

## **Attachment 1**

### **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 periodically sit in on the classes to verify that the contractor is meeting the goals of the training course.

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

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

### Performance Requirements Summary

Performance Objective	Standard	Method of Surveillance
<p>Answer and process incoming calls</p> <p>See 5.2 (a) of PWS</p>	<p>Answer incoming. Calls shall be answered in priority order. Incoming calls shall be routed appropriately throughout the facility.</p> <p>Immediate, professional responses to and recording the following: emergency alarms, codes, bomb threats, fires and disasters. They shall also be required to receive and transmit over two-way radios.</p>	<p>Periodic surveillance by the COR</p>
<p>Outgoing calls, coordination and patching through stations</p> <p>See 5.2 (b) of PWS</p>	<p>Assist facility staff and patients, when necessary, in placing calls. Calls shall include, but are not limited to, commercial and Federal Telecommunication Systems (FTS) calls.</p> <p>Politely, efficiently and in a friendly manner explain to users why calls cannot be completed as requested, if and when a situation of this type arises</p>	<p>Periodic surveillance by the COR</p>
<p>Reporting Telephone Equipment Malfunctions</p> <p>See 5.2 (c) of PWS</p>	<p>Maintain a log of all telephone equipment malfunctions and/or complaints regarding telephone service.</p>	<p>Periodic surveillance by the COR</p>

### 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.