GEOSPATIAL INFORMATION SYSTEMS (GIS) TECHNICAL SUPPORT

QUALITY ASSURANCE SURVEILLANCE PLAN (QASP)

The Quality Assurance Surveillance Plan (QASP) is one evaluation method the government uses to perform surveillance to determine whether the Contractor meets the standards of performance as defined in the PWS. The absence of a QASP for any contract requirement, however, shall not detract from its enforceability or limit the rights or remedies of the government under any other provision of the contract in determining the quality of the Contractor performance during the evaluation period.

1. **Monitoring Performance**: During the course of the evaluation period, the Contracting Officer Representative (COR) will track Contractor performance. Interim (mid-term) evaluations may be provided to identify strengths and weaknesses in the Contractor's performance during the period being evaluated. At the end of the period, the COR will assess the Contractor's performance in accordance with the Quality Assurance Surveillance Plan (QASP) and report to the Contracting Officer (CO).

2. **Contractor Self-Assessment**: Following each evaluation period, the Contractor may provide a written self- assessment of its performance to the COR to be considered in its report to the CO. The self-assessment shall be submitted no later than 5 working days after the end of each evaluation period. The self-evaluation shall not exceed 1 page per PRS element. The self-assessment shall address both the strengths and weaknesses of the Contractor's performance during the evaluation period. Where deficiencies in performance are noted, the Contractor shall describe the actions planned or taken to correct such deficiencies and avoid their recurrence. The self-assessment itself will NOT be the basis for the Disincentives determination.

3. **COR Recommendation**: The COR will consider all evaluations and any other pertinent information, including Contractor self-assessment, and will prepare a report to the CO with findings and recommendations. The Contractor will be provided a copy of the draft findings and recommendations of the COR and will be afforded the opportunity to identify factual errors. The COR's draft recommendation is not subject to negotiation and the COR will not engage in discussions with the Contractor. Any errors identified by the Contractor will be addressed by the COR in its final report. The Contractor will be provided a copy of the final COR report at the same time the report is submitted to the CO.

4. **Payment Determination**: The CO may meet with the COR to discuss the COR's report. The CO will make a final determination in writing as to the percentage of work successfully completed, and the resulting payment to be made. A copy of the determination will be provided to the Contractor no later than 45 calendar days after the end of the period being evaluated. All CO decisions regarding Disincentives are unilateral decisions made solely at the discretion of the Government.

5. **Deduction**: Notwithstanding any other clause of this contract, deduction of the Disincentive will be made within the later of 60 days after the end of the evaluation period or 30 days after receipt of an approved invoice.

PERFORMANCE REQUIREMENTS SUMMARY and QUALITY ASSURANCE SURVEILLANCE PLAN

PERFORMANCE REQUIREMENT	ACCEPTABLE QUALITY LEVEL	MEANS OF MEASUREMENT
Project Management	1. TIMELINESS Biweekly Progress/Status and monthly Management Report/Invoice are on time 98% of the time.	Confirmed Reports. Periodic COR Surveillance.
	2. QUALITY: Biweekly Progress/Status and monthly Management Report/Invoice are thorough.	Confirmed Reports. Periodic COR Surveillance.
	3. ACCURACY: 100% of invoices include all required supporting documentation.	Review of invoices submitted.
Technical Support	1. TIMELINESS: Service, Technical Support, and questions are answered within the required timeframe 98% of the time.	Input from Reclamation staff Periodic COR Surveillance
	2. QUALITY: Staff providing Service and Technical Support are competent and versed in GIS sufficient to perform duties and answer 95% of all relevant questions asked of them.	