



## Quality Partnership Council (QPC) Charter

Amended 3/22/2017

### MISSION

The Quality Partnership Council (QPC) will foster a common understanding between customer, contractor, and GSA through communication, education and collaborative efforts focused on continuous improvement of processes, policies and service to customers and each other.

### OBJECTIVES

- Provide an open forum for the exchange of ideas and information
- Identify the goals of each member group
- Identify obstacles within processes and develop alternative solutions
- Maintain effective communication between customer, contractor and GSA

### MEMBERSHIP

*The Quality Partnership Council (QPC) consists of representatives from industry and GSA.*

#### **General Council Membership**

Membership is open to any Integrated Workplace Acquisition Center (IWAC) Schedule Contract Holder. Interested parties may opt into QPC by joining the appropriate QPC group for their Schedule. See list of groups below:

- [Quality Partnership Council \(QPC\) - MAS 36](#)
- [Quality Partnership Council \(QPC\) - MAS 58I](#)
- [Quality Partnership Council \(QPC\) - MAS 71](#)
- [Quality Partnership Council \(QPC\) - MAS 71IK](#)
- [Quality Partnership Council \(QPC\) - MAS 72](#)
- [Quality Partnership Council \(QPC\) - MAS 78](#)

By joining the above group(s), members will have access to important QPC documents, receive notifications about upcoming QPC meetings and events relevant to each schedule, and be able to collaborate with their board members in between meetings and events. Members have the ability to opt out at any time by leaving the QPC group(s) at [interact.gsa.gov](http://interact.gsa.gov). Opting out does not in any way impact communication to and from GSA and the IWAC acquisition professionals who are assigned to manage the MAS solicitations and their GSA contracts.

#### **Board Membership**

Two chairpersons representing each Integrated Workplace Acquisition Center (IWAC) Schedule will be appointed to the board every two years by members of the council and will remain in that position for a four-year period. This will ensure that we always have an experienced board member for each schedule with the next set of new members. Consideration for participation will be given to the following:

- Contractor business size and socioeconomic type
- GSA experience in the federal procurement arena
- Schedules/supply programs represented
- Communication skills

Each chairperson will serve on the board for a four year term. At the end of each year, the council will review each member's performance for the individual's contributions to the program and overall effectiveness. If deficient, the council will suggest improvements. If the individual does not feel they will be able to devote sufficient time and energy to the program, they will have the opportunity to relinquish their position. Replacements will be selected from a list of alternates.

## **ROLES AND RESPONSIBILITIES**

### ***Overall Council Responsibilities***

- Attend QPC meetings and industry days.
- Identify and elevate issues and concerns to their industry board representatives in real time so that the QPC Board may take action to address them in a proactive manner.
- Work with industry board representatives, as needed, to help ensure successful outcomes for all.

### ***Board Members (Industry and GSA Representatives)***

- Attend board meetings quarterly, or more often if needed.
- Communicate closely with their constituents (i.e. members of their respective schedules, customers, GSA acquisition professionals and leadership) and represent them at board meetings.
- Identify and elevate issues, problems and broad topics that affect all schedules or an entire schedule to the Board.
  - Work with members of GSA and our federal customers to develop solutions (both during and in between meetings) through board member led teams and/or through participation in MAS Working Groups.
  - Identify/engage appropriate stakeholders to ensure the best possible outcomes to problem resolution.
  - Providing progress updates and status on action items
- Evaluate more individual issues/opportunities identified or raised to determine the appropriate channel for resolution.
- Partner with GSA in planning of virtual industry days and conducting educational webinars.
- Continually communicate with stakeholders to increase QPC participation.

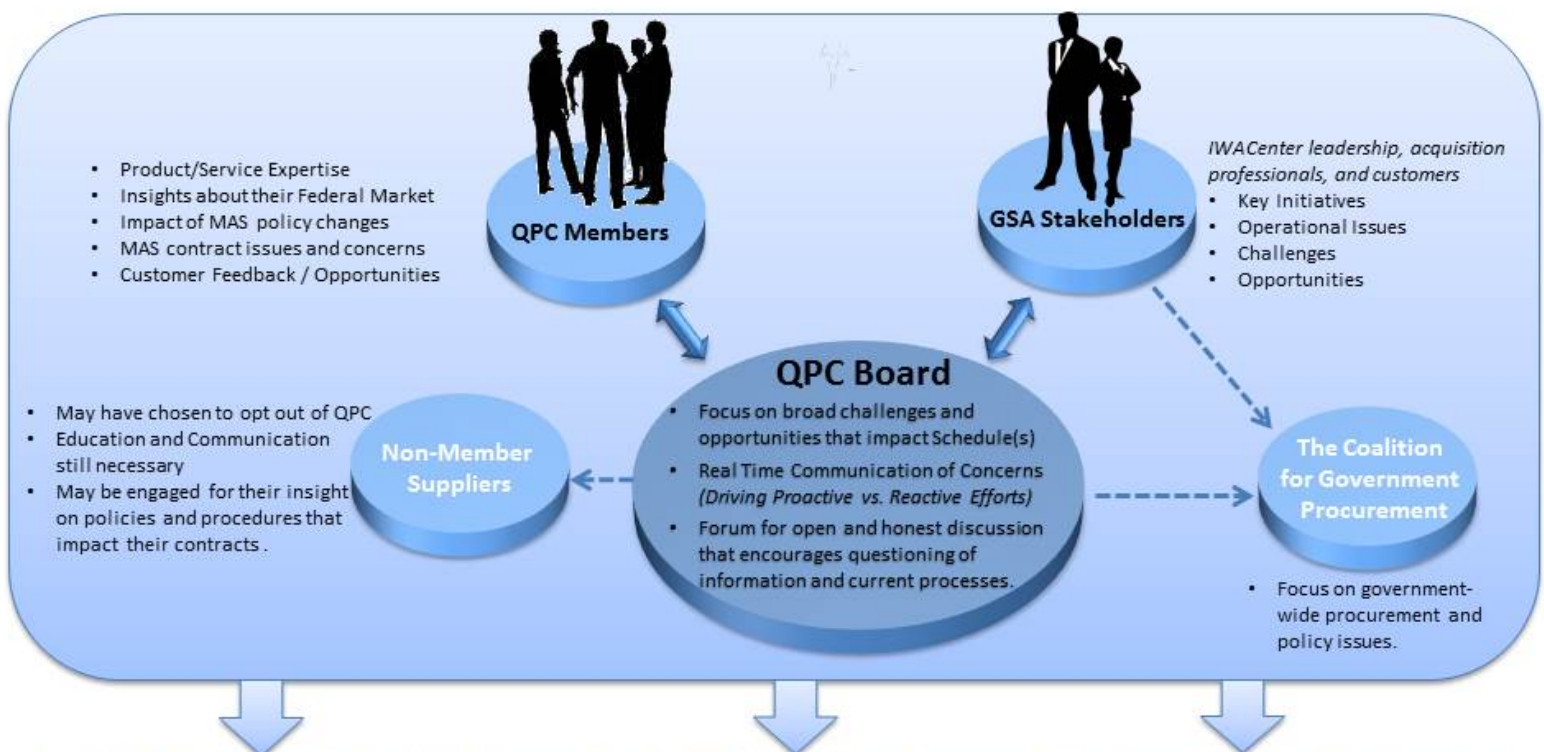
### ***GSA QPC Coordinator (IWA Center Business Development Division)***

- Providing overall direction, managing expectations and overseeing communications
- Coordinating meetings and events to ensure maximum participation
- Capturing and delegating action items relating to specific partnership objectives
- Providing insights to QPC related activities through effective data analysis
- Providing progress updates and status on action items
- Monitoring effectiveness in achieving goals and objectives
- Develop initiatives to increase board engagement and QPC participation

## COMMUNICATION PROCESS

The image below depicts the lines of communication between the QPC Board, QPC members, GSA leadership, acquisition staff and other stakeholders. This process is not a replacement for the existing lines of communication between Industry and GSA, rather the QPC provides an additional forum for the exchange of ideas and information. In addition to QPC meetings and industry days, other communication channels such as educational webinars, schedule specific meetings, email, social media and phone calls may be utilized.

Since participation in the QPC is voluntary, it is important to note that opting out does not in any way impact communication between suppliers and GSA. The existing communication channels between suppliers and the acquisition professionals who are assigned to manage the MAS solicitations and the industry partner's GSA contracts are not impacted by the QPC.



The GSA QPC Coordinator function, which resides within the IWACenter Business Development Division, oversees the above communication process for the QPC. However, they also assist in directing inquiries and facilitating communication within and among the other IWACenter communication forums depicted below. The following communication forums are available to all customers, vendors and GSA associates.

### IWACenter Contracting Teams

In addition to the existing direct communication with assigned contract specialists, contracting officers and administrative contracting officers, industry can also utilize **Open Office Hours** to discuss contract specific issues and individual opportunities.

### IWACenter Business Development

- **GSA Coordinator/Board Management**
- *Communication (management of all channels)*
- *Meeting and Event Coordination and Facilitation*
- *Data analysis to support IWACenter Initiatives*
- *Customer Account and Opportunity Management*
- *Category/Acquisition Gateway Content Manager*

### MAS Working Groups

Schedule specific working groups established to work with customers and industry to tackle issues specific to policies and verbiage in the solicitations and special item numbers (SINs).

## MEETINGS

- QPC Meetings will be held, as necessary, to discuss issues impacting the federal community and industry partners, with the goal of having at least one general and one schedule specific meeting each year. Meeting dates, times, venue (virtual or in person), and agenda will be determined by council member consensus and reflect member interests. Presentations may include information on current federal projects and issues concerning each IWACenter Schedule. Council members are required to attend all meetings or have an alternate attend on their behalf.
- QPC Board Meetings will be held quarterly, and dates will be determined based on the availability of a majority of the members. Board members must ensure there is representation of at least one board member per schedule at each meeting. If both current board members are unable to attend, they are responsible for sending an alternate to attend in their place.
- The GSA Coordinator will distribute final agenda and pre-meeting materials at least 72 hours prior to all meetings.
- The GSA QPC coordinator or IWACenter Business Development staff member will record the minutes and capture action items at all council meetings. The approved minutes and running list of action items will be shared with all interested parties in the QPC Interact group.

## REPORTS

Members will be given access to and receive the following reports throughout the year:

- List of board members and council members
- Meeting Minutes and Action Item Status Reports
- Calendar of Events
- Participation Summary (Annual review of average attendance at meetings, industry days, and educational events)
- IWAC MAS Program Sales Trend Report
- Copies of presentations and other educational materials