

# QUALITY ASSURANCE SURVEILLANCE PLAN (QASP)

**For:** VAMC Wilkes Barre

**Contract Number:** TBD

**Contract Description:** Valet Parking Services

**Contractor's name:** TBD

## 1. INTRODUCTION

This Quality Assurance Surveillance Plan (QASP) is a Government developed and applied document used to make sure that systematic quality assurance methods are used in the administration of the Performance Based Service Contract (PBSC) standards included in this contract. The intent is to ensure that the Contractor performs in accordance with performance metrics set forth in the contract documents, that the Government receives the quality of services called for in the contract, and the Government only pays for the acceptable level of services received.

## 2. SCOPE

To fully understand the roles and the responsibilities of the parties, it is important to first define the distinction in terminology between the Quality Control Plan and the Quality Assurance Surveillance Plan. The contractor, and not the Government, is responsible for management and quality control actions necessary to meet the quality standards set forth by the contract. The Contractor develops and submits his Quality Control Plan (QCP) for Government approval with the initial proposal. Once the contract has been awarded to the successful offeror, the Contractor uses the QCP to guide and to rigorously document the implementation of the required management and quality control actions to achieve the specified results. The QASP on the other hand is put in place to provide Government surveillance oversight of the Contractor's quality control efforts to assure that they are timely, effective and delivering the results specified in the contract.

## 3. GOVERNMENT RESOURCES

The following definitions for Government resources are applicable to this plan:

**Contracting Officer** - A person duly appointed with the authority to enter into, administer or terminate contracts and make related determinations and findings on behalf of the Government.

**Contracting Officer's Representative (COR)** - An individual designated in writing by the Contracting Officer to act as his/her authorized representative to assist in administering the contract in a technical capacity. The source and authority for the COR is the Contracting Officer. COR limitations are contained in the written letter of designation.

## 4. RESPONSIBILITIES

The Government resources shall have responsibilities for the implementation of this QASP as follows:

**Contracting Officer** - The Contracting Officer ensures performance of all necessary actions for effective contracting, ensures compliance with the terms of the contract and safeguards the interests of the United States in the contractual relationship. It is the Contracting Officer that assures the Contractor receives impartial, fair and equitable treatment under the contract. The Contracting Officer is ultimately responsible for the final determination of the adequacy of the Contractor's performance.

**Contracting Officer's Representative (COR)** - The COR is responsible for technical administration of the contract and assures proper Government surveillance of the Contractor's performance. The COR is not empowered to make any contractual commitments or to authorize any contractual changes on the Government's behalf. Any changes that the Contractor deems may affect contract, price, terms, or conditions shall be referred to the Contracting Officer for action. In addition, the COR provides detailed oversight of the Contractor's performance and reports his/her findings to the Contracting Officer.

## **5. METHODS OF QA SURVEILLANCE**

The below listed methods of surveillance shall be used in the administration of this QASP. In addition to specific instructions that may be mentioned, the appropriate and standardized form that is to be used for documentation of QA surveillance is the Performance Matrix Checklist

**Customer Feedback and Survey** – Customer feedback may be obtained either from the results of formal customer satisfaction surveys or from random customer complaints. Customer complaints, to be considered valid, must set forth clearly and in writing the detailed nature of the complaint, must be signed and must be forwarded to the COR. The COR shall maintain a summary log of all formally received customer complaints as well as a copy of each complaint in a documentation file. The COR shall also keep the tabulated results into a Performance Matrix Checklist.

**Random Sampling** – Random Sampling shall be conducted when deemed appropriate by the Government. For the potential tasks that have been identified so far and included in this QASP, the random monitoring shall be performed by the COR or appropriate designee.

**100% Inspection** – 100% inspections of the monthly reports will be conducted five (5) days after the beginning of the month by the COR.

## **6. IDENTIFIED QA SURVEILLANCE TASKS**

The following tasks identified within the Valet Parking Services Performance Work Statement are applicable on a wide basis and are to be monitored under this QASP:

**Customer Service** – Surveys will be conducted and random customer feedback will be accepted in order to determine compliance with this task.

**Monthly Reports** – Shall be provided directly to the COR within five (5) days of month's end. 98% Acceptable Quality Level only applies to the time frame of five (5) days, not compliance with providing monthly reports as a whole.

**Veteran Wait Time** – No veteran waits more than ten (10) minutes to be picked up or dropped off at their vehicle or at the VA Medical Center in Wilkes-Barre, Pennsylvania. 95% Acceptable Quality Level. For instance, if out of a random sampling of 100 Veterans who take advantage of this service in one month, at least 95 out of 100 Veterans must wait no more than ten (10) minutes to be dropped off at their vehicle or the VA Medical Center in Wilkes-Barre, Pennsylvania.

## **7. DOCUMENTATION**

The COR shall, in addition to providing documentation to the Contracting Officer, maintain a complete Quality Assurance file. The file will contain copies of all reports, evaluations, recommendations, and any actions related to the Government's performance of the quality assurance function, including the Originals of all Performance Matrix Checklist. All such records will be retained for the life of the contract. The COR shall forward these records to the Contracting Officer at termination or completion of the contract.

## **8. GOVERNMENT ROLES AND RESPONSIBILITIES**

The following personnel shall oversee and coordinate surveillance activities.

a. **Contracting Officer (CO)** - The CO shall ensure performance of all necessary actions for effective contracting, ensure compliance with the contract terms, and shall safeguard the interests of the United States in the contractual relationship. The CO shall also assure that the contractor receives impartial, fair, and equitable treatment under this contract. The CO is ultimately responsible for the final determination of the adequacy of the contractor's performance.

b. **Contracting Officer's Representative (COR)** - The COR is responsible for technical administration of the contract and shall assure proper Government surveillance of the contractor's performance. The COR shall keep a quality assurance file. The COR is not empowered to make any contractual commitments or to authorize any contractual changes on the Government's behalf.

c. Other Key Government Personnel

## 9. CONTRACTOR REPRESENTATIVE

The following employee(s) of the contractor shall serve as the contractor's program manager for this contract.

a. TBD

## 10. PERFORMANCE STANDARDS

Performance standards define desired services. The Government performs surveillance to determine if the contractor exceeds, meets or does not meet these standards.

The Performance Requirements Summary Matrix, as provided , includes performance standards. The Government shall use these standards to determine contractor performance and shall compare contractor performance to the Acceptable Quality Level (AQL).

Task	Performance Standard	Acceptable Quality Level (AQL)	Method of Surveillance	Deductions
Veteran wait times	See Task 4.1.	95%	Random Sampling	3% deduction of applicable month's invoice.
Customer Service	See Task 4.2.	98%	Customer Feedback and Surveys.	Employee Termination and 3% deduction on the applicable month's invoice.
Monthly Reports	See Task 4.19.	91%	100% Inspection	1% of applicable month's invoice for every incident not report to the COR within 24 hours.

## 11. DEDUCTIONS

Failure to meet the AQL will result in a certain percentage deduction in the invoice payment for each percentage below the AQL determined by the COR and the possibility employee and/or contract termination.

## 12. RATINGS

Metrics and methods are designed to determine if performance exceeds, meets, or does not meet a given standard and acceptable quality level. A rating scale shall be used to determine a positive, neutral, or negative outcome. The following ratings shall be used:

Rating	Description
<b>Outstanding</b>	Yes. Performance and technical specifications are being met at an Acceptable Quality Level (AQL).
<b>Satisfactory</b>	Yes. Performance and technical specifications are currently being met at the minimum AQL, but the following service/deliverable needs contractor attention: <b>(The Customer must identify what component of the deliverable and/or service requires attention.)</b>
<b>Poor</b>	No. Performance and technical specifications are not being met at AQL and the following service/deliverable needs immediate contractor resolution: <b>(The Customer must identify what component of the deliverable and/or service that is below the minimum AQL.)</b>

## 13. DOCUMENTING PERFORMANCE

The COR shall maintain the Quality Assurance Worksheets in contract file and submit at end of the contract period to the Contracting Officer. These worksheets shall be submitted no later than 30 days after contract expiration.

## 14. FREQUENCY OF MEASUREMENT

The COR shall assess contract performance on a basis of Random Sampling

<After award, both the contractor's Program Manager and the COR shall sign this document.>

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Signature – Contractor Program Manager

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Signature – Contracting Officer's Representative: