

Attachment #4

Quality Assurance Surveillance Plan

1. Purpose

This quality assurance surveillance plan (QASP) is a government-developed and applied document used to make systematic quality assurance methods used in the administration of the performance-based service acquisition (PBSA) standards included in this contract. The intent is to ensure that the contractor performs in accordance with performance metrics set forth in the contract documents, that the government receives the quality of services called for in the contract, and that the government only pays for the acceptable level of services received.

2. Authority

Authority to issue this QASP is provided under Federal Acquisition Clause (FAR) 52.212-4(a) Inspection and Acceptance, which provided for inspections and acceptance of the articles, services, and documentation called for in the contract to be accomplished by the contracting officer or a duly appointed representative.

3 Scope

The contractor, and not the government, is responsible for management and quality control actions necessary to meet the quality standards set forth by the contract. The QASP is put in place to provide government surveillance oversight of the contractor's quality control efforts to assure that they are timely, effective, and delivering the results specified in the contract. The QASP is not a part of the contract, nor is it intended to duplicate the contractor's quality control plan.

4. Government Resources

The following definitions for government resources are applicable to this plan:

Contracting Officer

A person duly appointed with the authority to enter into, administer, or terminate contracts and make related determinations and findings on behalf of the government.

Contracting officer's Representative (COR)

An individual designated in writing by the contracting officer to act as his or her authorized representative to assist in administering a contract. The source and authority for a COR is from the contracting officer. COR limitations are contained in the written letter of designation.

5. Responsibilities

The government resources shall have responsibilities for the implementation of this QASP as follows:

Contracting Officer

The contracting officer ensures performance of all necessary actions for effective contracting and ensures compliance with the terms of the contract and safeguards the interests of the United States in the contractual relationship. It is the contracting officer who assures that the contractor receives impartial, fair, and equitable treatment under the contract. The contracting officer is ultimately responsible for the final determination of the adequacy of the contractor's performance.

COR

The COR is responsible for technical administration of the contract and assures proper government surveillance of the contractor's performance. The COR is not empowered to make any contractual commitments or to authorize any contractual changes on the government's behalf. Any changes that the contractor deems may affect contract price, terms, or conditions shall be referred to the contracting officer for action.

6. Methods of Surveillance

The below listed methods of surveillance shall be used in the administration of this QASP.

Periodic Surveillance by the COR

The COR will periodically review the contractor's performance to determine if the tasks in the Performance Work Statement are being met.

Review by the COR

The COR will review the required deliverables under this contract and determine if they meet the requirements of the PWS.

7. Identified QA Surveillance Tasks

The following PBSA items are identified within the contract performance work statement and will be monitored under this QASP.

Performance Requirements Summary

Performance Objective	Standard	Method of Surveillance
Comprehensive CARF preparation assistance See 5.1 of PWS	Assistance towards survey readiness and support for assisting programs with maintaining systems and processes for ongoing CARF International accreditation readiness.	Successful re-accreditation of the programs
On Site Training See 5.2 of PWS	Training of the CARF standards to facilitate identification of variances between the standards and the current infrastructure and delivery of care.	Work performed will be verified in the report submitted to the COR
On-site Review of Documentation See 5.3 of PWS	Ensure that documentation is in conformance with the CARF standards	Work performed will be verified in the report submitted to the COR
On-site Assessment See 5.4 of PWS	Perform a mock survey, identify and variances from the CARF standard, develop an action plan to bring the programs in compliance	Work performed will be verified in the report submitted to the COR
Communication with the COR See 5.5 of PWS	The contractor must keep the COR informed on a weekly basis of the progress throughout the contract	Weekly conference calls with the COR
Intent to Survey See 5.6 of PWS	Assist in the filing of the Intent to Survey	Verified by the successful filing of the Intent to Survey

Monitoring & Maintenance See 5.7 of PWS	Assist in the development and analysis of reports for monitoring and maintenance	Periodic surveillance from the COR
Needs/gap Analysis See 5.8 of PWS	Conduct a needs/gap analysis with all CARF accredited programs to anticipate consultant and program needs annually	Periodic surveillance from the COR
On-going support See 5.9 of PWS	Each program differs in length of time for accreditation status. The contractor will provide on-going assistance to ensure that the programs meet and maintain CARF standards	Periodic surveillance from the COR

8. Documentation

The COR will, in addition to providing documentation to the contracting officer, maintain a complete quality assurance file. The file will contain copies of all reports, evaluations, recommendations, and any actions related to the government's performance of the quality assurance function, including the originals of all surveillance activity checklists. All such records will be retained for the life of this contract. The COR shall forward these records to the contracting officer at termination or completion of the contract.