QUALITY ASSURANCE SURVEILLANCE PLAN

FOR

NCTAMS LANT

FOR

FIBER OPTIC PLANT MAINTENANCE AND REPAIR SUPPORT SERVICES
FOR
NAVAL STATION NORFOLK AND JOINT EXPEDITIONARY BASE LITTLE CREEK

A. INTRODUCTION

This Quality Assurance Surveillance Plan (QASP) has been developed pursuant to the requirements of the Performance Work Statement (PWS) in contract [TO BE DETERMINED AT TIME OF AWARD]. This plan sets forth standard methods for quantitative and periodic measurements and guidelines that the Government will use in evaluating the technical performance of the contractor. The contractor is furnished Performance Standards in Section B of this QASP. The Performance Standards describe the minimum acceptable level of performance for each functional area the Government will assess.

1.0 PURPOSE

This Quality Assurance Surveillance Plan (QASP) is a Government developed and applied document used to make sure that systematic quality assurance methods are used in the administration of the Performance Based Service Contract (PBSC) standards included in this contract. The intent is to ensure that the Contractor performs in accordance with performance metrics set forth in the contract documents, that the Government receives the quality of services called for in the contract and that the Government only pays for the acceptable level of services received.

2.0 AUTHORITY

Authority for issuance of this QASP is provided under FAR 52-212-4(a), Inspection/Acceptance, which provides for inspections and acceptance of the articles, services, and documentation called for in the contract to be accomplished by the Contracting Officer or their duly authorized representative.

3.0 SCOPE

The Contractor, and not the Government, is responsible for management and quality control actions necessary to meet quality standards set forth by the contract. The QASP is put in place to provide Government surveillance oversight of the Contractor's quality control efforts to assure that they are timely, effective and are delivering the results specified in the contract. The QASP is not a part of the contract nor is it intended to duplicate the Contractor's Management Plan. The Government may provide the Contractor an information copy of the QASP as an Attachment to the solicitation to support the Contractor's efforts in developing its plan for maintaining the levels of quality anticipated to be delivered under the terms of the contract.

4.0 RESPONSIBILITIES

The Government resources shall have responsibilities for the implementation of this QASP as follows:

- Contracting Officer – The Contracting Officer ensures performance of all necessary actions for effective contracting, ensures compliance with the terms of the contract and safeguards the interests of the United States in the contractual relationship. It is the Contracting Officer that

assures the Contractor receives impartial, fair and equitable treatment under the contract. The Contracting Officer is ultimately responsible for the final determination of the adequacy of the Contractor's performance.

- Contracting Officer's Representative (COR) – An individual designated in writing by the Contracting Officer to act as his authorized representative to assist in administering a contract. The source and authority for the COR is the Contracting Officer. COR limitations are contained in the written letter of appointment.

5.0 METHODS OF SURVEILLANCE

The below listed methods of surveillance shall be used in the administration of this QASP. The QASP Matrix (Attachment 1) describes the methods of surveillance that may be used to monitor the services and deliverables to be provided under the contract.

- Customer Feedback – Customer feedback may be obtained either from the results of formal customer satisfaction surveys or from random customer complaints. Customer complaints, to be considered valid, must set forth clearly and in writing the detailed nature of the complaint, must be signed and must be forwarded to the Contractor. The Contractor shall maintain a summary log of all formally received customer complaints as well as a copy of each complaint in a documentation file.
- Random Checks/Inspections – Random checks will be conducted to ensure compliance with the Statement of Work (SOW). The CO or Technical Point of Contact (TPOC) will conduct the random monitoring.

6.0 IDENTIFIED QA SURVEILLANCE ITEMS

The PBSC items that have been identified for surveillance are identified in the Performance Work Statement (PWS).

7.0 DOCUMENTATION

The COR will maintain a complete Quality Assurance Surveillance file. The file shall contain such documents as copies of all receiving reports, evaluations, recommendations, and any other actions related to the Government's performance of the quality assurance function. All such records will be retained for the life of this contract. At a minimum, the Quality Assurance Surveillance file shall contain:

- Copies of letters of appointment for the COR
- A copy of the contract and all modifications
- A copy of the QASP and all subsequent revisions
- The names and titles of individuals on the contract administration team
- A record of all accepted receiving reports required documentation with the submission of each receiving report and reviews.
- Memoranda for the record or minutes of any pre-performance meetings or conferences.

- Memoranda for the record or minutes of any meetings or discussions with the contractor, or others, pertaining to the contract or contract performance or changes to the PWS.

8.0 ANALYSIS OF CONTRACTOR PERFORMANCE

The analysis of contractor performance shall be conducted at the end of each month and serves to provide a summary of the Contractor's performance to the Contracting Officer and the Contractor. Overall performance is important in determining whether to increase, decrease or maintain the current level of surveillance and/or whether to initiate corrective action to bring the Contractor's work up to the standards of the specification.

B. QASP MATRIX (NCTAMS LANT FIBER OPTIC INFRASTRUCTURE SUPPORT)

Deliverable or Service Requirement	Performance Standard	Surveillance Method	Frequency	Acceptable Quality Level (AQL)	Incentives
Contract Deliverables	Monthly Status and Preventive Maintenance, Corrective Action, Meeting Action Items, and Injury reports; and Test Results are submitted as prescribed in the PWS. Reports provide any issues, data, and concerns that need to be resolved as contained in the PWS.	Inspection by the COR	100% Inspection of all contract deliverables.	>98% of deliverables submitted timely and without rework required.	FAR Clause 52.212-4
Performance Work Statement (PWS)	All work performed shall be performed in a timely and efficient manner, on or before the period of performance specified.	Inspection by the COR	Monthly written progress reports. Customer feedback.	>98% accuracy	FAR Clause 52.212-4
Invoicing	Monthly invoices per contract procedures are timely and accurate.	Review & acceptance of the invoice	Monthly	98% accuracy	FAR Clause 52.212-4
Combating Trafficking in Persons Training (FAR 52.222-50)	The contractor shall ensure compliance with FAR 52.222-50.	The Contracting Officer will review as needed.	As needed	100% Compliance	FAR Clause 52.212-4
Overall Contract Performance	Overall contract performance of sufficient quality to earn a Satisfactory (or higher) rating in the COR's annual report on Contractor Performance	Assessment by the COR	Annual	All performance elements rated Satisfactory (or higher)	FAR Clause 52.212-4

- If performance is within acceptable levels, it will be considered to be satisfactory. If not, overall performance may be considered unsatisfactory.

The COR makes an annual report on Contractor Performance (CPARS or other annual report). The Contractor's failure to achieve satisfactory performance under the contract, reflected in the COR's annual report, may result in termination of the contract and may also result in the loss of future Government contracts. Additionally, the Contractor's failure to achieve satisfactory performance under the contract may also result in the non-exercise of available options.

For each item that does not meet acceptable levels, the Government may issue a Contract Discrepancy Report (CDR). CDRs will be forwarded to the Contracting Officer with a copy sent to the Contractor. The Contractor must reply in writing within 5 days of receipt identifying how future occurrences of the problem will be prevented. Based upon the Contractor's past performance and plan to solve the problem, the Contracting Officer will determine if any further action will be taken.