

**SECURITY GUARD SERVICES  
QUALITY ASSURANCE SURVEILLANCE PLAN  
(QASP)**

**For:** Security Guard Services

**Contract Number:**

The Veterans Affairs, VA Pacific Island Healthcare System, intends to solicit and award a contract to provide Security Guard service for the American Samoa CBOC's located at Fiatele Teo Army Reserve, Pago Pago, American Samoa. Services shall be in accordance with the terms, conditions, provisions and schedule of the contract. Services shall be for the period of October 1, 2017 through September 30, 2018, with four (4) pre-priced one (1)-year options for renewal.

**Contractor's name:** \_\_\_\_\_

**1. PURPOSE**

This Quality Assurance Surveillance Plan (QASP) provides a systematic method to evaluate performance for the stated contract. This QASP explains the following:

- What will be monitored.
- How monitoring will take place.
- Who will conduct the monitoring.
- How monitoring efforts and results will be documented.

This QASP does not detail how the contractor accomplishes the work. Rather, the QASP is created with the premise that the contractor is responsible for management and quality control actions to meet the terms of the contract. It is the Government's responsibility to be objective, fair, and consistent in evaluating performance.

This QASP is a "living document" and the Government may review and revise it on a regular basis. However, the Government shall coordinate changes with the contractor. Copies of the original QASP and revisions shall be provided to the contractor and Government officials implementing surveillance activities.

**2. 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.

Assigned CO: \_\_\_\_\_

Organization or Agency: Department of Veterans Affairs

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.

Assigned COR: \_\_\_\_\_

c. Other Key Government Personnel – \_\_\_\_\_

### 3. CONTRACTOR REPRESENTATIVES

The following employees of the contractor serve as the contractor's program manager for this contract.

a. Contractor Personnel –	_____	POC
	_____	Address
	_____	
	_____	Phone: _____
	_____	Fax: _____
	_____	Email: _____

### 4. 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 below includes performance standards which will be used. The Government shall use these standards to determine contractor performance and shall compare contractor performance to the Acceptable Quality Level (AQL).

Task	PWS ID #	Indicator	Standard	Acceptable Quality Level	Method of Surveillance	Incentive Vs. Dis-incentive
Security Guards, & Compliance with VA, State, and Federal laws, Rules, Procedures and Requirements	1	Two (2) Guards unarmed (regular working hours) and One (1) Guard unarmed as needed during increased access hours, and requirements (1.1 thru 1.6.1)	Guards are on site and meeting the hours of work and compliant in strict accordance with the PWS	95%	Direct observation, random inspection (auditing), analysis of contractor's sign in/out reports, or 100% inspection	Exercise of Option Period; Satisfactory CPRS; Vs. Non-exercise of Option; Removal of guard; termination of contract, unsatisfactory CPARS
Security Guard Responsibilities	2	Guards are maintaining traffic and parking control (2.1 thru 2.7.7)	Guards are following the terms and conditions of the PWS	95%	Direct Observation , progress status meeting, or Analysis of contractor's status reports, or 100% inspection	Exercise of Option Period; Satisfactory CPARS; Vs. Non-exercise of Option; Removal of guard; termination of contract, unsatisfactory CPARS
Security Guard Qualifications	3	Guards shall meet all the qualifications (3.1 thru 3.1.4.3)	Guards are found to have met all the qualifications in strict accordance with the PWS	95%	Direct observation, random inspection (auditing), analysis of contractor's sign in/out reports, or 100% inspection	Exercise of Option Period; Satisfactory CPRS; Vs. Non-exercise of Option; Removal of guard; termination of contract, unsatisfactory CPARS

Task	PWS ID #	Indicator	Standard	Acceptable Quality Level	Method of Surveillance	Incentive Vs. Dis-incentive
Security Guard Standards of Appearance	4	Guards are in compliance with the uniformed dress and appearance (4.1 thru 4.3)	Guards have met all the standards of appearance in strict accordance with the PWS	95%	Direct Observation , progress status meeting, or Analysis of contractor's status reports, or 100% inspection	Exercise of Option Period; Satisfactory CPARS; Vs. Non-exercise of Option; Removal of guard; termination of contract, unsatisfactory CPARS

Task	PWS ID #	Indicator	Standard	Acceptable Quality Level	Method of Surveillance	Incentive Vs. Dis-incentive
CFP and Supplies	5	Contractor is furnishing and maintaining Contractor Furnished Property (CFP) and supplies (6.1 thru 6.1.4.12)	Contractor shall provide and furnish property and supplies to employees in strict accordance with the PWS	95%	Direct observation, random inspection (auditing), analysis of contractor's sign in/out reports, or 100% inspection	Exercise of Option Period; Satisfactory CPRS; Vs. Non-exercise of Option; Removal of guard; termination of contract, unsatisfactory CPARS

Task	PWS ID #	Indicator	Standard	Acceptable Quality Level	Method of Surveillance	Incentive Vs. Dis-incentive
Training Requirements	6	Contractor and/or employees shall complete all training as required by the VA (7.1 thru 7.3)	Contractor shall keep up to date with all training and provide evidence to CO and/or COR upon request.	95%	Direct Observation , progress status meeting, or Analysis of contractor's status reports, or 100% inspection	Exercise of Option Period; Satisfactory CPARS; Vs. Non-exercise of Option; Removal of guard; termination of contract, unsatisfactory CPARS

## 5. INCENTIVES VERSES DIS-INCENTIVES

The Government shall continue to exercise option year (period) and the use of agreement with contractor as incentive. Incentives shall be based on exceeding, meeting performance standards which have been identified as the key performance standards above. Dis-incentives shall be based on not meeting performance standards which have been identified as the key performance standards above. The below indicated methods of surveillance will be used by the COR and all program representatives to identify the compliance of the contractor.

## 6. METHODS OF QA SURVEILLANCE

Various methods exist to monitor performance. The COR shall use the surveillance methods listed below in the administration of this QASP.

a. DIRECT OBSERVATION. (Can be performed periodically or through 100% surveillance.)  
PWS ID 1; 2; 3; 4; 5; 6

b. PERIODIC INSPECTION. (Evaluates outcomes on a periodic basis. Inspections may be scheduled [Daily, Weekly, Monthly, Quarterly, or annually] or unscheduled, as required.)  
PWS ID1; 2; 3; 4; 5; 6

c. 100% INSPECTION. (Evaluates all outcomes.)  
PWS ID1; 2; 3; 4; 5; 6

## 8. RATINGS

Contract Number: \_\_\_\_\_

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 methodology/rating criteria shall be used:

Upon award, the contractor will provide a Schedule and Contractor Staffing Declaration of personnel employees and subcontractors assigned to work each location site; and provide to the COR & CO copies of License and/or proof of initiation/application process for License (if required in American Samoa). The schedule must be pre-approved by the government COR.

The below performance evaluation will be completed upon the completion of each option period to justify the execution of the next option year or termination of contract terms:

<b>Ratings</b>	<b>Quality of Work/ Personnel/Service</b>	<b>Cost Control</b>	<b>Timeliness of Performance</b>	<b>Business Relations/Sub Contractor Mgmt</b>
	-Compliance w/contract requirements -Accuracy of reports -Appropriateness of personnel -Technical excellence	-Within budget -Current, accurate, complete billings -Relationship of negotiated costs to actual -Cost efficiencies -Change orders issued	-Met interim milestones -Reliable -Responsive to technical direction -Completed on time	-Effective Mgmt -Businesslike correspondence -Responsive to contract reqmnts -Prompt notification of problems -Reasonable/cooperative -Flexible -Pro-active -Effective SB/SDB Subcontract Program
Unsatisfactory	Nonconformances are comprising the achievement of contract reqmnts	Cost issues are comprising performance	Delays are compromising achievement of contract reqmts	Response is not effective
Poor	Nonconformances require major agency resources to ensure achievement of contract reqmnts	Cost issues require major agency resources to ensure achievement of contract reqmnts	Delays require major agency resources to ensure achievement of contract reqmnts	Response is marginally effective
Fair	Nonconformances require minor agency resources to ensure achievement of contract reqmnts	Cost issues require minor agency resources to ensure achievement of contract reqmnts	Delays require minor agency resources to ensure achievement of contract reqmnts	Response is somewhat effective
Good	Nonconformances do not impact achievement of contract reqmnts	Cost issues do not impact achievement of contract reqmnts	Delays do not impact achievement of contract reqmnts	Response is usually effective
Excellent	There are no quality problems	There are no cost issues	There are no delays	Response is effective

## **9. DOCUMENTING PERFORMANCE**

### **a. ACCEPTABLE PERFORMANCE**

The Government shall document positive performance. Any report may become a part of the supporting documentation for any contractual action.

### **b. UNACCEPTABLE PERFORMANCE**

When unacceptable performance occurs, the COR shall inform the contractor. This will normally be in writing unless circumstances necessitate verbal communication. In any case the COR shall document the discussion and place it in the COR file (eCOR) and/or provide a copy to the CO.

When the COR determines formal written communication is required, the COR 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 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 CDR will also state how long after receipt the contractor has to present this corrective action plan to the COR. 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. If the Contractor fails to cure problems and/or fails to perform in accordance with the terms and conditions of the contract, the contract may be found to be in breach of contract and payment may be withheld by the government until the problems have been fully resolved.

## **10. FREQUENCY OF MEASUREMENT**

### **a. Frequency of Measurement.**

During contract performance, the COR will periodically analyze whether the negotiated frequency of surveillance is appropriate for the work being performed.

### **b. Frequency of Performance Assessment Meetings.**

The COR shall meet with the contractor on an as needed basis, as well as, at the end of the contract period to determine award or execution of option period to assess performance and shall provide a written assessment. The COR Delegation Letter will further define other duties and responsibilities of the COR; to include but not limited to quarterly meetings, quarterly evaluations, quality assurance reports and training.

**Acknowledgement of receipt and understanding of the QASP:**

\_\_\_\_\_  
Signature – Contractor Program Manager

\_\_\_\_\_  
Signature – Contracting Officer's Representative (COR)

\_\_\_\_\_  
Signature – Contractor