

## **AIR COMPRESSOR REPLACEMENT QUALITY ASSURANCE SURVEILLANCE PLAN (QASP)**

**For:** Charlie Norwood VA Medical Center, One Freedom Way, Augusta, GA 30904

**Contract Number:** Provided Upon Award.

**Contract Description:** The intent of this solicitation is to obtain license Contractors to replace the Air Dryer and the Air Compressor located in GG100 at the UD for the Engineering Service at the Charlie Norwood VAMC in Augusta, GA

**Contractor's name:** Provided Upon Award.

### **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: The vendor doing the work will be monitored based upon the protection of the environment, the quality of work being performed and the functionality of the system being installed.

How monitoring will take place: The COR or designee will conduct inspections periodically to identify any issues that might appear.

How monitoring efforts and results will be documented: On the performance of the vendor. The COR will document findings on a report. The COR will conduct a Daily review with the vendor to discuss reports findings.

### **2. CONTRACTOR REPRESENTATIVES**

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

a. Program Manager: Completed upon award

b. Other Contractor Personnel: Completed upon award  
Title: Completed upon award

### 3. PERFORMANCE STANDARDS

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

#### PERFORMANCE STANDARDS SUMMARY

REQUIRED SERVICE	PERFORMANCE STANDARD	MONITORING METHOD	INCENTIVE/DISINCENTIVES FOR MEETING OR NOT MEETING THE PERFORMANCE STANDARDS
Replace the Air Compressor and Air Dryer Located at the Uptown VA	Provide qualified technicians to perform the task required	Random and daily inspections by VA designated staff person	No more than two incidents of not providing a finished surface suited for a health care environment.
Ensure proper system operation and functionally	Ensure proper system function with written documentation	Inspections by VA designated staff.	Not more than one incident of failure to prepare surface correctly for painting
Clean up at the end of work day	All areas shall be cleaned to the satisfaction of VA staff monitoring the work	Inspections by VA designated staff	No failure to properly clean the work area at the end of the day.

### 4. METHODS OF QA SURVEILLANCE

The COTR shall use the surveillance methods listed below in the administration of this QASP.

- a. DIRECT OBSERVATION: Daily Inspection
- b. PERIODIC INSPECTION: Inspections will be scheduled daily, and unscheduled, as needed.
- c. USER SURVEY: Customer complaints and daily inspections.
- d. VALIDATED USER/CUSTOMER COMPLAINTS: Complaints are investigated and validated.
- e. PROGRESS/STATUS MEETINGS: Weekly

## **5. 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 Contracting Officer determines formal written communication is required a Contract Discrepancy Report (CDR) shall be prepared and presented 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 Contracting Officer. The Contracting Officer 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.

## **6. FREQUENCY OF MEASUREMENT**

### **a. Frequency of Measurement:**

During contract performance, the COR will periodically analyze whether the negotiated the number of painters is appropriate for the area that work is being performed.

b. Frequency of Performance Assessment Meetings:

The COR shall meet with the contractor weekly to assess performance and shall provide a written assessment. The written assessment will be placed in the COR file and a copy provided to the Contracting Officer.

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Signature – Contractor Program Manager (contractor)

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Signature – Contracting Officer's Representative (COR)