Quality Assurance Surveillance Plan (QASP) for Human Capital Management (HCM) Mentor Program

1. Objective. This QASP serves as the principal basis for assessing overall performance quality associated with this effort. This QASP provides the methodology by which the Government will monitor Contractor's performance and compliance with the contractual Performance Work Statement (PWS). The plan limits surveillance to that which is necessary to verify the Contractor is performing contractual services satisfactorily in relation to the PWS.

The Contractor is responsible for implementing and delivering performance that meets contract standards using its own internal Quality Control Plan (QCP). The QASP provides the structure for the Government's surveillance of the Contractor's performance to assure compliance. The plan is designed so that surveillance is limited to that which is strictly necessary to verify satisfactory performance, tying directly back to the PWS objectives. It is the Government's responsibility to be objective, fair, and consistent in evaluating Contractor performance. To facilitate open communication and establish clear expectations, the Government will provide a copy of this QASP to the Contractor.

Furthermore, this QASP recognizes that unforeseen or uncontrollable circumstances might occur that are outside the Contractor's control. Ultimately, the QASP is designed to ensure the early identification and resolution of performance issues to minimize any negative impact on the command's training mission.

2. Roles and Responsibilities. The following personnel shall oversee and coordinate surveillance activities.

2.1 Contracting Officer (KO).

The KO shall ensure performance of all necessary actions for effective contracting, ensure compliance with the contract terms, and shall safeguard the interests of the United States in the contractual relationship. The KO shall also ensure that the Contractor receives impartial, fair, and equitable treatment under this contract as well as determine and document the final assessment of the Contractor’s performance the Government’s past performance tracking system.

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2.2 Technical POC.

The Technical POC is responsible for providing continuous technical oversight of the Contractor’s performance. The Technical POC uses the QASP to conduct the oversight and surveillance process. The Technical POC shall keep a Quality Assurance file that accurately documents the Contractor’s actual performance. The purpose is to ensure that the Contractor meets the performance standards contained in the contract. The Technical POC is responsible for

reporting early identification of performance problems to the KO. The Technical POC is required to provide an annual performance assessment to the KO which will be used in documenting past performance. The QASP is the primary tool for monitoring Contractor performance.

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2.3 Contractor:

The Contractor is responsible for performing all work as specified in the PWS, managing their workforce, and executing their own internal QCP to ensure all performance standards are met prior to Government surveillance.

The Contractor's QASP-related responsibilities include:

2.4.1 Active Cooperation: Allowing the Technical POC full, unhindered access to classrooms, virtual training environments, and instructional materials for surveillance purposes.

2.4.2 Chain of Command Adherence: Acknowledging that the Technical POC is the sole authorized programmatic point of contact.

2.4.3 Administrative Timeliness: Adhering to all logistical timelines, base access submission deadlines, and deliverable delivery schedules outlined in the PWS.

2.4.4 Self-Correction: Promptly investigating and resolving performance deficiencies identified by the Technical POC and implementing corrective actions to prevent recurrence.

3. Government Surveillance. The Technical POC will provide Government Surveillance for this contract. Their authority will be limited to administering specific performance aspects of the contract. This QASP identifies specific guidelines and clearly details the limits of the Technical POC's authority. The Technical POC will not provide direction that is outside the scope of responsibilities delineated under this contract. The Technical POC will:

- Maintain a detailed knowledge of the technical requirements of the contract;
- Document Contractor performance in accordance with this QASP;
- Maintain a detailed knowledge of the requirements of FAR 52.222-50 and Defense Federal Acquisition Regulation Supplement Procedures, Guidance, and Information 222.1704;
- Identify and immediately notify the Contracting Officer of FAR violations, deficient performance, or non-compliance with the terms of the Contract; and
- Determine/coordinate/convey priorities of support, resources, and associated schedules.

4. Surveillance Methods. Government surveillance of Contractor performance is used to help determine whether the Contractor is effectively and efficiently complying with all terms and conditions of the contract. The below methods of surveillance shall be used by the Technical

POC in the administration of this QASP. The performance ratings are provided in Table 6.1: Ratings and Criteria.

4.1 Inspection - A qualification method carried out by visual examination of hardware, software code, data captured in special test equipment, documentation, or hard copy printouts.

4.2 Customer Feedback – A qualification method carried out by soliciting customer/end user satisfaction of technical services performed by the Contractor.

5. Quality Surveillance Matrix. The Quality Surveillance Matrix, Appendix 1, cross-references the PWS Paragraphs, Tasks, Performance Standards, Acceptable Quality Level (AQL), and Method of Surveillance.

6. Performance Reviews and Evaluations. The Technical POC will apply the Appendix 1 Performance Standards to the PWS tasks to determine whether the Contractor meets the AQL. The Technical POC will then assign an overall Evaluation Rating to the Contractor based on the Evaluation Rating Definitions below:

Table 6.1: Evaluation Rating Definitions

Performance Rating	Criteria
Exceptional	Performance meets contractual requirements and exceeds many to the Government's benefit. The contractual performance of the element or sub-element being evaluated was accomplished with few minor problems for which corrective actions taken by the contractor were highly effective.
Very Good	Performance meets contractual requirements and exceeds some to the Government's benefit. The contractual performance of the element or sub-element being evaluated was accomplished with some minor problems for which corrective actions taken by the contractor were effective.
Satisfactory	Performance meets contractual requirements. The contractual performance of the element or sub-element contains some minor problems for which corrective actions taken by the contractor appear or were satisfactory.
Marginal	Performance does not meet some contractual requirements. The contractual performance of the element or sub-element being evaluated reflects a serious problem for which the contractor has not yet identified corrective actions. The contractor's proposed actions appear only marginally effective or were not fully implemented.
Unsatisfactory	Performance does not meet most contractual requirements and recovery is not likely in a timely manner. The contractual performance of the element or sub-element contains a serious problem(s) for which the contractor's corrective actions appear or were ineffective.

7. Unacceptable Performance. When unacceptable performance occurs, the Technical POC shall inform the Contractor and the KO. This will normally be in writing unless circumstances necessitate verbal communication. In any case, the COR shall document the discussion and place it in the Technical POC file.

When the Technical POC determines formal written communication is required, the Technical POC shall prepare a Contract Discrepancy Report (CDR) and present it to the Contractor's task manager or on-site representative.

The Contractor shall acknowledge receipt of the CDR in writing. The CDR will specify if the Contractor is required to prepare a corrective action plan to document how the Contractor shall correct the unacceptable performance and avoid a recurrence. The CDR will also state how long after receipt the Contractor has to present this corrective action plan to the Technical POC. The Government shall review the Contractor's action plan to determine acceptability.

Any CDRs may become a part of the supporting documentation for actions deemed necessary by the Government. The failure of the Contractor to meet the AQL set forth in Appendix 1 may: require the Contractor to re-perform unsatisfactory services, result in a reduction is contract price, or result in termination of the contract. Reviews and evaluations will form the basis for determining compliance with performance requirements, measures, and standards. Performance reviews will be used to identify the degree of success or failure by the Contractor. Failure to perform due to Contractor delay or failure to comply with the PWS tasks will be considered a failure in performance threatening the execution of the contract. The Government reserves the right to withhold payment of invoices until deficient action(s) is completed and/or consideration is provided.

8. Government Definitions. The following definitions are applicable to this QASP:

8.1 Contracting Officer (KO): 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. The KO is ultimately responsible for the final determination of the adequacy of the Contractor's performance

8.2 Technical POC: The Technical POC is an individual designated and authorized in writing by the KO to perform specific technical or administrative functions of a contract. The Technical POC engages in Government surveillance of the Offeror's performance. The Technical POC may evaluate the Contractor's performance and document any non-compliance, but only the KO may take action against the Contractor for unacceptable performance. The Technical POC is not authorized to make any commitments or changes that will affect price, quality, delivery, or any other term or condition of the contract.

9. Performance Requirements Matrix

The Government will evaluate the Contractor's performance to ensure services are received in accordance with the standards set forth in the PWS. The Government shall be the sole authority

in determining whether the Contract meets each performance requirement summary (PRS). Habitual failure to meet the performance standards outlined below shall be documented as a failure to perform and may be reflected in the Contractor's performance assessment (e.g., CPARS).

Performance Objective	Performance Standards/AQL	Method of Surveillance
PRS 1 Mentor Matching	The Contractor sustains 90% of mentoring matches throughout the program This PRS excludes partnerships dissolved because of participant withdrawal due to formal position changes (such as, resignation, retirement, job transfer, or reassignment), illness or extended medical leave, deployments, or participants on other forms of extended leave.	• Program completion data
PRS 2 Program Support	The Contractor responds to routine participant inquiries within two (2) business days. The Contractor executes the escalation process as defined in PWS Section 6 and notifies the Technical POC of issues within two (2) business days. The Contractor provides communication on all program event and requirements in accordance with this PWS.	• Technical POC observation; • Review of any email documentation; • Participant feedback
PRS 3 Program Delivery	The Contractor's facilitators maintain active student engagement to ensure participants achieve stated objectives. The facilitator demonstrates professional decorum, maintaining business attire and interacting with participants with respectful, clear communication.	• Technical POC observation during course delivery; • Review of submitted curriculum materials; • Review of participant feedback
PRS 4 Program Requirements & Deliverables	All deliverables outlined in PWS Section 9 are submitted by the required deadline and are 100% complete and accurate. All program requirements from PWS Section 2 must be met.	• Technical POC review and approval of each submitted deliverable;

		• Technical POC observation
PRS 5 Administrative Compliance	The Contractor adheres to all administrative and communication requirements as defined in this PWS. The Contractor shall not solicit independent performance feedback. The Contractor provides notification of any requested changes in accordance with PWS Section 12.3.	• Technical POC observation; • Review of participant feedback; • Periodic inspection by Technical POC; • Review of Contractor communications
PRS 6 Security and Data Protection	The Contractor complies with all installation security protocols, successfully obtains necessary access credentials without delaying performance, and secures Government facilities at the end of each event. The Contractor safeguards all Government-provided materials and participant rosters. The Contractor shall not use Government contact information for external marketing, independent commercial gain, or follow-on solicitation.	• Technical POC observation; • Verification of access credentials; • Participant feedback