Quality Assurance Surveillance Plan (QASP)

Tobyhanna Army Depot Grounds Maintenance

10 March 2026
Version 2.0

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1. Vision

The vision of this Quality Assurance Surveillance Plan (QASP) is to provide the procedures necessary to monitor the Tobyhanna Army Depot Grounds Maintenance Services contract. This QASP offers the details and means to identify, record, and report deficiencies observed while comparing actual work throughout this service contract's period of performance against the standards outlined in the Performance Work Statement (PWS).

2. Mission

Tobyhanna Army Depot (TYAD) is a recognized leader in providing world-class logistics support for Command, Control, Communications, Computers, Cyber, Intelligence, Surveillance and Reconnaissance (C5ISR) Systems across the Department of Defense. To support these capabilities and its Warfighters, Tobyhanna Army Depot requires that its grounds, facilities, and access routes are maintained in a pristine, professional, and safe condition, ensuring uninterrupted operations regardless of weather conditions.

3. Purpose

This QASP is a government-developed document used to determine if the contractor's performance meets the performance standards contained in the contract. It establishes procedures on how this assessment/inspection process will be conducted and provides the detailed process for continuous oversight:

- What will be monitored
- How monitoring will take place
- Who will conduct the monitoring
- How monitoring efforts and results will be documented

The contractor is responsible for implementing and delivering performance that meets contract standards using its Quality Control Plan (QCP). The QASP provides the structure for the government's surveillance to ensure it meets contract standards. The QASP is a living document and may be modified based on contractor performance.

4. Authority

Authority for issuance of this QASP is provided under Part 46 of the Federal Acquisition Regulation (FAR), Inspection of Services clauses, which provides for inspection, acceptance, and documentation of the service called for in the contract.

5. Roles and Responsibilities

5.1 Contracting Officer (KO)

The KO shall ensure performance of all necessary actions for effective contracting, ensure compliance with the contract terms, and safeguard the interests of the United States. The KO determines and documents the final assessment of the contractor's performance.

- **Assigned KO: Stephanie Coleman**

- **Organization:** ACC-APG Tobyhanna Division

5.2 Contracting Officer's Representative (COR)

The COR is responsible for providing continuous technical oversight of the contractor's performance. The COR uses the QASP to conduct the oversight/surveillance process and maintains a Quality Assurance file documenting actual performance.

- **Assigned COR:** BALUT MATTHEW
- **Organization:** Tobyhanna Army Depot (TYAD)

5.3 Contractor Key Personnel

- **Project Manager (PM):** Responsible for the performance of the work and serves as the central point of contact for the COR.
- **Quality Control Manager (QCM):** Responsible for the contractor's internal quality control system.

6. Performance Requirements and Method of Surveillance

6.1 Contract Surveillance

The goal of the QASP is to ensure that contractor performance is effectively monitored. The COR uses the methods contained in this QASP, including Periodic Inspection, 100% Inspection, and Random Sampling, to ensure compliance.

6.2 Performance Requirements Summary (PRS)

PRS #	PWS Para	Performance Objective	Standard	AQL	Method of Surveillance
1	5.2.1	High Visibility Area Mowing	Grass maintained between 2.5 and 3.5 inches	100% Compliance	Periodic Inspection
2	5.2.4	Weed Control	Weeds removed from beds and hardscapes	100% Compliance	Periodic Inspection
3	5.2.3	Trimming	Edges trimmed neatly along hardscapes	75% Compliance	Random Sampling
4	5.7	Snow Shoveling/Plowing Response	Respond within 2 hours of call-out	Zero Deviation	100% Inspection
5	5.7.1	Ice Pre-Treatment	Pre-treatment of sidewalks with 100% brine	100% Compliance	100% Inspection

6	1.5.1	Quality Control & Reporting	Accurate, complete, within suspense dates	Zero Deviation	100% Inspection
7	5.4	Vegetative Roof Maintenance	Drains clear; plants maintained 3x per season	100% Compliance	Periodic Inspection
8	5.12.4	Emergency Tree Removal	Response within 24hr; Action within 48hr	Zero Deviation	100% Inspection

6.3 Performance Rating Criteria

Rating	Criteria
Excellent	Performance meets and exceeds many requirements to the Government's benefit. Few minor problems with highly effective corrective actions.
Very Good	Performance meets and exceeds some requirements. Some minor problems with effective corrective actions.
Satisfactory	Performance meets contractual requirements. Minor problems were solved satisfactorily.

Rating	Criteria
Marginal	Performance does not meet some requirements. Serious problems for which corrective actions are not yet fully effective.
Unsatisfactory	Performance does not meet most requirements. Recovery is unlikely in a timely manner.