

QUALITY ASSURANCE SURVEILLANCE PLAN

This Quality Assurance Surveillance Plan (QASP) is pursuant to the requirements listed in the Performance Work Statement (PWS) for EPA's Office of General Counsel (OGC). The QASP sets forth the procedures and guidelines the Government will use in evaluating the technical performance of the Contractor.

1.0 PURPOSE

The purpose of the QASP is to describe the systematic methods used to measure performance and to identify the reports required and the resources to be employed. The QASP provides a means for evaluating whether the Contractor is meeting the performance requirements of the PWS.

This QASP is designed to define roles and responsibilities, identify the performance objectives, define the methodologies used to monitor, evaluate, document, and report the Contractor's performance, and describe the analysis and application of QASP evaluation results.

2.0 ROLES AND RESPONSIBILITIES

The **Contractor**, not the Government, is responsible for the management and quality control actions necessary to meet the terms of the contract. The role of the Government is quality assurance to ensure CONTRACT service and support requirements are achieved. The Contractor's internal quality control system will set forth the staffing and procedures for self-inspecting the quality, timeliness, cost control, management, customer satisfaction, and other performance requirements in the PWS. The Contractor will utilize its internal quality control system to assess and report their performance to the designated Government representative.

Contracting Officer (CO) - responsible for monitoring contract compliance, contract administration and cost control; and resolving any differences between the observations documented by the COR and the Contractor's performance.

Contracting Officer Representative (COR) - responsible for monitoring, assessing, and communicating the technical performance of the Contractor. The COR will have the responsibility for completing and submitting deliverable acceptance and supplemental information to document the inspection and evaluation of the Contractor's work performance and products. Government surveillance may occur under FAR 52.246-4 Inspection of Services – Fixed Price for any service relating to the CONTRACT even if not identified specifically herein.

3.0 EVALUATION SCHEDULE

See Deliverable Schedule within Attachment 1 – Performance Work Statement (PWS).

The COR will evaluate the quality of the Contractor's deliverables as defined within the PWS relative to the criteria established within Section 5.0 of this document. Findings will be compiled throughout each period of performance to develop the Contractor's CPAR rating for the period evaluated. The Government will provide performance feedback semiannually, defined as approximately 6 months from the start of each task order period and then via the Contractor's annual CPAR.

4.0 METHODS OF SURVEILLANCE

Performance under this Order will be reviewed by the COR at the time of submission (for deliverable/document) or delivery (for services) through one or a combination of two or more methods, as follows:

- COR observation
- COR inspection of required reports/plans and other project documentation against deadlines set forth in the PWS and/or the Order Schedule

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5.0 PERFORMANCE REQUIREMENTS SUMMARY

Task / Objective	Performance Standard	Acceptable Quality Level	Method of Surveillance
Management (PWS General). The Contractor shall maintain contact with the Government throughout the performance of the contract	Acceptable Performance means that the Contractor shall identify issues to the COR/Project Officer	No deviation from requirements defined within Performance Standard.	COR/Project Officer continuous surveillance throughout the task order performance period.
Task 1 Mobile App	Mobile App shall meet all requirements as defined by PWS PERFORMANCE REQUIREMENTS 1.i and 1.ii	No deviation from requirements defined within Performance Standard.	COR/Project Officer review of deliverables for quality and timeliness.
Task 1 eGuide	eGuide updates shall be provided as defined at PWS PERFORMANCE REQUIREMENTS 2.iii and 2.iv	.eGuide shall be free of grammatical and citation errors	COR/Project Officer review of deliverables for quality and timeliness.
Task 2 Whiteboard Animated Content	Content shall meet all requirements as defined by PWS PERFORMANCE STANDARDS Section 2	*Videos shall be free of visual and audio errors, and free of logos/seals of other federal agencies.	COR/Project Officer review of deliverables for quality and timeliness.

NOTE:

The following establishes AQL requirements for Timelines and Quality for Deliverables within the table above.

Timeliness AQL for all Deliverables:

No deviation from criteria established within Section 5 of the PWS.

Quality AQL for all Deliverables:

Exceeds Standards:

Deliverables are submitted without errors and exceed the requirements of the PWS.

Meets Standards:

Deliverables are submitted without errors or with minor (i.e., clerical) errors that otherwise meet the standards of the PWS.

Does Not Meet Standards:

Any deliverable which is:

- Missing any required content, or
- Final deliverables that are returned for rework, or
- Deliverables which contain all required content, but requires rework due to significant errors and/or inaccurate information.