# AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT

1. CONTRACT ID CODE



| 2. AMENDMENT/MODIFICATION NO. | 3. EFFECTIVE DATE | 4. REQUISITION/PURCHASE REQ. NO. | 5. PROJECT NO. *(If applicable)* |
|---|---|---|---|
| 0004 | 10/24/2006 | | |

6. ISSUED BY CODE 00091
DOT/Maritime Administration, MAR-380
400 Seventh Street, SW., Room 7310
Washington, DC 20590

7. ADMINISTERED BY *(If other than Item 6)* CODE

8. NAME AND ADDRESS OF CONTRACTOR *(No., street, county, State and Zip Code)*

Fleet Operations Group
Maritime Administration/USDOT,400 7th Street, SW
Washington, DC 20590

CODE * FACILITY CODE

| | |
|---|---|
| | 9A. AMENDMENT OF SOLICITATION NO. |
| | 9B. DATED *(SEE ITEM 11)* |
| (X) | 10A. MODIFICATION OF CONTRACT/ORDER NO. DTMA1C06006 |
| (X) | 10B. DATED *(SEE ITEM 13)* 03/28/2006 |

11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS

☐ The above numbered solicitation is amended as set forth in Item 14. The hour and date specified for receipt of Offers ☐ is extended, ☐ is not extended.

Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods:

(a) By completing Items 8 and 15, and returning _____ copies of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) By separate letter or telegram which includes a reference to the solicitation and amendment numbers. FAILURE OF YOUR ACKNOWLEDGMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment you desire to change an offer already submitted, such change may be made by telegram or letter, provided each telegram or letter makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.

12. ACCOUNTING AND APPROPRIATION DATA *(If required)*

No Funding Information

13. THIS ITEM ONLY APPLIES TO MODIFICATION OF CONTRACTS/ORDERS.
IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14.

| CHECK ONE | |
|---|---|
| ☐ | A. THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. IN ITEM 10A. |
| ☑ | B. THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in paying office, appropriation date, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b). |
| ☐ | C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF: |
| ☐ | D. OTHER *(Specify type of modification and authority)* |

E. IMPORTANT: Contractor [X] is not, [ ] is required to sign this document and return _____ copies to the issuing office.

14. DESCRIPTION OF AMENDMENT/MODIFICATION *(Organized by UCF section headings, including solicitation/contract subject matter where feasible.)*

a. The Quality Assurance Surveillance Plan (QASP) provided by Modification 0003 to this Fleet Contract requires clarification and revision of AQLs.
b. This modification 0003 replaces the QASP, effective 04 Sep 04 and provided by Modification 0003 to this Fleet Contract with the attached QASP as Attachment J-20.
c. Effective 02 Oct 06 this modification 0004 replaces Gerald Corbitt with Capt Gene Magee as the HQ COTR as provided in paragraph b to Section G.

Except as provided herein, all terms and conditions of the document referenced in Item 9A or 10A, as heretofore changed, remains unchanged and in full force and effect.

| 15A. NAME AND TITLE OF SIGNER *(Type or print)* | | 16A. NAME AND TITLE OF CONTRACTING OFFICER *(Type or print)* Frank Bajowski | |
|---|---|---|---|
| 15B. CONTRACTOR/OFFEROR<br>*(Signature of person authorized to sign)* | 15C. DATE SIGNED | 16B. United States of America<br>BY [redacted]<br>*(Signature of Contracting Officer)* | 16C. DATE SIGNED<br>10/24/2006 |

| Line Item Number | Description | Delivery Date (Start date to End date) | Quantity | Unit of Issue | Unit Price | Total Cost |
|---|---|---|---|---|---|---|

*This Fleet "Contract" form formalizes and supplements the 15 Jan 04 Letter of Obligation (LOO) to the Most Efficient Organization (MEO), thereby affording all parties a means of tracking changes to the LOO.*

No Changed Line Item Fields

**Previous Total:**

**Modification Total:**

**Grand Total:**

## Shipping Addresses

| Code | Detail | |
|---|---|---|
| 0001 | **Org:** | DOT/Maritime Administration, MAR-612 |
| | **Addr:** | 400 Seventh Street, SW., Room 2112 |
| | | Washington DC 20590 |
| | **Attn:** | Eugene J. Magee, Chief, Div of Reserve Fleet |
| | **Phone:** | (202) 366-5752 ext. |
| | **Fax:** | ( ) - ext. |

## Invoice Addresses

| Code | Detail | |
|---|---|---|
| 0001 | **Org:** | DOT/Maritime Administration, MAR-600 |
| | **Addr:** | 400 Seventh Street, SW, MAR-600 |
| | | Washington DC 20590 |
| | **Attn:** | Mark J. Truffer |
| | **Phone:** | (202) 366-1947 ext. |
| | **Fax:** | ( ) - ext. |

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SECTION A -- SOLICITATION/CONTRACT FORM

A.1 SUMMARY OF CHANGES

The free form item ‘MARAD Key Personnel’has been edited.

# SECTION G -- CONTRACT ADMINISTRATION DATA

## G.1 MARAD KEY PERSONNEL

a. The Procuring Contracting Officer (PCO) for this Fleet Contract is:

F. K. Bajowski, Jr.
MAR-380
Phone: (202)366-1744
FAX: (202)366-3237
e-mail: Frank.Bajowski@dot.gov

b. The Contracting Officer's Technical Representative at headquarters (HQ COTR) for this Fleet Contract (for technical implementation and management) is:

***Capt Gene Magee***
MAR-612
Phone: (202) 366-***5752***
FAX: (202)366-3954
e-mail gerald.corbitt@dot.gov

In the event of an emergency, notify the HQ COTR after the the respective FSG is notified.

c. The headquarters POC for matters concerning property administration:

Loose Equipment and tools is:

Mr. Jerome Davis
MAR-310
Phone: (202) 366-5816
FAX: (202) 366-2800
e-mail jerome.davis@dot.gov

Facilities is:

Mr. Jerome Davis
MAR-310
Phone: (202) 366-5816
FAX: (202) 366-2800
e-mail jerome.davis@dot.gov

d. MARAD Public Affairs Officer:

Susan Clark
MAR-240
Phone: (202) 366-9963
FAX: (202) 366-3889
e-mail: Susan.Clark@dot.gov

e. The Administrative Contracting Officer (ACO) at the Regions will be responsible for the day-to-day administration of the Fleet Contract for their respective fleet sites.

f. Definitions.
(1) The PCO retains the authority to solicit, award and modify the basic terms and conditions of the contract. The PCO shall delegate, in writing, specific authorities to the ACO at each Region.

(2) Regional Chiefs of Contracting Office (COCO) are delegated the authority to appoint qualified ACOs and may perform all the duties of ACO for their respective Regions.

(3) Director/Deputy Director of Acquisition (MAR380) appoints the PCO.

(4) ACO has the authority to appoint COTRs and Alternate COTRs (ACOTRs) for their respective Fleet sites.

SOUTH ATLANTIC REGION

Maritime Administration
7737 Hampton Boulevard
BLDG. 4D, Rm. 211
Norfolk, Virginia 23505
TEL: (757)441-6393
FAX: (757) 440-0812
TEL: (757) 887-3233

COCO: Glen Spears, glen.spears@dot.gov
ACO: As appointed

Funds Control Officer (FCO): Jennifer Fallis, jennifer.fallis@dot.gov
COTR: ***Vacant*** (for operational matters and emergency notification),
***Point of Contact Charlotte Mingee, charlotte.mingee@dot.gov***
ACOTR: Art Fritz, art.fritz@dot.gov
FPM: ***Martin Walker***, ***martin.walker@dot.gov***

CENTRAL REGION

Maritime Administration
Hale Boggs Federal Building
501 Magazine Street, Room 1223
New Orleans, LA 70130-3394
TEL: (504)589-6565
FAX: (504) 589-6593
TEL: (409)722-3433

COCO: Bruce Lohfink, bruce.lohfink@dot.gov
ACO: As appointed

FCO: Tom Bostic, tom.bostic@dot.gov
COTR: Billy Greer (for operational matters and emergency notification) ,
billy.greer@dot.gov
ACOTR:
FPM: John Hickey, john.hickey@dot.gov

WESTERN REGION

Maritime Administration
201 Mission Street
Suite 2200
San Francisco, CA 94105

TEL: (415) 774-2562
FAX: (415) 744-2576
TEL: (707) 745-0487

COCO: Jim Bartha, jim.bartha@dot.gov
ACO: As appointed

FCO: Susan Wong, susan.wong@dot.gov
COTR: Simon Tao (for operational matters and emergency notification),
simon.tao@dot.gov
ACOTR: Earl Johnson, earl.johnson@dot.gov
FPM: Joseph Pecoraro, joseph.pecoraro@dot.gov

g. The official responsible for the performance of the Most Efficient Organization (also known as the Fleet Operations Group or FOG) for this Fleet Contract is:

Mr. Bill Cahill
MAR-610
Phone: (202) 366-1875
FAX: (202) 366-3954
e-mail: william.cahill@dot.gov

# QUALITY ASSURANCE SURVEILLANCE PLAN

# FOR

# NATIONAL DEFENSE RESERVE FLEET (NDRF) OPERATIONS WASHINGTON, DC

Modification 0004
Dated: October 24, 2006

Effective Retroactively September 4, 2004

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# INTRODUCTION

This Quality Assurance Surveillance (QASP) Plan has been developed pursuant to the requirements of the Maritime Administration's National Defense Reserve Fleet (NDRF) performance work statement (PWS) in Solicitation No. DTMA1B03001. This plan sets forth the procedures and guidelines that the NDRF will use in evaluating the Fleet Program Manager (FPM) (hereafter referred to as the Service Provider (SP) compliance with all PWS related work and Fleet Contract tasks and performance standards.

Purpose
The QASP is a formal document that ensures systematic inspection of the required functions identified in the PWS. The QASP is intended to accomplish the following:

- Define the roles and responsibilities of Government officials responsible for implementation of the QASP
- Define the types of work to be surveyed
- Provide the Quality Assurance Specialist (QAS) with procedures and processes to systematically and effectively monitor the performance of the SP
- Describe and detail the processes and evaluation methods that will be employed by the Government in assessing SP performance
- Provide copies of the quality assurance monitoring forms that will be used by the Government in documenting and evaluating SP performance
- Provide a means whereby the Ships Operations and Maintenance Officer (SOMO), Staff Shipping Representative (SSR), Supervisory Marine Surveyor (SMS) Beaumont Reserve Fleet (BRF), the Supervisory Quality Assurance Specialist (SQAS) can evaluate the performance of the FPM and SQAS in monitoring SP performance.
- Describe and detail the corrective procedures to be taken for deficient SP performance. Measures may include issuance of discrepancy reports, or other reports as necessary to correct observed and discovered discrepancies

# 2.0 HOW TO USE THE PLAN

The QASP is a surveillance plan intended for use by the SOMO, Staff Shipping Representative (SSR), SMS (BRF), SQAS, and QAS's. The instructions contained within the plan identify the quality assurance aspects associated with SP surveillance and the various forms used to survey the required work.

The roles and responsibilities of the SOMO, SMS (BRF), SSR, SQAS and QAS's as they pertain to the QA Plan are as follows:

HQ MAR-612:

- Responsible for monitoring SP compliance with all performance requirements of the contract, contract administration, cost, and property control.
- Responsible for any decisions that produce an increase or decrease in the scope of the PWS or solicitation.
- Responsible for reviewing the Region QA assessments of SP performance.

Region HQ: (SOMO/SSR/ SMS (BRF) /Region COTR)

- Responsible for SP compliance with all performance requirements of the contract, contract administration, cost, and property control.
- Responsible for reviewing the QAS assessment of SP performance and for resolving all differences between the QAS and the SP.

SQAS and QAS's -

- Responsible for verifying SP performance at the technical level requirements of the PWS and solicitation in accordance with the terms, conditions, and specifications.
- Responsible for establishing the quality assurance surveillance schedule and ensuring that all necessary inspections are performed.
- Responsible for maintaining an effective line of communication with the SP designated points of contact (POCs).
- Responsible for notifying the SP POCs of discrepancies observed during surveillance, and submitting reports concerning performance to the SQAS
- Responsible for maintaining service support contract records.
- QAS's are not authorized nor expected to offer advice to the FPM or to SP personnel on how work should be performed.

## 2.1 SURVEILLANCE METHODS

There are four widely accepted inspection methods.

- 100% Inspection
- Planned Sampling
- Validated Customer Complaints
- Incidental (or unscheduled) Inspection

Any of these inspection methods can be selected and supported by the Automated Quality Assurance System (AQAS). AQAS is the official system for monitoring and recording Quality Assurance findings and results and is used to generate Quality Performance Reports (QPR's) on a quarterly basis, which shall be reported to HQ for award term scoring.

AQAS is a computer-based surveillance, tracking, reporting, and recording system that has the capability to generate random sample lists based on the data inputs within the system. Once all inspection items are in the system, the FSG can choose an appropriate sample size population based on any criteria. The "Frequency of Inspection" indicated on the 13 Quality Assurance Surveillance Plans is for guidance.

### 2.1.1 100% INSPECTION

The QAS inspects every work occurrence or output of service by the SP to determine whether it conforms to the specifications. Given the SP's work schedule, it is possible to schedule inspections in advance to cover each scheduled occurrence of work. All observed defects (nonconformity's) are corrected and appropriate contract deductions may be taken from monthly contract payments.

### 2.1.2 PLANNED SAMPLING

The term "planned" does not imply that the other surveillance methods are "unplanned". This title simply means that rather than inspect all work occurrences or base our inspections on random theory, the QAS will establish a pre-determined plan for inspecting part of the work, using subjective judgment to determine which work occurrences to inspect and the frequency of the inspections. If consistently applied month to month, Planned Sampling will reveal trends in the SP's performance.

Selecting a sample size for Planned Sampling is subjective; the sample size is arbitrarily determined. In order to provide consistent surveillance and provide a basis for comparing performance trends, a consistent method of selecting the samples is required. The criteria for selection of the sample from the population must be documented and applied consistently from one surveillance period (i.e. a month) to the next surveillance period. If there is no consistency, trends in the SP's performance cannot be verified.

### 2.1.3 VALIDATED CUSTOMER COMPLAINTS

This method, when handled properly, can supplement the use of other methods, particularly Planned Sampling. In some situations, it may even be used as the primary method of monitoring SP performance. This method consists of customers observing defects in the services they expect to receive and reporting these defects to the QAS. To be a valid method, all such alleged defects must be examined by the QAS within a reasonable time (depends on nature of service) and determined to be a true defect. Documentation of these validations provides the necessary justification for deductions.

The QAS should develop detailed procedures for validating each complaint, including points of contact with each customer, and specific steps the customers should follow in identifying and reporting performance deficiencies. Validated Customer Complaints are particularly effective when used to inspect contract requirements in which the customer has personal interest or in close daily contact. Upon receipt of a complaint, the QAS will initiate a Customer Complaint Form to record receipt of the complaint and to document the subsequent complaint validation.

An example form is provided in this plan. If the complaint is valid, the QAS will complete the form, notify the SP POC, if rework or other action is appropriate, document the results of any required SP actions, sign the form, and forward it to the SQAS.

### 2.1.4 UNSCHEDULED INSPECTIONS

This is an unplanned inspection, usually carried out in conjunction with inspections of other contract requirements or in an impromptu fashion on the way to or from another commitment. For example, a QAS may be monitoring off-shore operations. Incident to that inspection, he/she may notice and document another service that fails to meet specific standards. This constitutes an unscheduled inspection. It is seldom used as a primary method of surveillance. Decisions on what to inspect are usually arbitrary; they are made simply “because you are there”. Consider Unscheduled Inspections as a supplement to other methods.

## 2.2 ACCEPTABLE QUALITY LEVEL (AQL)

The AQL is the defect rate for the population of a given service above which the SP's performance for a particular contract requirement is considered unsatisfactory. It is also the maximum rate or number of defects allowed before the effectiveness of the SP’s quality control (QC) for the contract requirement evaluated is called into question. For each contract requirement, its AQL serves as a benchmark to evaluate the SP's performance and SP’s QC Program as it applies to that requirement. The SQAS should be notified in all cases where the defect rate exceeds the AQL.

The unit of measure for a defect rate may be stated either as a percent or as an absolute number of defects per time period. Either approach may be applied to 100% Inspection or Planned Sampling. An absolute number should be used with Validated Customer Complaints, if used as the primary surveillance method. The AQL is not a threshold at which official notification actions must be taken. In short, it is a QA tool to determine when performance may need an “official” response from the SQAS.

Identification of the appropriate AQL for each contract requirement should be done with care. It requires knowledge of the nature of each requirement. The Government cannot reasonably expect perfect performance from the SP on every service or product. The following factors were used to establish the appropriate rate:

- How much will each defect interfere with the activity's mission?
- How many defects will the customer tolerate?
- Does the service involve safety, health, environment or other regulations?
- Will unsatisfactory or non-performance create poor working conditions, loss of efficiency?
- Is the AQL reasonable (legally, functionally)?
- Is it achievable?

To determine an AQL percentage, the first step is to decide what is the maximum number of defects for the given contract requirement for the payment period (usually one month) the

Government should tolerate. Then divide that number by the typical number of anticipated monthly services to determine a usable performance AQL percentage or number.

## 2.3 DEFECTS

The concept of a defect (the lack of something necessary for completeness) is fairly clear. In cases where an element necessary to the contract is clearly either present or absent, or works or does not work, a defect is easy to identify. The problem arises in trying to define a defect where a contract element is open to subjective interpretation, such as the level of quality. Since many SP provided services deal with service outputs that are subjective, criteria for acceptable performance and for defects must be defined.

Defects may be made up of one or more deficiencies. For example, a documentation form may not have all the data filled in. While the form should have all requested data, the lack of a phone number or other small detail does not constitute a defect. A combination of several deficiencies becomes a defect. The concept of “substantially complete” should be the basis for evaluation. Work is considered "substantially complete" where there has been no willful departure from the terms of the contract and no omission of essential work, the SP has honestly and faithfully performed the work required, and the only variance consists of minor omissions or deficiencies. In general, work is substantially completed when 90 - 95 percent or more is satisfactorily completed. The percentage selected depends upon the type of work performed. However, if evaluation indicates a consistent trend “90 – 95 percent” performance, such minor non-performance should not go un-addressed.

Another consideration for determining if a service is defective is the SP’s ability to maintain a required condition (e.g. vessels are always in trim, CP systems are operational). If the SP (the MEO) inherits a fleet with vessels that cannot be held in trim, or non-operating CP systems requiring extensive repairs beyond the PWS scope of work, the QAS should not render a “fail” rating, if one of those vessels appears in the surveillance schedule. After such situations are remedied, then satisfactory maintenance then becomes within the SP’s control, and subsequent unsatisfactory situations should be rated “fail”.

## 2.4 EVALUATION PROCEDURES

In addition to identifying the size of the service population and the sample size and sample selection procedures, the QASP provides specific procedures to inspect and evaluate SP performance of a specific contract requirement. The purpose of these procedures is to minimize the possibility that inspections will be performed arbitrarily, to insure continuity from one month to the next, and consistency when more than one QAS’s may be inspecting the same contract requirement. The level of detail depends upon the importance and complexity of the work occurrences in a contract requirement; however, vague or generic statements are always unacceptable. Performance evaluation is the most important component of the QASP. It is the key to effective Government QA and the only reason for having a QASP.

The level of detail must be adequate to allow the QAS(s) to employ the same method of surveillance, apply the same performance evaluation criteria, and produce the required level of

documentation to justify a “fail” rating and associated deductions that will withstand challenges from an audit.

## 2.5 QUALITY ASSURANCE SURVEILLANCE PLAN WORKSHEETS

Included within each QASP are elements that specify evaluation items and on-site inspection methods for documenting the performance of a specific contract requirement. Each QASP has a corresponding evaluation worksheet listing the inspections performed for each element. Each evaluation worksheet includes space for the surveillance date, surveillance location, surveillance results, (i.e. pass/fail), tracking of rework, and the QAS's comments where unsatisfactory performance is reported. All entries should be made at the job site at the time of inspection in ink.

## 2.6 PERFORMANCE EVALUATION SCORING

Each QASP element is scored monthly on the Performance Evaluation Scoring Report. This report is to be attached to a narrative analysis on the performance for the month. It is one thing to evaluate individual work occurrences each day and document the results; however, it is another to summarize these results, draw conclusions from them and make recommendations for action. This is where "analysis" comes in. The analysis includes a general description of how the data from the Worksheets was used to make recommendations, significant findings when on calculating the defect rate (DR), and plans for future “Frequency of Inspection” levels.

### 2.6.1 Defect rate calculations

For 100% Inspection:

$$DR\% = \frac{\text{number of unsatisfactory work occurrences}}{\text{number of work occurrences for the month}} \times 100$$

For Planned Sampling:

$$DR\% = \frac{\text{number of unsatisfactory work occurrences found in the sample}}{\text{number of work occurrences sampled}} \times 100$$

### 2.6.2 Analysis of Surveillance Results

The QAS should summarize the results of the month's inspections, calculate DRs as required, and submit performance recommendations to the SQAS. The SQAS should combine all input from the QAS, develop the narrative to explain the results, and submit it to the Region COTR.

1. If the DR or the number of defects for a work requirement is less than the performance objective’s AQL, the SP's overall performance of that requirement should be rated “satisfactory” for the month.

2. If the DR or the number of defects for a work requirement is greater than or equal to the performance objective's AQL, the SP's overall performance of that requirement should be rated "unsatisfactory", and the QAS should recommend the SQAS issue the SP a formal notice of sustained unsatisfactory performance.

3. The Base Term Award Term Plan includes a total of 13 broad category QASP items each of which has between one and seven subcategories of performance elements linked to the PWS. In computing QA scores, it is appropriate to measure at the sub-element level to ensure credit is given to the Service Provider for satisfactory performance of individual sub-elements within the 13 broad categories. For example, if a broad category QASP item (i.e. Vessel Operations) is worth 7.70 points and it has 7 performance elements, then each sub-element counts as 1.1 points. If a particular sub-performance element has a documented QA defect rate above the AQL, then 1.1 points should be deducted from the total QA score for that sub-item. For the other 6 sub-items in that QA category that are satisfactory and within the AQL, a positive score of 6 times 1.1 points results in plus 6.6 points of the 7.70 allowable for that category.

### 2.6.3 Rework

The preferred way to resolve known defects is to request performance (if unperformed initially), or re-performance (if performed unsatisfactorily). The primary mission of contract inspection is to receive the desired services. It is clear that a contract requirement with timeliness as the "defective" performance requirement cannot be reworked. However, the Government should request rework where practical. It is important to understand that reworking a defect does not remove it from the DR calculation. A "defect" stays a "defect", even though reworked or re-performed. Further, the QAS should always indicate the date he/she notified the SP of a rework requirement, as many services have specified work completion times, and the QAS need the rework notification date to monitor timely accomplishment.

### 2.6.4 Notification of SP Concerning Rework

In all inspection methods, the Government should notify the SP of observed defects. This may be done using copies of the Rework Request Report.

### 2.6.5 Contract Discrepancy Report (CDR)

The purpose of the CDR is to give written notice to the SP of poor performance as documented by the QAS. If the QAS has identified defects on a given performance objective and either sees an unsatisfactory trend developing, or has determined overall performance on that objective is unsatisfactory, the QAS should recommend the SQAS initiate a CDR at the end of the evaluation period. If the deficiencies are judged serious enough, a CDR could be issued immediately. Each CDR should be signed by the SQAS and forwarded to the SP with Region COTR concurrence as soon as possible. Upon receipt of a CDR, the SP should develop a plan for preventing future unsatisfactory performance, describing the proposed corrective action in the space provided on the CDR, and return it to the SQAS. The QAS who recommended the CDR performance should be allowed to evaluate the SP's plan. If the plan is rejected, the QAS must explain why and recommend further Government action to get the SP to achieve satisfactory performance. A CDR

form should provide space for the SP's proposal and the Government's evaluation, acceptance or rejection of it. If performance is unsatisfactory, the SQAS should issue a second CDR and perhaps recommend a meeting with the SSR. If the required quality of performance is still not provided, the SSR should consider stronger remedial action. The QAS can only recommend and document; the SQAS can issue SQAS correspondence, but only the SSR or higher management levels can take formal action.

# CUSTOMER COMPLAINT REPORT

| | |
|---|---|
| **1. Contract Number:**<br><br>**Complaint Number:** | |
| **2. First Informed of Complaint:**<br><br>**Date:** **Time:** **Received By:** | |
| **3. Source of Complaint**<br><br>**Organization:**<br><br>**Individual:** | |
| **4. Details of Complaint (attach continuation sheet as necessary)** | |
| **5. Contract Reference:** | |
| **6. Complaint Validated**<br><br>**Date:** **Time:** **By:** | |
| **7. SP Informed of Complaint**<br><br>**Date:** **Time:** **By:** | |
| **8. Action Planned/Taken by SP** | |
| **9. Work Inspected/Re-inspected**<br><br>**Date:** **Time:** **By:** | |
| **10. Results of Inspection** | |
| **11. Signature of Authorized Official** | **12. Date** |
| **13. Signature of Reviewing Official** | **14. Date** |

## REWORK REQUEST REPORT

Subj: Performance Deficiencies
Ref: MEO Contract

1. Corrective action is required on the discrepancy (ies) noted in the attached QAS Worksheets. A reply is required NLT _____(DATE)_____ as to what action has been or is being taken

_____

Remarks:

_____

Signature _____ Date _____

_____

SP Reply (the back side of this report my be used if more spaces is required for reply)

QAS Signature _____ Date _____

| CONTRACT DISCREPANCY REPORT | 1. CDR Number | 2. Contract Number |
|---|---|---|

**Government Action**

| 3. To: (Contractor and Manager Name) | 4. From: (Government Representative) |
|---|---|

5. Discrepancy or problem

6. Contractor Notified Date

| 7. Contracting Officer Signature | 8. Date |
|---|---|

**Contractor Action**

| 9. To: (Contracting Officer) | 10. From: (Contractor) |
|---|---|

11. Contractor Response, Corrective Action(s) Taken

| 12. Contractor Representative Signature | 13. Date |
|---|---|

**Government Close Out**

14. Government Evaluation

15. Government Action(s)

| 16. Contracting Officer Signature | 17. Date |
|---|---|
| 18. Reviewing Official Signature | 19. Date |

## QUALITY ASSURANCE SURVEILLANCE PLAN #1

### Contract Requirement: Off-Shore Operation

**Performance Objective:**
Maintain flood marks. Maintain draft and ballasts on vessels. Provide off-shore security

| **Performance Standard:** | **AQL** |
|---|---|
| 1. Flood marks are readily apparent | 1. 5% |
| 2. Vessels are at proper list. | 2. 5% |
| 3. All trespassers are challenged | 3. 1% |

| **Reviewing Official:** | **Method of Surveillance**: |
|---|---|
| SQAS | Planned Sampling |

**Frequency of Inspection:**
Normal: 1 inspection per week
Reduced: 2 inspections per month

| **Statement of Work Reference:** | **Other Applicable References:** |
|---|---|
| C.5.1 and C.5.4 | Reserve Fleet Manual: 1.8 – Fleet Security, 4.3.4 – Arrival Mooring |

**Sampling Procedures:** Prior to the inspection month, randomly choose the days and ships to inspect the Off Shore Operations.

**Evaluation Procedures.**
Use the QA Surveillance Plan Inspection Checklist to record the field performance observations. Spread the inspection days throughout the inspection month. List each fleet vessel on the QA Surveillance Plan Inspection Checklist for each selected inspection day. Review the most current Vessel Roster Report and determine the vessels and/or systems that can not be maintained to PWS standards. Locate any of these vessels on the Inspection Checklist and indicate (e.g. cross off) any performance standard that is ineligible for inspection. On the selected inspection days, tour the selected ships to observe SP performance of the performance objectives. Observe the list, flood-marks, determine if the “power available” light is on, and verify that proper security procedures are in place. In the event of questionable performance, go onboard to assure compliance with performance requirements. If no security capability is evident, and a trespasser is present, check with the Fleet Administration Office to see if they are aware of the trespasser. In the event deficiencies are observed, but the SP has actions currently underway to remedy the situation, performance is considered satisfactory. Enter observations for each vessel. For all services rated "F" (failed), indicate the reason for the failure in the space marked "remarks". If appropriate, notify the SP POC of unsatisfactory performance that can be corrected by rework. Enter the date rework was reported under “Remarks”.

**Rating**: At the end of the month, the QAS will summarize the results of the month's surveillance, calculate DRs, and compare DRs to AQLs, and assess the SP's overall performance.

a. The defect rate will be calculated as follows:

$$DR(\%) = \frac{\text{Number of Defects}}{\text{Number of Inspections}}$$

b. If the DR for a work requirement is greater than its AQL, the QAS should recommend to the SQAS that a CDR be issued to the SP, or that stronger action be taken.

c. The QAS will monitor the SP's overall performance and recommend appropriate administrative actions to the SQAS when performance is less than satisfactory.

## QUALITY ASSURANCE SURVEILLANCE PLAN #1 WORKSHEET

**QA Surveillance Plan Inspection for (MM/YYYY):** _____

**Contract Requirement:** Off-Shore Operation QAS: _____

| DATE | SURVEILLANCE LOCATION | Performance Standards | | | REWORK | REMARKS |
|---|---|---|---|---|---|---|
| | | 1 | 2 | 3 | | |
| | | P - F | P - F | P - F | P - F | |
| | | P - F | P - F | P - F | P - F | |
| | | P - F | P - F | P - F | P - F | |
| | | P - F | P - F | P - F | P - F | |
| | | P - F | P - F | P - F | P - F | |
| | | P - F | P - F | P - F | P - F | |
| | | P - F | P - F | P - F | P - F | |
| | | P - F | P - F | P - F | P - F | |
| | | P - F | P - F | P - F | P - F | |
| | | P - F | P - F | P - F | P - F | |
| | | P - F | P - F | P - F | P - F | |
| | | P – F | P - F | P - F | P - F | |

**Legend of Performance Standards:**
1. Flood marks are readily apparent
2. Vessels are at proper list
3. All trespassers are challenged

## QUALITY ASSURANCE SURVEILLANCE PLAN #2

## Contract Requirement: Vessel Operations (Electrical Systems)

**Performance Objective:**
Maintain Cathodic Protection (CP) systems. Maintain dehumidification systems. Monitor and maintain flood alarms. Install, monitor, and maintain fire alarms. Maintain electrical power distribution.

| **Performance Standard:** | **AQL** |
|---|---|
| 1. CP system is operational 90% of the time. | 1. 0% |
| 2. DH spaces on retention vessels are less than 45% relative humidity 90% of the time. DH systems shall be maintained so that the DH run time is as necessary to maintain the required RH standard. | 2. 0% |
| 3. Fire and flooding alarms are operational 90% of the time. | 3. 0% |
| 4. Electrical power distribution systems are fully operational 90% of the time. When not operational, electrical power distribution systems are made fully operational within seven days of receiving repair parts. | 4. 0% |

| **Reviewing Official:** | **Method of Surveillance**: |
|---|---|
| SQAS | Planned Sampling |

**Frequency of Inspection:**
Normal: 10 % of fleet vessels per month
Reduced: 3% of fleet vessels per month

| **Statement of Work Reference:** | **Other Applicable References:** |
|---|---|
| C.5.1 | Reserve Fleet Manual: 4.2.1-DH, 4.2,3-Fire Alarms, 4.2.2 - CP |

**Sampling Procedures:** Prior to the inspection month, randomly select the required vessels to inspect.

**Evaluation Procedures.**
Use the QA Surveillance Plan Inspection Checklist to record the field performance observations. List the vessels planned for inspection. Review the most current Vessel Roster Report and determine the vessels and/or systems that can not be maintained to PWS standards. Locate any of these vessels on the Inspection Checklist and indicate (e.g. cross off) any performance standard that is ineligible for inspection. Using the SP work schedule, inspect the selected vessels one day after the SP has completed the vessel operations. Considering the weather conditions and current vessel operations, check the available CP and DH gauges to determine if the readings are within acceptable ranges. If the vessel draft marks indicate a potential bilge problem, check all vessel areas to determine compliance with bilge level requirements. Check all other systems for proper operation. Review the latest hull gauging reports to determine compliance with the hull gauging survey schedule. Assure the vessel is in a safe condition, with no unreported topside or hull integrity deficiencies. In the event deficiencies are observed, but the SP has actions currently underway to remedy the situation, performance is considered satisfactory. For all services rated "F" (failed), indicate the reason for the failure in the space marked "remarks". If appropriate, notify the SP POC of unsatisfactory performance that can be corrected by rework. Enter the date rework was reported under “Remarks”.

**Rating**: At the end of the month, the QAS will summarize the results of the month's surveillance, calculate DRs, and compare DRs to AQLs, and assess the SP's overall performance.

a. The defect rate will be calculated as follows:

$$DR(\%) = \frac{\text{Number of Defects}}{\text{Number of Inspections}}$$

b. If the DR for a work requirement is greater than its AQL, the QAS should recommend to the SQAS that a CDR be issued to the SP, or that stronger action be taken.

c. The QAS will monitor the SP's overall performance and recommend appropriate administrative actions to the SQAS when performance is less than satisfactory.

## QUALITY ASSURANCE SURVEILLANCE PLAN #2 WORKSHEET

**QA Surveillance Plan Inspection for (MM/YYYY):** _____

**Contract Requirement:** Vessel Operations QAS: _____

| DATE | SURVEILLANCE LOCATION | Performance Standards | | | | REWORK | REMARKS |
|---|---|---|---|---|---|---|---|
| | | 1 | 2 | 3 | 4 | | |
| | | P - F | P - F | P - F | P - F | P - F | |
| | | P - F | P - F | P - F | P - F | P - F | |
| | | P - F | P - F | P - F | P - F | P - F | |
| | | P - F | P - F | P - F | P - F | P - F | |
| | | P - F | P - F | P - F | P - F | P - F | |
| | | P - F | P - F | P - F | P - F | P - F | |
| | | P - F | P - F | P - F | P - F | P - F | |
| | | P - F | P - F | P - F | P - F | P - F | |
| | | P - F | P - F | P - F | P - F | P - F | |
| | | P - F | P - F | P - F | P - F | P - F | |
| | | P - F | P - F | P - F | P - F | P - F | |
| | | P - F | P - F | P - F | P - F | P - F | |

**Legend of Performance Standards:**
1. CP system is operational 90% of the time.
2. DH spaces on retention vessels is less than 45% relative humidity 90% of the time. DH systems shall be maintained so that the DH run times are as necessary to maintain the RH standards.
3. Fire and flooding alarms are operational 90% of the time.
4. Electrical power distribution systems are fully operational 90% of the time. When not operational, electrical power distribution systems are made fully operational within seven days of receiving repair parts.

| QUALITY ASSURANCE SURVEILLANCE PLAN #3 | |
|---|---|
| **Contract Requirement: Emergency Services** | |
| | |
| **Performance Objective:**<br>Provide first response and support. | |
| **Performance Standard:** | **AQL** |
| 1. First Response actions initiated and notifications accomplished within 30 minutes of discovery of incident. | 1. 1% |
| 2. Emergency situation eliminated, work completed within specified completion times, or within a reasonable time for those services with no specified completion time. | 2. 5% |
| 3. Emergency de-watering activity due to lack of hull integrity commences within four hours of discovery 80% of the time and within eight hours 100% of the time. | 3. 0% |
| **Reviewing Official:**<br>SQAS | **Method of Surveillance**:<br>100% Inspection |
| **Frequency of Inspection:** Not applicable | |
| **Statement of Work Reference:**<br>C.5.1, C.5.2 and C.5.3 | **Other Applicable References:**<br>Reserve Fleet Manual: 4.4.1 – Dewatering, |
| **Sampling Procedures:** Not applicable | |
| **Evaluation Procedures.**<br>Use the QA Surveillance Plan Inspection Checklist to record the field performance observations. Daily check the Fleet and Damage Control (F&DC) Log for emergency services that occurred during non-duty hours. During duty hours, monitor all emergency services. For all services, verify response and work start times complied within the required times for the various services (e.g. dewatering activities, emergency ship movements, etc.). In addition to responding on-site, “response” may be making the required notifications, implementing plans, etc. In such situations, verify the work started within a reasonable time. For all services rated "F" (failed), indicate the reason for the failure in the space marked "remarks". If appropriate, notify the SP POC of unsatisfactory performance that can be corrected by rework. Enter the date rework was reported under “Remarks”. | |
| **Rating**: At the end of the month, the QAS will summarize the results of the month's surveillance, calculate DRs, and compare DRs to AQLs, and assess the SP's overall performance.<br><br>a. The defect rate will be calculated as follows:<br>$DR(\%) = \frac{\text{Number of Defects}}{\text{Number of Inspections}}$<br>b. If the DR for a work requirement is greater than its AQL, the QAS should recommend to the SQAS that a CDR be issued to the SP, or that stronger action be taken.<br><br>c. The QAS will monitor the SP's overall performance and recommend appropriate administrative actions to the SQAS when performance is less than satisfactory. | |

## QUALITY ASSURANCE SURVEILLANCE PLAN #3 WORKSHEET

**QA Surveillance Plan Inspection for (MM/YYYY):** _____

**Contract Requirement:** Emergency Services QAS: _____

| DATE | SURVEILLANCE LOCATION | Performance Standards | | | REWORK | REMARKS |
|---|---|---|---|---|---|---|
| | | 1 | 2 | 3 | | |
| | | P - F | P - F | P - F | | |
| | | P - F | P - F | P - F | | |
| | | P - F | P - F | P - F | | |
| | | P - F | P - F | P - F | | |
| | | P - F | P - F | P - F | | |
| | | P - F | P - F | P - F | | |
| | | P - F | P - F | P - F | | |
| | | P - F | P - F | P - F | | |

**Legend of Performance Standards:**
1. First Response actions initiated and notifications accomplished within 30 minutes of discovery of incident.
2. Emergency situation eliminated, work completed within specified completion times, or within a reasonable time for those services with no specified completion time.
3. Emergency de-watering activity due to lack of hull integrity commences within four hours of discovery 80% of the time and within eight hours 100% of the time.

## QUALITY ASSURANCE SURVEILLANCE PLAN #4

### Contract Requirement: On-Shore Operations

**Performance Objective:**
Grounds maintenance. On-shore Security. Develop and implement a recycling program. Develop, implement and maintain a key control plan.

| **Performance Standard:** | **AQL** |
|---|---|
| 1. Grass does not exceed four inches. No more than one inch accumulation of snow or ice on paved areas. (For SBRF: No more than one-quarter inch accumulation of sand, dirt or gravel on any portion of paved areas) | 1. 5% |
| 2. All visitors at entrance to property challenged. | 2. 1% |
| 3. Recycling refuse containers are available. Recycling information is disseminated. Recyclable waste is collected as required. | 3. 5% |
| 4. Ensure keys are safeguarded and not used by unauthorized personnel. | 4. 1% |

| **Reviewing Official:** | **Method of Surveillance**: |
|---|---|
| SQAS | Planned Sampling supported by Validated Customer Complaints |

**Frequency of Inspection:**
Normal: 1 inspection per week
Reduced: 2 inspection per month

| **Statement of Work Reference:** | **Other Applicable References:** |
|---|---|
| C.5.1, C.5.2, C.5.3, C.5.4, and C.5.6 | |

**Sampling Procedures:** Prior to the inspection month, randomly choose the days to make the On Shore Operations inspections, spreading the inspection days evenly throughout the inspection month.

**Evaluation Procedures.**
Use the QA Surveillance Plan Inspection Checklist to record the field performance observations. On the designated inspection days, walk through the on-shore areas and determine if the conditions comply with the performance standards. For security, determine if the guard is present and all required security documentation has been maintained. Check the availability of the recycling collection container. Check the key management system to assure all keys are accounted. Visit the dock area and determine if the launch service boats and operators are able to meet the specified response time. For all services rated "F" (failed), indicate the reason for the failure in the space marked "remarks". If appropriate, notify the SP POC of unsatisfactory performance that can be corrected by rework. Enter the date rework was reported under “Remarks”.

**Rating**: At the end of the month, the QAS will summarize the results of the month's surveillance, calculate DRs, and compare DRs to AQLs, and assess the SP's overall performance.

a. The defect rate will be calculated as follows:

$$DR(\%) = \frac{\text{Number of Defects}}{\text{Number of Inspections}}$$

b. If the DR for a work requirement is greater than its AQL, the QAS should recommend to the SQAS that a CDR be issued to the SP, or that stronger action be taken.

c. The QAS will monitor the SP's overall performance and recommend appropriate administrative actions to the SQAS when performance is less than satisfactory.

## QUALITY ASSURANCE SURVEILLANCE PLAN #4 WORKSHEET

**QA Surveillance Plan Inspection for (MM/YYYY): _____**

**Contract Requirement:** On-Shore Operations QAS: _____

| DATE | SURVEILLANCE LOCATION | 1 | 2 | 3 | 4 | REWORK | REMARKS |
|---|---|---|---|---|---|---|---|
| | | P - F | P - F | P - F | P - F | P - F | |
| | | P - F | P - F | P - F | P - F | P - F | |
| | | P - F | P - F | P - F | P - F | P - F | |
| | | P - F | P - F | P - F | P - F | P - F | |
| | | P - F | P - F | P - F | P - F | P - F | |
| | | P - F | P - F | P - F | P - F | P - F | |
| | | P - F | P - F | P - F | P - F | P - F | |
| | | P - F | P - F | P - F | P - F | P - F | |
| | | P - F | P - F | P - F | P - F | P - F | |
| | | P - F | P - F | P - F | P - F | P - F | |
| | | P - F | P - F | P - F | P - F | P - F | |
| | | P - F | P - F | P - F | P - F | P - F | |
| | | P - F | P - F | P - F | P - F | P - F | |

**Legend of Performance Standards:**
1. Grass does not exceed four inches. No more than one inch accumulation of snow or ice on paved areas. No more than one quarter inch accumulation of sand, dirt or gravel on any potion of paved areas at the SBRF.
2. All visitors at entrance to property challenged.
3. Recycling refuse containers are available. Recycling information is disseminated. Recyclable waste is collected as required.
4. Ensure keys are safeguarded and not used by unauthorized personnel.

## QUALITY ASSURANCE SURVEILLANCE PLAN #5

### Contract Requirement: Routine Services

**Performance Objective:**
Prepare equipment removal and installation proposals. Strip vessels designated for disposal. Collect, inventory, and preserve artifacts. Provide launch and crane services. Support dormant nuclear reactor inspections.

| **Performance Standard:** | **AQL** |
|---|---|
| 1. Prepare equipment removal and installation proposals are provided within 4hrs 80% of the time and within 1 day 100% of the time. | 1. 0% |
| 2. Strip vessels designated for disposal and collect, inventory, and preserve artifacts as requested for the year. | 2. 0% |
| 3. Provide crane services within 1 hour 90% of the time and within 4 hours 100% of the time. | 3. 0% |
| 4. Launch services are available within 30 minutes of notification 90% of the time and within one hour 100% of the time. | 4. 0% |

| **Reviewing Official:** | **Method of Surveillance**: |
|---|---|
| SQAS | 100% Inspection |

**Frequency of Inspection:** Not applicable

| **Statement of Work Reference:** | **Other Applicable References:** |
|---|---|
| C.5.1 | Reserve Fleet Manual: 5.1 - Artifacts |

**Sampling Procedures:** Not applicable

**Evaluation Procedures.**
Use the QA Surveillance Plan Inspection Checklist to record the field performance observations. Check the SP work schedules and monitor all requests for routine services requested by other than the SP. For all services, verify the work started within the requested times for the various services (e.g. crane services). Determine if the work was completed within a reasonable time. For all services rated "F" (failed), indicate the reason for the failure in the space marked "remarks". If appropriate, notify the SP POC of unsatisfactory performance that can be corrected by rework. Enter the date rework was reported under “Remarks”.

**Rating**: At the end of the month, the QAS will summarize the results of the month's surveillance, calculate DRs, and compare DRs to AQLs, and assess the SP's overall performance.

a. The defect rate will be calculated as follows:

$$DR(\%) = \frac{\text{Number of Defects}}{\text{Number of Inspections}}$$

b. If the DR for a work requirement is greater than its AQL, the QAS should recommend to the SQAS that a CDR be issued to the SP, or that stronger action be taken.

c. The QAS will monitor the SP's overall performance and recommend appropriate administrative actions to the SQAS when performance is less than satisfactory.

## QUALITY ASSURANCE SURVEILLANCE PLAN #5 WORKSHEET

**QA Surveillance Plan Inspection for (MM/YYYY): _____**

**Contract Requirement:** Routine Services QAS:_____

| DATE | SURVEILLANCE LOCATION | 1 | 2 | 3 | 4 | REWORK | REMARKS |
|---|---|---|---|---|---|---|---|
| | | P - F | P - F | P - F | P - F | P - F | |
| | | P - F | P - F | P - F | P - F | P - F | |
| | | P - F | P - F | P - F | P - F | P - F | |
| | | P - F | P - F | P - F | P - F | P - F | |
| | | P - F | P - F | P - F | P - F | P - F | |
| | | P - F | P - F | P - F | P - F | P - F | |
| | | P - F | P - F | P - F | P - F | P - F | |
| | | P - F | P - F | P - F | P - F | P - F | |
| | | P - F | P - F | P - F | P - F | P - F | |
| | | P - F | P - F | P - F | P - F | P - F | |
| | | P - F | P - F | P - F | P - F | P - F | |
| | | P - F | P - F | P - F | P - F | P - F | |

**Legend of Performance Standards:**

1. Work Prepare equipment removal and installation proposals are provided within 4hrs 80% of the time and within 1 day 100% of the time.
2. Strip vessels designated for disposal and collect, inventory, and preserve artifacts as requested for the year.
3. Provide crane services within 1 hour 90% of the time and within 4 hours 100% of the time.
4. Launch services are available within 30 minutes of notification 90% of the time and within one hour 100% of the time.

## QUALITY ASSURANCE SURVEILLANCE PLAN #6

## Contract Requirement: Phase IV Maintenance and Inspection

**Performance Objective:**
Perform RRF Phase IV maintenance and inspection. Coordinate schedule with Ship Manager and MARAD Marine Surveyor. Provide Phase IV deficiency listing to the RO. Identify Phase IV supplies and provide list of required items to the RO.

| **Performance Standard:** | **AQL** |
|---|---|
| 1. Phase IV maintenance procedures are completed within 20 working days 90% of the time and within 30 working days 100% of the time. | 1. 0% |
| 2. 90% of Phase IV reports are submitted without being rejected. Rejected Phase IV reports are corrected and resubmitted within seven workdays. | 2. 0% |
| 3. Each deficiency discovered during a Phase IV inspection shall be corrected within a 24 man-hour period. | 3. 0% |

| **Reviewing Official:** | **Method of Surveillance**: |
|---|---|
| SQAS | 100% Inspection |

**Frequency of Inspection:** Not applicable

| **Statement of Work Reference:** | **Other Applicable References:** |
|---|---|
| C.5.1 | Reserve Fleet Manual: 4.4.4 – Phase IV |

**Sampling Procedures:** Not applicable

**Evaluation Procedures.**
Use the QA Surveillance Plan Inspection Checklist to record the field performance observations. Verify the inspections occurred within the allowable inspection time periods and that all scheduled maintenance actions identified for the Phase IV inspection were accomplished. Attend the Phase IV Inspection wrap-up meeting and obtain a copy of the identified deficiencies. Visit the vessel and determine the SP compliance with the Phase IV scheduled maintenance tasks and that all deficiencies beyond the scope of a Phase IV Inspection have been identified. For all services rated "F" (failed), indicate the reason for the failure in the space marked "remarks". If appropriate, notify the SP POC of unsatisfactory performance that can be corrected by rework. Enter the date rework was reported under “Remarks”.

**Rating**: At the end of the month, the QAS will summarize the results of the month's surveillance, calculate DRs, and compare DRs to AQLs, and assess the SP's overall performance.

a. The defect rate will be calculated as follows:

$$DR(\%) = \frac{\text{Number of Defects}}{\text{Number of Inspections}}$$

b. If the DR for a work requirement is greater than its AQL, the QAS should recommend to the SQAS that a CDR be issued to the SP, or that stronger action be taken.

c. The QAS will monitor the SP's overall performance and recommend appropriate administrative actions to the SQAS when performance is less than satisfactory.

## QUALITY ASSURANCE SURVEILLANCE PLAN #6 WORKSHEET

**QA Surveillance Plan Inspection for (MM/YYYY):** _____

**Contract Requirement:** Phase IV Maintenance and Inspection QAS: _____

| DATE | SURVEILLANCE LOCATION | 1 | 2 | 3 | REWORK | REMARKS |
|---|---|---|---|---|---|---|
| | | P - F | P - F | P - F | P - F | |
| | | P - F | P - F | P - F | P - F | |
| | | P - F | P - F | P - F | P - F | |
| | | P - F | P - F | P - F | P - F | |
| | | P - F | P - F | P - F | P - F | |
| | | P - F | P - F | P - F | P - F | |
| | | P - F | P - F | P - F | P - F | |
| | | P - F | P - F | P - F | P - F | |
| | | P - F | P - F | P - F | P - F | |
| | | P - F | P - F | P - F | P - F | |
| | | P - F | P - F | P - F | P - F | |
| | | P - F | P - F | P - F | P - F | |
| | | P - F | P - F | P - F | P - F | |

**Legend of Performance Standards:**

1. Phase IV maintenance procedures are completed within 20 working days 90% of the time and within 30 working days 100% of the time.
2. 90% of Phase IV reports are submitted without being rejected. Rejected Phase IV reports are corrected and resubmitted within seven workdays.
3. Each deficiency discovered during a Phase IV inspection shall be corrected within a 24 man-hour period.

| QUALITY ASSURANCE SURVEILLANCE PLAN #7 | | |
|---|---|---|
| **Contract Requirement: Provide Reports and Information** | | |
| | | |
| **Performance Objective:**<br>Provide weekly activity information. Coordinate visit schedules with COTR. Provide ad-hoc analyses (analysis is a report). | | |
| **Performance Standard:**<br>1. Submit reports on time 98% of the time. Report contains no errors 90% of the time. Reports that require correction are resubmitted within seven days 100% of the time. | | **AQL**<br>1. 0% |
| **Reviewing Official:**<br>SQAS | **Method of Surveillance**:<br>100% Inspection. | |
| **Frequency of Inspection:** Not applicable | | |
| **Statement of Work Reference:**<br>C.5.1 | **Other Applicable References:** | |
| **Sampling Procedures:** Not applicable | | |
| **Evaluation Procedures**.<br>Performance Standard 1: Review each report submitted by the SP and verify compliance with the appropriate regulations, directives, or procedures. In the event of report errors, identify the errors and/or omissions and return the report to the SP for correction. Identify the reports by date received on the QA Surveillance Plan Inspection Checklist and indicate if the report passed or failed the performance standards. If rework is appropriate, note the date rework is due under "Remarks". | | |
| **Rating**: At the end of the month, the QAS will summarize the results of the month's surveillance, calculate DRs, and compare DRs to AQLs, and assess the SP's overall performance.<br><br>a. The defect rate will be calculated as follows:<br>DR = Number of instances of unsatisfactory support<br><br>b. If the DR for a work requirement is greater than its AQL, the QAS should recommend to the SQAS that a CDR be issued to the SP, or that stronger action be taken.<br><br>c. The QAS will monitor the SP's overall performance and recommend appropriate administrative actions to the SQAS when performance is less than satisfactory. | | |

## REQUIRED REPORTS

| Fleet Manual Reference | Report Title | Frequency |
|---|---|---|
| 4.2.9 | Vessel Roster Report | Monthly |
| 4.2.10 | Annual Preservation Report | Annual |
| 6.3.3 | Training Report | Monthly |
| Appendix 2 | Cathodic Protection Inspection | Monthly |
| | Ship Tank Soundings | Annually |
| | Dehumidification Inspection | Weekly, Monthly, Phase IV |
| | Ship Delivery Certificate | As Required |
| | Monthly Vessel Status, MA-743-8 | Monthly |
| | Ship Condition Report, MA-279 | As Required |
| | Historic Artifacts Loan Agreement Form, MA-993 | As Required |
| | Asbestos Liability Release, MA-118 and 118A | As Required |
| | Ship File Inventory Sheet | As Required |
| | Property Transfer Notice, MA-10 | As Required |
| | Federal Energy Usage | Quarterly |
| | Phase IV Deficiency Form | As Required |

## QUALITY ASSURANCE SURVEILLANCE PLAN #7 WORKSHEET

**QA Surveillance Plan Inspection for (MM/YYYY): _____**

**Contract Requirement:** Provide Reports and Information QAS: _____

| DATE | SURVEILLANCE LOCATION | 1 | REWORK | REMARKS |
|---|---|---|---|---|
| | | P - F | P - F | |
| | | P - F | P - F | |
| | | P - F | P - F | |
| | | P - F | P - F | |
| | | P - F | P - F | |
| | | P - F | P - F | |
| | | P - F | P - F | |
| | | P - F | P - F | |
| | | P - F | P - F | |
| | | P - F | P - F | |
| | | P - F | P - F | |
| | | P - F | P - F | |
| | | P - F | P - F | |
| | | P - F | P - F | |

**Legend of Performance Standards:**
1. Submit reports on time 98% of the time. Report contains no errors 90% of the time. Reports that require correction are resubmitted within seven days 100% of the time.

| QUALITY ASSURANCE SURVEILLANCE PLAN #8 | |
|---|---|
| **Contract Requirement: Ship Arrival, Departure, and Movement** | |
| | |
| **Performance Objective:**<br>Perform arrival, departure, inter-fleet and emergency ship movements. Conduct joint pre-arrival inspection. Conduct joint, arrival/departure condition inspection. Install and remove equipment and systems. | |
| **Performance Standard:** | **AQL** |
| 1. Vessel movement preparations support on-time movement. | 1. 5% |
| 2. Vessel movement tasks are completed within eight hours of vessel arrival at fleet site 80% of the time. | 2. 0% |
| 3. Installation or removal of equipment is accomplished within cost/man-hour estimates. | 3. 5% |
| 4. Emergency ship movements are underway within four hours. | 4. 50% |
| **Reviewing Official:**<br>SQAS | **Method of Surveillance**:<br>100% Inspection |
| **Frequency of Inspection:** Not applicable | |
| **Statement of Work Reference:**<br>C.5.1 | **Other Applicable References:**<br>Reserve Fleet Manual: 4.2.7 – Lay-up, 4.2.8 – Vessel Condition Summary Report, 4.3.1 – Pre-arrival Inspection, 4.3.2 – Arrival Inspection, 4.3.5 – Post Arrival Inspection |
| **Sampling Procedures:** Not applicable | |
| **Evaluation Procedures.**<br>Use the QA Surveillance Plan Inspection Checklist to record the field performance observations. After the ship movement work is complete, obtain the MA Form 279, Vessel Condition Report, and determine that all checklist items were satisfactorily accomplished or plans are underway to eliminate any remaining deficiencies. Determine the SP left the vessel in a safe condition, or properly identified unsafe situations and has current plans underway to eliminate the safety deficiency. Check with the work requestor to determine if he/she is satisfied with the ship movement effort. For all services rated "F" (failed), indicate the reason for the failure in the space marked "remarks". If appropriate, notify the SP POC of unsatisfactory performance that can be corrected by rework. Enter the date rework was reported under “Remarks”. | |
| **Rating**: At the end of the month, the QAS will summarize the results of the month's surveillance, calculate DRs, and compare DRs to AQLs, and assess the SP's overall performance.<br><br>a. The defect rate will be calculated as follows:<br>$DR(\%) = \frac{\text{Number of Defects}}{\text{Number of Inspections}}$<br>b. If the DR for a work requirement is greater than its AQL, the QAS should recommend to the SQAS that a CDR be issued to the SP, or that stronger action be taken.<br><br>c. The QAS will monitor the SP's overall performance and recommend appropriate administrative actions to the SQAS when performance is less than satisfactory. | |

## QUALITY ASSURANCE SURVEILLANCE PLAN #8 WORKSHEET

**QA Surveillance Plan Inspection for (MM/YYYY):** _____

**Contract Requirement:** Ship Arrival, Departure, and Movement QAS: _____

| DATE | SURVEILLANCE LOCATION | 1 | 2 | 3 | 4 | REWORK | REMARKS |
|---|---|---|---|---|---|---|---|
| | | P - F | P - F | P - F | P - F | P - F | |
| | | P - F | P - F | P - F | P - F | P - F | |
| | | P - F | P - F | P - F | P - F | P - F | |
| | | P - F | P - F | P - F | P - F | P - F | |
| | | P - F | P - F | P - F | P - F | P - F | |
| | | P - F | P - F | P - F | P - F | P - F | |
| | | P - F | P - F | P - F | P - F | P - F | |
| | | P - F | P - F | P - F | P - F | P - F | |
| | | P - F | P - F | P - F | P - F | P - F | |
| | | P - F | P - F | P - F | P - F | P - F | |
| | | P - F | P - F | P - F | P - F | P - F | |
| | | P - F | P - F | P - F | P - F | P - F | |
| | | P - F | P - F | P - F | P - F | P - F | |
| | | P - F | P - F | P - F | P - F | P - F | |

**Legend of Performance Standards:**
1. Vessel movement preparations support on-time movement. Vessel is in a safe condition.
2. Vessel movement tasks are completed within eight hours of vessel arrival at fleet site 80% of the time.
3. Installation or removal of equipment is accomplished within cost/man-hour estimates.
4. Emergency ship movements are underway within four hours.

## QUALITY ASSURANCE SURVEILLANCE PLAN #9

### Contract Requirement: HAZMAT Management

**Performance Objective:**
Manage hazardous material and wastes. Identify and isolate asbestos hazard areas. Manage HAZMAT storage.

| **Performance Standard:** | **AQL** |
|---|---|
| 1. Sufficient spill equipment and materials on-hand, spills properly documented. Complies with the applicable hazardous waste management plans and other appropriate directives. | 1. 5% |
| 2. Storage containers are sound, materials properly documented and segregated, storage facility properly maintained, and sufficient storage capacity available. All materials are properly identified. Timely waste collection, complete documentation prepared for disposal. | 2. 5% |
| 3. Asbestos hazard areas are marked and isolated. | 3. 1% |

| **Reviewing Official:** | **Method of Surveillance**: |
|---|---|
| SQAS | Performance Standards 1-2: Planned Sampling<br>Performance Standard 3: 100% Inspection |

**Frequency of Inspection:**
Performance Standards 1-2:
Normal: 1 inspection per week
Reduced: 1 inspection per month

| **Statement of Work Reference:** | **Other Applicable References:** |
|---|---|
| C.5.2 | |

**Sampling Procedures:** For Performance Standards 1-2, prior to the inspection month, randomly choose the days to make the HAZMAT Management inspections. Not applicable for Performance Standard 3.

**Evaluation Procedures.**
Use the QA Surveillance Plan Inspection Checklist to record the field performance observations. For Performance Standards 1-2, spread the inspection days evenly throughout the inspection month. Visit the HAZMAT and spill control storage areas and determine compliance with the performance standards. For Performance Standard 3, review the latest Air Sampling Control Report and determine if the SP has taken proper action to isolate and contain any identified asbestos hazard areas. For all services rated "F" (failed), indicate the reason for the failure in the space marked "remarks". If appropriate, notify the SP POC of unsatisfactory performance that can be corrected by rework. Enter the date rework was reported under “Remarks”.

**Rating**: At the end of the month, the QAS will summarize the results of the month's surveillance, calculate DRs, and compare DRs to AQLs, and assess the SP's overall performance.

a. The defect rate will be calculated as follows:

$$DR(\%) = \frac{\text{Number of Defects}}{\text{Number of Inspections}}$$

b. If the DR for a work requirement is greater than its AQL, the QAS should recommend to the SQAS that a CDR be issued to the SP, or that stronger action be taken.

c. The QAS will monitor the SP's overall performance and recommend appropriate administrative actions to the SQAS when performance is less than satisfactory.

## QUALITY ASSURANCE SURVEILLANCE PLAN #9 WORKSHEET

**QA Surveillance Plan Inspection for (MM/YYYY):** _____

**Contract Requirement:** HAZMAT Management QAS: _____

| DATE | SURVEILLANCE LOCATION | 1 | 2 | 3 | REWORK | REMARKS |
|---|---|---|---|---|---|---|
| | | P - F | P - F | P - F | P - F | |
| | | P - F | P - F | P - F | P - F | |
| | | P - F | P - F | P - F | P - F | |
| | | P - F | P - F | P - F | P - F | |
| | | P - F | P - F | P - F | P - F | |
| | | P - F | P - F | P - F | P - F | |
| | | P - F | P - F | P - F | P - F | |
| | | P - F | P - F | P - F | P - F | |
| | | P - F | P - F | P - F | P - F | |
| | | P - F | P - F | P - F | P - F | |
| | | P - F | P - F | P - F | P - F | |
| | | P - F | P - F | P - F | P - F | |

**Legend of Performance Standards:**
1. Sufficient spill equipment and materials on-hand, spills properly documented. Complies with the applicable hazardous waste management plans and other appropriate directives.
2. Storage containers are sound, materials properly documented and segregated, storage facility properly maintained, and sufficient storage capacity available. All materials are properly identified. Timely waste collection, complete documentation prepared for disposal.
3. Asbestos hazard areas are marked and isolated.

| QUALITY ASSURANCE SURVEILLANCE PLAN #10 | |
|---|---|
| **Contract Requirement: Provide Escort Services** | |
| | |
| **Performance Objective:**<br>Provide escort services for authorized personnel. | |
| **Performance Standard:**<br>1. Escort personnel appropriate for the visitor's requirements<br>2. Escort services provided per appointment or within a reasonable time. | **AQL**<br>1. 5%<br>2. 5% |
| **Reviewing Official:**<br>SQAS | **Method of Surveillance**:<br>Validated Customer Complaints and Random Inspections |
| **Frequency of Inspection:** Not applicable | |
| **Statement of Work Reference:**<br>C.5.1 | **Other Applicable References:** |
| **Sampling Procedures:** Incidental | |
| **Evaluation Procedures**.<br>As soon as possible after receiving a complaint, the QAS will initiate a Validated Customer Complaint form to record the customer complaint. Review the issues raised by the complainant and validate that any of the performance objectives have been correctly reported as unsatisfactory. If appropriate, notify the SP POC of unsatisfactory performance that can be corrected by rework. | |
| **Rating**: At the end of the month, the QAS will summarize the results of the month's surveillance, calculate DRs, and compare DRs to AQLs, and assess the SP's overall performance.<br><br>a. The defect rate will be calculated as follows:<br>DR = Number of instances of unsatisfactory support<br><br>b. If the DR for a work requirement is greater than its AQL, the QAS should recommend to the SQAS that a CDR be issued to the SP, or that stronger action be taken.<br><br>c. The QAS will monitor the SP's overall performance and recommend appropriate administrative actions to the SQAS when performance is less than satisfactory. | |

| QUALITY ASSURANCE SURVEILLANCE PLAN #11 | |
|---|---|
| **Contract Requirement: Safety Management** | |
| **Performance Objective:**<br>Develop, implement and maintain the safety management plan. Perform visitor safety briefings. Provide and store visitor's affidavits. | |
| **Performance Standard:**<br>1. Safety Management Plan is implemented and enforced<br>2. Each visitor is briefed on appropriate safety issues.<br>3. Visitor's affidavits are on file. | **AQL**<br>1. 5%<br>2. 5%<br>3. 5% |
| **Reviewing Official:**<br>SQAS | **Method of Surveillance**:<br>Planned Sampling |
| **Frequency of Inspection:**<br>Normal: 1 inspection per week<br>Reduced: 2 inspections per month | |
| **Statement of Work Reference:**<br>C.5.2.2 | **Other Applicable References:**<br>Reserve Fleet Manual: 3.2 – Safety Management |
| **Sampling Procedures:** Prior to the inspection month, randomly choose the days to make the Safety Management inspections. | |
| **Evaluation Procedures**.<br>Use the QA Surveillance Plan Inspection Checklist to record the field performance observations. Spread the inspection days throughout the inspection month. Determine that visitors have received safety briefings. Compare the visitor log to the affidavit file. Verify visitors wear the proper personnel protection while shipboard. For all services rated "F" (failed), indicate the reason for the failure in the space marked "remarks". If appropriate, notify the SP POC of unsatisfactory performance that can be corrected by rework. Enter the date rework was reported under "Remarks". | |
| **Rating**: At the end of the month, the QAS will summarize the results of the month's surveillance, calculate DRs, and compare DRs to AQLs, and assess the SP's overall performance.<br><br>a. The defect rate will be calculated as follows:<br>$DR(\%) = \frac{\text{Number of Defects}}{\text{Number of Inspections}}$<br>b. If the DR for a work requirement is greater than its AQL, the QAS should recommend to the SQAS that a CDR be issued to the SP, or that stronger action be taken.<br><br>c. The QAS will monitor the SP's overall performance and recommend appropriate administrative actions to the SQAS when performance is less than satisfactory. | |

## QUALITY ASSURANCE SURVEILLANCE PLAN #11 WORKSHEET

**QA Surveillance Plan Inspection for (MM/YYYY):** _____

**Contract Requirement:** Safety Management QAS: _____

| DATE | SURVEILLANCE LOCATION | Performance Standards | | | REWORK | REMARKS |
|---|---|---|---|---|---|---|
| | | 1 | 2 | 3 | | |
| | | P - F | P - F | P - F | P - F | |
| | | P - F | P - F | P - F | P - F | |
| | | P - F | P - F | P - F | P - F | |
| | | P - F | P - F | P - F | P - F | |
| | | P - F | P - F | P - F | P - F | |
| | | P - F | P - F | P - F | P - F | |
| | | P - F | P - F | P - F | P - F | |
| | | P - F | P - F | P - F | P - F | |
| | | P - F | P - F | P - F | P - F | |
| | | P - F | P - F | P - F | P - F | |
| | | P - F | P - F | P - F | P - F | |
| | | P - F | P - F | P - F | P - F | |

**Legend of Performance Standards:**
1. Safety Management Plan is implemented and enforced
2. Each visitor is briefed on appropriate safety issues.
3. Visitor's affidavits are on file.

| QUALITY ASSURANCE SURVEILLANCE PLAN #12 | |
|---|---|
| **Contract Requirement: Fuel Transfer** | |
| | |
| **Performance Objective:**<br>Develop, implement and maintain the Fuel Transfer Plan. Exercise proper fuel transfer procedures. | |
| **Performance Standard:**<br>1. Fuel Transfer Plan is implemented and enforced<br>2. Transfer procedures comply with the Fuel Transfer Plan. | **AQL**<br>1. 5%<br>2. 5% |
| **Reviewing Official:**<br>SQAS | **Method of Surveillance**:<br>Planned Sampling |
| **Frequency of Inspection:**<br>Normal: 1 inspection per week<br>Reduced: 2 inspections per month | |
| **Statement of Work Reference:**<br>C.5.2.2 | **Other Applicable References:**<br>Reserve Fleet Manual: 3.2.9 – Fuel Transfers |
| **Sampling Procedures:** Prior to the inspection month, randomly choose the days to make the fuel transfer inspections. | |
| **Evaluation Procedures.**<br>Use the QA Surveillance Plan Inspection Checklist to record the field performance observations. Spread the inspection days throughout the inspection month. Determine that the SP is complying with the Fuel Transfer Plan and that proper fuel transfer procedures are being followed. For all services rated "F" (failed), indicate the reason for the failure in the space marked "remarks". If appropriate, notify the SP POC of unsatisfactory performance that can be corrected by rework. Enter the date rework was reported under “Remarks”. | |
| **Rating**: At the end of the month, the QAS will summarize the results of the month's surveillance, calculate DRs, and compare DRs to AQLs, and assess the SP's overall performance.<br><br>a. The defect rate will be calculated as follows:<br>$DR(\%) = \frac{\text{Number of Defects}}{\text{Number of Inspections}}$<br>b. If the DR for a work requirement is greater than its AQL, the QAS should recommend to the SQAS that a CDR be issued to the SP or that stronger action be taken.<br><br>c. The QAS will monitor the SP's overall performance and recommend appropriate administrative actions to the SQAS when performance is less than satisfactory. | |

## QUALITY ASSURANCE SURVEILLANCE PLAN #12 WORKSHEET

**QA Surveillance Plan Inspection for (MM/YYYY): _____**

**Contract Requirement:** Fuel Transfer QAS: _____

| DATE | SURVEILLANCE LOCATION | Performance Standards | | REWORK | REMARKS |
|---|---|---|---|---|---|
| | | 1 | 2 | | |
| | | P - F | P - F | P - F | |
| | | P - F | P - F | P - F | |
| | | P - F | P - F | P - F | |
| | | P - F | P - F | P - F | |
| | | P - F | P - F | P - F | |
| | | P - F | P - F | P - F | |
| | | P - F | P - F | P - F | |
| | | P - F | P - F | P - F | |
| | | P - F | P - F | P - F | |
| | | P - F | P - F | P - F | |
| | | P - F | P - F | P - F | |
| | | P - F | P - F | P - F | |
| | | P - F | P - F | P - F | |

**Legend of Performance Standards:**
1. Fuel Transfer Plan is implemented and enforced
2. Transfer procedures comply with the Fuel Transfer Plan

## QUALITY ASSURANCE SURVEILLANCE PLAN #13

## Contract Requirement: Vessel Operations Hull, Integrity and Mooring

**Performance Objective:**
Perform mooring maintenance. Perform repairs on vessels to maintain topside and hull watertight integrity. Maintain ship access equipment. Perform hull-gauging surveys. Perform dewatering activities. Keep vessels free of trash.

| **Performance Standard:** | **AQL** |
|---|---|
| 1. Vessel moorings maintain ships within one foot of overall deflection between vessels fore and aft and one hundred feet of deflection in any direction of entire row. | 1. 5% |
| 2. Hull gauging survey results are recorded. | 2. 5% |
| 3. Hull and topside watertight integrity is repaired. | 3. 20% |
| 4. Ninety percent of bilges and cargo holds have less than an average of one inch of liquid and one hundred percent of bilges have less than an average of twelve inches of liquid. | 4. 5% |
| 5. Vessels are free of trash. | 5. 15% |

| **Reviewing Official:** | **Method of Surveillance**: |
|---|---|
| SQAS | Planned Sampling |

**Frequency of Inspection:**
Normal: 10 % of fleet vessels per month
Reduced: 5% of fleet vessels per month

| **Statement of Work Reference:** | **Other Applicable References:** |
|---|---|
| C.5.1 | |

**Sampling Procedures:** Prior to the inspection month, randomly select the required vessels to inspect.

**Evaluation Procedures.**
Use the QA Surveillance Plan Inspection Checklist to record the field performance observations. List the vessels planned for inspection. Review the most current Vessel Roster Report and determine the vessels and/or systems that can not be maintained to PWS standards. Locate any of these vessels on the Inspection Checklist and indicate (e.g. cross off) any performance standard that is ineligible for inspection. Considering the weather conditions and current vessel operations prior to performing QA surveillance. If the vessel draft marks indicate a potential bilge problem, check all vessel areas to determine compliance with bilge level requirements. Review the latest hull gauging reports to determine compliance with hull gauging survey schedule. Assure the vessel water resistance integrity is good, with no unreported topside or hull integrity deficiencies. In the event deficiencies are observed, but the FPM has actions currently underway to remedy the situation, performance is considered satisfactory. For all services rated "F" (failed), indicate the reason for the failure in the space marked "remarks". If appropriate, notify the FPM POC of unsatisfactory performance that can be corrected by rework. Enter the date rework was reported under “Remarks”.

**Rating**: At the end of the month, the QAS will summarize the results of the month's surveillance, calculate DRs, and compare DRs to AQLs, and assess the FOG's overall performance.

a. The defect rate will be calculated as follows:

$$DR(\%) = \frac{\text{Number of Defects}}{\text{Number of Inspections}}$$

b. If the DR for a work requirement is greater than its AQL, the QAS should recommend to the SQAS that a CDR be issued to the FPM or that stronger action be taken.

c. The QAS will monitor the FOG's overall performance and recommend appropriate administrative actions to the SQAS when performance is less than satisfactory.

## QUALITY ASSURANCE SURVEILLANCE PLAN #13 WORKSHEET

**QA Surveillance Plan Inspection for (MM/YYYY): _____**

**Contract Requirement:** Vessel Operations Hull Integrity and Mooring QAS:_____

| DATE | SURVEILLANCE LOCATION | Performance Standards | | | | | REWORK | REMARKS |
|---|---|---|---|---|---|---|---|---|
| | | 1 | 2 | 3 | 4 | 5 | | |
| | | P - F | P - F | P - F | P - F | P - F | P - F | |
| | | P - F | P - F | P - F | P - F | P - F | P - F | |
| | | P - F | P - F | P - F | P - F | P - F | P - F | |
| | | P - F | P - F | P - F | P - F | P - F | P - F | |
| | | P - F | P - F | P - F | P - F | P - F | P - F | |
| | | P - F | P - F | P - F | P - F | P - F | P - F | |
| | | P - F | P - F | P - F | P - F | P - F | P - F | |
| | | P - F | P - F | P - F | P - F | P - F | P - F | |
| | | P - F | P - F | P - F | P - F | P - F | P - F | |
| | | P - F | P - F | P - F | P - F | P - F | P - F | |
| | | P - F | P - F | P - F | P - F | P - F | P - F | |
| | | P - F | P - F | P - F | P - F | P - F | P - F | |
| | | P - F | P - F | P - F | P - F | P - F | P - F | |

**Legend of Performance Standards:**
1. Vessel moorings maintain ships within one foot of overall deflection between vessels fore and aft and one hundred feet of deflection in any direction of entire row.
2. Hull gauging survey results are recorded.
3. Vessel is safe and hull integrity is properly maintained.
4. Ninety percent of bilges and cargo holds have less than an average of one inch of liquid and one hundred percent of bilges have less than twelve inches of liquid.
5. Vessels are free of trash.

# Performance Evaluation Scoring Report

| QASP (# Elements) | No. Inspections | No. Unsat. Inspections | Defect Rate % | AQL | Points | Points Earned | |
|---|---|---|---|---|---|---|---|
| | | | | | | Yes | No |
| **QASP 1 - Off-Shore Operation** | | | | | **7.70** | | |
| 1. Flood marks are readily apparent | | | | 5% | 2.57 | | |
| 2. Vessels are at proper list. | | | | 5% | 2.57 | | |
| 3. All trespassers are challenged | | | | 1% | 2.56 | | |
| **QASP 2 - Vessel Operations** | | | | | **7.70** | | |
| 1. CP system is operational 90% of the time. | | | | 0% | 1.92 | | |
| 2. DH spaces on retention vessels is less than 45% relative humidity 90% of the time. DH systems shall be maintained so that the DH run times are as necessary to maintain the RH standard. | | | | 0% | 1.92 | | |
| 3. Fire and flooding alarms are operational 90% of the time. | | | | 0% | 1.93 | | |
| 4. Electrical power distribution systems are fully operational 90% of the time. When not operational, electrical power distribution systems are made fully operational within seven days of receiving repair parts. | | | | 0% | 1.93 | | |
| **QASP 3 - Emergency Services** | | | | | **7.70** | | |
| 1. First Response actions initiated and notifications accomplished within 30 minutes of discovery of incident. | | | | 1% | 2.57 | | |
| 2. Emergency situation eliminated, work completed within specified completion times, or within a reasonable time for those services with no specified completion time. | | | | 5% | 2.57 | | |
| 3. Emergency de-watering activity due to lack of hull integrity commences within four hours of discovery 80% of the time and within eight hours 100% of the time. | | | | 0% | 2.56 | | |
| **QASP 4 – On-Shore Operations** | | | | | **7.69** | | |
| 1. Grass does not exceed four inches. No more than one | | | | 5% | 1.93 | | |

| QASP (# Elements) | No. Inspections | No. Unsat. Inspections | Defect Rate % | AQL | Points | Points Earned | |
|---|---|---|---|---|---|---|---|
| | | | | | | Yes | No |
| inch accumulation of snow or ice on paved areas. (For SBRF: No more than one-quarter inch accumulation of sand, dirt or gravel on any portion of paved areas) | | | | | | | |
| 2. All visitors at entrance to property challenged. | | | | 1% | 1.92 | | |
| 3. Recycling refuse containers are available. Recycling information is disseminated. Recyclable waste is collected as required. | | | | 5% | 1.92 | | |
| 4. Ensure keys are safeguarded and not used by unauthorized personnel. | | | | 1% | 1.92 | | |
| **QASP 5 - Routine Services** | | | | | **7.69** | | |
| 1.Prepare equipment removal and installation proposals are provided within 4hrs 80% of the time and within 1 day 100% of the time. | | | | 0% | 1.93 | | |
| 2. Strip vessels designated for disposal and collect, inventory, and preserve artifacts as requested for the year. | | | | 0% | 1.92 | | |
| 3. Provide crane services within 1 hour 90% of the time and within 4 hours 100% of the time. | | | | 0% | 1.92 | | |
| 4. Launch services are available within 30 minutes of notification 90% of the time and within one hour 100% of the time. | | | | 0% | 1.92 | | |
| **QASP 6 - Phase IV Maintenance and Inspection** | | | | | **7.69** | | |
| 1. Phase IV maintenance procedures are completed within 20 working days 90% of the time and within 30 working days 100% of the time. | | | | 0% | 2.57 | | |
| 2. 90% of Phase IV reports are submitted without being rejected. Rejected Phase IV reports are corrected and resubmitted within seven workdays. | | | | 0% | 2.56 | | |
| 3. Each deficiency discovered during a Phase IV inspection shall be corrected within a 24 man-hour period. | | | | 0% | 2.56 | | |
| **QASP 7 - Provide Information and Reports** | | | | | **7.69** | | |
| 1. Submit reports on time 98% of the time. Report contains no errors 90% of the time. Reports that require | | | | 0% | 7.69 | | |

| QASP (# Elements) | No. Inspections | No. Unsat. Inspections | Defect Rate % | AQL | Points | Points Earned | |
|---|---|---|---|---|---|---|---|
| | | | | | | Yes | No |
| correction are resubmitted within seven days 100% of the time. | | | | | | | |
| **QASP 8 - Ship Arrival, Departure, and Movement** | | | | | **7.69** | | |
| 1. Vessel movement preparations support on-time movement. | | | | 5% | 1.93 | | |
| 2. Vessel movement tasks are completed within eight hours of vessel arrival at fleet site 80% of the time. | | | | 0% | 1.92 | | |
| 3. Installation or removal of equipment is accomplished within cost/man-hour estimates. | | | | 5% | 1.92 | | |
| 4. Emergency ship movements are underway within four hours. | | | | 50% | 1.92 | | |
| **QASP 9 - HAZMAT Management** | | | | | **7.69** | | |
| 1. Sufficient spill equipment and materials on-hand, spills properly documented. Complies with the applicable hazardous waste management plans and other appropriate directives. | | | | 5% | 2.57 | | |
| 2. Storage containers are sound, materials properly documented and segregated, storage facility properly maintained, and sufficient storage capacity available. All materials are properly identified. Timely waste collection, complete documentation prepared for disposal. | | | | 5% | 2.56 | | |
| 3. Asbestos hazard areas are marked and isolated. | | | | 1% | 2.56 | | |
| **QASP 10 – Escort Services** | | | | | **7.69** | | |
| 1. Escort personnel appropriate for the visitor's requirements | | | | 5% | 3.85 | | |
| 2. Escort services provide per appointment or within a reasonable time. | | | | 5% | 3.84 | | |
| **QASP 11 – Safety Management** | | | | | **7.69** | | |
| 1. Safety Management Plan is implemented and enforced | | | | 5% | 2.57 | | |
| 2. Each visitor is briefed on appropriate safety issues. | | | | 5% | 2.56 | | |
| 3. Visitor's affidavits are on file. | | | | 5% | 2.56 | | |

| QASP (# Elements) | No. Inspections | No. Unsat. Inspections | Defect Rate % | AQL | Points | Points Earned | |
|---|---|---|---|---|---|---|---|
| | | | | | | Yes | No |
| **QASP 12 – Fuel Transfer** | | | | | **7.69** | | |
| 1. Fuel Transfer Plan is implemented and enforced | | | | 5% | 3.85 | | |
| 2. Transfer procedures comply with the Fuel Transfer Plan. | | | | 5% | 3.84 | | |
| **QASP 13 – Vessel Operations Hull Integrity and Mooring** | | | | | **7.69** | | |
| 1. Vessel moorings maintain ships within one foot of overall deflection between vessels fore and aft and one hundred feet of deflection in any direction of entire row. | | | | 5% | 1.54 | | |
| 2. Hull gauging survey results are recorded. | | | | 5% | 1.54 | | |
| 3. Hull and topside watertight integrity is repaired. | | | | 20% | 1.54 | | |
| 4. 90 % of bilges have less than an average of one inch of liquid and 100% of bilges have less than an average of 12 inches of liquid. | | | | 5% | 1.54 | | |
| 5. Vessels are free of trash. | | | | 15% | 1.53 | | |
| **TOTAL SCORE:** | | | | | **100%** | | |