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PBSA-Post Award Performance Management

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Performance Based Contracts or Orders include:

1. Performance Work Statement;
2. Measurable Performance Standards;
3. Performance Mechanism for deducting for performance;
4. Performance Incentives, where appropriate; and
5. Quality Assurance Surveillance Plans.





Who manages the contract?

Acquisition Team:

- Contracting Officer
- COTR/Program Manager
- Contractor
- Surveillance personnel

Contract Administration functions are delegated by the CO IAW FAR 42.3.





One of the CO's key responsibilities is ensuring that the Government monitors the contractor's performance. The CO may assign this responsibility to a COR/COTR.

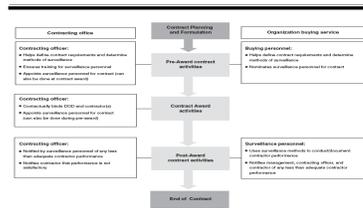
Duties include:

1. Verify that the contractor performs the technical requirements of the contract IAW with the contract terms, conditions, and specifications;
2. Monitoring the contractor's performance,
3. Notifying the contractor of deficiencies observed during surveillance, and
4. Directing appropriate action to effect correction; and
5. Reporting to the CO in a monthly report the performance of services rendered under the contract.





Appendix II: Roles of Contracting Officers and Surveillance Personnel





How do you manage a PBC?

In simplest terms

- Contractor manages using the Quality Control Plan (QCP)
- Government manages the contractor's performance using the QASP.





Manage Performance by

- Keeping the team together.
- Adding the contractor to the team at a formal "kick off" meeting.
- Doing more than annual performance reviews.
- Conducting contract management performance reviews (depending on the size of the contract).





How to improve Contract Management

1. Contract Management should be given the same importance as contract award.
2. Link performance incentives to outcome measures.
3. Personnel should be
 - trained in how to conduct surveillance,
 - assigned at or prior to contract award,
 - held accountable for their surveillance duties, and
 - conducting and documenting surveillance throughout the period of contract.





Post Award Performance Management = Contract Administration

Q: How does the Government ensure that it gets services paid for in terms of quality and timeliness?

A: By using the Quality Assurance Surveillance Plan.

The goal: effective and efficient contract performance that delivers a solution.