



OFFICE OF THE UNDER SECRETARY OF DEFENSE

3000 DEFENSE PENTAGON
WASHINGTON, DC 20301-3000

ACQUISITION
AND SUSTAINMENT

MEMORANDUM FOR COMMANDER, UNITED STATES CYBER
COMMAND (ATTN: ACQUISITION EXECUTIVE)
COMMANDER, UNITED STATES SPECIAL OPERATIONS
COMMAND (ATTN: ACQUISITION EXECUTIVE)
COMMANDER, UNITED STATES TRANSPORTATION
COMMAND (ATTN: ACQUISITION EXECUTIVE)
DEPUTY ASSISTANT SECRETARY OF THE ARMY
(PROCUREMENT)
DEPUTY ASSISTANT SECRETARY OF THE NAVY
(PROCUREMENT)
DEPUTY ASSISTANT SECRETARY OF THE AIR FORCE
(CONTRACTING)
DEFENSE AGENCY AND DOD FIELD ACTIVITY DIRECTORS

SUBJECT: Base Operations and Support Services Contracts

Base Operations and Support Services (BOSS) contracts provide a wide range of services required to operate and maintain military installations and facilities, in both garrison and contingency environments. A Department of Defense Office of Inspector General (DoDIG) Summary Report, DODIG-2017-004, titled "Inspections of DoD Facilities and Military Housing and audits of Base Operations and Support Services Contracts" identified challenges associated with: (1) contract documentation and requirements, and (2) oversight of BOSS contracts in contingency environments. Additionally, the DoDIG noted that contractor performance was not properly assessed, contractors were not held accountable for poor performance, and the Department did not receive the best value for money spent on the contracts the DoDIG reviewed. Most significantly, the report noted that these problems increased life and safety risks to U.S. personnel.

DoD contracting officers are reminded that minimum requirements and clauses for performance work statements/statements of work, as well as minimum standards to measure those requirements in the quality assurance surveillance plan, are described in Federal Acquisition Regulation (FAR) Part 11 and Defense FAR Supplement (DFARS) Part 211, "Describing Agency Needs," FAR Subpart 37.6, "Performance-Based Acquisition," DFARS 237.102-77, "Acquisition requirements roadmap tool," DFARS 237.172 "Service contracts surveillance," and FAR Subpart 46.4 and DFARS Subpart 246.4 "Government Contract Quality Assurance." The requirements owner is responsible for identifying specific requirements, such as quantities and standards.

Additionally, contracting officer's representatives (CORs) assist in the technical monitoring and administration of contracts and are essential to providing contractor surveillance to ensure performance requirements are met. COR qualification and training requirements are identified in Enclosure 5 of Department of Defense Instruction (DoDI) 5000.72, *DoD Standard for Contracting Officer's Representative (COR) Certification*. Depending on the dollar value,

technical complexity of the requirement, and contract performance risk, BOSS contracts may require multiple CORs and/or designation as a “Type C” requirement, which could require the COR to possess a professional license or specialized training to effectively perform contract surveillance as outlined in DoDI 5000.72, Enclosure 6, Table 4. Contracting Officers will nominate and designate CORs in the Joint Appointment Module (JAM). CORs will conduct contractor surveillance and performance monitoring in the Surveillance and Performance Monitoring (SPM) modules of the Procurement Integrated Enterprise Environment (PIEE). Also, if applicable, contracting officers and CORs should refer to the Defense Contingency COR Handbook, which can be accessed on the Defense Pricing and Contracting (DPC) website at <https://www.acq.osd.mil/dpap/index.html>. The DoD COR Handbook is being updated and will be available at the DPC website once published.

Finally, contracting officers are reminded that they are responsible for ensuring that BOSS contract services conform in all respects to contract requirements, and should reject non-conforming services. Contracting Officers may require the contractor to re-perform services that do not conform to contract requirements, at no increase in contract amount on fixed-price contracts or without fee on cost-reimbursable contracts. When re-performance cannot correct defects in contractor performed services, contracting officers may reduce the contract price or fee to reflect the reduced value of services not properly performed or not performed at all, in accordance with FAR 52.246-4, “Inspection of Services – Fixed Price,” or FAR 52.246-5, “Inspection of Services – Cost Reimbursement,” as applicable.

Please provide broad distribution of this memorandum to contracting officers, CORs, and your logistics and engineering mission partners who have equity in BOSS or facility maintenance contracts. For additional information regarding this memo, contact Lt Col Bryan Lamb at (703) 693-0497 or bryan.d.lamb.mil@mail.mil.

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Defense Pricing and Contracting