Quality Assurance Surveillance Plan (QASP)

MARSOC G-3 Air/Fires JICO and JTAC-Instructor/Evaluator Manpower Support
Contract Number: TBD

1.0 INTRODUCTION

This Quality Assurance Surveillance Plan (QASP) is a Government-developed and applied document used to ensure that systematic quality assurance methods are utilized in the administration of the Performance-Based Statement of Work (SOW) for the MARSOC G-3 Air/Fires Manpower Support contract. The purpose of this QASP is to provide a structured method to evaluate the contractor's performance.

This QASP is designed to define the roles and responsibilities of the Government oversight team, detail the methods of surveillance, and specify the performance standards required. It is a "living" document and may be updated by the Contracting Officer (KO) as requirements change.

2.0 ROLES AND RESPONSIBILITIES

- **Contracting Officer (KO):** The KO is responsible for the overall contract administration and is the only person authorized to make changes to the contract terms and conditions, or to direct the contractor in any way that would commit the Government financially.
- **Contracting Officer's Representative (COR):** The COR is designated by the KO and is responsible for the technical administration of the contract. The COR will be the primary point of contact for monitoring and evaluating the contractor's performance, ensuring compliance with the SOW, and validating deliverables. The COR will report findings to the KO.
- **Technical Representative(s) (TR):** TRs may be appointed by the COR to assist in monitoring performance in specific technical areas or at geographically dispersed locations.

3.0 PERFORMANCE STANDARDS

The contractor is responsible for ensuring that all performance standards outlined in the SOW and this QASP are met or exceeded. The following table summarizes the key performance objectives, standards, and surveillance methods.

Performance Objective	SOW Ref.	Performance Standard	Acceptable Quality Level (AQL)	Method of Surveillance
1. Personnel Qualifications	Sec. 2.1, 4.0	Staff meet all requirements in SOW Table 4.1.	100% compliance.	100% COR review of resumes & certs prior to hire.

2. Position Fill Rate	Sec. 2.3	Vacancies filled within SOW timelines; backfill >10 days.	No more than one vacancy lasting longer than the contractually allowed backfill period at any given time.	Monthly COR review of contractor manning reports.
3. Contract Management	Sec. 3.1	Task Lead manages daily operations, schedules, and cost.	Max 1 valid customer complaint per quarter.	Monthly COR meetings; review of Monthly Status Reports.
4. JICO Mission Support	Sec. 3.2	Deliver MTN architecture and operational support.	Zero major mission impacts; <1 minor error per exercise.	COR/TR direct observation; review of exercise logs.
5. JTAC Instruction	Sec. 3.3–3.6	Deliver instruction/evaluation per SOW and MOUs.	100% qualified staff; >95% positive student feedback.	Random COR/TR observation; review of course critiques.
6. JTAC Program Admin	Sec. 3.3–3.6	Accurate tracking of qualifications & range schedules.	98% accuracy; max 2 administrative errors per month.	Periodic COR database audits and schedule checks.
7. Safety & RSO Duties	Sec. 3.3–3.6	Compliance with Range Safety Regulations & SOW limits.	100% compliance; zero preventable safety mishaps.	Continuous TR field observation; incident report review.
8. CDRL Deliverables	Sec. 5.1, 5.2	Timely and accurate submission of monthly/quarterly reports.	Submitted by 5th business day; max 1 rewrite per year.	100% COR inspection of all submitted deliverables.
9. Information Security	Sec. 8.0	Protect classified/sensitive data per DD Form 254.	100% compliance; zero security infractions.	COR coordination with Command Security Manager.

4.0 METHOD OF SURVEILLANCE

The COR will use the following methods to monitor the contractor's performance:

- **100% Inspection:** All deliverables (e.g., Monthly Reports, Quarterly Reports, Incident Reports) will be reviewed for quality, timeliness, and accuracy.

- **Periodic Inspection/Random Sampling:** The COR will periodically observe training events, review JTAC qualification records, and check personnel status to ensure compliance with the SOW.
- **Customer Feedback:** The COR will solicit feedback from Government leadership, TRs, and students/trainees who interact with the contractor personnel. All formal complaints will be investigated.

5.0 PERFORMANCE EVALUATION

The COR will maintain a surveillance activity checklist and a contract discrepancy report log.

- **Satisfactory Performance:** When the contractor's performance meets or exceeds the AQL, it will be considered satisfactory. The COR will document this performance in their surveillance records.
- **Unsatisfactory Performance:** When the contractor's performance fails to meet the AQL, the COR will issue a Contract Discrepancy Report (CDR) to the contractor and provide a copy to the KO. The CDR will detail the specific deficiency and the required corrective action. The contractor shall provide a written corrective action plan within the timeframe specified by the COR.

Performance will be formally documented in the Contractor Performance Assessment Reporting System (CPARS) at the intervals required by regulation. All documented surveillance findings will be used as the basis for the CPARS evaluation.

This QASP provides a solid framework for ensuring the contractor delivers the high-quality support MARSOC requires.

Would you like me to elaborate on any specific section of this plan or generate any of the associated monitoring forms, such as a surveillance checklist?