

## ATTACHMENT “QASP”

### QUALITY ASSURANCE SURVEILLANCE PLAN (QASP)

A Quality Assurance Surveillance Plan (QASP) sets forth the procedures and guidelines that will be used in ensuring the required performance standards or service levels are achieved by the contractor.

The 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.

**Contract Description:** Contract service to have a certified professional with the expertise and ability to utilize the latest best method to accurately test, adjust and balance [TAB] the Oklahoma City VA Medical Center HVAC system and any associated subsystems, to achieve optimum performance.

**Contractor’s name:** TBD

**Contract Number:** TBD

This 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.

This QASP is a “living document” and the Government may review and revise it on a regular basis. Therefore it is not actually part of the contract, but rather an “instrument” used to ensure the standards of quality service are maintained as outlined in the Performance Work Statement (PWS). However, the Government shall coordinate changes with the contractor when there is a need to make changes to the QASP. Changes to the QASP are always made bilateral.

It is the Government’s responsibility to be objective, fair, and consistent in evaluating performance.

## 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: *Tony D. Mathews*

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: **TBD**

**Phone:** \_\_\_\_\_

**Email:** \_\_\_\_\_

*(Note: Upon award, contact information will be provided with a detail outlining the COR full responsibilities)*

### 3. CONTRACTOR REPRESENTATIVES

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

Primary: Name: \_\_\_\_\_

Phone: \_\_\_\_\_

Email: \_\_\_\_\_

Alternate: Name: \_\_\_\_\_

Phone: \_\_\_\_\_

Email: \_\_\_\_\_

### 4. PERFORMANCE STANDARDS

**The contractor is responsible for performance of ALL terms and conditions of the contract.** CORs will provide contract progress reports quarterly to the CO reflecting performance on this plan and all other aspects of the resultant contract. The performance standards outlined in this QASP shall be used to determine the level of contractor performance in the elements defined.

Performance standards define desired services. The Government performs surveillance to determine the level of Contractor performance to these standards.

The Performance Requirements are listed below in Section 6. 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.

### 5. 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:

- Personal surveillance and observation

## 6. PERFORMANCE REQUIREMENTS -QASPS

Performance Required by the PWS	Standards	Acceptable Quality Level (AQL)	Surveillance Method	<i>Favorable</i> / Un-Favorable Performance Rating <i>meeting</i> / not meeting AQL respectively
Testing, Adjusting, and Balancing of the HVAC System and associated equipment for optimum performance	<i>Department of Veterans Affairs HVAC Design Manual-in association with national established standards for TAB service.[ ASHRAE HVAC System Handbook ; ANSI/ASHRAE Standard 111]-**See Page 11 &amp;12 of this document for details</i>	Actual CFM value 90% or greater than design value otherwise must recommend corrective action- <b><i>NOTE</i></b> : In the event corrective action is not related to mechanical problem, the contractor shall determine cause until 90% or greater value is achieved.	Direct Observation-Complaints of Air circulation issues.	<b><i>Favorable Performance Rating for meeting the AQL</i></b> /An Unfavorable Performance Rating if AQL is not achieved. NOTE: <b><i>If</i></b> the non-performance continual with this service, the Contracting Officer shall proceed with FAR regulation for a formal remediation of non-performance of the contract.

**QASP -PERFORMANCE REQUIREMENTS SUMMARY**

<b>Reports</b>	<b>Frequency/Copies/Format</b>	<b>Method of Delivery/ Recipient/Email Address</b>	<b>Acceptable Quality Level (AQL) for accuracy of the Report</b>	<b>Surveillance Method</b>	<b>Favorable / Un- Favorable Performance Rating <i>meeting/</i> not meeting AQL respectively</b>
<p><b>Service Report-</b> <i>Listing of deficiencies that will affect proper air pressurization after the TAB service has been completed</i></p>	<p>Within 24 hrs. of completing of Service survey of HVAC system /2 signed and dated printed copies/Word Format or Excel with columns and rows with applicable information</p>	<p>Email/Susan Foreman/ <a href="mailto:susan.foreman@va.gov">susan.foreman@va.gov</a></p>	<p>100% of time</p>	<p>Direct Observation- Joint Commission Finding that are related to TAB service of proper air pressurization-</p> <p>NOTE: <i>If a deficiency is discovered by the Joint Commission within 30 days of the annual TAB service in an area covered by the TAB contract, the contractor shall come back and correct or determine the reason for the deficiency within 30 days of the Joint Commission inspection.</i></p>	<p><b>Favorable Performance Rating for <i>meeting the AQL</i></b> /An Unfavorable Performance Rating if AQL is not achieved.</p> <p>NOTE: <b><i>If</i></b> AQL continually not to be met, the Contracting Officer shall proceed with FAR regulation for a formal remediation of non-performance of the contract.</p>

<p>1.Final Service Report</p> <p>2.Calibration Certification of Testing equipment</p> <p>3. Technician Certification</p>	<p>1.CFM reading, Air Exchange per hour [Pass/fail notated]</p> <p>2. Temperature &amp; Humidity Readings</p> <p>3. Positive/Negative Pressures</p> <p>4. Any other relative information needed in Final Report for indication of system performance.</p> <p>5. Certifying information related to equipment used for testing</p> <p>6. NEBB certifying information related to technician</p>	<p>Two (2) weeks from the day of TAB completion./1 electronic copy and 3 signed printed copies/ Word Format or Excel with columns and rows with applicable information-</p> <p><i>Technician Certificate- Upon change of employees assigned to this federal contract and any updated certification, which requires the technician to be re-certified.</i></p> <p>Email/Susan Foreman/ <a href="mailto:susan.foreman@va.gov">susan.foreman@va.gov</a></p>	<p><b>100 % of the time</b></p>	<p>Direct Observation- Review of Final Report- easy to follow and interpret information.</p> <p><i>Yearly Audit by COR</i></p>	<p><b><i>Favorable Performance Rating</i></b></p> <p>/Unfavorable Performance – rating in area of management, If COR has to return a <b><u>second time</u></b> for correction.</p>
--	--	--	---------------------------------	--	--

## 7. 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 a web-based data system used by federal contracting professionals for assessing a contractor performance on government contracts, that later can be use as past performance determination for future business with the government.

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

The rating listed below is yearly rating on contract performance-NOT for evaluation of award. Evaluation factor use for award is listed under E.10 52.212-2 Evaluation-Commercial Items (OCT 2014)

RATING	EXPECTION
<b>EXCEPTIONAL:</b>	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.
<b>VERY GOOD:</b>	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.
<b>SATISFACTORY</b>	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
<b>MARGINAL</b>	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
<b>UNSATISFACTORY</b>	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.

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.

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

**COR:**

Susan Foreman \_\_\_\_\_ Signature Date \_\_\_\_\_

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

**SIGNED:**

\_\_\_\_\_

**CONTRACTOR NAME/TITLE**

**DATE**

## Contract Discrepancy Report (CDR)

1. **CONTRACT NUMBER:** <insert number>

2. Prepared by: (Name of COR) <insert name>

3. Date and time of observation:

4. **Observation:**

<Examples of items to include in a report are:

- Method of surveillance.
- How frequently you conducted surveillance.
- Surveillance results.
- Number of observations.>

Prepared by: <Enter COR's name>

\_\_\_\_\_  
Signature – Contracting Officer's Representative

\_\_\_\_\_  
Date

### Air Circulation Complaint Report (ACR)

1. **Contract Number:** <insert number>

2. **TO:** (Contractor Task Manager or on-site representative) <insert name>

3. **FROM:** <insert name>

4. Date and time observed **discrepancy:**

5. **DISCREPANCY OR PROBLEM:**

<Describe in detail. Identify any attachments. IMPORTANT NOTE: A customer's objective feedback, as it pertains to the required tasks of the PWS, should only be considered instead of subjective feedback.>

6. **Corrective action plan:**

A written corrective action plan < is / is not > required.

< If a written corrective action plan is required include the following. > The written Corrective Action Plan will be provided to the undersigned not later than < # days after receipt of this CCR. >

Prepared by: <Enter name>

\_\_\_\_\_  
Signature – Customer

\_\_\_\_\_  
Date

Received by:

\_\_\_\_\_  
Signature – Contracting Officer's Representative

\_\_\_\_\_  
Date

## Design Information

*March 2011*

*Department of Veterans Affairs*

*HVAC Design Manual*

<u>Suite/Room</u>	<u>Page location</u>
Autopsy Suite	pages 6-29, 6-30
Bronchoscopy Suite	page 6-93
Cardiac Catheterization Labs Suite	page 6-93
CICU Suite	pages 6-52, 6-53, 6-54
MICU Suite	ditto
SICU Suite (added in Option year 1 or 2)	ditto
OR Suites (existing)	pages 6-80 through 6-85
OR Suites (new addition)	
SPS Suite	pages 6-69 through 6-78
Isolation Rooms	pages 6-90 through 6-92
<u>Laboratories</u>	pages 6-47, 6-48, 6-49
4F105	
4F106	
4F108	
4F113	
4F115	
4F123	
4F132	
4F133	
4F137	
4F141	
4F142	
5B101	
<u>Gastro</u>	page 6-93
6A146	
6A147	

6A148  
6A149  
6A150  
6A151  
6A152  
6A153  
6A154  
6A155  
6A156  
6A157  
6A158  
6A160

5F116      Bronchoscopy

5F117h     Isolation

5F117i     Isolation