

NAVFAC EXWC CESE LIFE EXTENSION PROGRAM (CLEP) RTF Support
Services
Quality Assurance Surveillance Plan (QASP)

1. PURPOSE.

This Quality Assurance Surveillance Plan (QASP) is a Government developed and applied document used to make sure that systematic quality assurance methods are used in the administration of the performance based service contract. The intent is to ensure that the contractor performs in accordance with the performance objectives and the Government receives the quality of services called for in the contract.

This performance based service contract provides program management support, systems engineering, and integrated logistics support to further Naval Facilities Engineering Command's (NAVFAC) contribution towards the Department of Navy weapon systems acquisition process. The QASP is designed to limit surveillance to the minimum necessary to verify that the Contractor is satisfactorily performing services directly related to the performance requirements of the Performance Work Statement (PWS).

The QASP is not part of the contract nor is it intended to duplicate the contractor's quality control plan. This QASP is a living document. Flexibility in the QASP is required to allow for an increase or decrease in the level of surveillance necessary based on contractor performance.

The government may provide a copy of the QASP to the contractor to facilitate open communication. In addition, the QASP should recognize that unforeseen or uncontrollable circumstances might occur that are outside the control of the contractor.

Bottom line, the QASP should ensure early identification and resolution of performance issues to minimize impact on mission performance.

2. AUTHORITY

Authority for issuance of this QASP is provided under Contract Section E – Inspection and Acceptance, which provides for inspections and acceptance of the services and documentation called for in service contracts, to be executed by the Contracting Officer or a duly authorized representative.

3. SCOPE

The QASP is put in place to provide Government surveillance oversight of the contractor's efforts to assure that they are timely, effective and are delivering the results specific in the contract.

The contractor's performance on task orders issued under this contract will be evaluated by the Government as described in this QASP. The first evaluation will cover the period ending six months after date of contract award with successive evaluations being performed for each twelve-month period thereafter until the contractor completes performance under all task orders. For each period, the Government will evaluate the contractor's performance. The evaluation will encompass all work performed by the contractor at any time during the period but will not include cumulative information from prior reports although performance trends may be determined.

4. GOVERNMENT RESOURCES

The following definitions for Government resources are 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 determination and findings on behalf of

the Government. The PCO for this contract is identified in section G. The ACO will be designated in the resulting order. Contracting Officers are designated via a written warrant, which sets forth limitations of authority.

Contracting Officer's Representative (COR) - An individual appointed in writing by the PCO to act as his/her authorized representative to assist in administering the contract. The COR will be appointed in the resulting task order. The limitations of authority are contained in a written letter of appointment.

Government Technical Point of Contact (TPOC) - The COR designates an individual Government TPOC to assist in administering specific projects under the contract.

5. RESPONSIBILITIES

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

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

The Contracting Officer provides QASP input to matters relating to Tables 2 and 3.

Contracting Officer's Representative – The COR is responsible for technical administration of the contract and assures proper Government surveillance of the contractor's technical 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 contract price, terms, or conditions shall be referred to the Contracting Officer for action.

Government Technical Point of Contact – The Government TPOC is responsible for assisting in administering a specific project under the contract. A Government TPOC cannot, in any manner, alter the scope of the contract, make commitments or authorize any changes on the Government's behalf.

6. QASP GOAL AND DEFINITION

QASP - The methods of surveillance listed below shall be used by the COR in the technical administration of this QASP. The QASP will be the prime determinant in exercising the option.

The goal of the QASP is to ensure that contractor performance is effectively monitored and documented. The COR's contribution is their professional, non-adversarial relationships with the Contracting Officer, Program Manager, and the Contractor, which enables positive, open and timely communications. The foundation of this relationship is built upon objective, fair, and consistent COR evaluations of contractor performance against contract requirements. The COR uses the methods contained in this QASP to ensure the contractor is in compliance with contract requirements. Additionally, this QASP is based on the premise that the contractor, not the government, is responsible for management and QC/QA actions to successfully meet the terms of the contract.

Quality Level - The COR, with input and agreement with the Government Technical Point of Contact (TPOCs), will determine whether the contractor has consistently satisfied the acceptable quality level per contractual requirements. Quality standards for all tasks will be detailed in each potential TO.

Management responsiveness - The COR, with input and agreement with the TPOCs, will determine whether the contractor has provided satisfactory project management and adequate, timely response to service calls, emergency tasks, and two-way communication consistent with the quality standards detailed in each potential TO. The COR will confirm whether the contractor has completed all tasks, met all performance objectives, and met all reporting requirements cited in the individual task orders on time.

7. METHODS OF QA SURVEILLANCE

Random Inspections– The COR will perform random site inspections at least two times a year, unless specific site (or task orders) have been targeted for more frequent surveillance. A targeted area is one that has received complaints or that needs special attention by the contractor for any reason. The purpose of the inspection is to ensure performance objectives are being met, or are likely to be met. The COR will inform the contractor of any discrepancies found against performance standards. The COR will maintain records of all inspections.

Customer complaints – The COR will collect and track all customer complaints received. All complaints will be communicated to the contractor for resolution.

8. COMMUNICATION

Quarterly quality reviews (QQRs) – The COR will attend QQRs scheduled by the contracting officer or the COR. Results of random inspections, customer complaints and commendations, and other performance issues will be discussed. These meetings will also serve as an opportunity to note commendable performance.

Quarterly bulletin – For meaningful surveillance, the COR will be better assisted by informed customers. Therefore, the COR will publish quarterly a comprehensive informational bulletin covering all active TOs and distribute it to all customers using the contract. The purpose of the bulletin is to inform the customers of relevant schedules, deadlines, relevant results of QQRs (lessons learned and commendations), to solicit feedback.

Survey – This tool will be performed midway through a task order’s period of performance and at the completion of the task order. The COR will create the survey, in association with the contracting officer and the contractor, to obtain useful information from each customer for a given TO. Information collected includes: customer satisfaction with the contractors performance, execution of the services performed, and if they have any incidents, comments or observations, lessons learned or commendations to report. The COR will request contractor resolution or explanation of negative comments, as appropriate.

Technical Representative Input– The TPOC will provide input to the COR. It is anticipated that much of the evaluation on the task order oversight will be performed by TPOCs assigned to each individual TO. These evaluations are in addition to the COR performing evaluations and will not take the place of the random inspections. The TPOC will also assist in the assessment of a contractor’s performance in achieving the performance standards specified in each TO. TPOC may assess performance by direct observation (e.g., the deliverable was submitted on time), indirect observations such as their customers input (e.g., student feedback forms), or other means. The COR will solicit input from the TPOCs.

9. DOCUMENTATION

In addition to providing quarterly reports to the Contracting Officer, the COR 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. All such records will be maintained for the life of the order. The COR shall forward these records to the Contracting Officer at termination or completion of the order.

The tables below set forth the performance requirements summary surveillance methods (Table 1) of the contractor that shall be provided to the Contracting Officer at the end of each surveillance period.

Table 1: Performance Requirements Summary Matrix

Work Area	Performance Objective	Performance Standard	Acceptable Quality Level (AQL)	QASP Typical Monitoring Methods
(TYPE 1 PRE FINAL)	PRE FINAL - Mechanical, Functional, and Operational, Acceptance Inspections			
	<p>When Notified by the Contractor, on the Completion of: the Overhaul and Refurbishment of a Piece, or Pieces Of Equipment, EX431 CESE team travels to the contractors repair facility to, perform the PRE- FINAL: Mechanical, Functional, and Operational, Acceptance Inspections, on all systems of the entire piece of equipment.</p> <p>A Pre-Start Check is performed on the entire piece of CESE, checking: All Fluid Levels, Electrical Lighting and Receptacles, Operation of Instrument Panel and Gages. Engine, Transmission, Transfer Case, Power Take Off, Drive Train, Axle Housing Assemblies, Exhaust System, Tires and Rims, Frame Rails and Undercarriage. Interior and Exterior 12 Volt and 24 Volt Electrical Receptacles and Connectors. Heaters and Air Conditioning Systems Operations. Rust, Corrosion, and Scale. Operators Cab, Body, Hood Bed, Bumpers Grille, Hood and Door Safety Latches. Check, Inspect, and Inventory: All Collateral Equipment for: Condition, Usability, Missing, and Damaged Items. Identify All, Minor and Major DISCREPANCIES. For: IMMEDIATE CORRECTION.</p> <p>SAFETY Items: Wind Shield Frames and Glass, Door Condition, Operations, and Wind Shield Frames and Glass, Door Condition, Operations, and Glass, Lights, Horn, Windshield Wipers and Washer Operation, Safety Belts, Emergency Flashers, Inclinator, Fire Extinguishers, and Fire Suppression Systems.</p> <p>Brake Systems; Foot Brakes (Hydraulic and Air), and EMERGENCY Brake Systems , and Brake Lights, Back Up Alarm Operations. All EMERGENCY Equipment, AUDIBLE and VISUAL, is Checked for Operation and Functionality.</p> <p>UP ARMOR and WEAPONS PLATFORMS:</p> <p>UP ARMOR: Validate Material Purchase Documents from the Prime Contractor, describing the ballistic density of materials, purchased and used for any and all UP-ARMOR replacements and installations. To Ensure that the ARMOR material products are in compliance, in accordance with the ballistic density that is Identified in the SOW/ PWS. All</p>	Per Task Order.	Per Task Order.	<p>Random Inspections.</p> <p>Customer Complaints</p>

	<p>Weapons Platforms, will be installed in compliance with the information provided in the PWS/ SOW. Inspect Operation, Battery Status, Gun Turret and Gunner's Door Hatch Gaskets and Seals. For Air Tightness and Water Leakage. Installation of Required ECP's will be Verified.</p> <p>Identify ALL, Minor and Major DISCREPANCIES. For: IMMEDIATE CORRECTION.</p> <p>FULLY, OPERATIONAL TEST and Inspect, the FUNCTIONALITY of Each Piece of Equipment, Under: FULL-LOAD and NO- LOAD Conditions. Actually Make the Equipment Perform It' s PRIMARY FUNCTION; i.e. Excavate and Push Dirt With a Bull Dozer, Operate and Load Test a Crane.</p> <p>The Time Duration for these Inspections Vary from: Two (2), to Eight (8), Hours Per Piece of Equipment. Depending on the Type and Size of a Piece.</p> <p>Identify ALL, Minor and Major DISCREPANCIES. For: IMMEDIATE CORRECTION.</p> <p>Once the Pre- FINAL, Mechanical, Functional and Operational Acceptance Inspection has Been Completed, and All DISCREPANCIES CORRECTED.</p> <p>The Contractor Will be Directed to Clean the Piece of Equipment, and Transport to Paint Facility for Body and Paint Work.</p> <p>The EX431 CESE Inspector/s, Will Fill Out a PRE-FINAL INSPECTION REPORT, Listing All Discrepancies and Inspection Results. Copy for: COR Files, with Copies to: Contracting Officer, Contracts Specialist, PRIME Contractor, and any other Personnel that have a Need to Know or that Request a Copy of our CESE, Quality Assurance Surveillance Plan and Inspection Reports.</p>			
<p>(TYPE 2 FINAL)</p>	<p>TYPE TWO (2), FINAL; MECHANICAL, PAINT, and STATIC OPERATIONAL and FUNCTIONAL TEST, ACCEPTANCE INSPECTIONS: (With Out the Actual REALITY Functional TEST. i.e. "NO DIRT OPERATIONS").</p> <p>When Notified by the Contractor, on the Completion of: the PAINT and Body Work, Overhaul and Refurbishment of a Piece, or Pieces Of Equipment. Members of: the EX431 CESE Group. Travel to the Contractor or Sub-Contractors' Repair Facility to, Perform the FINAL: MECHANICAL, PAINT and BODY WORK, OPERATIONAL, and FUNCTIONAL, ACCEPTANCE INSPECTION, on All Systems of the Entire Piece of Equipment.</p>	<p>Per Task Order.</p>	<p>Per Task Order.</p>	<p>Random Inspections.</p> <p>Customer Complaints.</p>

	<p>The SOW /PWS, for Each Task Order, Will CONTINUE to be USED as the: "FINAL ACCEPTANCE INSPECTION GUIDE" and Check LIST.</p> <p>Perform, the Pre-Start Checks, Safety Items Inspection, Up-Armor Inspection (if Applicable), Static Operation and Functionality Tests. To Ensure, that All Systems are Fully Operational, and Functional. Check Up-Armor, Weapons Platforms and ECP's. Ensure that ALL DISCREPANCIES are CORRECTED, and that the Completed End Product: Meets All Requirements as Stated in the PWS/ SOW.</p> <p>Make the FINAL DECISION to; "ACCEPT" the Completed End Product.</p> <p>Inform the Contractor of the FINAL ACCEPTANCE Decision, and Direct Contractor to Return Completed CESE back to the NAVY Facility or Designated Location.</p> <p>The EX431 CESE Inspector/s, Will Fill Out the FINAL INSPECTION REPORT, Listing All Discrepancies and Inspection Results. Copy for: COR Files, with Copies to: Contracting Officer, Contracts Specialist, PRIME Contractor, and any other Personnel that have a Need to Know or that Request a Copy of our CESE, Quality Assurance Surveillance Plan and Inspection Reports.</p>			
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