

20 October 2009

QUALITY ASSURANCE SURVEILLANCE PLAN

1. PURPOSE

This Joint Tactical Radio System (JTRS) Enhanced Position Location & Reporting System (EPLRS) Quality Assurance Surveillance Plan (QASP) is a Government developed and applied document used to ensure that systematic quality assurance methods are used in the administration of the QASP Metrics, provided as an Attachment to the contract. The intent is to ensure that the Contractor performs in accordance with the QASP Metrics, the Government receives the quality of services called for in the contract and that the Government only pays for the acceptable level of services received. A copy of this plan will be furnished to the Contractor so that the Contractor will be aware of the methods that the Government will employ in evaluating performance on this contract and address any concerns that the Contractor may have prior to initiating work. The Government reserves the right to make changes to this QASP during the contract performance period.

2. AUTHORITY

Authority for issuance of this QASP is provided under Contract Section E - Inspection and Acceptance, which provides for inspection and acceptance of the articles, services, and documentation called for in task orders to be issued by the Contracting Officer or his duly authorized representative.

3. SCOPE

The QASP provides Government surveillance oversight of the Contractor's quality control efforts to assure that they are timely, effective and are delivering the results specified in the contract or task order. The QASP is not a part of the contract nor is it intended to duplicate the Contractor's quality program. The Government has provided the Contractor an informational copy of the QASP as an Attachment to the solicitation to support the Contractor's efforts in developing a quality program.

4. GOVERNMENT RESOURCES AND RESPONSIBILITIES

The QASP is a guide to be used by Government personnel in conducting surveillance activities of the Contractor after contract award. The Contracting Officer will utilize the QASP as a tool to evaluate if the Contractor-provided service meets the performance standards in the contract and will be the basis for determining the fee under CPIF task orders for the Contractor. The following definitions for Government resources are applicable to this plan:

5. METHODS OF QA SURVEILLANCE

The below listed methods of surveillance shall be used in the administration of this QASP and specified in each delivery order.

Periodic Inspection - Periodic inspections shall be conducted as specified in individual task orders. For the potential tasks that have been identified in the QASP Metrics and provided as an attachment, the Government typically performs the periodic inspection on a monthly basis.

Random Sampling – Random Sampling shall be conducted on an occasional basis to determine if a performance level is acceptable. Random Sampling works best when there are many instances of a service being performed and a statistical sampling can be obtained.

One Hundred-Percent Inspection – This surveillance type is preferred for those tasks that occur infrequently or for those tasks having very stringent performance requirements. When this type of surveillance is used, the Government must inspect and evaluate the Contractor's performance each time it

is performed. The results of the Contractor’s overall performance are then evaluated to determine acceptability.

Verification and Validation (V&V) – V&V is a method used to determine that the work product delivered by the contractor matches the content requirement in the contract.

Operational Monitoring – Operational Monitoring is a method that examines reports generated by automated tools and logs.

Observation – Observation is a method that uses subjective measurement.

Test Witnessing – Test Witnessing is a method by which a Government representative observes contractor testing and verifies that the test follows the test plans and procedures and the results are reflected correctly in test logs and reports.

6. OBSERVING CONTRACTOR PERFORMANCE

The COR or SME will inspect task performance by either watching actual task performance, physically checking an attribute of the completed task, checking a management report, test witnessing or otherwise inspecting the task or its results to determine whether or not the performance meets the standards contained in the contract. The COR or SME will be familiar with the standards and requirements of compliance documentation set forth in the contract.

7. DOCUMENTATION

The Surveillance Activity Checklist will be developed as part of each task order and used by the Government personnel conducting monitoring of the Contractor’s performance. The Surveillance Activity Checklist will present the performance requirements under surveillance; presents the performance standards; provides the method of measurement/surveillance; give the date accomplished; and describe whether compliance has been exceeded, met, or partially met.

The COR, in addition to providing documentation to the KO, 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 all Surveillance Activity Checklists and metrics collected from the task order(s). All such records will be retained for the life of this contract. The COR shall forward the Quality Assurance file to the KO at termination or completion of the contract.

<u>Acceptance Criteria</u>	<u>Monitoring Method</u>
<p>The Contractor shall ensure that all Contractor-delivered products meet the criteria for Government acceptance of software corrective changes, upgrades, and enhancements. Specific acceptance criteria shall be established on a per delivery order basis, and may include but are not limited to the following:</p> <ul style="list-style-type: none"> a) Successful conduct of Formal Qualification Test (FQT) / Regression Test. b) No priority one, two, or three (as defined by IEEE/EIA 12207.2 Annex J) problem reports open as specified per delivery order. c) EPLRS waveform “CORBA wrapper” software (developed on the JPEO JTRS Contract) is compliant with the JTRS SCA, the JTRS Standards Standardization Plan, the JTRS NED T&E Waveform Portability Guidelines, and the JTRS UIC. d) EPLRS legacy core waveform software (developed on the PD TRCS Contract) is compliant with the JTRS UIC. 	<p>Test Witness 100% Inspection</p> <p>V&V</p> <p>V&V</p> <p>100% Inspection</p>

<u>Acceptance Criteria</u>	<u>Monitoring Method</u>
e) Government approval of the deliverables, to include documentation required under individual delivery orders.	