

**FUNCTIONAL ASSESSMENT PLAN (FAP)**

**FACILITY INVESTMENT**

**1502000**

**FACILITY INVESTMENT FAP**

<b>Assessment Levels (AL)</b>			<b>Assessment Frequency (Freq)</b>			<b>Method of Assessment (MOA)</b>			
<b>AL1</b>	Start assessment at this Level		<b>A</b>	Annually		<b>PS</b>	Periodic Sampling		
<b>AL2</b>	Add this Level if Contractor performance for AL1 is Unsatisfactory		<b>Q</b>	Quarterly		<b>RS</b>	Random Sampling		
<b>AL3</b>	Add this Level if Contractor performance at AL1 or AL2 is Unsatisfactory		<b>M</b>	Once per month		<b>VCC</b>	Validated Customer Complaints		
			<b>BW</b>	Once every 13-16 days		<b>UV</b>	Unscheduled Visits		
			<b>W</b>	Once per week		<b>CE</b>	Customer's Evaluation		
			<b>R</b>	As required					
Note: Return to appropriate Assessment Level when performance improves.						Note: The first method listed in the MOA column below is the primary assessment method.			

Spec Item	Performance Objective	Performance Standard	MOA	Assessment Level			Sample Size		Freq
				AL1	AL2	AL3	Normal	Reduced	
3.1	<b>Service Orders</b> The Contractor shall maintain, repair, and alter facilities, systems, and equipment to ensure they are fully functional and in normal working condition.	Trouble call work is responded to and completed within the specified time.  Facilities, equipment and systems are restored to normal working condition, including recertification if applicable.  When repair is complete the facility,	PS VCC		N/A	N/A	10%	5%	M

Spec Item	Performance Objective	Performance Standard	MOA	Assessment Level			Sample Size		Freq
				AL1	AL2	AL3	Normal	Reduced	
		equipment and systems does not present danger to personnel or equipment.							
3.1.1	<b>Emergency Service Orders</b> The Contractor shall respond to emergency trouble calls and arrest emergent conditions to minimize and mitigate damage to facilities, systems, and equipment, and danger to personnel.	The Contractor shall perform emergency service orders 24 hours a day, seven days a week throughout the contract period.  Work is continued without interruption until emergent condition is mitigated.	PS VCC	N/A		N/A	10%	N/A	M
3.1.2	<b>Urgent Service Orders</b> The Contractor shall complete urgent service orders in a timely manner and ensure facilities, ground structures, personal property equipment, and installed equipment and systems are restored to a safe, normal working condition and function properly.	Urgent service orders are completed within five working days.	PS VCC	N/A		N/A	10%	N/A	M
3.1.3	<b>Routine Service Orders</b> The Contractor shall complete service trouble calls in a timely manner and ensure facilities, systems, and equipment are restored to normal working condition.	Service trouble calls are completed within nine calendar days.	PS VCC	N/A		N/A	10%	N/A	M

Spec Item	Performance Objective	Performance Standard	MOA	Assessment Level			Sample Size		Freq
				AL1	AL2	AL3	Normal	Reduced	
3.1.4	<b>Sewer &amp; Drain Clearing Service Calls</b>	Contractor shall provide onsite sewer & drain clearing service to Portsmouth Naval Shipyard and Admiralty Village housing.	PS VCC						
3.1.5	<b>Sewer &amp; Drain Inspection Recording Service Orders</b>	Contractor shall provide onsite sewer & drain inspection recording service to Portsmouth Naval Shipyard and Admiralty Village housing.	PS VCC						
3.2	<b>Preventive Maintenance (PM) Program</b> The Contractor shall develop and implement a PM program for facilities, equipment and systems to ensure proper operation, to minimize breakdowns, and to maximize useful life.	Facilities, systems and equipment are maintained in normal working condition, including recertification if applicable.  PM is performed in accordance with manufacturers' recommended procedures and OEM standards.  No unscheduled system outages due to missed or improper maintenance.	PS		N/A	N/A	10%	5%	M
3.2.1	<b>Auxiliary Generators</b> The Contractor shall perform maintenance on auxiliary generators to ensure safe, reliable, uninterrupted service.	Auxiliary generators provide electrical power to meet the load demand for the duration of a power outage.  Maintenance of auxiliary generators performed in compliance with NAVFAC MO-912	PS	N/A		N/A	10%	N/A	M
3.2.2	<b>Diesel and Electric Fire Pump Drivers</b> The Contractor shall perform prescriptive maintenance on	Maintenance of pump drivers is performed in compliance with NFPA Standard 25, Chapter 8, and Table 8.1.2 as specified.	PS	N/A		N/A	10%	N/A	M

Spec Item	Performance Objective	Performance Standard	MOA	Assessment Level			Sample Size		Freq
				AL1	AL2	AL3	Normal	Reduced	
	diesel and electric fire pump drivers to ensure safe, reliable, uninterrupted service.								
3.2.3	<b>Uninterrupted Power Supply (UPS)</b> The Contractor shall perform maintenance on UPS systems to ensure safe, reliable, uninterrupted power.	The Contractor shall develop and implement a maintenance program of UPS systems in accordance with OEM recommendations.	PS	N/A		N/A	10%	N/A	M
3.2.4	<b>Dry Dock Controls</b> The Contractor shall perform maintenance on Dry Dock Controls to ensure proper operation, to minimize breakdowns, and to maximize useful life.	Contractor shall perform annual on-line and off-line service to the pump well control systems in specified locations.  Maintenance is performed in accordance with OEM standards.	PS	N/A		N/A	10%	N/A	M
3.3	<b>Inspection, Testing, and Certification Program</b> The Contractor shall provide inspection, testing, and certification services to ensure equipment is safe, fully functional, and operational.	All certifications are current.  Testing, inspection, and certification services performed and completed in accordance with the Inspection, Testing, and Certification Program and Schedule.  Testing, inspection, and certification services performed in accordance with applicable references..	PS		N/A	N/A	10%	5%	M
3.3.1	<b>Backflow Preventers</b> The Contractor shall prepare, inspect, and test backflow prevention devices to ensure they	Testing, inspection, and certification of backflow prevention devices performed and completed in accordance with the Inspection,	PS	N/A		N/A	10%	5%	M

Spec Item	Performance Objective	Performance Standard	MOA	Assessment Level			Sample Size		Freq
				AL1	AL2	AL3	Normal	Reduced	
	are fully functional and operational.	Testing, and Certification Program and Schedule.  Backflow prevention devices are certified in accordance with UFC-3-230-02, UG-2029-ENV, and OPNAVINST 5090.1.							
3.4	<b>Other Recurring Services Program</b> The Contractor shall develop and implement an Other Recurring Services Program for installed equipment and systems to ensure proper operation, to minimize breakdowns, and to maximize useful life.	Other recurring services are accomplished in accordance with the Contractor's program and work schedule.  Services are performed in accordance with manufacturers' recommended procedures and OEM standards.	PS		N/A	N/A	10%	5%	M
3.4.1	<b>Bridge Cleaning</b> The contractor shall perform cleaning services on Bridges 1 and 2 to ensure all surfaces are clean and to maximize useful life.	All sand, salt, and other debris are removed from all superstructure surfaces, bridge bearings and top surfaces of piers and abutments of Bridges 1 and 2.  Cleaning is accomplished in accordance with the Contractor's program and work schedule	PS	N/A		N/A	10%	5%	M
3.4.2	<b>Catch Basins</b> The Contractor shall clean designated catch basins and remove and dispose of waste and debris to ensure they function properly.	Catch basins are cleaned in accordance with the Contractor's program and work schedule.	PS	N/A		N/A	10%	5%	M

Spec Item	Performance Objective	Performance Standard	MOA	Assessment Level			Sample Size		Freq
				AL1	AL2	AL3	Normal	Reduced	
3.4.2.1	<b>Line Flushing</b> The Contractor shall flush drain lines to ensure they are clear and flow freely.	Drain lines flow freely with no blockages.	PS VCC	N/A			10%	N/A	M
3.4.3	<b>Storm Water Management Structure Cleaning</b>	The Contractor shall provide inspection and maintenance activities for Storm Water Management Systems.							
3.4.4	<b>Sewage Lift Stations &amp; Ejector Pump Cleaning</b> The Contractor shall provide cleaning services to sewage lift stations and ensure they clean function properly and maximize useful life.	Sewage stations are cleaned in accordance with the Contractor's program and schedule.	PS	N/A		N/A	10%	5%	M
3.4.4.1	<b>Pump Maintenance</b>	The contractor shall perform pump maintenance in accordance with O&M and industry standards.	PS	N/A	N/A		10%	5%	M
3.4.4.2	<b>Controls Maintenance</b>	The contractor shall perform controls maintenance in accordance with O&M and industry standards.	PS	N/A	N/A		10%	5%	M
3.4.5	<b>Oil / Water Separators</b> The Contractor shall clean grease and oil separators to ensure they function properly.	Oil / Water separators are cleaned in accordance with the Contractor's program and schedule  Grease traps and oil collectors are clean and free of grease and oil on baffles, perforated surfaces, and all other removable parts and function to meet the intended purpose.	PS	N/A		N/A	10%	5%	M

Spec Item	Performance Objective	Performance Standard	MOA	Assessment Level			Sample Size		Freq
				AL1	AL2	AL3	Normal	Reduced	
3.4.6	<b>Water Purification</b> The Contractor shall supply and maintain a water purification system to ensure the continuous supply of dematerialized water.	System provides 35 (thirty-five) gallons per minute of treated water, with the following chemical requirements:  a. pH range of 6.0 to 8.0 b. Conductivity is not to exceed 1.0 mg/l c. Chlorides shall be less than 0.1 mg/l  No visible turbidity, color, settlement, suspended solids or oil present  Repairs and replacements are made within specified times.	PS	N/A		N/A	10%	5%	M
3.4.7	<b>Root Treatment</b>	Contractor shall provide root treatment and heavy line jetting of sanitary sewer lines and laterals at Admiralty Village at government owned sewer laterals and mains as shown in J-1502000-12.							
3.4.8	<b>Bronto Lift for Crane Maintenance</b>	Contractor shall provide a personnel lift and two operators for required stiff leg derrick crane maintenance.							
3.4.9	<b>Bridge 1 Concrete Sealant</b>	Contractor shall apply concrete sealer to all exposed concrete surfaces of Bridge 1 deck and sidewalks – Once every two years.							

Spec Item	Performance Objective	Performance Standard	MOA	Assessment Level			Sample Size		Freq
				AL1	AL2	AL3	Normal	Reduced	
4	<p><b>Non-Recurring Work</b>  Non-Recurring work may be ordered utilizing DoD EMALL in accordance with Section H or on a task order in accordance with the PROCEDURES FOR ISSUING ORDERS clause in Section G. The order will specify the exact locations and types of work to be accomplished. The period of performance will be specified in each order.</p>	<p>Refer to Non-recurring work ELINs for task listings, descriptions and related requirements. All periods of performance are measured from issue date of order to acceptance of the work. Performance Standards for Non-recurring work will be the same as those in Spec Item 3 where applicable.</p>							

MONTHLY PERFORMANCE ASSESSMENT SUMMARY

Annex/sub-annex: 1502000 Facility Investment

Month/Year: \_\_\_\_\_

Spec Item	Title	AL1 Rating					AL2/AL3 Rating			VCC	
		E	V G	S	M	U	# Samples	A	U		# Samples
	<b>1502000 – Facility Investment</b>										
<b>3.1</b>	<b>Service Orders</b>										
3.1.1	Emergency Service Orders										
3.1.2	Urgent Service Orders										
3.1.3	Routine Service Orders										
<b>3.2</b>	<b>Preventative Maintenance (PM) Program</b>										
3.2.1	Auxiliary Generators										
3.2.2	Fire Pumps (Diesel & Electric)										
3.2.3	Uninterrupted Power Supply (UPS)										
3.2.4	Dry Dock Controls										
<b>3.3</b>	<b>Inspection, Testing, and Certification Program</b>										
3.3.1	Backflow Preventers										
<b>3.4</b>	<b>Other Recurring Services Program</b>										
3.4.1	Bridge Cleaning										
3.4.2	Catch Basins										
3.4.2.1	Line Flushing										
3.4.3	Storm Water Management Structure Cleaning										
3.4.4	Sewage Lift Stations										
3.4.4.1	Pump Maintenance										
3.4.4.2	Controls Maintenance										
3.4.5	Oil / Water Separators										
3.4.6	Water Purification										
3.4.7	Root Treatment										
3.4.8	Bronto Lift for Crane Maintenance										
3.4.9	Bridge 1 Concrete Sealant										
<b>4</b>	<b>Non-Recurring Work</b>										

MONTHLY PERFORMANCE ASSESSMENT SUMMARY

Annex/sub-annex: \_\_\_\_\_

Month/Year: \_\_\_\_\_

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**Comments:**

**Recommended Actions:**

**SPAR Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

Attachment B: Performance Assessment Worksheet (PAW)

**PERFORMANCE ASSESSMENT WORKSHEET**

ANNEX/SUB-ANNEX: \_\_\_\_\_

PAW (Indicate Level)	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	
CONTRACT NO:		PAR NAME:		
SAMPLE ID:		DATE:		
SAMPLE LOCATION:				
SPEC ITEM:	TITLE:			
<b>COMMENTS:</b> (Document findings/observation of value-added and negative performance, and trends)				
RATING: <b>(For PAW-2/3 only)</b>	<input type="checkbox"/> Acceptable	<input type="checkbox"/> Unacceptable		
PAR (signature): _____		DATE: _____		
CONTRACTOR (signature): _____		DATE: _____		
REWORK:	<input type="checkbox"/> Acceptable	<input type="checkbox"/> Unacceptable	<input type="checkbox"/> N/A	
<b>QMS EVALUATION:</b> (Document effectiveness of contractor's QMS to detect/correct negative performance and reverse trends)				
QMS RATING:	<input type="checkbox"/> Acceptable	<input type="checkbox"/> Unacceptable	<input type="checkbox"/> N/A	
<b>PERFORMANCE ASSESSMENT RATING: (FOR PAW-1 ONLY)</b>				
<input type="checkbox"/> Exceptional	<input type="checkbox"/> Very Good	<input type="checkbox"/> Satisfactory	<input type="checkbox"/> Marginal	<input type="checkbox"/> Unsatisfactory

1.1 Attachment C: Customer Complaint Record

**CUSTOMER COMPLAINT RECORD**

ANNEX/SUB-ANNEX: \_\_\_\_\_

CONTRACT NO:		DATE/TIME RECEIVED:	
		RECEIVED BY:	
SOURCE OF COMPLAINT			
ORGANIZATION:		INDIVIDUAL:	
PHONE:			
LOCATION:			
SPEC ITEM:		TITLE:	
<u>DETAILS OF COMPLAINT:</u>			
<u>COMMENTS:</u>			
Complaint Validation:	<input type="checkbox"/> Valid	<input type="checkbox"/> Non-valid	
PAR (signature): _____		DATE: _____	
CONTRACTOR (signature): _____		DATE: _____	
REWORK:	<input type="checkbox"/> Acceptable	<input type="checkbox"/> Unacceptable	<input type="checkbox"/> N/A
<u>QMS EVALUATION:</u> (Document effectiveness of contractor's QMS to detect/correct negative performance and reverse trends)			
QMS RATING:	<input type="checkbox"/> Acceptable	<input type="checkbox"/> Unacceptable	<input type="checkbox"/> N/A

1.2 Attachment D: Performance Assessment Rating Criteria (PARC)

Adjectival Rating with Description	Percent Rating
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<p><b>Exceptional:</b></p> <p>The Contractor demonstrates a high level of performance and quality that meets all and exceeds most performance objectives and standards. QMS is presumed effective based on little or no minor performance inconsistencies, all of which have been corrected/resolved. All work is performed in a timely manner and Customer needs are met.</p>	95 to 100
<p><b>Very Good:</b></p> <p>The Contractor demonstrates a high level of performance and quality that meets all and exceeds some performance objectives and standards. QMS is presumed effective based on some minor performance inconsistencies, all of which have been corrected/resolved. Vast majority of work is performed in a timely manner and Customer needs are met.</p>	90 to 94.9
<p><b>Satisfactory:</b></p> <p>The Contractor demonstrates a level of performance and quality that meets all performance objectives and standards. QMS is acceptable, however, there have been some discussions of management and quality control. Customer needs are predominantly met.</p>	85 to 89.9
<p><b>Marginal:</b></p> <p>The Contractor demonstrates a level of performance and quality that meets most but not all performance objectives and standards. Periodic input required from the Government to initiate corrective action. QMS is adequate with Government reminders. Customer needs are usually met.</p>	75 to 84.9
<p><b>Unsatisfactory:</b></p> <p>The Contractor demonstrates a level of performance and quality that fails to meet many performance objectives and standards and/or those that have a substantial impact on quality. The Contractor's performance is inadequate or inferior with an excessive number of inconsistencies. Substantial input is required from the Government to acquire corrective actions. QMS documentation and preventive actions are inadequate. Customer feedback indications are unsatisfactory.</p>	Below 75

Note: This table shows two columns, Adjectival and Numerical. Adjectival ratings provide CPARS equivalent descriptions, and, numerical ratings provide comparable values for use in summary performance evaluations where applicable, e.g., Award Fee.

1.3 Attachment E: Contract Discrepancy Report (CDR)

<b>CONTRACT DISCREPANCY REPORT</b>		1. CONTRACT NUMBER
<b>GOVERNMENT ACTION</b>		
2. TO (Contractor and Manager Name)		3. FROM (Name of Government Representative)
4. DISCREPANCY OR PROBLEM		
5. CONTRACTOR NOTIFIED (Date, Time, Contact Name)		
6. SIGNATURE OF CONTRACTING OFFICER		7. DATE
<b>CONTRACTOR ACTION</b>		
8. TO (Contracting Officer)		9. FROM (Contractor)
10. CONTRACTOR RESPONSE (Cause, corrective actions to prevent recurrence. Attach continuation sheet if necessary.)		
11. SIGNATURE OF CONTRACTOR REPRESENTATIVE		12. DATE
<b>GOVERNMENT CLOSE OUT</b>		
13. GOVERNMENT EVALUATION (Acceptance, partial acceptance. Attach continuation sheet if necessary.)		
14. GOVERNMENT ACTIONS (Payment deduction, cure notice, show cause, other.)		
15. SIGNATURE OF CONTRACTING OFFICER		16. DATE
17. SIGNATURE OF REVIEWING OFFICIAL		18. DATE