

Quality Assurance Surveillance Plan (QASP)

For: NAVSUP FLCJ Gulfport Material Handling Equipment (MHE) Maintenance Contract

1. Purpose

The purpose of this Quality Assurance Surveillance Plan (QASP) is to define the methodology and procedures the Government will use to monitor, evaluate, and document the Contractor's performance in fulfilling the requirements of the Performance Work Statement (PWS). This QASP provides a systematic approach to ensure that services delivered under this contract meet performance standards, comply with contractual requirements, and support mission readiness.

2. Government Roles and Responsibilities

- **Contracting Officer (CO):** Holds overall responsibility for contract administration, including enforcement of contract terms and conditions.
 - **Contracting Officer's Representative (COR):** Responsible for day-to-day surveillance and monitoring of Contractor performance, including review of reports, inspections, and acceptance of services.
 - **Equipment Maintenance Managers:** Provide technical input, assist the COR in inspections, and validate maintenance records.
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3. Performance Objectives

The Contractor shall perform all services in accordance with the PWS, OEM standards, and industry best practices. Key objectives include:

1. Performance of **Preventive Maintenance (PM)** at required intervals.
 2. Timely and effective completion of **Corrective Maintenance (CM)**.
 3. Use of **OEM-compliant parts** in all repairs.
 4. Maintenance of **accurate and complete records**.
 5. Compliance with **safety, environmental, and security requirements**.
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4. Performance Standards and Acceptable Quality Levels (AQLs)

Performance Objective	Performance Standard	Acceptable Quality Level (AQL)	Method of Surveillance	Incentive/Remedy
Preventive Maintenance (PM)	PM performed in accordance with OEM standards and PWS requirements	95% on-time completion	Record review, inspections	Re-performance at no cost; possible payment reduction
Corrective Maintenance (CM)	Repairs completed within OEM time + 2 hours troubleshooting from arrival	95% compliance	Service call logs, inspections	Cure notice for repeated delays
Response Time	Respond to service calls within 1 business day (Mon–Fri)	100% compliance	Government monitoring of service requests	Payment reduction for noncompliance
Parts Standards	New or like-new parts meeting OEM specifications used	100% compliance	Parts invoices, records review	Nonconforming parts replaced at Contractor expense
Safety/Environmental Compliance	Work performed in compliance with Navy, OSHA, and environmental regulations	100% compliance	Spot inspections, audits	Work stoppage until corrected; possible default
Recordkeeping	Accurate records submitted to CO and Maintenance Managers	100% compliance	Record audits, documentation review	Noncompliance = corrective action
Equipment Availability	Maintain forklift fleet availability rate	≥ 90% availability	Downtime tracking	Escalation to CO if below threshold

5. Surveillance Methods

The Government may use one or more of the following surveillance methods:

- **Random Inspections:** Unannounced inspections of Contractor-performed work.
- **Periodic Inspections:** Scheduled reviews of records, logs, and equipment.

- **100% Inspection:** Applied to critical safety-related tasks and documentation.
 - **Customer Feedback:** Consideration of end-user/operator reports regarding equipment performance.
 - **Review of Records/Reports:** Verification of accuracy, completeness, and timeliness.
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6. Incentives and Remedies

- **Incentives:**
 - Satisfactory performance that consistently meets or exceeds AQLs may be recognized in past performance evaluations for future contract awards.
 - **Remedies:**
 - Nonconforming services shall be corrected at no additional cost to the Government.
 - Repeated nonperformance may result in a cure notice, withholding of payment, or termination for default in accordance with the Federal Acquisition Regulation (FAR).
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7. Documentation and Reporting

- The COR shall document all surveillance results, including deficiencies, corrective actions, and Contractor responsiveness.
- Reports shall be maintained in the official contract file and provided to the CO as required.
- Any deficiencies impacting safety or mission readiness shall be immediately reported to the CO.