

Job Order Contracting (JOC) Best Practices Guide

Procurement-Neutral
Framework for Public Agencies

Executive Summary

JOC accelerates delivery of recurring projects

Success depends on governance, process, and cost transparency

Applicable to owner-managed and managed programs

Why JOC?

Reduces
procurement
cycle time

Improves
responsiveness

Supports
portfolio-level
project delivery

Five Foundations

Leadership

Process

Objective Cost Information

People

Technology as an Enabler

Governance Framework

Executive
Sponsor

Program
Manager

Project
Managers

Estimating/Cost
Validation

Contractor
Team

Program Lifecycle

Planning

Procurement

Scoping

Pricing

Execution

Closeout

Continuous Improvement

Procurement Strategy



Clear evaluation
criteria



Balanced technical
and pricing review



Defined reporting
requirements

Contractor Evaluation



EXPERIENCE



MANAGEMENT
APPROACH



SAFETY



PAST
PERFORMANCE



COST
METHODOLOGY

Cost Management Principles



TRANSPARENT



AUDITABLE



CURRENT



LOCALLY
RELEVANT



DEFENSIBLE

Cost Data Sources

National databases

Regional publications

Agency data

Locally researched cost databases

Hybrid approaches

Independent Cost Validation



INTERNAL
REVIEW



THIRD-PARTY
REVIEW



BENCHMARKING



MARKET
VALIDATION

Work Order Development

Define objectives

Site review

Stakeholder engagement

Approve scope before
pricing

Proposal Development

Scope alignment

Quantities

Assumptions

Schedule

Exclusions

Project Delivery

Preconstruction
planning

Progress
tracking

Issue resolution

Quality
assurance

Small Business Participation

Outreach

Inclusion

Capacity building

Performance monitoring

Program Management

Quarterly
reviews

Steering
committee

Performance
dashboards

Continuous
improvement

Common Risks

Poor scope
definition

Weak oversight

Outdated pricing

Process
inconsistency

Excessive use of
JOC “Consultants”

“Fee-based” vs.
“Subscription-
based JOC
implementation

Use of “National
Average” Cost
Data & Location
Factoring

Performance Metrics

Cycle time

Cost
predictability

Schedule
performance

Customer
satisfaction

Best Practice Summary



PEOPLE + PROCESS +
INFORMATION +
TECHNOLOGY



INDEPENDENT VALIDATION



OWNER ACCOUNTABILITY

Conclusion



JOC IS A PROGRAM, NOT
MERELY A CONTRACT



STRONG GOVERNANCE DRIVES
SUCCESSFUL OUTCOMES