

**QUALITY ASSURANCE PLAN**  
**Contract No. T-99-0001**  
**Seat Management Services**

I. **Objective:** The purpose of this plan is to provide a quality surveillance plan for seat management services performed at the Department of the Treasury. This plan provides a basis for the Contracting Officer's Technical Representative (COTR) to evaluate the quality of the Contractor's performance. The oversight provided for in the contract and in this plan will help to ensure that service levels reach and maintain the required levels throughout the contract term. Further, this plan provides the COTR with a proactive way to avoid unacceptable or deficient performance, and provides verifiable input for the required annual past performance evaluations.

II. **Performance Standards:**

A. **Quality Level:** By monitoring the Contractor, the COTR will determine whether the performance levels set forth in the contract have been attained. Quality standards (i.e., performance standards) for all tasks are specified in the Performance Work Statement (PWS), Sections XX and XXX/

B. **Frequency:** Prior to contract award, the COTR will evaluate the current levels of performance, according to the standards set forth in this contract. During performance of this contract, the COTR will take periodic measurements (i.e., conduct surveillance), as specified, and will analyze whether the negotiated frequency of measurement is appropriate for the work being performed. Adjustments may only be made by a modification to the contract.

C. **Management Responsiveness:** The COTR will determine whether the Contractor has managed the contract effectively and efficiently, with successful and timely response to help desk/service calls, special requirements, technology refreshment, configuration management, etc., as specified in the quality standards set forth in Section XXX of the PWS. The COTR will confirm whether the Contractor has satisfactorily met all reporting requirements, including subcontracting reports when applicable.

III. **Evaluation Methods:** The COTR will conduct performance evaluations based upon Section II above and the required performance levels set forth in the contract. The following techniques will be used to perform surveillance:

A. **Random Call Log Inspections.** The COTR will perform random checks of the call log at least once per week. Customers will be contacted for feedback on Contractor performance, and data will be collected as described in the contract. Issues that are targeted by customer feedback or complaints will be closely monitored and tracked until resolved. Any discrepancies noted in the call logs and customer feedback will be discussed with the Contractor as soon as practicable. Results of these meetings shall be documented by the COTR, along with the COTR's other findings.

B. **Network Performance Report.** The COTR will review performance records of the local/wide area networks to ensure that the required availability has been provided. Outages,

problems, repairs, resolutions, etc. shall be noted and availability calculated as stated in the contract. Results shall be shared with the contracting officer.

C. Service Level Monitoring. The Contractor is required to provide sufficient qualified personnel to maintain system availability, resolve problems, and keep operations running as smoothly as possible. Customer feedback will be sought and trouble-call logs shall be reviewed to ensure that reported problems are resolved as quickly and efficiently as possible. Further, the COTR will review measures taken by the Contractor to keep all customers informed of situations that may affect performance of their desktop computers or other network applications. It is essential that effective communications take place to ensure a high level of customer satisfaction.