

**Quality Assurance Plan**  
**for**  
**Mess Attendant Services**  
**at**  
**Peterson AFB (PAFB)**  
**and**  
**Cheyenne Mountain Air Station (CMAS)**  
  
**Solicitation (Contract) 5604-98-R-7001**

**15 Oct 98**

**Coordinate:**

\_\_\_\_\_ **Date** \_\_\_\_\_  
**Functional Area Chief**

**Coordinate:**

\_\_\_\_\_ **Date** \_\_\_\_\_  
**21st Support Group Commander**

**Approval:**

\_\_\_\_\_ **Date** \_\_\_\_\_  
**Contracting Officer**

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## 1. OVERVIEW

**1.1. Purpose.** The purpose of this plan is to identify the methods and procedures the government will use to insure it receives the services under contract as identified in the performance standards in the Statement of Work (SOW). This plan will focus on the level of performance required by the SOW; not the methodology or process.

**1.1.1. Intent.** The intent of this plan is to rely on the contractor's quality control, changing the government's role from "oversight" to "insight." Instead of focusing on deducting when the contractor fails to meet the standard, the contractor is incentivised through an award fee to not only meet but to exceed the performance standards.

## 2. DESCRIPTION OF SERVICES

**2.1. Program Overview.** The PAFB and CMAS Appropriated Fund food service operation consists of two main dining facilities, the Aragon Dining Facility at PAFB and the Granite Inn Dining Facility at CMAS. These facilities are dedicated to providing full meal service and meeting the nutritional needs of the Department of Defense (DoD) personnel who frequent the facilities. The Aragon and Granite Inn Dining Facilities are both full service dining facilities to include carry out service. The flight kitchen, internal to the Aragon Dining Facility, provides boxed meals for passengers and crew in support of flying missions on a 24 hour basis and to customers requesting them in support of ground operations.

**2.2. Scope of Work.** The Contractor shall perform food service attendant services. Tasks include serving and replenishing food, cleaning facilities, equipment, and utensils, preparing vegetables and fruits for the salad bar, bussing tables in dining areas, performing cashier services, handling foods, supplies, and equipment, maintaining quality control, ensuring operator maintenance and minor/major repair of food service equipment, and in the event of contingency, perform all equipped tasks to include cooking to ensure continued service.

**2.3. Contract.** The contract type is a Firm Fixed-Price with an Award Fee.

## 3. ORGANIZATIONAL STRUCTURE

(TO BE ADDED)

## 4. CONTRACT QUALITY REQUIREMENTS

**4.1. Quality Control Program.** The Contractor's quality program requirements are defined in Paragraph I.15. of the Statement of Work. The Contractor shall establish, through an independent function, a quality program that encompasses all aspects of the contract and is implemented by a Quality Program Plan (QPP).

FAR Clause:

52.212-4 Contract Terms and Conditions – Commercial Items

## **5. SURVEILLANCE APPROACH**

**5.1. Purpose.** This section details the method to be used in verifying contractor compliance with the contract requirements. The key elements of this process are the contractor's quality program and government identified high risk and critical operational requirements. The high risk and critical operational requirements dictate the minimum inspection requirements the government must accomplish. This Quality Assurance Plan provides the procedures on how to conduct these inspections.

**5.2. Surveillance Approach.** To facilitate the surveillance of the contractor's quality program, government personnel will verify contractor compliance with designated performance requirements. The critical requirements will be verified by the food service manager (FSM), on-site Quality Assurance Evaluators (QAE's), and Quality Auditors from Peterson AFB, CO. The specific procedures to be followed in verifying the critical requirements are delineated in this plan. It is the responsibility of the Functional Area Chief (FAC) and QAE's to review the critical requirements to assess their applicability and recommend the addition or subtraction of requirements as conditions warrant. The intent of this surveillance approach is to gain confidence in the contractor's way of doing business and then adjusting the level of oversight to a point that maintains that confidence. With this intent, the surveillance approach may not be one that stays the same throughout the duration of the contract. All government evaluators should be prepared to periodically update the surveillance approach when the situation arises.

**5.3. Special Audits:** The Contracting Officer (CO), FAC, and QAE's should be constantly alert to conditions that would warrant a special quality audit. At any time government personnel feel a functional area is out of acceptable tolerances and the technical expertise is not available at the site, a request for a functional area quality audit should be raised to the CO and/or Quality Assurance Director (QAD).

**5.4. Surveillance Folders.** A surveillance folder must be developed and maintained by each individual who is assigned to accomplish CQA for a performance requirement. The folder is typically contained in a hardcopy, but may be maintained in a computer data base provided there is adequate back up of the data to preclude accidental loss. The surveillance folder must contain the following sections, but may contain any other sections or information that the QAE finds useful.

**5.4.1. Section 1. Quality Assurance Plan and Award Fee Plan**

**5.4.2.** Section 2. Contractor's Quality Program Plan (QPP).

**5.4.3.** Section 3. Activity Log. A chronological log of the actions taken in the accomplishment of CQA of the assigned requirements. The purpose of this log is to supplement the inspection records on the AF Form 799 and to provide a complete picture of the contractor's performance in this functional area. The types of information that may be included are details of inspections or data gathering, award fee inputs, conversations or meetings with the contractor, notes and comments which may be of value at some later date.

**5.4.4.** Section 4. Contract. The portions of the contract that apply to the functional area(s) of the surveillance folder, e.g., SOW chapters, directive documents references, pertinent terms defined by the contract, equipment listings, etc.

**5.4.5.** Section 5. Appointment Letters. QAE appointment letters and the CO's Letter of Delegation to the FAC.

**5.4.6.** Section 6. Records. A section used for filing all documentation associated with contract quality assurance, e.g., AF Forms 799, discrepancy reports (both active and resolved), correspondence, COS inputs, award fee inputs, letters of interpretation from CO, etc.

**5.5. Deficiency Reporting.** The FAC will provide a copy of any deficiency reports to the contractor's quality assurance representative to afford him/her the opportunity to show where the problem is already in work. If evidence is shown where the contractor's quality program has already documented the deficiency and timely corrective action is working the problem, an AF deficiency will not be issued. The FAC would evaluate the contractor's action in correcting the cited deficiency and assure effective and timely corrective action is being obtained. Any defects associated with high risk and critical operational requirements will be included in the Certificate of Service (COS) regardless of who identified the deficiency.

## **6. DOCUMENTATION REQUIREMENTS.**

**6.1. General.** Documentation is required to record, evaluate, and report contractor's performance. This documentation provides the Contracting Officer (CO) with contractor status as it applies to the performance criteria and award fee data. The FAC is delegated by the CO, via Letter of Delegation, to provide a certificate of service (COS). Every effort should be made to make this report to the CO as accurate as possible. The QAE's are required to maintain accurate records of the contractor's performance and keep the FAC informed of all data pertaining to contractor status.

**6.2. Activity Log.** An instrument used by the QAE to supplement the inspection records on the AF Form 799 and to provide a complete picture of the contractor's performance. Types of information that may be included are details of inspections, award fee inputs, conversations of meetings with the contractor, notes and comments which may be of value at some later date.

**6.3. Award Fee Assessment.** All QAE's will be aware of the award fee assessment criteria contained in the Award Fee Plan. Throughout the life of the contract the QAE will evaluate the contractor in a fair and consistent manner. If this evaluation would indicate that the contractor has performed in an above satisfactory manner, the facts should be documented in the QAE's Activity Log and reported to the FAC.

**6.4. Monthly Report.** On a monthly basis, the QAE's are required to provide a memo to the FAC detailing the results of critical requirement verifications and award fee inputs. The QAE's may employ a *by exception* reporting technique in that only those items that are above or below satisfactory must be reported; all else is assumed to be satisfactory.

**6.5. Certificate of Service (COS).** In the monthly Certificate of Service the FAC is required to report all discrepancies associated with the High Risk and Critical Operational Requirements. This includes deficiencies identified by the Contractor.

**7. High Risk and Critical Operational Requirements.** The following is a list of the contractual requirements that will be verified as contractually compliant by government personnel. Each requirement includes a government determined performance standard and the resource that is used to perform the verification, i.e. site QAE or Quality Auditor. (Note that the performance standard is merely a reference point for government personnel and does not relieve the contractor of any contractual requirements) The requirements are arranged according to the functional area they are associated with. Any functional areas not listed were omitted because they did not have any requirements identified as critical. Surveillance of any functional area that does not have critical requirements will be accomplished through surveillance by the quality auditor of the contractor's quality program that encompasses all areas of the contract.

## High Risk and Critical Operational Requirements

### Description of Services (I.1. through I.14.)

1. Performance Requirement: The contractor shall accomplish the food preparation tasks in accordance with recipe cards and serve in standard portions. (SOW paragraph I.3.c.)

Performance Standard: 95% of menu items per meal period.

Method of Surveillance: QAE will verify weekly, during one meal period, 100% of the food prepared and served. The QAE will vary meal periods from week to week.

2. Performance Requirement: The contractor shall make available supplies and materials necessary to serve guests. (SOW paragraph I.1.)

Performance Standard: 95% of monthly meal periods.

Method of Surveillance: QAE will conduct a weekly walkthrough, during one meal period, and verify all supplies and materials are available throughout the facility. QAE will review validated customer comment cards.

3. Performance Requirement: The contractor shall provide cooks/food servers to ensure there is no impact to food service operations during contingency operations. (SOW paragraphs I.1. and II.)

Performance Standard: 100% of the time.

Method of Surveillance: QAE will verify the contractor understands the level of effort in every instance. QAE will conduct an initial walkthrough at the time of implementation. QAE will verify an agreed upon number of cooks/food servers on a weekly walkthrough.

4. Performance Requirement: Repairs will be initiated/completed within the following timeframes: (SOW paragraphs I.9.f.)

Routine:	24 hours/96 hours
Urgent:	12 hours/48 hours
Emergency	1 hour/24 hours

Performance Standard: 95% of the time.

Method of Surveillance: QAE will verify entry's in contractor log 100% of emergency

repairs and on weekly walkthroughs for routine and urgent repairs.

**5. Performance Requirement:** The contractor shall satisfy facility manager and guests in reference to timeliness of service and courteousness of employees. (SOW paragraph II.)

Performance Standard: 90% of monthly meal periods.

Method of Surveillance: QAE will observe employee courteousness on weekly walkthroughs. QAE will observe the timeliness of the operation for a minimum of 15 minutes on a weekly basis. Times of observation will be at various times of operation, i.e., peak times, opening, closing, etc.

**6. Performance Requirement:** The contractor shall comply with sanitation requirements of the food code and state and local laws/regulations, which results in a satisfactory or better rating in Health Inspections. (SOW paragraph I.3.c., I.5., I.6., and I.7.)

Performance Standard: 100% of the time.

Method of Surveillance: Will rely on military public health inspections/reports.

**7. Performance Requirement:** The contractor shall reconcile cash drawer with Point of Sale (POS) reports and ensure cash is turned in on time. (SOW paragraph I.4. and II.)

Performance Standard: 95% of deposits per month.

Method of Surveillance: QAE will verify the cash collection voucher, DD Form 1131, 100% of the time.

**8. Performance Requirement:** The contractor shall maintain the interior and exterior of the dining facility in a clean and sanitary condition. (SOW paragraph I.6.)

Performance Standard: 85% of the days in the month.

Method of Surveillance: QAE will verify the interior and exterior is maintained in a clean and sanitary condition by performing a weekly walkthrough. QAE will review validated customer comment cards.

**9. Performance Requirement:** The contractor shall establish and maintain clear and complete instructions that describe an inspection system that will assure all aspects of this functional area. The inspection instructions shall include criteria for approval and rejection of services. (SOW paragraph I.15.)

Performance Standard: 100% compliance.

Method of Surveillance: QAE will ensure the contractor is complying with the Quality Program Plan (QPP) for each performance requirement quarterly. QAE will ensure the contractor has performed the required inspections by reviewing the appropriate inspection checksheets.

## Performance Requirements

### Quality Control Program (I.15)

1. Performance Requirement: The contractor shall develop and maintain a quality control inspection system that encompasses all functions of the contract. (SOW paragraph I.15.a.)

Performance Standard: 100% compliance.

Method of Surveillance: QAS will, quarterly, review the contractor's inspection records to ensure that all functions of the contract are being complied with.

2. Performance Requirement: The contractor shall develop and maintain a quality assurance program that ensures the governments interests are protected. (SOW paragraph I.15.b)

Performance Standard: 100% compliance.

Method of Surveillance: QAS will, quarterly: (1) review the contractor's audit and inspection records for nature and number of observations made, the number and type of deficiencies found, and the nature of corrective action taken, (2) ensure Quality Status Reports are generated on a monthly basis and include details required by SOW paragraph I.15.b.(2).

3. Performance Requirement: The Contractor shall implement the quality program in accordance with the Quality Program Plan (QPP). (SOW paragraph 1.15)  
Performance Standard: 100% compliance.

Method of Surveillance: QAS will, quarterly, review the contractor's quality program to ensure that all requirements of the QPP have been complied with.

4. Performance Requirement: The contractor shall provide meaningful metrics which verify whether the performance standards in the Service Delivery Summary have been met. (SOW paragraph 15.b(2))

Performance Standard: 100% compliance.

Method of Surveillance: QAS will, quarterly, review the contractor's quality status reports and ensure that the results of Government surveillance has not provided evidence that the metrics do not accurately reflect contractor's performance.