**Section J- BMO Quality Assurance Surveillance Plan**

**1.0 Introduction**

This Quality Assurance Surveillance Plan (QASP) is pursuant to the requirements of the Building Maintenance and Operation (BMO) Multiple Award, Indefinite Delivery, Indefinite Quantity (MA-IDIQ) for building maintenance and operations services. This plan sets forth the procedures and guidelines that the BMO team will use in ensuring that the contractor achieves and maintains required performance standards.

**2.0 Purpose**

The intended purpose of this QASP is to describe the methods used to monitor performance, identify required documentation, resources, roles and responsibilities of Government Officials and establish timeframes for communications and performance improvement (if needed). The QASP provides a means for evaluating contractors’ overall performance, meeting the performance standards of the BMO contract vehicle and the contractor’s Quality Control Plan (QCP). The QASP also ensures the Government is meeting the requirements of the following Best in Class (BIC) criteria:

* Rigorous Requirements Definitions and Planning Processes
* Appropriate Pricing Strategies
* Data Driven Demand Management Strategies

The QASP is a living document that may be modified uniformly for all BMO MA-IDIQ contractors throughout the performance of the contract to provide more clarity surrounding the specific measurements and metrics that will provide insight into contract performance. Agreements to modify, clarify, and provide additional details surrounding the basic tenets of the QASP will be mutual, between the Government and the MA-IDIQ contractor.

The QASP will pertain to the BMO MA-IDIQ parent contract only. The Ordering Contracting Officer (OCO) may implement a task order specific QASP in which the contractor will be responsible to adhere to the requirements of the Task Order QASP in addition to the requirements of the BMO MA-IDIQ contract.

**3.0 Roles and Responsibilities of Government Officials**

The Government monitors performance and reviews contractor reports to determine how the contract is performing against the performance requirements. The Government will inform the contractor when performance problems merit a corrective action plan. The contractor is responsible for making changes in processes and practices to ensure performance is managed effectively. The following Government officials will participate in assessing the quality of the Contractor's performance. Their roles and responsibilities are described as follows:

**The BMO Contracting Officer (CO):** The BMO CO is responsible for monitoring contract compliance, contract administration, and price compliance and for resolving differences between the observations documented by the BMO Data Analyst and the contractor. The designated BMO Data Analyst will act as the government authority for reporting management. If necessary the BMO CO may identify and designate additional representatives to serve as data analysts. The CO for this contract is Josilyn Reed, IFMIPS BMO FSSI Branch, (816) 823-2186, [josilyn.reed@gsa.gov](mailto:josilyn.reed@gsa.gov) .

**BMO Data Analyst:** The BMO Data Analyst is designated in by the CO to act as an authorized representative to assist in administering the contracts. The BMO Data Analyst is responsible for data administration of the MA-IDIQ contracts and ensures proper government surveillance of the contractor’s performance and data reporting. The BMO Data Analyst is not empowered to make any contractual commitments or to authorize any contractual changes on the government’s behalf. If necessary the BMO CO may identify and designate additional or alternate BMO Data Analysts.

**4.0 Methods of Surveillance**

In an effort to minimize the performance management burden, when appropriate, the Government will use simplified surveillance methods to evaluate contractor performance. The primary methods of surveillance are:

**1) Reporting Reviews**: In accordance with the reporting requirements in Section G of the RFP the contractor must provide the required reports. The BMO Data Analyst will have access to review contractors required reports. The Government will monitor these reports on a monthly basis for compliance and report and non-conformity or anomalies back to the BMO CO.

**2) Customer feedback**: The contractor must establish and maintain professional communication between its employees and customers. Customer satisfaction is a significant external indicator of the success and effectiveness of services provided and can be measured through customer complaints. All customer complaints including complaints received in regards to subcontractor issues are used to evaluate quality assurance. Customer complaints , to be considered valid, must be set forth clearly and in writing, detailing the nature of the complaint and must be sent to the BMO CO.

The BMO CO will review complaints and work with the contractor and customerto resolve complaints timely and in a manner satisfactory to the customer.

**5.0 Building Maintenance and Operation (BMO) Services QASP Standards**

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| **Area of Surveillance** | **Applicable RFP Section(s)** | **Method of Surveillance** | **Frequency of Surveillance** | | **Standard of Successful Performance** | **Action resulting from non-compliance (in order of precedence)** |
| **Price Data** | | | | | | |
| Task Order Award Data | G.3.2.1 | BMO Reporting Module | Monthly | 100% of all task order award data will be reviewed for consistency with BMO awarded prices and discounts | | 1st Corrective action  2nd Dormant Status  3rd Off-Ramping  4th Contract Termination |
| Fixed Price Award Data | G.3.2.2 | BMO Reporting Module | Monthly | 100% of all fixed price award data will be reviewed for consistency with BMO awarded prices and discounts | | 1st Corrective action  2nd Dormant Status  3rd Off-Ramping  4th Contract Termination |
| T&M/L-H Award Data | G.3.2.3 | BMO Reporting Module | Monthly | 100% of all T&M/L-H award data will be reviewed for consistency with BMO awarded prices and discounts | | 1st Corrective action  2nd Dormant Status  3rd Off-Ramping  4th Contract Termination |
| Task Order Modification Data | G.3.2.4 | BMO Reporting Module | Monthly | 100% of all Task Order Modification data will be reviewed for consistency to be within the terms and conditions of the BMO contract | | 1st Corrective action  2nd Dormant Status  3rd Off-Ramping  4th Contract Termination |
| Invoice Data | G.3.2.5 | BMO Reporting Module | Monthly | 100% of prices & invoices that will be reviewed for consistency with quote data.. | | 1st Corrective action  2nd Dormant Status  3rd Off-Ramping  4th Contract Termination |
| **Sustainability Data** | | | | | | |
| Environmentally Sustainable Products | G.3.3 | BMO Reporting Module | Monthly | 100 % of sustainable products report elements will be reviewed for consistency with BMO sustainable products requirements | | 1st Corrective action  2nd Dormant Status  3rd Off-Ramping  4th Contract Termination |
| Payment Data | | | | | | |
| CAF Payment Data | G.3.4 | BMO Reporting Module | Monthly | 100% of CAF data will be reviewed for timely payments and consistency with fees paid | | 1st Corrective action  2nd Dormant Status  3rd Off-Ramping  4th Contract Termination |
| **Subcontracting Data** | | | | | | |
| Subcontracting Plan | G.3.6 | Electronic Subcontract Reporting System (eSRS) |  | Meet or exceed standards expressed in all items under Section M.4.10  Contractor spend with Sm. Bus. Subcontractors shall meet or exceed goals submitted with quote, at each quarterly check. | | 1st Corrective action  2nd Dormant Status  3rd Off-Ramping  4th Contract Termination |
| **Performance and Responsibility Data** | | | | | | |
| CPARS | G.3.7 | PPIRS reporting website | Upon task order completion | 100% of task order award reports must meet “Satisfactory” ratings | | 1st Corrective action  2nd Dormant Status  3rd Off-Ramping  4th Contract Termination |
| Responsibility and FAPIIS | G.3.11 | FAPIIS reporting website | Semi-Annually | 100% of task order award reports must meet “Satisfactory” ratings | | 1st Corrective action  2nd Dormant Status  3rd Off-Ramping  4th Contract Termination |
| VETS 100-A | G.3.12 | Department of Labor (DOL) VETS 100-A reporting website | Annually, and notification to the BMO CO on a annual basis | 100% of eligible task order award data must submit all required information for VETS 100-A reports | | 1st Corrective action  2nd Dormant Status  3rd Off-Ramping  4th Contract Termination |
| FSRS Reporting | G.3.13 | FFATA Sub-Award Reporting System | The end of the month following the month with the prime contractor awards any sub-contract greater than $25,000 | 100% of eligible task order award data must submit the required information for the FSRS report | | 1st Corrective action  2nd Dormant Status  3rd Off-Ramping  4th Contract Termination |

1. **Action resulting from non-compliance**

**6.1 Corrective Action**

The BMO CO will notify the MA-IDIQ contractor in the form of a written letter providing them detailed information of the issue of non-conformance occurring. The MA-IDIQ contractor will have ten (10) business days from receipt of letter to undergo fact-finding and submit a written response to the BMO CO. The response should specifically state what facts the MA-IDIQ contractor was able to obtain about compliance failures and outlined proposed remedies on behalf of the MA-IDIQ contractor and the Government (if applicable).

The CO will have an additional five (5) days to review the response and hold meeting (if determined necessary by the CO) or provide a written response to the letter of fact finding and remedies. The CO will either accept the contractor’s remedies or recommend alternative remedies within 5 days of the meeting or written response. Counter-remedies may be suggested by the contractor. The CO will make the final determination regarding remedies within five (5) days of the meeting or receipt of the written response.

The Government reserves the right to request expedited actions by the contractor in the event that a performance failure must be resolved within a period of time to avoid further delay or frustration of a customer mission.

**6.2 Dormant Status**

Failure to properly address issues using the Corrective Action approach, the contractor may be put in Dormant Status. (See Section H.36.5)

**6.3 Off-Ramping**

Once the contractor has been put in Dormant Status and has completed all previously award task orders the contractor may be Off-Ramped. (See Section H.36.6)

**6.4 Termination**

Termination procedures shall be in accordance with FAR 49.