

D.1 QUALITY ASSURANCE SURVEILLANCE PLAN

For: BEDFORD VAMC (Bedford, MA)

Contract Number: VA241-16-Q-0422_1

Contract Description: HVAC Emergency Response & Repairs

Contractor's name:

1. PURPOSE

This Quality Assurance Surveillance Plan (QASP) provides a systematic method to evaluate performance for the stated contract. This QASP explains the following:

- What will be monitored?
- How monitoring will take place.
- Who will conduct the monitoring?
- How monitoring efforts and results will be documented.

This QASP does not detail how the contractor accomplishes the work. Rather, the QASP is created with 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. Copies of the original QASP and revisions shall be provided to the contractor and Government officials implementing surveillance activities.

2. GOVERNMENT ROLES AND RESPONSIBILITIES

The following personnel shall oversee and coordinate surveillance activities.

a. 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 – Gina Petrino

Organization or Agency: Department of Veterans Affairs, VISN1 Consolidated Contracting

b. Contracting Officer's Technical 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 – Keith Davis

c. Other Key Government Personnel – The COR will designate staff as needed

3. CONTRACTOR REPRESENTATIVES

The following employee(s) of the contractor shall serve as the contractor’s program manager for this contract.

a. Program Manager –

4. PERFORMANCE STANDARDS

Task	Indicator	Standard	Acceptable Quality Level	Method of Surveillance	Incentive
This contract is for immediate response of HVAC issues, with the intention of performing HVAC repairs to systems and equipment to keep critical services operational in the medical facility. See SOW for details.		The Contractor is required to correct and/or re-work any PM services due to unsatisfactory performance or nonperformance in accordance with the stated quality and level of effort in the PWS, the final approved quote and final contract. Rework shall be performed at no additional cost to the Government.	95%	Direct Observation	Potential Exercise of Option Period/ Payment of Services Rendered

5. INCENTIVES

The Government shall use “Potential Exercise of Option Period” and “Payment of Services Rendered” as incentives. Incentives shall be based on exceeding, meeting, or not meeting performance standards.

6. METHODS OF QA SURVEILLANCE

Various methods exist to monitor performance. The COR shall use the surveillance methods listed below in the administration of this QASP.

a. DIRECT OBSERVATION. (Can be performed through random sampling.)

7. RATINGS

Metrics and methods are designed to determine if performance exceeds, meets, or does not meet a given standard and acceptable quality level. A rating scale shall be used to determine a positive, neutral, or negative outcome. The following ratings shall be used:

Rating	Description
Green	Yes. Performance and technical specifications are being met at an Acceptable Quality Level (AQL).
Yellow	Yes. Performance and technical specifications are currently being met at the minimum AQL, but the following service/deliverable needs contractor attention: (The Customer must identify what component of the deliverable and/or service requires attention.)
Red	No. Performance and technical specifications are not being met at AQL and the following service/deliverable needs immediate contractor resolution: (The Customer must identify what component of the deliverable and/or service that is below the minimum AQL.)

8. DOCUMENTING PERFORMANCE

The COR shall maintain the Quality Assurance Worksheets in contract file and submit at end of the contract period to the Contracting Officer. These worksheets shall be submitted no later than 30 days after contract expiration.

9. FREQUENCY OF MEASUREMENT

The COR shall assess contract performance on a monthly basis using the Quality Assurance Worksheet.

<After award, both the contractor's Program Manager and the COR shall sign this document.>

Signature – Contractor Program Manager

Signature – Contracting Officer’s Representative

Attachment A - Quality Assurance Worksheet

QUALITY ASSURANCE WORKSHEET					
Performance Rating					
Deliverable/Service	✓	Quality Rating	Causative Factors	Effect on Mission	Action Required/Date
All screens and windows will be washed IAW the Performance Work Statement, final approved quote and VA expectations as described in Section C. Scope of Work.		Green	Comments Unnecessary for “Green” QA Rating.		
		Yellow			
		Red			