

Section 2: Specification Writing

O&M Contract Specifications

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O&M Contract Specifications

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Section 2: Specification Writing

O&M Contract Specifications

Objectives

- Define useful terms
- Define Government policy in service contracting
- Identify steps in developing a Statement of Work (SOW)
- Identify key information sources needed to write a SOW
- Define a performance based SOW and Identify benefits



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Useful Terms

- Statement of Work – Document that describes accurately the requirements for services including standards that must be met
- Acceptable level of service – maximum number of unacceptable units to be considered satisfactory
- Job Analysis – organization, workload, performance values and resources to reach a desired result



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Useful Terms

- Quality Control – Contractor actions taken to control work output to meet SOW
- Quality Assurance – Government actions taken to determine that work output meets SOW
- Performance Indicator – output of a work process that can be measured
- Surveillance Plan – document used for quality assurance



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Performance Based Service Contracting

FAR 37. 01 – Performance-based contracting means structuring all aspects of an acquisition around the purpose of the work to be performed as opposed to either the manner by which the work is to be performed or broad and imprecise statements of work. ????????????



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Performance Based Service Contracting

WHICH MEANS

Tell the contractor what you want the result of his work to be without telling him how to do it

AND

Give him a measurable standard he must meet to be successful



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Government Policy in Service Contracting

- Performance oriented SOW for a service contract includes the standards of performance and acceptable quality levels
- Standards must be measurable
- Quality Control (QC) is a contractor responsibility
- Performance SOW must not contain detailed procedures unless absolutely necessary. Rely on a statement of the required service as an end product



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Government Policy in Service Contracting

- References to directives in the SOW should be held to a minimum
- The surveillance plan must be acceptable way of performing QA
- Use the most qualified individuals to write the SOW and surveillance plan. Standardized government documents, when available, will provide basic information



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Developing a Statement of Work One Approach

JOB ANALYSIS

1. Organizational Analysis – review current organization and identify service provided.
2. Prepare Tree Diagram – break a job down into small parts. Identify what each part produces.



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Developing a Statement of Work One Approach

JOB ANALYSIS

3. Do Work Analysis – Use each part of tree diagram and break it into input, work, output. Input is what's needed to do the job, work is steps to do the job, output is what the job produces.
4. Gather Data – what input is required. Supplies, skills, equipment



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Developing a Statement of Work One Approach

JOB ANALYSIS

5. Do Performance Analysis – Decide how the service can be measured, what standards apply. Determine acceptable quality level
6. Analyze Directives – What mandatory or advisory directives are needed.



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Writing the Statement of Work One Approach

1. Provide the outcome – clear and concise as possible.
2. Use a format easy to follow – for the Bidder
3. Provide exhibits as needed – facilities list, maps, government furnished equipment or supplies



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Writing the Surveillance Plan One Approach

1. Identify Key Performance Indicators – use job analysis
2. Identify Information Sources – QA, Customer Complaints, Staff, Visitors
3. Develop Tools – sampling guide, decision tables, checklist



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Performance Standards

1. Existing Contracts – it's been done before!
2. Internet – Industry Associations and Standards
3. Manufacturer's recommendations, Owner's manual
4. Experience



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Statement of Work

- TP-3.3.1 Heating, Air Conditioning, and Ventilation Systems: All equipment will be maintained in accordance with Manufacturers recommendations, including lubrication of pumps and motors, adjusting and replacing belts, pulleys, temperature and electronic controls, cleaning and replacing filters, and painting equipment and components. Repair or replace parts/components as necessary.



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Statement of Work

- TP-3.2 Structures: Structure maintenance and repair includes, but is not limited to, gates, play courts, dump stations, playground equipment, bulletin boards, campsites, picnic sites, bulkheads, backfill, steps, walkways, pedestrian bridges, boat docks, fishing decks, curbs, tables, grills, fences, trailmarkers, etc. Maintenance/repair/replacement of all project structures will be as required in order to keep them in proper safe working condition. Services required to maintain these facilities include lubrication, refastening, painting, refitting, adjusting, repairing and replacing boards, posts, hinges, bolts, framing, glass, shingles and hardware.



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Statement of Work

- TP-4.1 Mowing: Grass will be mowed as needed, generally from March through November, but based on seasonal growth. All litter shall be picked up before mowing commences. Grass in public use areas will not be allowed to exceed 6 inches in height. Grass on dam slopes, berms, operation areas, etc. shall not be allowed to exceed 9 inches in height. Areas that cannot be cut by machine will be hand cut. Commercial grass retardant may be used but must be approved in advance by the ARCO. Use will be in accordance with the manufacturer's recommendations. Grass is to be cut neatly and uniformly to a height above the ground ranging from 1-1/2 inches to 3 inches, and to the water's edge. Mowing with towed power mowers will not be performed closer than 20 feet from an occupied picnic or campsite. Such occupied picnic or campsite will be trimmed with hand weed whips.



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Statement of Work

TP-4.1 Cont.

No mowing will be permitted on Saturdays, Sundays, or holidays unless specifically waived by the ARCO. The list of areas included herein indicate where the mowing is to be performed, and approximate acres, but cannot accurately define the exact boundaries of the work areas or the complexity of each area. A site inspection of each area is recommended to make this determination. Mowing in fee campgrounds and in Resource Manager's Office area may be required more frequently than in other areas. Mowing schedules will be submitted for approval to the ARCO and may be modified by the ARCO to accommodate special circumstances such as changes due to rainfall, use fluctuations, holidays, etc.



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Statement of Work

TP-4.1 Cont.

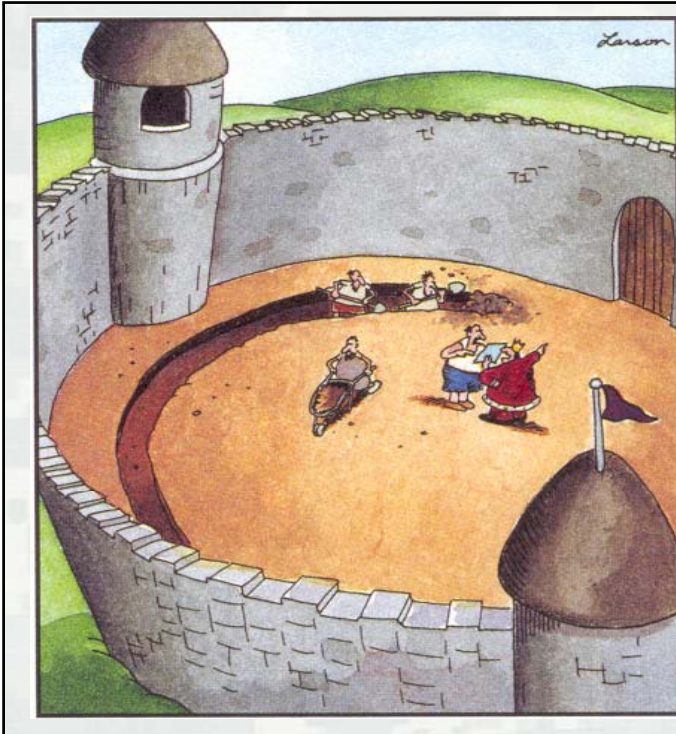
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“Suddenly a heated exchange took place between the King and the moat contractor”



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O&M Contract Specifications More Information

- <http://www.wifcon.com/>
- FAR Subpart 37.6 Performance Based Contracting (search)
- <http://www.arnet.gov> OFPP Acquisition Reform Network
- <http://ec.msfc.nasa.gov/hq/library/perfba.htm> NASA



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