

Contract/Order No: *1333LB-23-MGBSAM-0004*

Attachment J.3

QUALITY ASSURANCE SURVEILLANCE PLAN (QASP)

Decennial Census Contracts Acquisition Support



**United States Department of Commerce
Bureau of the Census**

TABLE OF CONTENTS

1	INTRODUCTION: ACQUISITION PURPOSE.....	3
2	CONTRACT TYPE AND REQUIREMENTS	3
2.1	CONTRACT TYPE:	3
2.2	CONTRACT/ORDER REQUIREMENTS.....	3
2.3	APPLICABLE CONTRACT CLAUSES	3
3	SURVEILLANCE PLAN OBJECTIVES	4
4	GOVERNMENT SURVEILLANCE TEAM.....	4
4.1	TEAM MEMBER ROLES AND RESPONSIBILITIES.....	4
5	PERFORMANCE MONITORING	5
6	DOCUMENTING SURVEILLANCE ACTIVITIES.....	7
7	PERFORMANCE STANDARDS	8
8	DELIVERABLES AND SCHEDULE	10
9	QASP REVIEW AND APPROVAL.....	12



1 INTRODUCTION: ACQUISITION PURPOSE

The purpose of this task order is to augment the capabilities for Contracts Business Management for providing contracting support to the Decennial Directorate. The objective of this task order is to obtain life cycle contracting support and acquisition management support services that will enable Contracts Business Management to carry out its mission support function.

These support services include those activities necessary for conducting market research, defining and documenting requirements, planning acquisitions, soliciting offers and quotes, evaluating and selecting sources, obtaining required reviews and approvals, pre-award, administering contracts, monitoring contracts post award, supporting internal quality and process reviews and improvement efforts and closing out contracts.

2 CONTRACT TYPE AND REQUIREMENTS

2.1 Contract Type: Time and Materials

The contract type of the subject contract/order is as follows:

- a. ☒ Time-and-Materials/Labor-Hour (T&M/LH) – See CAM 1316.1, 5.3.b

2.2 Contract/Order Requirements

The Contractor shall furnish the necessary personnel to provide acquisition support services for the tasks identified below and in accordance with the Federal Acquisition and Commerce Acquisition Regulations, and the Commerce Acquisition Manual.

- Pre-Award Technical Support - New Requirements
- Post-Award Technical Support - Contract Administration
- Acquisition Management Support Services
 - Contract Closeout Services
- COR Forum Support

2.3 Applicable Contract Clauses

The following clause(s) are included in the contract/order and are applicable to various surveillance activities discussed in this QASP. In case of any conflict between the provisions of this QASP and any cited clause, the clause provisions shall govern.

- a. ☒ FAR 52.246-6 Inspection -Time-and-Material and Labor-Hour



3 SURVEILLANCE PLAN OBJECTIVES

This QASP defines a systematic method to oversee performance for the above-cited contract/order to help ensure that contractual obligations are met such that Census Bureau mission objectives supported by this contract/order are accomplished to the maximum extent practicable. It explains the following regarding surveillance/monitoring of contractor performance activities:

- All work requiring surveillance
- The method and location of surveillance
- Who will conduct the monitoring?
- How monitoring efforts and results will be documented.

4 GOVERNMENT SURVEILLANCE TEAM

4.1 Team Member Roles and Responsibilities

a. **Contracting Officer (CO)** - The CO ensures and oversees performance of all necessary actions for effective contract performance oversight. The CO is assisted by the Surveillance Team performing activities as defined in this QASP to help ensure compliance with the contract terms, accomplishment of Census Bureau mission objectives, and shall safeguarding the interests of the United States in the contractual relationship. The CO also assures that the contractor receives impartial, fair, and equitable treatment under the contract/order. The CO is ultimately responsible for the final determination of the adequacy of the contractor's performance.

CO Name: Matthew S. Gore

Organization or Office: Acquisition Division

Telephone: 301-763-2474

Email: matthew.s.gore@census.gov

b. **Contracting Officer's Representative (COR)** - The COR is the primary official appointed by the CO to be responsible for technical administration and oversight of the contract/order. The COR assures proper Government surveillance of the contractor's performance in accordance with this QASP, including any updates/revisions that may become necessary to ensure successful accomplishment of Census Bureau mission objectives. The COR shall keep a quality assurance file, as a part of the COR file required under FAR 1.604(c), that documents all actions taken per this QASP, as well as surveillance reports and actions/disposition of issues that may arise. The COR is not empowered to make any contractual commitments or to authorize any contractual changes on the Government's behalf. The contractor shall refer any actions or direction received, which it believes to be changes that may affect contract price, terms, or conditions to the CO for review and action as appropriate.

COR Name: Travis L. Green



Organization or Office: Contracts Business Management, Decennial Contracts Execution Office.

Telephone: 202-246-7920

Email: travis.l.green@census.gov

c. **Government Project Manager** - The Government Project Manager is responsible for coordinating technical direction of the contract in concert with the COR. They are the point persons to ensure that the work required of the contractor aligns with the needs of the organization. Typically, the Government Project Manager is in the program office and they work in concert with the COR to review invoices and MSRs.

Name: Shamere S. Mack

Organization or Office: Contracts Business Management, Decennial Contracts Execution Office.

Telephone: 301-763-2697

Email: shamere.s.mack@census.gov

5 PERFORMANCE MONITORING

5.1 Evaluating Contractor Performance

Contractor performance shall be evaluated by the metrics listed below. Successful performance requires meeting the performance levels provided by each metric.

An "action" is defined as a definite act that accomplishes a step in the award or administration process. Writing a PWS, processing an invoice, or approving a cost estimate would all be examples of an "action". Simply reviewing a file or updating the program office with a status would not be considered an "action" as they do not accomplish a definite step in the award or administration process.

- 1) (**Timeliness**) The Contractor shall perform the required action on an assigned contract/task order within two weeks in 90% of all assigned contracts/task orders.

The 90% compliance level accommodates the occasional contract that requires a complex action that cannot legitimately be completed within two weeks. The contractor shall not be held responsible for delays which are outside the contractor's control.

- 2) (**Quality**) The Contractor shall create support documents that fulfill the quality criteria listed in the Performance Requirements Summary table in 90% of assigned contracts or task orders. When documents are returned for not meeting the performance standards or are found to be noncompliant, the Contractor is responsible for ensuring corrections are implemented and not repeated in each phase of the acquisition and in future acquisitions.

Surveillance: Review of documents by COR and PM.



- 3) (**Volume**) The Contractor shall maintain assigned caseload of new and awarded contracts/task orders within the standards of timeliness and quality at all times. The Contractor must anticipate contractor employee turnover and take proactive actions to maintain sufficient staffing to provide the required level of effort.

Surveillance: Review of weekly reports and documents by COR and PM.

- 4) (**Compliance**) The Contractor shall submit work products that are compliant with all Federal Acquisition Regulations, Commerce Acquisition Regulations, UCSB Acquisition policy, and emerging acquisition best practices.

Surveillance: Review of documents by COR and PM.

Services will be performed at Census Headquarters (HQ) but initially will be done remotely, due the building remodeling taking place at HQ. The Performance Standards Matrix shown in Section 7 provides the performance requirements, standards and method of surveillance that is being used under this contract. The COR will use these standards to determine the quality results of the Contractor's performance.

5.2 Document Acceptance Criteria and Inspection

All contractor-produced documents and documentation ('work products') shall meet the following general acceptance criteria. Final inspection and acceptance of all work performed, reports and other deliverables, will be performed at the place of delivery by the Census Bureau's COR and lead personnel in Contract Business Management Group, Decennial Contracts Execution Office.

- Accuracy – Work products and deliverables shall be free from errors and mistakes; and be developed IAW applicable laws, regulations, policies, and procedures.
- Completeness - Work products shall be comprehensive and entirely developed.
- Clarity - Work products and MSRs shall be clear to the reviewer Any/All diagrams shall be easy to understand and be relevant to the supporting narrative.
- Timeliness – Work products and deliverables shall be available at the time required and generated on or before specified and mutually agreed to due dates or IAW a later mutually agreed to scheduled date.
- Format - Work products shall be submitted in hard copy (where applicable) and in electronic form.
- Consistency to Requirements - All work products must satisfy the requirements of the QASP.

Significant deficiencies are findings by reviewing officials of serious omissions, inaccuracies, noncompliance with legal requirements and standards, and failures to adhere to review protocols and accepted procedures. Examples include, but are not limited to the following:

- Omission of required documents.



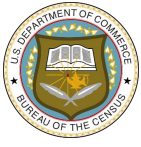
- Documents that do not conform to approved standards for content and format.
- Review packages that are not organized.
- Documents with material errors or inadequacies.
- Review packages with record of required reviews and approvals.

6 DOCUMENTING SURVEILLANCE ACTIVITIES

The COR will monitor contract deliverables, work products, and contract performance. After the end of each month of performance, the COR in conjunction with the Task Manager, Program Manager and lead personnel in the Census Bureau program area will rate the prior month's performance using surveillance methods defined in the Performance Standards Matrix provided in Section 7. A rating will be provided for each requirement in the Performance Requirements Matrix for that month's performance. If any of the requirements were not applicable for that month, this would be noted as a rating of "N/A" for not applicable.

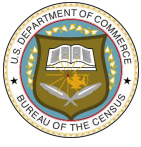
Once the rating is completed, this feedback will be provided to the contractor representative. If there is disagreement on the ratings for the month, there will be a meeting with the COR, PM, lead personnel in the Census Bureau Program Area, and Contractor Representative to discuss and provide additional feedback.

The COR will ultimately utilize these monthly surveillance ratings to develop CPARs assessments on the contractor's performance on this contract.



7 PERFORMANCE STANDARDS

Performance Objective (The Service required—usually a shall statement)	Performance Standard	Performance Threshold (This is the maximum error rate. It could possibly be “Zero deviation from standard”)	Method of Surveillance
The Contractor shall provide all deliverables/work products to satisfy objectives set jointly with the Government outlined in section 3 for Task Area 1-2.	The Contractor provided timeliness criterion: 95% of work products/deliverables are completed within 2 business days of agreed-to milestone, and 100% of products are completed within 2-5 business days – all delays having been discussed with the COR, Technical Points of Contact, and Program Lead prior to due date	Quality Criterion: 95% of work products/deliverables require no significant rework to meet agreed-to objectives and satisfy the acceptance criteria	The COR, Program Leads, and Technical Points of Contact will review performance against agreed-to plans and evaluate the quality and value of associated deliverables/work products
The contractor shall provide all work products necessary for pre-award activities such as the Market Research Report, Acquisition Milestones Schedule, 508 Compliance Form, IT Checklist Form, PARC,	The Contractor provided timeliness criterion: 95% of work products/deliverables are completed within 2 business days of agreed-to milestone, and 100% of products are completed within 2-5 business days – all delays having been discussed with the	Quality Criterion: 95% of work products/deliverables require no significant rework by the government to meet agreed-to objectives and satisfy the acceptance criteria	The COR, Program Leads, and Technical Points of Contact will review performance against agreed-to plans and evaluate the quality and value of associated deliverables/work products



QASP

Contract/Order No: *[insert number]*

Acquisition Plan, IGCE, Sections L, M and C.	COR, Technical Points of Contact, and Program Lead prior to due date.		
The contractor shall provide all work products necessary for Governance Boards which may include the Program Lifecycle and Investment Board, Commerce IT Review Board, DOC Acquisition Review Board and the IT Purchase Review Board	The Contractor provided timeliness criterion: 95% of work products/deliverables are completed within 2 business days of agreed-to milestone, and 100% of products are completed within 2-5 business days – all delays having been discussed with the COR, Technical Points of Contact, and Program Lead prior to due date	Quality Criterion: 95% of work products/deliverables require no significant rework by the government to meet agreed-to-objectives and satisfy the acceptance criteria	The COR, Program Leads, and Technical Points of Contact will review performance against agreed-to plans and evaluate the quality and value of associated deliverables/work products
The contractor shall provide all work products necessary for post-award monitoring activities such as Burn Rate spreadsheet, Invoice Review, Contract Change Requests, Contract Modifications and, Contract Modification Spreadsheet	The Contractor provided timeliness criterion: 95% of work products/deliverables are completed within 2 business days of agreed-to milestone, and 100% of products are completed within 2-5 business days – all delays having been discussed with the COR, Technical Points of Contact, and Program Lead prior to due date	Quality Criterion: 95% of work products/deliverables require no significant rework by the government to meet agreed-to-objectives and satisfy the acceptance criteria	The COR, Program Leads, and Technical Points of Contact will review performance against agreed-to plans and evaluate the quality and value of associated deliverables/work products

**8 DELIVERABLES AND SCHEDULE**

<u>Deliverable</u>	<u>Frequency</u>	<u>Location</u>	<u>_AOA Report</u>	<u>Medium/Format</u>	<u>Submit To</u>
Kick-Off Meeting Agenda	3 business days after contract award	F.5.1.1	1 copy submitted electronically by email	MS Office	COR and PM
Task Order Management Plan	finalized within 30 days of task order award	F.5.1.2	1 copy submitted electronically by email	MS Office	COR AND PM
Monthly Status Report	Monthly by the 5 th of each month covering the previous month.	F.5.1.5	1 copy submitted electronically by email	MS Office	COR and PM
Contractor Management Plan – This shall include contractors transition plan	15 Calendar days after Contract Award And Updated quarterly at a minimum; or updated as needed by the contractor during that period of performance of the contract.		1 copy submitted electronically by email	MS Office or PDF formats	COR and PM
Quality Control Plan	The Quality Order Plan shall be submitted as	F.5.1.6	1 copy submitted electronically by email	MS Office or PDF formats	COR and PM



	part of the Contractor's proposal and subsequently finalized within 30 days of task order award.				
Staffing Plan	The Staffing Plan shall be submitted with the Technical Proposal.	F.5.1.3	1 copy submitted electronically by email	MS Office or PDF formats	COR and PM
Weekly Status Update and Meeting Report	Submit, on a weekly basis throughout the life of the task order, as an agenda for the weekly status update and meeting, a written Weekly Status Report. Deliver the report one (1) business day prior to the weekly status update and meeting that covers the previous week's activities.	F.5.1.4	1 copy submitted electronically by email	MS Office or PDF formats	COR and PM



QASP

Contract/Order No: *[insert number]*

9 QASP REVIEW AND APPROVAL

I have reviewed and approve this QASP

Signature – Contracting Officer’s Representative

Signature – Program Manager
Decennial Contracts Execution Office

Signature – Contracting Officer
Acquisition Division