

## **QUALITY ASSURANCE SURVEILLANCE PLAN (QASP)**

**For:** CCTV/Card Reader and related components preventative maintenance and repair – Syracuse VA Medical Center.

**Contract Number:**

**Contractor's name:** (hereafter referred to as the contractor).

**Contract Description:** The contractor must be able to provide and maintain services for the CCTV/Card Reader and related components preventative maintenance and repair. October 1, 2018 to September 30, 2019, with provision of 4 option years.

### **Mission**

To facilitate surveillance and access control of the premises on the Syracuse VA Medical Center Campus.

### **1. Purpose**

This Quality Assurance Surveillance Plan (QASP) is a government-developed document used to determine if the contractor's performance meets the performance standards contained in the contract. The QASP establishes procedures on how this assessment/inspection process will be conducted. It provides the detailed process for a continuous oversight process:

- What will be monitored
- How monitoring will take place
- Who will be conduct the monitoring
- How monitoring efforts and results will be documented
- The contractor is responsible for implementing and delivering performance that meets contract standards using its Quality Control Plan. The QASP provides the structure for the government's surveillance of the contractor's performance to assure that it meets contract standards. It is the government's responsibility to be objective, fair and consistent in evaluating contractor performance.

The QASP is not part of the contract nor is it intended to duplicate the contractor's quality control plan. This QASP is a living document. Flexibility in the QASP is required to allow for an increase or decrease in the level of surveillance necessary based on contractor performance.

The government may provide a copy of the QASP to the contractor to facilitate open communication. In addition, the QASP should recognize that unforeseen or uncontrollable circumstances might occur that are outside the control of the contractor.

Bottom line, the QASP should ensure early identification and resolution of performance issues to minimize impact on mission performance.

## **2. Authority**

Authority for issuance of this QASP is provided under Part 46 of the Federal Acquisition Regulation, Inspection of Services clauses, which provides for inspection, acceptance and documentation of the service called for in the contract or order. This acceptance is to be executed by the contracting officer or a duly authorized representative.

## **3. Government Roles and Responsibilities**

The following personnel shall oversee and coordinate surveillance activities.

### **Program / Project Manager**

The PM provides primary program oversight, nominates the COR, ensures the COR is trained before performing any COR duties and supports the COR's performance assessment activities. While the PM may serve as a direct conduit to provide Government guidance and feedback to the Contractor on technical matters, they are not empowered to make any contractual commitments or any contract changes on the government's behalf.

Assigned PM: Richard Hudson

Organization or Agency: Dept. of VA Syracuse N.Y.

Telephone: 315-425-4336

Email: [Richard.hudson@va.gov](mailto:Richard.hudson@va.gov)

### **Contracting Office (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. Determine and document the final assessment of the contractor's performance in the governments past performance tracking system.

Assigned CO: Anthony Murray

Organization or Agency: Dept. of VA

Telephone: 518-626-6138

Email: [Anthony.Murray2@va.gov](mailto:Anthony.Murray2@va.gov)

### **Contracting Officer's Representative (COR)**

The COR is responsible for providing continuous technical oversight of the contractor's performance. The COR uses the QASP to conduct the oversight/surveillance process. The COR shall keep a Quality Assurance file that accurately documents the contractor's actual performance. The purpose is to ensure that the contractor meets the performance standards contained in the contract. The COR is responsible for reporting early identification of performance problems to the KO. The COR is required to provide an annual performance assessment to the KO which will be used in documenting past performance. The QASP is the primary tool for documenting contractor performance. The COR is not empowered to make any contractual commitments or to authorize any contractual change on the Government's behalf.

Assigned COR: Richard Hudson

Organization or Agency: Dept. of VA

Telephone: (315) 425-4400 X52783

Email: [Richard.Hudson@va.gov](mailto:Richard.Hudson@va.gov)

This may include performance monitors, inspectors, technical experts, or others who provide information that helps the COR monitor contractor performance.

#### **4. Contractor Representatives**

The following employees of the contractor serve as the contractor's Program Manager and Task Manager for this contract.

- a. Program Manager - <Enter name.>**  
Telephone:  
Email:
- b. Task Manager - <Enter name.>**  
Telephone:  
Email:
- c. Other Key Contract Personnel - <Enter name.>**  
Title:  
Telephone:  
Email:

#### **5. Contract Description:**

The Department of Veterans Affairs in Syracuse NY requires full service maintenance and repairs on identified equipment and associated software. The Contractor to provide all necessary personnel and supervision as required by this Contract, to provide full service maintenance and repairs on identified access control, video equipment, and associated software at the Department of Veterans.

This will be procured under the Test Program for Certain Commercial Items in accordance with FAR 13.5.

The work includes, but is not limited to, the following tasks.

- Preventative maintenance (PM)/service and repair of Facility Commander System software and Field Card Access Control Components and hardware.
- Preventative maintenance (PM)/service and repair of OnGuard Security System software and Field Card Access Control Components and hardware.
- Preventative maintenance (PM)/service and repair of all Bosch and GE CCTV Components, both Headend and Cameras including the Parking Garage Cameras
- Facilitate the upgrade of Facility Commander Software to OnGuard Software.

It is the responsibility of the Contractor to provide all required administration, management, and training to their technicians.

**A. Service Coverage:** Coverage shall be provided 8 hours per day, Five (5) days per week with the exception of all City, State, and Federal holidays. The following days are federally recognized holidays.

- New Year's Day

- Martin Luther King's Birthday
- Washington's Birthday
- Memorial Day
- Independence Day
- Labor Day
- Columbus Day
- Veterans Day
- Thanksgiving
- Christmas Day

**B.** Coverage shall be provided during day shift Monday through Friday 8:00am-4:30pm. The Contractor is responsible for providing the appropriate coverage for the day's workload. The Contractor is also responsible for providing backup coverage for unexpected staff absence(s).

All work performed shall be in accordance with OEM manufacturing practices. Contractor shall be Certified GSA Technician for GE/Lenel security and safety products. It is the Contractors responsibility to provide all personnel, equipment, manuals, tools, and schematics to perform contracted services. Scheduled preventive maintenance will include, but not be limited to diagnostic troubleshooting, and repair for the existing access control system by an OEM certified technician. At the conclusion of the preventive maintenance visit, the instrument(s) and/or equipment shall be returned to the operating condition stipulated by the manufacturer's factory specifications. Contractor shall make all adjustments/repairs needed to insure proper operation of the system. The services shall include all travel, fees, accommodations, and any other costs incurred by the contractor. Contractor shall use only OEM parts.

**C.** Contractor's service representative shall contact Syracuse VAMC Physical Security Officer prior to any service performed. Service tickets will be signed and filed with the Police. In lieu of presenting service tickets while on-site, service tickets may be emailed to the Physical Security Officer. Failure to provide signed service tickets will result in non-payment.

**D.** Contractor shall provide Facility Commander Software Service Agreement (SSA) Level 1 Plan for base year and option years. In addition, Contractor will provide service or any repairs for the OnGuard Software which is scheduled to be implemented October 1, 2018. Work not covered by this contract shall not be performed without first obtaining permission of the Contracting Officer. Any Service or repairs which are approved by the Contracting Officer will be consistent with current labor rates. Bills resulting from additional work performed without prior approval will not be honored.

**E.** The contractor shall be responsible for informing the COR of any uncorrected deficiencies or deficiencies which poses a hazard to patients, staff, or other equipment. All deficiencies will be noted on the service ticket. Notation will include the type of deficiency, dated and initialed. Contractor shall draw attention to, and specifically describe any additional benefits or options that are incorporated in their standard maintenance agreement that are not included in the above specifications. Examples may include remote diagnostic monitoring, discounted labor rates for repairs outside of normal working hours, extended "normal" working hours, discounted/no charge hardware and/or software upgrades, discounted additional hardware and/or software options, discounted labor rates for emergency repairs, downtime protection guarantees, etc.

## 6. PERFORMANCE STANDARDS

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

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Task	ID	Indicator	Standard	Acceptable Quality Level	Method of Surveillance	Incentive/ Disincentives
CCTV Cameras and Card Readers	1	Inspect all 128 Camera and 512 Readers for functionality.	All cameras and readers maintain full functionality and performance.	95%	Random Inspection	If less than 95% completion for any one month period that percentage will be deduct from invoice.
CCTV Cameras and Card Readers	2	Preventative maintenance of Lobby & Police Dispatch Intercom Emergency Department Intercoms	All intercoms remain at full functionality.	95%	Direct Observation	Full Compliance rewarded with note of service on quarterly performance rating If one or more intercoms are out of service for greater than 72 hours during a 30 day period past performance will be documented accordingly.

Task	ID	Indicator	Standard	Acceptable Quality Level	Method of Surveillance	Incentive/ Disincentives
CCTV Cameras and Card Readers	3	Fixed Closed Circuit Television Cameras (CCTV) PTZ Closed Circuit Televisions must be inspected and remain in textbook working order.	ALL CCTV camera's and closed circuit televisions must remain fully operational.	95%	Direct Observation	Full Compliance rewarded with note of service on quarterly performance rating/ If more than 2 cameras or television monitors are out of service for longer than 7 days during a 30 day period negative note on quarterly performance
CCTV / Card Reader Services	4	Door locks and door strikes must be checked and maintained.	Door locks and strikes must be in good working order and free of any defects.	95%	Validated Customer Complaint	Past performance

## 7. INCENTIVES

The Government shall use past performance and/or non-payment as incentives. Incentives shall be based on exceeding, meeting, or not meeting performance standards.

## 8. 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.)  
1, 4, and 5
- b. PERIODIC INSPECTION. (Evaluates outcomes on a periodic basis. Inspections may be scheduled [Daily, Weekly, Monthly, Quarterly, or annually] or unscheduled, as required.)  
1, 2, and 3
- c. VALIDATED USER/CUSTOMER COMPLAINTS. (Relies on the patient to identify deficiencies. Complaints are then investigated and validated.)

5 and 4

## **9. 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:

ACCEPTABLE AND NOT ACCEPTABLE

## **10. 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 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 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.

## **11. 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 QUARTERLY to assess performance and shall provide a written assessment.

<After award, both the contractor's Program Manager, COR and the CO shall sign this document.>

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Signature – Contractor Program Manager

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Signature – Contracting Officer's Representative

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Signature - Contracting Officer

## SAMPLE QUALITY ASSURANCE MONITORING FORM

**SERVICE or STANDARD:** \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**SURVEY PERIOD:** \_\_\_\_\_

**SURVEILLANCE METHOD (Check):**

- ☐ Random Inspection      ☐ 100% Inspection      ☐ Periodic Sampling      ☐ Observation
- ☐ Analysis of contractor's reports

**LEVEL OF SURVEILLANCE (Check):**

- ☐ Monthly      ☐ Quarterly      ☐ Semi-Annual      ☐ As needed/required

**PERCENTAGE OF ITEMS SAMPLED DURING SURVEY PERIOD:** \_\_\_\_\_ %

### ANALYSIS OF RESULTS:

**Observed Service Provider Performance Measurement Rate: \_\_\_\_\_%**

**Service Provider's Performance (Check):**

☐ Meets Standards (PASS)

☐ Does Not Meet Standards (FAIL)

**Narrative of Performance During Survey Period:** \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**PREPARED BY:** \_\_\_\_\_ **DATE:** \_\_\_\_\_