

## **Quality Assurance Surveillance Plan**

### **1. Purpose**

This quality assurance surveillance plan (QASP) is a government-developed and applied document used to make systematic quality assurance methods used in the administration of the performance-based service acquisition (PBSA) 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 that the government only pays for the acceptable level of services received.

### **2. Authority**

Authority to issue this QASP is provided under Federal Acquisition Clause (FAR) 52.212-4(a) Inspection and Acceptance, which provided for inspections and acceptance of the articles, services, and documentation called for in the contract to be accomplished by the contracting officer or a duly appointed representative.

### **3 Scope**

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 QASP 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. The QASP is not a part of the contract, nor is it intended to duplicate the contractor's quality control plan.

### **4. 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 or her authorized representative to assist in administering a contract. The source and authority for a COR is from the contracting officer. COR limitations are contained in the written letter of designation.

## **5. 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 and 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 who assures that 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.

### ***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.

## **6. Methods of Surveillance**

The below listed methods of surveillance shall be used in the administration of this QASP.

### ***Periodic Surveillance by the COR***

The COR reserve the right to inspect contractor performance in random inspections.

## **7. Identified QA Surveillance Tasks**

The following PBSA items are identified within the contract performance work statement and will be monitored under this QASP.

- a. The Government will monitor the contractor's performance to assure that the performance thresholds and standards of performance are met in accordance with paragraph D.5 Service Delivery Summary of SOW. In accordance with FAR 52.212-4 (a) "Inspection/Acceptance" the Government reserves the right to inspect or test any supplies or services that have been tendered for acceptance. The Government may require repair or replacement of nonconforming supplies or re-performance of nonconforming services at no increase in contract price.
- b. The contractor service requirements are summarized into performance objectives that relate directly to mission essential items. The performance standards describe the minimum acceptable levels of the service required for each task. These thresholds are critical to mission success.
- c. The Government COTR will evaluate the services required by each task order to ensure compliance.

d. The contractor shall perform all work required by the task orders in a satisfactory manner in accordance with the appropriate SOW task order sheet. The COTR will not consider the task complete until all deficiencies have been corrected.

e. The Government COTR will inspect all work tasks required by the task order sheets to ensure contract performance on a monthly basis utilizing the attached work inspection sheet.

f. The Government COTR will receive complaints from facility personnel and pass them on to the contractor's quality inspector for correction.

g. The inspection period is monthly with twelve one-month periods during the year. Inspection period will be from the first of the month through the last day of the month. The COTR should receive no more than 5 complaints. The COTR will record results of the inspection, noting the date and time of inspection. If inspection indicates unacceptable performance, the COTR will notify the supervisor or quality inspector. The Contractor shall correct the unacceptable performance within a reasonable time as practicable to correct the deficiency in order for the Vet Center to continue and provide quality care to veterans. Report period is monthly; however, complaints are by task.

h. More than five COTR documented complaints during the report period will result in a decrease of the monthly billing of one percent (1%) by facility at the end of the report period.

## **8. Documentation**

The COR will, 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 surveillance activity checklists. All such records will be retained for the life of this contract. The COR shall forward these records to the contracting officer at termination or completion of the contract.