

Quality Assurance Surveillance Plan (QASP)

For: Container Rental & Collection and Transporting Municipal Waste to County and/or State approved dumping site

Contract Number: TBD

Contract Description: The Contractor is to provide Container(s) to disposal of municipal waste and in proper intervals, collect and transport the municipal waste to approved dumping site. In addition to providing this service, the contractor are to maintain the container(s) for proper operation and good appearance.

Contractor's name: TBD

1. PURPOSE

This Quality Assurance Surveillance Plan (QASP) provides a systematic method to evaluate performance for the stated contract. This QASP explains the following:

- What will be monitored.
- How monitoring will take place.
- Who will conduct the monitoring.
- How monitoring efforts and results will be documented.

This QASP does not detail how the contractor accomplishes the work. Rather, the QASP is created on the premise that the contractor is responsible for management and quality control actions to meet the terms of the contract.

This QASP is a "living document" and the Government may review and revise it on a regular basis. Therefore is not actually part of the contract, but rather an "instrument" use to ensure the standards of quality service are maintain as outline in the Performance Work Statement (PWS). However, the Government shall coordinate changes with the contractor when there is a need to make changes to the QASP. Changes to the QASP are always made biliaterally.

It is the Government's responsibility to be objective, fair, and consistent in evaluating performance.

2. GOVERNMENT ROLES AND RESPONSIBILITIES

The following personnel shall oversee and coordinate surveillance activities.

a. 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 assure that the contractor receives impartial, fair, and equitable treatment under this contract. The CO is ultimately responsible for the final determination of the adequacy of the contractor's performance.

Assigned CO: ***Tony D. Mathews***

b. Contracting Officer's Representative (COR) – The COR is responsible for technical administration of the contract and shall assure proper Government surveillance of the contractor's performance. The COR shall keep a quality assurance file. The COR is not empowered to make any contractual commitments or to authorize any contractual changes on the Government's behalf.

Assigned COR:

Oklahoma City, Okla Location: **Lawrence Talbott**

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(Note: Upon award, contact information will be provided with a detail outlining the COR full responsibilities)

3. CONTRACTOR REPRESENTATIVES

The following employee(s) of the contractor serve as the contractor's program manager(s) for this contract.

Primary:

Alternate:

4. PERFORMANCE STANDARDS

The contractor is responsible for performance of ALL terms and conditions of the contract. CORs will provide contract progress reports quarterly to the CO reflecting performance on this plan and all other aspects of the resultant contract. The performance standards outlined in this QASP shall be used to determine the level of contractor performance in the elements defined.

Performance standards define desired services. The Government performs surveillance to determine the level of Contractor performance to these standards.

The Performance Requirements are listed below in Section 6 & 7. The Government shall use these standards to determine contractor performance and shall compare contractor performance to the standard and assign a rating. At the end of the performance period, these ratings will be used, in part, to establish the past performance of the contractor on the contract.

5. METHODS OF QA SURVEILLANCE

Various methods exist to monitor performance. The COR shall use the surveillance methods listed below in the administration of this QASP:

- Personal surveillance and observance
- Complaints related to performance of the contract

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6. **Acceptable Quality Levels (AQL)** that will meet the Scope of the contract:

Performance Requirement	AQL-Acceptable Quality Level	Government Surveillance Method	AQL level Maintain/ <i>Not Maintain</i>
Pick-up and return both containers as outline in the PWS	92% of time	COR surveillance of containers- complaints overflow on schedule day of picks	Favorable contractor performance evaluation/ <i>Non-favorable rating in performance</i>
Maintain Containers for proper operation and aesthetics as outline in the PWS	100% of time	COR surveillance of containers and operation	Favorable contractor performance evaluation/ <i>Non-favorable rating in performance</i>

7. **Deliverables**

Reporting:

Municipal Waste Disposal Information	Frequency/ format/ AQL	Recipient/Email address	Success/ <i>Failure</i> in Reporting Municipal Waste information
1.Location Name: 2.Address: 3.Tonnage or lbs.:	Every quarter /Excel Sheet/ 100% of time	Lawrence Talbott Lawrence.talbott@va.gov	Favorable contractor performance evaluation/ <i>Non-favorable rating in performance</i>

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8. The Contractor Performance Rating

The contractor performance will be rated and submitted via CPARS (Contractor Performance Assessment Report System) every twelve (12) months starting from the contract award date.

NOTE: CPARS is web-based data system used by federal contracting professional for assessing a contractor performance on government contracts, that later can be use as past performance determination for future business with the government.

List below are the rating that shall be used for performance on this contract once it starts.

RATING	EXPECTION
EXCEPTIONAL:	Performance meets contractual requirements and exceeds many to the Government's benefit . The contractual performance of the element or sub-element being assessed 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 assessed 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 elements or sub-elements contains some minor problems for which corrective actions taken by the contractor appear or were satisfactory
MARGINAL	Performance does not meet some of the contractual requirements. The contractual performance of the element or sub-elements being assessed 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

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UNSATISFACTORY	Performance does not meet the contractual requirements and recovery, is not likely in a timely manner. The contractual performance of the element or sub-element being assessed contains serious problems(s) for which the contractor's corrective actions appear or were ineffective.
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If contractor performance does not meet the Acceptable Quality level, the CO shall inform the contractor. This will normally be in writing unless circumstances necessitate verbal communication. In any case the CO shall document the discussion and place it in the contract file. When the COR and the CO determines formal written communication is required, the COR shall prepare a Contract Discrepancy Report (CDR), and present it to CO. The CO will in turn review and will present to the contractor's program manager for corrective action.

The contractor shall acknowledge receipt of the CDR in writing. The CDR will specify if the contractor is required to prepare a corrective action plan to document how the contractor shall correct the unacceptable performance and avoid a recurrence. The CDR will also state how long after receipt the contractor has to present this corrective action plan to the CO. The Government shall review the contractor's corrective action plan to determine acceptability. The CO shall also assure that the contractor receives impartial, fair, and equitable treatment. The CO is ultimately responsible for the final determination of the adequacy of the contractor's performance and the acceptability of the Contractor's corrective action plan.

Any CDRs may become a part of the supporting documentation for any contractual action deemed necessary by the CO.

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9. COR AND CONTRACTOR ACKNOWLEDGEMENT OF QASP

COR:

Oklahoma City, Okla Location: **Lawrence Talbott**_____ **Signature Date**_____

CONTRACTOR COMPANY NAME:_____

SIGNED:

CONTRACTOR NAME/TITLE

DATE