

Quality Assurance Surveillance Plan (QASP) Saginaw VAMC SPS Facility/Equipment Rental

The contractor will be evaluated in accordance with the following:

1. PURPOSE

This Quality Assurance Surveillance Plan (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 through contract modification. 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 CO: DARREN GRAHAM

Organization or Agency: Department of Veterans Affairs, NCO 11

- b. Contracting Officer's Representative (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: KELLY MYERS

3. CONTRACTOR REPRESENTATIVES

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

Primary: (fill in)

Alternate: (fill in)

4. PERFORMANCE STANDARDS

The contractor is responsible for performance of ALL terms and conditions of the contract. CORs will provide contract progress reports quarterly to the CO reflecting performance on this plan and all other aspects of the resultant contract. Performance standards define desired services. The performance standards outlined in this QASP shall be used to determine the level of contractor performance in the elements defined. The Government performs surveillance to determine the level of Contractor performance to these standards.

The Performance Requirements are listed below in Section 6. The Government shall use these standards to determine contractor performance and shall compare contractor performance to the standard and assign a rating. At the end of the performance period, these ratings will be used, in part, to establish the past performance of the contractor on the contract.

5. INCENTIVES/DEDUCTS

Costs are not billable on days the Government does not have the necessary items, equipment or documentation as stated in the Statement of Work.

6. METHODS OF QA SURVEILLANCE

The COR shall use the surveillance methods listed below in the administration of this QASP.

a. **DAILY CHECKS:** The COR (or designated personnel) will perform daily checks to ensure the following are available for VA staff:

- Holding room and stainless steel carts are available throughout life of contract and meet clean sterilization requirements
- All PPE equipment available to VA staff daily
- Contractor will provide a room for the cleaning of contaminated /dirty items. This room will be under NEGATIVE pressure, have a minimum of ten (10) air exchanges per hour, humidity between 30%-60% and temperature of 60-65 degrees Fahrenheit.
- Contractor will provide a room for the preparation for sterilization of clean items. This room will be under POSITIVE pressure, have a minimum of six (6) air exchanges per hour, humidity between 30%-60%, and temperature of 68-73 degrees Fahrenheit.
- The contractor's water quality will be of the following:
 - pH - range of 6.5 to 8.5
 - hardness – CaCO₃ of less than 150 ppm
 - bacteria – less than 200 cfu/ml
 - ionic contaminates – less than 0.2 mg/L for chloride and iron & less than 0.1mg/L for copper and manganese
- Contractor shall provide all materials required to properly clean and sterilize items (low suds instrument enzymatic concentrate/detergent, disposable cleaning brushes, soft lint free towels, disposable non-woven wraps, peel pouches, sterilization tape, internal and external chemical indicators, biological indicators (Attest), residual air removal tests (Bowie-Dick test), load cards, sterilization labels, racks/baskets to hold peel packs during sterilization)

b. **DOCUMENTATION SUBMISSION:** The contractor will provide

- Documentation submission to the COR of VA training completed within the established timeframe, no later than 5 working days prior to commencement of work.
- Document submission of any quality test, Bowie-Dick test and equipment maintenance records (PMI) as completed.

7. RATINGS

Contract Objective: The contractor shall provide facility space, equipment, equipment maintenance, supplies, and training in sufficient enough quantity as to ensure VA SPS staff can conduct successful sterilization and packaging of VA medical and dental equipment.				
Deliverable (Required Tasks)	Performance Standard	Acceptable Quality Level (AQL)	Method Used/ Frequency	Incentive (Pos or Neg)
Provide Facility Space	General Requirements PWS Paragraph: 4.1; 4.1.1 thru 4.1.8 & 4.4	<ul style="list-style-type: none"> Facility space and facility utilities shall support eight hours of uninterrupted operation for 2080 hours per year 98% of the time. Maintain a safe and efficient work space 98%. 	Daily Checks Reports Documentation	Non-worked hours due to facility down-time will not be billable
Provide Sterilization Equipment	Equipment Requirements PWS Paragraph: 4.2.2 thru 4.2.2.9; 4.3; 4.3.1	<ul style="list-style-type: none"> Sterilization and support equipment shall be operable for eight uninterrupted hours for 2080 hours per year 98% of the time. All equipment shall comply with all standards applicable to the VA SPS 100% of the time. Any equipment down-time shall be made operable within 24 hours of identification. 		Non-worked hours due to equipment failure will not be billable
Provide Materials	Materials Requirements PWS Paragraph: 4.3.2; 4.1.11	<ul style="list-style-type: none"> Materials required for cleaning and sterilizing available 100% of the time. Safety data sheets available 100% of the time 		Non-worked hours due to lack of materials will not be billable
Provide Equipment & Space Maintenance & Sterilization Records	Equipment and Space Requirements PWS Paragraph 4.2.1.1; 4.2.3; 4.3.3; 4.3.4	<ul style="list-style-type: none"> Preventative & Corrective maintenance records supplied upon request 100% of the time Sterilization & space maintenance records supplied upon request 100% of the time 		Costs not billable for days not in compliance.

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

EXCEPTIONAL:	<p>Performance meets contractual requirements and exceeds many to the Government's benefit. The contractual performance of the element or sub-element being assessed was accomplished with few minor problems for which corrective actions taken by the contractor were highly effective.</p> <p><i>Note: To justify an Exceptional rating, you should identify <u>multiple</u> significant events in each category and state how it was a benefit to the GOVERNMENT. However a singular event could be of such magnitude that it alone constitutes an Exceptional rating. Also there should have been NO significant weaknesses identified.</i></p>
VERY GOOD:	<p>Performance meets contractual requirements and exceeds some to the Government's benefit. The contractual performance of the element or sub-element being assessed was accomplished with some minor problems for which corrective actions taken by the contractor were effective.</p> <p><i>Note: To justify a Very Good rating, you should identify a significant event in each category and state how it was a benefit to the GOVERNMENT. Also there should have been NO significant weaknesses identified.</i></p>
SATISFACTORY:	<p>Performance meets contractual requirements. The contractual performance of the element or sub-element contains some minor problems for which corrective actions taken by the contractor appear or were satisfactory.</p> <p><i>Note: To justify a Satisfactory rating, there should have been only minor problems, or major problems the contractor recovered from without impact to the contract. Also there should have been NO significant weaknesses identified.</i></p>
MARGINAL:	<p>Performance does not meet some contractual requirements. The contractual performance of the element or sub-element being assessed reflects a serious problem for which the contractor has not yet identified corrective actions. The contractor's proposed actions appear only marginally effective or were not fully implemented.</p> <p><i>Note: To justify Marginal performance, you should identify a significant event in each category that the contractor had trouble overcoming and state how it impacted the GOVERNMENT. A Marginal rating should be supported by referencing the management tool that notified the contractor of the contractual deficiency (e.g., Management, Quality, Safety or Environmental Deficiency Report or letter).</i></p>
UNSATISFACTORY:	<p>Performance does not meet most contractual requirements and recovery is not likely in a timely manner. The contractual performance of the element or sub-element being assessed contains serious problem(s) for which the contractor's corrective actions appear or were ineffective.</p> <p><i>Note: To justify an Unsatisfactory rating, you should identify multiple significant events in each category that the contractor had trouble overcoming and state how it impacted the GOVERNMENT. However, a singular problem could be of such serious magnitude that it alone constitutes an unsatisfactory rating. An Unsatisfactory rating should be supported by referencing the management tools used to notify the contractor of the contractual deficiencies (e.g. Management, Quality, Safety or Environmental Deficiency Reports, or letters).</i></p>

8. DOCUMENTING PERFORMANCE

a. The Government shall document positive and/or negative performance. Any report may become a part of the supporting documentation for any contractual action and preparing annual past performance using CONTRACTOR PERFORMANCE ASSESSMENT REPORT (CPAR).

b. If contractor performance does not meet the Acceptable Quality level, the CO shall inform the contractor. This will normally be in writing unless circumstances necessitate verbal communication. In any case the CO shall document the discussion and place it in the contract file. When the COR and the CO determines formal written communication is required, the COR shall prepare a Contract Discrepancy Report (CDR), and present it to CO. The CO will in turn review and will present to the contractor's program manager for corrective action.

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 CO. The Government shall review the contractor's corrective action plan to determine acceptability. The CO shall also assure that the contractor receives impartial, fair, and equitable treatment. The CO is ultimately responsible for the final determination of the adequacy of the contractor's performance and the acceptability of the Contractor's corrective action plan. 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:

The frequency of measurement is defined in the contract or otherwise in this document. The government (COR or CO) will periodically analyze whether the negotiated frequency of surveillance is appropriate for the work being performed.

b. Frequency of Performance Reporting:

The COR shall communicate with the Contractor and will provide written reports to the Contracting Officer quarterly (or as outlined in the contract or COR delegation) to review Contractor performance.

10. COR AND CONTRACTOR ACKNOWLEDGEMENT OF QASP

SIGNED:

KELLY MYERS
ASSISTANT CHIEF of SPS

DATE

SIGNED:

CONTRACTOR NAME/TITLE

DATE