



Better Buying Power 2.0 Update: "Assess Service Acquisition Workshop (SAW) Effectiveness"

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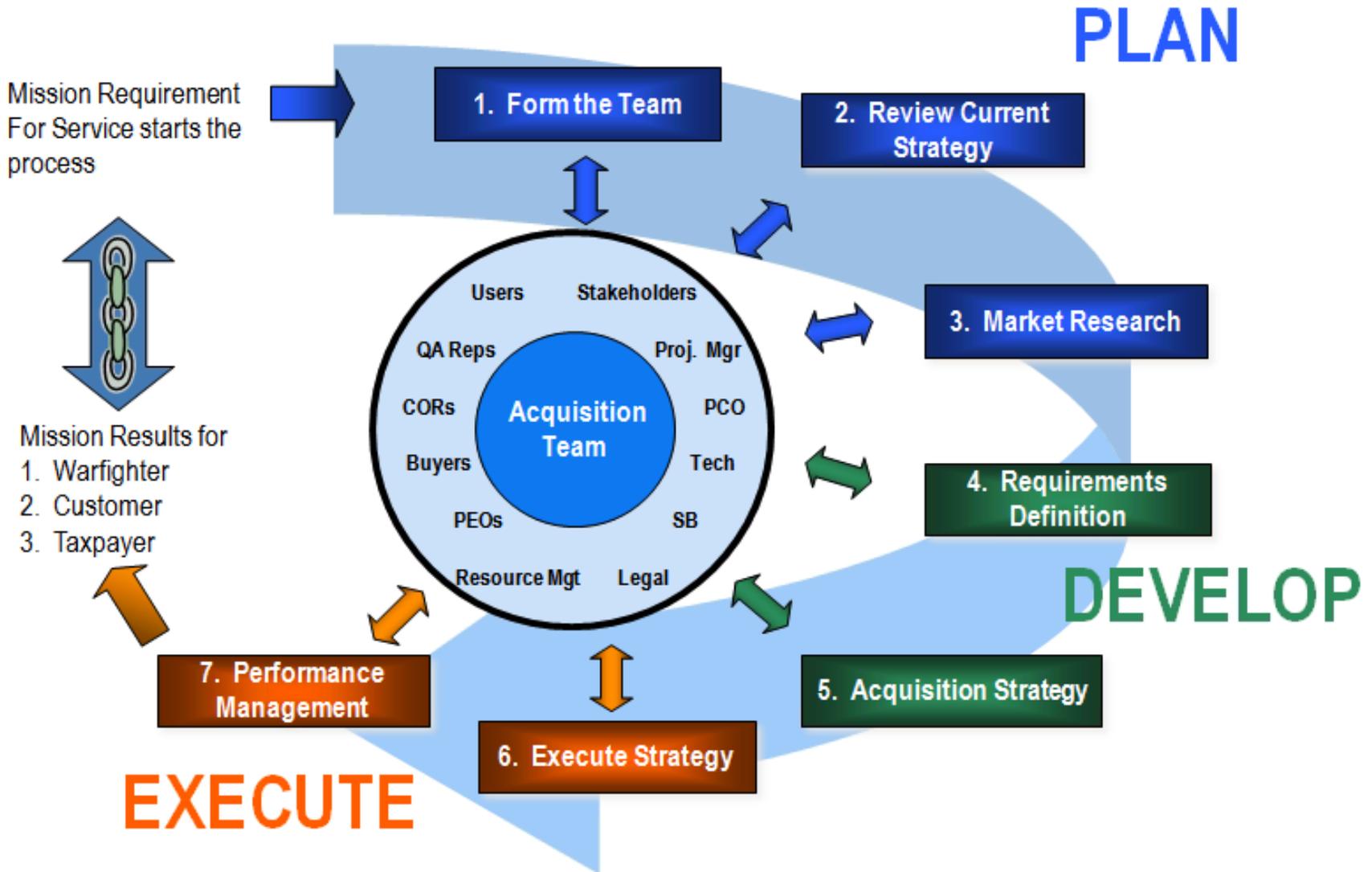
Introduction

- “Anyone with a dollar and a willing KO can procure services.”
 - Decentralized requirements
 - Decentralized customers
 - Many of whom are outside of traditional acquisition chains
 - Widely varying quality of Performance Work Statements (PWS) and Quality Assurance Surveillance Plans (QASP)
- Services Acquisition Workshop (SAW)
 - Facilitated team development of requirements and supporting documentation
 - DAU initiated in 2009, not a DoD-unique capability
 - Involves entire procurement team; takes ~ one week
- Acquisition Requirements Roadmap Tool (ARRT)
 - Automated tool to help build performance-based requirements
 - Questions prompt users to focus on performance outcomes
 - Incorporated into DAU’s SAW

BBP 2.0: How Effective is SAW / ARRT?



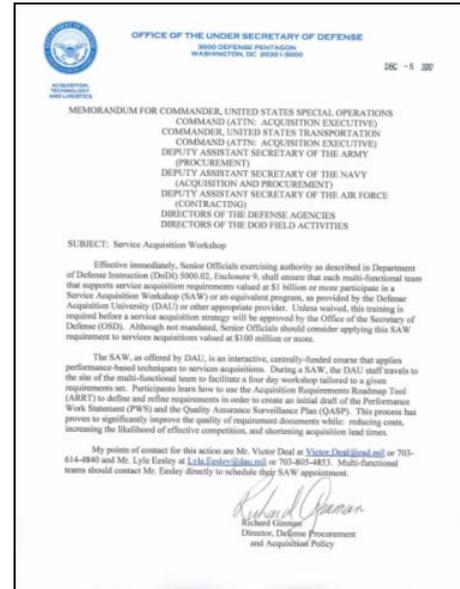
Acquisition 7-Step Process





SAW Policy and Execution

- Defense Procurement and Acquisition Policy (DPAP), 6 Dec 2012 memo
 - Mandates SAW for contracts valued at >\$1B, unless waived.
 - Recommends SAWs for contracts valued >\$100M.
- 41 SAWs conducted in FY13
 - 15 SAWs were for contracts >\$1B



SAW Effectiveness Working Group Members

- | | |
|-----------------------------------|-------------------------------|
| • Ms. Stephanie Lopez (Army Lead) | • Mr. Nathan Washington (DAU) |
| • Mr. Al Colvill (DLA) | • Mr. Lyle Eesley (DAU) |
| • Ms. Sue LeValley (Navy/USMC) | • Mr. Tom Savino (DAU) |
| • Ms. Tonya Desaussure (AF) | • Ms. Barbara Carter (DAU) |



SAW Assessment

- Methodology
 - General Baseline: Team reviewed immediate SAW Participant feedback (course evaluations)
 - Specific Follow-on Questionnaire: focused more on acquisition process & outcomes, rather than the course itself (issued Summer 2013)
- Follow-on Questionnaire Summary Stats
 - 308 surveyed / 72 responses; 23% response rate
 - Questionnaire Timeframe: FY2009 – FY2013 (All SAWs)
 - 77% respondents participated in FY2013 SAWs
 - Majority of contracts were for recurring services
 - Primarily Knowledge Based Services and Electronics & Communications Services



Focus Areas w/ >70% Positive Reviews

Use of Multi-Functional Integrated Process Team (MFIPT)

- Participation during current acquisition
- Likely future participation using Multi-Functional teams

7 Step Acquisition Process

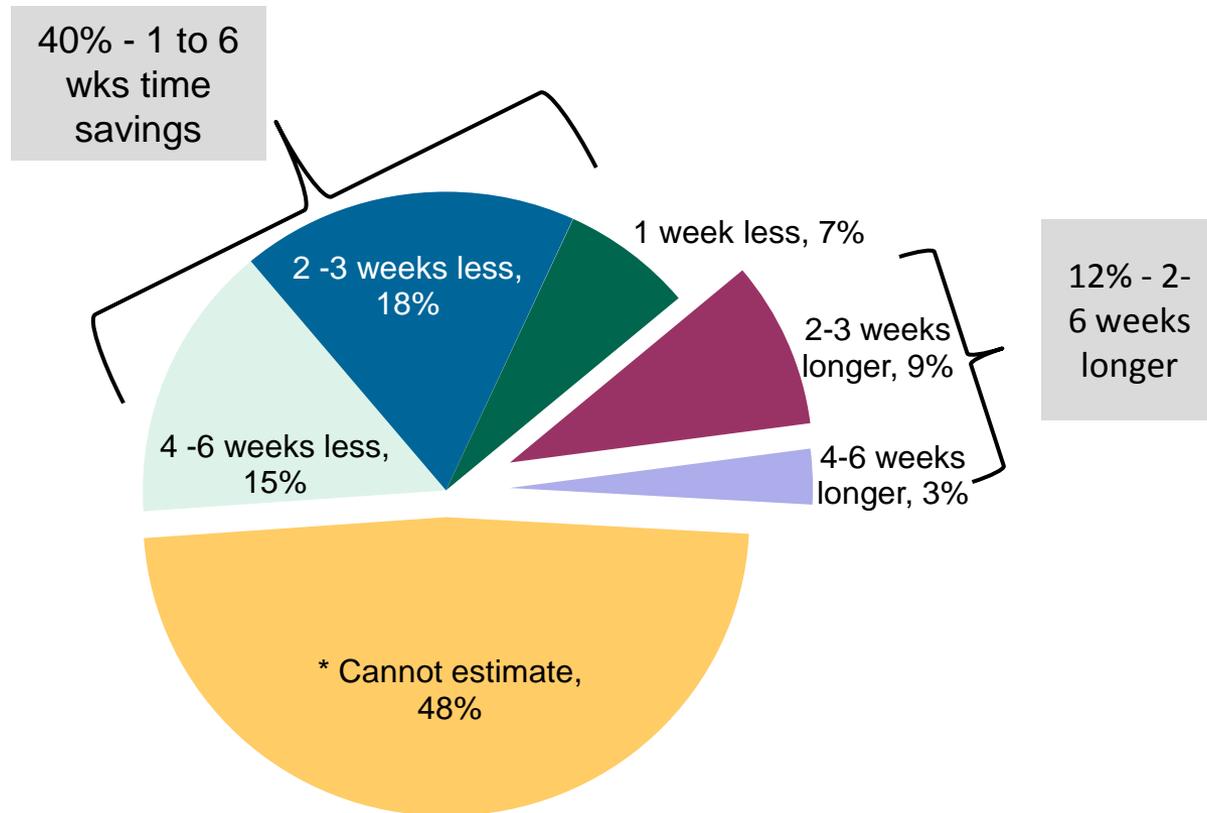
Acquisition Requirements Roadmap Tool (ARRT)

Workplace Application; most respondents...

- Recommend the SAW and applying the 7 Step Process
- Applied the principles of a Multi-Functional team afterwards
- Found the SAW a worthwhile investment for their career and employer



ARRT Impact on Requirements Development Timelines



Reductions to administrative lead time and labor hours spent in developing and evaluation not yet compared to lifecycle costs



SAW/ARRT Effectiveness

Quality – Highly Favorable

- Multifunctional teamwork
- Better defined requirement
- Performance Work Statement (PWS) linked to Quality Assurance Surveillance Plans (QASP)
- Standardization
- But lacks quality metric

Time Required – Favorable

- Better quality document will drive quicker processing times throughout
- Upfront investment in individual's dedicated time
- But lacks defined development time thresholds

Cost – Inconclusive

- No cost metrics
- Too early in process to realize (long-term tracking required)



Recommendations

Continue as Best Practices

- SAW and ARRT use
- Advance planning
- Ensuring right people form the Multi-Functional Teams

Improve Training Effectiveness (Short-Term)

- Manage expectations
 - Standardize SAW prerequisites
 - Develop a Checklist for participants
 - Effectively Communicate objectives
- Ensure Multi-Functional teams are established and complete before holding workshops
- Increase emphasis on market research, small business and competition
- Quality of Feedback
- Emphasize ARRT



Long-Term Recommendations

- Create central repository for SAW data (DPAP Services Acquisition (SA), DAU)
- Develop ways to document savings/effectiveness (SA, DAU)
- Track time from requirements identification to contract award (SA, DAU, Senior Services Managers (SSMs))
- Identify and train non-DAWIA workforce with acquisition duties (SA FIPT)
- Tailor SAWs (light, traditional & phased SAWs, and/or Univ. of Tenn. model) (DAU with SA, SSMs)
 - Dollar value
 - Complexity
 - Urgency
 - Level of team expertise



SAW & ARRT Effectiveness

SAW & ARRT are positive, effective additions to services acquisitions

- Perceived to improve performance, schedule and cost
- Direct and Indirect benefits

Can be made even better with:

- Appropriate Multi-Functional team preparation
- Tailored Approaches
- Improved output metrics, including long-term tracking of lifecycle performance
- Effective sharing of lessons-learned

Questions or Additional Input?