

**QUALITY ASSURANCE
SURVEILLANCE PLAN (QASP)**

FOR

PORTABLE LATRINES SERVICE

AT

**JOINT BASE MCGUIRE-DIX-
LAKEHURST (JB MDL)**

Joint Base McGuire-Dix-Lakehurst
Rev 1
04 April 22

Quality Assurance Surveillance Plan (QASP)

1. Purpose

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

- 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. The QASP provides the structure for the government's surveillance of the contractor's performance to assure that it meets contract standards. It is the government's responsibility to be objective, fair and consistent in evaluating contractor performance.

The QASP is not part of the contract nor is it intended to duplicate the contractor's quality control plan. This QASP is a living document. Flexibility in the QASP is required to allow for an increase or decrease in the level of surveillance necessary based on contractor performance.

This QASP is based on the premise that the government requires a quality standard for the Portable latrines Service. This QASP is the best means of achieving that objective.

2. Authority

Authority for issuance of this QASP is provided under Part 46 of the Federal Acquisition Regulation, an Inspection of Services clause, which provides for inspection, acceptance and documentation of the service called for in the contract or order. This acceptance is to be executed by the contracting officer or a duly authorized representative.

3. Roles and Responsibilities

The following personnel shall oversee and coordinate surveillance activities.

Government Personnel

Contracting Officer (CO)

The CO shall ensure performance of all necessary actions for effective contracting, ensure compliance with the contract terms, and shall safeguard the interests of the United States in the contractual relationship. The CO shall also ensure that the contractor receives impartial, fair, and equitable treatment under this contract. Determine the final assessment of the contractor's performance.

Assigned CO: Dennis Sughrue
Organization or Agency: 87 CONS/PKA
Telephone: 754-4726
Email: dennis.sughrue@us.af.mil

Contracting Officer's Representative (COR)

The COR is responsible for providing continuous technical oversight of the contractor's performance. The COR will use the QASP to conduct the oversight/surveillance process. The COR shall keep a Quality Assurance file that accurately documents the contractor's actual performance. The purpose is to ensure that the contractor meets the performance standards contained in the contract. The COR is responsible for reporting early identification of performance problems to the CO. The COR is required to provide an annual performance assessment to the CO which will be used in documenting past performance. The QASP is the primary tool for documenting contractor performance. The COR is not empowered to make any contractual commitments or to authorize any contractual change on the Government's behalf.

Assigned COR:
Organization or Agency:
Telephone:
Email:

Contracting Officer's Representatives Supervisor

Nominates Contracting Officer's Representatives (CORs) in writing and sends nomination and COR nominee qualification documentation to the CO, ensures the COR is trained before performing any COR duties and supports the COR's performance assessment activities, reviews COR documentation on a regular basis, evaluates performance of COR duties as part of performance assessment throughout the period of the contract.

COR Supervisor:
Organization or Agency:
Telephone:
Email:

Contractor Representatives

The following employees of the contractor serve as the contractor's Program Manager and Task Manager for this contract. *(complete this section after the contract award)*

Program Manager: <upon award, enter name>

Telephone: <enter number>

Email: <enter address>

Task Manager: <upon award, enter name>

Telephone: <enter number>

Email: <enter address>

Other Key Contract Personnel *(enter name(s) or delete these lines if not applicable)*

Title: <enter title>

Telephone: <enter number>

Email: <enter address>

4. Performance Requirements and Method of Surveillance

4.1 Contract Surveillance

The goal of the QASP is to ensure that contractor performance is effectively monitored and documented. The COR's contribution is their professional, non-adversarial relationships with the contracting officer, contracting specialist and the contractor, which enables positive, open and timely communications. The foundation of this relationship is built upon objective, fair, and consistent COR evaluations of contractor performance against contract requirements. The COR uses the methods contained in this QASP to ensure the contractor is in compliance with contract requirements. The COR function is responsible for a wide range of surveillance requirements that effectively measure and evaluate the contractor's performance. Additionally, this QASP is based on the premise that the contractor, not the government, is responsible for management and QC/QA actions to successfully meet the terms of the contract.

4.2 Surveillance Matrix (Service Summary)

The Surveillance Matrix (Attachment 1) is the list of performance objectives and standards that must be performed by the contractor. This matrix 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.

Performance objectives define the desired outcomes. Performance Standards define the level of service required under the contract to successfully meet the performance objective. The inspection methodology defines how, when, and what will be assessed in measuring performance. The Government performs surveillance, using this QASP, to

determine the quality of the contractor's performance as it relates to the performance element standards. The Performance Requirement Summary (PRS) should be used to form the foundation of the COR's inspection checklist.

4.3 Combating Trafficking in Persons

The contractor shall comply with FAR 52.222-50, Combating Trafficking in Persons.

The COR will monitor contractor's performance regarding trafficking in persons. Surveillance may involve an examination of the Contractor(s) and Sub-Contractor(s) business practices to include the following: All paperwork pertaining to the Contractor(s) and Sub-Contractor(s) activities; All electronic (e.g. e-mail, facsimile, text messaging, and telephonic) traffic pertaining to the Contractor(s) and Sub-Contractor(s) activities; Facilities pertaining to the Contractor(s) and Sub-Contractor(s) activities; and Interviews with Contractor(s) and Sub-Contractor(s) personnel

In accordance with DFARS PGI 222.17, Combating Trafficking in Persons, the COR shall immediately notify the Contracting Officer of non-compliance with FAR 52.222-50

4.4 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 assessed was accomplished with no problems and contractor actions were highly effective.
Very Good	Performance meets contractual requirements and exceeds some to the government benefits. The contractual performance was accomplished with few minor problems for which corrective actions taken by the contractor were effective.
Good	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 reflects a serious problem for which the contractor has not yet identified corrective actions. The contractor's proposed actions appear 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.

5. Performance Reporting

5.1 Remedies for Non-Conformance

If inspections indicate unacceptable performance, the COR will notify the contractor's POC of the deficiencies for correction. Use the remedy the government is going to use per what is stated in the Services Summary (SS). 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 reached, the CO shall be notified for a final decision.

5.2 Performance Assessment Report (PAR)

PARs will be used to report ALL minor discrepancies and will be generated by the COR and sent to the contractor for corrective action. Contractors will be given 10 days to correct PARs unless they have requested an extension. If 3 minor discrepancies are found, combine them and process a CAR.

5.3 Customer Complaint Form

The COR must furnish instructions to the customer receiving the contractor's service. The customer must retain supporting evidence of complaint or feedback. After the COR validates feedback or complaint demonstrating contractor noncompliance, the COR processes a Performance Assessment Report (PAR) or Corrective Action Report (CAR) to the CO. ALL Customer Complaint forms WILL be validated by the COR prior to notifying the contractor.

5.4 Corrective Action Report (CAR)

The CAR will be forwarded to the Chief COR for review. The COR will forward the CAR to the CO for action. A copy will be provided to the contractor's representative by the CO. Most CARs will be corrected within 30 calendar days depending on the complexity of the finding, the contractor may be allowed up to six months (maximum) correcting a CAR. The contractor will be asked the status of the CAR on a monthly basis. The COR will keep an electronic log of all CARs and will keep a hard copy of CARs in the contract oversight file.

5.5 Contract Performance Assessment Reporting System (CPARS)

CPARS will be initiated annually, documenting contractor performance for this specific contract. More frequent updates may be made as required to document a significant improvement or degradation of the level of contract performance.

5.6 Disputes

Every attempt will be made to resolve all disputes arising under this contact/plan using the Alternate Dispute Resolution (ADR) as outlined in FAR 33.214. If no resolution can be made under ADR, the CO will render a Contracting Officer's final decision.

Attachments:

1. APPENDIX 1 – SURVEILLANCE MATRIX (SERVICE SUMMARY)
2. CORRECTIVE ACTION REPORT (CAR)
3. CUSTOMER COMPLAINT RECORD
4. PERFORMANCE ASSESSMENT REPORT (PAR)

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Appendix 1 – Surveillance Matrix (Service Summary)

	Performance Objective	PWS Paragraph	Performance Threshold	Method of Assessment
1	Delivery/Removal Of Portable Latrines/Hand Wash Sinks and Hand Sanitizer Stations Perform delivery within 24 hours upon notification/Removal Of within 48 hours upon notification	1.3	95% of the time	Periodic surveillance, customer complaint
2	Service Requirements Perform service and extra cleanings within required timeframes and standards	1.4 1.4.1	95% of the time	Periodic surveillance, customer complaint
3	Relocation Of Portable Latrines Perform relocations within required timeframes	1.5 1.6	95% of the time	Periodic surveillance, customer complaint
4	Special Events Perform special event setup and service within required standards and timeframes	1.8	95% of the time	Periodic surveillance, customer complaint
5	Transport and Offloading of Waste Material Perform transport and offloading according to required standards	1.9 1.9.1	100% of the time	Periodic surveillance, customer complaint

Inspection Metrologies:

M1: Periodic. Periodic surveillance/inspection is the type of surveillance that is based upon selecting samples for evaluation on other than 100% inspection or on a statistically random basis. Periodic surveillance can be accomplished, weekly, monthly or quarterly using a checklist method.

M2: Inspection of Reports. All reports shall be reviewed upon receipt. The reviewer will report any flaws in the document and categorize the flaws (Editorial, Format, and/or Substance).

M3: Technical Inspection: Surveillance/inspection is the type of surveillance that will be performed as specified on the project schedule by actually looking at the work being done.

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 <input type="checkbox"/> MAJOR <input type="checkbox"/> MINOR					
FINDING:					
FINDING IMPACT:					
<i>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.</i>					
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 <input type="checkbox"/> ACCEPTED <input type="checkbox"/> REJECTED				12. CLOSE DATE	

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			

PERFORMANCE ASSESSMENT REPORT (PAR) <i>(If more space is needed, use reverse and identify by number)</i>		
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. <input type="checkbox"/> DEFICIENCY (CHECK ALL BOXES THAT APPLY) <input type="checkbox"/> NEW <input type="checkbox"/> REPEAT <input 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
II. CONTRACTOR VALIDATION		
11. CONTRACTOR REPRESENTATIVE <input type="checkbox"/> CONCUR <input type="checkbox"/> NON-CONCUR		12. CORRECTIVE ACTION ESTIMATED COMPLETION DATE
13. CONTRACTOR REPRESENTATIVE CORRECTIVE ACTION AND PREVENTION OF RECURRENCE <u>OR</u> REASON FOR NON-CONCURRENCE OF COR CITED DEFICIENCY		
III. ACTION CORRECTED		
14. <input type="checkbox"/> CONCUR <input type="checkbox"/> NON-CONCUR COR SIGNATURE AND DATE		
15. COR REMARKS (REQUIRED)		
6. CONTRACTOR REPRESENTATIVE REMARKS		