

RFP NNH15528995R

ENCLOSURE 2

**GOVERNMENT QUALITY ASSURANCE
SURVEILLANCE PLAN**

NEAR-EARTH OBJECT HISTORY PROJECT

NEAR-EARTH OBJECT HISTORY PROJECT QUALITY ASSURANCE SURVEILLANCE PLAN

1.0 INTRODUCTION

1.1 Purpose

This Quality Assurance Surveillance Plan (QASP) has been developed to provide NASA/Headquarters (HQ) an effective and systematic surveillance method to monitor contractor performance on [Near-Earth Object History Project Contract No. *To be determined (TBD)*]. The contract provides for completion of a scholarly, analytical book-length manuscript that will serve as a history of NASA's Near-Earth Object (NEO) Program. .

The QASP is a Government-developed surveillance tool prepared in accordance with FAR 46.601 and NFS 1846.401. It is not part of the contract, per NFS 1846.401, but provided to the Contractor for informational purposes only.

1.2 Scope

This QASP has been developed to evaluate contractor actions while implementing the Attachment A- Statement of Work (SOW). It is designed to provide an effective surveillance method of monitoring contractor performance in accordance with the SOW. The QASP provides a systematic method to evaluate the services the contractor is required to furnish. The contractor, and not the Government, is responsible for management and quality control actions to meet the terms of the contract.

The role of the Government is quality assurance to ensure contract standards are achieved. In this contract the quality control program is the driver for product 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 program approved at the beginning of the contract provides the measures needed to lead the contractor to success. Once the quality control program is approved, careful application of the process and standards presented in the remainder of this document will ensure a robust quality assurance program.

2.0 FORMS OF SURVEILLANCE

Surveillance Strategy Definitions

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.

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 involvement and/or inspection in the process and will monitor the process itself. The Government's involvement in the Contractor's performance, through oversight, will be determined necessary by the Contracting Officer's Representative.

NASA/HQ will strive to use an insight-driven surveillance approach through the performance period of Contract **TBD**.

The Government may use a variety of surveillance methods to evaluate the contractor's performance. [Near-Earth Object History Project] contract surveillance shall utilize the following forms of surveillance:

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

- HQ Program personnel (i.e., Contracting Officer's Representative (COR) and Technical Monitor(s), if applicable)
- HQ Safety & Health personnel (Code 350)
- Contracting Officer (CO)

2.1 *Communications*

- Monthly Performance reviews
- Electronic mail
- Informal Discussions
- Other communication methods, as required

2.2 *Evaluation and Reporting*

- Monthly Reports

- Monthly Contractor performance metrics
- Inspection of deliverable items

2.3 Work Review and Performance Monitoring

The Government will evaluate the Contractor's accomplishment of the technical objectives through the following:

- Monthly meetings with the Contractor to review progress and identify problems.
- Preparation and submission of Contractor Performance Annual Reporting System (CPARS) reports.
- Conduct inspection and acceptance of the contractor's deliverable items.
- Review Contractor's safety procedures and performance.
- Validate that Contractor is performing according to the required contractual plans (e.g. testing, integration, quality assurance, etc.) by physical inspection, review of submitted reports, and meetings with the contract manager.

2.4 Record Keeping and Documentation

The COR is responsible for maintaining accurate and complete records of the contractor's performance. The COR is responsible for collecting the performance evaluation documentation and maintaining any other material that reflects the quality of the Contractor performance. Even though the Contractor is responsible for ensuring performance compliance under their Quality Control requirements, the Government will give the Contractor prompt notice of defects observed by the COR and Technical Monitors. This does not imply that the Government is obligated to carry out quality control inspections for the Contractor, but that on discovering a problem, the Government will inform the Contractor in detail of the incident. COR will keep CO informed of any issues brought to the attention of the contractor by the COR.

If performance issues arise, they will be discussed immediately between the CO, COR, and Contractor. Action plans will be developed and resolutions tracked for closure by the Contractor and Government.

During the course of the contract, the COR shall retain a copy of all surveillance documentation. At the end of the surveillance period, these records shall be forwarded to the Contracting Officer for inclusion in the contract file. However, when a specific service or deliverable item becomes unsatisfactory during a surveillance period, a copy of the documentation supporting the unsatisfactory performance shall be forwarded to the Contracting Officer for action between the Government (CO and COR) and Contractor.

2.5 Contract Administration

Contractor maintains effective communication within its own organization, including subcontractors. Problems, technical issues, and programmatic changes are promptly communicated to all concerned. Prime contractor communication with subcontractors is seamless and transparent to the customer.

3.0 CRITERIA FOR EVALUATING PERFORMANCE

The Contractor's performance in all of the areas listed above will be monitored to assure that ineffective or wasteful methods are not being used. The COR will submit annual CPARS information of the surveillance activities to the CO. The surveillance report will be incorporated in the CPARS reports that are prepared annually and become a part of the Past Performance Information Retrieval System (PPIRS). In the event of a finding that will require immediate attention, the COR will notify the Contracting Officer of the situation for necessary action. The Contractor will be required to submit a written response and any corrective action steps needed.

4.0 SUMMARY

This Surveillance Plan describes the approach NASA HQ intends to use to monitor the Near-Earth Object History Project contract and assure that the Contractor performs in accordance with the terms and conditions of the contract. NASA HQ anticipates using an insight surveillance approach. The goal is to balance the level of Government surveillance with the perceived impacts and risks of mission failure.

Contracting Officer's Representative Signature

Contracting Officer Signature