

## **ATTACHMENT III**

### **QUALITY ASSURANCE SURVEILLANCE PLAN**

1. **Quality Assurance Surveillance Plan:** The QASP will consist of periodic inspections conducted by the COR or his/her designee, and by visitor input (in the form of complaints of poor service or responses on good service). A completed evaluation covering the items listed in the “Management Support Rating Criteria” (enclosed below) will be forwarded to the Contracting Officer every six (6) months, by the COR.
2. A surveillance report will be prepared by the CO and forwarded to the Contractor. The Contractor shall respond to any complaints and/or ratings of deficient performance within five (5) calendar days, after receipt of the report. All visitor complaints deemed by the COR to require a written response to the Contractor, or administrative action, will be forwarded to the CO, as soon as possible, for action.
3. **MANAGEMENT SUPPORT RATING CRITERIA**

The criteria for acceptable and unacceptable performance are as follows:

- A. Contract requirements. The criteria for requirements are the level of performance deemed acceptable to the Government.
- B. If the quality of work does not comply with the contract requirements the COR will initiate and the Contractor shall be required to complete a Contract Discrepancy Report (CDR).
- C. If the level of performance is deemed unacceptable to the Government concurrent with two unsatisfactory ratings, monthly payment will be reduced for unsatisfactory performance by the percentage as shown in the chart below:

Performance Standard	Minimum Frequency of Inspection	Minimum Acceptable Level (MAL)	Disincentive	Incentive
CLIN 0001  Turf Maintenance  (Attachment E)	Bi-Weekly	<ul style="list-style-type: none"> <li>- 100% of visually prominent areas that are generally weed free.</li> <li>- 95% of visually prominent areas with established turf that is generally free of bare areas.</li> <li>- Safety hazards (holes, pests, hazardous trees and branches, sprinkler heads, etc.) are identified and corrective action initiated within the same workday.</li> </ul>	Invoice deduction for unaccepted items/areas for failing to meet MAL	Full payment of invoice
CLIN 0002  Headstone Cleaning and Maintenance  (Attachment C)	Bi-Weekly	95% of headstones, markers, and niche covers that do not show evidence of debris or objectionable accumulations	Invoice deduction for unaccepted items for failing to meet MAL	Full payment of invoice
[1] CLIN 0003  Trimming and Edging  [2] CLIN 0005 [3] CLIN 0033 [4] CLIN 0034  Mowing  (Attachment G)	Bi-Weekly	<ul style="list-style-type: none"> <li>- Visually prominent areas are generally weed free.</li> <li>- Visually prominent areas with established turf is generally free of bare areas, there shall be no signs of "grass burns" caused by improper use of mowers.</li> <li>- Turf in visually prominent areas is maintained within one inch above the range of that which is professionally recommended for that type and region according to the Cemetery Grounds Management Plan. Optimally, the height is no more than half an inch above that range.</li> <li>- Headstones show turf trimmed to the recommended mowing height. There shall be no signs of turf being scalped by string trimmers. String trimmers will have anti-scalping devices on always.</li> </ul>	Invoice deduction for unaccepted items/areas for failing to meet MAL	Full payment of invoice

Performance Standard	Minimum Frequency of Inspection	Minimum Acceptable Level (MAL)	Disincentive	Incentive
CLIN 0004  Irrigation Management  (Attachment B)	3 Days Post Performance	- Daily, weekly and monthly diagnostic, troubleshooting, and repair services to obtain Fully Functional Sprinkler System for Cemetery Operations	Invoice deduction for unaccepted items/areas for failing to meet MAL	Full payment of invoice
CLIN 0006  Shrub and Tree Maintenance & Trimming and Fertilization, Pest Treatments  (Attachments I & J)	Bi-Weekly	- Planting beds that are generally weed free  - Safety hazards (holes, pests, hazardous trees and branches, sprinkler heads, etc.) that are identified and corrective action initiated within the same workday.	Invoice deduction for unaccepted items/areas for failing to meet MAL	Full payment of invoice
CLIN 0007  Snow and Ice Removal  (Attachment U)	1 Day Post Performance	97% of snow and ice removed from all sidewalks, roads, committal shelters, columbarium areas throughout the cemetery	Invoice deduction for unaccepted areas for failing to meet MAL	Full payment of invoice
CLIN 0008  Sunken Grave Repair  (Attachment K)	Bi-Weekly	- Safety hazards ( <b>holes</b> , pests, hazardous trees and branches, sprinkler heads, etc.) that are identified and corrective action initiated within the same workday.  - Gravesites have grades which are level and blend with adjacent grade levels.  - Sunken graves have been identified and repaired to re-establish the ground level in accordance with NCA Standards and Measures.	Invoice deduction for unaccepted items/areas for failing to meet MAL	Full payment of invoice
CLIN 0009  Janitorial Services  (Attachment N)	Bi-Weekly	- Maintaining all public restrooms, break rooms, honor guard room, administrative/public information building, maintenance building and committal shelters	Invoice deduction for unaccepted areas for failing to meet MAL	Full payment of invoice

Performance Standard	Minimum Frequency of Inspection	Minimum Acceptable Level (MAL)	Disincentive	Incentive
CLIN 0010  Transportation of Casket Remains  (Attachment O)	Performance Date	100% of remains transported properly and on time.	Invoice deduction for unaccepted items for failing to meet MAL	Full payment of invoice
[1] CLIN 0011  Headstone Raise, Lower, Realign, Reset, Backfill  [2] CLIN 0012  Replacement receiving & setting  [3] CLIN 0013 Replacement receiving & setting  (Attachment D)	Bi-Weekly	- The percent of upright headstones in active burial sections that are installed to be uniform in height (25”- 26” above ground) and horizontally and vertically aligned with inscriptions visible and installed to ensure a pleasing top line while compensating for ground contours. Proper height and alignment of each headstone or marker is maintained.  - 100% of headstones, are set within 10 calendar days of receipt.	Invoice deduction for unaccepted items for failing to meet MAL	Full payment of invoice
[1] CLIN 0014  Sod removal and replacement of In-ground  [2] CLIN 0015  Sod removal and replacement of casketed sites  (Attachment F)	Weekly	- 100% of grave re-openers during the growing season that show healthy turf re-established within 60 days of the interment.  - 100% of winter grave re-openers that show healthy turf re-established within 60 days of the start of the growing season.	Invoice deduction for unaccepted areas for failing to meet MAL	Full payment of invoice
CLIN 0016  Committal Shelter Set-up/cleaning  (Attachment M)	Weekly	Committal Shelters are properly cleaned and maintained	Invoice deduction for unaccepted items/areas for failing to meet MAL	Full payment of invoice

Performance Standard	Minimum Frequency of Inspection	Minimum Acceptable Level (MAL)	Disincentive	Incentive
CLIN 0017  Pond Maintenance  (Attachment Q)	Bi-Weekly	100% of ponds maintained and are free from algae and aquatic weeds	Invoice deduction for unaccepted items/areas for failing to meet MAL	Full payment of invoice
[1] CLIN 0018  Reflection Pool Maintenance  [2] CLIN 0019  Maintenance on Floating Fountains  (Attachment R)	Bi-Weekly	Reflection Pool and Floating Pond Fountains are properly maintained	Invoice deduction for unaccepted items/areas for failing to meet MAL	Full payment of invoice
[1] CLIN 0020 [2] CLIN 0021 [3] CLIN 0022 [4] CLIN 0023  Maintenance of Buffer Zone Ponds  (Attachment S)	Weekly	<ul style="list-style-type: none"> <li>- 100% buffer zones generally weed free from outside edge of buffer zone from where it meets turf to edge of water.</li> <li>- Maintain metal edging that is in place to include repair or replace.</li> <li>- Shall keep all shrubs, planted grasses, palmetto bushes and trees trimmed and maintained at a proper size and shape.</li> <li>- Shall maintain and repair all irrigation piping and heads</li> <li>- Conduct weekly inspections of irrigation system.</li> <li>- Shall keep buffer zones edged along all edges of turf.</li> </ul>	Invoice deduction for unaccepted items/areas for failing to meet MAL	Full payment of invoice

Performance Standard	Minimum Frequency of Inspection	Minimum Acceptable Level (MAL)	Disincentive	Incentive
[1] CLIN 0024 [2] CLIN 0025 [3] CLIN 0026 [4] CLIN 0027 [5] CLIN 0028 [6] CLIN 0029 [7] CLIN 0030  Pressure Washing (Attachment P)	3 Days Post Performance	Areas are pressure washed in accordance with schedule outlined in referenced attachment	Invoice deduction for unaccepted items/areas for failing to meet MAL	Full payment of invoice
[1] CLIN 0031  Trash and Debris Removal  [2] CLIN 0032  Sweeping of Roads  (Attachment L)	Weekly	100% of cemetery are properly maintained	Invoice deduction for unaccepted areas for failing to meet MAL	Full payment of invoice
CLIN 0035  Leaf Collection (Attachment H)	Bi-Weekly	- Turf in visually prominent areas is free of debris  - Roads, curbs, sidewalks, paths, parking lots, entry features, and perimeter walls/fences are assessed as acceptable for their function based on a current Facilities Maintenance Checklist  - fallen leaves are removed from Cemetery grounds when required	Invoice deduction for unaccepted areas for failing to meet MAL	Full payment of invoice
CLIN 0036  Placement /Removal of Avenue of Flags & Tent (Attachment T)	Performance Date	Flags are placed and removed with dignity. Equipment will be set up and taken down for Cemetery's ceremony event.	Invoice deduction for unaccepted items/events for failing to meet MAL	Full payment of invoice