NATIONAL GEOSPATIAL-INTELLIGENCE AGENCY

QUALITY ASSURANCE SURVELLIANCE PLAN (QASP)

Terminals Instrument Procedures (TERPS)

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1 (U) Introduction

(U) This Quality Assurance Surveillance Plan (QASP) is pursuant to the requirements listed in the Terminals Instrument Procedures (TERPS) Performance Work Statement (PWS). This plan sets forth the procedures and guidelines the Government Program Management Office (GPMO) will use to ensure the required performance standards are achieved by the contractor.

1.1 (U) Purpose

(U) The purpose of the QASP is to describe the systematic methods used to monitor performance and to identify the required documentation and the resources to be employed. The QASP provides a means for evaluating whether the contractor is meeting the performance standards/quality levels identified in the PWS and the contractor's Quality Control Plan (QCP).

(U) This QASP defines the roles and responsibilities of all members of the Integrated Project Team (IPT), identifies the performance objectives, 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.

1.2 (U) Performance Management Approach

(U) This QASP will define the performance management approach taken by the GPMO to monitor and manage the contractor's performance to ensure the expected outcomes or performance objectives are achieved. Performance management rests on developing a capability to review and analyze information generated through performance assessment. The ability to make decisions based on the analysis of performance data is the cornerstone of performance management; this analysis yields information that indicates whether expected outcomes for the project are being achieved by the contractor.

(U) Performance management represents a significant shift from the more traditional Quality Assurance (QA) concepts in several ways. Performance management focuses on assessing whether outcomes are being achieved and to what extent. This approach migrates away from scrutiny of compliance with the processes and practices used to achieve the outcome. A performance-based approach enables the contractor to play a large role in how the work is performed, as long as the proposed processes are within the stated constraints. The only exceptions to process reviews are those required by law (federal, state, and local) and compelling business situations, such as safety and health. A "results" focus provides the contractor flexibility to continuously improve and innovate over the course of the contract as long as the critical outcomes expected are being achieved and/or the desired performance levels are being met.

1.3 (U) Performance Management Strategy

(U) The contractor is responsible for the quality of all work performed. The contractor measures that quality through the contractor's own Quality Control (QC) Program. QC includes all work

performed under this contract regardless of whether the work is performed by contractor employees or by subcontractors. The contractor's QC Plan (QCP) will set forth the staffing and procedures for self-inspecting the quality, timeliness, responsiveness, customer satisfaction, and other performance requirements. The contractor will develop and implement a performance management system with processes to assess and report its performance to the designated government representative. This QASP enables the government to take advantage of the contractor's QC program.

(U) The government representative(s) will monitor performance and review performance reports furnished by the contractor to determine how the contractor is performing against communicated performance objectives. The contractor will be responsible for making required changes in processes and practices to ensure performance is managed effectively to achieve expected outcomes or performance objectives.

2 (U) ROLES AND RESPONSIBILITIES

2.1 (U) GOVERNMENT PROGRAM MANAGER

(U) The PM has the ultimate authority for the success or failure of the program and represents the Agency to the awarded vendor. The PM's authorized representatives assist in administering the program contract. The PM is responsible for general/technical and financial administration of the program and to ensure proper government surveillance of the contractor's performance. The PM is not empowered to make any contractual commitments or authorize any contractual changes on the government's behalf. Any changes the contractor deems may affect contract price, terms, or conditions shall be referred to the Contracting Officer (CO) for action. The PM and additional representatives will have the responsibility for completing QA monitoring forms used to document the inspection and evaluation of the contractor's work performance. Government surveillance may occur under the inspection of services clause for any service relating to the contract.

2.2 (U) CONTRACTING OFFICER (CO)

(U) The CO is responsible for monitoring contract compliance, contract administration, and cost control and for resolving any differences between the observations documented by the CO designated full-time Contracting Officer's Representative (COR) for performance management. The CO shall also ensure that the contractor receives impartial, fair, and equitable treatment under this contract. The number of additional representatives serving as technical inspectors depends on the complexity of the services measured, as well as the contractor's performance and must be identified and designated by the CO.

2.3 (U) PRODUCT OWNER

The Product Owner is a major stakeholder for the program and will monitor performance throughout the life of the program. The Product Owner is responsible for general/technical guidance of the program in conjunction with the GPMO and ensures government surveillance of the contractor's performance. The Product Owner is not empowered to make any contractual

commitments or authorize any contractual changes on the government's behalf. Any changes the contractor deems may affect contract price, terms, or conditions shall be referred to the CO for action. The Product Owner and additional stakeholders will have the responsibility for providing inputs to QA monitoring forms used to document the inspection and evaluation of the contractor's work performance. Government surveillance may occur under the inspection of services clause for any service relating to the contract.

2.4 THE GOVERNMENT'S LEAD ENGINEER (OR REQUIREMENT EQUIVALENT)

The Government's Lead Engineer is responsible for representing the government at Release Planning Events (RPE) and during Pre-release debriefs. In that role, the lead engineer determines how much of the work planned during the RPE (e.g. Story Points), was actually completed during each sprint and/or Program Increment.

2.5 (U) CUSTOMER

(U) The Customer is a major stakeholder for the program and will monitor performance throughout the life of the program. The Customer is responsible for general/technical guidance of the program in conjunction with the GPMO and ensures government surveillance of the contractor's performance. The Customer is not empowered to make any contractual commitments or authorize any contractual changes on the government's behalf. Any changes the contractor deems may affect contract price, terms, or conditions shall be referred to the CO for action. The Customer and additional stakeholders will have the responsibility for providing inputs to QA monitoring forms used to document the inspection and evaluation of the contractor's work performance. Government surveillance may occur under the inspection of services clause for any service relating to the contract.

2.6 (U) CONTRACTING OFFICER'S REPRESENTATIVE

(U) The Contracting Officer's Representative (COR) and Alternate COR (ACOR) are designated in writing by the CO to act as his or her authorized representatives to assist in administering a contract in accordance with Department of Defense (DOD) Federal Acquisition Regulation (FAR) Supplement (DFARS) Procedures, Guidance, and Information (PGI) 201.602-2(ii). The COR and ACOR are to perform ONLY those duties and responsibilities delegated by the CO in their letter of designation. The COR and ACOR limitations are contained in the written appointment letters. The COR and ACOR are responsible for general and technical administration of the project and ensure proper government surveillance of the contractor's performance. The COR and ACOR are not empowered to make any contractual commitments or authorize any contractual changes on the government's behalf. Any changes the contractor deems may affect contract price, terms, or conditions shall be referred to the CO for action. The COR/ACOR and additional representatives will have the responsibility for completing QA monitoring forms used to document the inspection and evaluation of the contractor's work performance. Government surveillance may occur under the inspection of services clause for any service relating to the contract.

3 (U) IDENTIFICATION OF REQUIRED PERFORMANCE STANDARDS/QUALITY LEVELS

(U) The required performance standards and/or quality levels are included in the Performance Requirements Summary of the PWS. If the contractor meets the required service or performance level, it will be paid the monthly amount agreed on in the contract. Failure to meet the requisite service or performance levels may result in a deduction.

4 (U) METHODS TO MONITOR PERFORMANCE

4.1 (U) SURVEILLANCE TECHNIQUES

(U) In an effort to minimize the performance management burden, simplified surveillance methods will be used by the government to evaluate contractor performance when appropriate. The primary method of surveillance is 100% inspection, unless otherwise specified in the Performance Requirements Summary (PRS) in Appendix A. Each month, the COR, will review the generated documentation and provide feedback to the Contracting Officer.

(U) While it is the Government's intent to conduct inspections 100% of the time, the volume of inspections may exceed the capacity of the IPT. Should that happen the IPT will conduct inspections in accordance with the priorities established by The Program Manager.

4.2 (U) CUSTOMER FEEDBACK

(U) The contractor is expected to establish and maintain professional communication between its employees and customers. The primary objective of this communication is customer satisfaction. Customer satisfaction is the most significant external indicator of the success and effectiveness of all services provided and can be measured through customer complaints.

(U) Performance management drives the contractor to be customer focused through initially and internally addressing customer complaints and investigating the issues and/or problems but the customer always has the option to communicate complaints to the CO, COR, or GPM, as opposed to the contractor.

(U) 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 COR. The COR will accept those customer complaints and investigate.

(U) Customer feedback may also be obtained either from the results of formal customer satisfaction surveys or from random customer complaints.

4.3 (U) ACCEPTABLE QUALITY LEVELS

(U) The Acceptable Quality Levels (AQLs) for contractor performance are included in the PWS, the Performance Requirements Summary, and are aligned to the elements of the PRS in Appendix A of the QASP. AQLs are structured to allow the contractor to manage how the work is performed. Levels of performance are keyed to the relative importance of the task to the overall mission performance.

5 (U) QUALITY ASSURANCE DOCUMENTATION

5.1 (U) PERFORMANCE MANAGEMENT FEEDBACK LOOP

(U) The performance management feedback loop begins with the communication of expected outcomes. Performance standards are identified in the PWS and are assessed in accordance with the performance monitoring techniques presented in Appendix A (PRS).

5.2 (U) MONITORING FORMS

(U) The Government's QA surveillance accomplishments will be reported by the COR. The feedback, when completed, will document the government's assessment of the contractor's performance under the contract to ensure that the required results are being achieved. The COR will retain a copy of all completed QA Monitoring Forms.

6 (U) ANALYSIS OF QUALITY ASSURANCE ASSESSMENT

6.1 (U) DETERMINING PERFORMANCE

(U) The Government will use the surveillance methods cited in Appendix A (PRS) to determine whether the performance standards, service levels, or acceptable quality levels (AQLs) have been met. If the contractor has not met the minimum requirements, it will be required to develop and deliver a corrective action plan, in the manner and within the time frame specified by the Government, to show how and by what date it intends to bring performance up to the required levels.

6.2 (U) REPORTING

(U) At the end of each month, the COR will prepare a written report for the CO summarizing the overall results of the quality assurance surveillance of the contractor's performance. This written report will include the contractor's submitted monthly report and all of the COR's feedback, and will become part of the QA documentation. It will enable the Government to demonstrate whether the contractor is meeting the stated objectives and performance standards, including cost/technical/scheduling objectives.

6.3 (U) REVIEWS AND RESOLUTION

(U) The CO or GPM may require the contractor's project manager, or a designated alternate, to meet with the CO and/or GPM and other government IPT personnel as deemed necessary to discuss performance evaluation. The GPM will define a frequency of in-depth reviews with the contractor, including appropriate self-assessments by the contractor; however, if the need arises, the contractor will meet with the GPM and/or COR as often as required or per the contractor's request. The agenda of the reviews may include:

- (U) Monthly performance assessment data and trend analysis,
- (U) Issues and concerns of both parties,
- (U) Projected outlook for upcoming months and progress against expected trends, including a corrective action plan analysis,
- (U) Recommendations for improved efficiency and/or effectiveness, and
- (U) Issues arising from the performance monitoring processes.

(U) The GPM must coordinate and communicate with the contractor to resolve issues and concerns regarding marginal or unacceptable performance. The GPM and contractor should jointly formulate tactical and long-term courses of action. Decisions regarding changes to metrics, thresholds, or service levels should be clearly documented. Changes to service levels, procedures, and metrics will be incorporated as a contract modification by the CO.

7 ATTACHMENT 1 – PERFORMANCE REQUIREMENTS SUMMARY

The Performance Objectives and associated Acceptable Performance Levels (APLs) detailed in the table below are referenced from the TERPS PWS dated April 22, 2026.

TERPS PERFORMANCE METRICS This Table is UNCLASSIFIED				
ID	**Performance Objective**	**PWS Section**	**Acceptable Quality Level (AQL)**	**Method of Surveillance**
Objective 1				
1-1	Deliverable Format	4, 5	Deliverables are formatted IAW PWS and DD1423 specifications	Periodic inspection and customer feedback
1-2	Software Functionality	4,5	Deliverables comply with the detailed and/or functional requirements in the PWS	Periodic inspection, validation, and customer feedback

TERPS PERFORMANCE METRICS This Table is UNCLASSIFIED				
ID	**Performance Objective**	**PWS Section**	**Acceptable Quality Level (AQL)**	**Method of Surveillance**
1-3	Software Maintenance Support Services	4.3	Software baseline is maintained for full compatibility with the operating environment	Periodic inspection, validation, and customer feedback
1-4	Schedule	5.0	Timely accomplishment of software releases and deliverables IAW the release schedule with visibility provided to the government on the technical progress of the contract	Periodic inspection and customer feedback
1-5	Program Management	6.0	Leading and Participating in Program Reviews, producing and maintaining Agile program artifacts	Periodic inspection and customer feedback