

QUALITY ASSURANCE SURVEILLANCE PLAN

For Technical and Analytical Support Services for the Deputy Chief of Staff G-8, Force Development Directorates Under Solicitation W91CRB-25-R-0002

1.0 INTRODUCTION

1.1 Purpose. The role of the Government in quality assurance is to ensure contract standards are achieved. The purpose of the 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 QASP is based on the premise the Government desires to maintain a quality standard for service support and that a service contract is the best means of achieving that objective. It is designed to provide an effective surveillance method by monitoring Contractor performance for each listed performance objective in the Performance Requirements Summary (PRS) in the Headquarters Department of the Headquarters (HQDA), Deputy Chief of Staff (DCS) G-8, support services contract.

1.1.1. The QASP has been developed by the requiring activity. It is designed to provide direction to personnel performing contract surveillance activities. Personnel surveying the contract terms and conditions and PWS requirements will periodically review the QASP throughout the life of the contract.

1.1.2. This QASP does not detail how the contractor accomplishes the work. Rather, the QASP is created with the premise that the contractor is responsible for management and quality control actions to meet the terms of the contract. It is the Government's responsibility to be objective, fair, and consistent in evaluating performance.

1.1.3. This QASP is a "living document" and the Government may review and revise it on a regular basis. However, the Government shall coordinate changes with the contractor. Copies of the original QASP and revisions shall be provided to the contractor and Government officials implementing surveillance activities.

1.1.4. The performance measures to be used are technical accuracy, clarity, completeness, timeliness, and effectiveness. The performance standards define what is considered acceptable performance and are the benchmarks against which performance will be measured. The Performance Threshold is the maximum acceptable variation from the performance standard. The surveillance method is how performance will be checked. The COR will use the PRS to evaluate the Contractor's performance to assure they are timely, effective, and are delivering the services and products specified in the contract.

2.0. ROLES AND RESPONSIBILITIES.

2.1. Contracting Officer Representative (COR). The COR is responsible for quality assurance guidance and to ensure that contract quality requirements, provision, standards, and thresholds are defined, practical, enforceable, necessary, and verifiable.

2.1.1. The COR evaluates and documents Contractor performance in accordance with the QASP and PWS.

2.1.2. The COR notifies the Contracting Officer of any significant performance deficiencies.

2.1.3. The COR maintains surveillance documentation

2.1.4. The COR recommends improvements to the QASP and PWS throughout the life of the contract.

2.2. Contracting Officer (KO). The 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.

2.2.1. The KO delegates authority for inspection and/or acceptance in accordance with the terms of the contract.

2.2.2. The KO informs the Contractor of the names, duties, and limitations of authority for all quality assurance personnel assigned to the contract.

3.0. DESCRIPTION OF SERVICES

3.1. Scope of Work. The Contractor shall provide all services, material, subcontracts, travel, and other direct costs in support of fulfillment of the G-8/FD technical and analytical support requirements as defined in the PWS except as specified in PWS paragraph 1.18, as government furnished property, equipment and services. The contractor shall perform to the standards in the PWS.

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.

4.1.2 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 program, approved at the beginning of the contract, provides the measures needed to lead the Contractor to success.

4.1.3 Once the quality control program is accepted, careful application of the process and standards presented in the remainder of this document will ensure a robust quality assurance program.

5.0. SURVEILLANCE

5.1. COR Responsibilities. The COR will conduct periodic performance reviews and evaluations with the Contractor based upon the information obtained through the surveillance methods identified within this document pertaining to the performance outlined in the PRS. The following criteria will be used for performance evaluations:

5.1.1. EXCELLENT: Performance significantly exceeds contractual requirements to the Government's benefit; above the minimal acceptable level.

5.1.2. SATISFACTORY: Performance meets contractual requirements; minimal acceptable level.

5.1.3. UNSATISFACTORY: Performance does not meet contractual requirements; below minimal acceptable level.

5.2. Contractor Responsibilities. The failure of the Contractor to meet the Performance Threshold set in the PRS may result in a reduction in contract payment. Reviews and evaluations will form the basis for determining compliance with performance requirements, measures, and standards. Performance reviews will be used to identify the degree of success or failure by the Contractor. Failure to perform due to Contractor delay or failure to comply with the mutually developed project schedule will be considered a failure in performance threatening the execution of the program and will result in a basis for Government consideration. The Government reserves the right to withhold payment of invoices until deficient action is completed and/or consideration is provided.

5.3. Performance Standards. Performance standards define desired services. The Government performs surveillance to determine if the contractor exceeds, meets or does not meet these standards.

5.3.1. The Performance Requirements Summary Matrix includes performance standards. The Government shall use these standards to determine contractor performance and shall compare contractor performance to the Performance Threshold.

6.0. Methods of Quality Assurance (QA) Surveillance. Various methods exist to monitor performance. The COR shall use the surveillance methods listed below in the administration of this QASP to insure the Contractor complies with the PWS requirements. Reperformance is the preferred method of correcting any unacceptable performance.

6.1. The following will be methods of surveillance used:

- 6.1.1. Direct Observation
- 6.1.2. Customer Complaint
- 6.1.3. Periodic Surveillance
- 6.1.4. Random Sampling

6.2. Methods of surveillance can change after contract award based on, but not limited to Acceptance of a Contractor Quality Control (QC) plan, a partnering agreement which established the metrics to be used and Contractor performance.

6.3. **Surveillance Team.** The surveillance team consists of the following key players: COR, DCS G-8/FD Leadership, KOs, and Contract Administrators.

6.4. **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. 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 in the PRS by the COR, the COR will inform the Contractor's on-site representative, and request his or her signature and date of surveillance on documentation acknowledging notification. If the on-site Contractor representative refuses to sign, 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, COR must refer the Contractor to the KO for resolution.

6.5. **Performance Evaluation.** Performance of a service will be evaluated to determine whether or not it meets the performance threshold. 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.

6.5.1. The Contractor shall return the written customer complaint document to the COR 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 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 PRS.

7.0. PERFORMANCE REQUIREMENTS SUMMARY (PRS). This PRS summary identifies critical success factors for the contract. It identifies both the performance objectives for those factors and the performance threshold required for each performance objective. The Government reserves the right to surveil all services called for in the contract to determine whether or not the performance objectives and goals were met. This PRS;

7.1 Lists the performance objectives for the required service that the Government will surveil.

7.2 The absence of any contract requirement from the PRS shall not detract from its enforceability nor limit the rights or remedies of the Government under any other provision of the contract including the clauses entitled “Inspection of Services” and “Default”.

TECHNICAL EXHIBIT 1

Performance Requirements Summary

The contractor service requirements are summarized into performance objectives that relate directly to mission essential items. The performance threshold briefly describes the minimum acceptable levels of service required for each requirement. These thresholds are critical to mission success.

Performance Objective	Standard	Performance Threshold	Method of Surveillance	Performance Rating Criteria
<p>PRS # 1.</p> <p>The Contractor shall perform the PWS para 3.1-3.3 and 3.5 for the Directorate of Materiel IAW task listed.</p>	90% of support provided are accurate and acceptable, regardless of the number of contractor key personnel vacancies.	Five percent (5%) deviation from the standard.	<ul style="list-style-type: none"> • Direct Observation; • Customer Complaint; • Periodic Surveillance; • Random Sampling 	<p>Criteria for assignment of rating:</p> <p>EXCEPTIONAL: Required performances are met or exceeded 95% of the time (excluding Government caused delays).</p> <p>VERY GOOD: Required performances are met between 91-94% of the time (excluding Government caused delays).</p> <p>SATISFACTORY: Required performances are met or exceeded 90% of the time (excluding Government caused delays).</p> <p>MARGINAL: Required performances are not met some of the time (below 90% of the time (excluding Government caused delays).</p> <p>UNSATISFACTORY: Required performances are not met most of the time (below 85% of the time (excluding Government caused delays).</p>
<p>PRS # 2.</p> <p>The Contractor shall provide support to the Directorate of Integration IAW the PWS para 3.1-3.3 & 3.6.</p>	90% of support provided are accurate and acceptable, regardless of the number of contractor key personnel vacancies.	Five percent (5%) deviation from the standard.	<ul style="list-style-type: none"> • Direct Observation; • Customer Complaint; • Periodic Surveillance; • Random Sampling 	<p>Criteria for assignment of rating:</p> <p>EXCEPTIONAL: Required performances are met or exceeded 95% of the time (excluding Government caused delays).</p> <p>VERY GOOD: Required performances are met between 91-94% of the time (excluding Government caused delays).</p> <p>SATISFACTORY: Required performances are met or exceeded 90% of the time (excluding Government caused delays).</p>

				<p>MARGINAL: Required performances are not met some of the time (below 90% of the time (excluding Government caused delays).</p> <p>UNSATISFACTORY: Required performances are not met most of the time (below 85% of the time (excluding Government caused delays).</p>
<p>PRS # 3.</p> <p>The Contractor shall ensure replacement resumes are provided within 10 days of departure of incumbent and ensure vacant support requirements are filled within 30 days of incumbent departure.</p>	<p>90% of resumes are accepted by Government and provided within 10 days and vacant requirement are filled within 30 days.</p>	<p>Five percent (5%) Correctable to Zero Defects</p>	<ul style="list-style-type: none"> • Direct Observation; • Customer Complaint; • Periodic Surveillance; • Random Sampling. 	<p>Criteria for assignment of rating:</p> <p>EXCEPTIONAL: Required performances are met or exceeded 95% of the time (excluding Government caused delays).</p> <p>VERY GOOD: Required performances are met between 91-94% of the time (excluding Government caused delays).</p> <p>SATISFACTORY: Required performances are met or exceeded 90% of the time (excluding Government caused delays).</p> <p>MARGINAL: Required performances are not met some of the time (below 90% of the time (excluding Government caused delays).</p> <p>UNSATISFACTORY: Required performances are not met most of the time (below 85% of the time (excluding Government caused delays).</p>
<p>PRS # 4.</p> <p>The Contractor shall provide support to the Force Development Front Office, IAW the PWS para 3.1-3.3 & 3.6.6.</p>	<p>90% of resumes are accepted by Government and provided within 10 days and vacant requirement are filled within 30 days.</p>	<p>Five percent (5%) Correctable to Zero Defects</p>	<ul style="list-style-type: none"> • Direct Observation; • Customer Complaint; • Periodic Surveillance; • Random Sampling 	<p>Criteria for assignment of rating:</p> <p>EXCEPTIONAL: Required performances are met or exceeded 96% of the time (excluding Government caused delays).</p> <p>VERY GOOD: Required performances are met between 91-54% of the time (excluding Government caused delays).</p> <p>SATISFACTORY: Required performances are met or exceeded 90% of the time (excluding Government caused delays).</p> <p>MARGINAL: Required performances are not met some of the time (below 90% of the time (excluding Government caused delays).</p>

				UNSATISFACTORY: Required performances are not met most of the time (below 85% of the time (excluding Government caused delays).
<p>PRS # 5.</p> <p>The Contractor shall assist the Deputies Initiatives Group (DIG) IAW the PWS para 3.6.7.</p>	90% of all PWS support requirements are met, regardless of the number of contractor key personnel vacancies.	Five percent (5%) deviation from the standard.	<ul style="list-style-type: none"> • Direct Observation; • Customer Complaint; • Periodic Surveillance; • Random Sampling 	Criteria for assignment of rating: EXCEPTIONAL: Required performances are met or exceeded 96% of the time (excluding Government caused delays). VERY GOOD: Required performances are met between 91-95% of the time (excluding Government caused delays). SATISFACTORY: Required performances are met or exceeded 90% of the time (excluding Government caused delays). MARGINAL: Required performances are not met some of the time (below 90% of the time (excluding Government caused delays). UNSATISFACTORY: Required performances are not met most of the time (below 85% of the time (excluding Government caused delays).
<p>PRS # 6.</p> <p>The Contractor shall be in compliance with the PWS para 2.1-2.3 (Key Personnel).</p>	90% of resumes are accepted by Government and provided within 10 days and vacant requirement are filled within 30 days.	Ten percent (10%) Correctable to Zero Defects	<ul style="list-style-type: none"> • Direct Observation; • Customer Complaint. 	Criteria for assignment of rating: EXCEPTIONAL: Retention rate of Key Personnel maintained at 96% or better. VERY GOOD: Retention rate of Key Personnel maintained at 91-95% or better. SATISFACTORY:

				<p>Retention rate of Key Personnel maintained at 85-90% or better.</p> <p>MARGINAL: Retention rate of Key Personnel maintained at required performances are not met some of the time (below 85% of the time).</p> <p>UNSATISFACTORY: Retention rate of Key Personnel maintained at required performance are not met most of the time (below 80% of the time).</p>
<p>PRS # 7.</p> <p>The Contractor shall be in compliance with the PWS para 2.4 (non-key personnel).</p>	<p>90% of resumes are accepted by Government and provided within 10 days and vacant requirement are filled within 30 days.</p>	<p>Ten percent (10%) Correctable to Zero Defects</p>	<ul style="list-style-type: none"> • Direct Observation; • Customer Complain. 	<p>Criteria for assignment of rating:</p> <p>EXCEPTIONAL: Retention and replacement rate of Personnel maintained at 96% or better.</p> <p>VERY GOOD: Retention and replacement rate of Personnel maintained at 91-95% or better.</p> <p>SATISFACTORY: Retention and replacement rate of Personnel maintained at 90% or better.</p> <p>MARGINAL: Retention and replacement rate of Personnel maintained at required performances are not met some of the time (below 90% of the time).</p> <p>UNSATISFACTORY: Retention and replacement rate of Personnel maintained at required performance are not met most of the time (below 80% of the time).</p>

Performance Objective	Standard	Performance Threshold	Method of Surveillance	Performance Rating Criteria
Army, Joint, and Cyber capabilities integration processes. PWS Part 3.10	contractor key personnel vacancies.			
PRS # 6. The Contractor shall provide accurate and timely deliverables. PWS Part 3.11	95% of all Deliverables must be accurate, timely and complete.	Five percent (5%) deviation from the standard.	Random Sampling	
PRS # 7. The Contractor shall maintain an acceptable level of productive support personnel IAW the PWS.	85% of all support personnel are maintained annually.	Fifteen percent (15%) deviation from the standard.	Periodic Surveillance	
PRS # 8. The Contractor shall ensure replacement resumes are provided within 10 days of departure of incumbent and ensure vacant support requirements are filled within 30 days of incumbent departure.	90% of resumes are accepted by Government and provided within 10 days and vacant requirement are filled within 30 days.	Ten percent (5%) Correctable to Zero Defects	100% Review by the COR	<p>Criteria for assignment of rating for SCHEDULE.</p> <p>EXCEPTIONAL: Dates are met or exceeded 95% of the time (excluding Government caused delays).</p> <p>VERY GOOD: Dates are between 88-94% of the time (excluding Government caused delays).</p> <p>SATISFACTORY: Dates are met or exceeded 80-87% of the time (excluding Government caused delays).</p> <p>MARGINAL: Dates are met or exceeded 70-80% of the time (excluding Government caused delays).</p> <p>UNSATISFACTORY: Dates are met are below 70% of the time (excluding Government caused delays).</p>
PRS #9 Management of Key Personnel. PWS paragraph 2.2	Provide a qualified and stable Key Personnel workforce	Retention of qualified Key Personnel is maintained at a minimum of 70%	An accounting of the number of Key Personnel brought on the contract and their period of performance	<p>Criteria for assignment of rating for KEY PERSONNEL.</p> <p>EXCEPTIONAL: Retention rate of Key Personnel maintained at 90% or better.</p>

Performance Objective	Standard	Performance Threshold	Method of Surveillance	Performance Rating Criteria
				<p>VERY GOOD: Retention rate of Key Personnel maintained at 80% or better.</p> <p>SATISFACTORY: Retention rate of Key Personnel maintained at 70% or better.</p> <p>MARGINAL: Retention rate of Key Personnel maintained at 60% or better.</p> <p>UNSATISFACTORY: Retention rate of Key Personnel maintained at less than 60%.</p>