QUALITY ASSURANCE SURVEILLANCE PLAN

FOR

AIRFIELD MANAGEMENT SERVICES

AT

COLUMBUS AIR FORCE BASE, MISSISSIPPI

14 MAY 2026

This performance-based QASP was approved by the Functional Services Manager as required by AFI 63-138, paragraph 2.10.8.

_____ _____

Signature ***Date***

Revision Control

Revision Number	Date	Remarks
Basic		**This is the initial publication of the Airfield Management Services QASP.**

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1. INTRODUCTION

This Quality Assurance Surveillance Plan (QASP) is pursuant to the requirements listed in the Performance Work Statement (PWS) entitled Airfield Management Services. This plan sets forth the procedures and guidelines the Government will use in ensuring the required performance standards or services levels are achieved by the Contractor.

1.1. Vision Statement

AETC's premier operations support squadron where Airmen, Family and the Mission grow stronger.

Provides safe and efficient Airfield Management services for the Columbus Air Force Base airfield.

1.2. Purpose

This QASP has been developed to provide the Contracting Officer's Representative (COR) an effective and systematic method to evaluate Contractor services as required by the terms and conditions of the contract. This plan implements the guidance of Mandatory Procedures (MP) 5301.602-2(d), *Designation, Assignment, and Responsibilities of a Contracting Officer's Representative (COR)*, and AFI 63-138, *Acqusition of Services*, with respect to the government's quality assurance requirements. It is designed to provide an effective surveillance method of monitoring contractor performance for each listed objective on the Services Summary (SS) in the Airfield Management contract. The role of the COR is to ensure contract standards are achieved.

The QASP provides Government surveillance oversight of the Contractor's quality control efforts to assure that they are timely, effective and are delivering the results specified in the contract. The QASP is not a part of the contract nor is it intended to duplicate the Contractor's Quality Control Plan (QCP). The Government may provide the Contractor an informational copy of the QASP as an attachment to the solicitation to support the Contractor's efforts in developing a QCP and for providing the Contractor an opportunity to comment and propose innovative solutions for the Government's QASP.

1.3. Revisions to the Quality Assurance Surveillance Plan

Revisions to the QASP are the joint responsibility of the Multi-functional Team (MFT). The COR should provide recommendations for improving the PWS and QASP through the Functional Services Manager (FSM) to the CO for review. This is a living document that may be changed at any time with proper coordination and approval; however, if changes are made to the QASP or to the PWS, the COR and CO must ensure that the QASP corresponds with the requirements of the PWS throughout the life of the contract.

1.4. Authority

Authority for issuance of this QASP is provided under FAR Part 46, *Quality Assurance*, Inspections of Services clause, which provides for inspections and acceptance of the articles, services, and documentation called for in the contract or order. This acceptance is to be executed by the CO or his/her duly authorized representative.

1.5. Objective

The objective of this service is to provide professional, safe and effective Airfield Management Services to Columbus Air Force Base Mississippi and Gunshy Auxiliary Airfield. Additionally; the service contractor is expected to be a partner with the base community in continuously improving the quality of programs and services offered to customers. The QASP 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.

1.6. Scope

The Contractor shall provide all personnel, equipment, tools, materials, vehicles, supervision, and other items and services, not provided by the Government, necessary to perform Airfield Management services at Columbus Airforce Base Mississippi and Gunshy Auxiliary Airfield. The Contractor shall perform to the standards in the contract as well as all local, state, and federal regulations. The Contractor is encouraged and expected to use innovative approaches to efficiently and effectively accomplish the PWS requirements in a timely manner, at reduced costs, and in a manner which fosters pride and ownership in the work performed. The Contractor shall not perform inherently governmental functions as defined in Federal Acquisition Regulation (FAR) Subpart 7.5, *Inherently Governmental Functions*.

1.7. Roles and Responsibilities

The membership, goals and responsibilities of the MFT members for this contract are outlined in the Charter. The Contractor participates as a member of the MFT upon award of the contract.

2. PERFORMANCE ASSESSMENT (SERVICES SUMMARY)

2.1. Services Summary

As a minimum, the COR will monitor, review and report on the Contractor's performance and compliance of all Service Summary (SS) items shown below. The service requirements summarized below are the critical performance objectives that relate directly to mission essential items. The performance thresholds referenced in the table briefly describes the minimum acceptable levels of service required for each service requirement. The performance thresholds established for each of the performance objectives are the number of defects permitted before the COR notifies the CO in accordance with FAR 52.246-4, *Inspection of Services - Fixed Price*. Contractor monthly payments will be adjusted based upon the performance thresholds established in the SS for any performance objective that the number of allowable defects is exceeded for a given month.

SS #	Performance Objective	PWS Paragraph	Performance Threshold (This is the maximum error rate. It could possibly be "Zero deviation from standard")	Methods of Surveillance
1	Perform monthly Gunshy Auxiliary Airfield Inspection and develop procedures when performed by others. Identify and report all discrepancies to appropriate agencies.	2.1.1, 2.4.1, 2.4.2, 2.10	100% of the time.	Periodic
2	Conduct airfield inspections/checks and document as required.	2.1.1, 2.4.1, 2.4.2, 2.9, 2.13	100% of the time.	Periodic
3	Identify, correct, and/or report all airfield violatiosn to airfield criteria and safety hazards. Initiate, document, monitor and track all corrective actions taken.	2.4.1, 2.4.2, 2.9, 2.10	90% of the time.	Periodic
4	Identify Runway Surface Condition and disseminate information as required.	2.4.1, 2.4.2, 2.7, 2.11	100% of the time.	Periodic
5	Conduct Bird Aircraft Safety Hazard/Wildlife responses and relay/disseminate appropriate bird watch conditions in accordance with the local.	2.4.1, 2.4.2, 2.9, 2.11, 2.12, 2.13	90% of the time.	As required
6	Transmit, Issue, revision and cancellation of Notice to Airman (NOTAM), as requested or required.	2.4.1, 2.4.2, 2.8	90% of the time.	Periodic
7	Transmit flight plans, transmit/receive aircraft movement messages, perform flight following actions and make appropriate notifications.	2.4.6	90% of the time	Periodic
8	Receive, document, disseminate and respond to airfield/aircraft emergency actions and other related emergency response message over the Primary Crash Alarm System (PCAS) and Secondary Crash Net (SCN)	2.4.1, 2.4.6, 2.11	100% of the time.	Periodic
9	Develop, revise, and utilize Operating Instructions and Quick Reaction Checklists.	2.4.4, 2.4.6	100% of the time.	As required

10	Maintain required flight planning room equipment, displays and ensure availability of current Flight Information Publications and publications and forms.	2.4.6, 5.2.1.2, 5.2.3	90% of the time.	Periodic
11	Develop, maintain and enforce a local Airfield Driver's Familiarization Program.	2.4.2, 2.4.3, 2.6	100% of the time.	Periodic
12	Ensure positive control of Personnal Owned Vehicles (POV) and airfield construction/maintenance contractors on the airfield.	2.4.2, 2.6	90% of the time.	Periodic
13	Coordinate on all written base policies, procedures, plans, instructions/regulations, and supplements pertaining to airfield usage and Airfield Management Operations.	2.4.1, 2.25	90% of the time.	Periodic
14	Provide Distinguished Visitor (DV) support services in accordance with established policy.	2.3, 2.3.2, 2.18	100% of the time.	Periodic
15	Properly document and track daily events logs, checklists, forms and workload factors.	2.4.1, 2.4.4, 2.4.6, 2.9, 2.11, 2.12, 2.13, 2.14, 2.15	90% of the time.	Periodic
16	Airfield Management Services personnel meet minimum airfield knowledge requirements and job qualifications.	2.4.2, 2.4.3, 2.4.5, 2.4.6, 2.16, 2.17	90% of the time.	Periodic
17	Maintain files and disposition of written policies, procedures and histrocial data.	2.25	90% of the time.	Periodic
18	Maintain Quality Control Plan and Unit Effectiveness Inspection items.	2.4.3, 3.3, Appendix B	100% of the time.	Periodic
19	Establish, implement and maintain a formal Airfield Management training program to ensure qualification, recurring, and proficiency training.	2.4.5, 2.16	100% of the time.	Periodic
20	Attend planning and coordination meetings affecting airfield operations at Columbus Air Force Base and Gunshy Auxiliary Airfield to provide input, guidance and solutions.	2.4.1, Appendix F, I	90% of the time.	Periodic
21	Conduct a self-assessment using the Management Internal Control Toolset Self-Assessment Communicators (MICT SAC). Update MICT SAC as needed and in preparation for Unit Effectiveness Inspection	2.4.1, 2.4.2, 2.4.3, 2.4.4, 2.4.5	100% of the time.	As required
22	Participate with other base agencies to ensure an accurate airfield waiver program.	2.4.1, 2.23, Appendix I	90% of the time.	Periodic
23	Update Operations Support Squadron/Director of Operations and/or Commander on status of airfield projects/work orders.	2.4.2	100% of the time.	Periodic

2.2 Surveillance Methods. The majority of surveillances will be conducted utilizing the surveillance checklists located in the COR continuity binder. These surveillances will assess the Contractor/Service Provider ability to manage program areas as specified in the contract (Airfield Driving, FLIPS, etc) and any taks accomplished in accordance with applicable instructions and manuals (NOTAMs, flighting planning, airfield inspections, etc.). A surveillance conducted that is unscheduled/unspecified is known as an "as-observed" surveillance. These survellances may product discrepancies observed by the COR that are not part of the scheduled surveillance plan. CORs may us the cumulative results of scheduled checklist discrepancies and "as-observed" discrepancies towards Contractor Performance Assessment Report (CPAR) ratings under the "Quality" or "Management" category.

2.1.1 **Customer Complaints**. The Airfield Management Services COR will provide instructions or provide forms to customers on Columbus AFB on the procedures of the customer complaint process. Any customer receiving unacceptable service should immediately submit an Airfield Service Survey or e-mail to the Airfield Management Services COR. Upon receipt, the COR will conduct an investigation to determine the validity of the complaint. If the COR determines the complaint to be invalid, he/she will document the written complaint of the findings and notify the customer. If the complaint is validated, the COR shall verbally notify the Contractor's Quality Control Inspector or Point of Contact to pick up the written customer complaint. The contract shall be given an appropriate time frame (depending on the discrepancy identified) after notification to correct the unacceptable performance. The COR will inform the customer of the approximate time the discrepancy(s) will be corrected. A discrepancy will not be recorded if proper and timely correction of the the unacceptable condition(s), product or service is accomplish and our thresholds listed in Services Summary have not been breached. A record will be kept, however, to document any trends resulting from repeated complaints. The Quality Control Inspector/Point of Contact shall return the written customer complaint document, properly completed with actions taken to the COR, who will file a copy of the complaint for future recurring performance. If the Qulaity Control Inspector/Point of Contact disagrees with the complaint after investigation and challenges the validity of the complaint, the Qulaity Control Inspector/Point of Contact will notify the COR. The COR will then forward the original annotated Airfield Service Survey to the CO for resolution. Complaints not received on the Airfield Service Survey will be considered null and void.

2.1.2 **Periodic Surveillance**. The COR will inspect the performance objectives at least annually to ensure contractor compliance with the appropriate paragraphs of the PWS for those objectives listed above utilizing this method. These periodic inspections shall be conducted using locally developed checklists. Inspections are conducted with checklists for specific SS and PWS elements that are not specifically referenced. Copies of these checklists are provided to the contractor. For those areas not specifically defined, the COR will use the Inspection of Services clause as authority to inspect. In any case, SS or non-SS items will be covered by checklist procedure. The COR will record results of inspection, noting the inspector's name, contractor Point of Contact, date and time of inspections and COR name if present during inspection. Inspections will be tracked on a local surveillance tracker.

2.1.3 **Inspection**. The COR will inspect Airfield Inspection checklist, Air Force Form 3616 (Daily Record of Facility Operations), Unit Efectiveness Inspection Management Internal Control Toolkit, Quick Reaction Checklists and Operating Instructions for compliance with published directives.

2.3 Surveillance of Non-SS Items

All other tasks required under the PWS may be inspected at a frequency determined by the FSM, CO and/or COR. The Government has the right to inspect and test **all** services called for by the contract, to the extent practicable at all times and places during the term of the contract. Therefore, the COR will conduct

surveillance for SS items and non-SS items as well. When the COR identifies unacceptable performance on non-SS items, the COR shall follow the procedures in paragraph 4.7, *Remedies for Non-Conformance*.

2.4 Performance Rating Definitions

In evaluating the quality of contractor's performance, the following performance ratings may be used.

Performance Rating	Criteria
Excellent/ Outstanding	Performance meets contractual requirements and exceeds many to the government's benefits. 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 benefits. 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 was effective.
Satisfactory	Performance meets contractual requirements. The contractual performance contains some minor problems for which corrective actions taken by the contractor 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 contains serious problem(s) for which the contractor's corrective actions appear or were ineffective.

2.5 Performance Reporting

2.5.1 **Performance Assessment Report (PAR)**. Unsatisfactory Contractor performance will result in the COR issuing a negative PAR. The COR will prepare and forward the negative PAR to the PCO for submission to the Contractor. The PCO will submit the negative PAR to the Contractor for corrective action. In Section II of the negative PAR, the Contractor shall explain the discrepancy and identify the corrective action they shall take to resolve the discrepancy and prevent recurrence. The Contractor shall sign and return the negative PAR to the PCO by the suspense date listed in block 6. The COR will upload the negative PAR in SPM. The COR shall submit all PARs to the CO by the 5th workday of each month. These reports are essential for identifying areas that are nonconforming and whether the Contractor has satisfied the basic requirements of the PWS. All PAR documentation shall be submitted with all validated customer feedback and CARs.

2.5.2 **Customer Complaint Form**. The contractor is expected to establish and maintain professional communication between its employees and customers. The primary objective of this communication is customer satisfaction. Customer satisfaction is the most significant external indicator of the success and effectiveness of all services provided and can be measured through customer complaints.

2.5.2.1 Performance management drives the contractor to be customer focused through initially and internally addressing customer complaints and investigating the issues and/or problems.

2.5.2.2 If the COR determines that the negative comment is not valid, the customer will be informed of the reason(s) why and the complaint will be closed.

2.5.2.3 For validated negative comments, the COR will notify the contractor to allow the opportunity for investigation, comment and any corrective action. The COR will determine whether it is necessary to initiate a Corrective Action Report (CAR) and coordinate with the COR Supervisor and CO on

any CAR. If acceptable action is taken by the Contractor, the complaint is closed. If unacceptable action is taken or the complaint cannot be resolved at the COR level, it will be elevated to the CO for final resolution. The COR will also notify the customer of the corrective action taken by the Contractor, if applicable. The COR, with assistance from the COR Supervisor, will conduct trend analysis, as required, of validated negative comments.

2.5.3 **Corrective Action Report (CAR).** If repetitive negative PARs or a single negative PAR identifying critical Contractor non- compliance are issued without satisfactory resolution, the COR will initiate the CAR process. However, the MFT reserves the right to issue a CAR at any time based on the severity of the Contractor non-compliance. The COR will prepare a CAR and forward it to the QAPC. The QAPC will assign a control number in block 6 of the CAR form and return the CAR to the COR. The COR will forward the CAR to the CO for submission to the Contractor. The CO will submit the CAR to the Contractor for corrective action. The Contractor shall sign and return the CAR, with corrective action plan, to the CO for acceptance by the MFT by the suspense date. The corrective action will be tracked and documented until the discrepancy is resolved. The COR will notify the QAPC that the CAR has been closed. The COR will upload the CAR in SPM. The CAR will become part of the CO contract file. If the CAR process fails to resolve the discrepancy, the CO has the right to invoke the applicable clause at FAR 52.246.

2.6 Standard

Recurring discrepancies are not permitted for any of the service items listed above. For example, if a customer has a valid complaint, the contractor must correct the discrepancy through re-performance, if possible. No discrepancy will be recorded against the contractor's performance. However, if the same situation occurs again during the reporting period to bring the performance threshold below the acceptable level, a discrepancy will be recorded and reported to the CO for appropriate action in accordance with FAR 52.212.4, *Contract Terms and Conditions-Commercial Items*. Additionally, if the same discrepancy occurs repeatedly throughout different reporting periods, this will reflect upon the contractor's performance. The COR will annotate the unacceptable performance and notify the CO in order to address the problem areas with the Contractor, and a MFT meeting will be scheduled if needed.

2.7 Remedies for Non-Conformance

If inspections indicate unacceptable performance, the COR will notify the contractors Quality Control Inspector/Point of Contact of the deficiencies for correction. The contractor shall be given an appropriate time frame (depending on the discrepancy identified) after notification to correct the unacceptable performance. If deficiencies are not corrected within the required time frame, the COR should notify the CO for action. If the contractor disagrees with the noted discrepancy and an agreement cannot be reach the CO shall be notified of a final decision.

3 PERFORMANCE ASSESSMENT APPROACH

The MFT will utilize the following approaches, methods and tools to manage the contract upon award.

3.1 Initial Contract Performance Review (30-Day Review)

The SDO may waive the initial evaluation for contractors that have continued performance under a successor contract award (prior incumbent), or for contractors that have otherwise demonstrated full compliance with contract start-up. Separate initial contract performance reviews are not required when they would duplicate existing reviews. If a performance review is waived, include "N/A, waiver is filed in Section E of the contract folder."

3.1.1 Within 30 days after the contractor assumes full performance responsibilities, an Initial Contract Performance Review will be conducted. The review is a determination by the MFT that the Contractor successfully started performance, has completed transition, is fully operational, and is within the estimated cost, schedule and performance parameters of the contract.

3.1.2 Contract Performance Assessment Values

Rating	Description
Green	No issues.
Yellow	Issue(s) but contractor has an adequate mitigation or corrective action plan in place.
Red	Issue(s) with inadequate or no contractor mitigation or corrective action plan. **NOTE:** Any "red" assessment shall include the Government proposed actions for the failing contractor.

3.2 Contracting Officer's Representative (COR) Monthly Surveillance

The COR is required to report detailed results of performance objective verifications to their COR Supervisor on a monthly basis. The COR will compile inputs in the QASP Checklist that includes an overall performance rating configured to correspond to the ratings used to complete CPARS assessments. The QASP Checklist will also include deficiencies identified during the period, along with COR comments as necessary. In addition, the COR will identify those areas where the contractor has exceeded the minimum requirements of the PWS and their resultant benefit to the Government. Both the COR and Contractor Site Lead Manager shall sign the monthly checklist to ensure bilateral understanding of results/rating.

3.3 Contract Performance Assessment Reporting System (CPARS)

In accordance with FAR Part 42, Contract Administration and Audit Services, the MFT will evaluate Contractor performance. CPARS will be updated at least annually documenting contractor performance for this specific contract. The following areas will be rated on CPARS as applicable: quality of product or service, schedule, cost control, management of key personnel/GFE/GFP, utilizational of small business, regulatory compliance and business relations. More frequent updates may be made as required to document a significant improvement or degradation of the level of contract performance. The Assessing Official Representative will be the COR; the Assessing Official will be the CO or CA; and the Reviewing Official will be the Acquisition Flight Chief, the Director of Business Operations (DBO), or the 14th Contracting Squadron Commander. The contractor representative also has input prior to this report being finalized. The COR will have access to CPARS training information prior to initiating a CPAR and will be expected to become familiar with the guidelines and instructions provided. (NOTE: Notify the QAPC if you require access to CPARS.)

3.4 Surveillance Plan Performance Objectives

The COR will review Surveillance Plan Performance Objectives, assess their applicability and recommend the addition or subtraction of Performance Objectives as conditions warrant. This review must be accomplished annually as a minimum.

3.5 Special Audits

The COR must be alert to conditions that would warrant a special quality audit. Any time the COR observes that a functional area is out of acceptable tolerance or that the technical expertise is not available, a request for a functional area quality audit should be addressed to the CO.

3.6 Performance Assessment Folders

The SPM must be developed and maintained by the CORs. The contract administrator will review the COR's surveillance to ensure surveillance is properly conducted and documented, and contractor performance is within acceptable levels. This review will be documented and acknowledged by the CO, QAPC and FSM.

3.7 Contractor Performance Metrics

CORs will furnish monthly to the FSM, the Contractor's performance metrics of SS items, analysis of trends discovered in surveillance, CARs issued, and summary of Contractor's performance. Program Manager will consolidate COR reports and provide a status of the Contractor's performance to the CO.

3.8 Contractor Quality Control Plan

In accordance with the PWS, the Contractor shall establish and maintain a QCP to ensure the requirements of the contract are provided as specified. The Contractor shall provide a QCP describing the inspection system for the requested services listed in the PWS. The Contractor shall develop and implement procedures to identify, prevent, and ensure non-recurrence of unacceptable services. The Contractor shall update the plan as changes occur and changes shall be submitted for review and acceptance by the CO. In this contract, the contractor's quality control program is the driver for service quality. The Contractor is required (if applicable) to develop a comprehensive program of inspections and monitoring actions and quality control program. This quality control program submitted at the beginning of the contract, provides the measures needed to lead the contractor to success. Once the quality control program is accepted, careful application of the process and standards presented in the remainder of this document will ensure a robust quality assurance program.

3.8.1 The Contractor's QCP shall contain, as a minimum, the following items:

3.8.1.1 A description of the inspection system to cover all services. Description shall include specifics as to the areas to be inspected on a scheduled and unscheduled basis, frequency of inspections, and the title and organizational placement of the inspector(s).

3.8.1.2 A description of the methods to be used for identifying and preventing defects in the quality of service performed.

3.8.1.3 A description of how the records will be kept. Records must document all inspections and corrective or preventive actions taken.

3.8.2 Contractor Inspection Records. Records of inspections shall be kept and made available to the Government throughout the contract performance period and for the period after contract completion until final settlement of any claims under this contract.

3.9 Combating Trafficking in Persons

The COR shall monitor the contractor's performance regarding trafficking in persons to ensure compliance with FAR clause 52.222-50, *Combating Trafficking in Persons (CTIP)*. Should the COR believe that the contractor is not in compliance with 52.222-50, the COR will immediately bring the issue directly to the CO for further action. The CO shall report the incident to the proper investigative authorities and chain of command should there be strong reason to believe a violation has or is occurring.

4. PERFORMANCE MANAGEMENT

4.1 Market Research

Market research will be used as a tool throughout the life of the contract to remain current with the most efficient and effective assessment methods and techniques of the commercial marketplace. As a minimum, market research will be conducted annually prior to exercising the option periods.

4.2 Multi-functional Team Meetings

The multi-functional team will manage the contract for the life of the requirement. The MFT will form a partnership between the Government and the Contractor to ensure the best possible service is provided. Performance may be reviewed at these meetings, and if improvement is necessary, a plan of action will be created. The MFT will continually review data and procedures to improve efficiency. The contract-specific MFT will meet as needed throughout the life of the contract. The Business Strategy Planning Session (BSPS) takes place the first quarter of the fiscal year, unless urgent circumstances prevent the meeting, to discuss customer contracts and requirements which specifically include this contract. The goal of the MFT is to give all members, Government and Contractor, a vested interest in maintaining the highest quality service to our customers and the ability to propose/initiate improvements. The success of the contract is a combined effort of all MFT members.

4.3 Disputes

Attempts will be made to resolve all disputes arising under this plan using the Alternate Dispute Resolution (ADR) as outlined in FAR Subpart 33.214. The objective is to increase the opportunity for mutually agreeable resolutions to disputes that are relatively inexpensive and expeditious. If no resolution can be made under Alternate Dispute Resolution, the CO shall be notified for a final decision.

4.4 COR File Documentation

The COR is required to upload all documentation required (training certificates, monthly reports, etc.) into JAM and SPM. The JAM manages COR nominations and approvals and SPM provides monthly status report tracking. The CORs are required to maintain accurate records of the Contractor's performance and keep the FSM informed of all data pertaining to Contractor status.

5. INFORMATION ASSURANCE CONTRACTOR TRAINING AND CERTIFICATION

IAW DFARS 252.239-7001, *Information Assurance Contractor Training and Certification*, paragraph c, "contractor personnel who do not have proper and current certifications shall be denied access to DOD information systems."

6. CERTIFICATION AND ACCEPTANCE OF SERVICES

6.1 Wide Area Work Flow (WAWF) is the mandatory electronic invoicing system used by DoD. All vendors must submit invoices through this system to obtain payment for supply, service, and construction contracts. The COR is responsible for accepting services in WAWF for payment. As the approving official in WAWF, CORs are responsible and accountable for the goods or services being properly accepted. If the COR receives incomplete or unacceptable services, he/she should contact the CO. Most importantly, the COR will not approve a contractor's Invoice/Receiving Report until all goods are received and/or all services have been rendered.

6.2 The COR will ensure the contractor's document matches the contract line item number, unit of issue and prices in the contract. If they don't, the COR will reject the document back to the contractor, and advise the contractor to resubmit it properly. If the contractor fails to submit the proper document, this will create payment or accounting problems later.

6.3 If all items/services are complete and acceptable, the COR must process the WAWF Combo (Receiving Report) within ten calendar days to ensure prompt payment to vendor.

6.4 WAWF can be accessed at https://piee.eb.mil/. Instructions are provided on the website if you are new to the WAWF system. If additional guidance is needed, contact the resource advisor or local financial management office.

7. APPENDICES

A – Acronyms
B - Initial Contractor Performance Review
C - Performance Assessment Report (PAR)
D – Customer Complaint Form
E – Corrective Action Report (CAR)

APPENDIX A - ACRONYMS

CAR	Corrective Action Report
CCR	Customer Complaint Report
CO	Contracting Officer
COR	Contracting Officer's Representative
CPARS	Contractor Performance Assessment Reporting System
CTIP	Combating Trafficking in Persons
DBO	Deputy, Business Operations
DFAS	Defense Finance Accounting System
DOD	Department of Defense
FAR	Federal Acquisition Regulation
FSM	Functional Services Manager
GFE	Government-Furnished Equipment
GFP	Government-Furnished Property
JAM	Joint Appointment Module
MFT	Multi-functional Team
MP	Mandatory Procedures
PAR	Performance Assessment Report
PWS	Performance Work Statement
QAPC	Quality Assurance Program Coordinator
QASP	Quality Assurance Surveillance Plan
QCI	Quality Control Inspector
QCP	Quality Control Plan
SPM	Surveillance and Performance Module
SS	Service Summary
WAWF	Wide Area Work Flow

APPENDIX B - INITIAL CONTRACTOR PERFORMANCE REVIEW

INITIAL CONTRACT PERFORMANCE REVIEW

Columbus AFB MS
For contracts greater than SAT (>$150K)
(IAW AFI 63-138, *Acquisition of Services*, para 6.4)

Contract Number:	**Description:**
Contract Start Date:	**Expiration Date:**
Total Contract Value:	**Basic Year, plus _____ Option Years**
Approximate Annual Value:	**Contractor:**
For Transition Period Ending:	**Initial Performance Assessment (select one):** *(See AFI 63-138, para 6.4.3)*

Section 1 – Required Submittals

(If you need additional space, see page 2)

#	Required Submittals	Due Date	Status
a.			
b.			
c.			
d.			
e.			

Section 2 – Questions

(If you need additional space, see page 2)

#	Questions	Yes	No	Comments
1.	Did the Contractor successfully start performance?			
2.	Did the Contractor successfully complete transition?			
3.	Is the Contractor fully operational?			
4.	Is the Contractor within the estimated cost, schedule, and performance parameters of the contract?			

Section 3 - Signatures

Primary COR		Functional Commander/Director	
Contracting Officer		**Quality Assurance Program Coordinator**	
Director, Business Operations		**Commander, 14th Contracting Squadron**	
Comments		*Comments*	

SharePoint > Customer Education > QAPC > Templates Current as of 13 May 2016

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APPENDIX C - PERFORMANCE ASSESSMENT REPORT (PAR)

PERFORMANCE ASSESSMENT REPORT (PAR)

(If more space is needed, use reverse and identify by number)

1. CONTRACT/TASK ORDER NUMBER	2. CONTRACTOR	3. TYPE OF SERVICES

4. QUALITY ASSURANCE PERSONNEL (COR) SIGNATURE AND DATE	5. COR PHONE	6. SUSPENSE DATE

I. PERFORMANCE

7. ☐ DEFICIENCY (CHECK ALL BOXES THAT APPLY) ☐ NEW ☐ REPEAT ☐ NO DEFICIENCY NOTED	8. SERVICES SUMMARY or PWS PARAGRAPH ITEM REVIEWED
9. BRIEF DESCRIPTION OF DEFICIENCY (IF DEFICIENCY BOX WAS CHECKED)	10. DETAILED PERFORMANCE ASSESSMENT

II. CONTRACTOR VALIDATION

11. CONTRACTOR REPRESENTATIVE ☐ CONCUR ☐ NON-CONCUR	12. CORRECTIVE ACTION ESTIMATED COMPLETION DATE

13. CONTRACTOR REPRESENTATIVE CORRECTIVE ACTION AND PREVENTION OF RECURRENCE OR REASON FOR NON-CONCURRENCE OF COR CITED DEFICIENCY

III. ACTION CORRECTED

14. ☐ CONCUR ☐ NON-CONCUR COR SIGNATURE AND DATE

15. COR REMARKS (REQUIRED)

6. CONTRACTOR REPRESENTATIVE REMARKS

APPENDIX D - CUSTOMER COMPLAINT RECORD

CUSTOMER COMPLAINT RECORD			DATE/TIME OF COMPLAINT
SOURCE OF COMPLAINT			
ORGANIZATION	BUILDING NUMBER	INDIVIDUAL	PHONE NUMBER
NATURE OF COMPLAINT			
CONTRACT REFERENCE			
VALIDATION			
DATE/TIME CONTRACTOR INFORMED OF COMPLAINT			
ACTION TAKEN BY CONTRACTOR			
RECEIVED/VALIDATED BY			

APPENDIX E - CORRECTIVE ACTION REPORT (CAR)

CORRECTIVE ACTION REPORT (CAR)

(If more space is needed, use reverse and identify by number)

1. CONTRACTOR	2. CONTRACT NUMBER	3. TYPE OF SERVICES

4. FUNCTIONAL AREA	5. SUSPENSE DATE	6. CONTROL NUMBER

7. DEFICIENCY ☐ MAJOR ☐ MINOR

FINDING:

FINDING IMPACT:

Please respond with a written corrective action plan that details the corrective action of the cited deficiency, the cause of the deficiency, and actions taken to prevent recurrence by Suspense Date in Block 5. If date was not entered in Block 5, the contractor is not required to provide a response.

8. QUALITY ASSURANCE PERSONNEL (COR)

TYPED NAME AND GRADE	SIGNATURE AND DATE

9. ISSUING AUTHORITY

TYPED NAME AND GRADE	SIGNATURE AND DATE

10. COR RESPONSE TO CONTRACTOR CORRECTIVE ACTION AND ACTION TAKEN TO PREVENT RECURRENCE

11. COR DETERMINATION ☐ ACCEPTED ☐ REJECTED	12. CLOSE DATE