

Quality Assurance Surveillance Plan (QASP)

For: Medical Supply and Intermittent Services

Contract Number:

Contract Description: Furniture and Associated Services for the Activation of VA Puget Sound Mental And Research Building (101), Seattle, WA

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 Contracting Officer (CO): Grace Kelly-Burnsworth, Grace.kelly-burnsworth@va.gov
- Assigned Contract Specialist: Jacquelyn Wise, Jacquelyn.wise@va.gov
- Organization or Agency: U.S. 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(S): Bosa Ume, Boma.ume@va.gov

3. CONTRACTOR REPRESENTATIVES

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

- a. Program Manager – As assigned by facility
- b. Other Contractor Personnel - As assigned by facility

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.

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No/Task	Paragraph in PWS/ID	Indicator/Performance Standard	Standard for Quality Level	Acceptable Quality Level	Method of Surveillance ¹
1	1.4.1.a	Submit a complete set of phasing plans with associated Dates. These plans will be updated as needed during the course of the project and each time submitted electronically and in hard copy to the VA POC for approval prior to changes in scheduling.	100%	100%	Direct Observation 100% Inspection
2	1.4.1.b	Detailed Installation Plans and associated schedule submitted to the VA shall include incorporation of staging areas, the various manufacturers, product lines dealer, etc. into the plan and schedule. Upon award of contract, the Vendor is required to update the detailed installation plan as needed, coordinated deliveries, oversee the installation, scheduling and coordination of the various manufactures, product lines, dealer, etc.	100%	100%	Direct Observation 100% Inspection
3	1.4.3	During the course of the project, the Vendor shall provide a weekly report to the VA POC. This shall include, but not limited to tracking deliveries, status of items completed, issues for clarification with critical response dates, potential changes, and all items relevant to executing the scope of work.	100%	95%	Direct Observation 100% Inspection
4	4.a.	Project Manager will be the POC for the entire project. PM is responsible for submitting the weekly tracking reports and ensuring the work is being executed in accordance with the approved VA schedule. PM will verify with each of their team leads for complete and thorough installation execution on a weekly basis. To include quality control measures to ensure all furnishings	100%	100%	Periodic reviews 100% Inspection

¹ See "Methods of Surveillance," paragraph 6 of this QASP, for additional methods of monitoring performance.

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		operate properly and ready for move in occupancy The PM shall submit a weekly tracking report to the VA that it has been verified and checked prior to submittal.			
5	4.b	Installation Leads will be responsible for installing and verifying all furnishings are installed per manufacturer warranty specifications and are ready for move in occupancy to include proper final adjustments, filing cabinets with placement of interior drawer rail, bookcase shelving etc.	100%	100%	Periodic Reviews and spot checks 100% Inspection
6	1.6	Deliverables to be submitted throughout the contract: Installation Plans and Associated Schedule will be electronically submitted to VAPM, COR, and CO. Weekly Training Report due each week after award with submission to VA PM, COR, and CO. O&M Manuals and Furniture Installation Instructions, due 15 days after award with electronic submission to VA PM, COR, and CO.	100%	95% - 100%	Direct Observation 100% Inspection

5. METHODS OF QA SURVEILLANCE

Various methods exist to monitor performance.

- a. DIRECT OBSERVATION - Can be performed periodically or through 100% surveillance.
- b. PERIODIC INSPECTION – Evaluates outcomes on a periodic basis. Inspections may be scheduled Daily or weekly.
- d. PROGRESS OR STATUS MEETINGS – Plans and associated schedule
- e. ANALYSIS OF CONTRACTOR'S PROGRESS REPORTS - Deliverables

6. RATINGS

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 ratings shall be used:

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Evaluation Ratings		
Rating	Definition	Note
Exceptional	Performance meets contractual requirements and exceeds many to the Government's benefit. The contractual performance of the element or sub-element being evaluated was accomplished with few minor problems for which corrective actions taken by the contractor were highly effective.	To justify an Exceptional rating, identify multiple significant events and state how they were of benefit to the Government. A singular benefit, however, could be of such magnitude that it alone constitutes an Exceptional rating. Also, there should have been NO significant weaknesses identified.
Very Good	Performance meets contractual requirements and exceeds some to the Government's benefit. The contractual performance of the element or sub-element being evaluated was accomplished with some minor problems for which corrective actions taken by the contractor was effective.	To justify a Very Good rating, identify a significant event and state how it was a benefit to the Government. There should have been no significant weaknesses identified.
Satisfactory	Performance meets contractual requirements. The contractual performance of the element or sub-element contains some minor problems for which corrective actions taken by the contractor appear or were satisfactory.	To justify a Satisfactory rating, there should have been only minor problems, or major problems the contractor recovered from without impact to the contract/order. There should have been NO significant weaknesses identified. A fundamental principle of assigning ratings is that contractors will not be evaluated with a rating lower than Satisfactory solely for not performing beyond the requirements of the contract/order.
Marginal	Performance does not meet some contractual requirements. The contractual performance of the element or sub-element being evaluated reflects a serious problem for which the contractor has not yet identified corrective actions. The contractor's proposed actions appear only marginally effective or were not fully implemented.	To justify Marginal performance, identify a significant event in each category that the contractor had trouble overcoming and state how it impacted the Government. A Marginal rating should be supported by referencing the management tool that notified the contractor of the contractual deficiency (e.g., management, quality, safety, or environmental deficiency report or letter).
Unsatisfactory	Performance does not meet most contractual requirements and recovery is not likely in a timely manner. The contractual performance of the element or sub-element contains a serious problem(s) for which the contractor's corrective actions appear or were ineffective.	To justify an Unsatisfactory rating, identify multiple significant events in each category that the contractor had trouble overcoming and state how it impacted the Government. A singular problem, however, could be of such serious magnitude that it alone constitutes an unsatisfactory rating. An Unsatisfactory rating should be supported by referencing the management tools used to notify the contractor of the contractual deficiencies (e.g., management, deficiency reports, or letters).quality, safety, or environmental

See above Acceptable Quality Level & Method of Surveillance located in QASP

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7. 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.

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.

8. 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 as needed to assess performance and shall provide a written assessment.

Signature – Contractor

Signature – Contracting Officer Representative