

## **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 reserve the right to inspect contractor performance in random inspections.

## 7. Identified QA Surveillance Tasks

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

The table below defines the Performance Standards and Acceptable Performance Levels for Objectives associated with this effort.

Performance Objective	Performance Standard	Acceptable Performance Levels	Surveillance Method
1. Technical Needs	Shows understanding of requirements Efficient and effective in meeting requirements Meets technical needs and mission requirements	8 of 10 Positive Customer Survey Feedback	Customer Survey Feedback

	Offers quality services/products		
2. Timeliness	<p>Complete work orders on time (Once work orders have been assigned, the contractor has two weeks to complete the scheduled work)</p> <p>Produce Test Results and Service reports by the time specified (The Contractor has one month to complete the reports. The Contractor is to either email or hand deliver the reports to the COR.)</p> <p>Notifies COR in advance of potential problems</p>	<p>100% in Meeting Emergency Service Calls; and 90% in Meeting High, Medium and Low priority Service Calls</p>	<p>Review Service Reports</p>
3. Contract Staffing	<p>Currency of expertise</p> <p>Personnel possess necessary knowledge, skills and abilities to perform tasks</p> <p>Ability to maintain badge and status</p>	<p>Technicians Must Possess OEM Certifications</p>	<p>Display of acceptable resumes and certifications</p>

The Government will utilize a Quality Assurance Surveillance Plan (QASP) throughout the life of the contract to ensure that the Contractor is performing the services required by this PWS in an acceptable manner. The Government reserves the right to alter or change the surveillance methods in the QASP at its own discretion. A Performance Based Service Assessment Survey will be used in combination with the QASP to assist the Government in determining acceptable performance levels.

### **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.