QUALITY ASSURANCE SURVEILLANCE PLAN (QASP)

Grounds Maintenance Services – St. Louis VAMC (Jefferson Barracks)

a) INTRODUCTION

This Quality Assurance Surveillance Plan (QASP) is established in accordance with the Performance Work Statement (PWS) for Grounds Maintenance Services at the St. Louis VAMC–Jefferson Barracks. It defines the Government's surveillance approach for assessing contractor performance and verifying that required outcomes in the PWS are met.

1. Purpose

The purpose of this QASP is to outline systematic surveillance methods used by the Government to evaluate contractor performance and ensure compliance with the PWS and the contractor's Quality Control Plan (QCP). It identifies performance standards, acceptable quality levels (AQLs), documentation procedures, and corrective action expectations.

2. Performance Management Approach

The PWS defines required outcomes and service standards. The contractor is responsible for determining how to perform the work. The Government evaluates results—not processes—to validate that PWS standards are met.

3. Performance Management Strategy

The contractor maintains responsibility for all quality control functions. The Government conducts surveillance and assesses compliance to determine whether corrective actions, incentives, or consequences (such as negative CPARS ratings) are warranted.

b) ROLES AND RESPONSIBILITIES

1. Contracting Officer (CO)

The CO is responsible for contract administration, resolving performance issues, executing formal corrective actions, and managing modifications. Only the CO may change contract requirements.

2. Contracting Officer's Representative (COR)

The COR performs technical oversight, surveillance, inspections, and performance documentation. The COR verifies compliance with the PWS, QASP, and QCP.

c) IDENTIFICATION OF REQUIRED PERFORMANCE STANDARDS

Required performance standards are located in the PWS and summarized in the Performance Requirements Summary (PRS) included in this QASP. These standards include recurring grounds maintenance tasks, seasonal work, safety requirements, and emergency response expectations.

d) METHODOLOGIES TO MONITOR PERFORMANCE

Surveillance techniques include:

- Random inspections
- Biweekly formal inspections
- Customer feedback and complaints
- Review of monthly invoices and required documentation
- Review of contractor Quality Control reports
- Verification of licensing compliance
- Monitoring of chemical application records and SDS
- Surveillance of emergency response timeliness
- Review of contractor corrections completed within 48 hours

e) QUALITY ASSURANCE DOCUMENTATION

The COR maintains all surveillance documentation including monitoring forms, inspection results, corrective action notices, and communications with the contractor. Deficiencies shall be corrected within 48 hours unless otherwise approved.

f) ANALYSIS OF QUALITY ASSURANCE ASSESSMENT

The COR monitors trends, identifies recurring deficiencies, and ensures contractor compliance. Failure to meet AQLs results in written notice, negative CPARS ratings, or CO-directed remedies.

Performance Requirements Summary

Performance Objective	Standard	AQL	Assessment Method	Incentive/Disincentive
Performance Objective 1 – Grass Height	Grass maintained at 3.5 to 4.5 inches as specified in the PWS	99% or better	Random inspections, observations, customer feedback	Written notice, then negative CPARS if repeated
Performance Objective 2 – Trash & Debris Removal	All trash and debris removed prior to each mowing cycle	98% or better	Random inspections, observations, customer feedback	Written notice, then negative CPARS
Performance Objective 3 – Contractor Personnel Performance	Contractor personnel conduct, professionalism, safety compliance, PPE use, equipment security, and adherence to facility policies	95% or better	Random inspections, observations, customer feedback	Written notice, then negative CPARS
Performance Objective 4 – Vertical Edging	All required paved surfaces and bed borders vertically edged; horizontal edging prohibited	98% or better	Random inspections, observations, customer feedback	Written notice, then negative CPARS
Performance Objective 5 – Weed Removal	Removal by pulling or line trimming; herbicide use limited to hard surfaces by licensed applicators	98% or better	Random inspections, observations, customer feedback	Written notice, then negative CPARS
Performance Objective 6 – Clipping Removal	Clippings blown off paved areas and not blown back onto turf	98% or better	Random inspections	Written notice, then negative CPARS
Performance Objective 7 – Chemical Application Compliance	Contractor maintains valid State of Missouri pesticide/herbicide licenses, application logs, SDS, and regulatory compliance	100% compliance	Document review, inspections	Written notice, CO action for continued violations
Performance Objective 8 – Seasonal Cleanup	Leaf removal, debris removal, and seasonal cleanup performed as required and/or directed by the COR	98% or better	Random inspections	Written notice, then negative CPARS

Performance Objective 9 – Emergency Response	Contractor responds to emergencies within four (4) hours of COR notification	100% compliance	COR records, time logs	Written notice, CO action for repeated failures
Performance Objective 10 – Tree/Diseased Vegetation Notification	Contractor notifies COR immediately when identifying dead or diseased trees; removal performed only when authorized	100% compliance	COR review and confirmation	Written notice, possible CO action

--- SAMPLE QUALITY ASSURANCE MONITORING FORM ---

Contract #: _____

Contractor: _____

Service/Standard: _____

Survey Period: _____

Methods Used:

[ ] Random Monitoring

[ ] Biweekly Inspection

[ ] Customer Complaint

[ ] Document Review

Performance Result: _____
_____
_____
_____
_____

Action Required: [ ] Yes [ ] No

Prepared By: _____ Date: _____