QUALITY ASSURANCE SURVEILLANCE PLAN (QASP)

U.S. Army Central (USARCENT) Defense Travel System (DTS) Service Requirement

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1. PURPOSE: This Quality Assurance Surveillance Plan (QASP) provides a systematic method to evaluate performance for the Defense Travel System (DTS) Support Services contract for Headquarters, U.S. Army Central (USARCENT) G8. This QASP explains the following:

- What will be monitored.
- How monitoring will take place.
- Who will conduct the monitoring.
- How monitoring efforts and results will be documented.

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.

2. ROLES AND RESPONSIBILITIES

2.1. Contracting Officer (KO): The KO is responsible for safeguarding the interests of the Government in contractual relationships. Only the KO is authorized to bind the Government and change the terms and conditions of the contract.

2.2. Contracting Officer's Representative (COR): The COR is responsible for evaluating the contractor's performance in accordance with this QASP and the Performance Work Statement (PWS). The COR will document the contractor's performance, notify the contractor of any deficiencies, and report performance to the KO. The COR cannot change the terms of the contract.

2.3. Contractor: The Contractor, specifically the Travel Clerk IV (Lead DTA), is responsible for delivering the services in accordance with the PWS, managing its internal Quality Control Program (QCP), and ensuring all Acceptable Quality Levels (AQLs) are met.

3. PERFORMANCE REQUIREMENTS AND STANDARDS: The Contractor's performance will be evaluated based on the Performance Requirements Summary (PRS) defined in Technical Exhibit A of the PWS.

PRS Ref & Title	Performance Standard	Acceptable Quality Level (AQL)	Method of Surveillance
PRS #1: Routing List	Maintain all USARCENT DTS routing lists. Zero	100% Compliance.	Monthly COR Audit.

PRS Ref & Title	Performance Standard	Acceptable Quality Level (AQL)	Method of Surveillance
Administration (PWS 5.2.1)	deviation from the 30-day review schedule. All individual AO changes processed within 1 business day.		
PRS #2: Administrative Record Keeping (PWS 1.17.5 / 5.2.12 / 1.7.3.1)	Maintain DD Form 577s, TraX certificates, approved Telework Plan, and monthly telework documentation in MSR.	100% compliance; zero unauthorized telework or non-GFE use; zero undocumented telework activations.	Random Sampling; MSR telework log review.
PRS #3: Technical Review Accuracy (PWS 5.2.11 / 5.3.2)	Provide technical review of 100% of submitted travel documents for JTR/FMR compliance.	98% Accuracy Rate. No more than 2% of documents returned by Finance for contractor-controllable errors.	Monthly DTS Return Rate Report.
PRS #4: Hierarchy & Profile Management (PWS 5.2.1 / 5.3.3)	Accurately create and update traveler profiles and Organizational Hierarchies within 1 business day of request.	98% Accuracy. Max two (2) non-critical errors per month. 100% of profiles must reflect accurate Lines of Accounting (LOA).	Monthly System Audit.
PRS #5: CBA Reconciliation (PWS 5.2.4 / 5.3.8)	Reconcile 100% of CBA invoices against DTS authorizations within 5 business days of statement receipt.	100% Compliance. Zero deviation from 5-day timeline.	100% Inspection of Monthly CBA Report.

PRS Ref & Title	Performance Standard	Acceptable Quality Level (AQL)	Method of Surveillance
PRS #6: Inquiry Responsiveness (PWS 5.2.5 / 5.2.6 / 5.3.1)	Respond to all traveler inquiries via email or phone.	98% of inquiries responded to within one (1) business day.	Monthly Help Desk Log Review.
PRS #7: Workforce Continuity & Backup (PWS 1.29.1.1 / 1.29.1.2)	Maintain qualified backup resource; COR notified within 1 business day of absences exceeding 3 days; backup deployed within 2 business days of simultaneous FTE unavailability.	100% compliance with notification and deployment timelines; zero instances of simultaneous FTE unavailability without deployed backup.	COR review of MSR staffing attestation; spot checks.
PRS #8: Surge Labor Authorization (PWS 1.6.6.3)	No surge labor performed without written KO authorization.	Zero (0) instances of unauthorized surge labor.	Monthly MSR surge hour log review; KO verification.

4. METHODS OF SURVEILLANCE

The COR will utilize the following surveillance methods to evaluate the contractor's performance:

- 100% Inspection: Used for CBA Reconciliation (PRS #5) to ensure all financial obligations match.
- Periodic / Monthly Audits: Used to evaluate Routing List Administration (PRS #1), Hierarchy Management (PRS #4), and Surge Labor Compliance (PRS #8).
- System-Generated Reports: Used to measure Technical Review Accuracy via DTS Return Rate Reports (PRS #3).
- Random Sampling / Spot Checks: Used for Administrative Record Keeping (PRS #2) and Workforce Continuity (PRS #7).
- Log Reviews: Used to verify Inquiry Responsiveness (PRS #6) via Help Desk logs submitted in the MSR.

5. QUALITY ASSURANCE REPORTING

5.1. Performance Evaluation: Performance will be documented monthly by the COR. If the contractor fails to meet a performance standard, the COR will issue a Contract Discrepancy Report (CDR) or Corrective Action Request (CAR).

5.2. Incentives and Disincentives

Positive Performance: Exceptional performance will be recognized through positive Contractor Performance Assessment Reporting System (CPARS) ratings.

Negative Performance: Disincentives include marginal or unsatisfactory CPARS ratings, formal Quality Assurance meetings, payment deductions for rework (if error rates exceed thresholds), and potential access revocation for security/PII non-compliance.

5.3. Contractor Feedback: The contractor will have the opportunity to review and comment on any performance evaluations or CDRs prior to finalization in CPARS.