

****Please note – this QASP is included in the solicitation, but will not become part of the contract. This is to allow the QASP to be a living document and adjusted during the life of the contract.**

QUALITY ASSURANCE SURVEILLANCE PLAN (QASP)

Task	Standard	Acceptable Quality Level (AQL)	Surveillance Method	Incentives Deduction Penalty Rework
The contractor shall respond to service calls within 24 hours	Contractor responds to all corrective action calls within 24 hours of notice from COR.	Zero deviation. Any deviation from this standard could result in poor performance review.	Direct observation- Documentation in the form of an email to the COR and Biomedical Engineering Department after each corrective action.	Incentive Rating, refer to Incentive Rating Table
Final Service Report	Final Service Reports signed, dated and provided to COR after each service within 2 weeks of case conclusion	100% with response time meeting required standards 90%	Review by COR Visual Inspections and Testing	Remedied within 5 business days Incentive Rating, refer to Incentive Rating Table
Contractor Point of Contact (POC)	<p>POC is available to COR for PWS POC Contact information is current and updated. Within 5 business days of contract award,</p> <p>Within 5 business days after contract Option Period renewal, and</p> <p>Within 5 business days prior to a change in the POC by the Contractor.</p> <p>The POC must be easily accessible by phone and return COR calls within 48hours of</p>	<p>Respond to at least 95% of incoming telephone calls or voice messages left by COR with the month (calendar) to be Rated Satisfactory.</p> <p>No more than 3 of returned phone calls to COR may be later than the specified time period with the month (calendar) to be Rated Satisfactory.</p>	<p>Direct Observation - Receipt of POC contact details</p> <p>Direct Observation - of POC contact details and accessibility</p>	Incentive Rating, refer to Incentive Rating Table

Task	Standard	Acceptable Quality Level (AQL)	Surveillance Method	Incentives Deduction Penalty Rework
	a voice message left by the COR			
Contractor Personnel Qualifications	<p>A list of qualifications for each Contractor personnel, detailing full names and applicable experience, knowledge, skills and abilities demonstrating ability to perform optimum services in accordance with this PWS</p> <p>Within 5 business days prior to commencement of services,</p> <p>Within 5 business days after contract Option Period renewal, and</p> <p>Within 5 business days prior to a change in the Contractor Personnel previously assigned to the performance of services on this contract and following termination or dismissal of</p>	<p>100% with response time meeting required standards 95%</p> <p>Rework or Remedy must not be left unresolved for more than 5 days following notice from COR.</p> <p>No more than 3 of Remedy resolution requests made by the COR may be later than the specified time period.</p> <p>No more than 3 of returned phone calls to COR may be later than the specified time period within the month (calendar) to be Rated Satisfactory.</p>	<p>Review by COR</p> <p>Visual Inspections and Testing</p>	Incentive Rating, refer to Incentive Rating Table

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	<p>Contractor personnel.</p> <p>At the first instance this occurs, the Contractor must immediately, within 48 hours, telephone or email the COR and provide the names of the Contractor personnel terminated or dismissed who were normally assigned to perform Services</p>			
Changes to Contractor Personnel	Notify COR by phone within 24 hours and in writing within 3 business days	<p>Notify COR 100% of issues with personnel by voice or messages with eh COR Rated Satisfactory.</p> <p>No more than 3 of returned phone calls to COR may be later than the specified time period with the month (calendar) to be Rated Satisfactory.</p>	Review by COR Visual Inspections and Testing	Incentive Rating, refer to Incentive Rating Table

Incentive/Disincentive Rating Table

Incentives/Disincentive Ratings used in Base Period and Option Period 1	Incentives Ratings used in Option Period 2, 3 and 4	Evaluation Ratings	Evaluation Rating Definition
(+) Meet the acceptable performance definition as a condition for positive ratings in CPARS Minimum SATISFACTORY rating for ALL TASKS.	(+) Meet the acceptable performance definition as a condition for positive ratings in CPARS. Minimum THREE (3) or more TASKS with at least VERY GOOD or EXCEPTIONAL rating.	Exceptional	Performance meets contractual requirements and exceeds many to the Government's benefit. The contractual performance of the task and sub-task being assessed was accomplished with few minor problems for which corrective actions taken by the contractor were highly effective.
		Very Good	Performance meets contractual requirements and exceeds some to the Government's benefit. The contractual performance of the task and sub-task being assessed was accomplished with some minor problems for which corrective actions taken by the contractor were effective.
	(+) Meet the acceptable performance definition as a condition for positive ratings in CPARS. Minimum SATISFACTORY rating for ALL TASKS to include Exceptional and Very Good rating requirements described above.	Satisfactory	Performance meets contractual requirements. The contractual performance of the task and sub-task contain some minor problems for which corrective actions taken by the contractor appear or were satisfactory.
(-) Does not meet the acceptable performance definition as a condition for positive ratings in CPARS.	(-) Does not meet the acceptable performance definition as a condition for positive ratings in CPARS.	Marginal	Performance does not meet contractual requirements. The contractual performance of the task and sub-task being assessed reflect 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.
		Unsatisfactory	Performance does not meet most contractual requirements and recovery is not likely in a timely manner. The contractual performance of the task or sub-task contains a serious problem(s) for which the contractor's actions appear or were ineffective.

* The Government will not exercise the next option Period term unless all regulatory requirements are met and the contractor meets the acceptable performance definition.