QUALITY ASSURANCE SURVEILLANCE PLAN

Purpose: To ensure that the Government has an effective and systematic method of surveillance for the services in the Performance Work Statement (PWS). The Quality Assurance Surveillance Plan (QASP) will be used primarily as a tool to verify that the Contractor is performing all services required by the PWS in a timely, accurate, and complete fashion.

1. Critical performance processes and requirements Critical to the performance of logistics and technical support services for Explosive Ordnance Disposal Mobile Unit (EODMU) Eight located in Naval Station Rota, Spain; is the timely, accurate, and thorough completion of all contract requirements.

2. Performance Standards

a) Schedule - The due dates for deliverables and the actual accomplishment of the schedule will be assessed against original due dates and milestones established for the contract.

b) Deliverables – The deliverables required to be submitted will be assessed against the specifications for the deliverables detailed in the contract and the Quality Control Plan (QCP), if required by the contract for the required content, quality, timeliness, and accuracy.

c) Past Performance - In addition to any schedule, deliverables, and cost aspects of performance discussed above, pursuant to FAR 42.15, the Government will assess the Contractor's record of conforming to contract requirements and to standards of good workmanship, the Contractor's adherence to contract schedules including the administrative aspects of performance, the Contractor's history of reasonable and cooperative behavior and commitment to customer satisfaction, and the Contractor's business-like concern for the interest of the customer.

3. Inspection

The performance and quality of work delivered by the Contractor, including services rendered and any documentation or written material compiled, shall be subject to inspection, review, and acceptance by the Government. The Government has the right to inspect and test all services called for by this contract to the extent practicable at all times and places during the term of provision of the services, including during the Contractor's operations and after the completion of tasks. The Government shall perform inspections and tests in a manner that will not delay Contractor performance.

a) Contractor Inspection System - The Contractor shall provide and maintain an inspection system acceptable to the Government covering the services under this contract. Complete records of all inspection work performed by the Contractor shall be maintained and made available to the Government during performance of maintenance services and for the duration of the contract.

b) Surveillance Methods: The Government may apply surveillance methods to determine Contractor compliance. These include, but are not limited to, 100% inspection, random sampling, and planned sampling as primary surveillance methods; and incidental inspections and validated customer complaints as supplemental surveillance methods.

4. Performance Measurement: Performance will be measured in accordance with the following table:

Performance Element	Performance Requirement	Surveillance Method	Frequency	Acceptable Quality Level
Monthly Status Report Para 3.4.2	Submit monthly status report to summarize all work performed during the month, observations and recommendations.	Inspection by the COR	Monthly, by the end of second week of every month	>95% of deliverables submitted timely and without rework required.
Physical Inventory Para 3.4.3	Submit monthly 100 percent physical inventory of all Ammunition and Explosives electronically via Ordnance Information System (OIS)	Inspection by the COR	Monthly	100% accuracy
Spot Check Reports Para 3.4.4	Submit 2 maintenance spot checks reports per week to EODMU8 3M Coordinator	Inspection by the COR	Weekly	>95% of deliverables submitted timely and without rework required.
Serialized Equipment Inventory Para 3.4.5	Submit a monthly 100 percent serialized equipage inventory report to EODMU TOA Manager via ELMS	Inspection by the COR	Monthly	100% accuracy
Invoicing Para 3.4.6	Submit invoices IAW DFARS clause 252.232-7006 (Wide Area WorkFlow Payment Instructions)	Review & acceptance of the invoice	Monthly	100% accuracy
Contract Discrepancy Remedy (CDR) Action Plan Para 3.5.3	Submit Discrepancy Remedy Action Plan if Contractor discrepancy/deficiencies are found by COR and a Contact Discrepancy Report is generated	Inspection by the COR	Within three (3) calendar days of reception of CDR	>95% of deliverables submitted timely and without rework required.

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

5. <u>Incentives/Disincentives:</u>

a) COR Annual Report

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 result in the loss of future Government contracts.

b) Overall Discrepancy Report

If the Contractor's overall performance is unsatisfactory, a Discrepancy Report will be issued by the Government or his designated representative. The Contractor shall reply in writing, giving the reason(s) for unsatisfactory performance, and identify the corrective action(s) to be taken to prevent recurrence.

c) Contract Discrepancy Report (CDR)

The Contracting Officer Representative (COR) may send a CDR to the Contractor when a deficiency or deficiencies occur in the Contractor's work. CDRs will be forwarded to the Contracting Officer with a

copy sent to the Contractor. The Contractor shall inform the Contracting Officer Representative (COR) in writing, within three (3) calendar days of receipt of the report, the reason(s) for unsatisfactory performance, the action the Contractor proposes to take to remedy the deficiencies, and of the measures the Contractor plans to adopt to insure that similar deficiencies will not reoccur in the future. 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. All costs associated with rework are the responsibility of the Contractor.

d) Contractor Re-Performance of Unacceptable Work

In accordance with the inspection of services provisions of the contract, the Contractor will be incentivized to provide quality products in a timely manner since the Government can require the Contractor, at no additional cost, to replace or correct work that fails to meet contract requirements.

When the defects in services cannot be corrected by re-performance, the Government may require the Contractor to take necessary action to ensure that future performance conforms to requirements of the contract.

If the Contractor fails to promptly perform the services again or to take the necessary action to ensure future performance in conformity with contract requirements: (1) the Government may by contract or otherwise, perform the services and charge to the Contractor any cost incurred by the Government that is directly related to the performance of such service; or (2) cancel the applicable work order without any cost to the government.