

QUALITY ASSURANCE SURVEILLANCE PLAN (QASP)
CHEMICAL TREATMENT FOR BOILER AND CHILLER PLANT
SOUTHEAST LOUISIANA VETERANS HEALTHCARE SYSTEM (SLVHCS)
NEW ORLEANS, LA 70119
8/30/2017

1. INTRODUCTION

This Quality Assurance Surveillance Plan has been developed to evaluate Contractor performance while implementing and executing Performance Work Statement (PWS) tasks for this requirement. It is designed to provide an effective surveillance method for monitoring and evaluating the Contractor's performance for the requirements listed in the Performance Work Statement (PWS).

This QASP does not detail how the Contractor will accomplish the work that is required by the PWS. Rather, this QASP has been 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. In addition, the QASP should recognize that unforeseen and uncontrollable situations may occur.

This QASP is a "living document" and the Government may review and revise it on a regular basis to ensure that the QASP remains a valid, useful, and enforceable document. However, the Government will coordinate changes with the Contractor (if changes are required). Copies of the original QASP and revisions will be provided to the Contractor and Government officials implementing surveillance activities.

2. OBJECTIVE

The foundation of this Quality Assurance Surveillance Plan (QASP) is derived from the Objective of this requirement which is the following: The overall purpose is to provide chemical treatment, service, complete preventative maintenance (hereafter called PM Service), routine repair service, emergency repair service and on-the-job training for Government owned equipment (listed in the table below) for the Southeast Veterans Health Care System, New Orleans, LA.

1	4 Cleaver Brooks Fire Tube Boilers
2	6 Trane Chillers
3	1 Chill Water Close Loop System
4	8 Heating Water Loop System
5	12 Cooling Towers
6	1 Reverse Osmosis Unit
7	1 Water Softener Unit

3. GOVERNMENT ROLES AND RESPONSIBILITIES

The following Government personnel are responsible for overseeing and coordinating surveillance activities.

1). Contracting Officer Representative (COR)

Contracting Officer's Representative (COR) - The COR is responsible for technical administration of the contract and is responsible for ensuring proper Government surveillance of the Contractor's performance. The COR is responsible for keeping a quality assurance file and after the contract, or when requested by the CO, providing corresponding documentation to the CO. The COR is not empowered to make any contractual commitments or to authorize any contractual changes on the Government's behalf. The Contractor shall refer any changes they deem may affect contract price, terms, or conditions to the CO for action.

2). Contracting Officer (CO)

The CO is responsible for ensuring performance of all necessary actions for effective contracting, ensuring compliance with the contract terms, and safeguarding the interests of the United States in the contractual relationship. The CO is responsible for ensuring 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.

Upon award or before the performance period start date of the contract the individuals who will be involved in the execution of this Quality Assurance Surveillance Plan (QASP) shall be identified.

4. PERFORMANCE INDICATORS (MEASURES). Contractor performance will be rated/evaluated by the COR or other authorized designee using the following metrics in the table below. The contractor's performance under the terms and conditions of this contract will be based on how successfully the contractor executes the tasks/deliverables listed in the Performance Work Statement (PWS). At a minimum, the contractor must complete the required tasks that contained within the Performance Work Statement for this requirement.

**QUALITY ASSURANCE SURVEILLANCE PLAN (QASP) CHEMICAL TREATMENT FOR LIFT MAINTENANCE
SOUTHEAST LOUISIANA VETERANS HEALTHCARE SYSTEM (SLVHCS) NEW ORLEANS, LA 70119**

TASK #	TASK NAME	SCHEDULE, DESCRIPTION, PERFORMANCE STANDARD	Acceptable Quality Levels (AQL)	INCENTIVES/ DISINCENTIVES FOR MEETING/ NOT MEETING AQL
Preventive Maintenance (PM Service)	Weekly PM Service	Contractor conducts/executes weekly PM service on all equipment and utilizes an appropriate PM checklist to document these visits and the services performed per PWS requirements. At a minimum, the PM visit includes Chemical Treatment, System Testing Check & Adjustments, On-Site Water Testing, and Service Reporting.	100% of the time PM Service is conducted weekly by the contractor and appropriate documentation is provided from these visits. Minimum requirements are met for every visit 100% of the time	1,2,3
Call Backs / Emergency Service Requests	Contractor responds to all calls for emergency repair service within 2 hours by telephone and onsite if necessary	An emergency call back request is responded to within 2 hours (and onsite if necessary or requested within 4 hours). The nature/reason for the emergency call is rectified by the contractor in cooperation with the COR.	Rapid response by contractor within the appropriate time windows and successful resolution of the problem/issue 100% of the time	1,2,3
Routine Service Requests.	Service requests must be received, tracked, and responded to in accordance with contract requirements.	All routine service requests are responded to as required by the PWS and repairs are completed within specified timeframes.	By Exception; If PWS standards for Routine Service Requests are not being met then the COR/Government	1, 2, 3

TASK #	TASK NAME	SCHEDULE, DESCRIPTION, PERFORMANCE STANDARD	Acceptable Quality Levels (AQL)	INCENTIVES/ DISINCENTIVES FOR MEETING/ NOT MEETING AQL
			reserves the right to conduct random inspections if necessary	
Reporting (General & Administrative)	As necessary and as required by the PWS the contractor documents/reports the services and/or work performed on all equipment and submits these reports in a timely manner when required or requested.	Services performed on the equipment are documented/reported as required and such reports/documentation is available, is furnished to, or is made available whenever requested by the COR. Records are organized, up to date, and reflect actual conditions of the equipment.	By Exception; If PWS reporting requirements are not being met the COR/Government reserves the right to conduct random inspections if necessary	1,2,3
Training	User/Operator training is conducted twice a year (biannually) by the contractor in accordance with PWS requirements.	Biannual training is conducted and the curriculum and medium through which it is offered (field/classroom) gives users/operators sufficient knowledge on operation of the equipment in the PWS	By exception or as necessary by the COR (only if training is not occurring twice a year and/or if training does not meet the established standards per the PWS).	1,2,3
Qualifications of Staff/Personnel	Only individuals having the appropriate qualifications (per the PWS) shall perform services on the equipment	Contractor ensures that its personnel (or the personnel provided by its subcontractors) have the appropriate qualifications as stated in the PWS. Contractor notifies COR whenever there is a substitution of personnel so the appropriate vetting can be performed on these	By exception or as necessary by the COR (if PWS tasks, requirements, deliverables are not being met and/or there is poor performance). Poor performance could be caused	1,2,3

TASK #	TASK NAME	SCHEDULE, DESCRIPTION, PERFORMANCE STANDARD	Acceptable Quality Levels (AQL)	INCENTIVES/ DISINCENTIVES FOR MEETING/ NOT MEETING AQL
		personnel. COR verifies the qualifications of personnel before commencement of work.	by the actions of unqualified personnel.	
Adequate number of personnel provided	Contractor provides at least the minimum number of required, qualified personnel as stated in the PWS	Contractor provided staff shall maintain an acceptable level of performance (per PWS requirements) throughout the performance period of the contract.	By exception or as necessary by the COR (if PWS tasks, requirements, deliverables are not being met and/or there is poor performance). Poor performance could be caused by inadequate staffing levels.	1,2,3
VA Directive 1810 Dated February 6, 2017	Perform PWS requirements and tasks in accordance with this directive.	Performance of PWS requirements and tasks are being conducted in accordance with this directive.	By exception; if problems/issues arise the COR will assess whether this directive was followed or if issues/problems were caused by not adhering to this directive	1, 2
Hazardous Materials and Material Safety Data	Contractors are required to submit hazardous material data for all hazardous materials that they bring on site or have delivered to the medical center.	When bringing (or having delivered) hazardous materials to the medical center contractor is submitting hazardous material data for all hazardous materials	100% Inspection	1,2
Personal Protective Equipment (PPE)	When necessary Personal Protective Equipment (PPE) must be used/worn when executing PWS tasks/duties/requirements	Contractor uses/wears Personal Protective Equipment (PPE) when necessary.	By Exception; Incidents of Contractor's not wearing/using PPE (when PPE is required) will be	1, 2

TASK #	TASK NAME	SCHEDULE, DESCRIPTION, PERFORMANCE STANDARD	Acceptable Quality Levels (AQL)	INCENTIVES/ DISINCENTIVES FOR MEETING/ NOT MEETING AQL
			documented and corrective actions will be taken (if necessary)	

Incentive/Disincentives for Meeting/Not Meeting AQL

1. Positive and negative performance will be documented locally (contract file) and/or in the appropriate contractor performance assessment reporting system/database.
2. Noncompliance to contract standards will be corrected at no cost to the government. The government reserves the right and may elect to measure/document negative performance through utilization of a performance report and/or a contract discrepancy report
3. The contractor shall respond in writing to the Contracting Officer Representative (COR) to all notifications of failure to meet acceptable quality levels within 5 days of issuance by the Contracting Officer Representative and/or the Contracting Officer. The contractor's response shall include the corrective action taken to rectify the problem and the proposed measure to preclude the recurrence of the problem.

The Performance Requirements Summary Matrix, includes performance standards, the Government will use these standards to determine Contractor performance and will compare Contractor performance to the Acceptable Quality Level (AQL).

5. RATINGS

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

EXCEPTIONAL:	Performance significantly exceeds contract requirements to the Government's benefit.
SATISFACTORY:	Performance meets contractual requirements.
UNSATISFACTORY:	Performance does not meet contractual requirements.

6. DOCUMENTING PERFORMANCE

a. ACCEPTABLE PERFORMANCE.

The Government will document positive performance.

b. UNACCEPTABLE PERFORMANCE.

When unacceptable performance occurs, the COR will inform the Contractor. This notification will normally be in writing unless circumstances necessitate verbal communication. Formal reporting may be done through generation of a Contract Discrepancy Report (CDR) if the issue cannot be rectified by other means.

When the COR determines that formal written communication and reporting is required the COR will prepare a Contract Discrepancy Report (CDR) and will present it to the appropriate Contractor representative.

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 must present this corrective action plan back to the COR. The Government will review the Contractor's corrective action plan to determine acceptability.

Any CDRs may become a part of the supporting documentation for contract payment deductions, fixed fee deductions, other non-payment actions, or other actions deemed necessary by the CO.

7. FREQUENCY OF MEASUREMENT

a. Frequency of Measurement.

During contract performance, the COR will take periodic measurements as specified in the AQL column of the Performance Standards Summary Matrix, and will analyze whether the negotiated frequency of measurement is appropriate for the work being performed.

APPENDIX A – PERFORMANCE REPORT

PERFORMANCE REPORT

< This template will be used to formally document surveillance. >

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 Representative

Date

APPENDIX B– CONTRACT DISCREPANCY REPORT

CONTRACT DISCREPANCY REPORT (CDR)

< This template will be used to formally document discrepancies. >

1. Contract Number: <insert number>

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

3. FROM: (Name of COR) <insert name>

4. Date and time observed discrepancy:

5. DISCREPANCY OR PROBLEM:

<Describe in detail. Identify any attachments.>

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

CDR. >

Prepared by: <Enter COR's name>

Signature – Contracting Officer Representative

Date

Received by:

Signature - Contractor Representative

Date