**QUALITY ASSURANCE SURVEILLANCE PLAN**

**FOR**

**CONTRACTOR TECHNICAL SUPPORT**

**FOR SMALL UNMANNED AIRCRAFT SYSTEMS**

**TACTICAL UNMANNED AIRCRAFT SYSTEMS PRODUCT OFFICE**

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| Reviewed by: |
| \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  CARSON L. WAKEFIELD  Assistant Product Manager, SUAS |

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JEREMY DEORSEY Date

Contracting Officer

US Army Contracting Command, APG

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## INTRODUCTION

**1.1 Purpose.** The purpose of this Quality Assurance Surveillance Plan (QASP) is to identify the methods and procedures the Government will use to evaluate contractor actions while performing the requirements in the Performance Work Statement (PWS). The period of performance will be one year with four option years.

**1.1.1** This QASP is designed to provide a systematic method to monitor and evaluate the services the contractor is required to furnish and provide direction to personnel performing contract surveillance activities. The Product Management of Tactical Unmanned Aircraft Systems (PdM TUAS) personnel will perform surveillance by monitoring contractor performance for each listed performance objective in Appendix A, Performance Requirement Summary. The government will maintain a quality standard for these services for the work performed and deliverables provided under the contract.

**1.1.2** The personnel of PdM TUAS developed this QASP, will oversee the contractor’s performance, and review the consequent deliverables required by the PWS.

**2.0 DESCRIPTION OF SERVICES**

**2.1 Scope of Work.** The contractor shall provide all personnel, equipment, tools, materials, supervision, and other items and non-personal services necessary to provide technical support services to PdM TUAS as defined in the PWS.

**3.0 ROLES AND RESPONSIBILITIES**

**3.1 Contracting Officer Representative (COR).** The COR is responsible for quality assurance guidance and ensuring that contract quality requirements, provision, standards, and thresholds are defined, practical, enforceable, necessary and verifiable. The COR evaluates and documents contractor performance in accordance with the QASP and PWS, notifies the Contracting Officer (KO) of any significant performance deficiencies, maintains surveillance documentation, and recommends improvements to the QASP and PWS throughout the life of the contract.

Assigned Primary COR (Technical): TBD

Organization or Agency: SFAE-AV-UAS-TU

(UAS Project Office-Redstone)

Telephone: (256) 876-5622

Email: [kevin.l.alexandre.civ@mail.mil](mailto:frank.churchill@us.army.mil)

Assigned Primary COR (XXX): Mr. XXX

Organization or Agency: SFAE-AV-UAS-TU

(UAS Project Office-Redstone)

Telephone: (256) XXX-XXXX

Email: [XXX.civ@mail.mil](mailto:adam.e.mauro2.civ@mail.mil)

Assigned Alternate COR: XXX

Organization or Agency: SFAE-AV-UAS-TU

(UAS Project Office-Redstone)

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**3.2 Contracting Officer.** The Contracting Officer (KO) is responsible for safeguarding the interests of the United States in contractual relationships. Only the KO is authorized to bind the government and then only to the extent of the authority delegated to them through the issuance of a warrant. The KO delegates authority for inspection and/or acceptance in accordance with terms of the contract and informs the contractor of the names, duties, and limitations of authority for all quality assurance personnel assigned to the contract.

Assigned KO: Mr. Jeremy Deorsey

Organization: ACC-APG-NCD-Milford

**3.3 Quality Assurance Evaluator (QAE).** An individual designated by the requiring activity to assist the COR and provide oversight of the contractor’s performance. The QAE’s primary duty is to monitor the contractor’s performance by physically checking to see that tasks are completed, reports are submitted, and desired outcomes are achieved. When a surveillance observation results in an unacceptable evaluation, the QAE will report the unacceptable performance to the COR. The QAE is not authorized to direct work, offer advice on how the work should be performed, change the contract, or in any way obligate payment of funds by the government.

Assigned QAE: TBD

Organization or Agency: SFAE-AV-UAS-TU

(UAS Project Office-Redstone)

Telephone:

Email:

**4.0 QUALITY REQUIREMENTS**

**4.1 Quality Control Program.**  The contractor, not the government, is responsible for management and quality control actions to meet the terms of the contract.

* + 1. The quality control program is the driver for quality. The contractor is required to develop a comprehensive program of inspections and monitoring actions. The first major step to ensuring a “self-correcting” contract is to ensure that the Quality Control Plan (QCP) approved at the beginning of the contract provides the measures needed to lead the contractor to success.
    2. Once the QCP is accepted, careful application of the process and standards presented in the remainder of this document will ensure a robust quality assurance and control program.

**5.0 SURVEILLANCE**

**5.1 Surveillance Methods.** This QASP will incorporate random sampling, inspection, and customer feedback as the approach to ensure the contractor complies with the PWS requirements. Re-performance is the preferred method of correcting any unacceptable performance.

**Validated Customer Complaint.** Customer complaints shall be surveyed as described below. Anyone who observes unacceptable services, either incomplete or not performed, should immediately contact the COR/QAE. The COR/QAE will conduct an investigation to determine the validity of the complaint. If the complaint is determined to be valid, the COR/QAE will document the findings and notify the customer and the Contractor using the Contractor Discrepancy Report (CDR), Appendix B. The COR/QAE will retain the annotated copy of the written complaint for the government’s files. If the complaint is valid, the contractor will be given a specific, appropriate amount of time to correct the defect.

**5.1.1.1** The COR/QAE should inform the customer(s) of when the defect must be corrected and advise them to contact the COR/QAE if the defect is not corrected. The COR/QAE will consider the customer complaint resolved unless notified otherwise by the customer.

**5.1.1.2** The contractor shall return the written CDR document to the COR/QAE, completed with the actions taken to correct the defect. The government will retain this document to ensure the contractor has taken appropriate action(s) to prevent the recurrence of defects. The COR/QAE will retain and file the complaint form. At the end of each month, all validated complaints will be counted to determine if performance is satisfactory or unsatisfactory based on the criteria in the Acceptable Quality Levels (AQL). The KO shall be notified in writing by the COR/QAE of any unsatisfactory performance.

**5.1.2 Acceptable Quality Levels (AQL):** AQLs are contained in Appendix A, Performance Requirements Summary.

**5.1.3 Periodic Surveillance:** This method of surveillance is at Appendix A, Performance Requirements Summary.

5.1.4 Unacceptable Performance. If the number of complaints / defects exceeds the performance threshold for any objective, the COR will determine the possible cause of this unacceptable performance and notify the KO. Government-caused complaints / defects shall not be counted against the contractor. The same applies to any other requirement of the contract when government-caused complaints / defects are the cause of unacceptable contractor performance. If the contractor’s performance is judged unacceptable for any requirement, the COR will inform the contractor’s designated representative, and request his / her signature and date of surveillance on documentation acknowledging notification. If the designated representative refuses to sign, the COR personnel shall annotate on the documentation the date and time of notification and name of representative and his/her refusal to acknowledge. If the contractor disputes the results of surveillance, the COR must refer the contractor to the KO for resolution*.*

**5.1.5 Re-performance.** Re-performance is the preferred method of correcting any unacceptable performance. The contractor shall provide the government written response why the performance threshold was not met, how performance will be returned to acceptable levels, and how recurrence of the cause will be prevented in the future.

**5.1.6.** **Revisions.** Revisions to this QASP are the joint responsibility of the requiring activity and the contracting office. However, as a result of partnering with the contractor, surveillance checklists may be revised jointly by COR personnel and contractor personnel. The KO must approve the revisions in writing before being used by the COR.

**6.0 DOCUMENTATION REQUIREMENTS**

**6.1** The COR is responsible for maintaining a Surveillance Folder at a designated location. The following information should be contained in the Surveillance Folder:

1. QASP
2. Contractor’s Quality Control Plan
3. Applicable portions of the contract, to include PWS, and any modifications
4. Appointment Letters and Training Certificates of the COR
5. Contractor Discrepancy Reports
6. Memorandums / Miscellaneous Correspondence
7. Monthly Surveillance Report Sent to the KO
8. Quarterly Surveillance Report Sent to the KO
9. Risk Based Surveillance Schedule
10. Current Office of Government Ethics (OGE) Form 450 signed by the COR’s Supervisor

**APPENDIX A – PERFORMANCE REQUIREMENTS SUMMARY**

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| **Performance Objective** | Standard | Performance Threshold | Method of **Surveillance** |
| **PRS #1**  The Contractor shall perform all aspects of SUAS technical support  as required in support of PdM TUAS.  *PWS 3, 8, 9, 16* | 95% of documents submitted no later than the specified delivery date. 90% of document content requires no revision in order to achieve acceptance by the specified approval authority. | No deviation from standards. | Periodic surveillance using normal, reduced, or tightened inspection random sampling on quarterly basis. Formal evaluation on semi-annual basis. |
| **PRS #2**  The contractor shall perform all aspects of SUAS Technical Program Management and Administrative support as required in support of PdM TUAS.  *PWS 3.2* | 95% of documents submitted no later than the specified delivery date. 90% of document content requires no revision in order to achieve acceptance by the specified approval authority. | No deviation from standards. | Periodic surveillance using normal, reduced, or tightened inspection random sampling on quarterly basis. Formal evaluation on semi-annual basis |
| **PRS #3**  The contractor shall perform all aspects of SUAS flight support as required in support of PdM TUAS.  *PWS 9, 10* | 95% of documents submitted no later than the specified delivery date. 90% of document content requires no revision in order to achieve acceptance by the specified approval authority. 90% students achieve operator certification within the allotted class training time. | No deviation from standards. | Per Flight Event with Formal evaluation on semi-annual basis. |
| **PRS # 4**  Provide qualified GFR-certified operators IAW AR 95-1.  *PWS 9* | Certification shall be submitted to the GFR IAW AR 95-20. | NLT 5 business days after contract award. | As reported by the PM UAS GFR. |
| **PRS #5**  The contractor shall develop system tests and evaluations for a variety of SUAS components as required.  *PWS 3.3.1, 3.8.1, 3.9* | 95% of documents submitted no later than the specified delivery date. 90% of document content requires no revision in order to achieve acceptance by the specified approval authority. | No deviation from standards. | Periodic surveillance using normal, reduced, or tightened inspection random sampling on quarterly basis. Formal evaluation on semi-annual basis |
| **PRS #6**  The Contractor shall provide Contract Management and Cost Reports.  *PWS 6, 17* | Contractor’s Progress, Status and Management Report and Performance and Cost Report due NLT the tenth working day following the preceding month. | No deviation from standards. | Periodic surveillance using normal, reduced, or tightened inspection random sampling on quarterly basis. Formal evaluation on semi-annual basis. |
| **PRS #7**  The Contractor shall prepare, update, and maintain configuration management as required by PdM TUAS.  *PWS 3.4* | 95% of required documents submitted no later than specified delivery date. 90% of document requires no revision prior to approval. | No deviation from standards | Periodic surveillance using normal, reduced, or tightened inspection random sampling on quarterly basis. Formal evaluation on semi-annual basis. |
| **PRS #8**  The Contractor shall provide Manpower Reports.  *PWS 4.0* | Contractor Manpower data required NLT 31 Oct of each calendar year. | No deviation from standards | Periodic surveillance Formal evaluation on semi-annual basis. |
| **PRS #9**  The contractor shall submit Quality Control Documents IAW the PWS.  *PWS 3.14* | 95% of required documents submitted no later than specified delivery date. 90% of document requires no revision prior to approval. | No deviation from standards. | Formal evaluation quarterly after contract award. Periodic surveillance, using random sampling thereafter. |
| **PRS #10**  Contractor shall develop, update, and maintain RAM requirements as specified by PdM TUAS.  *PWS 3.9.4.2, 3.13* | 95% of required documents submitted no later than specified delivery date. 90% of document requires no revision prior to approval. | No deviation from standards. | Formal evaluation quarterly after contract award. Periodic surveillance, using random sampling thereafter. |
| **PRS #11**  Contractor shall provide sustainment engineering support IAW PWS.  *PWS 3.3.3, 3.11* | 95% of required documents submitted no later than specified delivery date. 90% of document requires no revision prior to approval. | No deviation from standards. | Formal evaluation quarterly after contract award. Periodic surveillance, using random sampling thereafter. |
| **PRS #12**  Contractor shall perform and maintain production readiness IAW PWS.  *PWS 3.3.7, 3.10* | 95% of required documents submitted no later than specified delivery date. 90% of document requires no revision prior to approval. | No deviation from standards. | Formal evaluation quarterly after contract award. Periodic surveillance, using random sampling thereafter. |

**APPENDIX B – CONTRACTOR DISCREPANCY REPORT (CDR)**

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| 1. CONTRACT NUMBER DISCREPANCY REPORT NUMBER: |
| 2. TO: (CONTRACTOR & MANAGER’S NAME) 3. FROM: (NAME OF COR) |
| DATES  4. PREPARED ORAL NOTIFICATION RETURNED BY CONTRACTOR  ACTION COMPLETE |
| DISCREPANCY OR PROBLEM (DESCRIBE IN DETAIL. INCLUDE PWS REFERENCES. ATTACH CONTINUATION SHEET IF NECESSARY): |
| SIGNATURE OF COR/QAE: |
| 7. TO: (CONTRACTING OFFICER) FROM (CONTRACTOR) |
| CONTRACTOR RESPONSE AS TO CLAUSE, CORRECTIVE ACTION AND ACTIONS TO PREVENT RECURRENCE (ATTACH CONTINUATION SHEET IF NECESSARY. CITE APPLICABLE QC PROGRAM PROCEDURES OR NEW QC PROCEDURES): |
| 9. SIGNATURE OF CONTRACTOR REPRESENTATIVE: DATE: |
| 10. GOVERNMENT EVALUATION (ACCEPTANCE, PARTIAL ACCEPTANCE, REJECTION. ATTACH CONTINUATION SHEET IF NECESSARY): |
| GOVERNMENT ACTIONS (PAYMENT DEDUCTION, CURE NOTICE, SHOW CAUSE, OTHER): |
| CLOSE OUT |
| NAME: TITLE SIGNATURE DATE |
| CONTRACTOR NOTIFIED: |
| COR: |