

## QUALITY ASSURANCE SURVEILLANCE PLAN

### 1. PURPOSE.

This Quality Assurance Surveillance Plan (QASP) provides a systematic method to evaluate performance for the stated contract. This QASP explains the following:

- What will be monitored.
- How monitoring will take place.
- Who will conduct the monitoring.
- How monitoring efforts and results will be documented.

This QASP does not detail how the contractor accomplishes the work. Rather, the QASP is created with the premise that the contractor is responsible for management and quality control actions to meet the terms of the contract. It is the Government's responsibility to be objective, fair, and consistent in evaluating performance. In addition, the QASP should recognize that unforeseen and uncontrollable situations may occur.

This QASP is a "living document" and the Government may review and revise it on a regular basis. However, the Government shall coordinate changes with the contractor. Updates shall ensure that the QASP remains a valid, useful, and enforceable document. Copies of the original QASP and revisions shall be provided to the contractor and Government officials implementing surveillance activities.

The following FAR clauses may apply depending on contract type:

52.246-5 Inspection of Services – Cost-Reimbursement

### 2. GOVERNMENT ROLES AND RESPONSIBILITIES.

The following personnel shall oversee and coordinate surveillance activities.

a. Contracting Officer (KO):

Assigned KO: TBD

Organization or Agency: USAMRAA

b. Contract Specialist (CS):

Assigned CS: Lisa M. Sawyer

Telephone: (301) 619-6661

Email: [lisa.sawyer@amedd.army.mil](mailto:lisa.sawyer@amedd.army.mil)

c. Contracting Officer's Representative (COR)

Assigned COR: TBD

### 3. CONTRACTOR REPRESENTATIVES:

The following employees of the contractor serve as the contractor's Program Manager and Principal Investigator for this contract.

a. Business Office – TBD

b. Principal Investigator - TBD

4. PERFORMANCE STANDARDS.

Performance standards define desired services. The Government performs surveillance to determine if the contractor exceeds, meets or does not meet these standards.

The Government shall use the following standards to determine contractor performance and shall compare contractor performance to the Acceptable Quality Level (AQL).

PERFORMANCE STANDARD SUMMARY MATRIX:

<b>TASK</b>	<b>Requirement</b>	<b>Surveillance Schedule</b>	<b>Acceptable Quality Level (AQL)</b>
1. In Accordance with Contract No.TBD, the PI will provide Project Management.	The Contractor shall provide effective project management for all tasks.	Monthly	Periodic Inspection
2. Quarterly Reports	Contractor shall provide reports within the 15 days after the end of each quarter on project status.	Quarterly	100% Inspection
3. Annual and Final Reports	Contractor shall provide reports within the 60 days after the end of the period of performance on project	Annually and at the end of the project.	100% Inspection
4. Task Order Study Reports	Contractor shall provide the required task order reports within 30 days of the completion of the task order.	Upon completion of the Task Order.	100% inspection
5. Reports, Manuscripts and Public Releases	Contractor shall submit manuscripts, reports, public releases and abstracts to the Contracting Officer and Contracting Officer's Representative simultaneously for publication prior to public release for comment to the PI.	As required per task order.	100% inspection
9. Contractor Manpower Reporting	Contractor shall fill in all information in the format at the CMR website and shall be reported no later than 31 October of each calendar year.	Annually	100% inspection
10. CBRNE Training (See Section C for	Contractor shall provide training certificates of All	As required per task order.	100% inspection

Requirement and Section F for deliverables).	supplemental staffing employees that are required to complete an appropriate Army Medical Department's Chemical, Biological, Radiological, Nuclear, and Explosives (CBRNE) Training Course within forty-five (45) calendar days of the individual's commencement of contract services.		
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6. METHODS OF QA SURVEILLANCE.

The COR shall use the surveillance methods listed below in the administration of this QASP.

Regardless of the surveillance method, the COR shall always contact the contractor's task manager or on-site representative when a defect is identified and inform the manager of the specifics of the problem. The COR, with assistance from the Task Order COR, shall be responsible for monitoring the contractor's performance in meeting a specific performance standard/AQL.

a. PERIODIC INSPECTION. (Uses a comprehensive evaluation of selected outputs. Inspections may be scheduled as required as in the performance standard summary matrix table above.

b. 100% INSPECTION. (Evaluates all outputs. Most applicable to small quantity, but highly important services. May be used where there are written deliverables and stringent requirements such as tasks required by law, safety, or security as required in the performance standard summary matrix table above.

Surveillance results may be used as the basis for actions (to include payment deductions) against the contractor. In such cases, the Inspection of Services clause in the Contract becomes the basis for the KO's actions.

8. RATINGS.

Metrics and methods are designed to determine if performance exceeds, meets, or does not meet a given standard and acceptable quality level. A rating scale shall be used to determine a positive, neutral, or negative outcome. The following ratings shall be used:

<b>EXCEPTIONAL:</b>	Performance significantly exceeds contract requirements to the Government's benefit.
<b>SATISFACTORY:</b>	Performance meets contractual requirements.
<b>UNSATISFACTORY:</b>	Performance does not meet contractual requirements.

9. DOCUMENTING PERFORMANCE.

a. ACCEPTABLE PERFORMANCE.

The Government shall document positive performance. Any report may become a part of the supporting documentation for fixed fee payments.

b. UNACCEPTABLE PERFORMANCE.

When unacceptable performance occurs, the COR shall inform the contractor, and to the Contracting Officer. 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 COR file, and provide copy to the contracting office..

When the COR determines formal written communication is required, the COR shall prepare a Contract Discrepancy Report (CDR), and present it to the Contracting Officer, who will forward to the Contractor.

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 COR. The Government shall review the contractor's corrective action plan to determine acceptability.

Any CDRs may become a part of the supporting documentation for contract payment deductions, fixed fee deductions, award fee nonpayment, or other actions deemed necessary by the KO.

10. FREQUENCY OF MEASUREMENT.

a. Frequency of Measurement.

During contract performance, the COR shall take periodic measurements, as specified in the AQL column of the Performance Standards Summary Matrix, and shall analyze whether the negotiated frequency of measurement is appropriate for the work being performed.

b. Frequency of Performance Assessment Meetings.

The COR shall meet with the Contractor on, at least a quarterly basis, to assess performance, and will provide a written performance assessment to the Contracting Officer to forward to the Contractor.