QUALITY ASSURANCE SURVEILLANCE PLAN (QASP)

GARDENING AND ANTENNA FIELD MAINTENANCE SERVICES

U.S. AGENCY FOR GLOBAL MEDIA
PHILIPPINES TRANSMITTING STATION
TINANG, CONCEPCION TARLAC

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1. INTRODUCTION

The Quality Assurance Surveillance Plan (QASP) is pursuant to the requirements listed in the Statement of Work (SOW) for Gardening and Antenna Field Maintenance Services. This plan sets forth the procedures and guidelines that United States Agency for Global Media Philippines Transmitting Station will use in ensuring the required performance standards or services are achieved by the contractor.

The Quality Assurance Surveillance Plan (QASP) is not final; it shall be revised or modified by USAGM/PTS as conditions require, throughout the life of the contract to ensure adequate oversight of Contractor's performance. Any such recommended changes shall be discussed with the Contractor and approved by USAGM prior to becoming effective.

1.1 PURPOSE

1.1.1 The purpose of this QASP is to describe the systematic methods used to monitor the level of service and identify the required documentation and resources to be employed. The QASP provides a means for evaluation whether the contractor is meeting the required level of service stated in the Statement of Work and to ensure that the Government only pays the level of service received.

1.1.2 The QASP defines roles and responsibilities of the Program Team in evaluating the performance of the Contractor.

1.2 PERFORMANCE MANAGEMENT APPROACH

The Performance-based Performance Work Statement (PWS) structures the acquisition around "what" service or quality of service is required as opposed to "how" the contractor should perform the work. The QASP will define the performance management approach taken by USAGM/PTS to monitor, manage and take appropriate action on the contractor's performance against expected outcomes or quality of service defined in the Performance Work Statement (PWS) or Statement of Work (SOW). Performance Management rests on developing a capability to review and analyze information generated on performance assessments. The ability to make decision based on the analysis of performance data is the cornerstone of performance management. This analysis yields information that indicates whether expected outcomes for the services are achieved.

1.2.1 Performance Management represents a significant shift from the more traditional Quality Assurance (QA) concepts in several ways. Performance management focuses on assessing whether or not outcomes are being achieved and migrates away from scrutiny on compliance with the processes and practices used to achieve the outcome. The only exceptions to process reviews are those required by law (Federal, State, and local) and compelling business situations such as safety and health. An outcome focus

provides the contractor flexibility to continuously improve and innovate over the course of the contract as long as the critical outcomes expected are being achieved at the desired levels of performance.

1.2.2 Performance Requirement Summary

Performance Objective	SOW Para	Performance Threshold
Standard Services. Performs all standard services set forth in the performance work statement (PWS).	2.1 thru 2.3	All required services are performed and no more than three (3) customer complaints are received per month.
Temporary Additional Services. Adequately respond to emergency maintenance service requests.	4	Successfully provides services within 24 hours of COR notification 9 out of 10 times. Successfully provides services within 48 hours of COR notification 10 out of 10 times.

1.3 Performance Management Strategy

The Contractor is responsible for the quality of the service being delivered. The contractor must establish its own Quality Control Program (QCP). This Quality Control is work output not workers, and therefore includes all work performed under this contract. The contractor will set forth the staffing and procedure for self-inspecting the quality, timeliness, responsiveness, customer satisfaction and other performance requirements in the SOW (Statement of Work). The Contractor shall develop and implement a performance management system with the processes to assess and report its performance to the designated government representative.

1.3.1 The Government representative will monitor performance and review performance reports furnished by the contractor to determine how the contractor is performing against communicated performance objectives. The Government will make decisions based on performance measurement metric data and notify the contractor of those decisions. The contractor will be responsible for making required changes in processes and practices to ensure performance is managed effectively.

2. Roles and Responsibilities

2.1 The Contracting Officer

2.1.1 The **Contracting Officer (CO)** is responsible for monitoring contract compliance, contract administration, and cost control and in resolving any differences between the observations documented by the Contracting Officer's Technical Representative (COTR) and the contractor's performance.

2.1.2 The Contracting Officer (CO) will designate one full-time Contracting Officer's Representative (COR) as the Government authority for performance management. Additional representatives, called "Technical Inspectors," may be assigned to monitor compliance with this contract as deemed warranted by the Contracting Officer (CO) and the Contracting Officer's Technical Representative (COTR). The number of any Technical Inspectors shall depend upon the complexity of the services measured as well as the contractor's performance.

2.2 The Contracting Officer's Representative

2.2.1 The COR is responsible for monitoring, assessing, and communicating the technical performance of the contractor and assisting the contractor. The Contracting Officer's Representative (COR) will have the responsibility for completing Quality Assurance (QA) monitoring forms (refer to Attachment II) used to document the inspection and evaluation of the contractor's work performance. Government surveillance may occur under the Inspection of Services clause for any service relating to the contract.

3. Identification of Services to be Performed

The required performance standards and/or quality of service are included in the Statement of Work (SOW). If the contractor meets the required service or performance level, it will be paid the monthly amount agreed in the contract.

4. Methods to Monitor Performance

4.1 Surveillance Technique

In an effort to minimize the contract administration burden, simplified methods of surveillance techniques shall be used by the Government to evaluate contractor performance. The primary methods of evaluation are:

a. Random Monitoring which shall be performed by the COR designated inspector
b. Periodic Inspection – COR typically performs inspection on a monthly basis

4.2 Customer Feedback

The contractor is expected to establish and maintain professional communication between its employees and customers. The primary objective of this communication is customer satisfaction. Customer satisfaction is the most significant external indicator of the success and effectiveness of all services provided and can be measured through customer complaints. Customer complaints to be considered valid and set forth clearly and in writing the detailed nature of the complaint,

must be signed and must be forwarded to the COR. The COR will accept those customer complaints and investigate with the indicated procedures:

a. If any Government personnel observe unacceptable services, either incomplete work or required services not being performed, they should immediately notify the COR
b. The COR will complete appropriate documentation to record the complaint
c. The COR determines the complaint's validity. If invalid, the COR will advise the complainant. The COR will retain the annotated copy of the written complain to his/her files.
d. If the COR determines that the complaint is valid, the COR will inform the contractor to correct the defect. The COR will determine the reasonable time for the correction
e. The COR shall, as a minimum orally notify the Contractor of the valid complaints.
f. If the contractor disagrees with the complaint after the investigation and challenges the validity of the complaint, the contractor will notify the COR. The COR will review the matter to determine the validity.
g. The COR will consider complaints as resolved unless notified by the complainant.
h. Repeat customer complaints are not permitted for any services. If a repeat customer complaint is received for the same deficiency during the service period, the COR will contact the Contracting Officer (CO) for appropriate action

5. QUALITY ASSURANCE REPORTING

5.1 THE PERFORMANCE MANAGEMENT FEEDBACK LOOP

The performance management feedback loop begins with the communication of expected outcomes. Performance standards are expressed in the Statement of Work (SOW) and measured by the required performance metrics.

5.2 MONITORING FORMS

5.2.1 The Government's Quality Assurance monitoring, accomplished by the Contracting Officer's Representative (COR) (and others as designated) will be reported using the monitoring forms in Attachment 8 of the Statement of Work (SOW) . The form, when completed, will document the Contracting Officer's Representative (COR) understanding of the contractor's performance under the contract to ensure that the Performance Work Statement (PWS) are being met.

5.2.2 The Contracting Officer's Representative (COR) will retain a copy of all completed Quality Assurance (QA) Surveillance Forms.

6. ANALYSIS OF QUALITY ASSURANCE MONITORING RESULTS

6.1 The Government shall use the evaluation methods cited to determine whether the Acceptable Quality of Service has been met. The Government's evaluation is then translated

into the specific negative incentives that cause adjustments to the contractor's monthly payments.

6.2 At the end of each quarter, the COR will prepare a written report for the Contracting Officer (CO) summarizing the overall results of the quality assurance monitoring of the contractor's performance. This written report will include the completed Quality Assurance Monitoring Form (Attachment 8). The ability to make decision based on the analysis of performance data is the cornerstone of performance management. This analysis yields information that indicates whether expected outcomes for the services are achieved.

6.3 The Contracting Officer (CO) may require the contractor's project manager, or a designated alternate, to meet with the Contracting Officer (CO) and other Government key personnel as deemed necessary to discuss performance evaluation. The Contracting Officer's Representative (COR) will define a frequency of in-depth reviews with the contractor, however if the need arises, the contractor will meet with the Contracting Officer (CO) as often as required or per the contractor's request. The agenda of the reviews may discuss:

- Monthly performance assessment and trend analysis
- Issues and concerns of both parties
- Projected outlook for upcoming months and progress against expected trend
- Recommendations made by the COR based on evaluation and change in requirements
- Issues arising from independent reviews and inspections

7. Failure to Perform

7.1 Notifications

Consistent with FAR Part 49, the Contracting Officer (CO) shall notify the service provider of failure to meet standards through Quality Assurance (QA) monitoring forms, cure notices, or show cause notices and shall inform the service provider project manager or designated alternate of such notices.

7.2 Deductions

The Government has the right to withhold a percentage of payment of the monthly cost for performing particular services based on failure to meet performance standards.

7.3 Termination

If the Contracting Officer (CO) determines that the contractor has failed to perform to the extent that a termination for default is justified, the Contracting Officer (CO) shall issue a notice of termination, consistent with FAR Part 49.

ATTACHMENT 1
United States Agency for Global Media

PHILIPPINES TRANSMITTING STATION

SAMPLE QUALITY ASSURANCE
MONITORING FORM

SERVICE or STANDARD: _____

_____

_____

_____

_____

SURVEY PERIOD
SURVEILLANCE METHOD (Check):

□ Random Sampling □ 100% Inspection □ Periodic Inspection □ Customer Complaint

LEVEL OF SURVEILLANCE (Check):

□ Monthly □ Quarterly □ As needed

PERCENTAGE OF ITEMS SAMPLED DURING SURVEY PERIOD: __ %

ANALYSIS OF RESULTS:

Observed Service Provider Performance Measurement **Rate:** _ _ _%

Service Provider's Performance (Check): □ Meets Standards

□ Does Not Meet Standards

Narrative of Performance During Survey Period:_____

_____

_____

_____

_____

PREPARED BY:_____ DATE: _____