

## QUALITY ASSURANCE SURVEILLANCE PLAN (QASP)

**For:** Fire and Smoke Inspection of Fire Rate Doors and Walls/Partitions and Barriers

**Contract Number:** TBD

**Contract Description:** Contractor to inspect Fire and Smoke rated Doors and Walls/Partitions and Barriers at a health care facility for any deficiencies that would not contain smoke and fire properly, for its rated period specified for life safety.

**Contractor's name:** TBD

### 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 contractor is meeting the Acceptable Quality Levels (AQL) needed for successful contract performance.

This QASP identifies the performance objectives, defines the methodologies used to monitor and evaluate the contractor's performance. The QASP does not detail how the contractor accomplishes the work. Rather, the QASP is created on 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, thus all changes to the QASP will be **bilateral** agreement.

***IMPORTANT NOTE:*** *Changes to the QASP will not and should not change the requirements within given constraints in the Contract. Thus any changes or modification to the QASP, will be on **how the contractor will maintain the standards** of those requirements needed for a successful performance of the contract, as outline for the Acceptable Quality Level (AQL). The Contractor and COR should keep copies of the original QASP and any revisions made.*

### **Government Roles and Responsibilities**

#### **The Contracting Officer**

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 CO: Tony D. Mathews-Email Address; [tony.mathews2@va.gov](mailto:tony.mathews2@va.gov)

## **The Contracting Officer's Representative (COR)**

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: Provided at time of Award

### **Surveillance Techniques**

In an effort to minimize the performance management burden, simplified surveillance methods shall be used by the government to evaluate contractor performance when appropriate. The primary methods of surveillance are:

- COR Monitoring of submission of Reports
- Review of Joint Commission findings

### **Determining Performance**

The COR and Contractor shall establish and maintain professional communication. The primary objective of this communication is to ensure contract compliance for successfully meeting the mission needs.

CORs will provide contract progress reports quarterly to the CO reflecting the contractor performance.

Government shall use the monitoring methods cited to determine whether the Acceptable Quality Levels (AQLs) have been met. If the contractor has not met the minimum requirements, **Non-Favorable Performance Evaluation** will be provided and 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 Performance Requirements are listed below in Section 6 & 7. The Government shall use these standards to determine contractor performance and shall compare contractor performance to the standard and assign a rating. At the end of the performance period, these ratings will be used, in part, to establish the past performance of the contractor on the contract.

The COR may require the contractor's project manager, or a designated alternate, to meet with the CO as deemed necessary to discuss performance evaluation.

The agenda of the reviews may include:

- Issues and concerns of both parties
- Projected outlook for upcoming quarterly inspection and progress against expected trends, including a corrective action plan analysis
- Recommendations for improved efficiency and/or effectiveness

The COR must coordinate and communicate with the contractor to resolve issues and concerns regarding marginal or unacceptable performance. If no improvements are made the COR will direct the matter to the CO for a formal corrections notice in accordance with FAR policy.

**SECTION 6-REPORTING-PERFORMANCE REQUIREMENTS SUMMARY**

<b>Task</b>	<b>Standard</b>	<b>Acceptable Quality Level (AQL)</b>	<b>Surveillance Method</b>	<b>AQL Level Maintain /Not Maintain</b>
Submission of <i>Final Reports</i> after Inspection - <i>Final Report Detail Page</i>	Delivery within two (2) weeks of completing inspection	100% of time	COR Direct Observation of receipt and review of Final Reports	Favorable contractor performance evaluation/ <i>Non-Favorable rating in performance</i>
<i>Final Reports</i> submitted proper format for given report	As outline in the <i>Final Report Detail Page</i>	100% of time	COR Direct Observation of receipt and review of Final Reports	Favorable contractor performance evaluation/ <i>Non-Favorable rating in performance</i>
COR able Access to Final Reports via Online means- <i>Final Report Detail Page-Door Section under II</i>	At any given time	80% of time	COR Random Inspection	Favorable contractor performance evaluation/ <i>Non-Favorable rating in performance</i>

**SECTION 7-INSPECTION-PERFORMANCE REQUIREMENTS SUMMARY**

<b>Task</b>	<b>Standard</b>	<b>Acceptable Quality Level (AQL)</b>	<b>Surveillance Method</b>	<b>AQL Level Maintain /Not Maintain</b>
Inspection Standards for Doors and Walls/Partitions and Barriers- See <i>Section VII (7) &amp; VIII (8) of PWS</i> and <i>Final Report Detail Page</i>	Accurate Documentation of Deficiencies found	70% of time	COR Direct Observation of reviewing Joint Commission Findings.	Favorable contractor performance evaluation/ <i>Non-Favorable rating in performance</i>

## The Contractor Performance Rating

The contractor performance will be rated and submitted via CPARS (Contractor Performance Assessment Report System) every twelve (12) months starting from the contract award date.

**NOTE:** CPARS is web-based data system used by federal contracting professional for assessing a contractor performance on government contracts, that later can be use as past performance determination for future business with the government.

List below are the rating that shall be used for performance on this contract once it starts.

RATING	EXPECTION
<p style="text-align: center;"><b>EXCEPTIONAL:</b></p>	<p>Performance meets contractual requirements <b>and exceeds many to the Government's benefit</b>. The contractual performance of the element or sub-element being assessed was accomplished with few minor problems for which corrective actions taken by the contractor were highly effective.</p>
<p style="text-align: center;"><b>VERY GOOD:</b></p>	<p>Performance meets contractual requirements and <b>exceeds some</b>, to the Government's benefit. The contractual performance of the element or sub-element being assessed was accomplished with some minor problems for which corrective actions taken by the contractor were effective.</p>
<p style="text-align: center;"><b>SATISFACTORY</b></p>	<p>Performance <b>meets</b> contractual requirements. The contractual performance of the elements or sub-elements contains some minor problems for which corrective actions taken by the contractor appear or were satisfactory</p>
<p style="text-align: center;"><b>MARGINAL</b></p>	<p>Performance <b>does not meet some</b> of the contractual requirements. The contractual performance of the element or sub-elements being assessed reflects a serious problem for which the contractor has not yet identified corrective actions. The contractor's proposed actions appear only marginally effective or were not fully implemented</p>
<p style="text-align: center;"><b>UNSATISFACTORY</b></p>	<p>Performance <b>does not meet</b> the contractual requirements and recovery, is not likely in a timely manner. The contractual performance of the element or sub-element being assessed contains serious problems(s) for which the contractor's corrective actions appear or were ineffective.</p>

If contractor performance does not meet the Acceptable Quality level, the CO shall inform the contractor. This will normally be in writing unless circumstances necessitate verbal communication. In any case the CO shall document the discussion and place it in the contract file. When the COR and the CO determines formal written communication is required, the COR shall prepare a Contract Discrepancy Report (CDR), and present it to CO. The CO will in turn review and will present 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 CO. The Government shall review the contractor's corrective action plan to determine acceptability. The CO shall also assure that the contractor receives impartial, fair, and equitable treatment. The CO is ultimately responsible for the final determination of the adequacy of the contractor's performance and the acceptability of the Contractor's corrective action plan.

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

**9. COR AND CONTRACTOR ACKNOWLEDGEMENT OF QASP**

**COR:**

TBD \_\_\_\_\_ Signature Date \_\_\_\_\_

**CONTRACTOR COMPANY NAME:** \_\_\_\_\_

SIGNED:

\_\_\_\_\_

CONTRACTOR NAME/TITLE

DATE