Quality Assurance Surveillance Plan (QASP)
Vertical Transportation Equipment Maintenance, Repair and Inspection Services
Shaw Air Force Base
South Carolina
17 March 2026

Reviewed and approved by:

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Contracting Officer Representative (COR)
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1. Scope: The Quality Assurance Surveillance Plan (QASP) is applicable to personnel performing contract surveillance audits IAW FAR Part 46 Quality Assurance, DAFFARS MP5346.103, DAFFARS MP5301.602-2(d), and organizational policy. It is designed to provide the COR with a systematic surveillance method for each service identified in the PWS. The QAPC and COR are responsible for generating and regularly reviewing these methods. The approval authority for implementation of QASP measures rests with the CO.

2. Purpose: This document defines the surveillance policy, procedures, and associated methods used by the CORs for planning, preparing, performing, analyzing, and reporting contractor performance. This document does not address the specifics details of how the contractor completes the work.

3. Application: The QASP is used by all parties involved in assessing contractor performance of the contract. This document is for the use of the COR Management/CORs and CO. The QASP is not considered part of legal contract documentation.

4. General Policies: Four basic policies are foundational to the QA program: (1) Foster a teamwork atmosphere between contractor personnel and all government personnel; (2) Ensure that performance discrepancies are resolved at the lowest practical level; (3) Emphasize re-performance rather than withholding of funds if a contractor discrepancy is discovered; (4) Ensure the contractor's quality control (QC) program (if applicable) is compliant with contractual requirements and capable of identifying/correcting non-conformance.

5. Key Personnel:

6. Contracting Officer (CO): The CO is the government agent authorized to award or administer contracts; therefore, the CO is the only person authorized to contractually obligate the government.

7. Contract Administrator (CA): The CA is the government agent within the contracting office who performs the day-to-day administration of the contract.

8. Quality Assurance Program Coordinator (QAPC): The QAPC assists the CO and COR in management of the overall QA program and supports customers in development of the QASP.

9. Contracting Officer Representative (COR): The COR is ultimately responsible for implementing all QA matters and procedures. The COR must maintain both technical competency and evaluation proficiency in contractor surveillance procedures. The COR must be nominated IAW MP5301.602-2(d), must accomplish all required training and be appointed by the CO before assuming COR responsibilities. A primary and alternate COR are typically assigned for each contract.

10. COR Supervisor: Oversees the functional area, assigning primary and alternate CORs that are properly trained and technically qualified to perform COR duties.

11. Contractor: The contractor complies fully with the terms and conditions of the contract. Maintains and implements a quality control plan that is acceptable to the government. Ensures that non-conformance of contract requirements is identified, corrected, and prevents recurrence. Tenders to the government for acceptance only those services that conform to contract requirements. Recommends any changes to the contract that will provide more effective operations or eliminate unnecessary costs.

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12. OVERVIEW:

13. Purpose: The purpose of this Quality Assurance Surveillance Plan (QASP) is to identify the methods and procedures the Government will use to ensure it receives the services under contract as identified in the performance objectives in the Performance Work Statement (PWS). This plan will focus on the level of performance required by the PWS, not the methodology or process.

14. Authority: Authority for issuance of this QASP is by Federal Acquisition Regulation (FAR) Part 46, Quality Assurance; Department of Defense FAR Supplement (DFARS) Subpart and PGI 201.602-2 , Contracting Officer Responsibilities; Air Force FAR Supplement (AFFARS) Mandatory Procedures (MP)5346.103, Contracting Office Responsibilities, The Quality Assurance Program; Department of Defense Instruction (DoDI) 5000.74, Defense Acquisition of Services; and organizational policy, which provide for inspection, acceptance and documentation of the service called for in the contract or order.

15. Intent: The premise of commercial contracting is for the Contractor to assume responsibility for management and quality control actions in the work they produce to meet the terms of the contract. The Contractor is responsible for implementing and delivering performance outlined in a submitted Quality Control Plan (QCP), ensuring contractual requirements are met. The QASP establishes procedures on how the Government's assessment/inspection process will be conducted. It provides for a continuous process; focusing on determining if the desired end results are met, versus evaluating if each individual task is performed and deducting when the contractor fails to meet the standard. In addition, the QASP should recognize that unforeseen and uncontrollable situations may occur. It is the Government's responsibility to be objective, fair, and consistent in evaluating performance.

16. The QASP will provide the Contracting Officer's Representative (COR) an effective surveillance method for each item listed in the PWS, specifically on the Services Summary (SS). This QASP is a "living document" and the Government may review and revise it on a regular basis to provide the desired mission support services within cost and on schedule. It is not part of the contract, which allows flexibility to increase or decrease the level of surveillance necessary based on contractor performance. Updates shall ensure the QASP remains a valid and useful document. Use of the QASP should ensure early identification and resolution of performance issues to minimize impact on mission performance.

17. DESCRIPTION OF SERVICES:

18. Mission and Program Overview: Mission is to ensure the safety, efficiency, and reliability of elevator and escalator systems. This is accomplished through a combination of regularly scheduled maintenance, prompt repairs, and adherence to all applicable safety codes and regulations.

19. Description of Work: The Contractor shall provide all management, tools, supplies, equipment, parts, and labor necessary to maintain, repair, and inspect the real property vertical transportation equipment (VTE) at Shaw Air Force Base in a manner that will ensure continuous and safe operation (full maintenance and repair except for the exclusions listed in the PWS). NOTE: The term "VTE" in the Performance Work Statement (PWS) includes all equipment listed in Appendix A: freight and passenger elevators, escalators, and may include wheelchair/stair lifts, dock levelers, and dumbwaiters.

20. DOCUMENTATION REQUIREMENTS:

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21. General: Documentation is required to record, evaluate, and report contractor's performance. This documentation provides the CO with contractor status as it applies to the performance criteria. Every effort should be made to make this report to the CO as accurate as possible. The COR are required to maintain accurate records of the contractor's performance and keep the COR Management informed of all data pertaining to contractor status.

22. Activity Log: An instrument used by the COR to supplement the inspection records and to provide a complete picture of the contractor's performance. Types of information that may be included are details of inspections, conversations of meetings with the contractor, notes and comments that may be of value at some later date. File in PIEE Tool under tabs, COR Trip Reports, COR Correspondence Reports, and Miscellaneous Documents.

23. Inspection Report: The COR is required to provide a summarized report to the COR Management detailing the results of critical requirement verifications and reporting all discrepancies associated with the performance thresholds on the SS. This includes deficiencies identified by the contractor. File in PIEE under tab COR Status Reports.

24. Certification of Services: Certification of services is performed by the COR via Wide Area Workflow (WAWF) system. At the end of each billing period, contractor inputs invoice information into WAWF. The system automatically notifies the appropriate COR of pending invoice, via email. COR accesses WAWF and verifies accuracy of contractor's data. If data is correct, COR certifies invoice and payment is conducted by Defense Finance Accounting System (DFAS). If COR encounters errors in contractor's invoice, COR consults with on site manager to mutually rectify data. If contractor disagrees with COR, issue is forwarded to the CO for resolution. Proper and timely submission of monthly invoicing is the sole responsibility of the contractor.

25. PERFORMANCE REQUIREMENTS:

26. Contract Surveillance: The goal of the COR is to ensure that surveillance and measurement of contractor services are performed in a manner that ensures successful contract performance and mission accomplishment. The COR contribution comprises professional, non-adversarial relationships, which include positive and open communications with the CO, QAPC, and the contractor. The foundation of this relationship is built upon objective, fair, and consistent COR evaluations of contractor performance against contract requirements, the ability to discuss inspection results, trends, and items of mutual interest with the contractor. The COR references the methods in this QASP along with applicable regulatory references to achieve this goal. It must be noted that the COR is not responsible for the fulfillment of contract services, only monitoring contract performance. This QASP is based on the premise that the contractor, not the government, is responsible for continuous QC/QA actions to meet the terms of the contract.

27. SURVEILLANCE METHODS:

28. Purpose: This section details the method to be used in verifying compliance with the contract requirements. The key elements of this process are the contractor's quality control plan and Government identified performance thresholds. The performance thresholds will dictate the minimum surveillance requirements the Government must accomplish. COR documentation on contractor performance should

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be accomplished as the observation is completed, thus preventing loss of information. “All documentation generated in the performance of this plan will be "For Official Use Only.”"

29. The COR shall develop a surveillance schedule. A locally devised form, Monthly Surveillance Schedule will be implemented. The schedule shall be completed and uploaded into Procurement Integrated Enterprise Environment (PIEE) tool no later than the last duty day before the surveillance period begins. Copies of the surveillance schedule shall be provided to the COR Management and the Contracting Officer, before the start of the surveillance period. Surveillance schedules, when completed, shall be marked “For Official Use Only,”

30. Surveillance Approach: The surveillance approach is to gain confidence in the contractor's way of doing business and then adjust the level of insight to a point that maintains that confidence. With this approach, the surveillance method may not be one that stays the same throughout the duration of the contract. It is the responsibility of the COR Management and COR to review the critical requirements to assess their applicability and recommend the addition or subtraction of requirements as conditions warrant.

31. Periodic Surveillance: Periodic surveillances will be conducted throughout the month to ensure quality control performance measures continue. The COR has discretion to increase or decrease the frequency of scheduled inspections, a reduction in the frequency of surveillances does not alleviate the Contractor from meeting standards set forth in this PWS. The COR will evaluate and document the contractor’s performance using the Attachment 5 Performance Assessment Report or locally developed inspection checklist. Any defect noted during an inspection or surveillance shall be recorded.

a. Failing to meet the performance threshold for any of these performance objectives in any one-month period shall result in a warning or a letter of concern from the CO.

b. Failing to meet the performance threshold of these performance objectives, in any combination for any two or more consecutive or non-consecutive months during a contract period shall constitute an immediate Progress Meeting with the Multi-Functional Team.

32. Periodic Inspection: Periodically, the COR will visually inspect the contractor’s performance of required tasks according to an established surveillance schedule. This method applies to small quantities, but highly important services. It may be used where there are written deliverables and stringent requirements such as tasks required by law, safety, or security. The COR will use the Procurement Integrated Enterprise Environment (PIEE) System or locally developed checklist to document the results of the inspection.

a. For critical risk tasks, any deficiency will be documented, and the Contractor shall re-perform service immediately, if appropriate, or within 24 hours at no increase in contract amount. Any unsatisfactory inspection identified but re-performed in an acceptable manner shall still be counted as an unsatisfactory inspection for trending purposes.

b. Receipt of one or more unsatisfactory 100% surveillance within a 12-month period may result in unsatisfactory past performance documentation. Continued receipt of unsatisfactory 100% surveillance during the contract period shall constitute a negative trend and the CO may take any appropriate action.

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33. Surveillance Folder: All contract surveillance documents shall be maintained in the DoD PIEE Tool. A surveillance folder will be maintained by the COR assigned for a performance contract. The folder will be maintained in a computer database provided there is adequate back up of the data to preclude accidental loss. The folder will be labeled with "For Official Use Only/Source Selection Information -- See FAR 2.101 & 3.104." Monthly status and delinquencies will be tracked and managed within the PIEE Tool by contracting personnel and requiring activities.

34. Surveillance Documents:

Service Summary: Services Summary captures the service requirements that can be measured and are important to the overall operational requirements. The services summary includes Performance Objectives that describe the desired result or outcome the contractor shall achieve. The Performance Thresholds state the minimum acceptable level of performance in terms of quality, timeliness, and quantity in realistic and achievable standards. These thresholds are critical to mission success. The PWS paragraphs reference the details of the Performance Objective in the PWS. NOTE: The Performance Objective is merely a reference point for Government personnel and does not relieve the contractor of any contractual requirements. The QASP adds a column to the services summary, Method of Surveillance. One or more of the methods in Surveillance Approach will be referenced in this section.

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Services Summary				
SS#	**Performance Objective**	**PWS Paragraph**	**Performance Threshold** Performance is acceptable when:	**Method of Surveillance**
1	Written Maintenance Control Program (MCP)	4	MCP delivered within 30 calendar days of contract award, compliant with ASME A17.1.	100% review of the submitted MCP document by the COR.
2	VTE Service Availability	4.2	95% availability for all VTE units, calculated monthly.	Monthly review of contractor's availability reports and service logs by the COR.
3	Routine Repair Service Call Response Time	5.1.1	100% on-time response (within 48 hours on regular workdays) on a monthly basis.	100% review of routine service call logs, comparing time of notification to time of on-site response.
4	Emergency Repair Service Call Response Time	5.2	100% on-time response (within 2 hours, 24/7/365) on a monthly basis.	100% review of emergency service call logs, comparing time of notification to time of on-site response.
5	Service Call Repair Quality	Table Section 6 #5	No more than two (2) callbacks for the same problem/instance per month.	Monthly review of service logs for repeat calls; investigation of customer feedback
6	Adherence to Inspection Schedule	4.2, 4.5	100% adherence to the inspection schedule outlined in the approved MCP.	Periodic review of inspection reports and certifications; random spot-checks.
7	Adherence to Preventative Maintenance	4.3	100% of preventative maintenance best commercial practices or manufacturer’s specifications	Periodic review of maintenance logs and reports; random on-site inspections.
8	Reporting	2, 4, 5	100% of all required reports submitted on time and containing all required information	100% review of all submitted reports by the COR for timeliness and completeness.

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