

**QUALITY ASSURANCE SURVEILLANCE PLAN (QASP)**  
**NIE 14.1 INTEROPERABLE SOFTWARE VOICE CLIENT SOLUTION**

**1.0 INTRODUCTION**

**1.1. Purpose.** The role of the Government in quality assurance is to ensure contract standards are achieved. The purpose of the Quality Assurance Surveillance Plan (QASP) is to identify the methods and procedures the Government will use to evaluate contractor actions while performing the requirements in the Statement of Work (SOW). It is designed to provide an effective surveillance method by monitoring contractor performance for each listed performance objective in the Performance Requirements Summary (PRS) (Section 6.0 of this document).

**1.1.1.** The QASP provides a systematic method to evaluate the services the contractor is required to perform as specified in the SOW and the Contract.

**1.1.2.** The QASP has been developed by the requiring activity. It is designed to provide direction to personnel performing contract surveillance activities. Personnel surveying the contract terms and conditions and SOW requirements will periodically review the QASP throughout the life of the contract.

**2.0. ROLES AND RESPONSIBILITIES.**

**2.1. Contracting Officer Representative.** The Contracting Officer Representative (COR) is responsible for quality assurance guidance and to ensure that contract quality requirements, provisions, standards, and thresholds are defined, practical, enforceable, necessary, and verifiable.

**2.1.1.** The COR evaluates and documents contractor performance in accordance with the QASP and SOW.

**2.1.2.** The COR shall notify the Contracting Officer of any significant performance deficiencies using a Contractor Discrepancy Report with supporting documentation.

**2.1.3.** The COR will upload copies of ALL surveillance documentation to the VCE COR Tool, unless otherwise directed by the Contracting Officer.

**2.1.4.** The COR will submit a monthly report to the Contracting Officer concerning performance of services rendered under this contract.

**2.1.5.** The COR will recommend improvements to the QASP and SOW throughout the life of the contract.

**2.2. Contracting Officer.** The Contracting Officer is responsible for safeguarding the interests of the United States Government in contractual relationships. Only the Contracting Officer is authorized to bind the Government and then, only to the extent of the authority delegated to them through the issuance of a warrant.

**2.2.1.** The Contracting Officer delegates authority for inspection and/or acceptance in accordance with the terms of the contract.

**2.2.2.** The Contracting Officer informs the contractor of the names, duties, and limitations of authority for all quality assurance personnel assigned to the contract.

### **3.0. DESCRIPTION OF SERVICES**

**3.1. Statement of Work (SOW).** The scope of this SOW is to provide field support to the Government needed to perform the planning, design, integration, installation, and system operations during the NIE. The services to be provided are in direct support of the contractor's Interoperable Voice Software Client solution. Services covered include Lab Based Risk Reduction integration, operational training and troubleshooting, and NIE engineering and technical support for Golden Vehicle (GV) Design, Fleet Build, Communications Exercise (COMMEX), Validation Exercise (VALEX), Field Exercise (FIELDEX), Pilot, NIE, and system Recovery. The contractor shall accomplish these services by: supporting Government managers, engineers, and technicians; interacting with Systems Engineering and Technical Assistance (SETA) contractor personnel providing specialized engineering services; and interacting with and coordinating participation of Government and contractor agencies during NIE planning and execution.

### **4.0. QUALITY REQUIREMENTS**

**4.1. Quality Control Program.** The contractor, not the Government, is responsible for management and quality control actions to meet the terms of the contract.

**5.0 SURVEILLANCE.** The COR will perform monthly surveillance based on the quality and effectiveness of the services provided and contractor's data deliverables.

**5.1 Unacceptable Performance.** If the number of complaints/defects exceeds the performance threshold for any objective, the COR will determine the possible cause of this unacceptable performance. Government-caused complaints/defects will not be counted against the contractor. The same applies to any other requirement of the contract when Government-caused complaints/defects are the cause of unacceptable contractor performance. If the contractor's performance is judged unacceptable for any requirement by the COR, the COR will inform the Contracting Officer for resolution. Significant performance deficiencies must be submitted to the Contracting Officer by the COR using a Contractor Discrepancy Report and include supporting documentation.

### **6.0 PERFORMANCE REQUIREMENTS SUMMARY (PRS)**

**6.1 Overview.** This PRS identifies the services required by the SOW over which the Government will exercise surveillance.

**6.2 Performance Evaluation.** Performance of a service will be evaluated to determine whether or not it meets the performance threshold. The contractor shall provide the Government a written response as to why the performance threshold was not met, how performance will be returned to acceptable levels, and how recurrence of the cause will be prevented in the future. When documentation does not meet performance thresholds, revising and resubmitting the documentation at no cost to the Government is the preferred method for correcting unacceptable performance.

**6.3 Performance Objectives, Indicators, Thresholds, and Surveillance Methods.** The services required by the contractor are summarized into performance objectives and indicators, along with the minimum standards that relate directly to mission essential items. The performance threshold briefly describes the minimum acceptable levels of service required for each requirement. These thresholds are critical to mission success.

**6.4 Performance Requirements Summary/QASP Chart.**

<b>PERFORMANCE REQUIREMENTS SUMMARY/QUALITY ASSURANCE SURVEILLANCE PLAN NIE 14.1 INTEROPERABLE SOFTWARE VOICE CLIENT SOLUTION</b>					
<b>Performance Requirement/SOW Reference</b>	<b>Performance Measure</b>	<b>Performance Standard</b>	<b>Acceptable Performance Level (APL)</b>	<b>Method of Surveillance</b>	<b>Compliance (Very Good, Satisfactory, Unsatisfactory, Marginal)</b>
SOW Para. 3.2.1 LBRR	<ol style="list-style-type: none"> <li>1. Meets required delivery dates.</li> <li>2. Software product interface maintains compatibility with the US Government lab network.</li> <li>3. Provides training on set-up, operation and maintenance of software.</li> </ol>	<ol style="list-style-type: none"> <li>1. Delivery dates are met.</li> <li>2. Required equipment is setup for use at the start of/and throughout LBRR. Troubleshooting is performed. Integration maintained throughout LBRR. LBRR schedule is maintained.</li> <li>3. Government employees within the prescribed timeframes and tracking/reporting is provided to the Government Technical Representative.</li> </ol>	<ol style="list-style-type: none"> <li>1. 100% compliant</li> <li>2. 100% compliant</li> <li>3. 100% compliant</li> </ol>	<ol style="list-style-type: none"> <li>1. COR Validation</li> <li>2. COR Validation</li> <li>3. COR Validation</li> </ol>	

SOW Para. 3.2.2 Golden Vehicle (GV) Design and Build	<p><b>1.</b> Meets required delivery dates.</p> <p><b>2.</b> Provides engineering and technical support to GV design and safety release process.</p>	<p><b>1.</b> Delivery dates are met.</p> <p><b>2.</b> Services provided in a consistent and timely manner in accordance with (IAW) the schedule in Section F. Services and reports are delivered in accordance with IAW Section F.</p>	<p><b>1.</b> 100% compliant</p> <p><b>2.</b> 100% compliant</p>	<p><b>1.</b> COR Validation</p> <p><b>2.</b> COR Validation</p>	
SOW Para. 3.2.3 Fleet Build	<p><b>1.</b> Meets required delivery dates.</p> <p><b>2.</b> Provides engineering and technical support to fleet build process.</p>	<p><b>1.</b> Delivery dates are met.</p> <p><b>2.</b> Services provided in a consistent and timely manner. Services and reports are delivered IAW agreed upon schedules.</p>	<p><b>1.</b> 100% compliant</p> <p><b>2.</b> 100% compliant</p>	<p><b>1.</b> COR Validation</p> <p><b>2.</b> COR Validation</p>	
SOW Para. 3.2.4 New Equipment Training (NET)	<p><b>1.</b> Meets required delivery dates.</p> <p><b>2.</b> Provides Training Support Package (TSP).</p> <p><b>3.</b> Provides NET Training to soldier target audience on use of its software product.</p>	<p><b>1.</b> Delivery dates are met.</p> <p><b>2.</b> TSP delivered on time and IAW Attachment 0004.</p> <p><b>3.</b> NET Training is provided within the prescribed timeframes and tracking/reporting is provided to the Government Technical Representative.</p>	<p><b>1.</b> 100% compliant</p> <p><b>2.</b> TSP requires no more than one review/comment/approval cycle, to meet 90% compliance. 100% complete by due date.</p> <p><b>3.</b> 100% compliant</p>	<p><b>1.</b> COR Validation</p> <p><b>2.</b> COR Validation</p> <p><b>3.</b> COR Validation</p>	
SOW Para. 3.2.5 VALEX	<p>1. Software product interface maintains compatibility/</p>	<p><b>1.</b> Software is ready for use at the start of/and throughout VALEX. Troubleshooting is performed. Integration maintained throughout VALEX. VALEX schedule is maintained.</p>	<p><b>1.</b> 100% compliant</p>	<p><b>1.</b> COR Validation</p>	

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SOW Para. 3.2.6 COMMEX	1. Software product interface maintains compatibility/connectivity.	1. Software is ready for use at the start of/and throughout COMMEX. Troubleshooting is performed. Integration maintained throughout COMMEX. COMMEX schedule is maintained.	1. 100% compliant	1. COR Validation	
SOW Para. 3.2.7 FIELDEX	1. Software product interface maintains compatibility/connectivity.	1. Software is ready for use at the start of/and throughout FIELDEX. Troubleshooting is performed. Integration maintained throughout FIELDEX. FIELDEX schedule is maintained.	1. 100% compliant	1. COR Validation	
SOW Para. 3.2.8 Pilot	1. Software product is operational.	1. Software is ready for use at the start of/and throughout Pilot. Troubleshooting is performed. Integration maintained throughout Pilot. Pilot schedule is maintained.	1. 100% compliant	1. COR Validation	
SOW Para. 3.2.9 NIE	1. Software product is operational.	1. Software is ready for use at the start of/and throughout NIE. Troubleshooting is performed. Integration maintained throughout NIE. NIE schedule is maintained.	1. 100% compliant	1. COR Validation	
SOW Para. 3.2.10 Recovery	1. Software product is de-installed.	1. Vehicle is returned to configuration it was in prior to fleet build.	1. 100% compliant	1. COR Validation	
SOW Para. 4.3 FSR Support (Option)	<b>See above</b>				

The evaluation ratings are as follows:

Very Good - Performance meets contractual requirements and exceeds some to the Government's benefit. The contractual performance of the task and sub-task being assessed was accomplished with some minor problems for which corrective actions taken by the contractor were effective.

Satisfactory - Performance meets contractual requirements. The contractual performance of the task and sub-task contain some minor problems for which corrective actions taken by the contractor appear or were satisfactory.

Marginal - Performance does not meet some contractual requirements. The contractual performance of the task and sub-task being assessed reflects a serious problem for which the contractor has not yet identified corrective actions. The contractor's proposed actions appear only marginally effective or were not fully implemented.

Unsatisfactory – Performance does not meet most contractual requirements and recovery is not likely in a timely manner. The contractual performance of the task or sub-task contains a serious problem(s) for which the contractor’s corrective actions appear or were ineffective.

Signature:

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Contracting Officer’s Representative (COR)

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Date