QUALITY ASSURANCE SURVEILLANCE PLAN

1. Objective. This Quality Assurance Surveillance Plan (QASP) serves as the principal basis for assessing overall performance quality. This document will be used by the Government to assess the effectiveness of the Contractor's technical services. This QASP provides the methodology by which the Contractor's performance will be monitored to determine compliance with established performance objectives and to establish performance benchmarks that ensure a quantifiable basis for measuring effectiveness. The plan is designed so that surveillance is limited to that which is necessary to verify the Contractor is performing technical services satisfactorily and relates directly to performance objectives of the performance objectives delineated in the SOW.

2. Government Surveillance. The Contracting Officer will appoint a technical representative to function as the Technical Representative for this contract, and her/his authority will be limited to administering specific technical aspects of the contract. The Contracting Officer's Technical Representative (COTR) will not provide direction that is outside the scope of responsibilities delineated under this contract and will defer any conditional interpretations to the Contracting Officer. The COTR will:

- Maintain a detailed knowledge of the technical requirements of the contract;
- Document Contractor performance in accordance with the QASP;
- Identify and immediately forward notifications of deficient, or non-compliant performance to the Contracting Officer;
- Approve priorities of support, resources, and associated schedules.

3. Surveillance Methods. Surveillance of Contractor performance is the method used by the Government to determine whether the contractor is effectively and efficiently complying with all terms and conditions of the contract. The functional expertise of the COTR plays a critical role in adequately evaluating contractor performance.

4. Performance Objectives. This performance-based service contract incorporates the following performance objectives: (1) delivery of High Quality Engineering Technician Support Services (2) adherence to contract schedule, milestone, and delivery requirements, and (3) efficient and effective cost control.

It is the contractor's responsibility to employ the necessary resources to ensure accomplishment of these objectives. The Government's assessment of the contractor's performance in achieving these objectives will utilize the standards, acceptable quality levels, and surveillance methods described in the Performance Requirements Summary matrix set forth below.

The contractor will be notified, in writing, of the Government's determination of its performance level for each performance objective, including all instances where the contractor failed to meet the acceptable quality level.

PERFORMANCE OBJECTIVES SUMMARY MATRIX

TASK/ DELIVERABLE	PERFORMANCE STANDARD	PERFORMANCE INDICATOR/ACCEPTABLE LEVEL OF PERFORMANCE (ALP)	METHOD OF SURVEILLANCE	PERFORMANCE RATING
Technical Performance - Engineering Technician Support Services	**Contract requirements met with few minor and no significant problems encountered.** *Performance meets all technical and functional requirements, and is highly responsive to any changes in technical focus of the project.* *Personnel qualifications, assessments, evaluations, analyses, recommendations, and related input are thorough, reliable, highly relevant to contract requirements, and consist of substantial depth and breadth of subject matter expertise.*	**Contractor technical performance meets all contract requirements.** **Problems that are encountered are minor and resolved in a satisfactory manner.** *Contractor shall consistently provide technical support to SSD/CFD/JFET project officers.*	**Routine Assessment of Workforce Qualifications and Availability of Resources** *The contractor shall submit monthly progress reports detailing which projects were supported and what was accomplished.*	**Assignment of performance rating for QUALITY criteria:** *Excellent* *Performance meets all and exceeds standard compliance of many CONTRACT requirements. The contractor frequently exceeds timeline constraints, and their quality of work regularly surpasses expectations. Problems that are encountered are minor and resolved in a highly effective manner.* *Acceptable* *Performance and deliverables meet all contract requirements. The contractor occasionally exceeds timeline constraints, and their quality of work meets expectations. Problems that are encountered are minor and resolved in a satisfactory manner.* *Unacceptable* *Many contract requirements not met. The contractor struggles to meet timeline constraints, and their quality of work does not meet expectations. Substantial problems were encountered and were resolved in a less than satisfactory manner.*
Adherence to Milestone Schedule	**Contract milestones, periods of performance, and/or data submission dates are met or exceeded; highly qualified Key Personnel are available as required.**	**Contractor meets Contract milestone requirements at least 90% of the time, or satisfactorily describes the reason for failure (excluding government- caused delays).**	**Frequent discussion of progress to date**	**Assignment of performance rating for SCHEDULE criteria:** *Excellent* *Contract milestones/ performance dates met or exceeded at least 95% of time (excluding government caused delays)* *Acceptable* *Contract milestones/ performance dates met or exceeded at least 85-95% of time (excluding government caused delays)* *Unacceptable* *Contract milestones/ performance dates met less than 85% of time (excluding government caused delays)*
Cost Control	**Contract labor controlled in efficient and effective manner; ODCs effectively controlled.**	**Actual contract cost is maintained within 10% of originally awarded contract**	**Routine Inspection of contract financial reports, and**	**Assignment of performance rating for COST CONTROL criteria:** *Excellent*

		value; ODCs effectively monitored and controlled.	**examination of payment Invoices**	*Actual contract cost maintained within 100% of originally awarded contract value* *<u>Acceptable</u>* *Actual contract cost maintained within 105-125% of originally awarded contract value* *<u>Unacceptable</u>* *Actual contract cost maintained within 125% of originally awarded contract value*