

# MINE RESISTANT AMBUSH PROTECTED COUGAR CAT I QUALITY ASSURANCE SURVEILLANCE PLAN

25 Sep 2015

Quality Assurance Surveillance Program (QASP) for the Mine Resistant Ambush Protected (MRAP) Cougar Cat I Contract.

1. **Purpose.** This Quality Assurance Surveillance Plan (QASP) has been developed to provide the standard of surveillance for monitoring the MRAP Cougar contract and to provide a systematic approach for conducting the surveillance. The Contracting Officer (CO) has appointed Capt. Jenkyn Kittrell as her Contracting Officer's Representatives (CORs) for this contract. COR Contact information: Capt. Jenkyn Kittrell (229-639-9643) [jenkyn.kittrell@usmc.mil](mailto:jenkyn.kittrell@usmc.mil). As the COR, Capt. Kittrell will also serve as the Quality Assurance Evaluator (QAE) and will use this QASP to ensure the standards of the contract are being met. The COR/QAE will be referred to as COR throughout this QASP.

## NOTE

This QASP is a "living document" and the Government may review and revise it on a regular basis. However, the Government shall coordinate changes with the contractor. Updates shall ensure that the QASP remains a valid, useful, and enforceable document. Copies of the original QASP and revisions shall be provided to the contractor and Government officials implementing surveillance activities."

2. **Performance Standards.** The QASP provides a systematic method to evaluate the level of services the Contractor is required to furnish pursuant to the contract. The COR will assess the Contractor's performance to ensure the Contractor is performing up to the specified standards identified in the contract. The performance standards for this Performance Work Statement (PWS) are stated in the Performance Requirements Summary (PRS), appendix A, included in this QASP. Additional surveillance will be applied to topics listed in the RFP and affirmed in the subsequent proposal. The standards for this contract are objective since specific metric-driven standards are provided.

3. **Management and Oversight.** This QASP is based on the premise that the Contractor and not the Government, is responsible for the management and any Quality Control action required to meet the terms of the contract. The performance requirements recognize that the Contractor is not a perfect manager and that unforeseen requirements and uncontrollable problems do occur. Good management and use of an adequate Quality Control Plan will allow the Contractor to operate within specific performance requirements.

4. **Acceptable Quality Levels (AQLs).** AQLs have been established in the attached PRS table (appendix A) and provide performance standards that the Contractor will meet in performing the contract. In the event the Contractor does not meet the established AQLs, the Contracting Officer has the right to exercise the negative incentives stated in this QASP.

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5. **Primary Method of Surveillance/Evaluation.** The COR will perform evaluation based on using one of the methods outlined below and included in the attached table of this QASP.

- **100% inspection:** Sampling method in which each item is inspected.
- **Random inspection:** Sampling method in which each unit of the population has an equal chance of being selected.
- **Customer Surveys and Feedback:** A review method where customers and end users are surveyed to provide input on specific service levels.

6. **Negative Incentives.** If any of the performance requirements do not meet the AQL set in the PRS table, the COR shall document the discrepancy(s) and shall notify the Contracting Officer promptly for appropriate action. When the performance is below the AQL standard, the Government may implement a negative incentive that includes increased surveillance and/or Contractor reporting, as well as, documentation on the Contractor's Performance Assessment Reporting System (CPARS).

7. **Notification.** The COR will notify the Contracting Officer, in writing, of unacceptable quality levels. The Contracting Officer will promptly provide written notification of discrepancies on a monthly basis to the Contractor, or immediately if the situation significantly affects the well-being of the project. The Contractor will be given the opportunity to respond, in writing, to each discrepancy.

8. **Response.** Upon notification of failure to meet contractually specified quality levels, the Contractor shall provide a written response to the cause and the corrective action to prevent recurrence within 10 working days after receipt of Contracting Officer's notification. The Contractor should cite specific quality assurance program procedures or new procedures instituted to prevent recurrence.

9. **Records.** The COR will maintain contract surveillance files as directed by the Contracting Officer. Surveillance files will include, in part, the following documentation for this Firm Fixed Price contract:

- a. COR designation and appointment letters
- b. A copy of the contract and all contract modifications
- c. QASP and any other tools, checklists, etc.
- d. All correspondence including Contracting Officer notifications and the Contractor's responses
- e. Contractor weekly status reports

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- f. Evidence of cost monitoring: invoices certified and tracked against any contract and/or order ceilings
- g. Evidence that all materials/equipment obtained under this contract is accounted for and remains in Government possession.
- h. Surveillance reports and a summary of the Surveillance Logs will be prepared by the COR, and submitted to the Contracting Officer annually.
- i. Out-of-cycle reports may be submitted in support of unacceptable performance identified during the performance period by the COR, or when there is a significant change in performance that alters the assessment in one or more evaluation areas.
- j. Annual in-progress reviews will be conducted and entered into CPARS.

10. **Ratings.** The following criteria will be used for performance evaluations: Exceptional, Satisfactory, Marginal, or Unsatisfactory. Upward or downward arrows may be used to indicate an improving or worsening trend insufficient to change to the assessment status.

a. **Exceptional.** Indicates performance clearly exceeds contractual requirements. The area of evaluation may contain a few minor problems for which corrective action appears highly effective.

b. **Satisfactory.** Indicates performance clearly meets contractual requirements. The area of evaluation contains some minor problems for which the corrective actions appear satisfactory.

c. **Marginal.** Indicates performance meets contractual requirements. The area of evaluation contains one or more serious problems for which corrective actions have not yet been identified, appear only marginally effective, or have not been fully implemented.

d. **Unsatisfactory.** Indicates the Contractor is in danger of not being able to satisfy contractual requirements and recovery is not likely in a timely manner. The area of evaluation contains one or more serious problems for which the corrective actions appear ineffective.

11. **Documentation.** Documentation used and referenced to perform surveillance will consist of monthly reports, Contractor plans and procedures, schedules, customer feedback and contract data requirements.

a. **Recording Observations.** Use Surveillance Logs to record information on scheduled observations and deficiencies noted. Each observation is recorded on the log. The documents then become a formal record for reference. The Contractor is to be told each time that a deficiency is found during scheduled observations. The COR makes a notation on the Surveillance Log of the date and time the deficiency was discovered, and subsequently requests that the Contractor initial the notation, documenting notification of the deficiency only.

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b. Potential Unacceptable Performance. The COR must identify the specific service that is unacceptable and the possible causes, and ask a number of questions which if answered, will probably pinpoint the source of the problem.

c. Documenting Unacceptable Performance. The COR must attempt to resolve the problem with the Contractor. The original log and the attempted solution (along with an evaluation of results) are forwarded to the Contracting Officer through the COR.

Based on the severity of the discrepancy and the success of the solution, the COR will notify the Contracting Officer. The Contractor shall complete a response to the unacceptable evaluation if requested by the Contracting Officer or by its own choice.

**12. Taking Action.**

a. The COR may evaluate the Contractor's performance and document any non-compliance, but only the Contracting Officer may take action against the Contractor for an unacceptable rating.

b. When the Contractor's performance is unacceptable and a formal action is indicated, the COR will determine what action is appropriate for the specific circumstances and make a recommendation to the Contracting Officer.

13. Documentation. The COR retains a copy of all inspection schedules and surveillance activity logs during the course of the contract, and forwards them for inclusion in the contract file at the end of the surveillance period. However, when a specific service becomes unsatisfactory during a surveillance period, the inspection documentation supporting the contract discrepancy report is promptly forwarded to the Contracting Officer.

14. PERFORMANCE REQUIREMENTS SUMMARY (PRS). The performance standards for this PWS are stated in the PRS below.

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**PERFORMANCE REQUIREMENTS SUMMARY (PRS) Table**

Task No.	Description	Standard	Inspection Method	Inspection Schedule	Inspector	Incentive
1	RCT – Equipment	100% of the vehicles meet the 120 Day Repair Cycle Time	Record Review	At completion of each vehicle	COR	CPARS
2	Reports	Received "on time" with no exceptions	Random sample	Weekly	COR	CPARS
3	Welds	100% Inspection required	Record Review	At completion of each vehicle	DCMA COR/PM	CPARS
4	Accountability of GFE/GFM	100% Accountability	On-Site Inspection and Record Review	Periodically. At completion of contract	DCMA	CPARS
5	Security	Pass 100% of all security inspections	On-Site Inspection and Record Review	Random Inspection	DCMA	CPARS
6	100% of the parts required to be replaced	100% of the parts required to be replaced are replaced.	Random Sample	Random	DCMA	CPARS
7	Final Inspection and Acceptance	Condition Code A and all applied ECPs and replacement/repair parts	On - Site	Periodically and or Upon completion of vehicle repairs	DCMA PM COR	CPARS
8	IUID Registration	100% update of the DOD IUID registry.	Random Sample	Random	DCMA	CPARS