

QUALITY ASSURANCE SURVEILLANCE PLAN

For: Eastern Kansas Health Care System, Topeka and Leavenworth VAMCs

Contract Number: TBD

Contract Description Dental Laboratory Services

Contractor's name: TBD

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 performance be monitored?
- How will monitoring take place?
- Who will conduct the monitoring?
- How will monitoring efforts and results 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: Michelle Avery

Organization or Agency: VA Network Contracting Office NCO 15

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: Christopher Lile, Administrative Officer

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 –

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 Service Delivery Summary (Section 2 of the Performance Work Statement) includes performance standards. The Government shall use these standards to determine contractor performance and shall compare contractor performance to the Acceptable Quality Level (AQL).

PERFORMANCE STANDARDS MATRIX

TASK	Performance Indicator	Performance Standard-Acceptable Quality Level (AQL)	Method of Surveillance	Incentive
1.Meet delivery schedule times PWS Location: 7 a - c	Delivery times are met	> 95% compliance	Observing actual performance	Positive performance rating.
2. Denture service requirements met PWS Location: 3 a - e	Dentures must meet requirements specified,	100% compliance required.	Observing actual performance	Positive performance rating.
3. Disinfection PWS Location: 5	Disinfection by ADA approved chemical disinfectant prior of all materials prior to shipment to VAMC.	100% compliance required.	Review of any appropriate records	Positive performance rating.

5. INCENTIVES

The Government shall use past performance ratings as an incentive. Incentives shall be based on meeting, or failing to meet performance standards. Failure to meet required standards may result in a negative past performance rating or termination of the 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.

- (1) Observing actual performance;
- (2) Inspecting the services to determine whether or not the performance meets the performance standards; and
- (3) Review of any other appropriate records.

a. RANDOM SAMPLING. (Designed to evaluate performance by randomly selecting and inspecting a sample of services.

b. 100% INSPECTION. (Evaluates all reports provided.) Task 2

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:

Exceeds Standards/Meets Standards/Below Standards

8. DOCUMENTING PERFORMANCE

Performance shall be documented in the Contractor Performance Assessment Reporting System (CPARS) www.cpars.gov

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 responsible Contracting Officer. 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 as well as the responsible Contracting Officer.

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 and the responsible Contracting Officer. 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 when necessary to assess performance and shall provide a written assessment.

After award of the contract, both the contractor's Program Manager and the COR shall sign this document.

Signature – Contractor Program Manager

Signature – Contracting Officer's Representative