

Appendix H

Quality Assurance Surveillance Plan (QASP) Instructions

H.1 Instructions for Completing a QASP

This information is required by the contract and serves as a very useful tool for you. *(NOTE: When using a PWS, the QASP is prepared by the Government and accompanies the PWS. When using a SOO, the Government may require the contractor to propose the QASP rather than having the Government develop it.)* When you sign receiving reports, you are verifying that tasks have been performed or deliverables have been received (at the **Green** level) and meet the Government standards for quality, timeliness and quantity such that payment is authorized. In cases where services or deliverables are rated **Yellow** or **Red**, you must report that immediately to the DCO. This is a two-step process. First, you must develop a QASP, which consists of four parts:

- Tasks or deliverables to be completed (what will be monitored?)
- Performance standard (what is expected?)
- Acceptable quality level/compliance level (what constitutes acceptance?)
- Surveillance method/frequency (how will you perform your check, i.e., random sampling, customer complaint, etc.?)

Second, perform surveillance as performance progresses and document the results. Surveillance will be performed in accordance with the surveillance methods you select. You will document your surveillance on the QASP worksheet if a deliverable is **Yellow** or **Red**. You must not sign a receiving report where any deliverable is **Yellow** or **Red** without immediately reporting the quality concern to the CO. Periodically, the CO will ask for a copy of your worksheet to document the official Task Order file.

H.2 Acceptable Surveillance Methods

Random Sampling: This method is designed to evaluate performance by randomly selecting and inspecting a statistically significant sample. This is highly recommended for large quantity, repetitive activities with objective and measurable quality attributes. Computer programs may be available to help establish sampling procedures.

One Hundred Percent Inspection: This method is too expensive for most cases. 100% inspection is used for stringent performance requirements when safety and health is on the line.

Periodic Inspection: This method, sometimes called “planned sampling,” consists of the evaluation of tasks selected on other than a 100% or random basis.

Direct Observation: Direct observation of services and products is used to survey the requirements. Observations can be performed periodically or through 100% surveillance. The observations are documented in a surveillance log.

User Survey: This method combines elements of validated user complaints and random sampling. A random survey is conducted to solicit user satisfaction. This is appropriate for high quantity activities that have historically been satisfactory.

Compliance Level and Date: This column is used to determine whether the services or deliverables required meet the Acceptable Quality Level on the QASP. It will be used to provide documentation for deficiencies requiring payment adjustment (when afforded by contract provision) or other action from the contractor. The compliance block is filled out using a color code (**Green, Yellow** or **Red**):

Green = Deliverable required has been met in a satisfactory manner.

Yellow = Deliverable required is not being consistently met satisfactorily; attention is needed in certain areas.

Red = Deliverable is not being met; requires Contracting Officer/Contractor attention.

If you rate a deliverable **Yellow** or **Red**, you will need to provide detailed documentation why. This will be used to help the CO determine what course of action to take, in accordance with the terms of the contract, to resolve quality issues.

QASP Sample

Task/Deliverable	PWS/SOO Para.	Performance Standard	Acceptable Quality Level	Method Used/Frequency	Compliance Level and Date
Documents produced in final form using standard software packages	3.1	Format in accordance with regulation 12.4, deadlines met, error-free on final document	Most drafts in full accordance with regulation; on time and error free on final document	Random Sampling/ Weekly	Green 7/1/06
Predictive/preventative maintenance	3.2	Remedial maintenance services performed and problem resolution completed within specific timeframe	System availability must be 95% during the hours 0800-1600. Response times within 4 hours of request.	Direct Observation/ Each occurrence	Red 7/1/06
Database developed and deployed	3.3	Validated against Oracle Database 10g R2	Data calculations are error-free	Periodic Inspection/ Quarterly	Green 7/1/06
Responses to user inquiries	3.3	Response made within one hour of receipt	No more than 3 valid customer complaints per month	User Survey at Completion	Yellow 7/31/06



Quality Assurance Surveillance Plan (QASP)

PWS TITLE: _____

Task Order Number: _____

(See Instructions for assistance in completing this worksheet)

Task/Deliverable	PWS/SOO Paragraph	Performance Standard	Acceptable Quality Level	Method Used/Frequency	Compliance Level and Date
1.					
2.					
3.					
4.					
5.					
6.					
7.					
8.					
9.					
10.					

Agency COR Signature/Date: _____

Contracting Official Signature/Date: _____

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