




ARMY
FOOD SERVICE CONTRACTING

SHORTFALLS
 &
SOLUTIONS

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25 July 2004 Army Center of Excellence, Subsistence




FOOD SERVICE CONTRACTING

SHORTFALLS

- MGMT OF FD SVC OPERATIONS
- DINING FACILITY USAGE
- CONTRACT REQUIREMENTS
- CONTRACT ADMINISTRATION
- CONTINGENCY CONTRACTING

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FOOD SERVICE CONTRACTING

SHORTFALLS

AAA SUMMARY ADVISORY REPORT:

- **SPECIFICATIONS OVERSTATED - NOT CONSISTENT WITH INSTALLATIONS NEEDS**
(HEADCOUNT ESTIMATES OVERSTATED – CONTRACTOR PAID AT INFLATED LEVELS)
- **PAYMENT NOT ADJUSTED WHEN SERVICES REDUCED**
(CONTRACTORS PAID WHEN BUILDING/SERVING LINES CLOSED)

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AAA SUMMARY ADVISORY REPORT:

- **INADEQUATE QA INSPECTION PROCEDURES**
(INSPECTION PLANS NOT DEVELOPED Or IMPLEMENTED)
(QA PLANS NOT SUFFICIENTLY COMPREHENSIVE)
- **CONTRACTS NOT BEING ENFORCED**
(DOCUMENTATION NOT FORWARDED TO KO FOR ACTION)

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PROBLEMS IN WRITING THE PWS:

- AMBIGUOUS, UNREALISTIC REQ'S
- RESTRICTIVE REQ'S
- INCONSISTENT/CONFLICTING REQ'S
- ANTIQUATED REQ'S
- UNENFORCEABLE REQ'S
- INACCURATE WORKLOAD

Cause of problems:

Inexperience, poor writing skills, lack of technical knowledge, inadequate planning, and lack of communication.

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FOOD SERVICE CONTRACTING SHORTFALLS



- REQ'S & STD'S
- REG'S & REF'S
- GOV FURN PROPERTY
 - AFMIS/STORES SYS.
- PERF. REQUIREMENT SUMMARY
 - CONTINGENCY PLANS
- Performance Assessment
- **TRAINED PERSONNEL**

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FOOD SERVICE CONTRACTING
SOLUTIONS



Train personnel & assist in developing
& administering food service
contracts.

USE PWS TEAMWORK

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SOLUTIONS



COR/QAE BE ABLE TO:

- USE THE DA PROTOTYPE TO DRAFT A PWS & QASP
- ASSIST IN DEVELOPING THE SOLICITATION
- EFFECTIVELY ADM. CONTR. AT QAE/ COR LEVEL
- ACCURATELY EVALUATE PERFORMANCE
- ADEQUATELY DOCUMENT EVALUATIONS
- RECOMMEND REMEDIES FOR UNSAT SERVICE

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PBSA CONCEPT:

- CLEAR REQUIREMENTS
- WHAT IS TO BE ACCOMPLISHED
- MEASURABLE STANDARDS
- PERFORMANCE INCENTIVE
- CONTRACTOR RESPONSIBLE FOR QA & QC
- ***GOV'T RESPONSIBLE FOR PERFORMANCE ASSESSMENT***

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ELEMENTS TO CONSIDER:

- MINIMUM NEEDS
- WORKLOAD
- TYPE OF CONTRACT
- LENGTH OF CONTRACT
- EXISTING CONTRACT
- PROTOTYPE REQ's & STDS
- CONTINGENCY REQ's

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COR DUTIES:

- RENDER ADMIN & LIAISON SUPPORT
- MONITOR & ASSESS PERFORMANCE
- KEEP RECORDS - MAKE RECOMMENDATIONS
- COMMUNICATION - KEEP THE KO INFORMED

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FOOD SERVICE CONTRACTING SOLUTIONS



COR RESPONSIBILITIES:

- KO - FOR PURPOSE OF THE CONTRACT (EYES, EARS & NOSE - NOT THE MOUTH)
- SUPERVISOR ?
- FULL TIME OR OTHER DUTY?
- COR DUTIES?

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FOOD SERVICE CONTRACTING
SOLUTIONS
 USAQMC&S ACES OPERATIONS TRAINING
 IN
**FOOD SERVICE CONTRACT
 MANAGEMENT (FSCM)**



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United States Army
 This is to certify that
NAME
 has successfully completed the
**U.S. Army Quartermaster Center and School
 Contracting Officers Representative's
 Food Service Certification Course**
this 18th day of January 2002 (80 hours)

Given at Fort Lee, Virginia DONALD P. VTIPIIL, JR.
 LTC, QM
 Director, Army Center of Excellence,
 Subsistence

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A LOOK AT THE FUTURE

LONG RANGE SOLUTION:

- CENTRAL/REGIONAL CONCEPT
 - Installation Management Agency
 - 7 Regions
- FUNCTIONAL PROPONENT
- CONTRACTING ?
- PBSA
- COR CERTIFICATION
- TRAINING

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Questions?

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