

QUALITY ASSURANCE SURVEILLANCE PLAN

For: Environmental Management Services

Contract Number: TBD; Obligation Number 570-17-1-464-0001

Contract Description: Provide comprehensive window washing 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 ensure 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: Joseph Clancy (or as otherwise assigned).

c. Other Key Government Personnel – Jesse D. Conyers Chief EMS, John M. Danner Assistant Chief EMS, David Garcia HK supervisor and point of contact for day time services.

3. CONTRACTOR REPRESENTATIVES

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

a. Project Manager / Supervisor – 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, paragraph F, pages 6 and 7 in the Statement of Work (SOW), includes performance standards. 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
Window Washing	1	Windows cleaned inside and out.	Clean window to the standard described in Exhibit 1 of the Statement of Work. A schedule that services the facility 100% over the course of a three week period.	Meets Standard on all accessible windows.	Direct Observation; Periodic inspection; Contractor's progress reports.	Acceptable rating.

Task	ID	Indicator	Standard	Acceptable Quality Level	Method of Surveillance	Incentive
	2	Timely Completion	A schedule that services the facility 100% over the course of a three week period.	100% Completion; unless delayed by weather or the convenience of the Government.	100% Inspection	Acceptable rating
	3	Disruption to Operations	Patient care activities are not impeded in any material way	Zero incidents of patient disruptions	Periodic Inspection; Customer Complaints	Acceptable rating
	4.	Special Sanitation and Isolation	Contractor employees comply with all Special Sanitation and Isolation PPE situations encountered..	100%	100% Inspection	Acceptable rating
	5.	Work area clean up	All run-off, debris, material and equipment are removed.	100%	Direct Observation	Acceptable rating.

5. INCENTIVES

The Government considers the successful completion of these services warranting an Acceptable Rating and full payment as sufficient incentive under this contract.

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; Periodic Inspection; Contractor's progress reports; 100% Inspection; Customer complaints.

a. **Direct Observation.** Attend and Observe technician on their weekly services at least once a month.

b. **Periodic Inspection.** During Environment of Care Rounds, Supervisor daily room inspections and any additional inspections that may be deemed necessary.

- c. **Contractor's progress reports.** Weekly review of contractor's service log book.
- d. **100% INSPECTION.** All Emergency issues will be monitored daily until resolved.
- e. **Customer complaints.** All customer reported complaints will be logged and monitored for trends and resolution. These issues will be reviewed weekly along with the service log book.

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:

- 1. Excellent
- 2. Acceptable
- 3. 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 monthly 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