



NATIONAL GUARD BUREAU

111 SOUTH GEORGE MASON DRIVE
ARLINGTON VA 22204-1382

ARNG-HRR

1 March 2018

MEMORANDUM FOR NG J1 RRF (All-Entire RRF)

SUBJECT: SMOM 18-032, Quality Assurance Reporting for the Recruit Sustainment Program (RSP) Support Contract

1. Purpose: Inform State/Territory Recruiting and Retention Commands of the Requirement to Perform Quality Assurance Monitoring and Reporting on the Recruit Sustainment Program Support Contract.
2. References:
 - a. AR 70-13 (Management and Oversight of Service Acquisitions), 30 July 2010.
 - b. U.S. Army Audit Agency Report A-2017-0004-MTH on Army National Guard Recruit Sustainment Program.
3. All State Recruiting and Retention Commanders are directed to ensure that a government representative (NCO, Commissioned Officer, or DA civilian) is appointed to conduct quality assurance monitoring and reporting on the performance of State/Territory/local contract deliverables executed by the RSP support contract vendor. A best practice is for this responsibility to be performed by an individual outside the Recruiting and Retention Command.
4. The government representative will be appointed by additional duty appointment memorandum which addresses the RSP contractor's roles and responsibilities and the frequency of monitoring. The appointed representative will sign the memorandum acknowledging that they understand the contractor's roles and responsibilities sufficiently to provide accurate monitoring. A copy of the current Performance Work Statement, Quality Assurance Surveillance Plan, Quality Assurance Monitoring Form, and sample additional duty appointment memorandum is attached. It is recommended that the individual assigned these duties be COR qualified. The ARNG-HRR COR and Contract Oversight Branch will provide training for the appointed government representatives to ensure the appointed individual is adequately trained to perform their assigned duties.
5. Appointed government representatives will perform quality assurance monitoring for their State/Territory Recruiting and Retention Command and complete the attached Quality Assurance Monitoring Form quarterly for submission to the COR by e-mail at: ng.ncr.ngb-arng.mbx.attrition-management-branch@mail.mil. Reports will be submitted no later than 15 days after each quarter. Additional reports will be submitted as needed to

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advise the COR of any issues/concerns with the vendor's performance of contract deliverables for your State/Territory Recruiting and Retention Command.

6. The point of contact for any questions regarding Quality Assurance Reporting for the RSP Support Contract is MSG Jabin Wade at 703-607-2973 or jabin.k.wade.mil@mail.mil.



ROBERT E. KUSTER II
COL, AG
Chief, Strength Maintenance Division
Army National Guard

4 Encls

1. [RSP QASP Monitoring Form.pdf](#)
2. [Performance Work Statement W9133L-16-C-0090 P00002.pdf](#)
3. [QAE Additional Duty Appointment Memo.docx](#)
4. [Quality Assurance Surveillance Plan for RSP.docx](#)