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15 April 2025

NOTE: This document is for official use only by the Contract Officer Representatives, Contracting Officer, and Contract Administrator. It is not part of the contract.

SECTION A – OVERVIEW

This Quality Assurance Surveillance Plan (QASP) has been developed and designed to provide an effective surveillance method of monitoring contractor performance for each objective listed in the Services Summary (SS).

The plan provides a systematic method to evaluate the services the Contractor is required to furnish and not the details of how the contractor accomplishes the work. The SS recognizes contractor performance will not be perfect and unforeseen and uncontrollable problems do occur.

In this contract, the Quality Control Plan (QCP) is the driver for product quality. The Contractor is required to develop a comprehensive QCP. The first major step to ensuring a "self-correcting" contract is to ensure the QCP provides the measures needed to lead the Contractor to success. Good management and use of an adequate QCP will allow the Contractor to operate within specified performance requirements.

This plan is based on the premise that the Contractor, and not the Government, is responsible for management and quality control actions to meet the terms of the contract. The Contractor's QCP will be reviewed and accepted by the 341st Civil Engineer Squadron and the 341st Contracting Squadron Quality Assurance Program Coordinator (QAPC) prior to start of contract.

The Government reserves the right to inspect Performance Work Statement (PWS) tasks not reflected in the SS under the FAR Inspection of Services clause. These services may be inspected periodically and documented, and if necessary, provided to the Contracting Officer (CO) for action. The CO will handle each documented discrepancy on a case-by-case basis.

Any non-conformance with contract requirements is a "discrepancy" and refers to a service output that does not meet the standard of performance specified in the contract for that service.

SECTION B – ACQUISITION OBJECTIVE

The Contractor shall furnish all personnel, equipment, transportation, tools, supplies, supervision, materials and other items and services necessary to perform all duties and tasks associated with grounds maintenance services.

SECTION C - ROLES AND RESPONSIBILITIES

1. <u>Multi-Functional Team (MFT)</u>. This is a customer-focused team comprised of functional stakeholders in the acquisition, responsible for requirements throughout the life of the contract.

Members of the MFT may include: the CO, Contracting Officer Representative, Coordinator, Quality Assurance Personnel, Functional Commander/Director, Small Business Specialist, subject matter expert, and the Contractor who provides the service upon award of the contract. The duties and responsibilities of the team include:

- Managing contract performance IAW the QASP
- Fostering partnerships with industry
- Providing support to senior leadership as required
- Researching the commercial market
- Developing, implementing, and executing a performance-based acquisition strategy
- Managing risk to ensure mission performance is within cost and schedule constraints - Planning, programming, and budgeting adequate funds
- Developing, implementing, and managing milestones
- Completing and reporting annual performance reviews

- Identifying opportunities to improve performance throughout the life of the contract
- Assessing and managing contractor performance data
- Developing, implementing, and executing performance measurement and management - Recommend changes to the QASP
- Ensure the requiring office and contractor understand the unique programs impacting the contract

The following is a description of roles and responsibilities of Government officials that will participate in assessing the quality of contractor performance:

2. Contracting Officer (CO). The CO will have overall responsibility for overseeing contractor performance. The CO will also be responsible for the day-to-day monitoring of contractor performance in the areas of contract compliance, contract administration, cost control, and property control; reviewing COR assessments of contractor performance; and resolving all differences between the COR and Contractor.

3. Contract Administrator (CA). The Contract Administrator is responsible for ensuring Government and Contractor compliance with the terms and conditions of the contract. Responsibilities include routine tasks such as contract development, monitoring contractor progress, ensuring COR training and program management, reviewing invoices, and problem-solving activities due to changes, problems, and disagreements that may arise following contract award.

4. Functional Commander/Director (FC/FD). The FC/FD has overall responsibility for developing the PWS and QASP. The FC/FD will also be responsible to assign competent primary and alternate COR and notify the CO of any significant deficiencies related to the performance of the contract. Revisions to this surveillance plan are the joint responsibility of the FC/FD, COR and the CO.

5. Contracting Officer Representative (COR). A Government person responsible for surveillance of contractor performance. The COR is responsible for monitoring, assessing, recording and reporting on contractor performance. This COR will have primary responsibility for completing quality assurance monitoring forms used to document inspection and evaluation of contractor performance.

6. Small Business Specialist. The Small Business Specialist (SBS) develops and manages the unit Small Business (SB) plan and program. They establish and maintain a system for monitoring unit SB program performance. Reviews acquisitions as required by DFARS 219.201, as supplemented by AFFARS. Assists the CO, in cases involving SB, where non-responsibility determinations and termination action are being considered. The SBS works closely with and assists the unit competition advocate to ensure that potential SB and 8(a) opportunities are thoroughly explored.

SECTION D – PERFORMANCE MANAGEMENT

1. Multi-Functional Team (MFT). The MFT is the first element of performance management. The MFT meets on an as-needed bases and will manage contract performance throughout its lifecycle and is responsible to ensure the acquisition requirements are met on schedule and within budget.

2. Quality Control Plan (QCP). The Contractor shall develop and submit a QCP and update as necessary or as otherwise required for updating plans in accordance with the PWS. The QCP shall establish the baseline for measuring and attaining quality of performance encompassing all areas of this contract. A key and basic tenant of the QCP is that the Contractor shall provide continuous quality improvement. The Contractor's QCP shall emphasize deficiency prevention over deficiency detection.

3. Performance Assessment. Performance Assessment detailed in this plan focuses on the performance outcomes required by the PWS, not the methodology or process implemented by the Contractor. The objective of this plan is to rely on the Contractor's QCP, effectively changing the Government's role from "oversight" to "insight." This plan identifies the methods and procedures the Government will use to ensure it receives the services under contract as identified in the PWS.

4. Methods of Assessment. The Government may use a variety of surveillance methods to evaluate the Contractor's performance. Each assessment supports a contractor's performance and provides a record, both positive and negative, and is based on objective facts, supported by performance assessment data. Only one method of surveillance will be used at a time for payment computation purposes. The methods of surveillance that may be used are:

Random sampling of recurring service output (e.g. deliveries). Random sampling, however, is discouraged unless delivery lot size is significant.

Periodic validation occurs (weekly, monthly, quarterly, semiannually, or annually) as determined necessary to assure a sufficient evaluation of Contractor performance.

Customer Complaint: The primary validation method the Government may use to evaluate the Contractor's performance in meeting the contract requirements. Once a complaint has been filed, the COR will validate the complaint.

5. Contracting Officer Representative (COR). The COR will develop a surveillance schedule based on performance requirements identified in the SS. CORs are to be objective, fair, and consistent in evaluating contractor performance against the standards.

6. Acceptance of Services. The COR is required to accept contract services and determine payments due. At the end of each payment period, usually monthly, the COR must certify the services actually received via Wide Area Workflow – Receipt and Acceptance (WAWF-RA). A brief summary of contractor performance for the period covered shall be documented by the COR. Where problems are identified, the summary should include corrective actions taken.

7. Unacceptable Performance Contract Discrepancy Report. A Contract Discrepancy Report (DD Form 2772), Appendix 3, will be initiated by the COR if, at any time during the surveillance period, observations of unacceptable performance are noted to exceed the performance thresholds established in the SS and the COR determines that it is not caused by the Government. At the end of each month, the COR will provide a CDR to the CO when unacceptable performance exceeds the performance requirement.

8. Monthly Inspection Report. All validated customer complaints will be counted to determine if performance is acceptable or unacceptable based on Performance Threshold criteria in the SS. A monthly inspection report, Appendix 1, will be completed and filed in the Performance Assessment Folder, Section 5 and a copy sent to the CA or designated data base. Additional supporting data may be included in the report from activities documented in the Activity Log.

Element 1 - Business Relations. Assess the integration and coordination of all activity needed to execute the contract, specifically the timeliness, completeness and quality of problem identification, corrective action plans, the Contractor's history of reasonable and cooperative behavior, and customer satisfaction.

Element 2 - Schedule. Assess the timeliness of the Contractor against the completion of contract delivery orders, delivery schedules and administrative requirements.

Element 3 - Quality of Service. Assess the Contractor's conformance to contract requirements, specifications and standards of good services (i.e. commonly accepted technical, professional, environmental, or safety health standards).

9. <u>Performance Ratings</u>. The ratings used for the Quarterly Performance Report are described by one of the following five adjectives: *Exceptional, Very Good, Satisfactory, Marginal and Unsatisfactory.* These terms are subjective and are not derived through use of any mathematical computations or formulas. The COR will rate each one of the above assessment elements explained above, using one of the following ratings in their narrative summary. The criterion for each rating is reflected below:

- **Exceptional (E).** Performance meets contractual requirements and exceeds many to the Government's benefit. The contractual performance of the element being assessed was accomplished with few minor problems for which corrective actions taken by the Contractor were highly effective.

- **Very Good (VG).** Performance meets contractual requirements and exceeds some to the Government's benefit. The contractual performance of the element being assessed was accomplished with some minor problems for which corrective actions taken by the Contractor were highly effective.

- **Satisfactory (S).** Performance meets contractual requirements. The contractual performance of the element being assessed was accomplished with some minor problems for which corrective actions taken by the Contractor appeared to be or were satisfactory.

- **Marginal (M).** Performance does not meet some contractual requirements. The contractual performance of the element being assessed reflects a serious problem for which the Contractor has not yet identified corrective actions. The Contractor's proposed actions appear only marginally effective or were not fully implemented.

- **Unsatisfactory (U).** Performance does not meet most contractual requirements and recovery is not likely in a timely manner. The contractual performance of the element being assessed was accomplished with serious problems for which the Contractor's corrective actions appeared to be or were ineffective.

10. <u>Surveillance Procedures</u>. It is essential that all required periodic validations are completed for an effective quality assurance program. The contractor is required to correct all discrepancies detected during surveillance by the COR in accordance with the service summary or notify COR of status and approximate time of correction.

If inspection indicates unacceptable performance above the threshold in the SS or a negative trend, the COR will notify the CO, who will in-turn notify the Contractor of the discrepancies for correction. The Contractor shall be given a reasonable time after notification to re-accomplish the unacceptable performance if such re-accomplishment is possible. The length of time allowed to correct the problem will depend upon the requirement and the discrepancy.
During the month, the COR may receive customer complaints about the quality of the service or may observe unacceptable performance by the Contractor. The COR is responsible to follow-up on all customer complaints

and document the findings. All inspections documentation shall be maintained as official contract management data.

If the COR determines the complaint is not valid, the Contractor's performance is satisfactory. If any government action or lack of action caused unacceptable performance, these discrepancies shall not be considered valid.

If the COR determines the complaint is valid, the complaint form is provided to the Contractor for corrective action (COR will retain and file one copy). The COR will instruct the contractor to return the complaint form. After return from the Contractor, the COR will retain and file the form. The COR will send a copy of all complaints received to the Contract Administrator.

11. **Annual Review**. The MFT will review this plan's performance objectives and other assessment items annually to assess applicability and effect changes as necessary to meet mission needs.

12. **Staff Assistance Visit (SAV)**. The QAPC will conduct an annual SAV. Items checked during the SAV are identified on the Staff Assistance Visit/Self-Inspection Checklist, Appendix 3, of this plan. Written SAV results will be maintained by the COR in the Performance Assessment Folder as well as by the Contract Administrator along with any corrective actions taken. The checklist may be used by the COR for self- inspection purposes as needed. The Contract Administrator may also conduct a SAV in lieu of the QAPC.

13. **Performance Assessment Folder**. A Performance Assessment Folder is developed and maintained by each individual who is assigned COR duties. The folder is typically maintained in hard copy, but may be maintained electronically, or a combination thereof provided there is adequate backup of the data to preclude accidental loss. In the case of multiple COR working on one contract, Performance Assessment Folders may be combined as warranted to avoid duplicate documentation. A cross-reference sheet will be used to identify the location of shared or electronic files. For electronic files, ensure the directory path and file name are clearly identified. The folder must contain as a minimum, the following documents and be set up using the Index at Appendix 4.

Section 1: Appointments. This section must include:

- ✓ COR Designation Letter
- ✓ COR Management Certificate
- ✓ CLC106 Training Certificate
- ✓ ACQ0030 Training Certificate
- ✓ FAC089 Training Certificate
- ✓ CTIP Training Certificate
- ✓ Phase 1 & 2 Training Certificates
- ✓ Multi-Functional Team Meeting Minutes

Section 2: Contract Documents.

- ✓ Copy of the contract with all modifications.
- ✓ Approved PWS
- ✓ Approved QASP

- ✓ Contractor's Quality Control Plan

Section 3: Activity Log. An instrument used by COR to supplement the performance assessment records, maintained in chronological order of actions taken in the performance of COR duties. The purpose of this log is to provide a brief synopsis of contract inspection activities, meetings, conversations with the Contractor regarding contract performance and any notes and comments that may be of value at some later date. Documentation that supports activity log entries is maintained in the records section of the folder. *This log should not be confused with, or substituted for, the Performance Assessment Log.*

Section 4: Performance Assessment Log. The Performance Assessment Log is used to document all assessments performed. Logs are maintained until the CO issues disposition instructions. COR can modify this in any format desired provided it contains, at minimum, the information required:

- ✓ Contract Number
- ✓ Performance Requirement
- ✓ Contract Paragraph Reference
- ✓ Method of Assessment
- ✓ Date Accomplished
- ✓ Initials of COR Conducting Assessment
- ✓ Where Accomplished
- ✓ Results
- ✓ Date Next Due

Section 5: Records. Maintain all documentation associated with performance assessment such as deficiency reports (open and closed), correspondence, monthly inspection reports, quarterly performance reports, and documents that support the Activity Log.

Section 6: Acceptance of Services.

- ✓ Invoices
- ✓ Monthly Receiving Reports (WAWF)
- ✓ AF Form 9, Funding Requests

Section 7: Unacceptable Performance Documentation. Contract Discrepancy Reports (CDRs) DD Form 2772 with all supporting documentation.

Section 8: Other Items. Any other items deemed necessary such as base access letters, delegation lists, publications, or other information that needs to be readily available. This section is optional.

SECTION E – SERVICES SUMMARY

The contract service requirements are summarized in performance objectives that relate directly to mission essential items. The performance threshold briefly describes the minimally acceptable levels of service required for each requirement. The SS and the Contractor's QCP (which shall be provided and incorporated after award) provide information on contract requirements, the expected level of contractor performance and the expected method of government validation and confirmation of services provided. These thresholds are critical to mission success. Procedures as set forth in the FAR 52.212-4 (a), Contract Terms and Conditions - Commercial Products and Commercial Services, Inspection/Acceptance, will be used to remedy all deficiencies. During the

initial 30 days of the contract, two additional errors on each task shall be allowed in an effort to identify normal phase-in problems, except for any periodic cleaning service.

Performance Objective	SOW Para	Performance Threshold
1. Written Maintenance Control Program (MCP) for each VTE for all equipment. MCP identifies all maintenance intervals to include safety inspections.	4.2.,4.3.,4.5.	MCP in accordance with ASME A17.1 delivered to CO in 30 calendar days of contract award
2. Perform Preventative Maintenance. Elevators are fully operational**.**	1.1.	95% of elevators are operational at all times.
3. Repair Service Calls. Repairs are made in a timely manner; Customers are informed of expected repair time. Response and repair is made within the specified time**.**	5.1., 5.1.1.,5.1.2.,5.1.3.,5.2.,5.2.2	Response to and repairs of service calls are timely 95% of the time
4. Service Call Repairs – Repair Quality. Repairs are of high quality resulting in reduced call backs	5	Only two call backs of the same problem (same instance) each month.
5. Submit Maintenance and Repair Reports. Accurate reports are delivered within two business days.	4.1.,4.2.4.7.,4.8.	Submit reports in a manner consistent with PWS 95% of the time.

- **All timeframes are based on normal duty hours**

Appendix 1

COR Monthly Inspection Report

Inspection Month: _____ Contract #: _____

Contractor: _____

I have conducted an inspection of Contractor performance IAW PWS requirements, to include surveillance of Performance Objectives and CPARS Metrics in the Services Summary. All validated customer complaints have been counted to determine if performance is acceptable or unacceptable based on Performance Threshold and CPARS Metrics criteria in the SS. Findings are as follows:

____ **The** Contractor **has met** all the requirements of the contract.

_ The Contractor **has not met** all the requirements of the contract. These are summarized in this report and are supported by the COR periodic inspections and customer complaints attached to this report.

Summary of discrepancies:

Comments:

COR Signature block

Appendix 2

Staff Assistance Visit/Self-Inspection Checklist

	Unless otherwise noted, all references are from the QASP	YES	NO	N/A
1	Was the QASP reviewed annually? (Section D, Para 13)			
2	Does the Performance Assessment Folder contain all required section items/documentation IAW this QASP? (Section D, Para 15)			
	Section 1: Appointments			
	Section 2: Contract Documents			
	Section 3: Activity Log			
	Section 4: Performance Assessment Log			
	Section 5: Records			
	Section 6: Acceptance of Services			
	Section 7: Unacceptable Performance Documentation			
	Section 8: Other Items			
3	Does COR solicit customer feedback and investigate the validity of any negative comments received? (Section D, Para 9)			
4	Does COR conduct trend analysis of validated negative comments? (Section D, Para 10)			
5	Is Performance Assessment being documented by COR as it is performed using the Performance Assessment Log? (Section D, Para 15)			
6	Are inspection reports completed? (Section D, Para 9 & 10)			
7	Does COR conduct surveillance of Performance Objectives in the Services Summary? (Section D, Para 9 and Section E)			

COMMENTS: _ _____

_____

_____

Appendix3

CONTRACT DISCREPANCY REPORT

1. CONTRACT NUMBER	**2. REPORT NUMBER FOR THIS DISCREPANCY**
3. TO *(Contractor and Manager's Name)*	**4. FROM** *(Name of QAE)*

5. DATES *(YYYYMMDD)*

a. PREPARED	b. RETURNED BY CONTRACTOR	c. ACTION COMPLETE

6. DISCREPANCY OR PROBLEM *(Describe in detail. Include reference to PWS Directive; attach continuation sheet if necessary.)*

7. SIGNATURE OF CONTRACTING OFFICER

8a. TO *(Contracting Officer)*	**b. FROM** *(Contractor)*

9. CONTRACTOR RESPONSE AS TO CAUSE, CORRECTIVE ACTION AND ACTIONS TO PREVENT RECURRENCE. *(Cite applicable Q.C. program procedures or new Q.C. procedures. Attach continuation sheet(s) if necessary.)*

10. SIGNATURE OF CONTRACTOR REPRESENTATIVE	**b. DATE** *(YYYYMMDD)*

11. GOVERNMENT EVALUATION *(Acceptance, partial acceptance, reflection. Attach continuation sheet(s) if necessary)*

12. GOVERNMENT ACTIONS *(Reduced payment, cure notice, show cause, other)*

13. CLOSE OUT

	NAME (1)	TITLE (2)	SIGNATURE (3)	DATE *(YYYYMMDD)* (4)
a. CONTRACTOR NOTIFIED				
b. QAE				
c. ACO				

DD FORM 2772, SEP 1998 (EG) REPLACES MT FORM 352-R, WHICH IS OBSOLETE. Designed using Perform Pro, WHS/DIOR, Sep 98

Appendix 4

Performance Assessment Folder
Index

Section 1: Appointments

A. COR Designation letters
B. COR Management Certificate
C. CLC 106 Training Certificate
D. ACQ0030 Training Certificate
E. CTIP Training Certificates
F. FAC089 – CPARS Training Certificate
G. Phase I and II Training Certificate
H. Multi-Functional Team Meeting Minutes

Section 2: Contract Documents

A. Copy of the contract with all modifications.
B. Approved PWS
C. Approved QASP
D. Contractor's Quality Control Plan

Section 3: Activity Log

Section 4: Performance Assessment Log

Section 5: Records

A. Deficiency Reports (Open and Closed)
B. Correspondence
C. Monthly Inspection Reports
D. Activity Log Supporting Documents

Section 6: Acceptance of Services.

A. Invoices
B. Monthly Receiving Reports (WAWF)
C. AF Form 9, Funding Requests

Section 7: Unacceptable Performance Documentation

A. Contract Discrepancy Reports (CDRs) DD Form 2772 with all supporting documentation.