

QUALITY ASSURANCE SURVEILLANCE PLAN (QASP)

Joint Project Manager Information Systems (JPM IS) Joint Effects Model (JEM) Increment 2



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1. INTRODUCTION

This Quality Assurance Surveillance Plan (QASP) aligns to the requirements outlined in the Joint Effects Model (JEM) Increment 2 (Incr 2) Performance Work Statement (PWS). This plan sets forth the procedures and guidelines that will be used to ensure required performance standards and service levels are met by the Contractor.

1.1 Purpose

The purpose of the QASP is to describe the methods used to monitor performance and to identify the required documentation and the resources to be employed. The QASP provides a means for evaluating whether the Contractor is meeting requirements identified in the PWS and to ensure that the Government receives best value services. The following items are described within this QASP:

- **Section 2** – Defines the roles and responsibilities related to administration of the contract.
- **Section 3** – Identifies the performance objectives.
- **Section 4** – Defines the methodologies used to monitor Contractor performance.
- **Section 5** – Describes the quality assurance documentation.
- **Section 6** – Describes the analysis of quality assurance monitoring results

1.2 Performance Management Strategy

The Government's quality assurance strategy will be implemented by specifically reviewing select Contractor deliverables ("Contract Data Requirements List" or "CDRLs"). There will be two methods of surveillance that will be performed by the Contracting Officer Representative (COR) with respect to these specific CDRLs. First, the COR will determine the timeliness of the CDRL as measured by the date upon which the Government receives the Contractor deliverable. Second, the COR will measure the quality of the deliverable based on the outcome of the CDRL review process. See ATTACHMENT 1: PERFORMANCE REQUIREMENTS SUMMARY.

2. ROLES AND RESPONSIBILITIES

2.1 Procuring Contracting Officer (PCO)

The PCO is responsible for monitoring contract compliance, contract administration, cost control, and for resolving any differences between the observations documented by the COR and the Contractor.

2.2 Contracting Officer Representative (COR)

The COR, designated in writing by the PCO, acts as the PCO's authorized representative to assist in administering the contract. COR limitations are contained in the written appointment letter.

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The COR is responsible for technical administration of the software integration/upgrade services and ensures proper Government surveillance of the Contractor's performance. While the COR may receive inputs and comments from Government functional leads regarding Contractor performance, only the COR is authorized to officially inspect and accept work under the contract.

3. PERFORMANCE STANDARDS AND QUALITY LEVELS

The required performance standards and quality levels are specified in ATTACHMENT 1 of this QASP.

3.1 Standard for All Deliverables

Unless otherwise specified, all deliverables shall:

- a) Be in accordance with CDRL content, format, and distribution requirements;
- b) Be free and clear of any unwarranted restrictive legends or unjustified copyrights;
- c) Be delivered on or before the due date, as described in the DD-1423 or subsequent issued Technical Instructions (TIs) for DD-1423s that do not contain a specified delivery due date at the time of contract award;
- d) Be complete, clear, concise, and technically accurate;
- e) Not require rework or redelivery; and
- f) Be within projected costs.

3.2 Performance Metrics

The Contractor's deliverables will be evaluated based on the following two metrics:

- a) Timeliness of Deliverables
- b) Quality of Deliverables

4. METHODOLOGIES TO MONITOR PERFORMANCE

4.1 Surveillance Techniques

The primary methods of surveillance are:

- 1) Timeliness – Monitoring receipt date of deliverables for the purposes of determining the timeliness of the deliverables.
- 2) Quality – Administering the CDRL Review Process to facilitate the Government's review and acceptance decisions for the purposes of determining the quality of the deliverables.

5. QUALITY ASSURANCE DOCUMENTATION

5.1 The Performance Management Feedback Loop

The performance management feedback loop begins with the communication of expected outcomes. Performance standards are expressed in the PWS and monitored pursuant to ATTACHMENT 1.

5.2 Monitoring Forms

The COR will conduct on-going quality assurance surveillance using ATTACHMENT 2: SURVEILLANCE ACTIVITY TRACKER. Additionally, the COR will use the data from ATTACHMENT 2 to maintain performance charts, as depicted in ATTACHMENT 1. Feedback will be given as actionable performance observations are noted. The COR will retain a copy of all completed forms and quality assurance documentation.

6. ANALYSIS OF QUALITY ASSURANCE ASSESSMENT

6.1 Determining Performance

The Government will use the monitoring methods described above to determine whether the performance standards and service levels have been met. If the Contractor has not met the minimum requirements, the Contractor may be asked to develop a corrective action plan to show how and by what date it intends to bring performance up to the required levels.

6.2 Reporting

The COR will document and provide feedback as actionable performance observations are noted. On an annual basis, the COR will prepare a written report summarizing the overall results of the quality assurance surveillance of the Contractor's performance. The report will enable the Government to demonstrate whether the Contractor is meeting the stated objectives and performance standards. Additionally, these reports will be retained for reference and may be input into the Contractors Performance Assessment Reporting System (CPARS).

6.3 Reviews and Resolution

The Contractor may be required to meet with Government personnel as deemed necessary to discuss performance evaluation. The COR will define a frequency of in-depth reviews with the Contractor, including appropriate self-assessments by the Contractor; however, if the need arises, the Contractor will meet with the PCO, ACO, COR, PM and other Government customers as often as required. The COR will coordinate and communicate with the Contractor to resolve issues and concerns regarding marginal or unacceptable performance. The COR and the Contractor will jointly formulate tactical and long-term courses of action. Requests for changes to metrics, thresholds, or service levels should be clearly documented, supported with

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rationale. Changes to service levels, procedures, and metrics will be incorporated via a contract modification.

ATTACHMENT 1: PERFORMANCE REQUIREMENTS SUMMARY

QASP Metrics

Quality assurance will be conducted by reviewing and managing the Contractor’s deliverables (or “CDRLs”). There will be two methods of surveillance that will be performed by the COR with respect to the CDRLs. First, the COR will determine the timeliness of the CDRL as measured by the date upon which the Government receives the Contractor deliverable. Second, the COR will measure the quality of the deliverable based on the outcome of the CDRL review process. The performance standard required with respect to the two surveillance components are described below:

Level 1 Surveillance: Timeliness		Level 2 Surveillance: Quality	
On-Time	>90%	Accepted (with or without Comments)	>60%
1-5 Days Late	<8%	Conditional Acceptance	<30%
>5 Days Late	<2%	Rejected	<10%

CDRLs under Surveillance

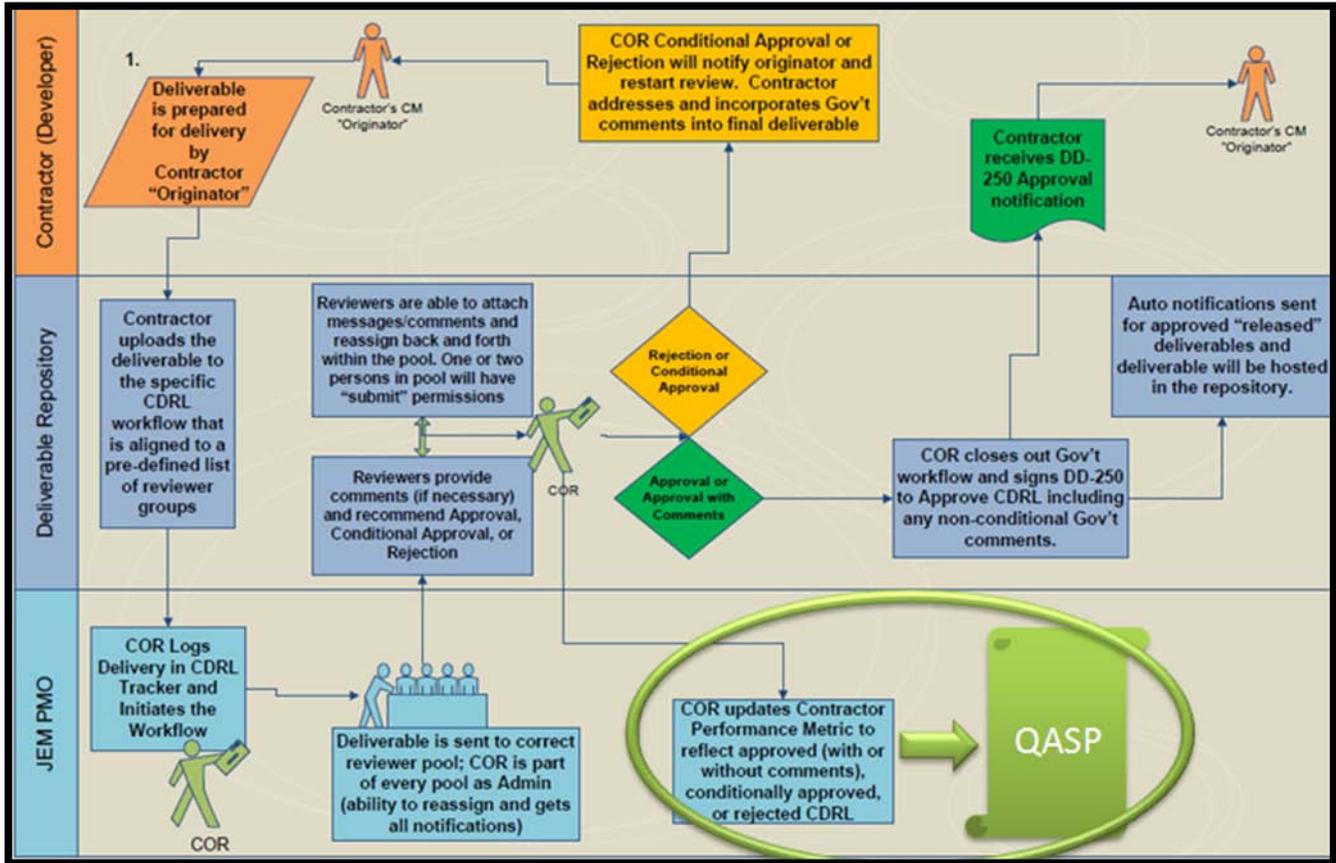
QASP metrics will be collected on the CDRLs listed in the table below. Also described in the table is the “Date Due” for each deliverable, which will be used as the basis for making the Timeliness determination.

CDRL #	Title	Acronym	Data Rights	Date Due	PWS Section
A010	Software Product Specification	SPS	TBD	Software Delivery Date	4.2.2, 5.2.2, 5.3.2, 5.8.3, 6.2.1, 7.3.1, 8.3.1
A011	Software Requirements Specification	SRS	TBD	Software Delivery Date	4.2.2, 5.2.2, 5.3.2, 5.8.3, 6.2.1, 7.3.1, 8.3.1
A012	Software Design Description	SDD	TBD	Software Delivery Date	4.2.2, 5.2.2, 5.3.2, 5.8.3, 6.2.1, 7.3.1, 8.3.1
A013	Software Version Description	SVD	TBD	Software Delivery Date	4.2.2, 5.2.2, 5.3.2, 5.8.3, 6.2.1, 7.3.1, 8.3.1
A014	Interface Design Document	IDD	TBD	Software Delivery Date	4.2.2, 5.2.2, 5.3.2, 5.8.3, 6.2.1, 7.3.1, 8.3.1
A018	Software Test Description	STD	TBD	Software Delivery Date	4.2.2, 5.2.2, 5.3.2, 5.8.3, 6.2.1, 7.3.1, 8.3.1
A020	Software Test Report	STR	TBD	Software Delivery Date	4.2.2, 5.2.2, 5.3.2, 5.8.3, 6.2.1, 7.3.1, 8.3.1

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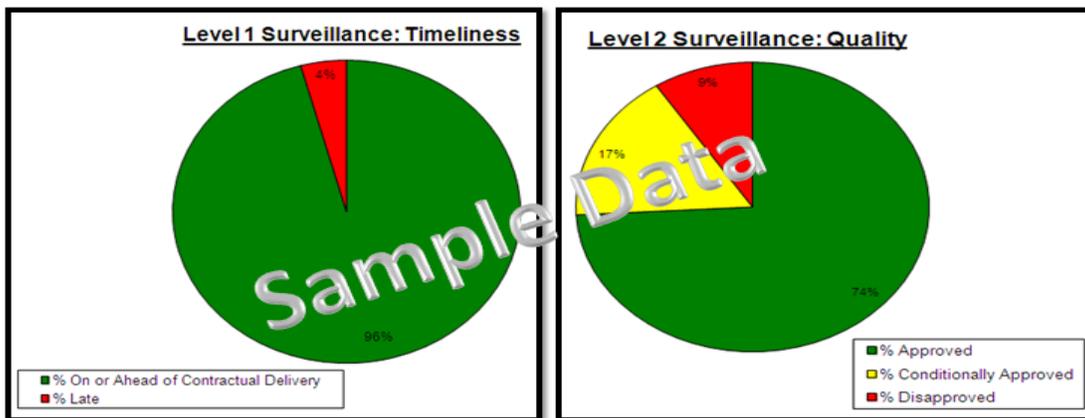
QASP Administration via CDRL Review Process

Administration of the QASP will be conducted in concert with the CDRL Review Process. The outcomes of the process will serve to provide the data necessary for determining the QASP metrics. The CDRL Review Process will be substantially similar to the process diagram provided below:



QASP Metric Administration and Reporting

The metrics derived from QASP administration will be conveyed within regular QASP reports, using chart displays as shown below.



ATTACHMENT 2: SURVEILLANCE ACTIVITY TRACKER

The COR will maintain the QASP Activity Tracker to ensure accurate and continuous metric reporting. The single tracker will provide the data needed to report on both the timeliness and quality of the Contractor’s deliverables.

CDRL	DESCRIPTION	DUE DATE	DATE RECEIVED	PMW 150 REVIEW REQUEST DATE	PMW 150 COMMENTS DUE TO COR DATE	PMW 150 RESPONSE TO COR DATE	COR LETTER DATE	INITIAL STATUS	FINAL STATUS
A001	Contractor's Progress, Status and Management Report (Monthly Status Report (MSR))								
A001-002	Monthly Status Report (MSR)	11/07/10	11/05/10	11/09/10	11/23/10	11/11/10	11/29/10	APPROVED	APPROVED
A001-003	Monthly Status Report (MSR)	12/07/10	12/07/10	12/07/10	12/21/10	12/21/10	01/24/11	APPROVED	APPROVED
A001-004	Monthly Status Report (MSR)	01/07/11	01/05/11	01/05/11	01/19/11	01/12/11	01/24/11	DISAPPROVED	APPROVED
A001-005	Monthly Status Report (MSR)	02/07/11	02/07/11	02/07/11	02/21/11	02/21/11	03/08/11	APPROVED	APPROVED
A001-006	Monthly Status Report (MSR)	02/22/11	02/22/11	02/23/11	03/09/11	03/07/11	03/08/11	APPROVED	APPROVED
A001-007	Monthly Status Report (MSR)	03/22/11	03/22/11	03/22/11	04/05/11	04/04/11	04/05/11	CONDITIONALLY	APPROVED
A001-008	Monthly Status Report (MSR)	04/26/11	04/26/11	04/26/11	05/09/11	05/09/11	05/16/11	CONDITIONALLY	APPROVED

Level 1 Surveillance: Timeliness

Level 2 Surveillance: Quality