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QUALITY ASSURANCE SURVEILLANCE PLAN (QASP)
FOR THE
IUSS LOGISTICS SUPPORT FACILITY

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QUALITY ASSURANCE SURVEILLANCE PLAN (QASP) FOR THE IUSS LOGISTICS SUPPORT FACILITY

1 INTRODUCTION

This Quality Assurance Surveillance Plan (QASP) is pursuant to the requirements listed in the Performance Work Statement (PWS) entitled IUSS Logistics Support Facility. This plan sets forth the procedures and guidelines SPAWAR will use in ensuring the required performance standards or services levels are achieved by the contractor.

1.1 Purpose

1.1.1 The purpose of the QASP is to describe the systematic 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 the performance standards/quality levels identified in the PWS and the contractor's Quality System Plan (QSP), and to ensure that the government pays only for the level of services received.

1.1.2 This QASP defines the roles and responsibilities of all members of the integrated product team (IPT), identifies the performance objectives, defines the methodologies used to monitor and evaluate the contractor's performance, describes quality assurance documentation requirements, and describes the analysis of quality assurance monitoring results.

1.2 Performance Management Approach

1.2.1 The PWS structures the acquisition around "what" service or quality level is required, as opposed to "how" the contractor should perform the work (i.e., results, not compliance). This QASP will define the performance management approach taken by PEO SUB PMS 485 to monitor and manage the contractor's performance to ensure the expected outcomes or performance objectives communicated in the PWS are achieved. Performance management rests on developing a capability to review and analyze information generated through performance assessment. The ability to make decisions based on the analysis of performance data is the cornerstone of performance management; this analysis yields information that indicates whether expected outcomes for the project are being achieved by the contractor.

1.2.2 Performance management represents a significant shift from the more traditional quality assurance (QA) concepts in several ways. Performance management focuses on assessing whether outcomes are being achieved and to what extent. This approach migrates away from scrutiny of compliance with the processes and practices used to achieve the outcome. A performance-based approach enables the contractor to play a large role in how the work is performed, as long as the proposed processes are within the stated constraints. The only exceptions to process reviews are those required by law (federal, state, and local) and compelling business situations, such as safety and health. A "results" focus provides the contractor flexibility to continuously improve and innovate over the course of the contract as long as the critical outcomes expected are being achieved and/or the desired performance levels are being met.

1.3 Performance Management Strategy

1.3.1 The contractor is responsible for the quality of all work performed. The contractor measures that quality through the contractor's own Quality System (QS) program. QS is work output, not workers, and therefore includes all work performed under this contract regardless of whether the work is performed by contractor employees or by subcontractors. The contractor's QSP will set forth the staffing and procedures for self-inspecting the quality, timeliness, responsiveness, customer satisfaction, and other performance requirements in the PWS. The contractor will develop and implement a performance management system with processes to assess and report its performance to the designated government representative. The contractor's QSP will set forth the staffing and procedures for self-inspecting the quality, timeliness, responsiveness, customer satisfaction, and other performance requirements in the PWS. This QASP enables the government to take advantage of the contractor's QS program.

1.3.2 The government representative(s) will monitor performance and review performance reports furnished by the contractor to determine how the contractor is performing against communicated performance objectives. The contractor will be responsible for making required changes in processes and practices to ensure performance is managed effectively.

2 ROLES AND RESPONSIBILITIES

2.1 The Contracting Officer

The Procuring Contracting Officer (PCO) is responsible for monitoring contract compliance, contract administration, and cost control and for resolving any differences between the observations documented by the Contracting Officer's Representative (COR) and the contractor. The PCO will designate in writing the COR as the government authority for performance management. The number of additional representatives serving as technical inspectors depends on the complexity of the services measured, as well as the contractor's performance, and must be identified and designated by the PCO.

2.2 The Contracting Officer's Representative (COR)

The COR is designated in writing by the PCO to act as his or her authorized representative to assist in administering a contract. COR limitations are contained in the written appointment letter. The COR is responsible for technical administration of the project and ensures proper government surveillance of the contractor's performance. The COR is not empowered to make any contractual commitments or to authorize any contractual changes on the government's behalf. Any changes that the contractor deems may affect contract price, terms, or conditions shall be referred to the PCO for action. The COR will have the responsibility for completing QA monitoring forms used to document the inspection and evaluation of the contractor's work performance. Government surveillance may occur under the inspection of services clause for any service relating to the contract.

2.3 The Alternate Contracting Officer's Representative (ACOR)

In addition to the COR, the PCO may designate an Alternate Contracting Officer's Representative (ACOR). The COR requirements shown in Section 2.2 also apply to the ACOR.

3 IDENTIFICATION OF REQUIRED PERFORMANCE STANDARDS/QUALITY LEVELS

The required performance standards and/or quality levels are included in the PWS and in Attachment 1, "Performance Requirements Summary Table."

If the contractor meets the required service or performance level, it will be rated as SATISFACTORY on the annual Contractor Performance Assessment (CPAR) report. If the contractor exceeds the service or performance level, it is eligible to receive an EXCELLENT on the annual CPAR report. Failure to meet, the required level of quality will result in an UNSATISFACTORY rating in the annual CPARS.

4 METHODOLOGIES TO MONITOR PERFORMANCE

4.1 Surveillance Techniques

In an effort to minimize the performance management burden, simplified surveillance methods shall be used by the government to evaluate contractor performance when appropriate. Methods of surveillance are (but not limited to):

- Observations made by PCO, COR, ACOR and Customer.
- 100% inspection of all CDRLs.
- Periodic Inspection – COR/ ACOR typically performs the periodic inspection on a quarterly basis.

4.2 Customer Feedback

The contractor is expected to establish and maintain professional communication between its employees and customers. The primary objective of this communication is customer satisfaction. Customer satisfaction is the most significant external indicator of the success and effectiveness of all services provided and can be measured through customer complaints.

Performance management drives the contractor to be customer focused through initially and internally addressing customer complaints and investigating the issues and/or problems but the customer always has the option to communicate complaints to the PCO and/or COR/ ACOR, as opposed to the contractor.

Customer complaints, to be considered valid, must set forth clearly and in writing the detailed nature of the complaint, must be signed, and must be forwarded to the COR/ ACOR. The COR/ ACOR will accept those customer complaints and investigate.

Customer feedback may also be obtained either from the results of formal customer satisfaction surveys or from random customer complaints.

4.3 Acceptable Quality Levels

The Acceptable Quality Levels (AQLs) included in Attachment 1, **Performance Requirements Summary Table**, for contractor performance are structured to allow the contractor to manage how the work is performed.

For certain critical activities such as those involving project management, operation of the Logistic Support Facility; operate, maintain, and manage Web-enabled IUSS Logistics Database (WILD); Administrative Services; and Outfitting for IUSS Afloat and Ashore Sites, the desired performance level is established as 90 percent or greater. Other levels of performance are keyed to the relative importance of the task to the overall mission performance at the IUSS Logistics Support Facility.

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 are assessed by the COR using the performance monitoring techniques shown in Attachment 1.

5.2 Monitoring Forms

The government's QA surveillance, accomplished by the COR will be reported using the monitoring form in Attachment 2. The forms, when completed, will document the government's assessment of the contractor's performance under the contract to ensure that the required service results are being achieved.

5.2.1 The COR will retain a copy of all completed QA surveillance forms.

6 ANALYSIS OF QUALITY ASSURANCE ASSESSMENT

6.1 Determining Performance

6.1.1 Government shall use the monitoring methods cited to determine whether the performance standards/service levels or AQLs have been met. If the contractor has not met the minimum requirements, it 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. Failure to meet the AQL may result in an UNSATISFACTORY CPARS. Likewise, if the contractor exceeds the performance standards, an EXCELLENT CPARS rating can be awarded.

6.2 Reporting

6.2.1 At the end of each quarter, the COR/ ACOR will prepare a written report summarizing the overall results of the quality assurance surveillance of the contractor's performance. This written report, which includes the contractor's submitted monthly report and the completed quality assurance monitoring form (Attachment 2), will become part of the QA documentation. It will enable the government to demonstrate whether the contractor is meeting the stated objectives and/or performance standards, including cost/technical/scheduling objectives.

6.3 Reviews and Resolution

6.3.1 The COR may require the contractor's project manager, or a designated alternate, to meet with the PCO, Program Manager (PM) and other government IPT personnel as deemed necessary to discuss performance evaluation. The PCO 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, COR, ACOR, or PM as often as required, or per the Government's request. The agenda of the reviews may include:

- Monthly performance assessment data and trend analysis
- Issues and concerns of both parties
- Projected outlook for upcoming months and progress against expected trends, including a corrective action plan analysis
- Recommendations for improved efficiency and/or effectiveness

- Any issues arising from the performance monitoring processes

6.3.2 The PCO must coordinate and communicate with the contractor to resolve issues and concerns regarding marginal or unacceptable performance.

6.3.3 The PCO, COR, ACOR, PM and the contractor should jointly formulate tactical and long-term courses of action. Decisions regarding changes to metrics, thresholds, or service levels should be clearly documented. Changes to service levels, procedures, and metrics will be incorporated as a contract modification issued by PCO as soon as practicable.

ATTACHMENT 1: PERFORMANCE REQUIREMENTS SUMMARY

Required Services (Tasks)	Performance Standards	Acceptable Quality Levels	Methods of Surveillance
TASK 1: LSF Operation and Navy Life Cycle Logistics Support			
LSF Operation PWS 3.1.1	Operate LSF IAW PWS 90 – 100% of time.	90 – 100%	PCO/COR/ACOR/Customer observations. COR/ACOR periodic spot checks in various areas (i.e. inventory, PHS&T, etc.) of LSF operations. Review CDRLs.
Outfitting for IUSS Afloat and Shore Sites PWS 3.1.2	90 – 100% of Outfitting are conducted IAW PWS	90 – 100%	PCO/COR/ACOR/ Customer observations. COR periodic spot checks. Review CDRLs. COR/ACOR review of data packages prior to submittal
Provisioning and Technical Support for IUSS Equipment PWS 3.1.3	90 - 100% of Provisioning and Technical Support are IAW PWS	90 – 100%	
Installation and De-installation Support PWS 3.1.4	90 – 100% of support are IAW PWS	90 – 100%	COR/ ACOR review of data packages such as Ship Alteration (SHIPALTs), Basic Electronic System Engineering Plans (BESEPs), Bill of Materials (BOMs), Integrated Electronic Technical Manuals (IETMs), and Master Calibration Lists (MCLs) prior to submittal
TASK 2: IUSS IPT LAN Support, Physical Security and WILD Support			
IUSS IPT Support PWS 3.2.1	LAN operational 90 – 100% of time	90 – 100%	COR/ ACOR review of trouble call log and CDRLs
Operate, Maintain, and Manage The Web-Enabled IUSS Logistics Database (WILD) PWS 3.2.2	WILD operational 90 – 100% of time	90 – 100%	COR/ ACOR review of WILD logs and CDRLs

ATTACHMENT 1: PERFORMANCE REQUIREMENTS SUMMARY

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Required Services (Tasks)	Performance Standards	Acceptable Quality Levels	Methods of Surveillance
<p>Task 3: Foreign Military Sales Support</p> <p>J-AOS Tailored Repairable Items List (TRIL) Support PWS 3.3.1</p>	<p>TRIL maintained IAW PWS 90 – 100% of time</p>	<p>90 – 100%</p>	<p>COR/ ACOR's review of CDRLs</p>
<p>TASK 4: Program Management</p> <p>Progress, Status & Management Report PWS 3.4.1</p>	<p>90 -100% of reports accurately depict current status</p>	<p>90 – 100%</p>	<p>Review monthly CDRLs (100% Inspection).</p>
<p>Quality System Plan PWS 3.4.2</p>	<p>90 – 100% of processes are IAW contractors PWS Plan.</p>	<p>90 – 100%</p>	<p>PCO/COR/ACOR/ Customer observations. Review CDRL.</p>
<p>Program Reviews PWS 3.4.3</p>	<p>90 – 100% of program reviews accurately depict current status</p>	<p>90 – 100%</p>	<p>PCO/COR/ACOR/ Customer participation in quarterly reviews. Review of CDRLs.</p>

