QUALITY ASSURANCE SURVEILLANCE PLAN (QASP)
UNACCOMPANIED HOUSING (UH) BROADBAND SERVICES
SHAW AIR FORCE BASE (AFB), SOUTH CAROLINA
16 JULY 2026
V3

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1.0 Purpose & Authority

1.1 Purpose

This Quality Assurance Surveillance Plan (QASP) is a government-developed oversight document used by the Contracting Officer's Representative (COR) to monitor, inspect, and evaluate contractor performance against the Performance Work Statement (PWS). It defines how, when, and by what methods the Government will inspect, document, assess, and apply financial deductions to the contractor's monthly performance.

1.2 Authority

The Government is authorized to inspect and test all services called for by the contract, to the extent practicable, at all places and times during the term of the contract (IAW RFO 52.246-4, Inspection of Services — Fixed Price).

2.0 Roles and Responsibilities

2.1 Contracting Officer (CO)

The CO is the only person authorized to direct the contractor, modify contract terms, resolve disputes, or terminate the contract. The CO will make final determinations regarding unacceptable contractor performance and authorize invoice deductions based on this QASP.

2.2 Contracting Officer's Representative (COR)

The COR (typically the Dorm Manager) is responsible for conducting physical surveillance, executing independent verification tools, reviewing contractor performance reports, documenting findings, and maintaining the official COR surveillance files. The COR does not serve as a technical helpdesk for residents. The COR reviews and recommends approval of key contractor deliverables, such as the post-award Site Survey & Wireless Propagation Map.

3.0 Methods of Surveillance

To ensure thorough coverage and independent validation, the COR will utilize the following surveillance methods:

- **Random Sampling:** The COR will conduct at least three (3) random speed tests across different dormitories weekly using standard testing tools to verify bandwidth meets the required baseline of 100 Mbps download and 20 Mbps upload.
- **Independent Periodic Surveillance:** The COR will review the contractor's monthly network performance and uptime logs, cross-referencing them against an independent government verification tool (e.g., automated ping tests from a government device) to validate that the contractor's reported uptime meets the required 95.0% threshold.
- **100% Inspection:** The COR will perform daily system checks to ensure the captive portal is active, content filtering is operational (with zero instances of bypassed filters), and official VPNs are not blocked.

- **Customer Complaints:** The COR will monitor, log, and audit resident feedback regarding connectivity issues, support response times, and opt-out processing.

4.0 Performance Requirements & Assessment Standards

Performance Objective	PWS Para	Standard & Performance Threshold	Surveillance Method	Government Action on Defect
SS-1: Broadband Speeds	2.2	At least 95% of all random speed tests conducted each month must meet or exceed 100 Mbps download and 20 Mbps upload.	Random Sampling: COR conducts at least three (3) random speed tests across different dorms weekly. Contractor provides a monthly speed report to the COR.	If a test fails, the contractor is notified. Remediation: Contractor must resolve bandwidth issues within 24 hours. Failure to meet the monthly 95% threshold triggers a financial deduction.
SS-2: Network Availability	2.3, 2.7	Network uptime must be 95.0% or greater per month. Major outages must be resolved within 24 to 48 hours of notification. (Excludes Scheduled Maintenance: Requires 72 hours advance notice, restricted to 0100-0500 local time, capped at 4 hours max per month.)	Independent Verification: Monthly review of contractor system logs, validated against independent COR automated ping tests.	If uptime falls below 95.0% or a major outage exceeds 48 hours, a Corrective Action Request (CAR) is issued. Remediation: 48 hours for a root-cause plan. Triggers a financial deduction.
SS-3: Access & Security Control	2.4, 2.5	Captive portal and web content filtering must be 100% operational with zero instances of bypassed content filters and zero blocked official VPN traffic.	100% Inspection: Daily system checks by the COR using government-issued mobile or laptop devices.	Any instance of bypassed content filters or blocked official VPN traffic is an immediate failure. Remediation: Contractor must resolve within 4 hours. Triggers a financial deduction.
SS-4: User Administration	2.6	Resident opt-out requests must be processed and completed within exactly five (5) business days.	Customer Complaints / Auditing: Review of written complaints submitted by residents to Dorm Management, cross-referenced with contractor records.	Verified complaints will be logged. Remediation: Process the outstanding opt-out within one (1) business day. Triggers a financial deduction.

5.0 Financial Deduction Table

In the event the Contractor fails to meet the Acceptable Quality Levels (AQL) established in the Service Summary, the following pre-negotiated financial deductions shall be applied to the Contractor's monthly fixed invoice payment.

Performance Objective	Condition for Deduction	Invoice Deduction Percentage
SS-1: Speeds	Less than 95% of the COR's monthly random speed tests meet the 100/20 Mbps threshold.	**5% reduction**
SS-2: Availability	Verified monthly network uptime falls below the 95.0% threshold, OR any major outage is not restored within the 48-hour maximum window.	**10% reduction**
SS-3: Security	An instance of bypassed content filters or blocked official VPN traffic occurs and is not resolved within the 4-hour remediation window.	**5% reduction per incident**
SS-4: User Admin	Validated failure to process a resident opt-out request within the required five (5) business days.	**2% reduction per incident**

Note: Deductions are cumulative. If multiple standards are missed in a single billing cycle, the deductions will be aggregated by the Contracting Officer before payment authorization.

6.0 Documentation & COR Reporting

6.1 Acceptable Performance

The COR will document successful performance monthly using a standard COR Surveillance Log, which is uploaded into the official contract file (PIEE/SPM).

6.2 Unacceptable Performance (Defects)

When a performance threshold is missed, the COR will verbally notify the contractor's program manager immediately. If the issue is not resolved within the specified remediation window, the COR will issue a formal Corrective Action Request (CAR) to the Contracting Officer (CO) to initiate the deduction process outlined in Section 5.0.