



## **QUALITY ASSURANCE SURVEILLANCE PLAN (QASP)**

**DEPARTMENT OF VETERANS AFFAIRS**

**Date: October 31, 2017**

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**THIS DOCUMENT DOES NOT GET INCORPORATED INTO THE CONTRACT/ORDER; IT IS USED BY GOVERNMENT REPRESENTATIVES TO MONITOR PERFORMANCE AND THE GOVERNMENT HAS THE RIGHT TO CHANGE ITS METHOD OF SURVEILLANCE AT ANY TIME. THE CO/COR SHOULD PROVIDE A COPY TO THE CONTRACTOR THROUGH CORRESPONDENCE.**

## **QUALITY ASSURANCE SURVEILLANCE PLAN**

**For: Laundry Transportation Services, VA256-17-AP-12771**

**Contract/Order Number:**

**Contract/Order Description: Base Plus Four Option Years Laundry Transportation Services for Alexandria, LA and Jackson MS to Biloxi, MS (round trip)**

**Contractor's Name:**

### **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 PERFORMANCE MANAGEMENT APPROACH**

The Statement of Work (SOW) 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 Sioux Falls VAMC to monitor the Contractor's performance to ensure the expected outcomes or performance objectives communicated in the SOW 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 to what extent the 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 by the Government provides the Contractor flexibility to continuously improve and innovate over the course of the contract/order as long as the critical outcomes expected are being achieved and/or the desired performance levels are being met.

## **1.2 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 contract/order 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 quality, timeliness, responsiveness, customer satisfaction, and other performance requirements in the SOW. 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 performance objectives. 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 performance thresholds stated in the Performance Metrics Section of the SOW. The Contracting Officer’s Representative (COR) will perform quarterly assessments. The Performance Based Service Assessment Survey, or other method, may be used to document this assessment. A sample Performance Based Service Assessment Survey is provided at the end of this document. When a Contractor performance issue occurs, the COR will notify the Program Manager and Contracting Officer (CO). The COR/CO will engage the Contractor PM to resolve the discrepancy.

### **1.2.1 PERFORMANCE FEEDBACK:**

At the end of each assessment period, the assessment will be reviewed by the Program Manager and CO. The COR/CO will notify the Contractor of the results no later than 15 working days after the end of the assessment period.

## **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/order 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: Jennifer Adams, Contracting Officer

Organization: Department of Veterans Affairs, G.V.(Sonny) Montgomery VAMC

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. The COR is not empowered to make any contractual commitments or to authorize any contractual changes on the Government's behalf.

Assigned COR: **Brandon O'Neal, Gulf Coast Veterans Healthcare System (Biloxi) VAMC**

## **3. CONTRACTOR REPRESENTATIVES**

a. Program Manager – To be completed at award

b. Other Contractor Personnel – To be completed at award; if any (name and title)

## **4. PERFORMANCE STANDARDS**

Performance Standards define acceptable performance for specific tasks. The Government performs surveillance to determine if the Contractor exceeds, meets or does not meet these standards.

The Performance Metrics for Deliverables and Performance Standards are outlined in the SOW. The schedule of deliverables is outlined in Section B of the contract/order. The Government may utilize the Performance Based Service Assessment Survey, provided at the end of this document, or other method to compare Contractor performance to the Acceptable Quality Level (AQL).

## CONTRACT'S PERFORMANCE MONITORING

a. The objective of monitoring contractor's performance is to evaluate the contractor's performance, to ensure compliance with key requirements, and to ensure that services are provided in accordance with the terms and conditions of the contract.

b. The principle method of monitoring will be by random review of services by the contractor. [See attachment B "Quality Assurance Surveillance Plan (QASP)"]

c. Other requirements not specifically listed on the Performance Requirement Summary may be monitored periodically but would not be subject to the performance measure.

### PERFORMANCE REQUIREMENTS SUMMARY MATRIX

ID	PERFORMANCE REQUIREMENT	PERFORMANCE STANDARD	PERFORMANCE MEASURE (AQL)	MONITORING METHOD	INCENTIVE/DE-DUCTION
1	Vehicles/Drivers	Meet requirements in PWS para 4 & 5	95% of the time (no deviation)	COTR periodic inspection	Failure affects Quarterly Evaluation, see PWS para 4 & 5
2	Pickup/delivery for line item one	Meet requirements for pickup and delivery times in PWS para 3.1	95% of the time (no deviation)	COTR periodic inspection	Failure affects Quarterly Evaluation, see PWS para 3.1
3	Pickup/delivery for line item two	Meet requirements for pickup and delivery times in PWS 3.2	95% of the time (no deviation)	COTR periodic inspection	Failure affects Quarterly Evaluation, see PWS para 3.2

(End of Performance Work Statement)

## 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. Each quarter, 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. Each quarter, 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. Each quarter, 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 in a Specific Area

- a. Each quarter, the COR shall review the Contractor's performance/generated documentation corresponding to a validated customer complaint or validated below average acceptable performance level 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. Each quarter, 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 PERFORMANCE LEVELS**

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

The acceptable performance levels (APLs) are included in the Performance Metrics Section of the SOW for Contractor performance and are structured to allow the Contractor to manage how the work is performed, while providing negative incentives for performance shortfalls.

## **7. INCENTIVES**

The Government shall consider the Contractor's performance when making a determination to exercise any options.

## **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 periodically analyze whether the negotiated frequency of surveillance is appropriate for the work being performed, and at a minimum shall be twice a year.

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

The COR shall meet with the Contractor quarterly to assess performance and shall provide a written assessment to the CO.

# PERFORMANCE BASED SERVICE ASSESSMENT

CONTRACTOR:	GOVERNMENT REQUIRING ACTIVITY				
CONTRACT/ORDER NUMBER/ TITLE:					
PERIOD COVERED:					
<b>Performance Objectives for Assessment</b>  <b>VALUE</b>	Place an X in the appropriate response				
	*** EXCELLENT	VERY GOOD	SATISFACTORY	***BELOW SATISFACTORY	*** POOR
	5	4	3	2	1
<b>A. MEETING TECHNICAL NEEDS:</b>					
1. What level of understanding does the contractor have of my technical needs and my mission requirements?					
2. What level of efficiency and effectiveness does the contractor demonstrate in meeting my requirements?					
3. Overall, how well does the contractor meet my technical needs and mission requirements?					
4. Overall, the quality of the products/services provided are....					
<b>B. PROJECT MILESTONES AND SCHEDULE:</b>					
1. How well does the contractor meet my established milestones and project dates?					
2. How timely are products completed, reviewed, and delivered?					
3. How would you assess the reasonableness of cost of the services being provided?					
4. How well does the contractor notify me in advance about potential milestones and scheduling problems so that I have enough time to correct them?					
<b>C. PROJECT STAFFING:</b>					
1. How current is the expertise of those contractors performing requested tasks?					
2. Do contractor personnel possess the necessary knowledge, skills and ability to accomplish assigned tasks?					
3. Are the staffing levels assigned by contractor appropriate for accomplishing the mission?					
<b>D. VALUE OF THE CONTRACTOR:</b>					
1. How would you assess the value of the services provided by the contractor?					
2. How do you rate the quality of the products delivered by the contractor?					
3. What overall rating would you give to the contractor's performance?					

\*\* Ratings for a Performance Objective are calculated by adding the individual scores under a Performance Objective and dividing it by the number of sub-objectives under that Performance Objective.

\*\*\*\*Poor and Below Satisfactory ratings must be explained in Section II (Narrative Clarification) below. Must be supportive and objective

## **II NARRATIVE CLARIFICATION**

(USE ADDITIONAL SPACE AS REQUIRED)

Typed Name And Title of Government Project Lead/ Date