

**Walla Walla District
Best Practices Team**

**Questions and Considerations for Site Visits
May – June 1999**

- 1) How are competent bidders recruited?
- 2) How can we minimize the paper work between the Corps and the contractor?
- 3) How do you address emergency and non-routine work (work description, timely response, etc).
- 4) What methods will keep costs down yet ensure quality work?
- 5) If a contractor defaulted, how would you manage until another contractor was in place?
- 6) What is the duration of your contracts, and are option years available?
- 7) What equipment, if any, did you provide to the contractor?
- 8) How much and what kind of involvement is required by Corps staff (park rangers, contract specialists, resource manager)?
- 9) Does your contractor perform tasks that were previously considered to be "inherently Government work?"
- 10) Do you have a single maintenance contract or multiple ones?
- 11) What is the single greatest positive (and negative) aspect of your contract(s)?
- 12) If you had the opportunity, what would you do differently and why?
- 13) Comment on the type of contract you have currently and whether you would recommend a different type.
- 14) Describe your transition from hired labor to contracting and how you handled human resource issues associated with this transition.
- 15) Describe your current staffing for administering your contract(s) and what, if anything, you would change.
- 16) What have you retained as an in-house maintenance staff and would you recommend a smaller or larger staff?
- 17) What type(s) of work would you avoid contracting out? Why?
- 18) How long does it take a contractor to respond to a work request? For example, how long would it take to repair a sign or install a picnic table?
- 19) Is there any other type of work you anticipate contracting out in the future?
- 20) Has the public commented on the quality of the contract maintenance?
- 21) How have you measured the success of your maintenance contract?
- 22) Have you experienced any problems between contract employees and the public? If so, how were they resolved?
- 23) Have you had any serious injuries to the public or contractors during the contract period?
- 24) Has liability been a problem at all?
- 25) Is the contractor now the primary interface with the visiting public, and has it changed public perceptions of the Corps?
- 26) If environmental permits are required for a work action, who obtains them?

- 27) Who coordinates any NEPA compliance?
- 28) Discuss any approval process you use before maintenance is done.
- 29) Discuss how CEFMS is integrated into the contract.
- 30) What kind of support do you get from your contracting division?
- 31) Have your contracts allowed you greater effectiveness in executing your budget?
- 32) What is the limiting factor on your quality of service?
- 33) What , if anything, do you plan to change about your present contracting methods?
- 34) In what ways would you like to improve the flexibility of your contract?
- 35) In what ways are your contractor's operations constrained?
- 36) Discuss your contractor's health and safety programs.
- 37) Is your contact oversight and administration adequate? If not, how would you improve it?
- 38) Where are you "pushing the envelope" in creative contracting?
- 39) What have been your greatest performance gains and losses with your contracting methods?
- 40) Can you recommend any additional resources we might be able to use as we begin this transition?