



QUALITY ASSURANCE SURVEILLANCE PLAN (QASP)

DEPARTMENT OF VETERANS AFFAIRS

Program Contracting Activity Central (VA-PCAC)

Date: 10-19-2017

Project Number: VA-17-902700

QASP Version Number: 1.0

THIS DOCUMENT DOES NOT GET INCORPORATED INTO THE BPA; IT IS USED BY GOVERNMENT REPRESENTATIVES TO MONITOR PERFORMANCE AND THE GOVERNMENT HAS THE RIGHT TO CHANGE ITS METHOD OF SURVEILLANCE AT ANY TIME.

QUALITY ASSURANCE SURVEILLANCE PLAN

For: Due Diligence Support for Vacant Buildings Reduction Initiative

Agreement Number: To be completed at award of the Agreement.

Agreement Description: Support for elimination of vacant buildings from the real property inventory.

Contractor's Name: To be completed at contract/order award.

1. PURPOSE

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

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

Copies of the original QASP and revisions shall be provided to the Contractor and Government officials responsible for surveillance activities. The Government can change the method of surveillance at any time.

1.1 SURVEILLANCE APPROACH

The Performance Work Statement (PWS) sets forth “what” service is required, VA standards for performing services and deliverables associated with that task. This QASP will define the surveillance approach taken by VA-PCAC to monitor the Contractor's performance to ensure the requirements communicated in the PWS are achieved.

1.2 SURVEILLANCE 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 agreement regardless of whether the work is performed by Contractor employees or by Subcontractors. The Contractor's QC Program (QCP) will set forth the procedures for self-inspecting the working relationship between the contractor and client; professionalism and integrity with which the contractor conducted business; responsiveness to the client's needs and expectations, ability to successfully manage and perform project, level of communication, overall quality control and was the delivery of the project in accordance with the PWS requirements.

The Government representative(s) will monitor performance by the Contractor to determine how the Contractor is performing against requirements outlined in the PWS. The Contractor will be responsible for making required changes in processes and practices to ensure performance is managed effectively. The Contractor will be monitored and assessed throughout the period of performance of the contract/order as to either meeting or not meeting the PWS requirements. When a Contractor performance issue occurs, the COR will notify the Contracting Officer (CO). The COR/CO will engage the Contractor PM to resolve the discrepancy. At the completion of the contract, the Contracting Officer's Representative (COR) will perform a quality assessment survey. The quality assessment survey located in **enclosure 1**, at the end of this document, will be utilized to record the contractor's performance.

1.2.1 PERFORMANCE FEEDBACK:

Quality assessment surveys will be reviewed by the CO and COR. The CO and COR will notify the Contractor of the results no later than 30 working days after quality assessment survey is reviewed and agreed upon by both the CO and COR.

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 agree 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/order. The CO is ultimately responsible for the final determination of the adequacy of the Contractor's performance.

Assigned CO: Steven Grzybowski

Organization: Department of Veterans Affairs, Veterans, Program Contracting Activity Central (PCAC).

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

Assigned COR: Brent Simms

c. Other Key Government Personnel: **To be completed at contract/order award.**

3. CONTRACTOR REPRESENTATIVES

a. Program Manager: **To be completed at contract/order award.**

b. Other Contractor Personnel: **To be completed at contract/order award.**

4. PERFORMANCE STANDARDS

Performance Standards define required performance for specific requirements such communication, quality control etc. See **enclosure 1** for areas that will be measured. The Government performs surveillance to determine if the Contractor exceeds, meets or does not meet these standards.

The Government will utilize a quality assessment survey, provided in **enclosure 1** to compare Contractor performance to the Acceptable Levels of Performance (ALPs).

5. METHODS OF QA SURVEILLANCE

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

1. 100% INSPECTION. (Evaluates all outcomes.)
 - a. During the performance period, the COR shall review all of the Contractor's performance/generated documentation and document your results accordingly. This assessment shall be placed in the COR's QA file.
2. 100% INSPECTION (of a Specific type of Deliverable) in a Specific Area
 - a. During the performance period, the COR shall review the Contractor's performance/generated documentation and document your results accordingly. This assessment shall be placed in the COR's QA file.
3. Random Sample
 - a. During the performance period, the COR shall review a random sampling of the Contractor's performance/generated documentation and document your results accordingly. This assessment shall be placed in the COR's QA file.
4. Validated Customer Complaint or Validated Below Average Acceptable Level of Performance (ALP) in a Specific Area
 - a. During the performance period, the COR shall review the Contractor's performance/generated documentation corresponding to a validated

customer complaint or validated inability to perform in accordance with the ALP in a specific area and document your results accordingly. This assessment shall be placed in the COR's QA file.

5. On-Site Surveillance

- a. During the performance period, the COR shall review and document findings from an on-site surveillance and document your results accordingly. This assessment shall be placed in the COR's QA file.

6. ACCEPTABLE LEVELS OF PERFORMANCE (ALP)

Metrics and methods are designed to determine if performance exceeds, meets, or does not meet a given standard and ALP.

The ALPs are included in the Quality Assessment Report Worksheet.

8. DOCUMENTING PERFORMANCE

a. ACCEPTABLE PERFORMANCE

The Government shall document acceptable performance accordingly. 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 CO. This will always be in writing although when circumstances necessitate immediate verbal communication, that communication will be followed in writing. The COR shall document the discussion and place it in the COR file.

When the CO 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 to the CO. 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 CO 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.

9. FREQUENCY OF MEASUREMENT

a. Frequency of Measurement.

During contract/order performance, the COR will complete one quality assessment survey for a period of performance less than 365 days. If the period of performance extends beyond 365 days, it will be at the Contracting Officers discretion whether or not he feels an additional quality assessment survey is required. The Contracting Officer 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 after each quality assessment survey is completed.

ENCLOSURE 1 QUALITY ASSESSMENT SURVEY WORKSHEET

Name and Address of Contractor being evaluated:

Contract Number/Delivery or Task Order Number, Title, & Location of project the Offeror performed:

Evaluator: (The following information will assist in the analysis of the data. Information will be kept confidential)

Name of Evaluator:

Address:

Phone Number:

Position held or function in relation to project:

Levels of Performance

Rating: Please evaluate the performance using only the following ratings without variation. **DO NOT RATE ON A "+" OR "-" SCALE.** If a "+" or "-" is used, the rating without the "+" or "-" will be applied. In addition to the ratings, please provide a short narrative in the appropriate block or in the remarks section of this form.

"O"	Outstanding	The Contractor's performance met contractual requirements and exceeded many requirements to the Government's benefit. The contractual performance was accomplished with few minor problems for which corrective actions taken by the offeror were highly effective.
"A"	Above Average	The Contractor's performance met contractual requirements and exceeded some requirements to the Government's benefit. The contractual performance was accomplished with some minor problems for which corrective actions taken by the offeror were effective.
"S"	Satisfactory	The Contractor's performance met contractual requirements. The contractual performance contained some minor problems for which corrective actions taken by the Contractor were satisfactory.
"M"	Marginal	Performance did not meet some contractual requirements. Performance indicated that there are some potential risks associated with the quality products, timeliness of service, and contract performance.
"U"	Unacceptable	Performance did not meet contractual requirements. The contractual performance reflected a serious problem for which the offeror has yet to identify corrective actions or the Contractor's proposed actions appear only marginally effective or were not fully implemented.

Performance Standards and Methods as specified in each task.

Surveillance Area	Successful Performance Standards	Method of Assessing Performance/ Responsible party	Evaluation
Management of price and schedule	1) Monthly progress reports are delivered: <ul style="list-style-type: none"> • Highly successful: Within 5 calendar days of the end of the month at least 98% of the time. • Successful: Meets expectations 90% of the time. No more than 10 calendar days after the end of the month. • Unsuccessful: Failure to deliver in 10 days 	Review of Monthly Status Reports and deliverables. 100% inspection. Responsible: COR	Assessment: <hr/>
Management of price and schedule	2) Project management plan and submissions of deliverables comply with the project management plan; changes to schedule are reported and accepted by COR; project management plan is maintained up-to-date to satisfaction of COR. <ul style="list-style-type: none"> • Highly successful: Meet expectations 98% of the time. • Successful: Meets expectations 90% of the time. • Unsuccessful: Fail to meet expectations more than 90% of the time 	Review of Monthly Status Reports and deliverables. 100% inspection. Responsible: COR	Assessment: <hr/>
Technical Quality of deliverables	Deliverables are high quality, meet intent of required performance work statement areas, and require minimal updates (less than 3 drafts), edits or comments from COR: <ul style="list-style-type: none"> • Highly successful: Meet expectations 98% of the time with minimal or no deficiencies/issues identified • Successful: Meets expectations 90% of the time and/or no significant deficiencies/issues identified • Unsuccessful: Fail to meet expectations more than 90% of the time and/or significant deficiencies/issues identified 	Review of Final deliverables. 100% inspection. Responsible: COR	Assessment: <hr/>
Quality of Relationship Management	1) Timeliness of responses to open acquisition issues; COR communications/requests; changes in the scope or timeliness of deliverables:	Review of communications, invoices, modifications, to changes in	Assessment: <hr/>

	<ul style="list-style-type: none"> • Highly successful: Meet expectations 98% of the time with minimal or no deficiencies/issues identified • Successful: Meets expectations 90% of the time and/or no significant deficiencies/issues identified • Unsuccessful: Fail to meet expectations more than 90% of the time and/or significant Key personnel turnover meets expectations 	<p>deliverables.</p> <p>Responsible: COR</p>	
Quality of Relationship Management	<p>2) Staffing meets expectations for adequately supporting the requirements of the task orders.</p> <ul style="list-style-type: none"> • Highly successful: Meet expectations 98% of the time with minimal or no deficiencies/issues identified • Successful: Meets expectations 90% of the time and/or no significant deficiencies/issues identified • Unsuccessful: Fail to meet expectations more than 90% of the time and/or significant 	<p>Review and approval of Key Personnel changes</p> <p>Responsible: COR</p>	<p>Assessment:</p> <hr/>
Quality of Project Management	<p>1) Corrections and Re-submittal to VA for rejected deliverables meets mutually agreed upon schedule.</p> <ul style="list-style-type: none"> • Highly successful: Meet expectations 98% of the time with minimal or no deficiencies/issues identified • Successful: Meets expectations 90% of the time and/or no significant deficiencies/issues identified • Unsuccessful: Fail to meet expectations more than 90% of the time and/or significant Key personnel turnover meets expectations. 	<p>Corrections and resubmitted of deliverables conform to agreed upon terms.</p> <p>Responsible: CO/COR</p>	<p>Assessment:</p> <hr/>
Quality of Project Management	<p>2) Contractor provides a single point of contact responsible for task order performance. Communication between VA and Vendor meets expectations.</p> <ul style="list-style-type: none"> • Highly successful: Meet expectations 98% of the time with minimal or no deficiencies/issues identified • Successful: Meets expectations 90% of the time and/or no significant deficiencies/issues identified • Unsuccessful: Fail to meet expectations more than 90% of the time and/or 	<p>Contractor provided a single point of contact, and review of communications</p> <p>Responsible: COR</p>	<p>Assessment:</p> <hr/>

	<p>significant Key personnel turnover meets expectations.</p> <ul style="list-style-type: none"> • 		
Quality of Project Management	<p>3) Contractor meets expectations for changing demands of the program as it evolves.</p> <ul style="list-style-type: none"> • Highly successful: Meet expectations 98% of the time with minimal or no deficiencies/issues identified • Successful: Meets expectations 90% of the time and/or no significant deficiencies/issues identified • Unsuccessful: Fail to meet expectations more than 90% of the time and/or significant Key personnel turnover meets expectations 	<p>Review of responsiveness and communications performance, flexibility and adaptability to unexpected changes in scope, magnitude or requirements of deliverable.</p> <p>Responsible: CO/COR</p>	<p>Assessment:</p> <hr/>