

B.5 QUALITY ASSURANCE SURVEILLANCE PLAN (QASP)

For: Medical Services – Non Emergent Ambulance Transportation Services

Contract Number: _____

Contract Description: JHQVAMC may require ambulance service to transport Veteran patients who are medically stable for transport to the or nearest applicable non-VA medical center. in the vicinity of the JHQVAMC , Johnson City, TN. Further, JHQVAMC requires basic life support (BLS) for Veteran patient transport, and in some instances will also require advanced life support (ALS) for Veteran transportation from the JHQVAMC and nearest appropriate non-VA medical center and from non-VA medical center to JHQVAMC.

Contractor's name: _____ (hereafter referred to as the contractor).

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: _____
Organization or Agency: Department of Veterans Affairs, - _____

b. Contracting Officer's Representative (COR) - The COR is responsible for 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: Jonathan Neas, James H. Quillen VA Medical Center, Mountain Home, TN.

c. Other Key Government Personnel - The appointed Medical Administrative Assistant (MAA) may act for the COR as outlined in the PWS/SOW. Generally, this is outlined in the PWS/SOW paragraph nine.

3. CONTRACTOR REPRESENTATIVES

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

a. Program Manager - _____

b. Other Contractor Personnel - _____
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 31 in the PWS/SOW, 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	ID	Indicator	Standard	Acceptable Quality Level	Method of Surveillance	Incentive/Disincentives
Mileage Threshold/Chargeable Mileage	1	Invoice/ Statement Design established by Contractor, Contracting Officer and COR	Included in invoice of the month the patient transportation occurred.	100%	Observation and random inspection (auditing) or any other method that the COR is approved to implement by the CO.	Past performance
	2	Number of Single Veteran Patient Transport	Included in invoice of the month the patient transportation occurred.	100%	Observation and random inspection (auditing) or any other method that the COR is approved to implement by the CO.	Past performance
	3	Toll & Bridge Charges	Included as a separate line item in the invoice of the month the patient transportation occurred.	100%	Observation and random inspection (auditing) or any other method that the COR is approved to implement by the CO.	Past performance
	4	Cancelations	Included as a separate line item in the invoice of the month the patient transportation occurred.	100%	Observation and random inspection (auditing) or any other method that the COR is approved to implement by the CO.	Past performance
	5	Incident/Accident Report	Included as a separate line item in the invoice of the month the patient transportation occurred.	100%	Observation and random inspection (auditing) or any other method that the COR is approved to implement by the CO.	Past performance

Task	ID	Indicator	Standard	Acceptable Quality Level	Method of Surveillance	Incentive/Disincentives
	6	Meals	Included as a separate line item in the invoice of the month the patient transportation occurred.	100%	Observation and random inspection (auditing) or any other method that the COR is approved to implement by the CO.	Past performance
Access (for all transportation services)	7	For all transportation services respond within 30 minutes of notification of service order	Within 30 minutes of notification or sooner.	100%	Observation and random inspection (auditing) or any other method that the COR is approved to implement by the CO	Past performance
	7	ambulance maintains all required ambulance medical equipment items including but not limited to patient facilities, oxygen, suction and environmental climatic supplies as required by Federal Specification KKK-A-1822 Revision E for Ambulances.	Required equipment stocked in all ambulances	100%	Observation and random inspection (auditing) or any other method that the COR is approved to implement by the CO	Past performance and random no notice visits
	8	EMT Qualifications as detailed in paragraph 13 a., b., c.; d. of SOW	Applicable to all EMTs providing emergency services on ambulances	100%	Observation and random inspection (auditing) or any other method that the COR is approved to implement by the CO	Past performance and random no notice visits
	9	Non-Emergency Attendant/Driver Qualifications as detailed in paragraph 14 of SOW	Applicable to all Drivers on ambulances	100%	Observation and random inspection (auditing) or any other method that the COR is approved to implement by the CO	Past performance and random no notice visits
Patient Welfare and Abuse / Patient Safety	10	Responsible for patient welfare during transport	Exercise extreme caution and care in the handling of patients	100%	Observation and random inspection (auditing) patient complaints and patient evaluations	Past performance and patient evaluations
	11	Patient safety incidents must be investigated by the COR, confirmed and resolved.	All incidents are investigated, confirmed and resolved.	100%	Investigation report filed with the CO and Contractor	Past performance and patient evaluations
	12	Incident Report	contractor must submit, in writing, an incident/accident report within twelve (12) hours of the occurrence to the COR	100%	Observation and random inspection (auditing) or any other method that the COR is approved to implement by the CO	Past performance and random no notice visits

Task	ID	Indicator	Standard	Acceptable Quality Level	Method of Surveillance	Incentive/Disincentives
Government-Furnished Equipment (GFE)/ Government-Furnished Information (GFI)	13	All government equipment, linens, etc., taken with patients must be returned	At no time and under any circumstances exchange supplies, equipment, and/or medications with the JHQVAMC	100%	Observation and random inspection (auditing) or any other method that the COR is approved to implement by the CO	Past performance and random no notice visits
	14	Security Requirements for Unclassified Information Technology Resources	contractor, their staff personnel and their subcontractors will be subject to federal laws, regulations, standards; Department of Veterans Affairs (VA); the Veterans Health Administration (VHA) directives and handbooks; Health Insurance Portability and Accountability Act (HIPAA)	100%	Observation and random inspection (auditing) or any other method that the COR is approved to implement by the CO	Past performance and reports from patients and staff
	15	Risk Control	Contractor is responsible for patient issues, infection control and risk management at the time of pick up until the time of drop off	100%	Observation and random inspection (auditing) or any other method that the COR is approved to implement by the CO	Past performance and reports from patients and staff

FOR OFFICIAL USE ONLY
INDEPENDENT GOVERNMENT COST ESTIMATE (IGCE)

Products (Including software, licenses)

Description/Part Number*	Qty	Price	Extended Amount
EMS Ambulance Services for VAMC Mountain Home			\$ -
			\$ -
			\$ -
			\$ -
			\$ -
			\$ -
			\$ -
SUBTOTAL (Products)			\$ -

Services

Brief Description of Service*	Period of Performance	Estimated Amount
EMS Ambulance Services for VAMC Mountain Home	12 months	\$ 615,700.00
Option year 1	12 months	\$ 615,700.00
Option year 2	12 months	\$ 615,700.00
		\$ -
		\$ -
		\$ -
		\$ -
		\$ -
SUBTOTAL (Services)		\$ 1,847,100.00

TOTAL IGCE

\$ 1,847,100.00

***Check block(s) below that describe the basis for the IGCE:**

Past Contract Pricing	<input checked="" type="checkbox"/>
GSA Federal Supply Schedule Published Prices	<input type="checkbox"/>
Government Wide Acquisition Contract (GWAC) Published	<input type="checkbox"/>
Engineering Estimates	<input type="checkbox"/>
Informal Vendor Quotes	<input type="checkbox"/>
Prior Bills of Material	<input type="checkbox"/>
Prior Monthly Vouchers	<input checked="" type="checkbox"/>
Catalog Pricing	<input type="checkbox"/>

Other (Please Explain):

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Date: 1/26/2015