

General Services Administration's

Comprehensive Professional Energy Services

Blanket Purchase Agreement

QUALITY ASSURANCE SURVEILLANCE PLAN

Purpose:

CPES BPA Task Orders are performance based. This Quality Assurance Surveillance Plan (QASP) template may be tailored by agencies and used as a risk mitigation and performance monitoring tool.

QUALITY ASSURANCE SURVEILLANCE PLAN (QASP)

INTRODUCTION

In accordance with FAR Subpart 46.4, Government contract quality assurance shall be performed as may be necessary to determine that the services conform to Task Order requirements. This Quality Assurance Surveillance Plan (QASP) was developed pursuant to the requirements of the Statement of Work (SOW) for General Services Administration's (GSA), Comprehensive Professional Energy Services (CPES) nationwide Blanket Purchase Agreements (BPAs) established under the Federal Strategic Sourcing Initiative. Ordering agencies may tailor this QASP to conform to their specific agency-related metrics in addition to the established performance metrics set forth in the BPA Holder's Terms and Conditions.

In an effort to streamline the CPES BPA surveillance process, the CPES BPA Program Management Office developed this QASP to provide Ordering Agencies with a risk mitigation tool that outlines the procedures and guidelines agencies may use when evaluating BPA Holder's performance in accordance with the:

- CPES BPA performance metrics
- CPES BPA terms and conditions
- The Recovery Act, other regulations and Executive Orders
- BPA Holder's Quality Control Plan (QCP)
- Task Order level reporting requirements and metrics

This QASP will also help the Ordering Agencies to meet quality control outcomes set forth in the Federal Strategic Sourcing Initiative by:

- Identifying trends
- Sharing lessons learned and best practices
- Facilitating cost savings and cost efficiencies
- Documenting additional discounts and achievement of socioeconomic goals, among others

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NAME OF ORDERING AGENCY:

PROJECT NAME AND NUMBER:

DATE:

IDENTIFICATION OF SERVICES TO BE PERFORMED

The following Special Item Numbers (SINs) and associated descriptions were awarded under the CPES BPAs:

Comprehensive Professional Energy Services

SIN	Description
003-97 – Ancillary Repairs and Alternations	Any necessary repairs or alternations to products and services purchased under other SINs in the Schedule.
871-100 – Ancillary Supplies and/or Services, Relating to Energy Management, Water Conservation and Support Services	Ancillary supplies and/or services are support supplies and/or services which are not within the scope of any other SIN on this schedule. These supplies and/or services are necessary to compliment a contractor’s offerings to provide a solution to a customer requirement.
871-202 Energy Management Planning and Strategies	A four-phase comprehensive energy management solution including consulting, concept development and requirements analysis, implementation and change management, and measurement and verification.
871-203 Training on Energy Management	Including, but not limited to reducing energy consumption, mitigating energy system risks, operating systems efficiently, choosing systems, and certification programs such as Leadership in Energy and Environmental Design (LEED).
871-204 Metering Services	Installation of metering services and systems including basic metering, advanced systems, maintenance, installation, removal and disposal of old systems, and using system data to measure results.
871-205 Energy Program Support Services	Includes billing and management oversight and assistance in preparing energy related statements of work. May include certification programs such as LEED.
871-206 Building Commissioning Services	Commissioning, re-commissioning and retro-commissioning of new construction, major modernization projects, and existing buildings to ensure they are designed to operate as energy efficient as possible. May include building certification programs such as LEED.
871-207 Energy Audit Services	Developing, executing and reporting on audit plans, or performing energy or water audits ranging from cursory to comprehensive.
871-208 Resource Efficiency Management	Provide information on steps to improve energy efficiency including onsite analysis and acting as a resource efficiency advocate individual or aggregated buildings.
871-209 Innovations in Energy	Provide innovative approaches to renewable or sustainable energy, sustainability services, and energy management technology and services.
871-210 Water Conservation	Services and consulting related to the reduction of water usage, recycling of water for multiple purposes, retention of water, improvement of water quality and water flow. These services can include facility water audits, water balance, and water system analysis.

SIN	Description
871-211 Energy Consulting Services	Contractors shall provide expert advice, assistance, guidance or counseling on energy related projects or initiatives to assist agencies in adhering to energy legislation and policy such as EPACT 2005, Executive Orders 13423 and 13514. Consulting services covered by this SIN include: Energy management or strategy, Energy program planning and evaluations, Energy related studies, analyses, benchmarking and reporting such as feasibility studies, vulnerability assessments, and energy security, Assistance in meeting energy efficient building standards such as Leadership in Energy and Environmental Design (LEED), Green Globes and Energy Star. Advisory services in obtaining alternative financing for energy projects such as Energy Savings Performance Contracts, Power Purchase Agreements or Enhanced Use Leases ,Consulting on carbon emissions trading programs, Consulting on where to obtain renewable energy credits/certificates, Consulting on greenhouse gas measurement and management, Strategic sustainability performance planning, Consulting on obtaining high performance sustainable buildings.
CR 799A Energy Management Services (Consolidated) “For the purpose of this requirement renewable energy source compliance is provided”	Includes energy management program support (e.g., energy planning and strategies, energy choice analysis, risk management, metering services, billing and management oversight, and preparing agency statements of work); energy audit services; supplying natural gas sources; supplying electricity (renewable sources too) . “ All sources shall be in compliance with DOE renewable guidance entitled “Renewable Energy Requirement Guidance for EPACT 2005 and Executive Order 13423 found at http://www1.eere.energy.gov/femp/pdfs/epact05_renewergyguide.pdf

INSERT A BRIEF DESCRIPTION OF THE SCOPE OF THE REQUIRMENT AND INCLUDE A LIST THE SINS THAT ARE INCLUDED IN THIS TASK ORDER:

CORRELATION OF LAWS/REGULATIONS WITH PERFORMANCE

The “*Correlation of Laws/Regulations with Performance*” document (see www.gsa.gov/energyservicesbpa for a copy of this document) illustrates correlative performance requirements with Federal energy-related laws and regulations which delineate benchmarks for Federal agencies to achieve on an annual basis.

Ordering agencies should note all of their energy-related target goals and document the corresponding law or regulation that is being satisfied as follows (add additional rows as required):

Energy Related Goal	Agency Target (if applicable)	SIN (s)	Law or Regulation Being Satisfied
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PERFORMANCE MANAGEMENT APPROACH

This QASP defines the management approach that Ordering Agencies may use to monitor, manage, and take appropriate action in tracking the BPA Holder’s performance against expected outcomes or performance objectives communicated in the SOW or SOO. Performance management rests upon developing a capability to review and analyze information generated through performance metrics. The ability to make decisions based on the analysis of performance data is the cornerstone of performance management. The data generated in a performance management approach provides information that indicates whether or not expected outcomes for required services are being achieved adequately by the BPA Holder. Both acceptable performance and non-conformance should be noted and should become the basis for rating by the Agency into the government’s Past Performance Information Retrieval System (PPIRS), or other past performance surveys if applicable.

The TO COR (Task Order Contracting Officer Representative) will report to the TO CO (Task Order Contracting Officer) all issues surrounding non-conformance. The TO CO will monitor performance in accordance with the requirements of the overall BPA and report that performance to the BPA CO on a quarterly basis.

METHODOLOGIES TO MONITOR PERFORMANCE

The primary methods of performance monitoring are compliance with established surveillance reporting processes, random checks, observations, inspections, documentation of and response to customer complaints and review of those records and files that are required to be maintained and delivered under agency task orders. In order to minimize the contract administration burden, the following surveillance techniques were established to assess BPA Holder performance:

Monthly Task Order Status Report (see www.gsa.gov/energyservicesbpa for a copy of this document). CPES BPA Holders are required to comply with performance metrics established in the BPA. On a monthly basis, BPA Holders will report their actual performance against those metrics to the BPA CO and Task Order CO using the *Monthly Task Order Status Report*.

INSERT A DESCRIPTION OF ANY OTHER MONTHLY REPORTS THAT WILL BE DELIVERED (IF APPLICABLE):

Agency Specific Metrics (if applicable):

Ordering Agencies may elect to add other appropriate agency-unique performance metrics at the Task Order level.

INSERT AGENCY SPECIFIC METRICS (IF APPLICABLE):

The process for gathering this data will be determined by each Ordering Agency's requirements for the desired outcome consistent with the performance-based SOW.

Formal and Informal Meetings

The TO CO may require the BPA Holder's project manager, or a designated alternate, to meet with the TO CO, TO COR, and/or other Ordering Agency personnel as deemed necessary to discuss performance evaluation.

The TO CO will define a frequency of in-depth reviews with the BPA Holder, however if the need arises, the BPA Holder will meet with the TO CO as often as required or per the agency's request. The agenda of the reviews may discuss:

- Monthly performance measured by the metrics and trends
- Issues and concerns of both parties
- Projected outlook for upcoming months and progress against expected trends
- Recommendations made by the COR based on BPA Holder information
- Issues arising from independent reviews and inspections

INSERT AGENCY SPECIFIC MEETING SCHEDULE (IF APPLICABLE):

Quality Assurance Monitoring Form (see www.gsa.gov/energyservicesbpa for a copy of this document). The Ordering Agency's QA monitoring, accomplished by the COR, is reported using the "*Quality Assurance Monitoring*" form. The process for gathering this data will be determined by each ordering agency's requirements for the desired outcome consistent with the performance-based SOW. The completed form documents the BPA Holder's performance under the Task Order to ensure that the SOW requirements are being met.

Quarterly Customer Satisfaction Report (see www.gsa.gov/energyservicesbpa for a copy of this document): TO COs are required to provide the BPA CO with a "*Quarterly Customer Satisfaction Report*" of the BPA Holder's performance that measures each Task Order on

a quarterly basis. At the end of each quarter, the TO CO or COR will prepare a written report for the BPA CO summarizing the overall results of the quality assurance monitoring of the BPA Holder's performance. Attachments to this report may include the following documents substantiating performance during that quarter such as supplementary written reports, copies of Quality Assurance Monitoring Forms, Customer Complaint Investigation Forms, Quality Assurance Control Plan and/or other substantiating documentation or other agency generated documentation as appropriate..

Customer Complaint Investigation Form (see www.gsa.gov/energyservicesbpa for a copy of this document):

All customer complaints will be investigated and documented accordingly and used in the overall assessment of customer satisfaction. TO CORs and TO COs may either use their own internal complaint documentation forms or may use the referenced form.

REMEDIES FOR NONCONFORMANCE

Non-conforming products or services will be rejected. Deficiencies will be corrected, by the BPA Holder, within the number of days specified in the Task Order at no additional cost to the Ordering Agency. If the deficiencies cannot be corrected within the identified time period, the BPA Holder will immediately notify the designated TO COR of the reason for the delay and provide a proposed corrective action plan within the number of workdays stipulated by the TO COR

The BPA Holder may be required to provide consideration, monetary or non-monetary, or may have its Task Order terminated should it fail to perform.

Ordering Agencies will use the following criteria for determining appropriate action:

Notifications. Consistent with FAR Part 49, the TO CO shall notify the service provider of failure to meet standards through QA monitoring forms, cure notices, or show cause notices and shall inform the BPA Holder or designated alternate of such notices.

Termination. If the TO CO determines that the BPA Holder has failed to perform to the extent that a termination for breach of contract is justified, the TO CO shall issue a notice of termination, consistent with FAR Part 49 and FAR Subpart 8.406-3.

PROPER WORK AND SAFETY PROCEDURES

The BPA Holder shall comply with all applicable codes and standards such as, but not limited to, Building Officials and Code Administrators International, Inc. (BOCA) codes, American Society of Heating, Refrigeration, and Air-Conditioning Engineers (ASHRAE) handbooks, and ASHRAE Standard 90-75, National Electric Code, American Nat'l Standard Institute Society for Mechanical Engineers (ANSI/ASME) A17.1 Safety Code for Elevators and Escalators (including supplements).

CONCLUSION

This QASP documents all of the surveillance methods: Monthly Task Order Status Reports; BPA and Agency specific metrics; Formal and Informal Meetings; Quality Assurance Monitoring; and Quarterly Customer Satisfaction Reports that will be used at the BPA and Task Order levels by the COR, as well as, the BPA and Task Order Contracting Officers. This QASP may be shared with BPA Holders to ensure their Quality Control Plans are compatible with the established performance and monitoring measures. The comprehensive nature of this QASP provides the TOCO and the BPA Contracting Officer with invaluable tools that will be used in the decision-making process for on ramping/off ramping of CPES BPA Holders and documenting BPA Holder performance surveillance practices.