

NON-PERSONAL SERVICES SUPPORT FOR
RESILIENCE TRAINING RESEARCH OFFICE
WALTER REED ARMY INSTITUTE OF RESEARCH

QUALITY ASSURANCE SURVEILLANCE PLAN (QASP)

1.0 INTRODUCTION

This Quality Assurance Surveillance Plan (QASP) is pursuant to the requirements listed in the performance work statement (PWS) for the Resilience Training Research Office (RTRO). This performance-based plan sets forth the procedures and guidelines the COR will use to evaluate the technical performance of the RTRO contractor.

1.1 PURPOSE

The purpose of the QASP is to describe the systematic methods used to measure performance and to identify the reports required and the resources to be employed. The QASP provides a means for evaluating whether the contractor is meeting the performance standards identified in the PWS.

This QASP is designed to define roles and responsibilities, identify the performance objectives, define the methodologies used to monitor and evaluate the contractor's performance, describe quality assurance reporting, and describe the analysis of quality assurance monitoring results.

The RTRO PWS structures the acquisition around "what" service is required as opposed to "how" the contractor should perform the work. This QASP will define the performance management approach taken by the Contracting Officer's Representative (COR) to monitor, manage, and take appropriate action on the contractor's performance against expected outcomes or performance objectives communicated in the PWS.

This QASP is part of the contract. The WRAIR RTRO retains the right to change the surveillance methods and Quality Assurance (QA) procedures, or to increase or decrease the degree of surveillance efforts at any time in order to meet the needs of the Government and assure contract compliance. Revisions to this surveillance plan are the responsibility of the COR. Changes may be made by the Government in the form of a unilateral modification and submitted to the contractor.

1.2 PERFORMANCE STRATEGY

1.2.1 The contractor's internal quality control program (QCP) will set forth the staffing and procedures for self inspecting the quality, timeliness, responsiveness, customer satisfaction, and other performance requirements in the PWS. The contractor will utilize its internal QCP to assess and report their performance to the designated Government representative.

1.2.2 The Government representative will monitor performance and review performance reports furnished by the contractor to determine how the contractor is performing against communicated performance objectives. The Government will make decisions based on performance measurement metric data and notify the contractor of those decisions. The contractor will be responsible for making required changes in processes and practices to ensure performance is managed effectively.

2.0 ROLES AND RESPONSIBILITIES

The COR is responsible for monitoring contract compliance, contract administration and cost control. The COR is responsible for monitoring, assessing, and communicating the technical performance of the contractor and assisting the contractor. The COR will have the responsibility for completing QA monitoring form (refer to Attachments II) used to document the inspection and evaluation of the contractor's work performance. Government surveillance may occur under the Inspection of Services clause for any service relating to the contract.

3.0 IDENTIFICATION OF SERVICES TO BE PERFORMED

The contractor shall provide service support in accordance with the PWS. The performance standards are established in the PWS.

4.0 METHODOLOGIES TO MONITOR PERFORMANCE

In an effort to minimize the contract administration burden, simplified methods of surveillance techniques shall be used by the Government to evaluate contractor performance. The primary methods of surveillance are quarterly reports documenting the degree to which the contractor meets the agreed-upon goals for program evaluation studies, training product development, and training of trainers. The acceptable quality levels (AQL) are located in Attachment 1, Required Performance Metrics Table, for contractor performance.

5.0 QUALITY ASSURANCE REPORTING

5.1 The performance management feedback loop begins with the communication of expected outcomes. Performance standards are expressed in the PWS and measured by the required performance metrics in Attachment 1.

5.2 The Government's QA monitoring, accomplished by the COR (and others as designated) will be reported using the monitoring forms in Attachments II. The forms, when completed, will document the COR's understanding of the contractor's performance under the contract to ensure that the PWS requirements are being met.

5.2.1 The COR will retain a copy of all completed QA monitoring forms.

6.0 ANALYSIS OF QUALITY ASSURANCE MONITORING RESULTS

6.1 The Government shall use the observation methods cited to determine whether the AQLs have been met. The COR may require the contractor's program manager, or a designated alternate, to meet with the COR and other Government personnel as deemed necessary to discuss performance evaluation. The agenda of the reviews may discuss:

- Issues and concerns of both parties
- Projected outlook for upcoming months and progress
- Recommendations made by the COR based on contractor information
- Issues arising from independent reviews and inspections

6.2 In addition to QA monitoring, the COR will use the information contained in the contractor's monthly report to assess the contractor's level of performance for each objective measured in this QASP (detailed in Attachment I). The COR must coordinate and communicate with the contractor to resolve issues and concerns of marginal or unacceptable performance.

6.3 The COR and contractor should jointly formulate tactical and long-term courses of action. Decisions regarding changes to metrics, thresholds, or service levels should be clearly documented. Changes to service levels, procedures, and metrics will be incorporated as a contract modification at the convenience of the COR.

7.0. FAILURE TO PERFORM

It is understood by both the Contractor and the Government that this is not a Government Contract for monetary deductions for performance not meeting the standards of the contract, but is a contract for full compliance with the standards and requirements as outlined in the PWS and surveilled in accordance with the QASP. There is no intention to reduce the contract requirement through monetary deductions except in Default or near Default situations, at that time all Government performance and administrative time shall also be quantified and added to the amount due the Government. The following criteria apply for determining appropriate action:

Notifications. Consistent with FAR Part 49, the COR shall notify the service provider of failure to meet standards through QA monitoring forms, cure notices, or show cause notices and shall inform the service provider project manager or designated alternate of such notices.

Termination. If the COR determines that the contractor has failed to perform to the extent that a termination for default is justified, the Contracting Officer shall issue a notice of termination, consistent with FAR Part 49.

ATTACHMENT I

REQUIRED PERFORMANCE METRICS (RPM) TABLE

PWS Section	Task Implementation	Task Metrics	Surveillance
Section 2.0, 2.7.3, 2.7.4, 2.7.5, 2.7.6 and 2.7.7: Provide designated key personnel and subject matter expertise	Work is implemented with high quality, within budget and meeting mission timelines	Services will be provided to the level of quality necessary to effectively implement the mission, meet mission timelines, and within the agreed target	COR Review Services summarized in monthly invoices and reviewed by COR. 100% Review
Section 2.7.8 Administrative Support	Administrative support to the RTRO by planning, coordinating and conducting conferences, seminars and training as requested. Conferences successfully executed with at least 3 month advance notice.	Organized and executed within mission timelines and budget.	COR review and feedback from meeting attendees 100% Review
Section 3.0 Tasks and Deliverables	Program Evaluation and training product delivery work executed with high quality, within agreed-upon time lines and within budget.	a. Program evaluation and training product services meet generally agreed upon standards of quality within mission timelines and budget. b. Training provided of quality necessary to teach material within timelines and budget.	COR review 100% Review
Section 4.0 Arrange and fund travel for Contractor Personnel	Contract personnel able to meet CONUS and OCONUS travel requirements.	a. Contract personnel are able to execute travel with short notice and meet mission timelines. b. Contract employees are reimbursed for travel within 10 days following submission of travel voucher.	COR Review 100% Review

ATTACHMENT II

QUALITY ASSURANCE MONITORING FORM

SERVICE or STANDARD:

SURVEY PERIOD: _____

SURVEILLANCE METHOD (Check): Reports
 100% Inspection
 Periodic Inspection
 Customer Input/Feedback

LEVEL OF SURVEILLANCE SELECTED (Check):
 Monthly
 Quarterly
 As needed

ANALYSIS OF RESULTS:

OBSERVED SERVICE PROVIDER PERFORMANCE MEASUREMENT RATE =
_____ %

SERVICE PROVIDER'S PERFORMANCE (Check): Meets Standards
 Does Not Meet Standards

NARRATIVE OF PERFORMANCE DURING SURVEY PERIOD:

PREPARED BY: _____ DATE: _____