

**QUALITY ASSURANCE  
SURVEILLANCE PLAN  
ITS HARDWARE BPA CATEGORY 2  
LAPTOPS AND NOTEBOOKS**



**United States Department of Agriculture  
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## **SECTION 1: INTRODUCTION**

### **1.1 Background**

The International Technology Services (ITS) was created in November 2004 and is charged with uniformly managing the Information Technology (IT) infrastructure and service delivery to the SCA. The agencies within the SCA comprise the front-line offices within USDA that directly work with its customers – the Nation’s farmers, ranchers, and landowners -- in land and water conservation initiatives and farm assistance programs, to include such activities as defined in legislative farm bills.

Since FY 1998, on an approximately annual basis and under competitive single-award acquisitions, USDA has procured, for the benefit of the approximately 3,500 field offices (Field Service Centers, or FSCs) within the SCA, products and services within the sub-categories of IT Equipment, Peripherals, and Ancillary Services specified herein. These USDA Common Computing Environment (CCE) annual acquisitions resulted in purchase and deployment of standardized systems to ensure continued consistency of technology across the SCA.

ITS is looking for this BPA to continue to provide the SCA with standardized IT equipment and peripherals as current equipment becomes due for replacement, newly-supported offices require new equipment, and new technologies become available.

Section 6.2 of the solicitation in the Performance Work Statement (PWS), specifies what configurations are to be available to the USDA customer base. The PWS includes, as a technical exhibit, a Performance Requirements Summary (PRS), which specifies how well the performance standards must be in order to be considered compliant.

When the Blanket Purchase Agreement is awarded to the selected vendor, the solicitation and the contractor’s proposal are incorporated in the contract. Throughout this Quality Assurance Surveillance Plan (QASP), the term “contract” is used to mean contract or Blanket Purchase Agreement.

The Government will have a liaison in place to direct the efforts, monitor and evaluate the performance of the contractor.

### **1.2 Purpose**

This QASP describes the procedures that the Quality Assurance Evaluators (QAEs) will use to monitor the contractors performance. It includes, as Appendix A, the PRS included in the contract. It is important to note the USDA ITS’s primary concern is with the products and services provided by the Contractor and not with the procedures used to produce them. Therefore, the QASP focuses on examining the products and services provided by the Contractor and not the processes used to produce them. It is intended that the QASP be a tool to guide the QAEs in assessing Contractor performance. In some cases, specific metrics are used to measure Contractor performance; in other cases subjective judgment and evaluation by USDA ITS personnel will be the determining criteria. This plan describes the methodology utilized to make both quantitative and qualitative evaluation of the Contractors performance under the contract.

### **1.3 QASP Relation to the Contract**

USDA will retain the right to change the surveillance methods and Quality Assurance (QA) procedures, or to increase or decrease the degree of surveillance efforts at any time necessary to assure contract compliance. A copy of the QASP may be provided to the Contractor to enable the Contractor to enhance its Quality Control (QC) Program, performed in accordance with its Quality Control Plan (QCP)(Section 6.15 PWS).

### **1.4 QASP Relation to the QCP**

The QCP is a required element of BPA and the Contractor shall adhere to its established quality control processes and procedures in managing and performing work as described in the Cat 2 BPA. While the QCP represents the way in which the Contractor will ensure its quality and timeliness of services, as defined in the PWS, the QASP represents the way in which the USDA ITS will evaluate the Contractor’s performance. The Contractor’s QCP and the Residual Organization’s QASP should be complementary programs that ensure successful Contractor performance.

## **1.5 Revisions to the QASP**

The QASP is a tool for use in Government administration of the contract and remains subject to revision at any time by the Government throughout the contract performance period. Revisions to this surveillance plan are the responsibility of the Designated Government Representative (DGR). Changes may be made unilaterally and need not be announced to the Contractor; the Government may provide informational copies to the Contractor if desired.

During the Phase-in Period, the Contractor will gradually assume responsibility for all tasks in the PWS. It is expected that during that time, all operational procedures and quality control measures will be tested and implemented. As the performance period progresses, the levels of surveillance may be altered for service areas in cases where performance is either consistently excellent or consistently unsatisfactory. If observations reveal consistently good performance, then the amount of surveillance may be reduced. If observations reveal consistent deficiencies, increased surveillance may be implemented.

## **SECTION 2: PERFORMANCE DESCRIPTION**

Performance of the Contractor will be monitored through various surveillance methods described in *Section 4: Performing Quality Assurance*. Performance data gathered will be evaluated to assess Contractor's performance against contract requirements.

### **2.1 Performance Standards and Acceptable Quality Levels (AQLs)**

For selected activities in the PWS, the PRS provides a performance standard and an AQL. A performance standard is the expected level of Contractor performance. An AQL defines the level of performance that is satisfactory. Depending on the service evaluated and the evaluation method selected, performance standards and AQLs may be stated as a number of occurrences or as a percentage. Performance standards and AQLs for random sampling and 100 percent inspection are generally stated as percentages. For periodic inspections, performance standards may be stated as either percentages or as absolute numbers.

The contract requires the Contractor to perform all work as specified. Any inaccuracies or omissions in services or products are referred to as "defects" on the part of the Contractor. The Contractor shall be held responsible for all identified defects, and USDA ITS may require a contractor to re-perform the work at no cost to the government. The AQLs take into account that in some instances an allowable level of deficiencies (deviations) is possible while overall performance continues to meet USDA ITS' DGRs desired level of service.

#### **2.1.1 Allowable Deviation**

The AQLs define the level or number of performance deficiencies the Contractor is permitted to reach under this contract. AQLs take into account the difference between an occasional defect and a gross number of defects. AQLs can be expressed as a percentage of or as an absolute number (e.g., three per month). There may be instances where 100 percent compliance is required, and no deviation is acceptable (e.g., where safety is involved).

#### **2.1.2 Substantially Complete**

In some cases, service outputs are evaluated using subjective values (e.g., excellent, satisfactory, unsatisfactory). The criteria for acceptable performance and for defects must be defined for these service outputs. The concept of "substantially complete" should be the basis for inspections based on subjective scales.

Work is considered "substantially complete" where there has been no significant departure from the terms of the contract and no omission of essential work. In addition, the Contractor has performed the work required to the best of its ability and the only variance consists of minor omissions or deficiencies.

### **2.2 Non-performance**

Non-performance occurs when the Contractor's performance does not meet the AQL for a given requirement. Requirements may contain multiple performance elements, and therefore, deficiencies may occur in one or more aspects of performance (e.g., timeliness, accuracy, completeness, etc.) or subject areas of effort.

When surveillance indicates that the Contractor's service output is not in compliance with the contract requirements, the QAE must determine whether the Contractor or the Government caused the deficiency. If the cause of the defect rests with the Government, corrective action must be taken through Government channels. If the cause of the defect is due to action or inaction by the Contractor, the Contractor is responsible for correction of the problem at no additional expense to the Government.

#### **2.2.1 Documentation**

Thorough documentation of unperformed or poorly performed work is essential for tracking Contractor performance throughout the period of performance. The QAEs, as trained inspectors, will document deficient work by compiling facts describing the inspection methods and results. A sample documentation reporting form is provided in *Appendix B: Contract Discrepancy Report*. The DGR and QAEs will develop documentation to substantiate nonconformance with the contract. The documentation, together with any recommendations, will be forwarded to the DGR. In the case of a

contractor, the DGR will decide whether to elevate the problem to the Contracting Officer (CO) for corrective action.

### **2.2.2 Remedial Actions**

The Federal Acquisition Regulation allows for penalties in the event that the SP fails to perform the required services. Penalties are defined as those actions taken under the direction of the CO against the Contractor within the general provisions of the contract for nonconformance to the PWS and PRS.

## **SECTION 3: ROLES AND RESPONSIBILITIES**

The purpose of QA is to ensure that the customers are satisfied with the products and services received from the Contractor and to ensure that the Contractor is meeting its obligation to the USDA ITS. The roles and responsibilities of the stakeholders involved in QA are described below.

### **3.1 Contractor Responsibility**

The Contractor is responsible for delivering products or services in accordance with the contract. The Contractor is responsible for implementing its QCP, which is incorporated in the contract. The QCP describes the Contractor's methods for ensuring all products and services provided under the contract meet established performance standards and AQLs. The Contractor is responsible for producing, maintaining, and providing for audit, quality control records and reports and all records associated with the investigation and resolution of customer complaints. The Contractor should appoint a single quality control point-of-contact to act as a central recipient of communication from the Government.

### **3.2 Government Responsibility**

This section of the QASP briefly defines the duties and responsibilities of key Government personnel involved in contract administration and quality assurance. The key personnel who will be responsible for QA are the CO, the DGR, the QAEs, and the Contractor's customers.

#### **3.2.1 Contracting Officer**

The CO has the authority to administer the USDA ITS BPA contract. The CO may delegate many of the day-to-day contract administration duties to the DGR and QAEs. However, certain contractual actions such as negotiation and issuance of contract modifications, resolution of Contractor claims and disputes, issuance of cure notices (notification that unless unacceptable performance is corrected, the Government may terminate the contract for default, IAW FAR 49.607), issuance of show-cause letters (following a cure notice, requesting facts bearing on the case), termination of the contract, and contract close-out functions are retained by the CO. Administrative actions such as invoice approval and issuance of Contract Discrepancy Reports may be, and normally are, delegated by the CO to the DGR. All communication regarding questions or issues related to QA and inspection will be directed to the CO or the DGR. The CO shall approve any revision to the QASP processes or standards.

#### **3.2.2 Designated Government Representative**

The DGR, who is a federal employee within the USDA, is designated by name and/or position to act as a liaison between the Government and the Contractor on individual BPA call issues pertinent to the daily operation of the Contract. The DGR represents the CO in the Contracting Officer's Representative (COR) functions and therefore is the Contractor's initial point-of-contact with the Government. In turn, the DGR may delegate some of his/her responsibilities, such as supervision of the QAEs, to another individual in the USDA ITS Organization in order to ensure that the QA function is properly executed. If modifications to the contract are necessary, the DGR will assist the CO in preparing and negotiating the modifications. If there are problems with Contractor performance, the DGR will inform the Contractor of the problems and recommend to the CO that adverse contractual actions are appropriate (e.g., cure notice) if the Contractor fails to correct the problem. Also, the DGR must refer differences of contract interpretation to the CO.

#### **3.2.3 Quality Assurance Evaluators**

The QAEs play a key role in contract administration. They serve as the on-site representative of the CO and the DGR. The QAEs perform the actual contract surveillance and report to the DGR. Some of the key contract administration duties of QAEs include, but are not limited to, the following:

- Perform surveillance as required by this QASP, and make recommendations to the DGR for issuance of Contract Discrepancy Reports or letters of commendation;
- Make recommendations to the DGR for the acceptance or rejection of completed work and for administrative actions based on unsatisfactory work or non-performed work;

- Assist the DGR in identifying necessary contract modifications;
- Make recommendations to the DGR for changes to the QASP;
- Assist the DGR in preparing reports of Contractor performance and cost.

The QAEs have only the authority delegated to them in writing by the DGR and/or CO. They have no authority to direct or to allow the Contractor to deviate from contract requirements. The QAEs also have no authority to direct or interfere with the methods of performance by the Contractor or to issue directions to any of the Contractor's personnel. These actions are reserved to the CO or to the DGR.

The QAEs may use the form provided in *Appendix D: Sampling Guide/Inspection Checklist* for each service requirement to be inspected, or such other forms as approved by the DGR. This checklist includes the specific tasks to be checked and whether the inspection results in a Contractor rating of excellent, satisfactory, or unsatisfactory performance. Contractor overall guidance is also provided by the Inspection and Acceptance clauses in the contract.

### **3.2.4 Customers**

Customers are the various organizations supported by the Contractors. Customers may be requested to assist the QAEs and DGR in conducting QA by providing information on Contractor performance through a Customer Feedback Program. The information gained from the Customer Feedback Program may be used in conjunction with other methods of observation to rate the performance of the Contractor.

## SECTION 4: PERFORMING QUALITY ASSURANCE

### 4.1 Surveillance Methods

The surveillance methods used in the QA process are the Government's tools to monitor the Contractor's products and services. The best means of determining whether the Contractor has met all contract requirements is to inspect the Contractor's service products and analyze the results. Further, documented inspection results are an effective tool in contract administration. Inspections either confirm the Contractor's successful achievement of all performance requirements or highlight areas where defects exist and improvements are necessary.

The surveillance methods described below include: 100 percent inspection, periodic inspection, random sampling, and customer feedback. The number of inspections conducted may be reduced in those instances where the Contractor has established a good performance record. In cases of poor performance, the USDA ITS organization may increase the level of surveillance and focus on known problem areas. In either case, the reasons for the change in surveillance will be documented.

#### 4.1.1 100 Percent Inspection

The 100 percent inspection method requires complete inspection of a contract requirement and will be used for requirements that are especially critical or where there is some reason for suspecting that the performance standard or AQL is not being met (and therefore, should be more closely monitored). Evaluation schedules for 100 percent inspections will be prepared each month.

##### 4.1.1.1 Performance Standards and AQLs

The performance standards and AQLs may be stated as either percentages or absolute numbers.

##### 4.1.1.2 Evaluation Procedures

Observed defects for a service monitored by 100 percent inspection is compared to the performance standard and AQL.

#### 4.1.2 Periodic Inspection

Periodic inspection provides a systematic way of looking at service outputs and forming conclusions about the Contractor's level of performance in accordance with a planned schedule of surveillance. Evaluation by periodic inspection is designed to inspect some part but not all of the products and services being monitored.

##### 4.1.2.1 Application

Specific contract requirements that are to be monitored are selected for evaluation prior to their scheduled accomplishment. Periodic inspection differs from random sampling in the way in which samples are selected – periodic inspection sample selection is based on some subjective rationale and sample sizes are usually arbitrarily determined. With this type of evaluation, the QAEs are able to direct efforts to those areas where inspections are most needed, and the Contractor knows that those areas are more likely to be monitored than others. Periodic inspection, as compared with random sampling, provides a less sound statistical means of making comparisons between observed and overall performance, and the Contractor's overall level of performance. Periodic inspection is generally used in two ways. First, it can provide a one-time subjective evaluation of Contractor performance. Second, it can be used to detect a change in the Contractor's level of performance (i.e., trend analysis). This method requires that the sample selection criteria be well documented and consistently applied from period to period, and that there are no other intervening factors. The cost of periodic inspections varies with the level of inspections. Such latitude is important to manage limited resources and focus inspections on known or suspected problems areas.

#### *4.1.2.2 Performance Standards and AQLs*

Performance standards and AQLs are usually stated in terms of the number of defects detected per time period (e.g., three times per month). There is no specific relationship between sample size and performance standard/AQL. However, when the AQL is expressed as a percentage, it is recommended that the maximum sample size be chosen such that one defect does not exceed the AQL.

#### *4.1.2.3 Evaluation Procedures*

The levels of evaluation appropriate for periodic inspection are judgmental. In order to perform trend analysis from periodic inspection, criteria for sample selection should be applied consistently from period to period. To ensure valid results, the QAEs will use periodic inspection evaluation sheets and follow a detailed inspection schedule. Schedules may be developed monthly to coincide with the Contractor's monthly schedule of work, and regularly updated after receiving the Contractor's definitive weekly schedule. Observed defects for services monitored by periodic inspection will be totaled at the end of each month. For each service, the total number of defects will be compared to the performance standard and AQL.

### **4.1.3 Random Sampling**

Random sampling evaluation is a quality assurance method designed to evaluate some, but not all, of a specific contract requirement. This method, based on statistical principles, estimates the Contractor's overall level of performance for a given contract requirement based on a representative sample drawn from a population. Random Sampling is most often used when the number of occurrences of a service is very high.

#### *4.1.3.1 Application*

The random sampling procedures are based on those set by the American National Standards Institute (ANSI). The random sampling procedures consider the AQL (maximum allowable deviation from the performance standard), the level (intensity) of the evaluation effort, and the population size. There are two ways of applying random sampling for QA surveillance. The first is used only for performance evaluation and allows deductions to be taken only for observed defects; the second is random sampling for performance evaluation and deduction projection (also called extrapolated deductions), which allows deductions against the whole population based on the inspection of the sample. To obtain valid results, random sampling procedures must be followed precisely.

#### *4.1.3.2 Performance Standards and AQLs*

Performance standards and AQLs may be specified as percentages or absolute numbers.

#### *4.1.3.3 Evaluation Procedures*

Random Sampling is based solely on a statistical analysis whereby a conclusion is drawn about a population based on a randomly selected sample of that population. For the conclusion to be valid, the sample selected must be representative of the population. A truly representative sample can be achieved by ensuring that the sample is selected randomly and the size of the sample is sufficient. A conclusion about Contractor performance can then be made based on the representative sample drawn.

### **4.1.4 Customer Feedback**

Validated customer feedback is a quality assurance method based on customer and Contractor interaction. Customers continually receive the outputs of Contractor performance and are in a position to evaluate the Contractor on a recurring basis. Because customers have a clear stake in the quality of Contractor services, they are valuable resource for the QAEs.

#### *4.1.4.1 Application*

Customers are made aware of contract requirements and monitor the services provided by the Contractor, both positive and negative. Where there is a case of poor performance or non-performance, customers notify the QAEs. The QAEs then investigate the report and, if found to be valid, document their findings. The numbers of complaints and resulting inspections depend upon customer awareness and response. If the complaint is valid and caused by poor performance or non-performance by the Contractor, the Contractor must take appropriate corrective action. A valid complaint is one in which the QAE confirms that poor performance or non-performance violates contract requirements.

#### *4.1.4.2 Customer Feedback Process*

Upon contract award, the DGR should send letters to all or selected customer points-of-contact. These letters will inform them of the need for their active participation in the overall Quality Assurance Program. The DGR will also provide a Customer Feedback Record (sample at Appendix C) for the customer to use to either document performance problems or identify when superior services are received.

The QAEs will validate the Customer Feedback Records submitted. It is primarily the responsibility of the Contractor to investigate each complaint to determine the problem. While QAEs can also investigate customer complaints, the responsibility for initial review shall remain with the Contractor. At the Government's discretion, the QAE will investigate problems from customer groups and complaints involving major problems with services being provided.

The Contractor shall take action when a Customer Feedback Record is received. If a valid complaint exists, the Contractor shall re-perform the product or service. The Contractor may use the complaint as an indicator that the QCP needs improvement. Corrective actions shall be implemented to prevent the recurrence of similar problems in the future or detect and fix such problems before a product or service is delivered to a customer. If the customer complaint is found to be invalid, the DGR shall educate the customer regarding contract requirements as they pertain to the customer's expectations.

#### *4.1.4.3 Evaluation Procedure*

The Contractor shall report validated complaints each month, so the QAEs may review the valid complaints and formulate action items if necessary. Trend analysis may be used to test for variations in the number of complaints received each month and identify changes in Contractor performance.

## **4.2 Analysis and Results**

When the inspections and customer feedback record validations have been completed, the QAEs will perform an analysis of the Contractor's performance. The purpose of the analysis is to ensure that the USDA ITS organization is receiving high-quality products and services from the Contractor. QAEs will review the results, rate Contractor's compliance with the performance standards and AQLs, and characterize the Contractor's overall performance. Analysis of all types of contract monitoring will result in one of the following outcomes: outstanding performance, very good performance, satisfactory performance, or unsatisfactory performance.

### **4.2.1 Outstanding Performance**

Outstanding performance is the result of the Contractor substantially exceeding the performance standards with significant achievements and no significant deficiencies. The USDA ITS organization may reduce its level of surveillance when the DGR determines that the Contractor provides sustained performance that significantly exceeds the requirements with no significant deficiencies.

#### **4.2.2 Very Good Performance**

When the Contractor's performance is very good, performance exceeds acceptable quality levels and achievement(s) exist with no significant deficiencies. Strengths in performance are substantially greater than minor performance weaknesses.

#### **4.2.3 Satisfactory Performance**

When the Contractor's performance is good, performance meets acceptable quality levels and deficiencies are correctable without adverse impact to mission accomplishment. Strengths and weaknesses in performance are on balance where any deficiencies are identified and corrected immediately by the Contractor.

#### **4.2.4 Unsatisfactory Performance**

When the performance for any service does not meet the AQL, the Contractor's performance is unsatisfactory, and is, therefore, unacceptable. The following responses are available to the DGR regarding that task/subtask:

- The CO and/or DGR meet with the Contractor to discuss discrepancies, trends, and intended corrective measures;
- The level of surveillance is increased until the Contractor demonstrates acceptable performance over a period of time;
- The DGR issues a Contract Discrepancy Report for each service that does not meet its AQL;
- Should deficiencies be significant and affect multiple requirements, CO action such as a 'Cure' notice may be appropriate.

## **APPENDIX A: PERFORMANCE REQUIREMENTS SUMMARY**

The performance standards and AQLs in the table below will be used to measure the performance of the Contractor. The table was extracted from the PRS in the contract and is applicable to the four performance areas of the PWS (Sections 6.4; 6.6; and 6.10):

1. Warranty Support
2. Timeliness and Accuracy of Delivery and Supplies/Services;
3. Contractor Reports;
4. Customer Satisfaction

QAEs will monitor Contractor performance using the procedures in Section 4 above, together with the PRS tables below and the PWS sections referred to in the PRS. The PRS includes performance standards and AQLs for selected PWS sections that are intended to be representative of the entire PWS. In the process of monitoring Contractor performance, the QAEs and the DGR may improve the PRS by developing changes to the standards and AQLs or by developing standards and AQLs for different PWS sections. Such changes to the PRS will be documented.

These measurements will also apply to all provisions in the contract. Contractor performance results may be posted to an internal USDA ITS organization website. The Contractor shall be required to comply with all terms and provisions of the contract, including the PWS and Technical Exhibits (TEs), and the post award provisions of the OMB Circular A-76.

<b>Performance Area</b>	<b>Performance Indicator</b>	<b>Performance Standard</b>	<b>Maximum Error Rate (MER) or Minimum Acceptable Quality Level (AQL)</b>	<b>Method of Surveillance</b>
<b>Timeliness and Accuracy of Delivery – Supplies/Services</b>	Number of calendar days to complete delivery. (Time)	<b>Delivery completed within established GSA FSS contract timeframe.</b>	95% of all deliveries completed within established GSA FSS contract timeframe.	Inspection of Monthly Sales and Delivery Report.  (Reports may be verified by Government's periodic surveying of customers).
	Supplies/Services delivered are as ordered. (Quantity/Quality)	Delivery matches Order quantity and supplies/services description.	95% of all deliveries match order quantity and supplies/services description.	
<b>Warranty Support</b>	Number of calendar days to resolve warranty issue. (Time)	<b>Warranty support provided within established GSA FSS timeframe.</b>	95% of all warranty support provided within established GSA FSS timeframe.	Inspection of Warranty Report.  (Reports may be verified by Government's periodic surveying of customers).
	Quality of support provided. (Quality)	<b>Warranty support meets all other GSA FSS contract terms and conditions.</b>	95 of all warranty support provided meets all other GSA FSS contract terms and conditions.	
<b>Contractor Reports</b>	Contractor reports delivered on time and complete and accurate. (Time/Quality)	<b>Reports provided within established BPA timeframes; Data is free of errors or clerical defects and is accurate and true.</b>	95% of all reports provided within established BPA timeframes; Data is free of errors or clerical defects and is accurate and true.	Inspection upon delivery of each Contractor Report.
<b>Customer Satisfaction</b>	Level of Customer Satisfaction. (Quality)	All surveyed customers deem Contractor performance as no less than Fully Successful*.	No more than three (3) valid customer complaints within a performance quarter.  95% of all surveyed customers deem performance as no less than Fully Successful.	Customer Feedback/Customer Complaint/Customer Survey

*\*On a scale of Poor, Fair, Fully Successful, Very Good, Excellent*

## SERVICE PROVIDER DISCREPANCY REPORT

<b>SERVICE PROVIDER DISCREPANCY REPORT</b>			<b>1. DISCREPANCY REPORT NUMBER</b>
2. TO: <i>(Service Provider and Manager Name)</i>		3. FROM: <i>(Name of DGR)</i>	
<b>DATES</b>			
PREPARED	ORAL NOTIFICATION	RETURNED BY CONTRACTOR	ACTION COMPLETE
4. DISCREPANCY OR PROBLEM <i>(Describe in Detail. Include PWS references. Attach Continuation Sheet if Necessary.)</i>			
5. SIGNATURE OF DGR			
6. TO: <i>(Name of DGR)</i>		7. FROM: <i>(Service Provider)</i>	
8. SERVICE PROVIDER RESPONSE AS TO CAUSE, EFFECT, CORRECTIVE ACTION AND ACTIONS TO PREVENT RECURRENCE. <i>(Attach Continuation Sheet if necessary. Cite applicable SP QC program procedures or new QC procedures.)</i>			
9. SIGNATURE OF SP REPRESENTATIVE		10. DATE	
11. GOVERNMENT EVALUATION <i>(Acceptance, partial acceptance, or rejection. Attach Coordination Sheet if necessary.)</i>			
12. GOVERNMENT ACTIONS <i>(Cure notice, show cause, other.)</i>			
<b>CLOSE OUT</b>			
SP NOTIFIED	NAME AND TITLE	SIGNATURE	DATE
QAE			
DGR			

**APPENDIX B: CUSTOMER FEEDBACK RECORD**

<b>CUSTOMER FEEDBACK RECORD</b>	
DATE AND TIME OF COMPLAINT	
ORGANIZATION	SOURCE OF COMPLAINT
INDIVIDUAL	
NATURE OF COMPLAINT	
PWS REFERENCE	
VALIDATION	
DATE AND TIME SERVICE PROVIDER INFORMED OF COMPLAINT	NAME OF SP REPRESENTATIVE INFORMED OF COMPLAINT
ACTION TAKEN BY SERVICE PROVIDER <i>(Responsible officer)</i>	
RECEIVED AND VALIDATED BY	

Determination: Complaint Valid  Complaint Invalid

**APPENDIX C: SAMPLING GUIDE/INSPECTION CHECKLIST**

SERVICE FUNCTION: \_\_\_\_\_

PWS SECTION: \_\_\_\_\_

NOTE: **E** = Excellent Performance    **S** = Satisfactory Performance    **U** = Unsatisfactory Performance  
**N/A** = Not Applicable

<b>1</b>	<b>Method of Surveillance:</b>			
<b>2</b>	<b>Lot Size:</b>			
<b>3</b>	<b>Sample Size:</b>			
<b>4</b>	<b>Performance Requirement:</b> Performance is excellent (E) when _____ or fewer defects are discovered per month. Performance is satisfactory (S) when _____ or fewer defects are discovered per month. Performance is unsatisfactory (U) when _____ or more defects are discovered per month.			
<b>5</b>	<b>Sampling Procedure:</b> Instructions on how to select the sample must be clear and complete			
<b>6</b>	<b>Inspection Procedure:</b> The procedure must be detailed enough to allow a yes/no objective decision as to the acceptability of performance by anyone making the inspection. Explain when evaluation is to occur and what is acceptable/unacceptable			
		<b>Performance:</b> Excellent (E), Satisfactory (S), Unsatisfactory (U), Not Applicable (N/A)		
	<b>PRS Requirements</b>	<b>Timeliness</b>	<b>Quality of Work</b>	<b>Notes</b>
	<b>Overall Rating Of Inspection (E, S, U, or N/A)</b>			

Inspector Comments: \_\_\_\_\_

**SP Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

QAE Signature: \_\_\_\_\_ Date: \_\_\_\_\_

**APPENDIX D:****ACRONYMS**

ANSI	American National Standards Institute
AQL	Acceptable Quality Level
CO	Contracting Officer
COR	Contracting Officer Representative
DGR	Designated Government Representative
MC&A	Material Control and Accountability
ME	Measurement Evaluation
OMB	Office of Management and Budget
PRS	Performance Requirements Summary
PWS	Performance Work Statement
QA	Quality Assurance
QAE	Quality Assurance Evaluator
QASP	Quality Assurance Surveillance Plan
QC	Quality Control
QCP	Quality Control Plan
SO	Office of Security
SP	Service Provider
TE	Technical Exhibit
WFO	Work for others