

## 37.503 Agency-head responsibilities.

The *agency head* or designee *should* ensure that-

- (a) Requirements for services are clearly defined and appropriate performance standards are developed so that the agency's requirements can be understood by potential *offerors* and that performance in accordance with contract terms and conditions will meet the agency's requirements;
- (b) Service contracts are awarded and administered in a manner that will provide the customer its *supplies* and services within budget and in a timely manner;
- (c) Specific procedures are in place before *contracting* for services to ensure that inherently governmental functions are performed by Government personnel; and
- (d) Strategies are developed and necessary staff training is initiated to ensure effective implementation of the policies in [37.102](#).

**Parent topic:** [Subpart 37.5 - Management Oversight of Service Contracts](#)