

# Quality Assurance Surveillance Plan (QASP)

The contractor will be evaluated in accordance with the following:

## 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 through contract modification. 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 CO: **Chinedu Nwauwa**

Organization or Agency: **Network Contracting Office 6**

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: **Jerry Greene**

Organization or Agency: **VAMC Durham**

## 3. CONTRACTOR REPRESENTATIVES

The following employee(s) of the contractor serve as the contractor's program manager(s) for this contract.

Primary: \_\_\_\_\_

Alternate: \_\_\_\_\_

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## 4. PERFORMANCE STANDARDS

**The contractor is responsible for performance of ALL terms and conditions of the contract.** CORs will provide contract progress reports quarterly to the CO reflecting performance on this plan and all other aspects of the resultant contract. The performance standards outlined in this QASP shall be used to determine the level of contractor performance in the elements defined. Performance standards define desired services. The Government performs surveillance to determine the level of Contractor performance to these standards.

The Performance Requirements are listed below in Section 6. The Government shall use these standards to determine contractor performance and shall compare contractor performance to the standard and assign a rating. At the end of the performance period, these ratings will be used, in part, to establish the past performance of the contractor on the contract.

This QASP is a "living document" and the Government may review and revise it on a regular basis to ensure that the QASP remains a valid, useful, and enforceable document. However, the Government will coordinate changes with the Contractor (if changes are required). Copies of the original QASP and revisions will be provided to the Contractor and Government officials implementing surveillance activities.

## 5. METHODS OF QA SURVEILLANCE

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

- a. DIRECT OBSERVATION. 100% surveillance: Action required via daily reporting.
- b. PERIODIC/ RANDOM INSPECTION. Inspections scheduled and reported quarterly per COR delegation or as needed.
- c. VALIDATED USER/CUSTOMER COMPLAINTS. Customer complaint data will be obtained via Customer feedback and will be compiled weekly and reviewed by Service Chief. Any validated complaints against the Contractor which are not resolved within seven business days will be further investigated.
- d. Verification and/or documentation provided by Contractor. Contractor provided documentation will be reviewed via required daily action reporting.

## 6. Incentive/Disincentives for Meeting/Not Meeting AQL

- 1. Positive and negative performance will be documented locally (contract file) and/or in the appropriate contractor performance assessment reporting system/database.
  - 2. Noncompliance to contract standards will be corrected at no cost to the government. The government reserves the right and may elect to measure/document negative performance through utilization of a performance report and/or a contract discrepancy report.
  - 3. The contractor shall respond in writing to the Contracting Officer Representative (COR) to all notifications of failure to meet acceptable quality levels within 5 days of issuance by the Contracting Officer Representative and/or the Contracting Officer. The contractor's response shall include the corrective action taken to rectify the problem and the proposed measure to preclude the recurrence of the problem.
- The Performance Requirements Summary Matrix, includes performance standards, the Government will use these standards to determine Contractor performance and will compare Contractor performance to the Acceptable Quality Level (AQL).

## 7. PERFORMANCE INDICATORS (MEASURES):

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Contractor performance will be rated/evaluated by the COR or other authorized designee using the following metrics in the table below.

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ID	Performance objective	Performance threshold	Acceptable Quality Level	Surveillance Method	Met AQL/DID NOT MEET AQL- CPAR Rating / Add Comments
1	The Contractor shall adhere to Coordination in accordance with (IAW) Performance Work Statement (PWS) Section 4.0	The contractor successfully performs the required services throughout the period of performance.	95%	The COR/ CO periodic surveillance	Incentive: Favorable contractor performance evaluation. Disincentive: A Contract Discrepancy Report (CDR) will be issued on the first instance of failure to provide the acceptable level of service. Three or more issued CDRs may result in reduction of the monthly invoice of 5%.
2	The Contractor shall adhere to Maintenance/Inspection Services IAW PWS Section 5.0	The contractor successfully performs the required services throughout the period of performance.	95%	COR Periodic Surveillance Periodic surveillances will be conducted on a scheduled basis (daily, weekly, monthly, quarterly, semi- annual or annually) and may be adjusted, based on quality trends.	Incentive: Favorable contractor performance evaluation. Disincentive: A Contract Discrepancy Report (CDR) will be issued on the first instance of failure to provide the acceptable level of service. Three or more issued CDRs may result in reduction of the monthly invoice of 10%.
3	The Contractor shall adhere to Special Work requirements` IAW PWS Section 6.0	The contractor successfully performs the required services throughout the period of performance.	95%	The COR/ CO periodic surveillance	Incentive: Favorable contractor performance evaluation. Disincentive: A Contract Discrepancy Report (CDR) will be issued on the first instance of failure to provide the acceptable level of service. Three or more issued CDRs may result in reduction of the monthly invoice of 5%.
4	The Contractor shall adhere documentation & Reports IAW PWS Section 7.0	The contractor successfully performs the required services throughout the period of performance.	95%	COR/CO 100% review of monthly reports and invoices	Incentive: Favorable contractor performance evaluation. Disincentive: A Contract Discrepancy Report (CDR) will be issued on the first instance of failure to provide the acceptable level of service. Five or

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					more issued CDRs may result in reduction of the monthly invoice of 5%.
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### 8. RATINGS

Metrics and methods are designed to determine rating for a given standard and acceptable quality level. The following ratings shall be used:

<b>EXCEPTIONAL:</b>	Performance meets contractual requirements and exceeds many to the Government's benefit. The contractual performance of the element or sub-element being assessed was accomplished with few minor problems for which corrective actions taken by the contractor were highly effective.
<b>VERY GOOD:</b>	Performance meets contractual requirements and exceeds some to the Government's benefit. The contractual performance of the element or sub-element being assessed was accomplished with some minor problems for which corrective actions taken by the contractor were effective.
<b>SATISFACTORY:</b>	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.
<b>MARGINAL:</b>	Performance does not meet some contractual requirements. The contractual performance of the element or sub-element being assessed 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.
<b>UNSATISFACTORY:</b>	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 being assessed contains serious problem(s) for which the contractor's corrective actions appear or were ineffective.

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## 9. DOCUMENTING PERFORMANCE

a. The Government shall document positive and/or negative performance. Any report may become a part of the supporting documentation for any contractual action and preparing annual past performance using CONTRACTOR PERFORMANCE ASSESSMENT REPORT (CPAR).

b. If contractor performance does not meet the Acceptable Quality level, the CO shall inform the contractor. This will normally be in writing unless circumstances necessitate verbal communication. In any case the CO shall document the discussion and place it in the contract file. When the COR and the CO determines formal written communication is required, the COR shall prepare a Contract Discrepancy Report (CDR), and present it to CO. The CO will in turn review and will present to the contractor's program manager for corrective action.

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 must present this corrective action plan to the CO. The Government shall review the contractor's corrective action plan to determine acceptability. The CO shall also assure that the contractor receives impartial, fair, and equitable treatment. The CO is ultimately responsible for the final determination of the adequacy of the contractor's performance and the acceptability of the Contractor's corrective action plan.

Any CDRs may become a part of the supporting documentation for any contractual action deemed necessary by the CO. See Sample CDR below.

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**U.S. Department of Veterans Affairs**

Veterans Health Administration  
Regional Procurement Office East

## NETWORK CONTRACTING OFFICE (NCO) 6

<b>CONTRACT DISCREPANCY REPORT</b>			1. CONTRACT NUMBER	
Report Number:			Date:	
2. TO: (Contractor and Manager Name)			3. FROM: (Contracting Officer's Representative Name)	
<b>DATES</b>				
CONTRACTOR NOTIFICATION:	CONTRACTOR RESPONSE DUE BY:	RETURNED BY CONTRACTOR:	ACTION COMPLETE:	
4. DISCREPANCY OR PROBLEM (Describe in detail; Include reference in PWS / Directive. Attach continuation sheet if necessary.)				
5. SIGNATURE OF CONTRACTING OFFICER'S REPRESENTATIVE (COR)				
6. TO: (COR)			7. FROM: (Contractor)	
8. CONTRACTOR RESPONSE AS TO CAUSE, CORRECTIVE ACTION, AND ACTIONS TO PREVENT RECURRENCE (Attach continuation sheet if necessary.)				
9. SIGNATURE OF CONTRACTOR REPRESENTATIVE			10. DATE	
11. GOVERNMENT EVALUATION OF CONTRACTOR RESPONSE/RESOLUTION PLAN (Acceptable response/plan, partial acceptance of response/plan, rejection. Attach continuation sheet if necessary)				
12. GOVERNMENT ACTIONS (Payment withholding, cure notice, show cause, other.)				
<b>CLOSE OUT</b>				
	NAME AND TITLE	SIGNATURE	DATE	
CONTRACTOR NOTIFIED				
COR				
CONTRACTING OFFICER				



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## 10. FREQUENCY OF MEASUREMENT

a. Frequency of Measurement. The frequency of measurement is defined in the contract or otherwise in this document. The government (COR or CO) will periodically analyze whether the frequency of surveillance is appropriate for the work being performed.

b. Frequency of Performance Reporting. The COR shall communicate with the Contractor and will provide written reports to the Contracting Officer quarterly (or as outlined in the contract or COR delegation) to review Contractor performance.

## 11. COR AND CONTRACTOR ACKNOWLEDGEMENT OF QASP

SIGNED:

\_\_\_\_\_  
COR NAME/TITLE                      DATE

SIGNED:

\_\_\_\_\_  
CONTRACTOR NAME/TITLE                      DATE