

Attachment #2

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 will periodically review the contractor's performance to determine if the tasks in the Performance Work Statement are being met.

Customer Complaints

The COR will review any customer complaints that have been submitted to determine the validity of the complaint. The vendor will be contacted and a corrective action plan may be requested.

7. Identified QA Surveillance Tasks

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

Performance Requirements Summary

Performance Objective	Standard	Acceptable Quality Level (AQL)	Method of Surveillance
Full Representative at all scheduled hearings	A trained and experienced transcriptionist with past experience in AIB's, EEO Hearings, and MSPB Hearings is prompt and present for all scheduled hearings with functioning recording equipment	Late to no more than one (1) hearing per year. All direct and indirect costs associated with re-hearings will be reimbursed to the Government.	Observation or validated user/customer complaints.
Timely Delivery of Transcript Copies Required	Transcribed copies of reports are delivered within the dates stated in the price schedule	Late no more than two (2) times per year within Period of Performance.	Observation or validated user/customer complaints.
Error-Free Deliverables	Hearing recordings, transcriptions and photocopies accurately reflect that which transpired at the hearing. The individual testimonies are appropriately bound in a sturdy plastic folder, clear front cover, with metal prongs, to include an acknowledgement/errata sheet inserted at the front and a word index behind the testimony.	Less than 1% of recordings, transcriptions and photocopies must be returned for correction by the Contractor. All corrections are made and re-delivered to the COR within five (5) days of notification of the need for correction.	Observation or validated user/customer complaints.

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.