

**To:** AFPEO BES/HI  
**From:** Ardis Hearn, AFMC AFPEO BES/HIJ  
**Date:** 02 April 2012  
**Subject:** Industry Comments to Be Sent with Systems Sustainment PWS

**I. Background:** AFPEO BES staff was tasked to put together a Performance Work Statement (PWS) template for sustaining business systems. This template would be sent to various industry partners for comments. The comments and template would be discussed in an Industry Day Forum. Some of the comments received are summarized below:

**II. PWS Comments:**

1. Consider changing the name from "legacy system" to "operational system" sustainment. This is much more meaningful and conveys more appropriate importance.
2. The PWS appears lengthy for a sustainment effort. Most will be turned off by the length since in a bid every word must be read for any nuances.
3. It would be very useful to include the following with the PWS. Rationale: Much of the PWS itself is not evaluated in most legacy systems sustainment evaluations. The PWS needs to be viewed along with the evaluation criteria and proposal instructions.
  - Template for the Evaluation Criteria (equivalent of Section M) and a Template for the Proposal Preparation Instructions (equivalent of Section L). It would be very good to have several examples; e.g., LPTA; PPT; Full Trade Off (FTO); FFP; FFP with incentives, etc.
  - Need to include a PWS, L and M cross reference in each RFQ/RFP Template.
4. For the table addressing pricing and cost subfactors, suggest including the following since they were verbally mentioned by several vocal attendees at the last session.
  - Contractor FTE numbers and labor categories now performing legacy maintenance along with any projected changes in workload that should be considered.
  - Funding projected for the work described in the PWS.
  - Development tools/environment description.

- Past trends for trouble calls, defects, maintenance releases, modification releases.
  - Past trends for help desk calls (severity, time of day, average length of call)
  - Describe the Govt program office personnel accomplishing system work (functionals, engineers, testers, configuration managers, locations, etc.).
5. For the PWS, if the Govt is familiar with specific software cost estimating models, it would be useful to name those models.
  6. The PWS does not convey the objectives that are most important (e.g. cost, past performance, quality, speed, agility, prevention, experienced staff, CMMI process levels, injection of modern technology to reduce costs, performance, reuse, etc.). Often performance based objectives are used with performance based contracting.
  7. The SEP is mentioned. It would be useful to have an external facing web site where the SEP can be accessed. Along with the SEP web site, a web page with links to the reference materials in the template would also be useful. This makes it easy for all bidders to have equal access to info.

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