

**Attachment 8**  
**to the**  
**Future Flexible Acquisition & Sustainment Tool (F<sup>2</sup>AST)**

*Sep 09*

**TASK ORDER PERFORMANCE PLAN**

**Future Flexible Acquisition & Sustainment Tool (F<sup>2</sup>AST)**

***(INFORMATION IN RED AND ITALICIZED PRINT IS PROVIDED TO  
THE WRITER AND SHOULD BE DELETED IN THE FINALIZED COPY)***

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## ACRONYMS AND ABBREVIATIONS LIST

<u>Acronym/Abbreviation</u>	<u>Definition</u>
ADR	Alternate Disputes Resolution
CN	Contract Negotiator
CO	Contracting Officer
CPARS	Contractor Performance Assessment Reporting System
FAR	Federal Acquisition Regulation
FC/FD	Functional Commander/Functional Director
IAW	In Accordance With
MFT	Multi Functional Team
POC	Point of Contact
PP	Performance Plan
PWS	Performance Based Work Statement
QAP	Quality Assurance Personnel
SS	Services Summary
TOI	Task Order Initiator

### **1. Objective:**

*The objective of the task order in having the service provided.*

This Performance Plan (PP) has been developed to evaluate contractors performance while implementing the terms and conditions of the Performance Based Work Statement (PWS). It is designed to provide an effective surveillance method of monitoring contractor performance for each listed objective on the Services Summary (SS) in the contract. The Performance Plan provides a systematic method to evaluate the services and products the contractor is required to furnish. The Performance Plan is based on the premise that 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 quality assurance is to ensure contract standards are met. *Provide a statement or two about the main objective/objectives of the program and how the government will measure if the service provided is successful.*

### **2. Results of the Multi-functional Team (MFT):**

The goals of this team are to manage this contract and to provide an avenue to collectively work together to create a strong working relationship between the using agency, contracting and the contractor and provide the highest level of contract performance and customer service. *Provide a statement or two that tell what the goals of the program are (results the team is striving to achieve in managing the acquisition, e.g, cost savings, efficiencies, improved customer service (sample wording)). What procedures are you going to use to do it?*

### **3. Multi-functional Team Members and their roles and responsibilities:**

The MFT is the contract specific team that is composed of stakeholders in the acquisition and are responsible for the acquisition throughout the life of the requirement. The MFT includes, but it is not limited to the following: *Delete members that are not applicable and add responsibilities for each member that is involved in the process.*

3.1 Contracting Officer (CO): Acts as the principle Business Advisor for the government and is responsible for developing the solicitation, conducting the source selection, and manages the award of the contract. This individual researches contracts in the marketplace to identify general business practices such as commercial terms and conditions, contract type, bid schedule break out and the use of incentives. CO informs the contractor of the duties and limitations of the QAP and advises the FD/FC of any problems.

3.2 Task Order Initiator (TOI): Serves as the principle technical expert that is the most familiar with the requirement. This person is best able to identify potential technical trade-offs and most capable of determining whether the requirement can be met by a commercial service.

3.3 Quality Assurance Personnel (QAP): Researches common surveillance or quality control methods. Perform surveillance according to this performance plan and provide documentation of surveillance observations to the CO. Recommend improvements to this plan and the PWS. Certify acceptance of services and calculate unacceptable service prescribed by the CO.

3.4 Contract Negotiator (CN): Provides Phase II Training (contract specific training) associated with administering the contract after contract award.

3.5 Functional Commander/Functional Director (FC/FD): Assigns a Primary and Alternate QAP to the MFT. Reviews contractor performance documentation, prepared by the QAP to ensure performance is compatible with contract and mission objectives. Reviews the PWS and PP annually with the MFT.

#### **4. Performance Assessment:**

*The approach, methods and tools the Multi-Functional Team will use to assess the contractor's performance. Performance assessment is evaluating, assessing, and documenting the contractor's performance IAW the overall performance plan. The premise behind performance assessment is the contractor, not the government, is responsible for managing and ensuring that the contractor's performance meets the terms of the contract. It is the government's responsibility to monitor performance and hold the contractor accountable for performance.*

#### **4.1 Methods of Surveillance:**

*Below is an explanation of each surveillance method available, you can also use any commercial method identified through market research. Delete the methods that will not be used in this plan.*

#### **RANDOM SAMPLING**

Random sampling is an appropriate method for frequently recurring tasks. A typical use of this surveillance method is lot size sampling. Initially, QAP will evaluate randomly selected samples of the activity to determine the acceptability of the entire requirement. This method reduces the time QAP must spend on surveillance duties, and yet it still gives a reasonably accurate picture of a service's overall acceptability.

## ONE-HUNDRED PERCENT INSPECTION

When this type of surveillance is used the QAP must inspect and evaluate the contractor's performance each time it is performed. The result of the contractor's overall performance is then evaluated to determine acceptability of the lot.

## VALID CUSTOMER COMPLAINT

The QAP must furnish instructions to the customer receiving the contractor's service. Instructions should cover the service to be assessed; the action that may be expected from the QAP, Contract Negotiator/Contracting Officer as a result of the complaints; and the limitations on the customers in dealing with contractor personnel.

The QAP is the point of contact and must collect all customer complaints. All complaints and any resulting resolution of such complaints must be documented. Customer complaints become a permanent part of the QAP assessment records.

## PERIODIC SURVEILLANCE

Periodic surveillance/inspection is the type of surveillance that is based upon selecting samples for evaluation on other than 100% inspection or on a statistically random basis. Periodic surveillance can be accomplished, weekly, monthly or quarterly using a checklist method.

## TREND ANALYSIS

This method of surveillance should be used regularly and continually by QA personnel to monitor the contractor's on-going performance over time. Data for tracking trends can be gathered from all other evaluation sources and methods to build the data base upon which the trend analysis is based.

## CONTRACTOR METRICS

Metrics is a management measurement tool used to measure performance objectives stated in the PWS. The government develops and approves performance objectives and thresholds. Industry input to the development of these objectives and thresholds is desirable. These thresholds should

conform to commercial or industry-wide standards to the maximum extent practicable. Metrics should be developed so they are meaningful.

**THIRD PARTY AUDITS OR ASSESSMENTS**

Third party audits or assessments refer to contractor evaluation by a third party organization that is independent of the government and the contractor. All documentation supplied to, and produced by the third party should be made available to the government by the contractor.

4.2 **Assessment of Non-SS Items:** All other tasks required under the PWS may be inspected on a random basis at a frequency determined by the Functional Commander/Functional Director (FC/FD), CO, and/or QAP per the Inspection of Services Clause in the contract.

4.3 **Remedies for Non-Conformance:** If inspections indicate unacceptable performance, the QAP will notify the contractor’s POC of the deficiencies for correction. Use the remedy the government is going to use per what is stated in the Services Summary (SS). If deficiencies are not corrected within the required time frame, the QAP should notify the CO for action. If the contractor disagrees with the noted discrepancy and an agreement cannot be reached, the CO shall be notified for a final decision

4.4. **Services Summary and Assessment Guides:** *(AN ASSESSMENT GUIDE IS NEEDED FOR EACH SS ITEM IN THE PWS – A copy of your Services Summary should be inserted here) (SEE PAGES 9 & 10 FOR EXAMPLES OF ASSESSMENT GUIDES).*

**Services Summary**

<b>Performance Objective</b>	<b>PWS Para.</b>	<b>Performance Threshold</b>	<b>Remedy</b>
<i>Monthly Status Reports/ Technical Reports are( pick one) (timely, complete, accurate)</i>	<i>x.x.x</i>	<i>No more than 2 errors are identified per month (define what an error is)</i>	<i>Report will be sent back for correction within (put a timeframe specify working or calendar days) with no additional cost/fee</i>
<b>Schedule</b>	<i>x.x.x</i>	<i>Project is within 10% of schedule as defined in the Program Management Plan(PMP)</i>	<i>Provide a get well plan/ revised schedule by (put a timeframe specify</i>

			<i>working or calendar days) if schedule is not within 10% with no additional cost/fee</i>
<b>Budget</b>	<i>x.x.x</i>	<i>Project is within 10% of budget as defined in the Program Management Plan (PMP)</i>	<i>Provide a get well plan by (put a timeframe specify working or calendar days) if budget is overrun with no additional cost/fee</i>
<b>Program Management Plan (PMP) are timely</b>	<i>x.x.x</i>	<i>Completed on time and updated to reflect changes as they occur 100% of the time</i>	<i>Plan will be sent back for correction within (put a timeframe specify working or calendar days) with no additional cost/fee</i>

**(SAMPLE)**  
**WHEN RANDOM SAMPLING IS THE METHOD OF SURVEILLANCE**

ASSESSMENT GUIDE for SS # \_\_\_\_\_

(STATE PERFORMANCE OBJECTIVE ON THE SS)

1. Method of Surveillance: Random Sampling
2. Lot Size:
3. Sample Size:
4. Performance Threshold:
  - a. Performance is acceptable when \_\_\_\_\_ or less sample items were defective during the month. **(NUMBER OF DEFECTS OR PERCENTAGE)**
  - b. Performance is unacceptable when \_\_\_\_\_ or more sample items were defective during the month. **(NUMBER OF DEFECTS OR PERCENTAGE)**
5. SAMPLING PROCEDURES: **(LIST HOW THE RANDOM NUMBERS WILL BE PULLED EITHER MANUALLY OR COMPUTER GENERATED).**
6. INSPECTION PROCEDURES: **(LIST THE PROCEDURES OF HOW YOU WILL BE DOING YOUR ASSESSMENT AND WHAT METHOD YOU WILL USE TO DOCUMENT YOUR ASSESSMENT ONCE THE RANDOM NUMBERS ARE PULLED)**

**(SAMPLE)**  
**FOR OTHER THAN RANDOM SAMPLING**

ASSESSMENT GUIDE FOR SS #\_\_\_\_

(STATE PERFORMANCE OBJECTIVE ON SS)

1. Method of Surveillance:
2. Performance Threshold:
  - a. Performance is acceptable when \_\_\_\_ or less items were defective during the month. **(NUMBER OF DEFECTS OR PERCENTAGE)**
  - b. Performance is unacceptable when \_\_\_\_ or more items were defective during the month. **(NUMBER OF DEFECTS OR PERCENTAGE)**
3. Inspection Procedures: **(LIST THE PROCEDURES OF HOW YOU WILL BE DOING YOUR ASSESSMENT AND WHAT METHOD YOU WILL USE TO DOCUMENT YOUR ASSESSMENT)**

## **5. Performance Management:**

*The approach, methods and tools used to manage the acquisition upon award. Performance management is a cradle-to-grave process beginning with the identification of the requirement and ending when the service is completed.*

5.1 **Market Research:** Market Research is used as a tool throughout the life of the contract to ensure the requirement remains current with the most efficient and effective assessment methods and techniques of the commercial marketplace.

5.2 **Multi-functional Team Meetings:** The Multi-functional team will manage the contract throughout the life of the contract. This team will form a partnership between the government and the contractor to ensure the best possible service is provided for the life of the contract. All performance assessment data will be reviewed at these meetings. If performance improvement is necessary a plan of action will be created.

5.3 **Contract Performance Assessment Reporting System (CPARS):** CPARS will be initiated annually, documenting contractor performance for this specific contract. More frequent updates may be made as required to document a significant improvement or degradation of the level of contract performance. *(For Services the threshold is over \$1M aggregate total per task order put N/A if you requirement does not meet this threshold).*

5.4 **Performance Metrics:** *List the performance metrics used to track contractor progress towards meeting stated performance objectives (the service the contractor is performing). The MFT in assessing contractor performance validates that the performance metrics align with the Performance-Based Work Statement and overall mission support objectives. Examples might include such things as %Work completed on time, Number or items delivered, etc.*

5.5 **Disputes:** Every attempt will be made to resolve all disputes arising under this contract/plan using the Alternate Dispute Resolution (ADR) as outlined in FAR 33.214. If no resolution can be made under ADR, the CO will render a Contracting Officer's final decision.

**6. Signatures:**

*Add or delete signature blocks for all Multi-Functional Team Members that are applicable.*

Contracting Officer (CO)

\_\_\_\_\_ Date \_\_\_\_\_

Task Order Initiator (TOI)/Quality Assurance Personnel (QAP) *use this format if the same person*

\_\_\_\_\_ Date \_\_\_\_\_

Quality Assurance Personnel (QAP) *delete if the same person as shown above*

\_\_\_\_\_ Date \_\_\_\_\_

Alternate Quality Assurance Personnel (QAP)

\_\_\_\_\_ Date \_\_\_\_\_

Functional Commander/Functional Director

\_\_\_\_\_ Date \_\_\_\_\_

## OTHER CONSIDERATIONS FOR QAPs:

*(Note: This last section is for information only and is not included as part of the Performance Plan!)*

**1. Assessment Folder.** The QAP(s) assigned to perform assessment of this task order is required to prepare an Assessment Folder as follows:

- a. QAP nomination/appointment letter, contracting officer letter of designation, and Phase I and II training records.
- b. PWS, CDRL, and other pertinent parts of the task order.
- c. Performance Plan.
- d. Assessment Reports.
- e. Other applicable documentation, such as:
  - (1) Correspondence and Contract Performance Inquiries
  - (2) Award Fee Evaluations (if applicable)
  - (3) Contract Modifications
  - (4) Customer and user comments
  - (5) Cost verification and analyses results
  - (6) Data and technical reports

**2. Timely Feedback To Contractor.** Timely feedback to the contractor on unacceptable performance will be provided by the QAP. Prompt feedback is essential so the contractor can develop and implement a corrective action plan. The contractor's corrective action must be reported to the contracting officer for tracking purposes.

**3. Quality Assurance Phase I Training Instructions.**

### TOI/QAP Duties:

Obtain a nomination/appointment letter prior to QAP training signed by the FC/FD. A copy of the letter must accompany the certificate of training as part of the technical Package.

## **MODULE B - (Effective for OO-ALC QA Phase 1 Training as of 10 Feb 2006)**

### **MINIMUM LEARNING**

*Disclaimer: This training material is based on AFI 63-124, dated 1 Aug 2005, and effective for AFMC 16 Sep 2005, and mandatory procedures at AFFARS MP5346.103.*

*NOTE: Course completion results in a QA Phase 1 training certificate. This certificate will not be issued until a nomination/appointment letter is submitted by your Functional Commander/Functional Director to the PCO (or your Contracting Office, if PCO is unknown) and a copy provided to the Quality Assurance Program Coordinator (QAPC) in PKPP (Dale George). IAW AFI 63-124 definitions, the FC/FD is the "person responsible for a functional area at the Squadron level". The FC/FD must also have received QA training within 30 days of their commencement of duties. Training is conducted by the QAPC and is available on this Community of Practice.*

In accordance with AFFARS MP5346.103, this course meets the mandatory requirements for QA Phase 1 training. This course should be a learning experience, educating the student on the principles of Performance Based Services Acquisitions (PBSA) and Quality Assurance Personnel (QAP) responsibilities. After you have been nominated for QA Phase I training, you will receive an email that contains the following instructions:

### **INSTRUCTIONS FOR ACCESSING THE OO-ALC SERVICES ACQUISITION AND POLICY COMMUNITY OF PRACTICE (CoP)**

If you want to go direct to our CoP, here is the link. When you can get in, you will need to select, "Become A Member". If you already have an ID and password, they will be what you use for this CoP also. After you request to become a member, the AFKN system sends an email to PKPP to admit you. The sign-up process shouldn't take more than a couple of hours.

When you register, remember to check the block to save the password on your machine. Then once you are accepted and log in for the first time, you can then do a right-click of your mouse and make a short-cut to your Desktop. This will make future access only one click away. □

<https://afkm.wpafb.af.mil/ASPs/CoP/EntryDMCoP.asp?Filter=OO-PK-OO-SA>

#### **To complete the training, please follow the following steps:**

1. After becoming a member and accessing the CoP, review the Phase I training slides, (located under the QAP Phase I Training/Module B – Minimum Learning – Mandatory folder), Units 2 through 10. If you review slides with notes selected, you will benefit from additional information on some of the slides.
2. After completing the slide reviews, proceed to the Units 2-10 Review Question Answer folder. This document addresses the significant points from the slides and will prepare you for the Final Exam.
3. After completing the review, proceed to the Units 2-10 Test C. This is the Final Exam is reflective of the questions and answers from the review. **Please download and save this test to your personal computer. DO NOT ATTEMPT TO COMPLETE THE TEST THAT IS POSTED ON THE WEBSITE AND/OR UPLOAD YOUR TEST TO THE COMMUNITY OF PRACTICE WEB SITE.** Complete all questions on the Final Exam, and save to **your computer.**
4. Upon completion of the Final Exam, email a copy of your exam to the Quality Assurance Program Coordinator (QAPC), Dale George. (Final Exams can also be faxed to the QAPC at 777-6830.)

5. Upon successful completion of the course examination, you will be notified via email, and will then be required to acknowledge your requirements as newly assigned Quality Assurance Personnel, (IAW AFFARS MP5346.103 1(c)(4)). This acknowledgement involves completing and signing an acknowledgement letter, and returning a copy to the QAPC. Once the QAPC receives your signed acknowledgement letter, your QA Phase 1 training certificate will be scanned and emailed to you, and the original will be forwarded to the nominating official identified on your nomination/appointment letter.

6. Take a copy of your certificate to your PCO and schedule Phase 2 (contract specific) training in accordance with mandatory procedure AFFARS MP5346.103 2.(2).

**QUESTIONS REGARDING THIS PROCESS, PLEASE CONTACT THE QUALITY ASSURANCE PROGRAM COORDINATOR/777-0142.**

TOCO Duties:

a. Ensure nomination/appointment letter and Phase I training certificate is received with technical package and filed in file. (IAW AFFARS MP5346.103, Para 1.b. (1))

b. Notify the contractor of QA and his/her responsibilities. (IAW AFFARS MP5346.103, Para 1.b. (2))

c. Send letter to the QAP to notify them of the FC/FD duties.

**4. Resources.**

The performance plan is to comply with AFI 63-124, 1 Aug 2005, Para 1.4.4 that can be found at the following link:

<http://www.e-publishing.af.mil/shared/media/epubs/AFI63-124.pdf>