

QASP

For: BSR Program Management

Contract Number: TBD

Contract Description: Breathing, Stretching, Relaxation Yoga Program Management

Period of Performance: 1 Year

Contractor's Name: TBD

1. PURPOSE

This QASP provides a systematic method to evaluate performance for the stated contract. This QASP explains the following:

- What will be monitored
- How monitoring will take place
- Who will conduct the monitoring
- How monitoring efforts and results will be documented

This QASP does not detail how the Contractor accomplishes the work. Rather, the QASP is created with the premise that the Contractor is responsible for management and quality control actions to meet the terms of the contract. It is the Government's responsibility to be objective, fair, and consistent in evaluating performance.

This QASP is a "living document" and the Government may review and revise it on a regular basis. However, the Government shall coordinate changes with the Contractor. Copies of the original QASP and revisions shall be provided to the Contractor and Government officials implementing surveillance activities.

2. GOVERNMENT ROLES AND RESPONSIBILITIES

The following personnel shall oversee and coordinate surveillance activities.

a. Contracting Officer (CO) - The CO shall ensure performance of all necessary actions for effective contracting, ensure compliance with the contract terms, and shall safeguard the interests of the United States in the contractual relationship. The CO shall also assure that the Contractor receives impartial, fair, and equitable treatment under this contract. The CO is ultimately responsible for the final determination of the adequacy of the Contractor's performance.

Assigned Contracting Officer: TBD

Organization or Agency: Department of Veterans Affairs, NCO 22

b. COR - The COR is responsible for technical administration of the contract and shall assure proper Government surveillance of the Contractor's performance. The COR shall keep a quality assurance file. The COR is not empowered to make any contractual commitments or to authorize any contractual changes on the Government's behalf.

Assigned COR and Title: Natalie Wherry, Supervisory Health System Specialist

Facilities: VAGLAHS

c. Other Key Government Personnel – N/A

3. CONTRACTOR REPRESENTATIVES

The following employees of the Contractor serve as the Contractor's program manager(s) for this contract.

Name/Title: TBD

4. PERFORMANCE STANDARDS

Performance standards define desired services. The Government performs surveillance to determine if the Contractor exceeds, meets or does not meet these standards.

The Performance Requirements Summary Matrix includes performance standards. The Government shall use these standards to determine Contractor performance and shall compare Contractor performance to the Acceptable Performance Level (APL).

Performance metric / Evaluation Factor	Ref	Acceptable Performance level (APL)	Standard	Surveillance method(s) used to determine performance level	Incentive
Provides monthly instruction calendar and expands course offerings as new instructors become available	Para 3(c)(v)	100%	Provide monthly instruction calendar one week prior to the beginning of the month for review and adjusts the calendar every month based on instructor availability	Monthly review	Payment, Positive/Negative Past Performance Rating
Provide mentorship to instructors	Para 3(b)(v)	100%	Provide and document mentorship/training of each instructor at least once quarterly	Quarterly review	Payment, Positive/Negative Past Performance Rating
Completion of BSR SOP	Para 3(a)(i)	100%	Documentation of progress (at least 25% complete per quarter) showing actions and steps towards completion of the BSR SOP	Quarterly review	Payment, Positive/Negative Past Performance Rating
Completion of Toolkit: Resources Guides and Videos	Para 3(a)(iii)	100%	Documentation of progress (at least 25% completed per quarter) showing actions and steps towards completion of Toolkit	Quarterly review	Payment, Positive/Negative Past Performance Rating
Provide Clinical Video Telehealth	Para 3(d)	100%	Document instruction provided weekly and expand the program as requested	Monthly review	Payment, Positive/Negative Past Performance Rating
Maintain BSR Yoga Program Plan	Para 3(a)(v)	100%	Maintain list of BSR program activities and status and provide to PCC department monthly	Monthly review	Payment, Positive/Negative Past Performance Rating
Productivity	Para 10	100%	Document services rendered on Weekly Time Card and submit Bi-Weekly. Time card will describes services performed, including number of hours and how they are allocated towards completing requirements of SOW	Monthly review	Payment, Positive/Negative Past Performance Rating

Comments: _____

5. INCENTIVES

The Government shall use Payment and Past Performance as incentives. Incentives shall be based on exceeding, meeting, or not meeting performance standards.

6. METHODS OF QA SURVEILLANCE

Various methods exist to monitor performance. The COR shall use the surveillance methods listed below in the administration of this QASP.

- a. DIRECT OBSERVATION. Can be performed periodically or through 100% surveillance.
- b. PERIODIC INSPECTION. Evaluates outcomes on a periodic basis. Inspections may be scheduled [Daily, Weekly, Monthly, Quarterly, or annually] or unscheduled, as required.
- c. USER SURVEY. Combines elements of validated user complaints and random sampling. Random survey is conducted to solicit user satisfaction. May also generate inspections and sampling.
- d. VALIDATED USER/CUSTOMER COMPLAINTS. Relies on the patient to identify deficiencies. Complaints are then investigated and validated.
- e. 100% INSPECTION. Evaluates all outcomes.
- f. PERIODIC SAMPLING. Variation of random sampling. However, sample is only taken when a problem/deficiency is suspected. Sample results are applicable only for the specific work inspected. Since sample is not entirely random, it cannot be applied to total activity performance.
- g. RANDOM SAMPLING. Designed to evaluate performance by random selection and inspection of a sample of cases.
- h. PROGRESS OR STATUS MEETINGS. As needed.

i. ANALYSIS OF CONTRACTOR'S PROGRESS REPORTS. Evaluate price, schedule, etc.

7. RATINGS

Metrics and methods are designed to determine if performance exceeds, meets, or does not meet a given standard and APL. A rating scale shall be used to determine a positive, neutral, or negative outcome. The following ratings shall be used:

Excellent = Exceeds Standards

Satisfactory = Meets Standards

Unsatisfactory = Fails To Meet Standards

8. DOCUMENTING PERFORMANCE

a. ACCEPTABLE PERFORMANCE

The Government shall document positive performance. Any report may become a part of the supporting documentation for any contractual action.

b. UNACCEPTABLE PERFORMANCE

When unacceptable performance occurs, the COR shall inform the Contractor and the CO. This will normally be in writing unless circumstances necessitate verbal communication. In any case the COR shall document the discussion and place it in the COR file.

When the COR determines formal written communication is required, the COR shall prepare a Contract Discrepancy Report (CDR), and present it to the Contractor's program manager.

The Contractor shall acknowledge receipt of the CDR in writing. The CDR will specify if the Contractor is required to prepare a corrective action plan to document how the Contractor shall correct the unacceptable performance and avoid a recurrence. The CDR will also state how long after receipt the Contractor has to present this corrective action plan to the COR. The Government shall review the Contractor's corrective action plan to determine acceptability.

Any CDRs may become a part of the supporting documentation for any contractual action deemed necessary by the CO.

9. FREQUENCY OF MEASUREMENT

a. Frequency of Measurement.

During contract performance, the COR will periodically analyze whether the negotiated frequency of surveillance is appropriate for the work being performed.

b. Frequency of Performance Assessment Meetings.

The COR shall meet with the Contractor at least annually to assess performance and shall provide a written assessment.

Signature – Contractor Program Manager

Signature – Contracting Officer's Representative