

## 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.

### 2. GOVERNMENT ROLES AND RESPONSIBILITIES.

The following personnel shall oversee and coordinate surveillance activities.

a. 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 assure that the contractor receives impartial, fair, and equitable treatment under this contract. The KO is ultimately responsible for the final determination of the adequacy of the contractor's performance.

Assigned KO Mr. Jeff Harrington

Organization or Agency: Army Contracting Agency – Europe, Regional Contracting Office - Seckenheim

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b. Contracting Officer's Representative (COR) - The COR is responsible for technical administration of the contract and shall assure proper Government surveillance of the contractor's performance. The COR shall keep a quality assurance file. At the conclusion of the contract or when requested by the KO, the COR shall provide documentation to the KO. The COR is not empowered to make any contractual commitments or to authorize any contractual changes on the Government's behalf. The contractor shall refer any changes they deem may affect contract price, terms, or conditions to the KO for action.

Assigned COR: Ms. Karen Parrish

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### 3. 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 these standards to determine contractor performance and shall compare contractor performance to the Acceptable Quality Level (AQL).

Performance Objective	Paragraph in PWS	Method of Surveillance	Frequency of Measurement	Acceptable Quality Level
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<p><b>Design Exhibit</b> The Contractor shall plan, coordinate, and execute all meetings, planning sessions, and design and construct the exhibit.</p>	3.4 and 5	Direct Observation and 100% Inspection	As Delivered	Design is accepted by COR. Corrections made to design within time period specified by COR. Final Design accepted within schedule timeline.
<p><b>Install, Maintain, and Remove Exhibit</b> The Contractor shall plan, prepare, install, and maintain the USAREUR Exhibit.</p>	5	Direct Observation and 100% Inspection	Daily	Exhibit is installed by schedule. Exhibit is maintained daily during Exposition. All deficiencies corrected within one hour or replacement of part made. COR accepts corrections.
<p><b>Conduct After Exhibition Inspection and Store Exhibit.</b> Inspect the exhibit to ensure there is no damage and provide an inspection report to the COR. Store exhibit.</p>	5	Direct Observation and 100% Inspection	Daily	100% of all information is passed to the COR who is notified of completing this task prior to the end of the period of performance.
<p><b>Prepare Exhibit Plan</b> Develop a AUSA Exhibit plan for the FY 2009 and 2010 Annual AUSA Meeting and Exposition to the PAO, within 60 days after contract award.</p>	4.1	100% Inspection	When Delivered	Contractor prepares and presents AUSA Exhibit Plan within 60 days after contract award. Contractor receives no more than two sets of corrections/edits and all corrections must be accomplished within two working days.
<p><b>Provide Deliverables.</b> Deliverables are completed in an accurate and timely manner in compliance with the performance work statement.</p>	4.1 and 7	100% Inspection	When Delivered	No more than one late document per month and no more than five days late. No more than two sets of

				corrections/edits and all corrections must be accomplished within two working days.
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4. METHODS OF QA SURVEILLANCE.

Various methods exist to monitor performance. 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 program manager or on-site representative when a defect is identified and inform them of the specifics of the problem. The COR shall be responsible for monitoring the contractor's performance in meeting a specific performance standard/AQL.

a. DIRECT OBSERVATION. (Can be performed periodically or through 100% surveillance.)

f. 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.)

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. A report template is attached. Any report may become a part of the supporting documentation for past performance information or other actions.

b. UNACCEPTABLE PERFORMANCE.

When unacceptable performance occurs, the COR shall inform the contractor. 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.

When the COR determines formal written communication is required, the COR shall prepare a Contract Discrepancy Report (CDR), and present it to the contractor's task manager or on-site representative. A CDR template is attached to this QASP.

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/task order 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 Assessments.

The COR shall assess the Contractor's performance and provide a written assessment to the Contractor.

**PERFORMANCE REPORT**

**1. CONTRACT NUMBER:** <insert number>

**2. Prepared by:** (Name of COR) <insert name>

**3. Date and time of observation:**

**4. Observation:**

<Examples of items to include in a report are:

- Method of surveillance.
- How frequently you conducted surveillance.
- Surveillance results.
- Number of observations.>

Prepared by: <Enter COR's name>

\_\_\_\_\_  
Signature – Contracting Officer's Representative

\_\_\_\_\_  
Date

**CONTRACT DISCREPANCY REPORT (CDR)**

**1. Contract Number:** <insert number>

**2. TO:** (Contractor Task Manager or on-site representative) <insert name>

**3. FROM:** (Name of COR) <insert name>

**4. Date and time observed discrepancy:**

**5. DISCREPANCY OR PROBLEM:**

<Describe in detail. Identify any attachments.>

**5. Corrective action plan:**

A written corrective action plan < is / is not > required.

< If a written corrective action plan is required include the following. > The written Corrective Action Plan will be provided to the undersigned not later than < # days after receipt of this CDR. >

Prepared by: <Enter COR's name>

\_\_\_\_\_  
Signature – Contracting Officer's Representative

\_\_\_\_\_  
Date

Received by:

\_\_\_\_\_  
Signature - Contractor Task Manager or on-site representative      Date

**< The COR may initiate a CDR at any time, including whenever the number of monthly recorded defects for a performance standard exceeds the allowable number of defects; anytime unacceptable performance is determined critical in nature and requires formal corrective action; and whenever an unfavorable trend is detected in contractor performance.>**