



DEPARTMENT OF THE AIR FORCE
AIR FORCE LOGISTICS MANAGEMENT AGENCY

LETTER REPORT
CONTRACTING DEPLOYMENT CUSTOMER GUIDE
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AFLMA PROJECT NUMBER: LC9619100
DECEMBER 1996

BACKGROUND: The number and duration of contingency contracting taskings have increased dramatically over the last few years. This increase means that fewer contracting officers are available to deploy to each contingency site. As a result, the contracting personnel on-site have less time to assist functional area deployed personnel with instruction in the contracting process. Additionally, functional area personnel deployed in a contingency situation are typically not well versed in dealing with contracting personnel and the process.

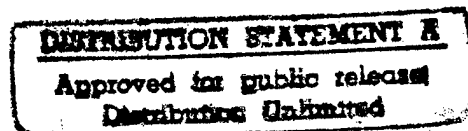
At the 1996 Air Force Contingency Contracting Conference, the functional managers from the major commands expressed the need to develop a Customer Guide for contingency deployments which would standardize, simplify, and streamline the support our Contingency Contracting Officers (CCOs) provide to our customers.

PROBLEM STATEMENT: In lieu of requiring a deployed contracting officer to train individual customers on the process, a customer support brochure or guide was needed to explain to customers how best to obtain the contracting support they need in a contingency environment.

OBJECTIVES: The objective of this effort was to develop a guide for contracting customers which addresses purchase requests and statements of work, types of contracts available, customer responsibilities for administration, receipt, and payment for goods and services, as well as definitions and sources for help.

METHODOLOGY: Previous AFLMA reports and guides were reviewed for inclusion of information in this project. Additionally, lessons learned from deployments and "Top Dollar" exercises were reviewed for input. Finally, personal inputs from field offices were solicited for incorporation of material based on past experience.

CONCLUSIONS: This guide will provide ready reference for customers in contingency situations. It should reduce the amount of time CCOs spend training functional personnel on process issues, and reduce the frustrations of customers needing



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immediate support but not knowing how or where to obtain it. Finally, it should reduce the number of crisis purchases by prompting customers to plan for special requirements of surge operations

RECOMMENDATION: Distribute to all Active Duty, Reserve, and Air National Guard bases on disk so offices may print hardcopies for distribution to customers. (OPR SAF/AQC)

DISTRIBUTION: Refer to attached Standard Form 298

REPORT DOCUMENTATION PAGE

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13. ABSTRACT (Maximum 200 Words)

The number and duration of contingency contracting taskings has increased significantly in recent years. This increase taxes the ability of deployed Contingency Contracting Officers to provided functional area deployed personnel with instruction in the contracting process.

In lieu of requiring a deployed contracting officer to train individual customers on the process, the customer support guide provides the necessary explanations without straining valuable manpower resources. The Contracting Deployment Customer Guide aids the customer in contingency situations and addresses purchase requests and statements of work, types of contracts available, customer responsibilities for administration, and receiving and paying for goods and services.

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