

**FINAL**  
**Quality Assurance Surveillance Plan**

Former Camp Croft  
Spartanburg, South Carolina

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April 2013

DERP-FUDS Project No. I04SC001603  
Contract No.:W912DY-10-D0025  
Delivery Order No.: 0012

***PREPARED FOR:***



**U.S. Army Corps of Engineers, Huntsville Center**  
U.S. Army Engineering and Support Center  
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Huntsville, Alabama 33816-1822

**Geographical District:**

Charleston



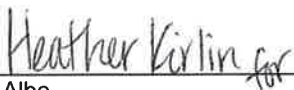
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Surveillance Plan**

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**Acronyms and Abbreviations**

AQL	Acceptable Quality Levels
CPARS	Contractor Performance Assessment Reporting System
PIKA	PIKA International, Inc.
PIKA-PIRNIE JV Team	PIKA International, Inc./Malcolm Pirnie, Inc. Joint Venture LLC Team
Pirnie	Malcolm Pirnie, Inc.
PWS	Performance Work Statement
QA	Quality Assurance
QASP	Quality Assurance Surveillance Plan
QCP	Quality Control Plan
RAB	Restoration Advisory Board
SCDHEC	South Carolina Department of Health and Environmental Control
USACE	United States Army Corps of Engineers, Huntsville Center
WERS	Worldwide Environmental Remediation Services



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## 1. Introduction

The PIKA International, Inc. (PIKA)/Malcolm Pirnie, Inc. (Pirnie) Joint Venture (JV), LLC (the PIKA-PIRNIE JV Team), on behalf of the United States Army Corps of Engineers (USACE), Huntsville Center, has prepared this Quality Assurance Surveillance Plan (QASP) for Restoration Advisory Board (RAB) support services for the Former Camp Croft located in Spartanburg, South Carolina.

This QASP was prepared pursuant to the requirements of the Performance Work Statement (PWS), dated July 2, 2012 (USACE 2012a), for Worldwide Environmental Remediation Services (WERS) Contract Number W912DY-10-D0025, Delivery Order Number 0012, administered by the United States Army Engineering and Support Center, Huntsville (USACE 2012b). This plan documents procedures and guidelines that the USACE will use in evaluating the performance of the PIKA-PIRNIE JV Team.

### 1.1 Purpose

The purpose of the QASP is to describe the systematic methods used to monitor performance and to identify the required documentation and the resources to be employed. The QASP provides a means for evaluating whether the PIKA-PIRNIE JV Team is meeting the performance standards/quality levels identified in the PWS and the PIKA-PIRNIE JV Team's quality control plan (QCP), and to ensure that the government pays only for the level of services received.

This QASP defines the roles and responsibilities of all members of the project team, identifies the performance objectives, defines the methodologies used to monitor and evaluate the PIKA-PIRNIE JV Team's performance, and describes quality assurance (QA) documentation requirements.



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### 2. Roles and Responsibilities

The activities to be completed under the RAB Work Plan will require integration of personnel from USACE and the PIKA-PIRNIE JV Team.

#### 2.1 The USACE Project Manager – Shawn Boone

In addition to overseeing the implementation of the QASP, the USACE Project Manager is responsible for overall project direction, completing reviews of PIKA-PIRNIE JV Team submittals for compliance with contract and government requirements and website content prior to publishing, and for communicating payment action to the Contracting Officer based on completion of designated milestones. The USACE Project Manager will also schedule surveillance activities and initiate periodic contractor evaluations in the Contractor Performance Assessment Reporting System (CPARS).

#### 2.2 The USACE Technical Manager – Spencer O’Neal

The USACE Technical Manager is responsible for technical administration of the project, ensures proper government surveillance of the PIKA-PIRNIE JV Team’s performance, and coordinates reviews of contractor submittals for compliance with contract and Government requirements. The USACE Technical Manager will have the responsibility for completing QA monitoring forms used to document the inspection and evaluation of the PIKA-PIRNIE JV Team’s work performance. Government surveillance may occur under the inspection of services clause for any service relating to the contract.

#### 2.3 The USACE Public Affairs Manager – Glenn Jeffries

The USACE Public Affairs Manager is responsible for reviewing public documents and website content prior to publishing.

#### 2.4 The PIKA-PIRNIE JV Team

The PIKA-PIRNIE JV Team will perform activities related to coordinating and facilitating RAB meetings and maintaining the website and information repository, as specified in the RAB Work Plan. Project direction will be provided by the USACE with lead regulatory oversight by the South Carolina Department of Health and Environmental



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Control (SCDHEC). A list of project personnel and a description of the responsibilities of the PIKA-PIRNIE JV Team is presented below.

Company/Organization	Title	Name	Phone Number
PIKA-PIRNIE JV Team	Program Manager	Bill Davis	281.299.5022
	Quality Manager	Mark Albe	443.825.2800
	Project Manager	Patrick Shirley	864.987.3909
	Support Lead	Jen Dottorelli	864.987.3915
	Support Lead	Heather Kirlin	864.987.3907
	Website Support	Julee Jaeger	501.296.9324

Responsibilities and duties for the PIKA-PIRNIE JV Team include:

- Overall project management and scheduling;
- Coordinate and facilitate RAB meetings;
- Prepare meeting minutes reports;
- Maintain the information repositories (electronic and Spartanburg County Public Library); and
- Maintain the RAB website.

### **3. Identification of Required Performance Standards/Quality Levels**

The required performance standards and/or quality levels are included in the PWS and in Attachment A, "Performance Requirements Summary." If the contractor meets the required service or performance level, the amount agreed on in the contract will be paid. If the contractor exceeds the service or performance level, it is eligible to receive an incentive or award fee as stated in the contract. Failure to meet the required service or performance level will result in a deduction from the amount.

#### **3.1 Performance Management Approach**

Performance management rests on developing a capability to review and analyze information generated through performance assessment and focuses on assessing whether outcomes are being achieved and to what extent. This approach migrates away from scrutiny of compliance with the processes and practices used to achieve the outcome. A performance-based approach enables the contractor to play a large role in how the work is performed, as long as the proposed processes are within the stated constraints. A "results" focus provides the contractor flexibility to continuously improve and innovate over the course of the contract as long as the critical outcomes expected are being achieved and/or the desired performance levels are being met.

#### **3.2 Performance Management Strategy**

The contractor is responsible for the quality of all work performed. The contractor measures that quality through the contractor's own QCP, as presented in the RAB Work Plan. The contractor's QCP sets forth the staffing and procedures for self-inspecting the quality, timeliness, responsiveness, customer satisfaction, and other performance requirements in the PWS. The contractor will develop and implement a performance management system with processes to assess and report its performance to the designated government representative.

The government representative(s) will monitor performance and review performance reports furnished by the contractor to determine how the contractor is performing against communicated performance objectives. The government will make determination regarding incentives based on performance measurement metric data and notify the contractor of those decisions. The contractor will be responsible for making required changes in processes and practices to ensure performance is managed effectively.



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### 4. Methodologies to Monitor Performance

The PIKA-PIRNIE JV Team's performance will be evaluated by the USACE using the Performance Metrics for CPARS, as provided in Attachment B of the PWS.

#### 4.1 Surveillance Techniques

In general, the work will be evaluated in terms of how well the requirements of the task order are satisfied, the extent to which the work performed follows the approach found in the PIKA-PIRNIE JV Team's proposal, clarity of documentation, and timeliness of scheduled task accomplishment. At the discretion of the USACE, other government-approved officials may be asked to evaluate a particular deliverable or set of deliverables.

#### 4.2 Acceptable Quality Levels (AQLs)

The AQLs included in Attachment B of the PWS, Performance Metrics for Performance Assessment Record, for contractor performance are structured to allow the PIKA-PIRNIE JV Team to manage how the work is performed while providing negative incentives for performance shortfalls. Levels of performance are relative to the importance of the task to the overall mission performance.



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### 5. Analysis of QA Assessment

The USACE shall use the monitoring methods cited to determine whether the performance standards/service levels/AQLs have been met, and must coordinate and communicate with the PIKA-PIRNIE JV Team to resolve issues and concerns regarding marginal or unacceptable performance. If the PIKA-PIRNIE JV Team has not met the minimum requirements, it may be asked to develop a corrective action plan to show how and by what date it intends to bring performance up to the required levels.

The USACE and the PIKA-PIRNIE JV Team should jointly formulate tactical and long-term courses of action. Decisions regarding changes to metrics, thresholds, or service levels should be clearly documented. Changes to service levels, procedures, and metrics will be incorporated as a contract modification at the convenience of the USACE.



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### 6. References

USACE 2012a. *Performance Work Statement, Restoration Advisory Board (RAB) Support, Former Camp Croft, Spartanburg, SC, Project No. I04SC001603.* July 2.

USACE 2012b. WERS Contract No. W912DY-10-D-0025, Delivery Order No. 0012. *Restoration Advisory Board, Former Camp Croft, Spartanburg, SC.* August 31.

