

QUALITY ASSURANCE SURVEILLANCE PLAN

For: Engineering Services

Contract Number: TBD; Obligation Number TBD

Contract Description: Boiler Safety Program Development Services at VA Central California Health Care System, Fresno, CA.

Contractor's name: TBD

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: TBD

Organization: Department of Veterans Affairs, Network Contracting Office 21.

b. 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: Gerald Lucas

c. Other Key Government Personnel –
Travis Horn, Chief Engineering Service
James Novotny, Operations Supervisor and point of contact for service.

3. CONTRACTOR REPRESENTATIVES

The following employees of the contractor serve as the contractor's program manager for this contract.

a. Program Manager – TBD

b. Other Contractor Personnel – TBD

4. PERFORMANCE STANDARDS

Performance standards define desired services. The Government performs surveillance to determine if the contractor exceeds, meets or does not meet these standards.

The Performance Requirements Summary Matrix is annotated below. The Government shall use these standards to determine contractor performance and shall compare contractor performance to the Acceptable Quality Level (AQL).

Task	ID	Indicator	Standard	Acceptable Quality Level	Method of Surveillance	Incentive
Safety Device Testing Standard Operating Procedure (SOP)	1	Functional, Safe and Complete Procedure Documents are created and tested.	Developed SOPs are tested and functional for each safety device.	100% of SOPs developed are tested and functional.	Direct Observation; Contractor's progress reports; 100% Assessment	Positive Past Performance Assessment.

Task	ID	Indicator	Standard	Acceptable Quality Level	Method of Surveillance	Incentive
	2	Utility System Operator (USO) Competency/Training	Training and Competency is documented on each available USO during testing of Safety Device testing	100%	Contractor's progress reports; 100% Assessment; Validated user / Customer complaints	Positive Past Performance Assessment.
Policy & Procedures compliant with VHA Directive 2008-062	3	Complete and compliant Policy and Procedure Documents are developed	Each Document must be completely and professionally developed and satisfy the requirement of the VHA Directive	100%	100% Assessment; Validated user / Customer complaints	Positive Past Performance Assessment.

5. INCENTIVES

The Government shall use past performance and/or any other incentive that was proposed in your solution 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.

Direct Observation; Contractor Progress Report; 100% Assessment; Validated user / Customer complaints.

- a. **Direct Observation.** Attend and Observe contractor in the daily performance of services.
- b. **Contractor's progress reports.** Weekly review of contractor's SOP completion inventory.
- c. **100% Assessment.** Evaluate contractor inventory of all required deliverables noted in the performance work statement and assess fulfillment.
- d. **Validated user / Customer complaints.** All customer reported complaints will be

logged and monitored for trends and resolution. These issues will be reviewed weekly if applicable.

8. 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:

- | |
|---|
| <ol style="list-style-type: none">1. Excellent2. Acceptable3. Needs Improvement4. Unacceptable |
|---|

9. DOCUMENTING PERFORMANCE

a. ACCEPTABLE PERFORMANCE

The Government shall document positive performance. Any report may become a part of the supporting documentation for any contractual action.

b. UNACCEPTABLE PERFORMANCE

When unacceptable performance occurs, the COR, with concurrence from the CO, shall inform the contractor. This will normally be in writing unless circumstances necessitate verbal communication. In any case the COR shall document the discussion and place it in the COR file.

When the COR determines formal written communication is required, the COR, under the direction of the CO, shall prepare a Contract Discrepancy Report (CDR), and present it to the contractor's program manager.

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 COR. The Government shall review the contractor's corrective action plan to determine acceptability.

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

10. FREQUENCY OF MEASUREMENT

a. Frequency of Measurement.

During contract performance, the COR will periodically analyze whether the negotiated frequency of surveillance is appropriate for the work being performed.

b. Frequency of Performance Assessment Meetings.

The COR shall meet with the contractor at the midpoint of the service to assess performance and shall provide a written assessment if performance drops to an unacceptable level.

Signature – Contractor Program Manager

Signature – Contracting Officer's Representative