

ATTACHMENT #8
QUALITY ASSURANCE SURVEILLANCE PLAN (QASP)
FOR THE OFFICE OF MILITARY COMMUNITY AND FAMILY SUPPORT SERVICES,
MILITARY COMMUNITY AND FAMILY POLICY ENCLAVE (MCFPE)
INFORMATION TECHNOLOGY SUPPORT SERVICES

INTRODUCTION

The role of the government in quality assurance is to ensure contract standards are achieved. The purpose of the QASP is to identify the methods and procedures the government will use to evaluate contractor actions while performing the requirements in the Performance Work Statement (PWS). It is designed to provide an effective surveillance method by monitoring contractor performance for each listed performance objective in the Performance Requirements.

The QASP provides a systematic method to evaluate the services the contractor is required to furnish. It is essential that the government directs and oversees the maintenance of the quality standards to ensure superior services are provided to service members and their families.

The QASP has been developed by the Office of the Deputy Assistant Secretary of Defense for Military Community and Family Policy (DASD (MC&FP)). It is designed to provide direction to personnel performing contract surveillance activities. Personnel surveying the contract terms and conditions and PWS requirements will periodically review the QASP throughout the life of the contract.

ROLES AND RESPONSIBILITIES

Contracting Officer (CO). The Contracting Officer is responsible for safeguarding the interests of the United States in contractual relationships. Only the contracting officer is authorized to bind the government and then, only to the extent of the authority delegated to him/her through the issuance of a warrant.

1. The CO delegates authority for inspection and/or acceptance in accordance with terms of the contract.
2. The CO informs the contractor of the names, duties, and limitations of authority for all quality assurance personnel assigned to the contract.

Contracting Officer's Representative (COR). The COR is responsible for quality assurance guidance and to ensure that contract quality requirements, provision, standards, and thresholds are defined, practical, enforceable, necessary, and verifiable. The COR oversees the evaluation and documentation contractor performance. The COR may communicate regularly with other Program Office personnel to collect information on day-to-day performance of the contractor.

The COR is responsible for day-to-day oversight of contract activities.

1. The COR evaluates and documents contractor performance in accordance with the QASP and PWS.
2. The COR notifies the CO of any significant performance deficiencies.
3. The COR maintains surveillance documentation.
4. The COR recommends improvements to the QASP and PWS throughout the life of the contract.

The contractor is responsible for the tasks outlined in the PWS and proposed in its response to the Request for Quote (RFQ). The contractor is responsible for implementing services in such a way as to meet the standards outlined in the QASP.

1. Submit a final Quality Control Plan (QCP) including detailed technical and management procedures proposed to meet each quality standard in the QASP.
2. Provides the government access to records, procedures, documents, personnel, and systems involved in contract performance.
3. Recommends improvements to the QASP and PWS throughout the life of the contract, subject to government approval.

DESCRIPTION OF SERVICES (SCOPE)

The contractor shall provide all personnel, equipment, tools, materials, vehicles, supervision, and other items necessary to provide Military Community and Family Support Services professional Information Technology (IT) services and support for the Military Community & Family Policy Enclave (MCFPE) operational computer systems that hosts the Military OneSource (MOS) and Military Homefront (MHF) websites as well as its supporting applications. IT services will include, the enhancement, development and maintenance of the primarily Oracle Database centered applications and websites. Essential task requirements will encompass network, programming, operations, systems administration, documentation development and maintenance, network architecture design and implementation, database administration and Information Assurance (IA) technological support as defined in the Performance Work Statement (PWS).

QUALITY REQUIREMENTS

The contractor, not the government, is responsible for management of the quality control and control actions IAW the PWS and the terms of the contract.

The quality control plan is the driver for quality. The contractor is required to develop a comprehensive program of inspections and monitoring actions. The first major step to ensuring a “self-correcting” contract is to ensure that the quality control plan, approved at the beginning of the contract, provides the measures needed to lead the contractor to success.

Once the quality control plan is accepted, careful application of the process and standards presented in the remainder of this document will ensure a robust quality assurance program.

SURVEILLANCE

The Contracting Officer’s Representative (COR) will develop time and place of surveillance as best suits the government. If a schedule is used, this will be internal for COR and marked “FOR OFFICIAL USE ONLY”. At a minimum, the surveillance will include:

1. Periodic Surveillance: The government will monitor performance of certain performance requirements on a weekly, monthly, or quarterly basis. These items are indicated in the Performance Requirements.
2. Contractor reports: The contractor will report statistics on all metrics listed in the Performance Requirements, as required by the PWS.
3. Unannounced inspections: The government reserves the right to conduct unscheduled checks on any performance requirement at any time.
4. 100% Inspection: Once annually, the government will conduct a 100% review of all performance requirements.

Methods. This QASP will incorporate the following approaches to quality assurance surveillance:

1. Contractor reporting: The contractor will report on all QASP metrics monthly and on an ad-hoc basis as required by the government.
2. Government sampling: The contractor will show upon request both qualitative and quantitative views of the government data contained in the contractor systems.

Surveillance Team. The surveillance team consists of the following key players: Contracting Officer, and the Contracting Officer's Representative.

Validated Customer Complaint. If the government office receives a customer complaint, the following procedures will be followed:

1. Person receiving complaint notifies COR .
2. COR conducts preliminary review of incident. If appropriate, the COR notifies the CO and Program Manager.
3. The COR conducts an investigation to determine the validity of the complaint. If the COR determines the complaint to be valid, he/she documents the findings and notifies the CO, the customer, and the contractor.
4. The COR retains the annotated copy of the written complaint for the government's files. If the complaint is valid, the contractor is given 24 hours to correct the defect.
5. The COR informs the customer the approximate time the defect will be corrected and advises the customer to contact the COR if the defect is not corrected. The COR will consider the customer complaint resolved unless notified otherwise by the customer.
6. The contractor returns the written customer complaint document to the COR, completed with the actions taken to correct the defect. The government will retain this document to ensure the contractor has taken appropriate action(s) to prevent the recurrence of defects. The COR will retain and file the complaint form.
7. At the end of each month, all validated complaints will be counted to determine if performance is satisfactory or unsatisfactory based on the criteria in the Performance Requirements.

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 shall 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. The COR will report to the COR on the cause of contractor defects.

If the contractor's performance is judged unacceptable by the COR, the COR will request a contractor representative's signature and date of surveillance on documentation acknowledging notification. If the contractor representative refuses to sign, the COR shall annotate on the documentation the date and time of notification and name of representative and his/her refusal to acknowledge. If the contractor disputes the results of surveillance, the COR must refer the contractor to the contracting officer for resolution.

REVISIONS

Revisions to this QASP are the joint responsibility of the program office and the COR and the contracting officer. However, surveillance checklists may be revised jointly by the COR and contractor. The contracting officer must approve any QASP revisions in writing before changes are implemented.

DOCUMENTATION REQUIREMENTS

The COR is responsible for maintaining a surveillance folder at a designated location. The following information should be contained in the surveillance folder:

1. QASP
2. Contractor's Quality Control Plan
3. Activity Log. A chronological log of the actions taken in the accomplishment of quality assurance
4. Copy of the Awarded Contract. Applicable portions of the contract and PWS, and all awarded modifications, or delivery orders
5. Appointment Letters and all Training Certificates of the COR
6. Certification of Services Documentation
7. Surveillance Checklists
8. Quality Assurance Surveillance Schedule
9. Corrective Action Request Log
10. Corrective Action Requests
11. Copies of Contractor Status Reports
12. Minutes/Memo's/Miscellaneous Correspondence

QUALITY ASSURANCE SURVEILLANCE PLAN (QASP)

This QASP identifies critical success factors for the contract. It identifies both the performance objectives for those factors and the performance threshold required for each performance objective. The government reserves the right to monitor all services called for in the contract to determine whether or not the performance objectives and goals were met.

The absence of any contract requirement from the QASP shall not detract from its enforceability nor limit the rights or remedies of the government under any other provision of the contract.

REMEDATION

The QASP will be used by government as a tool to determine monthly inspection and acceptance of the stated tasks and standards in order to render full payment of monthly invoices. Performance of a service will be evaluated to determine whether it meets the standard. If performance does not meet the stated standards, then the government will pay the contractor in accordance with an agreed upon method. The contractor is to propose the method to determine how a reduced payment is to be calculated within their Quality Control Plan.

The contractor shall provide the government a written response explaining why the performance was not met, how performance will be returned to acceptable levels, and how recurrence of the cause will be prevented in the future.

Quality Assurance Surveillance Plan

PWS 6.1 Security and User Access

| QASP Reference # | Performance Requirement | Standard | Surveillance |
|------------------|---|----------|---|
| Q.6.1 | All Contractor personnel meet security and information assurance training requirements. | 100% | The government will review the user report Monthly |
| Q.7.1 | The User Security status report is on time (by the 10 th of each month). | 95% | Government will review the Contractor report in the Tasking, Assignments, and Reporting (TAR) application. Monthly (Attachment 2 – 1.8.3 and Attachment 2A) |

PWS 6.2 Operational Support

| QASP Reference # | Performance Requirement | Standard | Surveillance |
|------------------|--|--|---|
| Q.6.2.1 | Emergency support is provided outside normal working hours, nights, weekends and holidays within 5 hours | 98% | COR or QA review monthly the activity logs in the Tasking, Assignments, and Reporting (TAR) application. (Attachment 2 – 1.8.3) |
| Q.6.2.2 | Information systems have sufficient manpower support to ensure uninterrupted services. | A live person is available to respond to problems each business day from 0800 – 1700 EST | Unannounced Spot Checking by COR or QA. |
| Q.6.2.3 | Provide Baseline validation report of all equipment and software by the 10 th of each month. | 95% | Government will review Monthly the Contractor report in the Tasking, Assignments, and Reporting (TAR) application. (Attachment 2 – 1.8.3) |

PWS 6.3 Information Assurance (IA) Support

| QASP Reference # | Performance Requirement | Standard | Surveillance |
|-------------------------|--|--|--|
| Q.6.3.5 | Maintain the system security and DIACAP documentation to keep pace with the evolving MCFPE architecture. | 95% all documentation change requirements are incorporated | QA Review DIACAP documentation twice a year. |
| Q.6.3.8 | Maintain the current Information Assurance posture at an acceptable level. | 100% of all Severity Category (CAT) 1 Compliance requirements are incorporated, mitigated or DIACAP POA&M documentation submitted for designated accrediting authority (DAA) approval. | Government review the Contractor loaded updates actions in the Tasking, Assignments, and Reporting (TAR) application. (Attachment 2 – 1.8.3) |
| Q.6.3.9 | All DISA security requirements are maintained | All DISA security requirements are responded to in the Vulnerability Management System (VMS) on or before the date assigned by VMS. | Government review of the VMS outstanding issues report. At the discretion of the government. |

PWS 6.4 Configuration Management

| QASP Reference # | Performance Requirement | Standard | Surveillance |
|-------------------------|---|--|---|
| Q.6.4 | Ensure the Enclave risk of failure is minimized during enclave transitions. | 100% of all technical deliveries must be approved by Configuration Control Board or authorized representative before application changes are move to production. | Review of the Contractor load reported in the Tasking, Assignments, and Reporting (TAR) application. (Attachment 2 – 1.8.3) |

PWS 6.5 Application Developments and Sustainment

| QASP Reference # | Performance Requirement | Standard | Surveillance |
|-------------------------|--|--|---|
| Q.6.5.4 | Websites and applications will be Section 508 compliance. | 100% of all online websites and applications will be reviewed for 508 compliance once a quarter and discrepancies identified and corrected. | Government review the Contractor loaded compliance reports in the Tasking, Assignments, and Reporting (TAR) application. (Attachment 2 – 1.8.3) |
| Q.6.5.9 | Application and website change requests are addressed timely. | All government support requests loaded in the Tasking, Assignments, and Reporting (TAR) will be acknowledged by the Contractor within 3 business days. | Government monthly review of the Contractor loaded task acknowledgements in the Tasking, Assignments, and Reporting (TAR) application. (Attachment 2 – 1.8.3) |
| Q.6.5.10 | All MC&FP owned commercial Domain Names are managed and kept active. | 100% of all commercial Domain Names are renewed before the expiration date. | Government will do Monthly Domain checks. |

PWS 6.6 Documentation

| QASP Reference # | Performance Requirement | Standard | Surveillance |
|-------------------------|---|-----------------|--|
| Q.6.6.1 | Maintain all DIACAP documentation to keep it current and consistent with the enclave configuration. | 95% | Government will do random spot checks. |
| Q.6.6.2 | Standard Operating Procedures (SOP) are current and accurate. | 95% | Government will do random spot checks. |

PWS 6.7 Network Enclave management

| QASP Reference # | Performance Requirement | Standard | Surveillance |
|-------------------------|---|---|---|
| Q.6.7.2 | Only MCFPE authorized users have access to MC&FP data and automated services. | 100% of all users accessing then MCOE have valid user accounts. | Monthly Review of system access logs by the government. |

PWS 6.8 System Architecture Support

| QASP | | | |
|--------------------|---|-----------------|---|
| Reference # | Performance Requirement | Standard | Surveillance |
| Q.6.8.1.10 | All Updates and enhancements intended for the MCFPE production DMZ or servers will be reviewed for completeness before changes are implemented. | 100% | Government monthly Review of the Contractor loaded test results in the Tasking, Assignments, and Reporting (TAR) application. (Attachment 2 – 1.8.3) |

PWS 6.9 Oracles and MySQL Database Administration Support

| QASP | | | |
|--------------------|---|-----------------|---|
| Reference # | Performance Requirement | Standard | Surveillance |
| Q.6.9.9 | Database back-up and recovery plans are tested quarterly. | 100% | Review of the Contractor loaded test results in the Tasking, Assignments, and Reporting (TAR) application. (Attachment 2 – 1.8.3) |
| Q.6.9.10 | Database storage capacity is reviewed quarterly to ensure efficient use of resources. | 100% | Examination of the Contractor loaded review results in the Tasking, Assignments, and Reporting (TAR) application. (Attachment 2 – 1.8.3) |

PWS 6.10 Helpdesk Support

| QASP | | | |
|--------------------|--|---|--|
| Reference # | Performance Requirement | Standard | Surveillance |
| Q.6.10.1 | Tier 1 Helpdesk services for MC&FP Websites, applications are manned during normal business hours. | 100% | Unannounced Spot Checking by COR or QA. |
| Q.6.10.4 | All Application Messaging System (AMS) help request are closed when action is complete. | 95% | Government will do random spot checks. |
| Q.6.10.5 | The Case Management System Tier 1 helpdesk is always manned | Telephone number is manned 100% of the time | Unannounced government Spot Checking at the discretion of the government |