

# Attachment C: Scope of Work for Field and Photo Inspection Services

## RFQL5158 Standards and Quality Assurance

This Attachment will be the basis for a binding agreement (Task Work Order) between NYSERDA and a Quality Assurance Service Provider receiving an award for field and/or photo inspection services under RFQL 5158.

### **Definitions:**

**Quality Assurance (QA):** Field and photo evaluations to verify compliance of key milestones within projects to assess compliance with industry standards and Program requirements; identify corrective action necessary to comply with said standards and requirements.

**Quality Control (QC):** Planned and systematic activity implemented to ensure quality requirements are met and deficiencies documented in a QA inspection are corrected.

**Quality Services Provider (QSP):** Qualified third-party consultant under contract with NYSERDA responsible for inspection services. The QSP is fully separate and independent from the Program Implementer.

**Program Implementer (PI):** Company under contract with NYSERDA to assist NYSERDA Staff with the administration of NYSERDA Programs, including the arbitration of inspection reports that require corrective action be taken.

**Field Inspection Report:** Quality report that details findings gathered during an in-progress or post-completion field inspection, including all non-conformances related to health and safety, performance, program requirements and standards. Field inspection reports that score 1 or 2 out of a 5-point scale are rated as failed and the PC must document resolution of all major and critical failures.

**Photo Review Report:** Quality report that details findings after reviewing site photos submitted by the PC who completed the project, including all non-conformances related to health and safety, performance, program requirements and standards. Photo review reports that score 1 or 2 out of a 5-point scale are rated as failed and the PC must document resolution of all major and critical failures.

**Participating Contractor (PC):** Independent contractor that provides energy efficiency and/or renewable energy products and services to customers through NYSERDA Programs.

**Standards and Quality Assurance (SQA) Team:** Oversees the quality function for NYSERDA, has the primary responsibility for the application of industry standards and quality principles for the authority and manages all activities related to QA inspections.

**Performance Summary Report (PSR):** A report generated using NYSERDA's

database to summarize production, inspection, inspection rate and quality performance by PC.

Project Detail Report (PDR): A report that contains specific details for all QA inspections, available for a specific PC or for all PCs.

**Staff Listing**

All staff engaged in this Agreement are listed below. The QASP shall notify of any change in personnel and will have approval rights for field staff.

<b><u>Name</u></b>	<b><u>Title</u></b>	<b><u>Role on Project</u></b>

**Task 1: Retain and Train Credentialed Staff**

The QSP shall have technically proficient and appropriately credentialed field staff, regionally located to adequately provide the required inspection services and other tasks. The QSP shall provide ongoing training for software and hardware tools used to conduct field inspections and on software modeling tools (if applicable). The QSP shall also ensure that, during the contract period, all inspectors hold in a current status all required professional certifications.

**Task 1: Deliverables**

- Organizational Chart
- Staff List
- Equipment List
- Modeling Software
- Record of ongoing staff training

**Task 2: Field Inspection Implementation**

**Task 2.1 Schedule Field Inspections**

The QSP shall have technically proficient scheduling staff to adequately schedule field inspection services. The QSP shall be responsible for scheduling inspections of eligible projects and shall attempt to conduct inspections within (30) days and no more than ninety (90) days of the approval date for the inspection type being conducted. The QSP shall schedule inspections to meet the project inspection sampling percentage requirements approved by NYSERDA. The QSP shall not schedule customer requested inspections for projects that are more than one (1) year from completion unless approved by the SQA Project Manager.

**Task 2.2 Conduct Customer Surveys**

If applicable for the Program/Technology area, the QSP shall conduct a brief customer satisfaction survey for all post completion inspection that are completed.

### **Task 2.3 Review and Maintain Project Data**

The QSP shall retrieve and use relevant NYSERDA Program databases to review, retrieve, and upload files and project information for use by field inspectors. The QSP shall ensure completeness of all project data necessary to conduct field inspections and request additional information from the Program Implementer and NYSERDA as needed.

### **Task 2.4 Conduct Field Inspections**

The QSP shall conduct field inspections subject to the inspection sampling rate as defined by NYSERDA for the assigned Program and region. The field inspector shall inspect all qualitative and quantitative elements defined by the NYSERDA field inspection checklist as appropriate for the project (See Sample Checklists in Appendix 3).

The QSP shall immediately notify NYSERDA and all other necessary parties of situations that require immediate action due to critical health and/or safety concerns.

The QSP shall note any corrective action taken by the Participating Contractor during the inspection on a project element that was not compliant at time of inspection.

### **Task 2.5: Field Inspection Reporting**

After the inspector has completed the field inspection, the QSP project manager shall review and approve the inspection data for each project within five business days. Upon approval of the inspection data, the QSP shall submit the report to NYSERDA or directly to the participating Contractor at the discretion of the NYSERDA PM. For Programs using QACSS and Salesforce, a Field Inspection Report will auto-generate, and the report will be transmitted to the PC via Salesforce or QACSS. Other Programs will prepare and issue reports using MS Excel or other format as acceptable to NYSERDA, until such time that inspections can be completed in Salesforce.

### **Task 2: Deliverables**

- Inspection schedule
- Uploaded project information to NYSERDA internal database(s), or MS Excel
- Document field inspection data
- Field Inspection Report, reviewed and approved by QSP Project Manager
- Photo documentation of all installed measures – uploaded to SharePoint

### **Task 3: Photo Inspection Implementation**

#### **Task 3.1 Issue Photo Review Request**

The QSP shall issue a request to the Participating Contractor to submit required information and photos as required for the photo desk review. The QSP shall be responsible for requesting photos of eligible projects within (30) days and no more than ninety (90) days of the approval date for the inspection type being conducted. The QSP shall request photos for projects to meet the inspection sampling percentage requirements approved by NYSERDA.

#### **Task 3.2 Complete Photo Review**

The QSP shall retrieve project data from the respective NYSERDA Program database and shall assess all submitted project information and photos for compliance with Program requirements.

#### **Task 3.3: Photo Review Reporting**

Upon review and approval of the report by the QSP, Salesforce will generate a Photo Review Report. If there are one or more photos that are unclear and therefore the QSP could not verify, Salesforce will generate a Could Not Verify Report and the PC will be notified to re-submit additional photos for those tasks. The QSP will review the re-submitted photos and will issue a Photo Review Report. The QSP shall issue Photo Review Reports within five business days from receiving photos from the PC. Salesforce will generate the report and notify the Participating Contractor to respond as appropriate. Until such time that Quality functions described in this appendix can be incorporated into Salesforce for all other Program areas, the QSP will prepare and issue photo review reports using MS Excel or another format as acceptable to NYSERDA.

### **Task 3: Deliverables**

- Request Photos and Document schedule
- Uploaded project information to NYSERDA internal database(s), or MS Excel
- Document photo inspection results
- Photo Review Report
- Email Photo Inspection Results to PC

### **Task 4: Program Administrative Activities**

#### **Task 4.1 Meetings with NYSERDA**

The QSP shall schedule and attend scheduled teleconference calls with the NYSERDA PM, and monthly meetings with appropriate parties (NYSERDA, QSP field staff and administrative staff) by teleconference or in-person with no less than four in-person meetings at NYSERDA Albany office during the 12-month contract period. The

QSP shall submit a summary of each teleconference and a Memo Summary for each monthly meeting to the NYSERDA PM.

#### **Task 4.2 Internal Meetings**

The QSP shall conduct weekly meetings, in a format appropriate for the region, with field and administrative staff. The purpose of these meetings is to discuss scheduling, applicable standards, quality protocol, consistency in ratings among field staff, best practices, concerns, IT issues, and other topics as needed for the successful management of the contract. The QSP shall invite NYSERDA as appropriate and incorporate meeting topics into the agenda as requested by the NYSERDA PM.

#### **Task 4.3 Monthly Report and Invoice**

The Contractor shall submit monthly progress reports for all activity conducted during the previous month to NYSERDA's Project Manager and Program Manager. The Progress Reports shall include information on the following subjects in the order indicated, with appropriate explanation and discussion, as summarized below. An outline of the monthly report will be provided by the NYSERDA Project Manager prior to or during the kick-off meeting.

The progress report shall include, but not be limited to:

- a. Contractor name.
- b. Project title.
- c. Agreement number.
- d. Reporting period.
- e. Executive summary.
- f. Project progress during reporting period and Contract-to-Date. Provide updates on staffing including a table with each staff member, region covered and status/role
- g. Project schedule representing scheduled inspections and closure rates.
- h. Identification of problems.
  - Summary of notable problems found during field inspections.
  - Program level Pareto Analysis, Deficiency Frequency Analysis
- i. Planned or proposed solutions to identified problems described in (h) above
- j. Planned work for the next reporting period.
  - Rational sampling plan, estimated number of inspections
- k. Budget analysis of actual costs incurred in relation to the budget.
- l. Summary including customer surveys (if applicable), lessons learned during the reporting period and previous months.

The Contractor's invoice shall include a summary of all services provided, table of No-Shows including the project identification number and the Invoicing Report generated by QACSS for the invoice period.

The monthly report and invoice must be received by NYSERDA no later than the 5<sup>th</sup>

business day of the subsequent month.

**Task 4: Deliverables**

- Monthly Report
- Monthly Invoice
- Teleconference summaries via email
- Monthly meeting summary (Memo to File)

**Task 5: Non-Standard Inspections and Technical Assistance Activity**

The QSP shall, at NYSERDA request, complete non-standard inspections to include, but not limited to: post inspection follow up in emergency situations, administrative or field inspections of flagged projects and other activity as requested by NYSERDA.

All potential non-standard inspections or technical assistance activity can be identified by NYSERDA, the QSP or the Program Implementer. The QSP shall not embark on any non-standard inspections or activity without written approval from NYSERDA. After the non-standard inspection or work is completed, the QSP shall submit a summary report in a format acceptable to NYSERDA.

**Task 5: Deliverable**

- Summary report for each assignment

**Task 6: Support Transition of Services and Technology Transfer**

The QSP shall provide technical support as requested and approved by NYSERDA to effectively transition activities prior to the end of the contract period. The QSP shall coordinate with NYSERDA to transfer, in an acceptable format, all externally located project information, inspection data, summary data and other quality information produced during the contract period. This pertains to all information and data that is not already embedded in the NYSERDA QACSS, Salesforce or SharePoint portals during the contract period.

**Task 6: Deliverables**

- External data and quality services information.

**Budget**

**Total Not-to-Exceed Budget: \$**

The standard inspection rates and hourly rates to implement shall be consistent with those in the general Umbrella Agreement.

Inspection Type	Rate

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**Schedule**

Schedule of services: July 1, 2023 – June 30, 2024