

Quality Assurance Surveillance Plan (QASP)

The contractor shall be evaluated in accordance with the following QASP.

For: VAMC Richmond

Contract Number:

Contract Description: Fire Alarm Inspection and Monitoring Services

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: Leah Trossen
Department of Veterans Affairs,
VISN 6 Network Contract Office
100 Emancipation Drive
Hampton, VA 23667

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: To be listed prior to award

C. Other Key Government Personnel - Upon award, Government will enter name, if applicable. This may include Performance Monitors, Clinical Quality experts, etc. who act on behalf of the COR to monitor performance

3. CONTRACTOR REPRESENTATIVES

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

A. Program Manager -

B. Other Contractor Personnel -
Title:

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 are listed below. The Government shall use these standards to determine contractor performance and shall compare contractor performance to the Acceptable Quality Level (AQL).

Performance Requirements Summary

ID	TASKS	QUALITY STANDARDS	ACCEPTABLE QUALITY LEVEL (AQL)	METHOD OF SURVEILLANCE	INCENTIVES /DISINCENTIVES
1	Initial Inspection and testing in accordance with Section B AND C of the PWS	Contractor successfully performs the required services throughout the period of performance	98%	COR periodic inspection and documentation of unacceptable performance	Incentives: Favorable contractor performance evaluation. Disincentive: Unfavorable contractor performance evaluation.
2	FIRE ALARM SYSTEM Annual Inspection, Maintenance and Testing in accordance with Section C of the PWS	Contractor successfully performs the required services throughout the period of performance	98%	COR periodic inspection and documentation of unacceptable performance	Incentives: Favorable contractor performance evaluation. Disincentive: Unfavorable contractor performance evaluation
3	FIRE ALARM SYSTEM Semi-annual, Maintenance and Testing in accordance with Section C of the PWS	Contractor successfully performs the required services throughout the period of performance	98%	COR periodic inspection and documentation of unacceptable performance	Incentives: Favorable contractor performance evaluation. Disincentive: Unfavorable contractor performance evaluation
4	FIRE ALARM SYSTEM Quarterly Maintenance and Testing in accordance with Section C of the PWS	Contractor successfully performs the required services throughout the period of performance	98%	COR periodic inspection and documentation of unacceptable performance	Incentives: Favorable contractor performance evaluation. Disincentive: Unfavorable contractor performance evaluation
5	KITCHEN HOOD	Contractor	98%	COR periodic	Incentives: Favorable

	FIRE SUPPRESSION SYSTEMS Semi-annual, Maintenance and Testing in accordance with Section E of the PWS	successfully performs the required services throughout the period of performance		inspection and documentation of unacceptable performance	contractor performance evaluation. Disincentive: Unfavorable contractor performance evaluation
6	STAND PIPES AND FIRE PUMPS Annual Inspection, Maintenance and Testing in accordance with Section F of the PWS	Contractor successfully performs the required services throughout the period of performance	98%	COR periodic inspection and documentation of unacceptable performance	Incentives: Favorable contractor performance evaluation. Disincentive: Unfavorable contractor performance evaluation
7	FIRE EXTINGUISHERS Annual Inspection, Maintenance and Testing in accordance with Section G of the PWS	Contractor successfully performs the required services throughout the period of performance	98%	COR periodic inspection and documentation of unacceptable performance	Incentives: Favorable contractor performance evaluation. Disincentive: Unfavorable contractor performance evaluation
8	Emergency repair Service in accordance with Section C of the PWS	Contractor successfully performs the required services throughout the period of performance	98%	COR periodic inspection and documentation of unacceptable performance	Incentives: Favorable contractor performance evaluation. Disincentive: Unfavorable contractor performance evaluation

5. INCENTIVES/DISINCENTIVES

The Government shall use favorable contractor performance evaluations as incentives. The Government shall use unfavorable contractor performance evaluation as disincentives.

Incentives/Disincentives 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 periodically or through 100% surveillance.): Surveillance results must be able to support action taken by the COR/Contracting Officer when nonperformance or unacceptable performance occurs.

b. INSPECTION CHECKLISTS: An essential part of any QASP is the Inspection Checklist for the service that will be evaluated. A standard Inspection Checklist form ensures documented, uniform appraisal of each service occurrence, and that equal weight is given to each evaluation. The checklist shall contain such information as type of service, inspection results, date, time, and other remarks relevant to the inspection. These checklists form the basis for all QA evaluations and constitute the documentation which will be used to substantiate determination of unsatisfactory performance should that occur.

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:

Positive outcome: No more than 1 incident of not meeting the performance standard during the period of performance

Neutral outcome: No more than 3 incidents of not meeting the performance standard during the period of performance

Negative outcome: More than 3 incidents of not meeting the performance standard during the period of performance.

8. 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 shall inform the Contracting Officer (CO). This will normally be in writing unless circumstances necessitate verbal communication. In any case the COR and the CO shall document the discussion and place it in their respective file.

When the COR determines formal written communication is required, the COR shall prepare a Contract Discrepancy Report (CDR), and present it to the CO. The CO will in turn review and submit to the contractor's program manager for corrective action.

The contractor shall acknowledge receipt of the CDR in writing. The CDR shall 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 shall also state how long after receipt the contractor has to present this corrective action plan to the CO and 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.

8. 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 within 30 days to assess performance and shall provide a written assessment.

REVISIONS TO QASP: revisions to the surveillance plan are the joint responsibility of the COR and the Contracting Officer.

Signature – Contractor Program Manager

Signature – Contracting Officer's Representative