

OCIO Information Technology A-76 Study

U.S. Department of Energy



QUALITY ASSURANCE SURVEILLANCE PLAN

DOE A-76 IT Study IDIQ Master Contract DOE-wide (DE-AM01-06IM00054)

OCIO A-76 Information Technology (IT) Study Master Task Order:

Master Task Title: (DE-AT01-06IM001XX)

Subtask #: XXXXX – Title: _____

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Method of Surveillance

Performance Objective /Performance Measures/Quality Expectations

Quality expectations and performance requirements in this Plan are expressed in the following manner:

Each requirement will contain the following three elements, and when taken together these elements constitute the Surveillance Plan.

- **Performance Objective** – A statement of the outcome or results expected in a specific task area.
- **Performance Measures** – The critical few characteristic or aspects of achieving the objective that will be monitored by the Government, those things that the Government will be gathering data about. Each objective may have one or more measures.
- **Quality Expectations** – The targeted level or range of levels of performance/expectation for each performance measure.

Required Service: DOE has established the required service in both the performance objective and the quality expectations. Task/Subtask Order will address specific objectives the service provider must meet.

Standards: The service provider shall provide deliverables established within the task assignments, inline with the performance measures and the level of quality expectation as established within this surveillance plan.

Maximum Error Rate: This Surveillance Plan, Quality Expectation sets the quality assurance requirement of the contractor.

Method of Surveillance: The Task/Sub-Task Monitor(s) and the DOE Contracting Officer Representative (COR) will review the performance of the service provider on a **six month** time frame or at the end of each Task/Subtask Order which ever comes first. A written evaluation will be provided to the Contracting Officer and the COR for the files.

Remedy: DOE/IM-1 and service provider will work closely to improve performance, enhance reliability, ensure compliance, meet deliverable schedules, and any additional requirement outlined that might be specific to each task or sub-task assignment. **Failure to meet performance measure will result in the contractor correcting deficiencies at no additional cost to the Department of Energy.**

1.) Master Task Order Number: DE-AT01-06IM001XX.000

OCIO A-76 IT Study Master Task Title –

Master Task: DE-AT01-06IM001XX

Subtask #: XXXXX Title: _____

Clin #: _____ **Objectives to be accomplished:**

(Pull from Task/Subtask Order Performance-base Work Statement or Scope of work/objectives to be accomplished)

The performance objectives covered in subtask order have the following performance measures and expectations:

Performance Measures	Quality Expectations
a) Completeness	Deliverables will be 100% complete.
b) Accuracy	Deliverables will be 100% accurate
c) Effectiveness	All deliverables must contribute to the overall success of the sub-task.
d) Timeliness	All deliverables will be on time and within schedule.

EXAMPLE ONLY:

Clin #: _____

ODC's: TO BE IDENTIFIED WITH CONTRACTOR.

<u>Deliverables</u>	<u>Delivery Schedule</u>
Implementation Plan	*
Service Level Agreements	*
Memoranda of Agreement	*
Performance Measures and Metrics Validation	*
Project Status Reports	Weekly
Meeting Minutes	As Required
Customer List Maintenance	*
Management and Coordination of Deployment Meetings	As Required
Post-Deployment User Customer Satisfaction Surveys	As Required
Performance Metric Reporting	As Required

** Delivery Schedule for these items are to be identified with the contractor. Sub-task Order will be modified to add required information.*

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