

## **ATTACHMENT 1**

### **Quality Assurance Surveillance Plan (QASP) Veterans Affairs Acquisition Academy Strategic Training Program (VAAASTP)**

This Quality Assurance Surveillance Plan (QASP) provides a systematic method to monitor Contractor performance. This QASP describes:

What performance measures will be monitored?  
How will monitoring be conducted?  
Who will conduct the monitoring?  
How will monitoring efforts and results be documented?

This QASP is a “living document” and the Government may review and revise it on a regular basis, however, the Government shall notify the Contractor of any changes. Copies of the original QASP and revisions shall be provided to the Contractor and Government officials responsible for surveillance activities.

#### **Performance Management Approach:**

The Performance Work Statement (PWS) sets forth “what” service or quality level is required, as opposed to “how” the Contractor should perform the work (i.e., results, not compliance). This QASP will define the performance management approach taken by the Veterans Affairs Acquisition Academy (VAA) to monitor the Contractor’s performance to ensure the expected outcomes or performance objectives communicated in the PWS are achieved. Performance management rests on developing a capability to review and analyze information generated through performance assessment. The ability to make decisions based on the analysis of performance data is the cornerstone of performance management. This analysis yields information that indicates whether or not expected outcomes for the project are being achieved by the Contractor.

Performance management represents a significant shift from the more traditional Quality Assurance (QA) concepts in several ways. Performance management focuses on assessing whether outcomes are being achieved and to what extent. This approach migrates away from scrutiny of compliance with the processes and practices used to achieve the outcome. A performance-based approach enables the Contractor to play a large role in how the work is performed, as long as the proposed processes are within the stated constraints. Required processes are those required by law (federal, state and local) and compelling business situations, such as safety and health. A “results” focus provides the Contractor flexibility to continuously improve and innovate over the course of the order as long as the critical outcomes expected are being achieved and/or the desired performance levels are being met.

#### **Performance Management Strategy:**

The Contractor is responsible for the quality of all work performed. The Contractor measures that quality through the Contractor’s own Quality Control (QC) program. QC is work output, not workers, and therefore includes all work performed under this order regardless of whether the work is performed by Contractor employees or by Sub-Contractors. The Contractor’s QC Program will set forth the procedures for self-inspecting the quality, timeliness, responsiveness, customer satisfaction and other performance requirements in the PWS. The Contractor will implement a performance management system with processes to assess and report its performance to the designated Government representative. The Government representative(s) will monitor performance by the Contractor to determine how the Contractor is performing against communicated performance objectives. The Contractor will be responsible for making required changes in processes and practices to ensure performance is managed effectively.

#### **Government Roles and Responsibilities:**

The following personnel shall oversee and coordinate surveillance activities.

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

Assigned CO: Joy Bartlett

Organization or Agency: VA Denver Acquisition & Logistics Center

Contracting Officer's Technical Representative (COTR) - The COTR is responsible for technical administration of the order and shall ensure proper Government surveillance of the Contractor's performance. The COTR shall keep a QA file. The COTR is not empowered to make any contractual commitments or to authorize any contractual changes on the Government's behalf.

Blanket Purchase Agreement (BPA) Assigned COTR: Lynne Darby  
Task Order (TO) Assigned COTR: Determined at the TO Level

The Services Summary Matrix:

The below matrix provides performance metrics and standards. The government will use these to determine contractor performance and will compare contractor performance to the performance threshold.

ID	PWS Areas	Metric	Performance Standards	Acceptable Level	Frequency	Methods of Surveillance
1	5.1;5.2	Quality of Deliverables (e.g. Training Needs Assessment and Evaluation of Training Effectiveness and Course and/or Curriculum Development).	Contractor provides clear and comprehensive deliverables, which must be current and accurate.	Materials are current and accurate 100% of the time.	Monthly	Review by COTR.
2	5.1; 5.2	Adherence to schedule.	Contractor shall meet agreed to schedule or milestones and deliverables for all task order deliverables.	Meet schedule 95% of time.	Monthly	Contractor will provide monthly report which compares actual service completion date to agreed upon date for active orders.
3	5.1; 5.2	Retention of Personnel.	Contractor is able to retain named key personnel proposed for each Task Order.	95% of proposed personnel.	Quarterly	Contractor will submit notifications per key personnel clause.

#### Frequency and Methods of Surveillance:

The following surveillance methods may be used to verify the performance methods listed above.

100% Inspection: Means inspection of 100% of the requirements stated in the contract each time it occurs.

95% Inspection: Means inspection of 95% of the requirements stated in the contract each time it occurs.

Monthly Inspection: Inspection of every requirement stated in the contract, 12 times a year.

Quarterly Inspection: Inspection of every requirement stated in the contract, four times a year.

During order performance, the COTR will periodically analyze whether the negotiated frequency of surveillance is appropriate for the work being performed. The COTR shall meet with the Contractor monthly to assess performance and shall provide a written assessment. A sample format is provided in Section 4.0.

The COTR will perform scheduled and impromptu inspections in accordance with the frequency and standards contained in the QASP above. The purpose of this inspection is to ensure contractor compliance with the appropriate paragraphs of the PWS. The Contractor will be given a reasonable time after notification to correct the unacceptable performance if such correction is possible. This reasonable length of time allowed to correct the problem will depend upon the requirement and the deficiency, and the Contractor will be notified of the time allowed for correction when the deficiency is reported to the Contractor. Should the COTR and contractor reach an impasse on any matter dealing with inspection and reperformance, the Contracting Officer will be consulted for resolution.

The COTR will inspect and accept contractor services at the completion of each contract payment period, usually monthly. The COTR will certify services actually received under this contract via a letter to the Contracting Officer or by certification and acceptance on the Contractor's invoice.

#### Documentation of Performance

##### a.) Acceptable Performance:

The Government shall document positive performance on the Quality Assurance Monitoring Form, Section 4.0. Any report may become a part of the supporting documentation for any contractual action.

##### b.) Unacceptable performance:

When unacceptable performance occurs, the COTR shall inform the Contractor. This will always be in writing although when circumstances necessitate immediate verbal communication, that communication will be followed in writing. The COTR shall document the discussion and place it in the COTR file.

When the COTR determines formal written communication is required, the COTR shall prepare a Contract Discrepancy Report (CDR), and present it to the Contractor's Program Manager.

The Contractor shall acknowledge receipt of the CDR in writing. The CDR will state how long after receipt the Contractor has to take corrective action. The CDR will also specify if the Contractor is required to prepare a corrective action plan to document how the Contractor shall correct the unacceptable performance and avoid a recurrence. The Government shall review the Contractor's corrective action plan to determine acceptability.

Any CDRs may become a part of the supporting documentation for any contractual action deemed necessary by the CO.

QUALITY ASSURANCE MONITORING FORM  
SERVICE or STANDARD:

SURVEY PERIOD:

SURVEILLANCE METHOD (Check):

- ☐ Random Sampling      ☐ 100% Inspection      ☐ Periodic Inspection  
☐ Customer Complaint      ☐ 95% Inspection

LEVEL OF SURVEILLANCE (Check):

- ☐ Monthly      ☐ Quarterly      ☐ As needed

PERCENTAGE OF ITEMS SAMPLED DURING SURVEY PERIOD: \_\_\_\_\_ %

ANALYSIS OF RESULTS:

Observed Service Provider Performance Measurement Rate: \_\_\_\_\_ %

Service Provider's Performance (Check):

- ☐ Meets Standards  
☐ Does Not Meet Standards

Narrative of Performance during Survey Period:

PREPARED BY: \_\_\_\_\_ DATE: \_\_\_\_\_