

Quality Assurance Surveillance Plan (QASP)

Contract# _____

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.

Contract/Order Description:

Provide a commercially database management system for initial outfitting and transitioning (planning, tracking and management) of an activation project. The contractors shall provide all labor, facilities, transportation, travel, and management to perform all services stated herein. This system must be able to adapt to VHA specific needs and informational technology requirements. System will be used by Veterans Health Administration (VHA)/National Activation Office (NAO) and facility activation teams to plan, execute and track all activation furniture, fixtures, equipment (FF&E) and supplies for selected facilities selected from a menu of license usage categories. This system will assist activation teams prepare for Day 1 of operations and provide the tools & workflows to gather required information to complete initial outfitting and transitioning requirements. This will be a single award Indefinite Demand Indefinite Quantity (IDIQ) contract with 1 year base and 4 option years.

Within VHA, this system will be referred to as the "Activation Tracking and Implementation System" and is required to be agile to adapt to facility specific requirements. NAO will serve as the oversight office to all VA/VHA projects utilizing this database system and/or this contract with full access to all projects; both past, present and future projects that have or will utilize the data system with VA/VHA projects. NAO office will have the capability as any Veterans Integrated Service Network (VISN)/Region facility for projects assigned to NAO. NAO's main function will be oversight, template development, data analysis and reporting on projects, but on occasion, manage projects FF&E.

The contractor shall work with the staff of the National Activations Office; Veterans Integrated Service Network (VISN) or Region officials; local VA Medical Center (VAMC) officials to implement and use this system. NAO will function as the national super user and be the main point of contact for adding VISNs, facilities, super users, system users under this contract and associated licenses. Facilities will have a local super user(s) and will be billed to the NAO.

Quality Assurance Surveillance Plan (QASP)

Contract# _____

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: Stevens, Trisha A. (NCO20), email: Trisha.Stevens@va.gov

Organization or Agency: VHA

b. Contracting Officer's Technical 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: Hull, Patrick A. (NAO), email: Patrick.hull@va.gov

Organization or Agency:

3. CONTRACTOR REPRESENTATIVES

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

Primary: Patrick Hull, MBA

Alternate: Eileen Marion

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. The performance standards outlined in this QASP shall be used to determine the level of contractor performance in the elements defined.

Performance standards define desired services. 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

There are not incentives associated with this contract. This section is not applicable.

Quality Assurance Surveillance Plan (QASP)

Contract# _____

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.** 100% surveillance: COR will observe the contractor's interactions and effort during training sessions, meetings and other communications by the contractor with VHA staff.
- b. **PERIODIC INSPECTION.** Inspections of the database content, training material, and/or other files will be the ten (10) randomly selected patient files will be reviewed per inspection period. All inspections and reports will be conducted in compliance with VA Privacy and Information security standards.)
- c. **VALIDATED USER/CUSTOMER COMPLAINTS.** COR will review each complaint from VHA staff and basis of the complaint, contractor response, and any material presented to determine validity. Each party will be able to respond to complaint and provide resolution, if necessary.
- e. **Verification and/or documentation provided by Contractor.** COR will compare the services requested to the monthly billing to ensure accuracy, training requests being conducted timely, and timely resolution of issues with the database system.
- f. **Random Inspection.** Each quarter, COR will conduct inspections of documents, files, reports and facility database content, review all of the Contractor's performance/generated documentation. This assessment shall be placed in the COR's QA file.
- g. **Random Sample.** Each quarter, the COR shall review a random sampling of the Contractor's performance/generated documentation and document your results accordingly. This assessment shall be placed in the COR's QA file.

Quality Assurance Surveillance Plan (QASP)

Contract# _____

PERFORMANCE MEASURES

The table below is a sample that can be tailored – note that the table must identify where in the PWS the standards are found for monitoring performance. Check the MSO Customer Resource Center for approved mandatory QASPs.

Measures	PWS Reference	Performance Requirement	Standard	Acceptable Quality Level	Surveillance Method
1. Accurate workproducts and training sessions	E	Work Products shall be clear and concise. Any/All diagrams shall be easy to understand and be relevant to the supporting narrative	- Work Products shall be accurate in presentation, and technical correct	95%	Random Inspection,
2. Timely and accurate training	E	Per PWS	Training shall be timely and accurate, presentations technically correct and clear	95%	Direct Observation ,and Random Sampling
3. Access to database	E	Within two weeks of request	Timeliness access to license/database per PWS	95%	Direct Observation ,and Random Sampling
4. Consistency in database usage across facilities	E	Contractor will ensure each facility is consistently utilizing the system functionality across VHA the same	Consistency to Requirements . All work products must satisfy the requirements of this PWS, and deploying the system across VHA in the same manner and functionality	95%	Periodic Sampling and Random Sampling
5. Reports	E	NA	Reports - There shall be no omissions in the reports, documents or functional requirements.	95%	Direct Observation and Random Sampling
6. Accuracy and Timely Invoicing	D	Within 30 days of the end of each month services were provided,and provide itemized invoicing	All itemized invoices provided within 30 days of end of each month services delivered	95%	Inspection

7. RATINGS

Metrics and methods are designed to determine rating for a given standard and acceptable quality level. The following ratings shall be used:

Quality Assurance Surveillance Plan (QASP)

Contract# _____

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>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.</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>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.</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>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.</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>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).</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>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).</p>

8. DOCUMENTING PERFORMANCE

Quality Assurance Surveillance Plan (QASP)

Contract# _____

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 CO determines formal written communication is required, the CO 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 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:

Patrick A. Hull, MBA, Director, Acting NAO

COR NAME/TITLE

DATE

SIGNED:

CONTRATOR NAME/TITLE

DATE