

## **Quality Assurance Surveillance Plan (QASP) Tobyhanna Army Depot ICIDS Support Services**

**1. Objective.** This Quality Assurance Surveillance Plan (QASP) has been developed and will adhere to Performance-Based Services Acquisitions (PBSA) guidelines. This QASP will be used by Contracting Officer's Representative (COR) to evaluate and document the Contractor's performance for maintenance of the Integrated Commercial Intrusion Detection System V security alarm system and associated software at Tobyhanna Army Depot. The QASP provides the Contracting Officer Representative (COR) an effective, systematic instruction that describes how surveillance will be performed in accordance with the Performance Objectives (POs) contained in the Performance Requirements Summary (PRS) within the Performance Work Statement (PWS).

**2. Goals of the Multi-Functional Team (MFT).** The purpose of the multi-functional team is to create an environment that shapes and executes an acquisition. The emphasis is on communication, teamwork, trust and agility. The goal is to obtain efficiencies, improved performance, and cost savings throughout the acquisition life cycle.

**3. Multi-Functional Team Members & their Responsibilities.** The MFT is composed of stakeholders in the acquisition. These stakeholders are responsible for the acquisition throughout the life of the requirement. The members of the ICIDS Support Services MFT are:

3.1. Contracting Officer's Representative (COR)/Customer: For this requirement, the customer is the technical subject matter expert and the COR. The COR is responsible for monitoring, assessing, recording and reporting on contractor compliance with the terms and conditions of the contract. The COR will have primary responsibility for completing quality assurance monitoring forms that will be used to document the inspection and evaluation of the contractor's performance. The COR will maintain surveillance documentation, notify the Contracting Officer (KO) of any significant performance deficiencies and recommend improvements to the QASP and PWS throughout the life of the acquisition. See also the COR Designation Memorandum for further clarification of COR duties and responsibilities.

3.1.1. Surveillance and Performance Monitoring (SPM) is the DoD mandatory web-accessible management application designed to nominate, appoint, track and terminate, if necessary, CORs and to serve as the web-based portal for all relevant COR documents to include monthly status reports/surveillance documents on service contracts. The SPM is located on the Procurement Integrated Enterprise Environment (PIEE) site and requires access to PIEE to register. CORs are required to register in SPM and upload their COR nomination and surveillance documentation. See the DoD SPM User's Guide for further guidance.

3.2. Contracting Officer (KO): Has overall responsibility for overseeing the contractor's performance in the areas of contract compliance, contract administration, cost control and property control; reviewing the COR assessment of the contractor's performance; and serves as a liaison between the COR and the contractor. The KO is the only person with the authority to direct the contractor in the performance of their duties under the contract and to make interpretations of and changes to the contract. The KO will facilitate Multi-Functional Team meetings.

3.3 Contract Specialist: The Contract Specialist will assist the KO in the administration and evaluation of the contractor's performance.

4. **Performance Assessment.** The following Performance Requirements Summary at Solicitation Attachment 2 outlines the defined performance objectives for this acquisition with the corresponding goal performance thresholds:

Performance Objective	PWS Paragraph	Method of Surveillance	Performance Threshold
PO-1 Equipment Maintenance/Repair	4.2	100% Inspection	100% Compliance
PO-2 Preventative maintenance.	4.4	100% Inspection	100% Compliance
PO-3 Service Calls. Phone Response	4.4	100% Inspection	100% Compliance
PO-4 Service Calls. Physical Response	4.4	100% Inspection	100% Compliance
PO-6 Security training requirements	Section V	100% Inspection	100% Compliance
PO-7 Safety requirements	Section VII	100% Inspection	100% Compliance
PO-8 Environmental requirements	Section VIII	100% Inspection	100% Compliance

4.1. The method(s) of surveillance for each performance objective is as follows:

4.1.1 100% Inspection is defined as inspecting a performance objective every time it occurs. This is an appropriate surveillance method only when contract requirements: (1) have especially critical impact on mission accomplishment or safety, (2) occur infrequently, or (3) have stringent requirements.

4.1.3. Non-Performance Requirements Summary Items. The Contractor is required to provide all services identified in the PWS. COR is required to inspect non-performance requirements summary items on a periodic basis.

4.2. **Certification of Services.** At the end of each contract payment period as defined in the contract, the COR shall certify the services were received in accordance with contract payment terms and conditions found at FAR Clause 52.212-4.

4.2.1. **Acceptable Services.** Acceptable services will result in the COR to accept the invoice in Wide Area Workflow (WAWF). COR reports need to document and support the assigned rating.

4.2.2. **Unacceptable Services.** The COR shall determine the cause of contractor unacceptable services and document findings in the applicable COR report for that surveillance period.

4.2.2.1. If any government action, or lack of action, caused or contributed to the unacceptable performance, the performance will not be counted against the contractor. The COR will take steps to ensure the government does not interfere with the contractor's performance in the future.

4.2.2.2. If contractor caused, the COR shall document the occurrence in accordance with (IAW) the methods of surveillance and procedures outlined in this QASP. IAW contract terms and conditions, the government reserves the right to inspect any services that have been tendered for acceptance. The Government may require re-performance of nonconforming services at no increase in contract price. If re-performance will not correct the defects or is not possible, the government may seek an equitable price reduction or adequate consideration for acceptance of nonconforming supplies or services. Disputes between the COR and the contractor on the validity of a performance assessment shall be referred to the Contracting Officer.

**5. Performance Management.** The following outlines the approach, methods and tools to be used by the MFT to manage this acquisition upon award.

5.1. COR shall evaluate and document contractor performance in accordance with the procedures outlined in this QASP and maintain resulting surveillance documentation. The results of surveillances shall be maintained as Past Performance information and utilized to prepare and support annual Contractor Performance Assessment Report System (CPARS) reporting, if required.

5.1.1. The COR will ensure that detailed surveillance and inspection/acceptance documentation are maintained at all times IAW the COR Designation letter and loaded into SPM monthly for storage and review.

5.2. The COR will ensure that the contractor's Quality Control Plan (QCP) adequately ensures that contract services conform to the requirements of the PWS. If the COR finds the QCP deficient at any time during contract performance, the KO should be notified so that a course of action can be determined. For matters that cannot be resolved easily via written means, a performance meeting can be held with the contractor. Performance meeting will be scheduled by the Contracting Office and a KO must be present for the meeting.

5.3. The United States Government has adopted a zero-tolerance policy regarding trafficking in persons. Additional information about trafficking in person may be found at the website for the Department of State's Office to Monitor and Combat Trafficking in Person at <http://www.state.gov/g/tip>.

5.3.1. IAW FAR 52.222-50 and DFARS PGI 222.17, Combating Trafficking in Persons, CORs must monitor the contractor's performance regarding trafficking in persons such that non-compliance with stated regulatory guidance is brought to the immediate attention of the Contracting Officer. CORs must inform the Contracting Officer if the contractor, contractor personnel, subcontractor, or subcontractor personnel have failed to comply with the requirements of this clause.

5.3.2. The KO shall, through the KO's local commander or other designated representative, immediately notify the Combatant Commander for the geographical area in which the incident has occurred. The Unified Combatant Command DefenseLINK website at <http://www.defenselink.mil/specials/unifiedcommand/>, identifies each command's area of responsibility.

5.3.3. The contractor shall take appropriate action should a violation occur. For corrective procedures and remedies for non-compliance see contract clause FAR 52.222-50.

5.3.4 The MFT shall continue to meet after award as necessary to ensure high levels of contractor performance, foster a synergistic partnership, and support mission requirements.