QUALITY ASSURANCE SURVEILLANCE PLAN (QASP)

For: Copier/Printer Preventative Maintenance and Repair Services
Glen Canyon Field Division
Base Year + Four Option Years

1.0 Purpose

The purpose of this Quality Assurance Surveillance Plan (QASP) is to outline the systematic methods that the Government will use to monitor and evaluate the contractor's performance to ensure compliance with the Performance Work Statement (PWS). This QASP provides a framework but does not change or replace the PWS requirements.

2.0 Government Roles and Responsibilities

2.1 Contracting Officer (CO)

- Responsible for overall contract administration.
- Ensures compliance with contract terms and conditions.
- Has sole authority to modify the contract or issue formal notices of noncompliance.

2.2 Contracting Officer's Representative (COR)

- Primary individual responsible for monitoring contractor performance.
- Receives reports, verifies services, and documents issues.
- Performs inspections and validates compliance with the QASP.

2.3 Government Technical POC(s)

- May be delegated to specific copier locations.
- Provides escort access and reports service issues to the contractor.

3.0 Performance Objectives

The contractor must meet the performance objectives defined in the PWS.
The Government will monitor the following key performance areas:

PWS Section	Performance Objective
5.1	Quarterly Preventative Maintenance
5.2	Repair Services
5.3	Response Times
5.4	Uptime Standard
5.5	Loaner Equipment
7.0	Service Reporting

4.0 Performance Standards and Acceptable Quality Levels (AQLs)

4.1 Quarterly Preventative Maintenance

Standard: PM completed every 3 months per device.
AQL: 100% completion; zero missed PM visits.
Surveillance Method:

- COR reviews PM reports quarterly.
- COR confirms technician sign-in or escort logs.

4.2 Repair Services (Technical Quality)

Standard: Repairs fully restore device functionality using OEM components.
AQL: 95% of repairs completed without recurrence of the same issue within 30 days.
Surveillance Method:

- Review service reports
- Monitor device performance after repair
- POC feedback

4.3 Response Times

Critical Repairs

Standard: On-site within 1 business day (24 business hours).
AQL: 95% compliance.

Routine Repairs

Standard: On-site within 3 business days.
AQL: 95% compliance.

Surveillance Method:

- Timestamp comparison of service request and technician arrival
- COR review of service logs
- Verification with escort logs

4.4 POC Notification Requirement

Standard: Contractor contacts POC within 60 minutes of service call placement.
AQL: 95% compliance.
Surveillance Method: Email/phone records, time-stamped logs.

4.5 Equipment Uptime

Standard: 95% uptime per machine per month (excluding approved downtimes).
AQL: 95% compliance.
Surveillance Method:

- COR tracks outage reports
- Contractor reporting validated by user logs

4.6 Loaner Equipment

Standard: Loaner unit delivered within 2 business days of the 5-business-day repair threshold being reached; loaner is comparable in capability; contractor maintains and supplies consumables for the loaner; loaner retrieved within 2 business days of original unit's return to service.
AQL: 100% compliance.
Surveillance Method:

- Timeline verification (repair start vs. loaner delivery)
- Escort logs

- COR documentation

4.7 Service Reports

Standard: A complete service report submitted after every PM and repair visit.
AQL: 100% compliance.
Surveillance Method:

- Quarterly COR review
- Cross-check with escort records and user reports

5.0 Surveillance Methods

The Government may use any of the following, individually or in combination:

5.1 100% Inspection

Used for:

- PM schedule compliance
- Service report submission
- Loaner equipment deadlines

5.2 Random Sampling

Used occasionally for:

- Repair quality
- Uptime verification

5.3 Customer Feedback/POC Reports

Users at each copier location provide operational feedback on:

- Downtime
- Repair quality and timeliness
- Print quality
- Responsiveness

5.4 Contractor Self-Reporting

Service reports and PM logs submitted by the contractor.

5.5 Escort Log Verification

Federal escorts confirm:

- Technician arrival times
- Access
- Duration of service visits

6.0 Performance Evaluation and Remedies

6.1 Acceptable Performance

If the contractor meets or exceeds AQLs, performance is considered satisfactory.

6.2 Unacceptable Performance

If the contractor fails to meet the AQLs, the COR may:

- Document the deficiency
- Request corrective action
- Notify the CO of noncompliance

6.3 Contract Remedies

The CO may take any of the following actions:

- Require a formal corrective action plan
- Reduce invoice payments (if authorized by the contract)
- Suspend invoice approval until deficiencies are corrected
- Not exercise the next option year
- Issue a cure or show-cause notice
- Terminate for cause or default (in severe cases)

7.0 Documentation

The COR shall maintain:

- Quarterly PM service reports
- Repair reports and logs

- Records of uptime calculations
- Email/phone time stamps for POC notification
- Escort logs
- Corrective action documentation, if any

These documents will form the basis for:

- Annual option-year evaluation
- Contractor performance reports (CPARS, if applicable)