QUALITY ASSURANCE SURVEILLANCE PLAN
FOR TECHNICAL & SUPPORT SERVICES

Ref: (a) NAVSEAINST 4200.19A

1. PURPOSE

This Quality Assurance Surveillance Plan (QASP) is a government developed and applied document used to ensure NAVSEA services requirements identified in Ref. (a) are met in the planning, acquiring and managing of Task Order N50054-XX-X-XXXX. Systematic quality assurance methods are used in the administration of NAVSEA services contracts to allow greater visibility and conscious decisions by higher levels of management regarding Other Direct Costs (ODCs). This plan sets forth the procedures and guidelines the government will use in ensuring the required performance standards or services levels are achieved by the contractor. Adherence to standards is applicable to this Task Order issued there under.

2. AUTHORITY

Authority for issuance of this QASP is provided under Contract Section E – Inspection and Acceptance, which provides for inspections and acceptance of the articles, services, and documentation called for in this Task Order, to be accomplished by the Procuring Contracting Officer (PCO) or his duly authorized representative.

3. SCOPE

The Quality Assurance Surveillance Plan (QASP) is put in place to provide Government surveillance oversight of the Contractor's efforts to assure that they are not improperly using services contracts to acquire products or facilities not required or incidental to, performance of those services. The QASP is not intended to preclude execution but does require higher level concurrence and notifications before continuing to execute. The QASP defines the methodologies used to monitor and evaluate the contractor's performance, describes quality assurance documentation requirements, and describes the analysis of quality assurance monitoring results.

4. GOVERNMENT RESOURCES

The following definitions for Government resources are applicable to this plan:

Contracting Officer - A person duly appointed with the authority to enter into, administer, or terminate contracts and make related determinations and findings on behalf of the Government.

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 a COR is the Contracting Officer. COR limitations are contained in the written letter of appointment.

5. 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) - The COR is responsible for technical administration of the project and assures proper Government surveillance of the Contractor's use of ODCs and forwards all surveillance findings as required by this QASP. The COR is not empowered to make any contractual commitments or to authorize any contractual changes on the Government's behalf. Any changes that the Contractor deems may affect contract, price, terms, or conditions shall be referred to the Contracting Officer for action.

6. METHODS OF QA SURVEILLANCE

The below listed methods of surveillance shall be used in the administration of this QASP.

Customer Feedback – Customer feedback may be obtained from Technical Advisors, random customer complaints. Technical advisors will provide a monthly status report to the COR in writing. Customer complaints, to be considered valid, must set forth

clearly, and in writing, the detailed nature of the complaint. It must also be signed and forwarded to the COR. The COR shall maintain a summary log of all formally received customer complaints as well as a copy of each complaint in a documentation file.

Periodic Inspection of Financial Reports/CDRLs – The COR will conduct periodic inspections commensurate with the submission of interim financial progress reports or CDRL submissions, whichever occurs most frequently.

7. IDENTIFIED QA SURVEILLANCE ITEMS

The following expenditure evaluation and monitoring will be completed under this QASP.

7.1 Financial Report (A001)

1. **Measurement/Metric** – Reported Overtime (OT), expenditures compared to awarded amounts. Monitor burn rates and funding levels by CLIN.

   Performance Standard – OT expenditures shall not exceed awarded amounts for labor material.

   Maximum Error Rate – 0% tolerance for OT expenditures over the Task Order awarded amounts.

2. **Measurement/Metric** – Accuracy and Timeliness

   Performance Standard – Accuracy – No rejected reports due to major discrepancy.
   Timeliness – Monthly and within 10 days (defined as working days). Must coincide with other technical projects

   Maximum Error Rate – Accuracy - 0% Timeliness – 0%

7.2 Interim Progress Status Report (Technical A002)/Any Other Periodic Financial Summary Provided by the Contractor

3. **Measurement/Metric** – Monitor Technical progress for Fleet Tech Assists visits, Assessments and Inspections for each reporting period.

   Performance Standard – All requested Fleet Tech Assists, Assessments and Inspections performed in specified timeline.

   Maximum Error Rate – 0% tolerance for failure to meet requested scheduled requirements.

4. **Measurement/Metric** – Accuracy and Timeliness

   Performance Standard – Accuracy – No rejected reports due to major discrepancy.
   Timeliness – bi-monthly and within 10 days (defined as working days). Must coincide with other technical projects

   Maximum Error Rate – Accuracy - 0% Timeliness – 0%

7.3 Final Report (End of Task Status Report A003)

1. **Measurement/Metric** – Reported OT expenditures compared to awarded amounts. Monitor burn rates and funding levels by CLIN.

   Maximum Error Rate – 0% tolerance for OT expenditures over the Task Order awarded amounts.

2. **Measurement/Metric** – Accuracy and Timeliness.

   Performance Standard – Accuracy – No rejected reports due to major discrepancy.
   Timeliness – within 10 days (defined as working days) after the end of each task

   Maximum Error Rate – Accuracy - 0% Timeliness – 0%

8. DOCUMENTATION

The COR will, in addition to providing documentation to the Contracting Officer, maintain a Quality Assurance file that will include all applicable documentation and correspondence. All such records will be retained for the life of this contract.

9. QASP MATRIX

Deliverable or Service Requirement	Measurement/Metric	Performance Standard	Maximum Error Rate	Method of Surveillance	Procedure to be taken when performance standards are not met
Financial Reports A001 - In accordance with PWS Section 11 Deliverables	1. Reported OT expenditures compared to awarded amounts. Monitor burn rates and funding levels by CLIN.	OT expenditures shall not exceed awarded amounts for labor material, travel or Subcontractor costs.	0%	Monthly inspection of reports.	COR, to inquire about contractor expenditures to obtain explanation/justification for over-expenditures as needed. Document the COR file and provide copy to Contracting officer.
	2. Accuracy and Timeliness	Accuracy-No rejected reports due to major discrepancy. Timeliness-within 10 business days.	0%	Verify delivery of report at required scheduled date. Periodic inspection.	COR, to inquire about contractor expenditures to obtain explanation/justification for over-expenditures as needed. Document the COR file and provide copy to Contracting officer. FAR Clause 52.246-5 Inspection of Services-Cost Reimbursement, paragraphs (d) and (e).
Interim Progress Reports (Technical) A002 - In accordance with PWS Section 11 Deliverables	1. Monitor Technical progress for Fleet Tech Assists visits, Assessments and Inspections for each reporting period.	All requested Fleet Tech Assists, Assessments and Inspections performed in specified timeline.	0%	Customer/TA feedback, period and random inspections.	COR, to inquire about contractor expenditures to obtain explanation/justification for over-expenditures as needed. Document the COR file and provide copy to Contracting officer.
	2. Accuracy and Timeliness	Accuracy-No rejected reports due to major discrepancy. Timeliness-within 10 business days. Must coincide with technical projects.	0%	Verify delivery of report at required scheduled date. Periodic inspection.	FAR Clause 52.246-5 Inspection of Services-Cost Reimbursement, paragraphs (d) and (e).
End of Task Report A003 - In accordance with PWS Section 11 Deliverables	1. Reported OT expenditures compared to awarded amounts. Monitor burn rates and funding levels by CLIN.	Expenditures shall not exceed awarded amounts for material, costs.	0%	Review detailed report upon receipt.	COR, to inquire about contractor expenditures to obtain explanation/justification for over-expenditures as needed. Document the COR file and provide copy to Contracting officer.
	2. Accuracy and Timeliness	Accuracy-No rejected reports due to major discrepancy. Timeliness-within 10 business days of end of task order. Must coincide with technical projects.	0%	Verify delivery of report at required scheduled date.	COR, to inquire about contractor expenditures to obtain explanation/justification for over-expenditures as needed. Document the COR file and provide copy to Contracting officer. FAR Clause 52.246-5 Inspection of Services-Cost Reimbursement, paragraphs (d) and (e).