QUALITY ASSURANCE SURVEILLANCE PLAN

For: Generator 4A Switchgear Repair or Replacement

Contract Number: < Upon award, Government will enter contract number>

Contract Description: VA Connecticut Healthcare System West Haven and Newington Campuses require inspection, calibration and testing services for Underground Storage Tanks (UST) and Above Ground Storage Tanks (AST) (a.k.a. Bulk Storage) and all associated system components (e.g., Piping, Day tanks, Automatic Tank Gauging (ATG) systems, overfill protection, spill prevention) to comply with local, state and federal UST and AST regulatory requirements.

Contractor's name: <Enter your company name.> (hereafter referred to as the contractor).

1. PURPOSE

This QASP provides a systematic method to evaluate contractor performance for the repair or replacement of Generator 4A Switchgear. It explains:

- What will be monitored.
- How monitoring will take place.
- Who will conduct the monitoring.
- How monitoring efforts and results will be documented.

The contractor is responsible for management and quality control actions to meet contract terms. The Government will be objective, fair, and consistent in evaluating performance. This QASP is a living document and may be revised as needed, with coordination between the Government and contractor.

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 ensure 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: <Upon award, Government will enter name.>
Organization or Agency: Department of Veterans Affairs, Network Contracting Office 1 (NCO 1)

b. Contracting Officer's Representative (COR) - The COR is responsible for technical administration of the contract and shall ensure 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: <Upon award, Government will enter name.>

c. Other Key Government Personnel - <Upon award, Government will enter name, if applicable. This may include Performance Monitors, technical experts, etc. who act on behalf of the COR to monitor performance.>

3. CONTRACTOR REPRESENTATIVES

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

a. Program Manager - <Enter name.>

b. Other Contractor Personnel - <Enter name(s) or delete these lines if not applicable>
Title: <Enter title(s) or delete these lines if not applicable.>

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 standards are outlined in paragraph 2 in the Performance Work Statement. The Government shall use these standards to determine contractor performance and shall compare contractor performance to the Acceptable Quality Level (AQL).

Objective	Standard	Method of Surveillance	Acceptable Quality Level (AQL)
Successful completion of repair/replacement	Work completed per schedule and PWS	Inspection by COR	Timely performance 95% of the time
Deliverables (Submission)	Timely submission of required documents (quotes, materials, work plans, compliance certifications)	Monthly Inspection by COR	95% timely submission
Deliverables (Compliance)	Compliance with NFPA, OSHA, EPA, Mass DEP, VHA standards	Monthly Inspection by COR	100% compliance
Site Management	Cleanliness, waste removal, proper storage, badge use, safety	Periodic inspection	100% compliance
Customer Satisfaction	Timely resolution of issues	Monthly Inspection by COR	95% timely resolution

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.

- **Periodic Inspection:** Scheduled or unscheduled inspections (daily, weekly, monthly, quarterly, or annually) by COR.
- **Review of Submittals:** Evaluation of quotes, materials, work plans, compliance certifications, and supporting documentation.

6. INCENTIVES

In the event of performance below acceptable standards, the government will document performance in the Contractor Performance Assessment Reporting System (CPARS).

7. 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 rating scale shall be used to determine positive, neutral, or negative outcomes from contractor outputs:

1. Exceeds Standards

2. Meets Standards

3. Does Not Meet Standards.

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. 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.

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 quarterly to assess performance and shall provide a written assessment.

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

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Signature – Contractor Program Manager

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Signature – Contracting Officer's Representative