

# QUALITY ASSURANCE SURVEILLANCE PLAN

**For:** James A. Haley VAMC

**Contract Number:** Provided Upon Contract Award

**Contract Description:** Courier Services for James A. Haley VAMC

**Contractor's name:** Provided Upon Contract Award

## 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. 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: Johnny Jones

Organization or Agency: Department of Veterans Affairs, NCO 8Tampa FL

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: Randy S. Hine, Supervisor Inventory Management Specialist  
 Assistant COR: Bruce Metts, Program Specialist  
 Assistant COR: Sandra Garrido, Administrative Officer

c. Other Key Government Personnel – Tania Davis, Section Chief/Nurse Manager SPS  
 Christina Stacy, Training Specialist  
 Lynn M. Belsanti, SPS RME Clinical Nurse Educator  
 Tiffany Paul, Supervisor Medical Supply Technician

### 3. CONTRACTOR REPRESENTATIVES

The following employees of the contractor serve as the contractor’s program manager for this contract.

a. Program Manager - To be determined

b. Other Contractor Personnel – To be determined  
 Title:

### 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, paragraph as provided below includes performance standards. The Government shall use these standards to determine contractor performance and shall compare contractor performance to the Acceptable Quality Level (AQL).

Task	Indicator	Standard	Acceptable Quality Level	Method of Surveillance	Incentive
Maintain correct Temperature 68-73 & Humidity 30%-60%	Temperature and humidity will be documented when items are picked up and delivered	Association for the Advancement of Medical Instrument (AAMI ST79 para 8.11.1	Within the range listed in the Task	Log Book: Record start after each stop and at last drop off	Potential to exercise option year.
Personnel trained on basic infection prevention and control principles related to their responsibilities	All drivers training folders will be reviewed annually	AAMI ST79 para 6.5.6	100%	Training folder	Potential to exercise option year.
PPE and a bio hazardous spill kit available in transportation vehicles	Random inspections of the transport vehicle to	AAMI ST79 para 6.5.6	100%	Vehicle inspection	Potential to exercise option year.

	ensure compliance				
Transporting Contaminated items should have complete separation form clean or sterile items.	Random inspections of the transport vehicle to ensure compliance	AAMI ST79 para 6.5.6, para 6.5.7 para 8.11.5	100%	Vehicle inspection	Potential to exercise option year.
Complying with pickup/delivery schedule/route outlined on the SOW	Random review of the Pick-up and delivery logs to verify compliance of schedule/ route	AAMI ST79 Para 6.5.2	No more the 30 minutes	Pick up delivery log for each route	Potential to exercise option year.
Transport vehicles should be completely enclosed should be checked periodically, at least annually and more frequently as needed	Random inspections of the transport vehicle to ensure compliance	AAMI ST79 para 8.11.5	Annual inspection documented	Vehicle inspections	Potential to exercise option year
Lab specimens transported in an air conditioned vehicle	Random inspections of vehicle to ensure compliance		100%	Spot check of transport vehicles	Potential to exercise option year
Lab specimens must be delivered to James A. Haley Veterans' Hospital Laboratory within 2 ½ hour after pick-up	Review of Pick-up and delivery logs to ensure compliance		100%	Review pick-up and delivery logs.	Potential to exercise option year
Lab specimens from Morsani Surgery Center, Coumadin and Dermatology	Review of Pick-up and delivery logs to ensure compliance		100%	Review pick-up and delivery logs.	Potential to exercise option year

Clinics must be delivered to James A. Haley Veterans' Hospital Laboratory within 30 minutes after pick up					
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**5. INCENTIVES**

The Government shall use “Potential Exercise of Option Period” as an incentive. 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. INSPECTION. COR works with the Contractor, Key staff at facilities where delivery's/picked occur and key government personnel
- b. PERIODIC SAMPLING. Sample is taken when a problem/deficiency is suspected. Sample results are applicable only for the specific work inspected.
- c. INSPECTION OF LOG BOOKS/TRAINING FOLDER: Random checks will be made to verify compliance.

**7. RATINGS**

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:

<ol style="list-style-type: none"> <li>1. Exceeds Standard</li> <li>2. Meets Standard</li> <li>3. Failed to Meet Standard</li> </ol>
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**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. 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. Reports will be completed on a monthly basis and a copy will be provided to the contractor.

### **b. Frequency of Performance Assessment Meetings.**

The COR shall meet with the contractor biannually to assess performance and shall provide a written assessment.

Randy S. Hine, CRMST, CRCST  
Supervisor Inventory Management Specialist

Bruce Metts  
Program Specialist

Sandra Garrido  
Administrative Officer