuscript for publication. In addition, the Contractor will provide the Postal Service with a copy of the data on disk should the Postal Service wish to examine it independently.

- E. Prior to submitting any manuscript for publication concerning the REDRESS program, the Contractor will submit the manuscript to the REDRESS national program manager for review for a period of at least thirty (30) days. If the Postal Service has any concerns regarding the content of any manuscript, the Contractor will use her best efforts to address them. The Contractor will have the sole right to publish the results in suitable public affairs and dispute resolution journals, including but not limited to Public Administration Review, or Review of Public Personnel Administration.
- F. The Contractor will provide the professional services of several graduate students and one Ph.D researcher to conduct additional evaluation studies in conjunction with the expansion of the REDRESS EEO mediation program to every performance cluster in the country.
- G. The Contractor will provide the administrative services of one part time administrative assistant averaging twenty (20) hours per week.
- H. The Contractor will prepare reports for the Postal Service in addition to the annual report, or in addition to manuscripts for publication.

III. REIMBURSEMENT COSTS

- A. For data entry of the exit surveys, the Contractor will charge \$____ per hour for a graduate assistant for work other than coding and data input, such as filing, copying reports and organizing data. The Contractor will bill the Postal Service on a quarterly basis.
- B. The Postal Service will provide all reasonable, work-related travel expenses and accommodations for (Contractor) and her research and her team of evaluation assistants.
- C. Any Consultant payments to _____ will be under separate agreement with her and will not be made to (Contractor).
- D. For the services of the administrative assistant, the Contractor will charge \$____per hour.

IV. CONFIDENTIALITY

- A. The Contractor will maintain the confidentiality of all participant exit surveys in accordance with state and federal law. If for any reason the Contractor leaves current position, the Contractor will secure the exit surveys and the data and take it with her to any new academic position. The Contractor will obtain any necessary human subjects research approvals from _____.
- B. The Postal Service owns any data that results from the above-described studies, and the Postal Service grants the Contractor exclusive rights to publish the results of this research, together with such collaborating authors as the Contractor may select. The Contractor will be a co-author on any manuscript resulting from this contract.