Quality Assurance Surveillance Plan (QASP)

VTC/AV Lifecycle Support - Hill Air Force Base

1.0 Objective

This Quality Assurance Surveillance Plan (QASP) provides the overarching framework for the Government to evaluate and monitor the Contractor's performance under the VTC/AV Lifecycle Support contract at Hill Air Force Base. It ensures the Contractor delivers the quality levels specified in the Performance Work Statement (PWS).

2.0 Roles and Responsibilities

- **Contracting Officer (CO):** Retains overall responsibility for overseeing the Contractor's performance. The CO is the only individual authorized to make changes to the contract.
- **Contracting Officer's Representative (COR):** Responsible for monitoring, assessing, and communicating the Contractor's performance to the CO. The COR will use this QASP to evaluate services and document findings (e.g., via Contractor Performance Assessment Reports).
- **Contractor:** Responsible for delivering services in accordance with the PWS and providing routine system and workload status through the Monthly Activity Report (MAR) per PWS section 1.1.

3.0 Performance Requirements & Surveillance Matrix

The following table outlines the core performance objectives, acceptable quality levels (AQLs), and the Government's methods of surveillance, derived from PWS Section 4.0.

Performance Objective	PWS Reference	Performance Threshold (AQL)	Method of Surveillance
Deliver Maintenance Activity Report (MAR)	1.1, 2.3.1	MAR submitted by the 5th business day of each month containing a full list of systems/status, STIG-compliance, service calls (ServiceNow tickets), and supported organizations.	100% Inspection by COR
Maintain Staffing Roster	1.2, 3.8	Initial list provided within 10 business days of award. Updates (additions/removals) submitted within 5 business days of the change.	Periodic Review by Security Manager and COR
User Documentation & Training	1.3	Coordinate with customers to provide digital user manuals and as-needed training for all newly installed systems.	Review of MAR and Customer Feedback

Perform Corrective Maintenance	1.1, 2.3.6	Respond to corrective maintenance requests within identified timelines (Emergency: 4 hrs, Routine: 2 days, Minor: 3 days). Documented in MAR.	Review of ServiceNow Reports & MAR
Compliance with Security Requirements	3.10 – 3.12	100% compliance with DD254, security clearance investigations, and non-disclosure agreements. No security breaches.	100% Inspection by Security Manager and COR
Maintain Personnel Training & Certifications	3.19	100% of personnel complete required training (e.g., OPSEC, STINFO) for facility and network access.	Periodic Review by 75 ABW/SC Training Manager

4.0 Surveillance Methods

- **100% Inspection:** The COR will review all mandatory deliverables (e.g., the monthly MAR).
- **Periodic Inspection:** Random checks of the staffing roster, security compliance, and STIG compliance reports.
- **Customer Complaints/Feedback:** The COR will investigate valid customer complaints regarding VTC/AV functionality or training.

5.0 Performance Evaluation

The Government will document its assessments of the Contractor's performance. When a discrepancy occurs, the COR will notify the Contractor and request corrective action. Repeated failures may result in an unsatisfactory CPAR rating or further contractual action.