

Surveillance Activity Checklist (SAC) for the AIR GT54000 Software Maintenance of Fielded Training Systems (SWMFTS)

1. Purpose

This Surveillance Activity Checklist is a Government developed and applied document used to make sure the systematic quality assurance assessment methods are used in the administration of the Statement of Work (SOW). The intent is to ensure that the Government receives the quality of services and products for tasks identified in the SOW.

Program Directorates of Naval Air Warfare Center Training Systems Division (NAWCTSD) and other external customers require sustainment support for Fielded Training Systems to assist the efforts of the In-Service Engineering Offices (ISEOs). 16 of 41 ISEO locations in the Continental United States (CONUS) and overseas are currently planned for support. Additional sites may be supported on request. Support consists primarily of Software Maintenance. Ancillary services will include configuration management, technical support, engineering change support, Integrated Product Team (IPT) support, Fleet Synthetic Training (FST) support, and Information Assurance (IA) support of training devices. The training systems simulate aviation, surface, and undersea platforms. They include operator training systems, weapons training systems, training environments, sensor use, and communications network systems.

The level of effort (LOE) Term type task order contains cost-plus-fixed-fee (CPFF) labor CLINs, and cost-reimbursable CLINs for travel as well as material and shipping. This task order will have five year base period, followed by two one-year option periods. Up to six months of additional performance is available under the option to extend services, FAR Clause 52.217-8, which will only be exercised to the extent required by NAWCTSD. A properly executed Surveillance Activity Checklist (SAC) will assist the Government in achieving the objectives of this procurement.

2. Authority

Authority for issuance of this Surveillance Activity Checklist is provided under task order Section E – Inspection and Acceptance, which provides for inspections and acceptance of the services and documentation called for in the task order, to be executed by the Contracting Officer or the Contracting Officer’s Representative (COR).

3. Scope

The SAC is put in place to provide Government surveillance oversight of the quality of the contractor's efforts to assure that they are timely, effective and are delivering the results specified in the task order.

4. Government Resources

The following definitions for Government resources applicable to this plan:

Contracting Officer - A person duly appointed with the authority to enter into (Procuring Contracting Officer) (PCO) or administer (Administrative Contracting Officer) (ACO) contracts and make related determinations and findings on behalf of the Government. The PCO for this task order is Maria D. Maldonado, AIR GT27000. The ACO will be designated in the resulting task order. Contracting Officers are designated via a written warrant, which sets forth limitations of authority.

Contracting Officer Representative (COR) - An individual appointed in writing by the PCO to act as their authorized representative to assist in administering the task order. The limitations of authority are contained in a written letter of appointment.

Technical Point of Contact – The AIR GT54000 ISEO requiring activity is responsible for the primary management and oversight of task order performance and may designate specific representatives to perform technical functions relating to the task order, such as answering technical questions; perform certain administration functions from FAR 42.302(a) and DFARS 242.302(a) that are inherent to the role of the requiring activity when administration is retained. NAVAIR clause 5252.201-9500, Technical Point of Contact, shall be used to identify the TPOCs in the task order.

5. Responsibilities

The following Government resources shall have responsibility for the implementation of the SAC:

Contracting Officer – The Contracting Officer ensures performance of all necessary actions for effective contracting, ensures compliance with the terms of the task order and safeguards the interests of the United States in the contractual relationship. It is the Contracting Officer that assures the Contractor receives impartial, fair, and equitable treatment under the task order. The Contracting Officer is ultimately responsible for the final determination of the adequacy of the Contractor's performance.

Contracting Officer Representative – The COR is responsible for technical administration of the task order and assures proper Government surveillance of the contractor's performance. The COR is not empowered to make any contractual commitments or to authorize any changes on the Government's behalf. Any changes that

the contractor deems may affect task order price, terms or conditions shall be referred to the Contracting Officer for action.

Technical Point of Contact – The TPOCs are responsible for assisting their assigned COR in providing proper Government surveillance of the contractor’s performance. The TPOCs are not empowered to make any contractual commitments or to authorize any changes on the Government’s behalf. Any changes that the contractor deems may affect task order price, terms or conditions shall be referred to the TPOC’s assigned COR who will pass it on to the Contracting Officer for action.

6. Methods of QA Surveillance

- a. **Contractor Performance Assessment Reporting System (CPARS)** – The market place for these services is very competitive. As such, the successful offeror has a vested interest in the Government-generated CPARS ratings under this task order. Additionally, the CPARS ratings will be the determinant in exercising an option. For this procurement the Government will address the quality of product or service, schedule, cost control, business relations, management, and other important areas. As this information may affect future source selections throughout DOD, and the continuation of the task order, the annual Government assessment will be used appropriately as an additional performance oversight and communication tool with the Surveillance Activity Checklist.
- b. **Surveillance Activity Checklist (SAC)** - The enclosed form summarizes the methods of surveillance that will be used by the COR in the technical administration of the SOW tasks performed by the contractor.
- c. **Observation, Feedback, and Review** – Unscheduled observation of products and services provided by the contractor on site and recurring review of contractor submitted reports and documentation identified in the CDRL will be performed by the CORs and TPOCs. Feedback from the customer will be collected and used by the CORs and TPOCs to document surveillance of performance.

7. Documentation

In addition to providing an annual report in CPARS, the CORs will maintain a complete Quality Assurance file. The file will contain copies of all reports, evaluations, recommendations, and any actions related to the Government’s performance of the quality assurance function, including the originals of the Surveillance Activity Checklists. All such records will be maintained for the life of the task order. The CORs will forward these records to the TOM and Contracting Officer at termination or completion of the task order.

8. Assessments

All SOW/CDRL tasks, including SOW/CDRL sub-tasks, will be assessed focusing on the following:

Quality of Product or Service – Assess the contractor’s effort to transform operational needs and requirements into an integrated solution. Areas of focus may include the planning and management of program tasks, the quality of support provided, the integration of program management specialties, management of interfaces, and the management of a totally integrated effort of all program management concerns to meet cost, performance, and schedule objectives. Assess how successfully the contractor meets program quality.

Schedule – Assess the contractor’s adherence to the required delivery schedule by assessing the contractor’s efforts during the assessment period that contribute to or effect the schedule variance. Also address significance of scheduled events, discuss causes, and assess the effectiveness of contractor corrective actions.

Cost Control – Assess the contractor’s effectiveness in forecasting, managing, and controlling task order cost. Is the contractor experiencing cost growth or under run? If so, discuss the causes and contractor-proposed solutions for the cost overruns. For contracts where task or task order sizing is based upon contractor provided person-hour estimates, the relationship of these estimates to ultimate cost should be assessed. In addition, the extent to which the contractor demonstrates a sense of cost responsibility, through the efficient use of resources in each work effort should be assessed.

Business Relations – Assess the timelines, completeness and quality of problem identification, corrective action plans, proposal submittals, the contractor’s reasonable and cooperative behavior, effective business relations, and customer satisfaction.

Management of Personnel – Assess the contractor’s success with management and retention of Personnel. Discuss the extent to which the contractor discharges its responsibility for integration and coordination of all activity needed to execute the task order; identifies and applies resources required to meet schedule requirements; assigns responsibility for tasks/actions required by task order; communicates appropriate information to affected program elements in a timely manner. Assess the contractor’s risk mitigation plans. If applicable, identify any other management areas that are unique to the task order.

Other areas – Assess additional evaluation areas unique to the task order or that cannot be captured elsewhere.

9. Evaluation Ratings

The evaluation ratings are as follows:

Exceptional – Performance meets contractual requirements and exceeds many to the Government’s benefit. The contractual performance of the task and sub-task being

assessed was accomplished with few minor problems for which corrective actions taken by the contractor were highly effective.

Very Good - Performance meets contractual requirements and exceeds some to the Government's benefit. The contractual performance of the task and sub-task being assessed was accomplished with some minor problems for which corrective actions taken by the contractor were effective.

Satisfactory - Performance meets contractual requirements. The contractual performance of the task and sub-task contain some minor problems for which corrective actions taken by the contractor appear or were satisfactory.

Marginal - Performance does not meet contractual requirements. The contractual performance of the task and sub-task being assessed reflect a serious problem for which the contractor has not yet identified corrective actions. The contractor's proposed actions appear only marginally effective or were not fully implemented.

Unsatisfactory - Performance does not meet most contractual requirements and recovery is not likely in a timely manner. The contractual performance of the task or sub-task contains a serious problem(s) for which the contractor's actions appear or were ineffective.

10. Surveillance Activity Checklist SWMFTS Performance Standards

Surveillance Activity Checklist (SAC) SWMFTS Performance Standards

Contract Requirement	Surveillance Method/ Measure	Date Planned	Date Completed	Quality	Schedule	Cost Control	Business Relations	Mgmt. of Personnel	Other
Provide fully qualified personnel who meet or exceed the minimum SOW qualifications and employ personnel in a manner that maximizes productivity and efficiency. (SOW 3.1.1)	Periodic Inspection of labor and vacancies identified in Monthly Status Report (CDRL B001) by COR/TPOC, 100% Inspection of resumes by COR/TPOC, and customer feedback. / The Contractor shall ensure that a rapid	TBD							

	<p>response is given in providing engineering support with personnel that meet or exceed the minimum required SOW education, experience and certification qualifications and that no positions are open longer than 60 days.</p>								
<p>Provide effective technical support for all SOW tasks and accurate tracking of work tasks. (SOW 3.2)</p>	<p>Periodic Inspection of technical support detailed in Monthly Status Report (CDRL B001) by COR/TPOC, Random Sampling by COR/TPOC, and customer feedback. / The Contractor shall maintain 95% customer satisfaction with regard to task support and content of monthly reports. Tasks identified within the SOW shall be completed with sufficient quality that there is no more than 10% rework for accuracy, both individually (each task) and in the aggregate (for the site). The Contractor shall maintain at least 90% accuracy of all data in reports. No more than one report per year may fail to meet accuracy standard requiring a re-write.</p>	<p>TBD</p>							

<p>Provide accurate cost expenditure reporting and invoicing. (SOW 3.2)</p>	<p>Periodic Inspection of financial report of funds expended and labor hours (by labor category and location) within Monthly Status Report (CDRL B001) and comparison to invoices, performance observation by COR/TPOC, and customer feedback / The Contractor shall provide accurate expenditure reporting and invoicing that is accurate and commensurate with actual performance. The Contractor shall maintain at least 90% accuracy of all data in reports and 100% accuracy in invoicing. No more than one report per year may fail to meet accuracy standard requiring a re-write.</p>	<p>TBD</p>							
<p>Provide accurate presentation materials and technical reports. (SOW 3.2)</p>	<p>100% Inspection by Customer and random inspection as required by COR/TPOC. / The Contractor shall maintain at least 90% accuracy of all data in presentation materials and reports.</p>	<p>TBD</p>							
<p>Provide timely Contractor's Progress, Status and Management Report (Monthly Status Report, CDRL B001) (SOW 3.2)</p>	<p>100% Inspection by COR/TPOC as well as customer feedback. / 90% of required deliverables on time in accordance with the DID cited in the CDRL.</p>	<p>TBD</p>							

11. Surveillance

- a. Monthly Surveillance – The CORs will perform a monthly assessment of Quality, Schedule, Cost Control, Management of Personnel, Business Relations, and Other Areas as applicable, utilizing the SAC in section 10 and the CPARS evaluation rating definitions listed in section 9.
- b. Quarterly Summary of Ratings – The CORs will perform a quarterly summary of the monthly SAC ratings.
- c. Annual Surveillance – The CORs and PM will perform an annual assessment of their respective areas and overall task order performance utilizing the CPARS evaluation rating definitions listed in section 9 and the monthly summary of ratings. The CORs and PM will document completion of the annual assessment using the form below.

Description	Surveillance Method/Measure	Date Planned	Date Completed	Summary Rating/Results
Quality of Product/Service	Review of Monthly Ratings	TBD		
Schedule	Review of Monthly Ratings	TBD		
Cost Control	Review of Monthly Ratings	TBD		
Management of Personnel	Review of Monthly Ratings	TBD		
Business Relations	Review of Monthly Ratings	TBD		
Other Areas	Review of Monthly Ratings	TBD		

The Government reserves the right not to exercise options unless all regulatory requirements are met and the Contractor receives CPARS ratings of Satisfactory or better in all measurement areas.