Quality Assurance Surveillance Plan, Matrix

Temp HVAC and DH

Deliverable or Service Requirement	Performance Standards	Acceptable Quality Level (AQL)
A. Technical Support	Provide technical support to PNSY project personnel as required. Para 5.2.3	100% compliance. Zero deviations from the referenced procedure unless approved by PNSY.
B. Defective Equipment	Within twenty-four (24) hours of initial notification of the need for repair, the Contractor shall have a knowledgeable and equipped technician on the job-site fully prepared to repair the rental equipment. The defective unit(s) shall be repaired within forty-eight (48) hours of initial notification or, if the original defective unit(s) cannot be made operational, replaced within seventy-two (72) hours. Para 5.2.1	100% compliance. OQE must be complete, accurate, and traceable.
C. Equipment Start-up & Commissioning	Provide start-up and commissioning services, including system pressurization, leak checks, setpoint adjustments, drain verification, E-stops, and troubleshooting. Para 6.3	100% compliance. Zero deviations from referenced procedures unless approved by PNSY.
D. Preventative Maintenance (PM)	Perform all equipment preventative maintenance and weekly inspections for the duration of the lease. Para 5.3.3	100% compliance. Zero deviations from the referenced procedure unless approved by PNSY.
E. Equipment Delivery Condition	Deliver machinery that is fully-charged, fueled, fully-assembled, and ready-to-use. Para 6.1	100% compliance. Zero deviations from referenced procedures unless approved by PNSY.
F. Personnel Training	Provide training to Shipyard Personnel on equipment operation, setup, and controls throughout the lease duration. Para 5.2.4.1.6	100% compliance. Zero deviations from referenced procedures unless approved by PNSY.
G. PM Plan	Provide an equipment-specific Preventative Maintenance (PM) plan with schedules and a list of actions. Para 5.3.2	100% compliance. Zero deviations from referenced procedures unless approved by PNSY.

Ratings	Descriptive Rating System
Exceptional	Performance meets all contractual requirements and exceeds many to the Government's benefit. Problems are rare, and the contractor takes highly effective corrective action. For this SOW, an "Exceptional" rating would require flawless execution, proactive communication of potential issues with well-researched solutions, and delivery of all components and documentation ahead of schedule.
Very Good	Performance meets all contractual requirements and exceeds some to the Government's benefit. Problems are infrequent, and the contractor demonstrates effective corrective action. For example, all technical requirements are met, and the contractor provides exceptionally clear and well-organized documentation that facilitates rapid government review.
Satisfactory	Performance meets all contractual requirements. This is the expected level of performance. Any non-conformances are minor, and the contractor's proposed corrective actions are timely and effective. The work is technically sound, and all deliverables are submitted on time.
Marginal	Performance does not meet some contractual requirements. A "Marginal" rating may be assigned if a significant non-conformance is identified (e.g., failure to meet a key test parameter like breakaway torque) or if required documentation is repeatedly late or incomplete. This reflects a need for increased government oversight.
Unsatisfactory	Performance does not meet most contractual requirements, and recovery is not likely in a timely manner. This rating would be assigned for multiple significant failures, a critical uncorrected deficiency, or a failure to provide required OQE, which jeopardizes the entire project.

Method of Surveillance
Validated complaints with user/customer and user survey.
Validated complaints with user/customer.
Validated complaints with user/customer and user survey.
Validated complaints with user/customer, user survey, and periodic inspctions.
Observation of equipment delivered.
Validated complaints with user/customer and user survey.
Inspection of the documentation.