**Disclaimer:** This is a sample document. Agencies are encouraged to tailor the contents to fit their individual needs.

**Purpose:** The purpose of this document is to provide high level examples of QASP-related information. Agencies should add specific performance measures and tailor this document to align with their requirements and solicitation documents.

Cloud Migration Services

Quality Assurance Surveillance Plan

# Introduction

This QASP (Quality Assurance Surveillance Plan) has been developed in accordance with FAR 46.4.

This QASP has been developed to provide an effective and systematic method for monitoring, evaluating, and documenting Contractor performance of the requirements in the Performance Work Statement (PWS) of the contract. The Government will monitor contractor performance to assess the acceptability of the services provided or items delivered and not the details of how the contractor accomplishes the work.

The Government retains the right to inspect all services and supplies furnished under this contract in accordance with the provisions of the contract regardless of their specific inclusion in this QASP.

# Contractor Responsibility

The contractor, and not the Government, is responsible for managing work, ensuring that performance is satisfactory and compliant with contract provisions, and performing quality control and quality assurance functions to ensure that products and/or services meet contract requirements. Additionally, the contractor is responsible for taking all actions necessary to correct unsatisfactory, deficient, or non-compliant work.

# Surveillance Monitoring

Contractor performance under this task order will be monitored by the GSA Contracting Officer’s Representative (COR).

Surveillance methods will include review and analysis of services and end items, monitoring timeliness of deliveries, and observance of management practices and professionalism exhibited by contractor employees. The specific performance objectives are listed and described in the PWS or in the attached Surveillance Objectives, Measures, and Expectations (if applicable).

# Taking Corrective Actions

The Government will promptly notify the contractor of any unsatisfactory, unacceptable, deficient, non-conforming, or non-compliant performance or deliverables. The contractor shall have the opportunity to review the Government’s determination and provide comments.

Any contractor performance problems that result from the failure of the Government to fulfill any of its obligations under the task order, upon which contractor performance is dependent, will not be assessed and documented as contractor deficiencies or non-compliance, to the extent of Government liability.

The contractor shall be responsible for correcting all unsatisfactory, unacceptable, deficient, or non-compliant performance. For firm fixed-price contracts, the cost of re-performing unsatisfactory, unacceptable, deficient, or non-compliant work will be the sole responsibility of the contractor. For Labor-Hour contracts, the cost of re-performing unsatisfactory, unacceptable, deficient, or non-compliant work will be reimbursed at the approved labor hour rate less an amount for profit, as prescribed by paragraph (f) of the clause entitle Inspection—Time-and-Material and Labor-Hour (May 2001)(FAR 52.246-6), which is included in this contract.

Disputes between the contractor and the COR regarding surveillance results should be referred to the Contracting Officer.

Failure of the contractor to take appropriate and timely corrective action will result in the Government’s issuance of cure or show-cause notices or pursue other remedies set forth in the provisions of the contract or as provided by law.

When unsatisfactory work is not corrected or unacceptable work is not re-performed to the Government’s satisfaction, in addition to other available remedies, the Government may negotiate a reduction in the task order price to reflect the reduced value received. Additionally, the Government reserves the right to include any incidents of unsatisfactory, unacceptable, deficient, or non-compliant performance, especially if uncorrected, in the contractor’s past performance record.

# Revisions to this QASP

This QASP and its accompanying Surveillance Objectives, Measures, and Expectations, and Contractor Performance Report format is anticipated to remain unchanged during the life of this task order unless modified to provide clarification or to reflect changes in the PWS or other contractual provisions. The Government is authorized to change the QASP at any time without modification to the contract. Revisions to this QASP are the joint responsibility of the Contracting Officer, COR, and requiring agency representative (if applicable).

SURVEILLANCE OBJECTIVES, MEASURES, AND EXPECTATIONS

# PERFORMANCE OBJECTIVE

The contractor shall perform the services necessary to perform the work set forth in the PWS.

# QUALITY MEASURES & SURVEILLANCE METHODS

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Measurement**  | **Measurement Metrics**  | **AQL**  | **Reporting Frequency**  | **Method for Surveillance**  |
| **Timeliness of Deliverables**  | **All deliverables required are submitted on time in accordance with established schedules at least 98% of the time, excluding delays beyond the Contractor's control**  | **98% on time**  | **Monthly- 15th day of the month**  | **Reported in Monthly Status Report (MSR)**  |
| **Quality of** **Deliverables**  | **Deliverables and products/services required are submitted to the satisfaction of the COR & Tech Lead, without the need for extensive revision, at least** **98% of the time**  | **98% acceptance rate**  | **Monthly - 15th day of the month** | **Reported in MSR**  |
| **Service** **Availability**  | **All cloud migration services developed and maintained by the Contractor are deployed and available within the time frames specified by the government.** | **98% on time**  | **Monthly - 15th day of the month** | **Reported in MSR and/or manual review** |
| **Compliance with** **Governing** **Standards**  | **Cloud services and products comply with governing regulations, standards and** **government agency directives**  | **100% compliance**  | **Monthly - 15th day of the month** | **Audit findings**  |
| **Staff Availability and Attrition**  | **Contractor positions are** **filled**  | **90% of positions are filled within 30 days after contract award, and staffing levels do not fall below 90% level for duration of contract**  | **Monthly - 15th day of the month** | **Reported in MSR**  |
| **Staff Quality**  | **Number of staff removed due to performance**  | **Less than 5% of staff are removed due to poor performance**  | **Monthly - 15th day of the month** | **Reported in MSR**  |
| **Incident** **Response Time**  | **Percentage of incidents responded to by first tier on-call**  | **98% of incidents responded to without escalation**  | **Monthly - 15th day of the month** | **Reported in MSR and/or manual review** |
| **Service Uptime**  | **All cloud services should maintain a high level of uptime**  | **99.95%**  | **Monthly - 15th day of the month** | **Reported in MSR and/or manual review** |
| **New Environment Configuration** | **Time to deploy a new Cloud environment (ex. staging, performance) from scratch** | **< 5 business days** | **Monthly - 15th day of the month** | **Reported in MSR and/or manual review** |
| **Performance Testing** | **Products regularly tested in realistic worst-case load scenarios** | **100%** | **Monthly - 15th day of the month** | **Reported in MSR and/or manual review** |
| **Scalability** | **Products capable of scaling through automatic means to meet worst-case load scenarios** | **100%** | **Monthly - 15th day of the month** | **Reported in MSR and/or manual review** |
| **Auditability** | **Cloud environment log files archived and indexed in a searchable format** | **100%** | **Monthly or on demand** | **Reported in MSR and/or manual review** |
| **Outage and Incident Preparation** | **Conducting outage or incident scenarios with cloud teams** | **>=1 per year, per deliverable** | **Yearly** | **Reported in MSR and/or manual review** |

# Additional Performance Methods

In addition to the above table, The COR shall use the surveillance methods listed below in the administration of this QASP. Regardless of the surveillance method, the COR shall always contact the contractor's program manager, or on-site representative, when a defect is identified with the specifics of the problem.

## Surveillance Method Description

**1.Direct Observation**

Observation of direct services and/or products is used to survey the requirements. Performed periodically or through 100% surveillance.

**2.Periodic Inspection**

Comprehensive evaluation of select outputs. Applicable to interim outputs whose quality is also measured in final outputs. Inspections may be scheduled or unscheduled, as required.

**3.Validated Customer Complaints**

Feedback from the support engineers and engineering project leads on the amount of change orders issued due to deficient drawings or specification developed by the contractor.

**4.Inspection**

Evaluates all outputs of the award requirement.

**5.Periodic Sampling Variation**

Random sampling; however, sample is only taken when a deficiency is suspected.

**6.Progress / Status Meetings**

Ascertain performance from information presented at progress reviews or project status meetings.

# PERFORMANCE MEASURES

Contractor performance will be evaluated using the following measures, consistent with CPARS (Contractor Performance Assessment Reporting System) Standard Contractor Performance Report requirements.

**1. Quality:**

 (This is a multi-faceted performance measure that includes work excellence, completeness, effectiveness and document format and clarity)

***(Excellence)*** Using this measure, the Government will assess the degree to which the work performed and items or documents delivered achieve a standard of excellence or adhere to rules established by a recognized authority as a standard of performance. For example, documents will be assessed to determine the degree to which they are technically sound and free of typographical, grammatical, mathematical, and conceptual errors. Using this measure, the Government will also evaluate the degree to which the required document(s) is suitable for assessing the impacts of all reasonable alternatives and how well the recommendations will meet the intended purpose(s).

***(Completeness)*** Using this measure, the Government will assess the degree to which the Contractor identifies, includes, addresses and/or performs all pertinent aspects of the work or all pertinent elements of delivered items, data, or services. Using this measure, the Government will also assess the degree to which the Contractor performs all stipulated or planned activities and captures the results of those activities in the various documents that are to be delivered.

***(Effectiveness)*** Using this measure, the Government will evaluate the degree to which the Contractor’s performance (work, products, and data submissions) meets all goals and objectives established in both the PWS (Performance Work Statement), Government Task Directives, and in any required Contractor’s project planning documents (e.g., assessments, analysis, project plan, WBS, or execution recommendations).

***(Format & Clarity)*** Using this measure, the Government will assess the design, flow, matrix, and/or layout used by the Contractor to present data (whether presented physically, orally, or electronically). This assessment will focus on the degree of clarity and logical organization with which the data is presented and whether or not the format facilitates easy review and use of the material. Using this measure, the Government will assess the degree to which material presented in documents (narrative, tables, diagrams, footnotes, photographs, etc.) are easy to understand by the intended audience.

**2. Schedule/Timeliness:**

Using this measure, the Government will assess the degree to which the Contractor meets or exceeds the delivery schedule.

**3. Cost Control:**

Using this measure, GSA will assess the degree to which the Contractor is able to control costs and accomplish the work at a lower cost than estimated and established in the task order budget without compromising other aspects of performance, e.g., while maintaining quality and timeliness.

[Note: This measure allows for a flexible assessment of costs.]

[Note: This factor will not be evaluated if all work is performed on a fixed price basis.]

**4. Business Relationship:**

Using this measure, the Government will assess the level of professionalism exhibited by the Contractor staff in interactions with Government and other personnel in connection with work being performed under this task order.

**5. Management:**

Using this measure, the Government will assess the degree to which the Contractor’s management is able to competently direct the work, resolve problems, interface with Government program managers and technical experts, and balance the resource triangle of quality, schedule, and cost.

**6. Utilization of Small Business:**

Using this measure, the Government will assess the degree to which the Contractor uses small businesses to perform the work in comparison to proposed small business use.

[Note: This factor will not be evaluated if all work is performed by the prime Contractor.]

**7. Security:**

Using this measure, the Government will assess the degree to which the Contractor complies with all required security measures and specifications. Using this measure the Government will also assess security incidents and violations and subsequent corrective actions taken by the Contractor.

# PERFORMANCE EXPECTATIONS

Performance will be evaluated against the objectives provided in the PWS or as a separate document and/or the following Satisfactory Performance Expectations.

**Satisfactory Performance Expectations:**

The Government will rate the Contractor’s performance by comparing it against the following expectations for satisfactory performance. Performance ratings will be based on the degree to which the Contractor fails to meet, meets, or exceeds these satisfactory performance expectations.

**Quality:**

The work described and the deliverables listed in the PWS shall be performed per applicable regulations, industry standards, and task order requirements.

The content of data deliverables shall address all of the areas and topics prescribed by the PWS. The information in the document(s) shall focus on the solution to the Government’s need. Material in the documents should be appropriate and pertinent for the scope of the subject being addressed. Documents shall be submitted in the format described in the PWS.

If required by the PWS, planning documents shall reflect an adequate understanding of the subject matter and of planned and potential activities for this project. Planning documents shall address alternatives and present sound and workable conceptual and technical conclusions and recommendations that are supported by the data acquired during the investigation portion of this project.

Reports shall capture and clearly convey the information they are intended to address per the requirements of the PWS, e.g., project status and milestone updates, problems and solutions, financial and travel information, etc.

The document format should be well organized and clear, making the information easy to find and use. However, draft formats may need minor revision and some information may not be immediately identifiable. These problems should only require minimal effort to correct prior to final submission. Ideas will be logically presented. Documents should contain few, if any, technical errors or inconsistencies between the information presented and that contained in the source documents or raw data. Document(s) will be grammatically and mathematically correct, although drafts may contain errors that require minor editing changes or corrections prior to final submission. Document content shall be consistent with common practice and industry or other established standards or protocols.

**Schedule/Timeliness:**

The Contractor shall perform work and submit the required documents by the time stated in the delivery schedule of the task order.

**Cost:**

Final costs of performance shall be within the agreed upon and approved budget.

**Professionalism:**

All interactions between Contractor personnel and Government personnel shall be professional and appropriate.

**Management:**

Management will be responsible, responsive, and pro-active in directing the work, resolving problems, interfacing with Government program managers and technical experts, and balancing the resource.

**Small Business Utilization:**

The Contractor shall use small business to the degree originally proposed.

**Security:**

The Contractor shall comply with all required security measures and specifications and there shall be no security incidents and violations.

# PERFORMANCE EVALUATION

The COR, or other Government representative responsible for evaluating Contractor performance, shall complete a Contractor performance evaluation at least on an annual basis using the CPARS (Contractor Performance Assessment Reporting System) evaluation form. The report shall address each of the applicable performance measures as they specifically apply to the work described and deliverables furnished in conjunction with this task order. Performance ratings will be based on the degree to which the Contractor fails to meet, meets, or exceeds the above stated satisfactory performance expectations. Evaluation results will be provided to the Contractor in their annual CPARS evaluation.