

**GOVERNMENT QUALITY ASSURANCE SURVEILLANCE PLAN
FOR INDEFINITE DELIVERY INDEFINITE QUANTITY (IDIQ) CONTRACT**

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**GOVERNMENT QUALITY ASSURANCE SURVEILLANCE PLAN
“FOR INFORMATION PURPOSES ONLY”**

**WALLOPS MULTIPLE AWARD CONSTRUCTION (WMAC)
INDEFINITE DELIVERY INDEFINITE QUANTITY (IDIQ)**

NATIONAL AERONAUTICS AND SPACE ADMINISTRATION (NASA)

**GODDARD SPACE FLIGHT CENTER (GSFC)
WALLOPS FLIGHT FACILITY (WFF)**

**WALLOPS MULTIPLE AWARD CONSTRUCTION
GOVERNMENT QUALITY ASSURANCE SURVEILLANCE PLAN
(QASP)**

1 INTRODUCTION

This Government Quality Assurance Surveillance Plan (QASP) is pursuant to the requirements listed in the Statement of Work (SOW) entitled Wallops Multiple Award Construction (WMAC). This QASP sets forth the procedures and guidelines NASA GSFC/WFF Facilities Management Branch (FMB) will use in ensuring the required performance standards or services levels of work ordered under this IDIQ contract are achieved by the WMAC Contractor.

This QASP is applicable to all services performed by the WMAC Contractor(s). Throughout this QASP, the term "WMAC Contractor" or "Contractor" is used. In terms of this QASP, unless explicitly stated, these terms are applicable to both the WMAC Contractor and any and all WMAC subcontractors.

1.1 Purpose

The purpose of the QASP is to describe the systematic methods used to monitor performance and to identify the methodologies and resources to be employed. The QASP provides a means for evaluating whether the Contractor is meeting the performance standards/quality levels identified in the SOW and orders issued, the Contractor's quality control plan (QCP), and to ensure that the Government receives the level of services ordered.

This QASP defines the roles and responsibilities of all members of the surveillance team, defines the process the Government expects to follow to obtain data, evaluate the Contractor, and determine if Contractor's performance conforms to the ordered requirements.

The QASP is intended to be a "living" document from which resources and activities will evolve during the life of the order, and can be updated and changed unilaterally by the Government at any time during the effective ordering period of the IDIQ contract and period of performance of any tasks issued.

1.2 IDIQ Goals and Objectives:

The objective of this Firm-Fixed-Price Multiple Award IDIQ contract is to provide new construction, modification, or rehabilitation of facilities, varying from routine general construction to installation of associated launch support facilities at WFF. The work may include building interiors and exteriors including, but not limited to: architectural, structural, electrical, mechanical and fire protection/detection. It may also include civil site work and both underground and surface site utility system work.

1.3 Performance Management Approach

The SOW structures the acquisition around “what” service or quality level is required, as opposed to “how” the contractor should perform the work (i.e., results, not compliance). This QASP will define the performance management approach taken by NASA GSFC/WFF’s Facilities Management Branch (FMB) to monitor and manage the Contractor’s performance to ensure the expected outcomes or performance objectives communicated in the SOW and orders issued are achieved. Performance management rests on developing a capability to review and analyze information generated through performance assessment. The ability to make decisions based on the analysis of performance data is the cornerstone of performance management; this analysis yields information that indicates whether expected outcomes for the project are being achieved by the Contractor.

Performance management represents a significant shift from the more traditional quality assurance (QA) concepts in several ways. Performance management focuses on assessing whether outcomes are being achieved and to what extent. This approach migrates away from scrutiny of compliance with the processes and practices used to achieve the outcome. A performance-based approach enables the Contractor to play a large role in how the work is performed, as long as the proposed processes are within the stated constraints. The only exceptions to process reviews are those required by law (federal, state, and local) and compelling business situations, such as safety and health or security. A “results” focus provides the Contractor flexibility to continuously improve and innovate over the course of the IDIQ contract as long as the critical outcomes expected are being achieved and/or the desired performance levels are being met.

1.4 Performance Management Strategy

The Contractor is responsible for the quality of all work performed. The Contractor measures that quality through the Contractor’s own quality control (QC) program. QC is work output, not workers, and therefore includes all work performed under this IDIQ contract regardless of whether the work is performed by Contractor employees or by subcontractors. The Contractor’s QCP will set forth the staffing and procedures for self-inspecting the quality, timeliness, responsiveness, customer satisfaction, and other performance requirements in the SOW and orders issued. The Contractor will develop and implement a performance management system with processes to assess and report its performance to the designated Government representative. This QASP enables the Government to take advantage of the Contractor’s QC program (QCP).

The Government representative(s) will monitor performance and review performance reports furnished by the Contractor to determine how the Contractor is performing against communicated performance objectives. The Contractor will be responsible for making required changes in processes and practices to ensure performance is managed effectively.

2 ROLES AND RESPONSIBILITIES

General organization and responsibilities of the Surveillance Team are as follows:

2.1 General

The activities detailed in this QASP will be supported and performed by a group of individuals, many with differing levels of responsibilities, but all maintaining a level of consistency in terms of the surveillance strategy, approach, and activities in general. The specific entities and their associated responsibilities/input to the surveillance activities on the WMAC IDIQ contract are described in the following paragraphs.

2.2 Surveillance Team

2.2.1 Contracting Officer

The NASA GSFC/WFF Contracting Officer (CO) is responsible for issuing orders under the IDIQ contract, monitoring order compliance, order administration, and for resolving any differences between the observations documented by the NASA GSFC/WFF Contracting Officer's Representative (COR) and the Contractor. The CO will designate one full-time COR as the Government authority for performance management. The number of additional representatives serving as Task Monitors (TMs) depends on the number and complexity of the services ordered, as well as the Contractor's performance, and must be identified and designated by the COR.

As required by FAR 42.1502(c), the CO will complete an annual Contractor performance assessment report for work ordered under this IDIQ contract using the Contractor Performance Assessment Reporting System (CPARS) evaluation, which will also be reviewed by the Contractor, and become a part of the Past Performance Information Retrieval System (PPIRS).

2.2.2 Contracting Officer's Representative

The NASA GSFC/WFF COR is designated in writing by the NASA GSFC/WFF CO to act as his or her authorized representative to assist in administering the orders issued under this IDIQ contract. The COR's limitations of authority are contained in the NASA Form 1634, COR Delegation. The COR is responsible for technical administration of the project and ensures proper Government surveillance of the Contractor's performance. The COR is not empowered to make any contractual commitments, authorize any contractual changes on the Government's behalf, or in any way direct the Contractor to operate in conflict with the IDIQ contract or order terms and conditions. Any changes that the Contractor deems may affect an order price, terms, or conditions shall be referred to the CO for action. The COR will have the responsibility for monitoring, inspecting, and evaluating the Contractor's work performance. Government surveillance may occur under the inspection of services clause for any service ordered under this IDIQ contract.

The COR will assist the CO in the completion of the annual performance assessment report for work ordered under this IDIQ contract using CPARS.

2.2.3 Task Monitors

The NASA GSFC/WFF Task Monitors (TMs) are individuals appointed by the COR for the oversight of specific orders issued under this IDIQ contract. TMs provide detailed technical oversight of the Contractor's performance and report findings to the COR in a timely, complete

and impartial fashion. While the TMs may serve as a direct conduit to provide Government guidance and feedback to the Contractor on technical matters, the TMs are not empowered to make any contractual commitments, authorize any contractual changes on the Government's behalf, or in any way direct the Contractor to operate in conflict with the IDIQ contract or order terms and conditions.

3 METHODOLOGIES TO MONITOR PERFORMANCE

3.1 Surveillance Techniques

In an effort to minimize the performance management burden, simplified surveillance methods will be applied to the insight areas described in Section 4 of this document to evaluate Contractor performance to determine whether the performance standards/service levels ordered have been met. The primary methods of surveillance are described below.

3.1.1 Communications

Communications is a general surveillance activity. Communications is a two-way process and includes both written and oral communication. Examples of written communications activities that may be used in conducting surveillance include:

- a. Exchanges from the WMAC Contractor to the Government of plans, procedures, quality records, reports, etc., and/or provision of read-only access to repositories which retain these items.
- b. Exchanges from the Government to WMAC Contractor of letters, reports, review results, etc.
- c. Ad hoc information submitted by NASA GSFC/WFF COR and/or TM(s) to the CO related to the WMAC Contractor's electronic mail.

Examples of oral communications activities that may be used in conducting surveillance include:

- a. Informal telephone calls, teleconferences.
- b. Informal verbal inquiries, discussions, engineering consultations.
- c. Working group meetings, technical/status briefings, progress reviews, technical information meetings, and formal and informal reviews.
- d. Informal discussions.

3.1.2 Management Reviews and Reporting

Examples of management review and reporting activities that may be used in conducting surveillance include:

- a. Formal, process, and progress reviews
- b. Review of contract deliverables and documentation
- c. Documentation of problems, issues and concerns
- d. Data collection reporting

3.1.3 Customer Feedback

The Contractor is expected to establish and maintain professional communication between its employees and customers. The primary objective of this communication is customer satisfaction. Customer satisfaction is the most significant external indicator of the success and effectiveness of all services provided and can be measured through customer complaints.

Performance management drives the Contractor to be customer focused through initially and internally addressing customer complaints and investigating the issues and/or problems but the customer always has the option to communicate complaints to the CO or COR, as opposed to the Contractor.

Customer complaints, to be considered valid, must set forth clearly and in writing the detailed nature of the complaint, must be signed, and must be forwarded to the COR. The COR will accept those customer complaints, perform an investigation, and notify the CO and Contractor, accordingly. Customer feedback may also be obtained either from the results of formal customer satisfaction surveys or from random customer complaints.

4. SURVEILLANCE ACTIVITIES

4.1 General

There exist specific insight areas that the Government and the WMAC Contractor shall concentrate on during applicable stages of work being performed. Each of these insight areas and the Government's expectations for these areas are described in Table 1.

Table 1. Surveillance Insight Areas

Area of Risk Identified	Impact to Government	Surveillance Team Activity
Safety	Loss of work-time or equipment, with schedule impact	Evaluate compliance with the Contractor's Safety and Health Plan and safety requirements.
Technical Documentation and Control	Loss of knowledge of processes and results	Periodically sample documents (review for accuracy) and ensure they are under proper control.
Process Controls	Degradation of work products; increase in safety risk; potential schedule impact	Periodically monitor the Contractor's adherence to key processes, their internal audit schedules/results, and QCP.
Continuous Risk Management	Technical, schedule, safety, and program success	Periodically ensure that the Contractor is performing a Continuous Risk Management program that identifies, analyzes, tracks, mitigates, controls and reports on related risks.
Quality Management	Technical, schedule, safety, and program success	Monitor the Contractor's internal and external audits for compliance with the Contractor's established QCP.

Table 1. Surveillance Insight Areas (continued)

Area of Risk Identified	Impact to Government	Surveillance Team Activity
Quality of Work Force	<p>a. Inability to fill positions and meet commitments on scheduled deliverables or science results, including NASA Performance Metrics</p> <p>b. Additional cost resulting from decreased productivity of other staff reliant on unfilled positions</p> <p>c. Lack of expertise or inadequate experience in key areas</p> <p>d. Delayed data delivery and/or poor data quality</p>	<p>a. Monitor time required to fill positions, and evaluate Contractor efforts and approaches used to fill vacancies.</p> <p>b. Assess Contractor efforts to train staff in areas of required expertise.</p> <p>c. Evaluate Contractor technical performance</p> <p>d. Monitor progress and timeliness and evaluate the quality of data received.</p>
Schedule	Services not provided in a timely manner can impact project schedule	Monitor progress via management reviews and reporting.
Environmental	Environmental damage to local and remote sites	Conduct periodic inspections to ensure compliance with environmental requirements.
TBD (as designated on individual orders issued)	TBD (as designated on individual orders issued)	TBD (as designated on individual orders issued)

4.2 Surveillance Team Activities

The surveillance team members will participate in review meetings. They will provide support, as necessary, with the review of technical requirements, flow-down of requirements, and inspection/test activities. They will also maintain insight into the Contractor's compliance with relevant deliverables submitted under the orders issued and services performed. When the Government has concerns regarding Contractor performance, surveillance team members may conduct independent audits of the Contractor's activities, processes, documentation, and data in order to provide assurance that the program is being implemented according to all requirements and performance standards. These audits will normally be conducted with advance notification and coordinated with the Contractor. However, the Government reserves the right to conduct unscheduled audits when evidence indicates that Contractor performance is deficient.

The following selected surveillance team activities will be performed by various surveillance team members during applicable stages of work being performed:

4.2.1 Work Area

The surveillance team members will make a physical inspection of the Contractor's onsite temporary worksite as required. In addition, the COR may make informal inspections, as required. These inspections are made to assure compliance with NASA GSFC regulations regarding:

- a. All Contractor employees have a GSFC identification badge.
- b. The Contractor's office space is physically separated from the Government's workspace and is properly identified by a sign with the contractor employee & company's name clearly displayed.
- c. The Contractor is familiar with the building emergency evacuation procedures.
- d. The Contractor employees are aware that work area checks may be conducted at any time.
- e. The Contractor is familiar with NASA GSFC Policy Directives and Procedural Requirements as it pertains to ANSI/ISO/ASQ Q9001:2000 or AS 9100 governing onsite performance. These procedures can be accessed via the following NASA Online Directive Information System Website: <http://nodis3.gsfc.nasa.gov/>
- f. The Contractor is aware of the appropriate protection procedures for handling Government planning data and other Contractor confidential or financial data.
- g. The Contractor employees are aware that the use of Government telephones is for official business only.
- h. The Contractor employees are following the proper Checkout Procedures when leaving GSFC (e.g., returning PIV card (badges)). The PIV data forms will be checked against the monthly Onsite Reports to identify exiting employees.
- i. The Contractor employees are aware of the GSFC IT Security compliance requirements.

In addition to checking conformance with NASA GSFC regulations listed above, the COR may make periodic checks of the Contractor's workspace to assess adequacy of facilities, equipment, and materials.

4.2.2 Work Review and Performance Monitoring

The COR, with the assistance of the TMs, will perform the following functions to evaluate the Contractor's performance:

- a. Reviews individual orders with the TM to assure that each order is technically within the scope of the IDIQ contract and its personnel requirements and schedule are within the Contractor's capabilities. Assess the reasonableness of the order pricing and that all required milestones and deliverables have been identified.
- b. Reviews the Contractor's monthly Progress Report for accuracy and completeness. Consult with TM, as necessary, to assess the fidelity of reports.

- c. Meets monthly, or more often if required, with the Contractor's Program Manager to discuss overall management and performance, and review staffing and schedule issues.
- d. Certifies the Contractor's invoices for payment in accordance with GSFC procedures.
- e. Perform QA inspections and QA witnessing/monitoring of tests.
- f. In the event of a discrepancy in the Contractor's performance, the COR promptly notifies both the CO and the Contractor's Program Manager and arranges a meeting to rectify the situation.

4.2.3 Performance Monitoring

The COR will ensure that employer–employee relationships do not occur between Government and Contractor personnel. This is achieved if the following is adhered to:

- a. Only the Contractor interviews prospective employees.
- b. Only the Contractor's Program Manager assigns work directly to the employees.
- c. Only the Contractor approves timecards and absences.
- d. Government personnel do not interfere with the Contractor regarding personnel and administrative prerogatives.

4.2.4 Safety

The responsibility for meeting all safety requirements rests with the Contractor. Surveillance team safety engineers and technical personnel will review Contractor-generated hazard analyses, safety compliance data packages or other safety-related documentation, as appropriate, to help ensure all safety requirements have been satisfied. Surveillance team personnel will also maintain insight into the Contractor's safety activities through the review of the Contractor's submitted Health and Safety Plan, and updates, as required by this IDIQ contract.