Attachment (3): Quality Assurance Surveillance Plan (QASP)

1. PURPOSE

This Quality Assurance Surveillance Plan (QASP) is a Government-developed document used to determine if the Contractor's performance meets the performance standards contained in the contract at the contract level.

The QASP establishes procedures on how this assessment/inspection process will be conducted. The Contractor is responsible for implementing and delivering performance that meets contract standards using its Quality Control Plan. The QASP provides the structure for the Government's surveillance of the Contractor's performance at the contract level to assure that it meets contract standards. It is the Government's responsibility to be objective, fair and consistent in evaluating Contractor performance. The Government should recognize in the performance of the QASP that unforeseen or uncontrollable circumstances might occur that are outside the control of the Contractor.

The QASP is not it intended to duplicate the Contractor's quality control plan. This QASP is a living document and will change at the Government's discretion in accordance with changes in contract requirements and the Government's determination of the effort required to ensure successful Contractor performance of the contract requirements. Flexibility in the QASP is required to allow for an increase or decrease in the level of surveillance necessary based on Contractor performance.

Bottom line, the Government's performance of the QASP should ensure early identification and resolution of performance issues to minimize impact on mission performance.

1. AUTHORITY

Authority for issuance of this QASP is provided under Part 46 of the Federal Acquisition Regulation, Inspection of Services clauses, which provide for inspection, acceptance and documentation of the service called for in the contract.

2. ROLES AND RESPONSIBILITIES

The following personnel shall oversee and coordinate QASP activities. They are not empowered to make any contractual commitments or any contract changes on the Government's behalf.

1. Program/Project Manager (PM)
2. Contracting Officer's Representative (COR)
3. Other Designee (direct supervisor (s) of contacted personnel)

Exhibit A. Performance Surveillance Matrix

Performance Objective (Performance Related Specification)	Performance Standard / Acceptable Quality Level (AQL)	Surveillance Method
PRS#1: Contractor delivers Elevator repair and maintenance services on time.	Contractor performs Elevator repair and maintenance services per the agreed schedule stated in the contract, provides a monthly schedule of inspections, and keeps the COR informed of any changes.	Check schedule of monthly service and perform spot checking, and unannounced inspections, review timeliness of notification of unexpected delays and review of any mutually agreed adjustment of work hours.
PRS #2: Contractor delivers a quality Elevator repair and maintenance service.	Contractor's workers are trained and knowledgeable about the elevator system and can perform service efficiently.	Perform spot checking, and unannounced inspections.
PRS #3: Contractor effectively manages and tracks assigned work.	Contractor provides a list of major repairs beyond regular maintenance immediately upon discovery. Contractor provides quotes for unscheduled repairs and completes repairs in a timely manner.	Tracking customer complaints and duration of complaint. Repairs are sustainable and performed per industry standards. Response time is reasonable.
PRS #4: Work is performed safely and impact to the environment is mitigated.	Contractor performs work in compliance with applicable Safety, Health and Environmental regulations,	Periodic Inspection (including unscheduled inspections), Direct Observation (including random surveillance). COR Reviews all mishaps and injury reports.
PRS #5: Work is performed following the applicable codes, regulations specifications, procedures and technical data.	Contractor performs work in compliance with applicable state and Federal regulations, codes and OSHA standards and in compliance with elevator manufacturer's instructions and guidelines.	Periodic Inspection (including unscheduled inspections), Direct Observation (including random surveillance).