

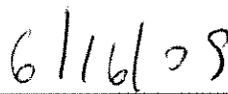
SURVEILLANCE PLAN

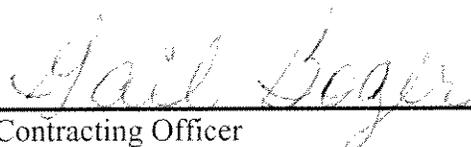
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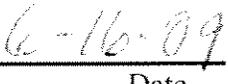
EARTH OBSERVING SYSTEM DATA AND INFORMATION SYSTEM (EOSDIS) EVOLUTION AND DEVELOPMENT BRIDGE Contract NNG09HP00C

Concurrences:


Contracting Officer's Technical Representative


Date


Contracting Officer


Date

NNG-09HP00C

FOREWORD

Under performance-based contracts, such as this one, the Contractor assumes more responsibility and greater risk in exchange for more flexibility and less direct Government involvement in contract activities. However, the Government still has a responsibility to conduct surveillance. To meet this responsibility, the Government needs sufficient information on contractor performance to be assured contract requirements are being satisfied.

1.0. INTRODUCTION

1.1 Purpose

The purpose of this Surveillance Plan is to define the overall approach that NASA Goddard Space Flight Center (GSFC) intends to use to monitor Contractor performance under Contract No. NNG09HP00C. The goal is to balance the level of Government surveillance with the perceived impacts and risks associated with performance hereunder. The Government reserves the right to modify this Plan at any time during the contract.

1.2 Contract Description

The EEB contractor will be a NASA team member (members also include but are not limited to the ESDIS Project, the Distributed Active Archive Centers (DAACs), the science investigator teams, the user community, the IV&V contractor, as well as other EOS contractors) whose goal is to improve the reliability, availability, functionality, operability, and performance of the science data processing system within the EOSDIS while reducing operational and maintenance costs. Toward this goal the contractor may be tasked to:

- Provide corrective maintenance of the EOSDIS custom and COTS software in a timely manner.
- Provide preventive and corrective maintenance of EOSDIS hardware components consistent with the operational availability needs of DAACs and science users.
- Provide hardware and software adaptive maintenance to sustain EOSDIS systems.
- Provide hardware and software perfective enhancements to implement new requirements.
- Provide corrective, adaptive, and perfective maintenance to lower the overall cost of maintenance and operations of EOSDIS.
- Conduct engineering studies directed by the Government.

1.3 Guiding Documents

The guiding documents for this surveillance effort are the contract's Statement of Work (SOW) and specific Task Orders. The SOW identifies general requirements, and the Task Orders identify specific objectives or results desired for each requirement. In addition, the Task Orders identify specific performance standards, including deliverable requirements specified therein.

2.0 SURVEILLANCE STRATEGY DEFINITIONS

2.1 Insight

Insight is an assurance process that uses performance requirements and if definable, performance metrics to ensure process capability, product quality and end-item effectiveness. Insight relies on gathering a minimum set of product or process data that provides adequate visibility into the integrity of the product or process. The data may be acquired from Contractor records, usually in a non-intrusive parallel method.

Insight as applied to this contract will result in lower levels of Government surveillance and allow the Contractor to assume increased responsibility and accountability for the integrity of processes. Insight will rely heavily on evaluating planned contract deliverables, performance standards, and existing Contractor procedures and working documents, if available.

2.2 Oversight

Oversight as applied to this contract will result in higher levels of Government surveillance. The Government will gather information pertaining to the Contractor's process through on-site involvement and/or inspection in the process and will monitor the process itself. The Contracting Officer's Technical Representative will determine the Government's oversight involvement in the Contractor's performance.

3.0 RESOURCES

3.1 Surveillance Team

All surveillance activities will be implemented using NASA civil servants , NASA contractor support personnel, and delegated agencies (e.g., Defense Contract Management Agency (DCMA). The surveillance team may be composed of:

- a GSFC Flight Programs and Project key support personnel including the Contracting Officer's Technical Representative, Office Heads, and financial analysts
- b GSFC Safety & Health and Security personnel
- c GSFC System Assurance Manager (Code 300); and
- d Resident Office or Defense Contract Management Agency (DCMA) personnel at the Contractor's facility (if appropriate).

3.2 Surveillance Team Responsibility

The surveillance team's primary responsibility will be to provide direction for contract surveillance activities and to serve as the Government's focal point in reviewing and evaluating overall Contractor performance. The team will obtain information from various sources, including deliverable Contractor

documents, communications with the Contractor, and reports by other personnel or representatives (e.g., task monitor(s), GSFC Health & Safety personnel, DCMA) who interact with the Contractor.

4.0 SURVEILLANCE STRATEGY

4.1 General

The level of risk and the impact of failure are major determinants in helping define the type of surveillance to be conducted.

GSFC will strive to use an insight-driven surveillance approach throughout the period of performance. The overall surveillance goal will be to obtain objective evidence and data that enable the Government to determine whether the Contractor's program and processes are functioning as intended in accordance with the terms of the contract. The focus will be on prevention rather than detection, i.e., emphasizing controlled processes and methods of operation, as opposed to relying solely upon inspection and test to identify problems.

Surveillance team members will have open access to all areas in which this contract is being performed and will interface directly with their Contractor counterparts. They will document problems, concerns and issues, and take note of Contractor accomplishments. They will collect performance metric data, where applicable and will participate in Contractor review meetings.

4.2 Surveillance data will be collected from, but not limited to, the following activities:

- Informal discussions
- Electronic mail
- ESDIS Project meetings
- Contractor Progress reviews
- Technical information meeting
- Formal reviews and other presentations
- Review of deliverables from contract data requirements list
- Review of Task unique products/documentation
- Documentation of problems, issues and concerns
- Data collection reporting
- ESDIS QA process and product assessments
- Contract metrics

4.3 Collected surveillance data will be used, at a minimum, for:

- Assessment of ability to meet the functional and performance requirements of each task
- Assessment of ability to meet schedule requirements of each task
- Assessment of ability to meet contractor's internal schedules

- Assessment of performance as measured against task specific metrics, including contractor's internal metrics
- Assessment of the overall responsiveness, performance, usability and stability of the systems for which work has been tasked
- Assessment of the contractor's ability to identify risk, analyze impact, and mitigate the risk
- Assessment of safety related activities
- Assessment of security related activities
- Assessment of contractor's controls and management of financial resources
- Assessment of contract administration and compliance
- Assessment of general business practices
- Assessment of subcontracting, including small business and small disadvantage business
- Assessment of contractor's mentor Protégé program
- Assessment of contractor's Equal Employment Opportunity program
- Assessment of contractor's property management activities
- Assessment of contractor's Export Control/ITAR compliance

4.4 Performance Evaluation

- All available information will be evaluated, and any action by GSFC will be determined based upon the scope and magnitude of any particular issue or problem.
- The COTR will formally notify the Contracting Officer of situations where it is perceived that the Contractor has failed to take prudent corrective or preventive action, of situations perceived to increase risk, or of findings of continued contractual non-compliance.
- In accordance with the Performance Evaluation Plan (PEP) for the EMD contract, performance monitors will use the surveillance data and assessment to prepare Performance Monitor Reports and submit them to the Performance Evaluation Board (PEB).