###### IAC MAC

###### TASK ORDER Quality Assurance Surveillance Plan

**Insert TO Title + Requiring Activity’s (RA) Name (Organization/Directorate) P#-FY-0999** (insert TO number)

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# 1. PURPOSE.

The purpose of this Quality Assurance Surveillance Plan (QASP) is to ensure that Research and Development (R&D) and Advisory and Assistance Services (A&AS) related to R&D acquired by this Task Order (TO) under the Information Analysis Center (IAC) Indefinite-Delivery, Indefinite-Quantity (IDIQ) Multiple Award Contract (MAC) conform to the timeliness, quality, and quantity requirements set forth in the performance-based Performance Work Statement (PWS) and more specifically, the Deliverable/Reporting Requirements and Service Summary set forth therein.

# 2. DESCRIPTION OF SERVICES.

The TO PWS sets forth the specific performance-based requirements. The ultimate objective of any TO issued under the IAC IDIQ MAC is to provide an advanced level of research and analysis and scientific and technical advice to Government, industry, academia, and other approved domestic users in the areas of Survivability and Vulnerability, Reliability, Maintainability, Quality, Supportability, and Interoperability (RMQSI), Military Sensing, Advanced Materials, Energetics, Non-Lethal Weapons, Directed-Energy, Autonomous Systems, and Weapons Systems. The newly developed Scientific and Technical Information (STI) resulting from TOs are then added to the repositories of the respective Department of Defense (DoD) IAC, thereby increasing the productivity of the RDT&E community through its availability and dissemination. The IAC MAC Task Order associated with this QASP provides a Firm-Fixed-Price (FFP)/Cost-Plus-Fixed-Fee (CPFF) contract vehicle. The Contracting Officer (CO) has determined CPFF as the most appropriate TO type which shall in turn dictate the appropriate clause(s) applicable to Contractor inspection systems and records, Government’s right to inspect and remedies for nonconforming goods and services, transfer of title and risk of loss, limitation of liabilities, inspection and receiving reports, and warranties. The TO PWS sets forth the specific performance-based requirements.

# 3. DUTIES AND RESPONSIBILITIES:

## 3.1 REQUIRING ACTIVITY (RA).

RA responsibilities include, in addition to other support that may be required by the CO and/or Contracting Officer’s Representative (COR), the following:

* Developing a performance-based PWS, Independent Government Cost Estimate (IGCE) and proposed source selection evaluation factors and subfactors and associated hierarchy in consultation with the Defense Technical Information Center (DTIC) Program Management Office (PMO) and the Air Force Installation Contracting Agency (AFICA) DTIC Contracting Flight (KD) CO;
* Identifying mission essential services, to include developing the necessary documents in accordance with DoDI 3020.37, Continuation of Essential DoD Contractor Services DuringCrisis;
* Preparing and submitting a DD Form 254, Department of Defense Contract Security Classification Specification when the performance-based requirements dictate and the DD Form 254 under the Basic IAC MAC Contract is insufficient;
* Funding the performance-based requirement through DTIC in accordance with their policies and procedures;
* Establishing a technical evaluation team and potentially a past performance evaluation team, with respective teams leads, who shall perform comprehensive evaluations of IAC MAC Contractor proposals in support of a source selection determination by the DTIC Contracting Flight’s Source Selection Authority (SSA);
* Promptly furnishing or otherwise providing access to all Government-furnished property and services set forth in the PWS to include ensuring Contractor personnel requiring access to Government facilities and systems are promptly furnished appropriate credentials;
* Tracking all PWS deliverables and immediately reporting to the Contracting Officer’s Representative (COR) or Assistant Contracting Officer’s Representative (ACOR) any deliverable not submitted by close of business on the date(s) due;
* Promptly assessing conformance of all deliverables against the quality and quantity requirements set forth in the PWS, immediately notifying the COR/ACOR via submission of a Customer Complaint Record when any deliverable or other aspect of performance fails to conform;
* Assisting the COR/ACOR in the categorization of performance deficiencies and the preparation and/or review of Corrective Action Reports (CAR) and quarterly Performance Assessment Reports (PAR) to include the review and acceptability of Contractor corrective action plans;
* Notifying the COR/ACOR of any unjustified and/or nonconforming technical data markings;
* Recommending changes to the PWS and/or Quality Assurance Surveillance Plan before contract award, through the COR/ACOR to the CO;
* Refraining from making any commitments or changes that affect price, quality, quantity, delivery, or other terms and conditions of the contract;
* Refraining from making any agreement with the Contractor requiring the obligation of public funds;
* Refraining from encouraging the Contractor by words, actions, or a failure to act to undertake new work or an extension of existing work beyond the TO period;
* Refraining from interfering with the Contractor’s management of its employees and subcontractors by appearing to “supervise” or otherwise direct their work efforts;
* Immediately reporting to the CO through the COR/ACOR any instance of suspected conflict of interest or fraud, waste, and abuse; and
* Assist the COR/ACOR in the initial, intermediate, and final preparation of current and accurate data on Contractor performance, both positive and negative, for entry into the Contractor Performance Assessment Reporting System (CPARS).

## 3.2 CONTRACTING OFFICER'S REPRESENTATIVE (COR)/ASSISTANT CONTRACTING OFFICER’S REPRESENTATIVE (ACOR)

CORs/ACORs are Government employees who are formally appointed and designated in writing by the CO to perform specific technical and/or administrative functions on TOs under the IAC MAC IDIQ MACs. CORs and ACORs are the eyes and ears of the CO; they observe, document, and communicate Contractor performance to both the CO and Contractor. CORs and ACORs serve as technical managers, under a DTIC centralized performance management office concept, assessing Contractor performance against the PWS with emphasis on the Deliverable/Reporting Requirements and Service Summary set forth therein. While COR and ACOR responsibilities and limitations are set forth in detail in their appointment letter, key responsibilities are as follows:

* Ensuring that Government-furnished property and services set forth in the PWS, to include credentials for access to Government facilities and systems, are promptly furnished by the RA;
* Monitoring all deliverables to ensure they conform to the timeliness, quality, and quantity requirements set forth in the performance-based PWS, promptly notifying the Contractor, CO and Contract Administrator when they fail to conform;
* Receiving Customer Complaint Records and promptly validating those complaints, issuing CARs and quarterly PARs and documenting response to Contractor corrective action plans;
* Notifying the CO/CA of any significant performance deficiencies;
* Notifying the CO/CA of any unjustified and/or nonconforming technical data markings;
* Recommending changes to the PWS and/or Quality Assurance Surveillance Plan to the CO;
* Refraining from making any commitments or changes that affect price, quality, quantity, delivery, or other terms and conditions of the contract;
* Refraining from making any agreement with the Contractor requiring the obligation of public funds;
* Refraining from encouraging the Contractor by words, actions, or a failure to act to undertake new work or an extension of existing work beyond the TO period;
* Refraining from interfering with the Contractor’s management of its employees and subcontractors by appearing to “supervise” or otherwise direct their work efforts;
* Immediately reporting to the CO any instance of suspected conflict of interest or fraud, waste, and abuse;
* Accomplishing initial, intermediate, and final reporting in the Contractor Performance Assessment Reporting System (CPARS);
* Participate in the preparation of annual performance reviews in accordance with the AFICA Annual Execution Review; and
* Maintaining a comprehensive Performance Assessment Folder (aka “COR File”) containing all the documentation listed under paragraph 4.3.3 herein.

## 3.3 CONTRACTING OFFICER (CO)/CONTRACT ADMINISTRATOR (CA).

The CO has the authority to enter into, administer, and/or terminate Federal Government contracts and make related determinations and findings. The CO is the only person authorized to approve changes or modify any of the requirements of the TOs. COs are responsible for ensuring performance of all necessary actions for effective contracting, ensuring compliance with the terms of the contract, and safeguarding the interests of the United States in its contractual relationships.  COs delegate authority for inspection and/or acceptance in accordance with terms of the contract/TO and informs the TO Contractor of the names, duties, and limitations of authority for all CORs assigned to the contract. The CO, with the assistance of a CA, is responsible for contract management and implementation of the Quality Assurance Surveillance Plan after contract award by the multi-functional team. The CO integrates the goals and objectives identified by the multi-functional team, oversight and performance management, and performance measurement in accordance with the Quality Assurance Surveillance Plan.

## 3.4 CONTRACTOR

The Contractor is responsible for tendering to the Government only those R&D and R&D-related A&AS services that conform to the TO requirements and to do so on time and in the quantity required as set forth in the TO’s PWS. While the Contractor’s obligations are set forth in the TO and under the IAC MAC IDIQ MACs, key day-to-day responsibilities include the following:

* Protecting all classified information to which they have access or custody;
* Ensuring technical data deliverable markings are authorized and conforming;
* Providing and maintaining an inspection system acceptable to the Government covering the R&D and R&D-related A&AS services and deliverables under the TO;
* Maintaining, and making available to the Government, complete records of all inspection work performed by the Contractor prior to the delivery of services and deliverables to the Government; and
* Managing its employees and subcontractors.

## 3.5 MULTI-FUNCTIONAL TEAM

Collectively, the parties identified above represent the multi-functional team. This is a customer-focused team who brings to the table their unique level of expertise. This expertise is vital to the success of the team. However, the functional perspective each person brings to the acquisition must always be subordinate to the greater perspective of the mission. The purpose of the multi-functional team is to create an environment that shapes and executes the TO acquisition and subsequent administration. The emphasis is on teamwork, trust, common sense, and agility. These stakeholders are responsible for the acquisition throughout the life of the TO, to include input into and preparation of the AFICA Annual Execution Review.

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# 4. CONTRACT QUALITY REQUIREMENTS

## 4.1 QUALITY PROGRAM.

Basic tenants of the myriad of IAC MAC IDIQ MAC “Inspection” clauses require IAC MAC Contractors to provide and maintain an inspection system acceptable to the Government and that the Contractors maintain, and make available to the Government, complete records of all inspection work performed by the Contractors prior to the delivery of services and deliverables to the Government. An effective inspection system, hereinafter referred to as a “Quality Control Program,” should ensure the Government receives the services/deliverables on-time, in the quantity required, and at the level of quality required by the TO PWS.

**4.1.1 Quality Control.**

The Contractor is responsible for carrying out its obligations under the TO by: controlling the quality of services/deliverable; tendering to the Government for acceptance only those services/deliverables that conform to the TO requirements; providing and maintaining an inspection system for the control of quality that is acceptable to the Government; ensuring that subcontractors have an acceptable quality control program; and for maintaining substantiating evidence that the services/deliverables conform to the TO quality requirements.

**4.1.2 Quality Assurance (QA).**

The primary Government representative responsible for assessing performance of the Contractor to ensure receipt of services is the COR/ACOR. The COR/ACOR will work hand-in-hand with the RA to execute this QA program. It is the responsibility of the COR/ACOR to provide timely performance feedback to the Contractor, both positive and negative. The RA will evaluate the Contractor’s performance through the review of each deliverable, ensuring the timeliness, quantity, and quality are assessed and documented and where found to be non-conforming, promptly reporting this to the COR/ACOR. To the extent the COR/ACOR believes the Contractor is not fulfilling their quality control responsibilities as evidenced by a negative assessment trend, the COR/ACOR and CO should collectively call for and review the Contractor’s quality control documentation to ascertain where and why the Contractor is failing, notifying the CO of the findings and recommendations necessary to make the Contractor’s inspection system acceptable to the Government.

## 4.2 PERFORMANCE ASSESSMENT PROCESS.

The COR/ACOR will track and assess all contract-level prescribed TO deliverables identified in the PWS (e.g., Weekly Activity Reports, Monthly Metrics Reports, and Redacted TO). Customer complaints will be the primary method of performance assessment for all STI-related deliverables identified in the PWS. More specifically, the RA will establish a tracking system to ensure 100% of all STI-related deliverables are submitted on time and will further promptly assess conformance of all deliverables against the quality and quantity requirements set forth in the PWS, immediately notifying the COR/ACOR via submission of a Customer Complaint Record when any deliverable or other aspect of performance fails to conform. The COR/ACOR will monitor all deliverable requirements and will ensure the RA is tracking and assessing STI-related deliverables, ensuring that the RA either submits a Customer Complaint Record when there are issues with the deliverable(s) or submits evidence of the RA’s acceptance if deliverables conform. For all complaints of nonconformance, the COR/ACOR will conduct an investigation to determine the validity of the Customer Compliant Record; if the COR/ACOR determines that the negative comment is not valid, the RA will be informed of the reason(s) why and carry on further correspondence if necessary. For validated Customer Complaint Records, the COR/ACOR will notify the Contractor to allow the opportunity for investigation and comment. The COR/ACOR will determine whether it is necessary to initiate a Corrective Action Report (CAR) based on the Contractor’s response. Whether by input to the Customer Complaint Record or formal response to CAR, the COR/ACOR will promptly notify the RA of the corrective action taken by the Contractor, if applicable. The COR/ACOR will monitor for negative trends and call for the Contractor inspection records discussed above in order to ascertain the problem in the Contractor’s inspection system.

## 4.3 PERFORMANCE ASSESSMENT DOCUMENTATION

**4.3.1 Corrective Action Report (CAR).**

The CAR is used by COR to document contract deficiency findings and subsequent corrective actions. The COR should consult with the CO/CA for appropriate wording prior to sending the CAR to the Contractor for response. A computer-generated CAR may be used. See attached CAR and instructions.

**4.3.1.1 Categories of Findings.**

A finding is any Government-identified noncompliance with contract requirements that specifies that an activity or action did not take place or was not performed to the quality or timeliness standard required by the contract. A finding can be categorized as either major or minor. Findings will be documented on a CAR and must also be tracked in the performance assessment log in the Performance Assessment folder.

**4.3.1.2 Major Finding.**

A finding that identifies a condition having a significant adverse effect on the quality of the activity under review such as:

1. Failure to meet a Performance Standard/Threshold.
2. Significant mission degradation in any Contractor operated function.
3. A situation that is likely to result in hazardous or unsafe conditions for individuals (or any other Government resource) coming into contact with the work.
4. Failure to provide adequate corrective action to preclude reoccurrence of government identified findings.

e. Failure to provide corrective action to deficiencies identified by the Contractor within a prescribed suspense period.

f. Any failure to adhere to security regulations that results or could result in a security incident.

**4.3.1.3 Minor Finding.**

A minor finding is a departure from established standards having little bearing on service provided. However, if the same minor finding is repeatedly identified, it may be an indication that a Major Finding is occurring or has occurred because the Contractor quality control program has not acted to prevent recurrence. In this case, the Minor Finding should be elevated to the level of a Major Finding and a new CAR initiated.

**4.3.2 Performance Assessment Report (PAR).**

The COR will use the PAR to record and report cumulative observations, both positive and negative, on a quarterly basis. The PAR will summarize what deliverables were due and when they were submitted and whether each deliverable conformed or did not conform to PWS requirements. If they did not conform, the date the CAR was issued and a brief summary of the nonconformance and resolution, and an overall assessment of the Contractor’s performance for that period (which will facilitate subsequent CPARS reporting) shall be included. The Contractor will then be provided an opportunity to review and comment on reported negative information. The COR will also use the PAR to identify performance that exceeded the PWS requirements such as instances where deliverables were submitted ahead of schedule, deliverables included value-added content beyond the requirements of the PWS, etc.

**4.3.3 Performance Assessment Folders.**

A Performance Assessment Folder shall be developed and maintained by the COR. The folder may be maintained electronically or in hard copy. The Performance Assessment Folder must contain the following sections and may contain other sections or information that the COR finds necessary:

* **Section 1.** APPROVED QUALITY ASSURANCE SURVEILLANCE PLAN.
* **Section 2.** Contractor’s QUALITY CONTROL Plan (QCP). When performance is such that the COR and CO collectively call for and review the Contractor’s quality control documentation to ascertain where and why the Contractor is failing to include CO/COR communicated findings and recommendations necessary to make the Contractor’s inspection system acceptable to the Government
* **Section 3.** PERFORMANCE ASSESSMENT LOG. A chronological log of actions taken in the accomplishment of Quality Assurance assigned performance assessments. The purpose of this log is to provide a brief synopsis of an inspection of Contractor provided services or a meeting/conversation with the Contractor regarding PWS performance in a given functional area. Documentation that supports activity log entries is maintained in the RECORDS section of the Performance Assessment Folder.
* **Section 4.** TASK ORDER. A complete copy of the Task Order (plus any task order modifications) and all attachments thereto, along with the contract and modifications.
* **Section 5.** APPOINTMENT LETTERS. This section must include:

1. COR and ACOR Appointment Letters
2. Evidence of Phase I and II training (i.e., certificates).

* **Section 6.** RECORDS. A section used for filing all documentation associated with QA, which includes, but is not limited to evidence of date received for all deliverables, evidence of performance assessment performed for all deliverables, all communications regarding non-conformance (e.g., customer complaint reports (both active and resolved), corrective action reports, and performance assessment reports), evidence of CPARS reporting, and contractual letters of interpretation from the CO].

# 5. PERFORMANCE OBJECTIVES AND STANDARDS

Deliverables/Reporting Requirements as well as the Service Summary which sets forth the Performance Objectives and associated PWS Paragraph(s) Reference and Performance Standard/Threshold are set forth in the attached PWS. Customer complaint, predicated on the RA tracking and assessing 100% of the deliverables, will be the primary method of performance assessment.

# ATTACHMENTS:

## CORRECTIVE ACTION REPORT (CAR)

## CUSTOMER COMPLAINT RECORD

## PERFORMANCE ASSESSMENT REPORT (PAR)

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| CORRECTIVE ACTION REPORT (CAR)  ***(If more space is needed, use reverse and identify by number)*** | | | | | | |
| 1. CONTRACTOR | 2. CONTRACT NUMBER | | | | 3. TYPE OF SERVICES | |
| 4. FUNCTIONAL AREA | | | | 5. SUSPENSE DATE | | 6. CONTROL NUMBER |
| 7. DEFICIENCY  MAJOR  MINOR  FINDING:  FINDING IMPACT:  *Please respond with a written corrective action plan that details the corrective action of the cited deficiency, the cause of the deficiency, and actions taken to prevent recurrence by Suspense Date in Block 5. If date was not entered in Block 5, the Contractor is not required to provide a response.* | | | | | | |
| **8. QUALITY ASSURANCE PERSONNEL (QAP)** | | | | | | |
| **TYPED NAME AND GRADE** | | **SIGNATURE AND DATE** | | | | |
| **9. ISSUING AUTHORITY** | | | | | | |
| **TYPED NAME AND GRADE** | | **SIGNATURE AND DATE** | | | | |
| 10. QAP RESPONSE TO CONTRACTOR CORRECTIVE ACTION AND ACTION TAKEN TO PREVENT RECURRENCE | | | | | | |
| 11. QAP DETERMINATION  ACCEPTED  REJECTED | | | 12. CLOSE DATE | | | |

Corrective Action Report (CAR) Template, Feb 05 (SAF/AQCP)

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| --- |
| CORRECTIVE ACTION REPORT (CAR)  Continuation Sheet  *(Number to correspond with applicable Item Number on reverse)* |
|  |

Corrective Action Report (CAR) Template, Feb 05 (SAF/AQCP)

Corrective Action Report (CAR) Instructions

**Block 1.** Enter Contractor Name.

**Block 2.** Enter Contract Number.

**Block 3.** Enter Contract Name or Type of Services.

**Block 4.** Enter Functional Area of the Contract.

**Block 5.** Enter the assigned suspense date given the Contractor to provide a response to the CAR. A date must be entered for a Major CAR. A date is optional at the discretion of the Quality Assurance Personnel (QAP) initiating the CAR if the finding is Minor.

**Block 6.** All CARs will be tracked with a Control Number. **The CO is the Issuing Authority for the CAR**. By providing the control number to the COR originating the CAR, the Issuing Authority demonstrates concurrence with the finding. The control number will be made up of the first two letters of the name of the site or contract, the last two digits of the calendar year, and a three digit number starting with 001 and progressing upward throughout the calendar year (e.g., WP04-001).

**Block 7.**

1.Check the block that indicates whether the identified deficiency is assigned as a Major or Minor finding. See Quality Assurance Surveillance Plan, section 6.1.4, for the definitions of Major and Minor findings and associated explanations.

2. Finding: Clearly state the details of the finding followed by a reference to the stated contractual requirement. The reference must state the portion of the contract, part, section, paragraph and subparagraph and must make a complete brief quotation of the contract reference.

3. State the impact that the finding has or could have on the accomplishment of the mission that the contract provides.

4. When determining how long to give the Contractor to respond to the identified finding, the normal is 10 working days. The suspense date should reflect this unless the finding requires a greater amount of time to come to solution. **Major findings require a Contractor response. Minor findings may require a Contractor response at the discretion of the QAP initiating the CAR and/or the Issuing Authority.**

**Blocks 8 and 9.** ContractQAPs initiating a CAR must sign in Block 8 and the Issuing Authority signs in Block 9. Each annotates the date at the time of signature.

**Block 10.** Upon review of the Contractor’s reply, the originator of the CAR will enter comments regarding acceptance or rejection of the Contractor’s response. This block may also contain any comments regarding follow-on inspections conducted or needed at a later date to validate that the finding has not reoccurred.

**Block 11.** The QAP selects Accept or Reject after reviewing the Contractor’s response.

**Block 12.** The QAP enters a close date after advising the Issuing Authority that the Contractor’s response is acceptable and the Issuing Authority concurs. The Issuing Authority will then forward the closed CAR to the Contractor and report accordingly in the monthly Certificate of Service (COS) or other applicable contracting officer services report. This routing remains the same if the Contractor response is unacceptable and the CAR remains open until an acceptable response is received except that the Issuing Authority forwards the open CAR back to the Contractor for additional information.

**Continuation Sheet.** The Continuation Sheet is to be used to expand on any information that will not fit in the applicable numbered block.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **CUSTOMER COMPLAINT RECORD** | | | DATE/TIME OF COMPLAINT | |
| SOURCE OF COMPLAINT | | | | |
| ORGANIZATION | BUILDING NUMBER | INDIVIDUAL | | PHONE NUMBER |
| NATURE OF COMPLAINT | | | | |
| CONTRACT REFERENCE | | | | |
| VALIDATION | | | | |
| DATE/TIME CONTRACTOR INFORMED OF COMPLAINT | | | | |
| ACTION TAKEN BY CONTRACTOR | | | | |
| RECEIVED/VALIDATED BY | | | | |

Customer Complaint Record Template, Feb 05 (SAF/AQCP)

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| PERFORMANCE ASSESSMENT REPORT (PAR)  ***(If more space is needed, use reverse and identify by number)*** | | | | | |
| 1. CONTRACT/TASK ORDER NUMBER | 2. CONTRACTOR | | 3. TYPE OF SERVICES | | |
| **4. QUALITY ASSURANCE PERSONNEL (QAP) SIGNATURE AND DATE** | | | | **5. QAP PHONE** | **6. SUSPENSE DATE** |
| I. PERFORMANCE | | | | | |
| 7.  DEFICIENCY (CHECK ALL BOXES THAT APPLY)  NEW  REPEAT  NO DEFICIENCY NOTED | | 8. SERVICES SUMMARY or PWS PARAGRAPH ITEM REVIEWED | | | |
| 9. BRIEF DESCRIPTION OF DEFICIENCY (IF DEFICIENCY BOX WAS CHECKED) | | 10. DETAILED PERFORMANCE ASSESSMENT | | | |
| II. CONTRACTOR VALIDATION | | | | | |
| 11. CONTRACTOR REPRESENTATIVE  CONCUR  NON-CONCUR | | 12. CORRECTIVE ACTION ESTIMATED COMPLETION DATE | | | |
| 13. CONTRACTOR REPRESENTATIVE CORRECTIVE ACTION AND PREVENTION OF RECURRENCE OR REASON FOR NON-CONCURRENCE OF QAP CITED DEFICIENCY | | | | | |
| III. ACTION CORRECTED | | | | | |
| 14.  CONCUR  NON-CONCUR QAP SIGNATURE AND DATE | | | | | |
| 15. QAP REMARKS (REQUIRED) | | | | | |
| 6. CONTRACTOR REPRESENTATIVE REMARKS | | | | | |

Performance Assessment Report (PAR) Template, Feb 05 (SAF/AQCP)

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| PERFORMANCE ASSESSMENT REPORT  Continuation Sheet  *(Number to correspond with applicable Item Number on reverse)* |
|  |

**Performance Assessment Report (PAR) Template, Feb 05 (SAF/AQC)**

Performance Assessment Report (PAR) Instructions

**Block 1.** Quality Assurance Personnel (QAP) enters contract or task order number.

**Block 2.** QAP enters Contractor name.

**Block 3.** QAP enters type of services.

Block 4. **QAP signs and dates.**

**Block 5.** QAP enters telephone number.

**Block 6.** QAP assigns suspense date forContractor Representativevalidation if a deficiency box was checked in Block 7.

Part I. Contractor Performance

**Block 7.** QAP checks all boxes that apply.

**Block 8.** QAP enters Services Summary or Performance Work Statement (PWS) paragraph item reviewed.

**Block 9.** QAP enters brief description of deficiency and tracking number if the deficiency box was checked in Block 7. Detailed description will be on Corrective Action Report (CAR).

**Block 10.** QAP enters a detailed performance assessment if the deficiency box in Block 7 was not checked.

**Parts II and III will be used only if a deficiency was documented in Part I.**

Part II. Contractor Validation

**Block 11.** Contractor Representative checks one box in response to QAP cited deficiency. If Concurrence is indicated, Contractor Representative continues to Block 12. If Non-Concurrence is indicated, continue to Block 13 and state reason(s) for Non-Concurrence with QAP cited deficiency and return PAR to QAP.

**Block 12**. Contractor Representative enters Estimated Completion Date of Corrective Action and continues to Block 13.

**Block 13.** Contractor Representative details Corrective Action and the Action Taken to Prevent Recurrence or Reason for Non-Concurrence of QAP cited deficiency.

**Part III. Deficiency Corrected**

**Block 14.** QAP checks appropriate block, signs, and dates.

Block 15.  **(Required Entry) QAP remarks regarding the Corrective Action and the Action Taken to**

**Prevent Recurrence. If Non-Concur was checked, this block should be very detailed to explain why.**

Block 16. **Contractor Representative** **enters remarks if further discussion is needed about QAP concurrence with Contractor’s Corrective Action and Action Taken to Prevent Recurrence.**

**Continuation Sheet.** The Continuation Sheet is to be used to expand on any information that will not fit in the applicable numbered block.