

**QUALITY ASSURANCE SURVEILLANCE PLAN (QASP) FOR  
HVAC,  
AT  
Bldg. 90, Waco VA Campus, Waco, Texas  
CONTRACT:**

**The following members of the Multi-functional Team (MFT) have approved this plan on behalf of the entire MFT:**

NCO 19 Contracting Officer:	Functional Director - Facilities and Logistics Chief, Atlanta, GA
NCO 19 Contracting Officer Specialist:	Functional Director - Facilities Supervisor, Building 9, Topeka, KS
VHA Member Services - Quality Assurance Manager, Waco Bldg. 90 FOS:	COR –FOS, Waco, Bldg. 90, Waco, TX

**The contractor will be evaluated in accordance with the following:**

**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 through contract modification. 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 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:

Organization or Agency: Department of Veterans Affairs, Office of Acquisition and Material

b. Contracting Officer's Technical 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:

## **3. CONTRACTOR REPRESENTATIVES**

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

## **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 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.

## **5. INCENTIVES/DEDUCTS**

The Government shall use past performance as incentives. Incentives shall be based on exceeding, meeting, or not meeting performance standards (if you include any monetary incentives, this requires approval through the Department's SPE).

## **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.

The table below is a sample that can be tailored – note that the table must identify where in the PWS the standards are found for monitoring performance.

**TABLE 2 OF PERFORMANCE**

**Base Year Contract  
Building 90**

<b>Measures</b>	<b>Reference</b>	<b>Performance Requirement</b>	<b>Acceptable Quality Level</b>	<b>Surveillance Method</b>	<b>Incentive</b>
<b>Routine/Preventive Maintenance.</b>	4.2.1	Perform duct cleaning IAW approved schedule within 7 calendar days of the schedule completion date. If materials are ordered, complete recurring work within 7 calendar days after receipt of materials.	95% of preventative maintenance completed within 7 calendar days of the scheduled completion date. If materials are ordered, 95% recurring work completed within 7 calendar days after receipt of materials.	Validated after completion by COR	Favorable contractor performance evaluation.
<b>Preventive Maintenance and Services</b>	4.2.1	Perform deep cleaning of Coils/Blowers Assemblies to include removing rust or replacing components within 7 days after start of work and 7 days after parts are received.	95% of preventative maintenance completed within 7 calendar days of the scheduled completion date. If materials are ordered, 95% recurring work completed within 7 calendar days after receipt of materials.	Validated after completion by COR	Favorable contractor performance evaluation.
<b>Install Air Purification Systems.</b>	4.2.1	Install UV Air Purification Systems (16ea Reme-Halo) in 4ea air handler unit.	Complete 100% of all UV Air Purifier Installations.	Validated after completion by COR	Favorable contractor performance evaluation.

<b>Maintenance and Service of air handler units</b>	4.2.1	Maintain and service according to OEM warranty and available service plan; complete periodic user level checks	Complete 100% performance for periodic user level checks and for maintainability and serviceability quarterly.	Validated after completion by COR	Favorable contractor performance evaluation.
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**TABLE 2 OF PERFORMANCE**

**Option Year(s) 1 – 4 Contract  
Building 90**

<b>Measures</b>	<b>Reference</b>	<b>Performance Requirement</b>	<b>Acceptable Quality Level</b>	<b>Surveillance Method</b>	<b>Incentive</b>
<b>Routine/Preventive Maintenance.</b>	4.2.2	Initiate performance of preventative maintenance within two (2) hours of the pre-scheduled time, unless otherwise coordinated with the COR. If there is a delay, maintenance is rescheduled to be performed within seven (7) days of originally scheduled preventative maintenance. If materials are ordered, complete recurring work within 7 business days after receipt of materials	95% performance within two (2) hours of scheduled time. If rescheduled, 100% completed within seven (7) days of originally scheduled preventative maintenance. If materials are ordered, 95% of recurring work completed within seven (7) business days after receipt of materials. .	Validated after completion by COR	Favorable contractor performance evaluation.
<b>Routine Service Calls.</b>	4.2.2	Identify and respond to routine service calls within 24 hours during normal duty days/hours	100% of responses within 24 hours during normal duty days/hours	Validated after completion by COR	Favorable contractor performance evaluation.
<b>Emergency Calls.</b>	4.2.2	Respond to emergency service calls within one (1) hour during normal duty hours and within	100% of responses within 1 hour during normal duty hours and 100% within 2 hours	Validated after completion by COR	Favorable contractor performance evaluation.

		two (2) hours during non-duty hours and repair within 48 hours of receiving parts	during non-duty hours.		
<b>Environmental Compliance.</b>	4.2.2	No validated, installation-level repeat trends of environmental compliance issues	Zero valid defects for environmental Notice of Violation (NOV) (Federal and State)	Validated after completion by COR	Favorable contractor performance evaluation.

Other performance evaluation factors will be monitored that are not quantified by numerical measurements which include: employee customer service comments; contractor relationship with call center staff; compliance with call center employee conduct and responsibility policy.

The contractor is responsible for performance of ALL terms and conditions of the contract, the elements above represent those that will be subject to ongoing reporting by the COR in accordance with this plan.

- a. DIRECT OBSERVATION. 100% surveillance
- b. PERIODIC INSPECTION. Inspections scheduled annually or as needed.
- c. VALIDATED USER/CUSTOMER COMPLAINTS. Customer complaint data is compiled quarterly and reviewed by the Facilities Operations Specialist – any validated complaints against a Contractor that are not resolved within the required seven-day period will be further investigated.
- d. Verification and/or documentation provided by Contractor.

## 7. 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:

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

## 8. 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. When unacceptable performance occurs, 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 CO determines formal written communication is required, 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 CO. 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.

## 9. 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 semi-annually to assess performance and shall provide a written assessment.

SIGNED CONTRACTOR \_\_\_\_\_ DATE \_\_\_\_\_

SIGNED COR \_\_\_\_\_ DATE \_\_\_\_\_