

## QUALITY ASSURANCE SURVEILLANCE PLAN

The contractor shall be evaluated in accordance with the following QASP.

For: Department of Veterans Affairs, Richmond VAMC, Richmond, Virginia

Contract Number:

Contract Description: The contractor will shall furnish all labor, material, equipment, transportation, lodging, and supervision necessary to perform removal of miscellaneous trash and recycled trash. Miscellaneous trash is to include all articles of trash, paper, wrappings, cartons, bottles, cans, floor sweepings, excess food and discarded trimmings, kitchen grease, construction debris other than that generated by Contractors, leaves, grass trimmings, glass and dead vegetation as may accumulate at this facility. Recycled trash will include cardboard, all recyclable plastic, aluminum cans, and paper.

Contractor's name: (hereafter referred to as the contractor).

### 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 with the premise that the contractor is responsible for management and quality control actions to meet the terms of the contract. It is the Government's responsibility to be objective, fair, and consistent in evaluating performance.

This QASP is a "living document" and the Government may review and revise it on a regular basis. However, the Government shall coordinate changes with the contractor. Copies of the

original QASP and revisions shall be provided to the contractor and Government officials implementing surveillance activities.

## 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 CS: Cherisse Hall  
Department of Veterans Affairs  
Network Contracting Office (NCO) 6  
100 Emancipation Drive  
Hampton, VA 23667

Assigned CO: Leah Trossen  
Department of Veterans Affairs  
Network Contracting Office (NCO) 6  
100 Emancipation Drive  
Hampton, VA 23667

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: To Be Determined

C. Other Key Government Personnel -

## 3. CONTRACTOR REPRESENTATIVES

The following employees of the contractor serve as the contractor's program manager for this contract.

a. Program Manager - \_\_\_\_\_

B. Other Contractor Personnel - \_\_\_\_\_

Title:

#### 4. PERFORMANCE STANDARDS

Performance standards define desired services. The Government performs surveillance to determine if the contractor exceeds, meets or does not meet these standards. The Government shall use these standards to determine contractor performance and shall compare contractor performance to the Acceptable Quality Level (AQL).

ID	Indicator	Standard	Acceptable Quality Level	Method of Surveillance	Incentive/Disincentive
1	The Contractor shall perform the Technical Requirements that meet the requirements of PWS Section 3.0	Contractor shall meet the requirements during the period of performance	97%	CO/COR Direct Observation	Incentive: favorable contractor performance evaluation.  Disincentive: unfavorable contractor performance evaluation.

ID	Indicator	Standard	Acceptable Quality Level	Method of Surveillance	Incentive/Disincentive
2	The Contractor shall perform the Technical Requirements that meet the requirements of PWS Section 4.0	. Contractor shall meet the requirements during the period of performance	95%	CO/COR Direct Observation	Incentive: favorable contractor performance evaluation.  Disincentive: unfavorable contractor performance evaluation.
3	The Contractor shall perform Disposal that meet the requirements of PWS Section 5.0	Contractor shall meet the requirements during the period of performance	98%	CO/COR Direct Observation	Incentive: favorable contractor performance evaluation.  Disincentive: unfavorable contractor performance evaluation

ID	Indicator	Standard	Acceptable Quality Level	Method of Surveillance	Incentive/Disincentive
4	The Contractor shall perform Recyclable Material Processing that meet the requirements of PWS Section 6.0	Contractor shall meet the requirements during the period of performance	98%	CO/COR Direct Observation	Incentive: favorable contractor performance evaluation.  Disincentive: 10% invoice deduction and unfavorable contractor performance evaluation
5	The Contractor shall adhere to Reports and Records that meet the requirements of PWS Section 7.0	Contractor shall meet the requirements during the period of performance	98%	CO/COR Direct Observation	Incentive: favorable contractor performance evaluation.  Disincentive: unfavorable contractor performance evaluation

## 5. INCENTIVES/DISINCENTIVES

The Government shall use favorable contractor performance evaluations as incentives. The Government shall report unfavorable contractor performance as disincentives. Disincentives shall include documentation of any performance issues. If repetitive or consistent the government shall take further corrective action or begin termination procedures.

Incentives/Disincentives shall be based on exceeding, meeting, or not meeting performance standards.

## 6. 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.

a. **DIRECT OBSERVATION:** Surveillance results must be able to support action taken by the COR/Contracting Officer when nonperformance or unacceptable performance occurs.

b. **MONTHLY REPORTS:** reports will be generated monthly by the contractor which the COR will use to track progress of maintenance

## 7. RATINGS

Metrics and methods are designed to determine if performance exceeds, meets, or does not meet a given standard and acceptable quality level. A rating scale shall be used to determine a positive, neutral, or negative outcome. The following ratings shall be used:

Positive outcome: No more than 1 incident of not meeting the performance standard during the period of performance

Neutral outcome: No more than 3 incidents of not meeting the performance standard during the period of performance

Negative outcome: More than 3 incidents of not meeting the performance standard during the period of performance.

## 8. DOCUMENTING PERFORMANCE

### a. ACCEPTABLE PERFORMANCE

The Government shall document positive performance. Any report may become a part of the supporting documentation for any contractual action.

### b. UNACCEPTABLE PERFORMANCE

When unacceptable performance occurs, the COR shall inform the Contracting Officer (CO). This will normally be in writing unless circumstances necessitate verbal communication. In any case the COR and the CO shall document the discussion and place it in their respective file.

When the COR determines formal written communication is required, the COR shall prepare a Contract Discrepancy Report (CDR), and present it to the CO. The CO will in turn review and submit 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 COR. The Government shall review the contractor's corrective action plan to determine acceptability.

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

## 9. FREQUENCY OF MEASUREMENT

### a. Frequency of Measurement.

During contract performance, the COR will periodically analyze whether the frequency of surveillance is appropriate for the work being performed.

### b. Frequency of Performance Assessment Meetings.

The COR shall meet with the contractor as needed to assess performance and shall provide a written assessment.

REVISIONS TO QASP: revisions to the surveillance plan are the joint responsibility of the COR and the Contracting Officer.

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Signature – Contractor Program Manager

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Signature – Contracting Officer's Representative