CONTRACT NO. _____

Winter Snow Removal
White Mountain National Forest
SACO RANGER DISTRICT
QUALITY ASSURANCE SURVEILLANCE PLAN

1. INTRODUCTION:
   This quality assurance surveillance plan (QASP) will be used to ensure service levels are received that meet the requirements listed in the contract performance work statement. The plan sets forth the procedures and guidelines the Contracting Officer's Representative (COR) will use to ensure performance standards are achieved by the contractor.

   The Forest Service relies on the Contractor's existing quality assurance system for commercial services as a substitute for Government inspection and testing before tender for acceptance unless customary market practices for the commercial service being acquired include in-process inspection. Any in-process inspection by the Government shall be conducted in a manner consistent with commercial practice. The Forest Service may conduct quality assurance for its benefit and has the right to refuse acceptance of nonconforming services. Quality issues with services tendered for acceptance or rejected by the Government shall be resolved under Contract Clause FAR 52.212-4, "Contract Terms and Conditions-Commercial Items".

2. METHODOLOGIES:
   Simplified surveillance methods will be used by the COR to evaluate contractor performance. The primary methods of surveillance are

   - Random monitoring through observations performed by the COR
   - Valid Customer Complaint
   - Review of Deliverables
   - Review of Contractor inspection reports

3. The acceptable quality levels are provided in the contract Performance Requirements Summary Table:

Required Services	Performance Standards	Acceptable Quality Level (AQL)	Monitoring Method
Removal of snow	Snow is removed from driveways and parking areas	100% of snow is removed from parking areas and driveways	COR observation Valid customer complaint

Required Services	Performance Standards	Acceptable Quality Level (AQL)	Monitoring Method
Scheduling Services	By 1630 EST the day of snowfall or 0700 the day following snowfall, whichever comes first	No more than 1 occurrence per month where services are not delivered on schedule.	COR Observations Valid customer complaint

4. Documenting Performance: The COR will document surveillances/observations on the attached form.
5. Inspection and Acceptance will be in accordance with FAR 52.212-4 – Commercial Terms and Conditions.

QUALITY ASSURANCE
MONITORING FORM

SERVICE OR STANDARD: _____

_____

_____

_____

_____

SURVEY PERIOD: _____

SURVEILLANCE METHOD (Check):

❒ Random Monitoring ❒ Report Review ❒ Customer Complaint

❒Review of Contractor Inspection Reports

LEVEL OF SURVEILLANCE (Check):

❒ Weekly ❒ Monthly ❒ As Required

PERCENTAGE OF ITEMS SAMPLED DURING SURVEY PERIOD: _____ %

ANALYSIS OF RESULTS:

Observed Service Provider Performance Measurement Rate: _____%

Service Provider's Performance (Check): ❒ Meets Standards

❒ Does Not Meet Standards

Narrative of Performance During Survey Period: _____

_____

_____

_____

_____

PREPARED BY: _____ **DATE:** _____