US Department of Agriculture (USDA)

Quality Assurance Surveillance Plan

Roadway Maintenance Service for the Whitman Ranger District, Wallowa Whitman National Forest

Solicitation: 1240BE26Q0046

Purchase Order: TBD

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Project Name

Road Maintenance Service for the Wallowa Whitman National Forest

Solicitation / Contract Number

Section 1: Introduction

This Quality Assurance Surveillance Plan (QASP) is pursuant to the requirements listed in the performance work statement (PWS) Roadway vegetation maintenance (842) on an estimated 55.8 miles with an additional 44.4 optional miles in the Whitman Ranger District. Specific performance tasks are listed in PWS Paragraph 3.

This plan sets forth the procedures and guidelines that the USDA, Wallowa Whitman National Forest will use in ensuring the required performance standards or services levels are achieved by the contractor.

1.1 Purpose

The purpose of the QASP is to describe the systematic methods used to measure performance and to identify the reports required and the resources to be employed. The QASP provides a means for evaluating whether the contractor is meeting the performance standards identified in the Performance Work Statement, PWS. This QASP is designed to define roles and responsibilities, identify the performance objectives, define the methodologies used to monitor and evaluate the contractor's performance, describe quality assurance reporting, and describe the analysis of quality assurance monitoring results.

1.2 QASP Relation to the Contract

1.2.1 QASP Revisions

The Contracting Officer Representative (COR) may make revisions or changes to the QASP procedures and surveillance methods or increase or decrease the degree of surveillance methods at any time during the contract performance period. Changes to the Metric must be incorporated into the PWS, Performance Requirement Summary (PRS) and QASP by a bilateral modification to contract that is issued by the Contracting Officer (CO). A copy of the QASP is provided to the contractor to enable the contractor to enhance its Quality Control (QC) program to perform in accordance with its Quality Control Plan (QCP).

1.2.2 Surveillance of Performance Progression

As the performance period progresses, the levels of surveillance may be altered for service areas where performance is either consistently excellent or unsatisfactory. If consistently good performance, then the amount of surveillance may be reduced. If observations reveal consistent deficiencies, increased surveillance may be implemented.

1.3 QASP Relation to the Quality Control Plan (QCP)

The QCP is a required element of contract and the Contractor shall adhere to its established quality control processes and procedures in managing and performing work as described in the contract. While the QCP represents the way in which the Contractor will ensure its quality and timeliness of services, as defined in the PWS, the QASP represents the way in which the Government personnel specified in *Section 3: Contractor and Government Responsibilities, Paragraph 3.2, Government Responsibilities* will evaluate the contractor's performance. The contractor's QC program and the residual organization's QASP should be complementary programs that ensure successful contractor performance.

Section 2: Performance Description

Performance of the contractor will be monitored through the surveillance methods described in Section 4: Surveillance Methods to Perform Quality Assurance to assess the Contractor's performance against PWS requirements.

2.1 Performance Standards and Acceptable Quality Levels (AQLs)

For selected activities in the PWS, the PRS provides a performance standard and an AQL. A performance standard is the expected level of contractor performance. An AQL defines the level of performance that is satisfactory. Depending on the service evaluated and the evaluation method selected, performance standards and AQLs may be stated as a number of occurrences or as a percentage. Performance standards and AQLs for random sampling and 100 percent inspection are generally stated as percentages. For periodic inspections, performance standards may be stated as either percentages or as absolute numbers.

The contract requires the Contractor to perform all work as specified. Any inaccuracies or omissions in services or products are referred to as "defects" on the part of the Contractor. The Contractor shall be responsible for all identified defects and may be required to perform the work at no cost to the government. The AQLs take into account that in some instances an allowable level of deficiencies (deviations) is possible while overall performance continues to meet the government's desired level of service.

2.1.1 Allowable Deviation

The AQLs define the level or number of performance deficiencies the Contractor is permitted to reach under this contract. AQLs take into account the difference between an occasional defect and a gross number of defects. AQLs can be expressed as a percentage of or as an absolute number (e.g., three per month). There may be instances where 100 percent compliance is required, and no deviation is acceptable (e.g., where safety is involved).

2.1.2 Substantially Complete

In some cases, service outputs are evaluated using subjective values (e.g., excellent, satisfactory, unsatisfactory). The criteria for acceptable performance and for defects must be defined for these service outputs. The concept of "substantially complete" should be the basis for inspections based on subjective scales. Work is considered "substantially complete" where there has been no significant departure from the terms of the contract and no omission of essential work. In addition, the Contractor has performed the work required to the best of its ability and the only variance consists of minor omissions or deficiencies.

2.2 Non-Performance

Non-performance occurs when the contractor's performance does not meet the AQL for a given requirement. Requirements may contain multiple performance elements, and therefore, deficiencies may occur in one or more aspects of performance (e.g., timeliness, accuracy, completeness, etc.) or subject areas of effort.

When surveillance indicates that the contractor's service output is not in compliance with the contract requirements, the Contracting Officer's Representative (COR) must determine whether the Contractor or the Government caused the deficiency. If the cause of the defect rests with the Government, corrective action must be taken through Government channels. If the cause of the defect is due to action or inaction by the contractor, the contractor is responsible for correction of the problem at no additional expense to the Government.

2.2.1 Documentation

Documentation of work non-performed or unacceptable work is essential for tracking Contractor performance. The COR will document deficient work by compiling facts describing the inspection methods and results and to substantiate nonconformance with the contract. A sample documentation reporting form is provided in Appendix B, Example US Forest Service Daily Diary. The documentation, with any recommendations, will be forwarded to the CO. In the case of the Contractor, the COR will decide whether to elevate the problem to the CO for corrective action.

2.2.2 Remedial Actions

The Federal Acquisition Regulation allows for penalties in the event that the Contractor fails to perform the required services. Penalties are defined as those actions taken under the direction of the CO against the contractor within the general provisions of the contract for nonconformance to the PWS and PRS.

Section 3: Contractor and Government Responsibilities

3.1 Contractor Responsibility

The Contractor is responsible for delivering products or services in accordance with the contract. Implementing its QCP, which describes the Contractor's methods for ensuring all products and services under the contract meet established performance standards and AQLs. Maintaining, and providing for audit, quality control records and reports and all records associated with the investigation and complaint resolutions. Appointing a single quality control point-of-contact to act as a central recipient of communication from the COR or CO.

3.2 Government Responsibility

3.2.1 Contracting Officer (CO)

The CO is responsible for administering and monitoring contract compliance, contract administration, and cost control and for resolving any differences between the observations documented by COR and the contractor's performance. The CO may delegate various day-to-day contract administration duties to the COR for performance management and administrative actions such as invoice approval and issuance of Contract Discrepancy Reports may be, and normally are, delegated by the CO to the COR. The CO shall approve any revisions to the QASP processes or standards.

3.2.2 Contracting Officer Representative (COR)

The COR, is designated in writing, by the CO. The COR will ensure that the QA function is properly executed, plays a key role in contract administration and performs the contract surveillance and monitoring. Some key contract administration duties include, but are not limited to, performs surveillance as required by this QASP; make recommendations to the CO for issuance of Contract Discrepancy Reports or letters of commendation and acceptance or rejection of completed work and for administrative actions based on unsatisfactory or non-performed work, and revisions or changes to the QASP; and assists the CO in identifying necessary contract modifications and preparing reports of Contractor performance and cost.

The COR may use the form(s) included in the Appendices to perform the inspection or other forms as approved by the CO.

3.2.3 Customers

Customers or organizations/offices that the Contractor provided support may be requested to assist the COR in conducting QA to provide information relating to the Contractor's performance through Customer Feedback. Information gained from the Customer Feedback may be used in conjunction with other methods of observation to rate the performance of the Contractor.

Section 4: Surveillance Methods to Perform Quality Assurance

4.1 Surveillance Methods

The surveillance methods used in the QA process are the Government's tools to monitor the Contractor's products and services. The best means of determining whether the Contractor has met all contract requirements is to inspect the Contractor's service products and analyze the results. Further, documented inspection results are an effective tool in contract administration that can confirm the successful achievement of all performance requirements or highlight areas where defects exist and improvements are necessary.

4.1.a 100 Percent Inspection

The 100 percent inspection method requires complete inspection each month and will be used for critical contract requirements.

4.1.b Performance Standards and AQLs

Calculating Acceptable Quality Level, AQL: Acceptable quality levels AQL will be calculated by dividing the number of acceptable occurrences observed by the number of possible occurrences observed. For example: Paragraph 3.2 in month one the COR observed 20 roadway maintenance services. Of the 20 observed services, 18 were satisfactory. 18 satisfactory observations divided by 20 possible observation equals 0.9 or 90%.

4.2 Analysis and Results

When the inspections and validations have been completed, the COR will perform an analysis of the Contractor's performance. The purpose of the analysis is to ensure Government is receiving high-quality products and services from the Contractor. The COR will review the results, rate the Contractor's compliance with the performance standards and AQLs, and characterize the Contractor's overall performance. Analysis of all types of contract monitoring will result in one of the following outcomes:

Performance Rating	**Criteria**
Exceptional	Performance meets contractual requirements and exceeds many to the Government's benefit. The contractual performance of the element or sub-element being evaluated was accomplished with few minor problems for which corrective actions taken by the contractor were highly effective.
Very Good	Performance meets contractual requirements and exceeds some to the Government's benefit. The contractual performance of the element or sub-element being evaluated was accomplished with some minor problems for which corrective actions taken by the contractor were effective.
Satisfactory	Performance meets contractual requirements. The contractual performance of the element or sub-element contains some minor problems for which corrective actions taken by the contractor appear or were satisfactory.
Marginal	Performance does not meet some contractual requirements. The contractual performance of the element or sub-element being evaluated 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	Performance does not meet most contractual requirements and recovery is not likely in a timely manner. The contractual performance of the element or sub-element contains a serious problem(s) for which the contractor's corrective actions appear or were ineffective.

842 - Roadway Vegetation Maintenance National Forest

(02/13)

842.01

Service Required

Remove and dispose of vegetation to provide for user safety, and to facilitate roadway surface and drainage maintenance.

842.02

Performance Standards

1. Vegetation Maintenance

Vegetation maintenance is attained when vegetation has been removed, damaged trees have been removed or treated, and residual debris has been properly disposed of (as shown on the **Standard Brushing Typical** and described in the **Acceptable Quality Levels**).

NOTE: Standards for double lane road segments are greater than those for single lane road segments (see **Brushing List and Standard Brushing Typical**).

2. Requirement for Non-native Invasive Plant Species Control

Prior to entering National Forest lands, all road maintenance equipment shall be cleaned to minimize the potential spread of non-native invasive plant species. Prudent actions, such as washing or using compressed air, shall be taken to clean equipment, prior to moving from one project area to another within the National Forest, to ensure that these species are not spread.

834.03

Location of Work

Work will apply to those areas shown on the task order or drawings. Additional work may be ordered by the Contracting Officer.

842.04

Measurement

Measurement will be made of each item or unit of work, as shown in the Schedule of Items, completed and accepted in accordance with the contract provisions, specifications, and drawings.

Mile: Work activities by the mile will be measured along the linear centerline of the roadway, and rounded to the nearest tenth (0.1) of a mile.

842.05

Payment

Accepted quantities will be paid at the contract price per unit of measurement for the Section 842 pay items listed in the Schedule of Items. Payment will be full compensation for the work prescribed in this section.

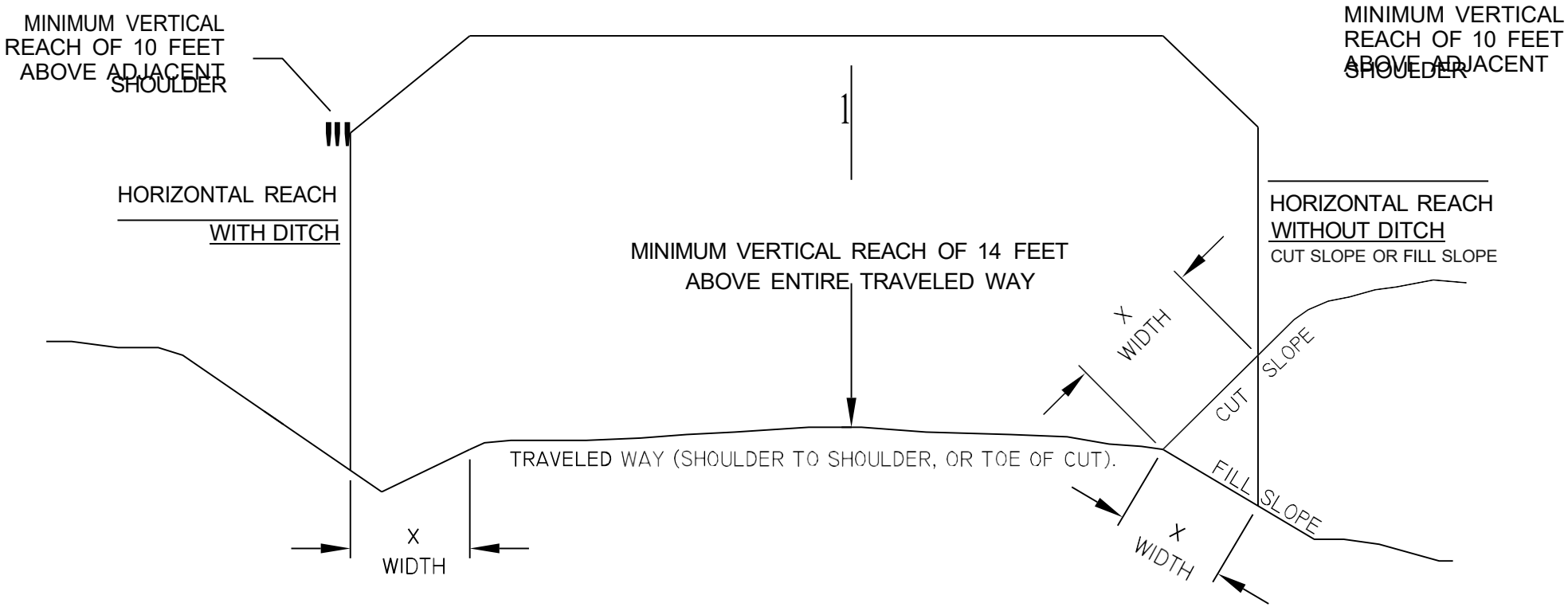
3. NOTE: Mobilization is incidental to pay items.

Pay Item	Pay Unit
842(01) Roadway Vegetation Maintenance	
Double Lane Road Segments	Mile
842(02) Roadway Vegetation Maintenance	
Single Lane Road Segments	

Description	Major Defect	Allowable Major Defects	Action Required to Correct Major Defects	Minor Defect	Allowable Minor Defects	Action Required to Correct Minor Defects
Vegetation Removal	Vegetation remaining within the brushing window, *above* the traveled way	None	Rework	Vegetation remaining within the brushing window, *not above* the traveled way	An aggregate total of 100 linear feet in any one mile segment. Spot occurrences shall count for a minimum of 10 linear feet.	Rework, if more than 100 linear feet in any one mile segment exist.
	Vegetation not removed to within 4 inches above the ground over the entire traveled way	None	Rework	Vegetation not removed to within 6 inches above the ground outside the traveled way, within the brushing window	An aggregate total of 100 linear feet in any one mile segment. Spot occurrences shall count for a minimum of 10 linear feet.	Rework, if more than 100 linear feet in any one mile segment exist.
	Vegetation remaining that obscures clear view of signs and markers.	None	Rework			
	Vegetation remaining within the brushing window, not removed to within 18 inches of an obstruction	None	Rework			
						Continued next page…

Description	Major Defect	Allowable Major Defects	Action Required to Correct Major Defects	Minor Defect	Allowable Minor Defects	Action Required to Correct Minor Defects
Tree Damage	Bark peeled more than 4 inches in any dimension on trees outside the brushing window	None	Fell tree and scatter with other brushing debris	Bark peeled less than 4 inches in any dimension on trees outside the brushing window	A total of 10 occurrences in any one mile segment.	Treat with approved material, if more than 10 occurrences in any one mile segment exist.
Brushing Debris Disposal	Concentration of brushing debris, greater than 3 feet in height, outside the brushing window	None	Rework	Concentration of brushing debris, 3 feet or less in height, outside the brushing window	A total of 2 occurrences in any one mile segment.	Rework, if more than 2 occurrences in any one mile segment exist.
	Brushing debris placed in a drainage facility (ditch or culvert), outside the brushing window	None	Rework	Brushing debris placed on a cut slope, outside the brushing window	1 occurrence in any one mile segment.	Rework, if more than 1 occurrence in any one mile segment exists.

STANDARD BRUSHING TYPICAL



DISPOSAL OF BRUSHING DEBRIS

DEBRIS REMOVED FROM BRUSHING OPERATIONS SHALL BE SCATTERED ADEQUATELY OUTSIDE THE REQUIRED BRUSHING WINDOW. DEBRIS SHALL NOT BE SCATTERED IN ADJACENT ROADWAYS, ATOP FENCES, OR IN LOCATIONS THAT WILL DISRUPT DRAINAGE FUNCTIONS.

ROAD SEGMENTS	X WIDTHS
DOUBLE LANE ROAD SEGMENTS	8 FEET, OR TO THE EXISTING BRUSHING LIMIT, WHICHEVER IS LESS
SINGLE LANE ROAD SEGMENTS	6 FEET, OR TO THE EXISTING BRUSHING LIMIT, WHICHEVER IS LESS

UPON COMPLETION OF BRUSHING, **ALL LIVE AND DEAD VEGETATION LESS THAN 6" DBH** SHALL BE REMOVED TO NO MORE THAN 4 INCHES ABOVE THE GROUND OVER THE ENTIRE TRAVELED WAY, AND NO MORE THAN 6 INCHES ABOVE THE GROUND WITHIN THE REMAINING CLEARED AREAS.

NOTE:

VEGETATION SHALL BE REMOVED TO WITHIN 18 INCHES OF OBSTRUCTIONS (INCLUDING, BUT NOT LIMITED TO SIGNS, ROCKS, AND STUMPS)

Appendix B: USDA Forest Service, Contract Daily Diary

USDA - Forest Service FS-6300-0020 Rev 01/17

CONTRACT DAILY DIARY
(Reference FSH 6309.32)

1. FOREST

2. CONTRACT NO.

3. PROJECT

4. CONTRACTOR

5. CONTRACTOR REPRESENTATIVE ON SITE

6. GOVERNMENT OFFICIALS ON SITE

7. DATE	8. DAY OF WEEK	9. TIME ARRIVED	10. TIME DEPARTED	11. WEATHER

12. TEMPERATURE °F. *Min.* *Max.*	13. GROUND CONDITION	14. CONTRACT TIME	15. DAYS USED	16. COMPLETION DATE

17. TIME USED *(%)*	18. WORK COMPLETED *(%)*	19. WORK ON SCHEDULE	20. CONTRACTOR'S WORK - *(X Appropriate Box)*
		☐ YES ☐ NO	☐ Acceptable ☐ Unacceptable - *Explain in narrative*

21. CHANGE ORDERS/AMENDMENTS ISSUED

22. WORK ORDERS ISSUED *(Include SUSPEND/RESUME)*

23. MATERIALS FURNISHED TO JOB SITE *(Furnished By: G-Govt.; C-Cont.; S-Subcont.)*

24. LIST EQUIPMENT ON SITE *(Furnished by G-Govt.; C-Cont.; S-Subcont.)*

Type	Contract Item Number and Location of Use	Hours Used

25. LIST CONTRACT PAYMENTS, REPORTS, CORRESPONDENCE, ETC.

Item	Prep	Submit

26. WORKERS ON SITE

Classification	Number PRIME	Number SUB

27. GOVERNMENT PROVIDED SERVICES ADEQUATELY AND TIMELY
☐ YES ☐ NO - Explain in narrati e

28. NARRATIVE REPORT

29. SIGNATURE	30. TITLE	31. ADDTL SPACE NEEDED ☐ *(continued on 6300-21)*