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IN REPLY
REFER TO

MMP
PROCLTR 97- 20

JUL 14 1997

MEMORANDUM FOR PROCLTR DISTRIBUTION LIST

SUBJECT: Model Statements of Work for Performance-Based Service Contracting
of Professional and Technical Services

To assist contracting offices in converting to performance-based service contracting (PBSC), this PROCLTR forwards model performance-based work statements for selected professional and technical services. The four model statements of work are for services in the areas of computer maintenance, software development, language training, and telephone call center operations (Attachments 2-5). The documents consist of performance requirements, performance standards, incentives (positive and negative), measurement techniques, and evaluation criteria for each service.

As the attached memorandum from the Administrator, Office of Procurement Policy relates (Attachment 1, dated April 25, 1997), the documents were developed by several interagency work groups to serve as a reference source to be adapted or tailored to an agency's specific contractual requirements. These documents are also available through the Acquisition Reform Network (ARNET) at <http://www.arnet.gov>. Other PBSC documents are being developed in the areas of aircraft operations and test range support, and software maintenance, studies and reports.

This PROCLTR expires, for record keeping purposes, upon dissemination to contracting personnel, but should be retained for future reference. The point of contact is Ms. Helen Bailey, DSN 427-1374, helen_bailey@hq.dla.mil.

Attachments


ROBERT L. MOLINO
Executive Director
(Procurement)