

Headquarters U.S. Air Force

Integrity - Service - Excellence

HQ AFCESA PBSA Survey Results



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Overview

- **Survey**
- **Analysis**
- **Conclusions**



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Survey

- **Surveyed bases Air Force wide**
- **CE and Contracting**
- **20% Response Rate**
- **Positive Inputs**



- **Do you accomplish market research before preparing your SOWs and QASPs?**
 - **Yes – 90%**
 - **No – 10%**
- **Who conducts your market research? CE? Contracting? Joint Effort?**
 - **Joint – 70%**
 - **CE- 30%**
 - **Contracting may be conducting market research but CE personnel were not aware of it**



Analysis (con't)

- **Do you incorporate your findings during market research into your SOWs and QASPs?**
 - Yes – 90%
 - No – 10%
- **Does Base Contracting contract for services through sealed bid or negotiated procedures?**
 - Sealed Bid – 40%
 - Negotiated procedures – 60%
- **What is your understanding of PBSA?**
 - Seem to understand – 100%
 - Focus on outcomes
 - Write using commercial practices
 - No “How to’s”



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Analysis (Con't)

- **Does Base Contracting use FAR Part 12 procedures for contracting for services?**
 - **Yes - 80%**
 - **Don't know – 20%**
- **Are you using AFI 63-124 as your source document to develop your SOWs?**
 - **Yes – 100%**
 - **Use templates and standardized SOWs**
- **Are your SOWs mostly performance-based? Explain**
 - **Yes – 90%**
 - **No – 10%**
 - **New contracts are but current contracts may not be**
 - **Concerns about Housing Maintenance – AFCESA developing new standardized performance-based SOW for Air Force**



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Analysis (Con't)

- **If SOWs are performance-based, are you satisfied with the service rendered?**
 - **Yes – 100%**
- **What evaluation procedures are used to monitor the contract services?**
 - **Customer complaint – 50%**
 - **Customer complaint/random inspections/100% inspection/periodic surveillance – 50%**
- **Are the contractor's quality control plans used in the evaluation process?**
 - **Yes - 70%**
 - **No – 30%**



Analysis (Con't)

- **Are procedures established to determine equitable adjustments for less than satisfactory procedures?**
 - **Yes - 50%**
 - **No – 30%**
 - **Sometimes – 20%**
 - **When the contracts do not call for re-performance**
- **What sources do you use to assist in writing your SOW?**
 - **MAJCOM Standards only – 0%**
 - **AFCEA website/templates only – 30%**
 - **AQC Tool Kit only – 0%**
 - **All of the above – 70%**



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Conclusions

- **Conduct market research**
- **Understand term “performance-based”**
- **Rely on customer complaint instead on 100% inspection**

- **AFCESA Observations**
 - **Although CE seems to understand the PBSA concept, the “performance-based” SOWs coming out of the MAJCOMs and bases still contain numerous “How to’s”**
 - **Use of AFI = PSBA**