

QUALITY ASSURANCE SURVEILLANCE PLAN

Purpose: To ensure that the Government has an effective and systematic method of surveillance for the services in the PWS. The QASP will be used primarily as a tool to verify that the contractor is performing all services required by the PWS in a timely, accurate and complete fashion.

1. Critical performance processes and requirements. Critical to the performance of packing, containerization and local drayage of personal property shipments is timely, accurate and thorough completion of all contract/task order requirements.

2. Performance Standards

a. Schedule - The due dates for deliverables and the actual accomplishment of the task orders will be assessed against the original due dates and milestones established for the contract or task order(s).

b. Deliverables – The deliverables required to be submitted will be assessed against the specifications for the deliverables detailed in the contract/task order(s) and the Quality Control Plan (QCP), if required by the contract, for the required content, quality, timeliness, and accuracy.

c. Past Performance - In addition to any schedule and deliverables discussed above, pursuant to FAR 42.15, the Government will assess the contractor's record of conforming to contract requirements and to standards of good workmanship, the contractor's adherence to contract schedules including the administrative aspects of performance, the contractor's history of reasonable and cooperative behavior and commitment to customer satisfaction, and the contractor's business-like concern for the interest of the customer.

3. Surveillance methods: The primary methods of surveillance used to monitor performance of this contract will include, but not be limited to, random or planned sampling, periodic inspection, and validated customer complaints.

4. Performance Objective Summary: Table 1 illustrates the required performance objectives per Schedule

Table 1: Task/Type of Move Matrix					
Task	Intra - City	Outbound Household Goods	Outbound Unaccompanied Baggage	Inbound Household Goods	Inbound Unaccompanied Baggage
Premove Survey	X	X			
Weighing	X	X	X	X	X
Time Requirements	X	X	X	X	X
Preparation, Packing, Loading, and Containerization	X	X	X		
Tagging, Inventorying, and Packing List	X	X	X		
Appliance Servicing and Unservicing	X	X	X	X	X
Containers and Vehicles	X	X	X	X	X
Marking Exterior Shipping Containers		X	X		
Storage		X	X	X	X
Unpacking/Unloading and Loss and Damage Reports	X			X	X
Facilities		X	X	X	X

Cargo Insurance	X	X	X	X	X
DPM Delivery, Unloading and Unpacking	X	X	X	X	X
Claims	X	X	X	X	X

4. Performance Measurement: Performance will be measured in accordance with the following table:

Table 2: Service Delivery Summary		
Performance Objectives	Performance Work Statement Paragraph	Performance Standard
Proper Packing/Loading/Containerization of Personal Property for Onward Movement	Part I, Paragraph A.4., Paragraph A.7.	No more than three percent of total number of shipments are incorrectly packed/loaded/containerized per month.
On-time Pickup/Delivery of Personal Property	Part I, Paragraph A.3.	No more than five percent per month of the total number of shipments are incorrectly packed/loaded/containerized per month.
Timely pickup/return, proper preparation of documentation	Part I, Paragraph A.2.i, A.8.a, A.8.c, A.8.i	98 percent on-time return of completed, accurate, legible documentation to PPSO per month. 96% on-time pickup of documentation from PPSO per month.
Accurate invoicing of charges	Part III, 5	98 percent error-free invoice submission rate per month.
Maintain adequate facilities and serviceable equipment	Part I, Paragraph A.11	Less than three violations per quarter based on inadequate facilities or unserviceable equipment as outlined in Appendix E.
Protection and Accountability of Government-Owned Containers (GOCs)	Part I, Paragraph A.7.a., A.7.a. (1), A.7.b. A.7.e.	No more than two percent of total number of GOCs improperly protected during each quarter. Less than two failures per month to recoop GOCs within specified time frame.
Contractor Quality Control Plan	Part IV, Paragraph 1.	No more than two incidents of noncompliance with established QAC plan, within a one-month timeframe. If issues occur, contractor must take immediate corrective action and resolve within the timeframe specified.

Key Personnel	Part III, Paragraph 3.a., 3.b. and 3.c.	Maintain 100% compliancy with ensuring adequate key personnel is available, and if replaced, proper notification is provided, and replacement key personnel maintain competencies as outlined in the original request for proposal.
Contract deliverables furnished as prescribed in the PWS, Attachments, and Orders	Part I, II and III of the PWS	>95% or as delineated above, deliverables met without rework required
Weight Tickets	Part I, Paragraph A.2.b	100% delivered; weight tickets not required on inbound shipments unless reweigh is ordered.
Household Goods Descriptive Inventory	Part I, Paragraph A.5.i	100% delivered as needed; inventories not required on inbound shipments.
Exception Sheet	Part I, Paragraph A.5.l	100% delivered as needed. Exception sheets are made on shipments from NTS when contractor's representative and storage contractor's representative disagree on condition of goods. Maintained in contractor's file and made available to claims office.
Report of Government Owned Containers (GOC)	Part I, Paragraph A.8.g.(2)	100% delivered. Initial report due 15 days after contract start date. Subsequent reports are due the first workday of each month.
Joint Statement of Loss & Damage at Delivery	Part I, Paragraph A.14	100% delivered. DD Form 1840.
Claims Correspondence	Part I, Paragraph A.14	100% delivered as needed. Each time any correspondence regarding a claim is received from anyone other than the local TO, the contractor must furnish the TO an information copy.

Bill of Lading	Part I, Paragraph A.9.d	100% delivered as needed. Original and copies 2, 3, and 4 are given to the carrier. Copies 5, 6, and 7 to the TO and copy 8 maintained by the contractor. In instances where computer generated PPGBL/BLs are used, enough copies must be made to ensure the right number of copies will be submitted.
Contractor's Weekly Report	Part I, Paragraph A.9.j	100% delivered. Weekly, 1st submission date of contract start. Every first Monday after contract start date.
Report of Shipments on Hand	Part I, Paragraph A.10.h	100% delivered. Weekly, 1st submission date of contract start. Every first Monday after contract start date. Negative reports are required. Should identify when reports are submitted to TO.
Outsized Air Cargo Report	Part I, Paragraph A.9.g	100% delivered as needed.
Report of Strikes, Port Congestion, Fires, Pilferage, Vandalism, etc.	Part III, Paragraph 5.b	100% delivered as needed. Report incidents which produce loss, damages, or delay to shipments under contractor control.

If performance is within acceptable levels, it will be considered to be satisfactory. If not, overall performance may be considered unsatisfactory.

Incentives/Disincentives:

The COR makes an annual report on Contractor Performance (CPARS or other annual report). The contractor's failure to achieve satisfactory performance under the contract/task order, reflected in the COR's annual report, may result in termination of the contract/task order and may also result in the loss of future Government contracts/task orders. The contractor's failure to achieve satisfactory performance under the contract/task orders may result in the non-exercise of available options.

Table 3: Quality Assurance Deductions

Service Requirements	Deductions in %
Personnel	25%
Pre-move Survey	5%
Weighing	5%
Timely Pickup/Delivery	10%
Acceptable Packing Material	5%
Packing	5%
Inventory	5%
Servicing Appliances	5%
Vehicles and Containers	5%
Containerization Loading	5%
Marking Containers	5%
Storage	5%
Removal of Debris	5%
Reports	5%
Timely, Accurate and Complete Submission of Required Documents	5%

Upon issuance of an order, if the Contractor fails to provide any of the elements of service identified within Table 3, *Quality Assurance Deductions*, the total price of that order shall be reduced by the percentage listed within the table. (Example: Under one order, two packing violations cited, a total of 10% will be deducted, 5% for each violation under packing).

If a violation is reported to the COR or Quality Assurance (QA) a deduction is applied to the service invoice amount. The DD Form 2772, Contract Discrepancy Report (CDR) is submitted to the contractor for review. If the contractor does not agree with violation report, the contractor must appeal, in writing to the Quality Assurance Evaluator (QAE) within five (5) working days of notification of the violation. If the appeal is denied or no appeal is received, a Set-Off Action form is created and the deducted amount is deducted from the invoice. A copy is forwarded to the Contractor and DFAS paying office.

In no event shall the total price reduction for any order exceed twenty-five (25) percent of the total unadjusted price of the order.

In accordance with the inspection of services provisions of the contract, the contractor will be incentivized to provide quality services in a timely manner since the Government can require the Contractor, at no additional cost, to replace or correct work that fails to meet contract requirements.