

**Quality Assurance Surveillance Plan (QASP)**  
**Landscaping, Snow Removal, and Goose**  
**Control Service Contract**  
**CSC-23302**  
**Contract # \_\_\_\_\_**

## **1. Purpose**

1.1 The purpose of this document is to provide guidance on administering subject contract such that the best possible quality in performance can be assured through appropriate surveillance, and addressing of any performance failures as appropriate.

1.2 The contractor, and not the Government, is responsible for management and quality control actions to meet the terms of the contract. The role of the Government is quality assurance to ensure contract standards are achieved. It is also used for assessing contractor's overall performance, both the good and the bad, which will be used to determine future contract actions with a company (e.g. exercising of options, determining contractor responsibility, and past performance for future awards).

## **2. Surveillance Procedures**

2.1 The Government may inspect and evaluate the Contractor's performance to ensure Services are received in accordance with requirements in this contract. When a performance threshold has not been met or Contractor performance has not been accomplished, the Government will initiate a Contract Discrepancy Report (CDR) for issuance to the Contractor. The Contractor shall respond to the DF-FCIE Contract Officer Representative (COR) or designee within 10 calendar days of receipt.

2.2 Periodic Validations. The government will evaluate the contractor's work periodically during performance of the Service. Any unsatisfactory inspection (defect) result shall be recorded, and the Contractor shall re-perform the service within 24 hours of notification or a mutually acceptable time frame.

2.3 Complaints. The Government will receive and investigate complaints. The Government will be responsible for initially validating customer complaints. The DS-FCIE COR shall make final determination of the validity of customer complaint(s) in cases of disagreement with the COR designee and the Contractor. For validated customer complaints of inadequate Service as stated in the Contract, the Contractor shall provide a written corrective action plan within 48 hours of notification.

## 2.4 Documenting Surveillance.

2.4.1 Progress Meetings. The COR or designees, and the Contractor shall periodically meet to discuss the Contractor's performance. The following issues shall be discussed; opportunities to improve the contract, any modifications required of the contract, unsatisfactory inspections and valid customer complaints against each performance objective observed and steps taken by the Contractor to prevent occurrences in the future. The minutes of these meetings will be prepared in writing by the COR or designee and any other signatures as deemed appropriate, distributed to the functional area Leads, COR and the Contractor. Should the Contractor not concur with the minutes, the Contractor shall provide a written notification to the COR and Contracting Office identifying areas of non-concurrence for resolution.

2.4.2 Contractor may be asked to provide a summation of unsatisfactory inspections and customer complaints and provide insight into any identified trends.

2.4.3 All documentation resulting from surveillance must be made part of the contract file.

## 3. Surveillance Plan Summary

The Surveillance Plan Summary is the list of performance objectives and standards that must be performed by the contractor. This details the method of surveillance the COR will use to validate and inspect these performance elements. Inspection of each element will be documented in the COR file.

3a. Deliverable: Services received as stated and in accordance with this contract.

3b. Standard: Specific to the requirements as stated in the contract.

3c. Measurement Universe: Satisfactory completion of all corrections defined as discrepancies during surveillance.

3d. Acceptable Performance Metric: Successful performance of equipment, facility or related product identified in the Service contract consistent with normal operational features of the item and to the satisfaction of the COR or designee. This will include any training if identified in the contract.

3e. Method of Surveillance: 100% or as defined in the Service contract.

## Roles and Responsibilities

The following personnel shall oversee and coordinate surveillance activities.

**Project Manager (PM) / Designee** - The PM specific to this Service Contract:

Name: John Patrick  
Organization: DM-FCI  
Telephone: 614-692-3645  
Email: john.patrick@dla.mil

**Contracting Officer's Representative (COR)** - The COR or PM is responsible for providing technical oversight of the Contractor's performance.

Assigned COR: Patrick McCorkle  
Organization: DM-FCI  
Telephone: 614-753-7525  
Email: Patrick.McCorkle@dla.mil

## 4. Contractor

Name:  
Contract Number:  
Telephone:  
POC:  
Email:

## 5. Performance Reporting

***Please note: The Performance Assessment Report (PAR), Part I, must be completed by the PM. The Customer Complaint Record and Corrective Action Report (CAR) completed as necessary by the PM.***

### ***6.1 Performance Assessment Report (PAR):***

The PM will complete the PAR, Part I (Parts II and III as necessary) after services have been completed by the Contractor and forward to the COR.

### ***6.2 Customer Complaint Record:***

The PM will complete only as necessary and forward to the COR.

### ***6.3 Corrective Action Report (CAR):***

The PM will complete only as necessary and forward to the COR.

(4/28/15)

## PERFORMANCE ASSESSMENT REPORT (PAR)

**PART I. PERFORMANCE** MUST BE COMPLETED BY THE PM AND FORWARDED TO THE COR AFTER SERVICES HAVE BEEN COMPLETED.

1. CONTRACTOR	2. CONTRACT NUMBER	3. TYPE OF SERVICES
4. PROGRAM MANAGER'S (PM) NAME		5. PHONE
6. DATE WORK COMPLETED		
7. (CHECK ALL BOXES THAT APPLY) <input type="checkbox"/> NEW <input type="checkbox"/> REPEAT <input type="checkbox"/> DEFICIENCY <input checked="" type="checkbox"/> 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	

11. REVIEWED AND APPROVED BY COR / SIGNATURE AND DATE



**PART II. CONTRACTOR VALIDATION** PM ONLY COMPLETE AS NECESSARY.

12. CONTRACTOR REPRESENTATIVE <input type="checkbox"/> CONCUR <input type="checkbox"/> NON-CONCUR	13. CORRECTIVE ACTION ESTIMATED COMPLETION DATE
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14. CONTRACTOR REPRESENTATIVE CORRECTIVE ACTION AND PREVENTION OF RECURRENCE OR REASON FOR NON-CONCURRENCE OF PROGRAM MANAGER'S CITED DEFICIENCY

**PART III. ACTION CORRECTED** PM ONLY COMPLETE AS NECESSARY.

15. CONTRACTOR REPRESENTATIVE REMARKS
16. <input type="checkbox"/> CONCUR <input type="checkbox"/> NON-CONCUR PROGRAM MANAGER'S (PM) NAME AND DATE
17. PROGRAM MANAGER'S (PM) REMARKS (REQUIRED)
18. REVIEWED AND APPROVED BY COR / SIGNATURE AND DATE

(4/28/15)

<b>CUSTOMER COMPLAINT RECORD</b>		1. DATE/TIME	OF COMPLAINT
SOURCE OF COMPLAINT			
2. ORGANIZATION	3. BUILDING NUMBER	4. INDIVIDUAL	5. PHONE NUMBER
6. NATURE OF COMPLAINT			
7. CONTRACT REFERENCE			
8. VALIDATION			
9. DATE/TIME CONTRACTOR INFORMED OF COMPLAINT			
10. ACTION TAKEN BY CONTRACTOR			
11. RECEIVED/VALIDATED BY PROGRAM MANAGER (PM) / SIGNATURE AND DATE			

(4/28/15)

## CORRECTIVE ACTION REPORT (CAR)

1. CONTRACTOR

2. CONTRACTOR REPRESENTATIVE

3. CONTRACT NUMBER

4. TYPE OF SERVICE

5. ORGANIZATION

6. DATE DEFICIENCY CORRECTED

7. DEFICIENCY

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.

8. REVIEWED BY PROGRAM MANAGER / SIGNATURE AND DATE

9. COR DETERMINATION / SIGNATURE AND DATE

☐ ACCEPTED   ☐ REJECTED

(4/28/15)