

## **Attachment #1**

### **Quality Assurance Surveillance Plan**

#### **1. Purpose**

This quality assurance surveillance plan (QASP) is a government-developed and applied document used to make systematic quality assurance methods used in the administration of the performance-based service acquisition (PBSA) standards included in this contract. The intent is to ensure that the contractor performs in accordance with performance metrics set forth in the contract documents, that the government receives the quality of services called for in the contract, and that the government only pays for the acceptable level of services received.

#### **2. Authority**

Authority to issue this QASP is provided under Federal Acquisition Clause (FAR) 52.212-4(a) Inspection and Acceptance, which provided for inspections and acceptance of the articles, services, and documentation called for in the contract to be accomplished by the contracting officer or a duly appointed representative.

#### **3 Scope**

The contractor, and not the government, is responsible for management and quality control actions necessary to meet the quality standards set forth by the contract. The QASP is put in place to provide government surveillance oversight of the contractor's quality control efforts to assure that they are timely, effective, and 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.

#### **4. Government Resources**

The following definitions for government resources are applicable to this plan:

##### ***Contracting Officer***

A person duly appointed with the authority to enter into, administer, or terminate contracts and make related determinations and findings on behalf of the government.

##### ***Contracting officer's Representative (COR)***

An individual designated in writing by the contracting officer to act as his or her authorized representative to assist in administering a contract. The source and authority for a COR is from the contracting officer. COR limitations are contained in the written letter of designation.

## **5. Responsibilities**

The government resources shall have responsibilities for the implementation of this QASP as follows:

### ***Contracting Officer***

The contracting officer ensures performance of all necessary actions for effective contracting and ensures compliance with the terms of the contract and safeguards the interests of the United States in the contractual relationship. It is the contracting officer who assures that the contractor receives impartial, fair, and equitable treatment under the contract. The contracting officer is ultimately responsible for the final determination of the adequacy of the contractor's performance.

### ***COR***

The COR is responsible for technical administration of the contract and assures proper government surveillance of the contractor's performance. The COR is not empowered to make any contractual commitments or to authorize any contractual changes on the government's behalf. Any changes that the contractor deems may affect contract price, terms, or conditions shall be referred to the contracting officer for action.

## **6. Methods of Surveillance**

The below listed methods of surveillance shall be used in the administration of this QASP.

### ***Periodic Surveillance by the COR***

The COR periodically sit in on the classes to verify that the contractor is meeting the goals of the training course.

### ***Customer complaint***

The COR is the point of contact and will collect all customer complaints. The COR will review all complaints and contact the originator to determine the validity of any claims. Customer complaints will become a permanent part of the COR surveillance records.

### ***100% Inspections***

Complete evaluation of the performance element.

### ***Random Sampling***

Method used to evaluate performance by randomly selecting and inspecting a sample of cases.

## 7. Identified QA Surveillance Tasks

The following PBSA items are identified within the contract performance work statement and will be monitored under this QASP.

### Performance Requirements Summary

Performance Objective	Standard	Method of Surveillance
1) Adhere to schedule and requested locations for collection at facilities	No more than one non-performance month.	Observation, Customer Complaints, and random sampling
2) Properly classify, label, and identify waste that is collected and shipped on manifest	No more than one non-performance per quarter.	
3) Properly segregate hazardous waste		
4) Properly pack and label in accordance with DOT regulations		
5) Wearing ID badges at all times		
6) Provide reports as required in the PWS	No more than one non-performance month.	100% inspection of all reports for compliance
7) Wearing ID badges at all times	No more than one non-performance per quarter	Observation, Customer Complaints, and random sampling
8) Respond to requests or questions within 48 hours	No more than one non-performance month	Observation and Customer Complaints
9) Licenses and permits up to date and submitted annually	100% Compliance	100% inspection of all license and permits for compliance
10) Training records up to date and submitted annually	100% Compliance	100% inspection of all training records
11) CHMM certification for each individual meeting this requirement	100% Compliance	100% inspection of all certifications
12) Submit timely invoices that include all necessary supporting documents	Invoices should not require major revisions and supporting document should not be missing.	100% inspection of all invoices for compliance

## 8. Documentation

The COR will, in addition to providing documentation to the contracting officer, maintain a complete quality assurance file. The file will contain copies of all reports, evaluations, recommendations, and any actions related to the government's performance of the quality assurance function, including the originals

of all surveillance activity checklists. All such records will be retained for the life of this contract. The COR shall forward these records to the contracting officer at termination or completion of the contract.