

**QUALITY ASSURANCE SURVEILLANCE PLAN
(QASP)**

- 1) **Title:** DTFAWA-1X-D-000XX Task Order ____, Attachment 1
- 2) **Work Requirement:** Contractor efforts under this Task Order are defined within the Performance Work Statement (PWS).
- 3) **Performance Standards:** Pursuant to contract provision number H.4 “Task Order Performance Evaluation”, the contractor’s performance will be monitored in the following areas:
 - a. Technical Performance
 - b. Schedule Compliance
 - c. Deliverable Quality
 - d. Cost Control
 - e. Responsiveness to Customer Requirements
- 4) **Method of Surveillance:** The Method of Surveillance is specified under section 5. below.
- 5) **Performance Requirements Summary Matrix:** The following table provides the performance factor, standard, acceptable quality level, method of surveillance and incentive.

Performance Area	Standard	Acceptable Quality Level	Method of Surveillance
(a) Technical Performance	All task requirements met with little to no re-work/re-performance required and with few minor or no significant problems	No significant rework or re-performance required during reporting period. Any minor issues successfully addressed.	Periodic inspection of contractor performance, status reports and invoices.
(b) Schedule Compliance	Contractor provides deliverables on or before due dates and meets or exceeds project milestones or schedules.	No more than one minor deliverable submitted late per reporting period. No significant late deliveries or missed milestones.	Inspection of deliverable and milestones against schedule.
(c) Deliverable Quality	Deliverables are complete, accurate and compliant with task order requirements.	No more than one minor rejected deliverable per reporting period. No significant deliveries rejected or missed milestones.	Review and acceptance procedures for deliverables and accomplishment of milestones per task order criteria.
(d) Cost Control	Successful delivery of all Task Order requirements within budgeted cost	No requests for additional funding per reporting period beyond budget without FAA requested new scope.	Contractor correspondence with the Contracting Officer.
(e) Responsiveness to Customer requirements.	No significant Customer complaints received concerning Contractor’s performance	No more than one minor complaint per quarter. No major complaints per reporting period.	Observation and written or oral complaints.

- 6) **Acceptable Quality Level (AQL):** The AQL for this project is defined in the table above for each performance area.
- 7) **Evaluation Method:** The Government will monitor the contractor's performance in accordance with the method of surveillance noted above. The Government will review all activities cited in the table above to ensure accuracy, completeness, and quality of services provided. Task Order evaluations will be accomplished by the FAA and the 2020 Program Office using a Performance Based Contract Monitoring (PBCM) System.

Incentives (Positive and/or Negative): The contractor's performance, both positive and negative, will be a consideration in the 2020 Program Office Task Order award process. In addition, contractor's performance assessments may be used as past performance assessments for other Government business opportunities.