

QUALITY ASSURANCE SURVEILLANCE PLAN (QASP)

1. **OBJECTIVE.** This Quality Assurance Surveillance Plan (QASP) has been developed as an aid to the Government in providing effective and systematic surveillance for the Information Technology (IT) Services being provided. This QASP provides the methodology by which the contractor's performance will be monitored to determine compliance with critical and standard performance objectives. The plan is designed so that surveillance is limited to that which is necessary to verify that the contractor is performing the services satisfactorily and relates directly to critical performance objectives of the Performance Work Statement (PWS). Critical performance objectives are those designated with corresponding performance measures and standards. Surveillance will be in accordance with the Performance Requirements Summary (PRS) at Attachment 1.

2. GOVERNMENT SURVEILLANCE.

a. The Contracting Officer will designate in writing a primary and alternate Contracting Officer Representative (COR) for the contract. The COR authority will be limited to administering specific technical aspects of the contract. The letter of designation will identify specific guidelines and clearly detail the limits of the COR authority.

b. Performance Monitors will be designated to monitor daily contractor performance. Monitors will be designated in writing and provided a copy of the contract and this surveillance plan. Performance Monitors will:

- (1) Maintain a detailed knowledge of the technical requirements of the contract.
- (2) Monitor and record contractors performance.
- (3) Maintain complete and accurate documentation.
- (4) Establish and maintain a good working relationship with the Contractor.
- (5) Not make legal interpretations.
- (6) Not impose tasks or performance standards not included in the contract.
- (7) Not supervise or direct Contractor personnel.
- (8) Not waive contract requirements.

c. Performance Monitors will notify the COR of any problem areas related to the execution of the contract. The COR is responsible for resolving performance issues. The COR will communicate with the performance monitors on a regular basis to review the contractor's performance. The COR will immediately notify the Procuring Contracting Officer (PCO) if satisfactory resolution cannot be reached.

d. The COR and PCO will meet quarterly with the contractor during the first year of contract performance to discuss operations and problem areas. Thereafter, meetings will be held bi-annually unless performance warrants scheduling a meeting sooner.

3. **SURVEILLANCE.** Surveillance of contractor performance is the method used by the Government to determine whether the contractor is effectively and efficiently complying with all terms and conditions of the contract. The COR plays a critical role in adequately evaluating contractor performance. The following surveillance methods shall be used:

- a. Inspect contractor deliverables
- b. Review contractor monthly status reports
- c. Solicit customer feedback
- d. Conduct site surveys
- e. Monitor contractor personnel participation
- f. Review third party IV&V reports

4. PERFORMANCE REVIEWS AND EVALUATIONS.

a. The COR will conduct quarterly performance reviews and bi-annual evaluations with the contractor based on information obtained from the performance monitors and COR and through the surveillance methods identified above. Performance standards relating to leasing and repositioned pools will be evaluated on a per container basis. The Acceptable Quality Level (AQL), as identified in the PRS, will be determined during the bi-

annual evaluation. Two quarters of performance data will be used for the bi-annual evaluation. Reviews and evaluations will form the basis for determining compliance with performance objectives, measures and standards. When surveillance results show good consistent performance, reviews may be adjusted to an annual basis.

b. The performance monitor will provide the COR with standard performance objectives deficiencies. The IV&V provider will thoroughly document all deficiencies, identify source of information and reference the applicable PWS performance standard or contract requirement for which the deficiency applies. The IV&V provider and the COR will document performance deficiencies using the Performance Monitor Evaluation Sheet at Attachment 2.

c. The COR will generate performance reports using the Performance Monitor Evaluation Sheets. This report will identify the level to which the performance standard for critical objectives was achieved based on a cumulative total of all activity for the period of performance. Critical performance objectives are as follows:

- ◆ Performance Objective No. 13
- ◆ Performance Objective No. 16
- ◆ Performance Objective No. 22
- ◆ Performance Objective No. 37
- ◆ Performance Objective No. 39
- ◆ Performance Objective No. 40
- ◆ Performance Objective No. 41
- ◆ Performance Objective No. 45
- ◆ Performance Objective No. 50
- ◆ Performance Objective No. 57
- ◆ Performance Objective No. 68
- ◆ Performance Objective No. 78
- ◆ Performance Objective No. 79

5. ANALYSIS OF PERFORMANCE REVIEW RESULTS. At the end of each performance evaluation period, the COR will evaluate all surveillance data to determine those critical performance standards that do not meet the AQL in the PRS. The COR will prepare a Contract Discrepancy Report (CDR) and issue it to the Contractor. The CDR will make reference to the performance objective and standard and state how the AQL was not met. The CDR will identify the monetary deduction to be applied, if applicable, as identified at Attachment 1. The contractor will be required to respond to the COR generated CDR within five (5) working days. The contractor response shall be in writing and explain why the performance deviated from the AQL, how the performance will be returned to acceptable levels and how a recurrence of the problem will be prevented in the future. The COR may issue a CDR for recurring failure to meet other contract performance objectives or requirements. The contractor shall respond in accordance with requirements identified herein. A copy of the CDR will be provided to the ACO within five (5) working days after the end of the evaluation period.

6. QASP REVISIONS. Revision to this plan are the joint responsibility of the COR and ACO.

Attachment 1

PERFORMANCE REQUIREMENTS SUMMARY

Required Service	Performance Measure	Acceptable Quality Level: maximum allowable deviation from requirement before Unsatisfactory	Method of Surveillance	Contractor Corrective Actions
P.O. # 13 - System / Application Development Services [System Development Funct. Area]	1. Test case execution results 2. Schedule	1. Test cases successfully executed (reference severity table in section 3.4 of the PWS) 2. Milestones met	1. Review contractor test results and analyses; review documentation for enterprise architecture compliance 2. Review monthly status report	1. Contractor conducts rework to correct the defect at no additional charge to the Government. 2. Contractor provides "get well" plan. 3. Full payment for 100% compliance. If provided for in the contract, payment for less than 100% may be made for less than full compliance if less than full functionality is accepted.
P.O. # 16 - Software Testing [System Development Funct. Area]	1. Timely test reports 2. Report Quality	1. 95% of test reports submitted within 10 working days 2. Complete, professionally sound and accurate	Review contractor test reports	Contractor conducts rework to correct the defect at no additional charge to the Government.
P.O. # 22 - Scanning, Testing, and Auditing to Determine System Vulnerability [Info. Assurance Funct. Area]	Timely results	100% of available systems are reviewed and analyzed every 90 days	COR will review testing schedule every 90 days to ensure compliance with task	For each percent less than 100, a corresponding percentage amount of payment shall be withheld until compliance is achieved
P.O. # 37 - Version Control Support [Change Management Funct. Area]	1. Assets accountability 2. Currency of asset data	1. 100% accountability of assets 2. All data current within the last reportable period	Review action reports related to changes in accordance with the asset control plan	Contractor conducts rework to correct the defect at no additional charge to the Government.
P.O. # 39 - Systems Operation & Maintenance Support [Sys. O&M Funct. Area]	Number, type, & severity of problem	Reference the Severity Table in Section 3.11 of the PWS	1. Review of automated logs and reports 2. Conduct and review customer survey; review customer feedback	Contractor provides resolution support beyond the AQL at no additional cost to the Government

Required Service	Performance Measure	Acceptable Quality Level: maximum allowable deviation from requirement before Unsatisfactory	Method of Surveillance	Contractor Corrective Actions
P.O. # 40 - Systems Administration Services [Sys. O&M Funct. Area]	Timely & effective backups & restores	100% successful within the established timeframe with no loss of data	Review of automated logs and reports	Contractor provides backups or restores beyond the AQL at no additional cost to the Government
P.O. # 41 – Systems Performance Management [Sys. O&M Funct. Area]	System availability	minimum of 99.97%, excluding scheduled downtime	Random sampling of requests for service logs, completed work tickets, and customer interviews	Contractor provides “get well” plan and reports regularly on progress to meet the plan
P.O. # 45 – Professional Customer Service [Customer Support Funct. Area]	1. Response time (reference Service Response Table in Section 3.13 in the PWS) 2. Manner of service	1a). Initial response within 2 hrs.; Close out per COR 1b). 95% of requests closed within 24 hours 2. 1% or less per month of customer service requests result in valid customer complaint	1. Review of automated logs and reports 2. Conduct and review customer survey; review customer feedback	Contractor provides “get well” plan and reports regularly on progress to meet the plan
P.O. # 50 – Manage Network Hardware & Application Performance [Network Operations Support Funct. Area]	1. Network availability 2. DMZ uptime 3. DMZ intrusion detection & protection 4. Time to resolve LAN problems	1. 99.97% per quarter 2. 99.97 uptime quarterly 3. In accordance with industry standards 4. Resolve within 2 hours	Review of automated logs and reports	Contractor provides “get well” plan and reports regularly on progress to meet the plan
P.O. # 57 – Support to Secondary Support Sites [Remote Site System Support Funct. Area]	1. Operational readiness time 2. Time to diagnose & restore	1. Operational no later than 1 hr prior to start of event 2. System resport within 2 hrs after availability of parts	Site survey; customer survey	Contractor provides “get well” plan and reports regularly on progress to meet the plan
P.O. # 68 – SDDC VTC Operations [Multimedia Support]	VTC availability	Available 99.5%, within 2 hrs of notification	DISA survey; site and customer survey	Contractor provides “get well” plan and reports regularly on progress to meet the plan

Required Service	Performance Measure	Acceptable Quality Level: maximum allowable deviation from requirement before Unsatisfactory	Method of Surveillance	Contractor Corrective Actions
P.O. # 78 – SDDC IT Contingency Operations Planning [Emergency Management Funct. Area]	Simulation, testing & exercising of emergency plan	100% successful execution of the plan	Review the plans for completeness, accuracy, and soundness. Monitor the exercise of the COOP, DRP, and contingency plan	Contractor conducts rework to correct the defect at no additional charge to the Government.
P.O. # 79 - SDDC IT Contingency Operations Support [Emergency Management Funct. Area]	Resource availability	Key personnel available throughout an emergency	Monitor contractor personnel participation	Contractor rectifies within one (1) hour

Attachment 3

PERFORMANCE SEVERITY MATRIX

Level of Severity	Type of Issue	Acceptable # of Occurrences	Response Time	Corrective Action
1	Critical (failure) – The system or application crashed and will not function. There is no work around.	0 per release/update	Within 1 hour	1. Implement “HOT” spare 2. Implement secondary online system/application 3. Provide updates every hour
2	Critical (non-failure) – System glitch that causes erroneous results but there is a way to achieve system functionality.	1 per release/update	1. Within 1 – 2 hours 2. Onsite as required by COR	1. Apply immediate work around 2. Permanent fix as required by COR
3	Issue – System or application is not functioning efficiently but functions within tolerance according to specifications, i.e., data transfer rate is 100 bytes/sec versus 110 bytes/sec.	5 – 10 per release/update	Within 2 – 3 hours	1. Troubleshoot & diagnose 2. Provide updates to COR every 3 hours 3. Restore hardware/firmware/software
4	Cosmetic – no effect on user performance system or design, a nice to have, i.e., incorrect color screen, different graphic, etc.	10 – 15 per release/update	Within 8 hours or next business day	Provide weekly status or update

Attachment 3

**PERFORMANCE MONITOR
EVALUATION SHEET**

DATE: _____

1. **PERFORMANCE MONITOR:** _____

2. **EVALUATION PERIOD:** _____

3. **DELIVERY ORDER:** _____

4. **PERFORMANCE AREA:** _____

5. **RELATED PERFORMANCE OBJECTIVE:** _____

6. **PWS PARAGRAPH NUMBER:** _____

7. **MONETARY DEDUCTION:** _____

8. **SOURCE OF INFORMATION:** _____

9. **SUMMARY OF PERFORMANCE** _____

10. **CONTRACTOR PERSONNEL CONTACTED:** _____

11. **REMARKS:** _____
