

QUALITY ASSURANCE SURVEILLANCE PLAN (QASP)
NON EMERGENT WHEELCHAIR TRANSPORT SERVICES
BAY PINES VA HEALTH CARE SYSTEM

1. PURPOSE: This QASP is a Government developed document used to ensure that the Government receives quality services, and pays only for services actually provided. The QASP provides a systematic method to evaluate the services the Contractor is required to furnish.

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 to meet the terms of the contract. It is the Government's responsibility to be objective, fair, and consistent in evaluating performance.

2. SCOPE: The role of Government Quality Assurance is to ensure contract standards are achieved. The QASP provides guidelines and methods for the Government's oversight of the Contractor's quality control efforts to assure timely, effective services are provided IAW the contract order. The Contractor, and not the Government, is responsible for management and quality control actions to meet the terms of the contract.

3. ROLES AND RESPONSIBILITIES:

- a) Contracting Officer (CO) - A person duly appointed with the authority to enter into, administer and terminate contracts on behalf of the Government. The CO is the only person who can legally commit the Government and only the CO, as the Government's agent, can modify the contract/order. The CO is the final authority for determining the adequacy of the Contractor's performance. CO decisions arising under or relating to the contract are final.
- b) Contracting Officer's Representative (COR) — an individual designated in writing by the CO to perform specific technical and administrative functions within the scope and limitations of their written appointment (e.g., surveillance of Contractor's performance, accept services). The COR is not empowered to make any contractual commitments or authorize any changes to the order/contract or in any way obligate additional funds by the Government; such authority rests solely with the CO.

4. METHOD OF SURVEILLANCE: Simplified methods of surveillance will be used by the Government to evaluate contractor performance. The primary methods of surveillance are periodic assessments of service and customer feedback.

- a) **Periodic Assessment of Services** — for services that occur over a number of months, the COR will evaluate Contractor performance on a quarterly basis and upon completion of services. Generally, the Government will rely on the Contractor's Quality Control system to ensure that services conform to contract quality requirements before they are tendered to the Government for acceptance.
- b) **Customer Feedback** — Customer feedback is typically obtained via telephone or email. Telephonic customer complaints must be followed up in writing/email. To be considered valid, the customer complaint must clearly articulate the nature of the complaint, time, date, etc. The COR will investigate the complaint; if determined valid, the COR will advise the CO and the Contractor of the deficiency. Copies of valid complaints and the resolution must be retained in the official contract file.

5. SURVEILLANCE PROCEDURES:

The COR will evaluate the Contractor's performance quarterly against Performance Standards established in the contract/order. Evaluations will be to the extent practical to assure the contractor provides quality services IAW the requirements of the contract. Evaluations could be evaluation, validation of contractor supplied performance data, as well as analysis of Customer feedback, for performance trends and to ensure valid customer concerns are resolved timely.

If at any time the COR receives indicators (e.g. valid customer complaints or notes Performance Standards are not being met) that the Contractor's performance is less than acceptable, the COR will investigate to determine if this is a onetime issue that has been promptly corrected, or if the discrepancy is systemic in nature. If the issue is determined to be an isolated occurrence, the COR will continue with Quarterly Evaluations. If the issue is recurring and systemic in nature, the COR will perform more frequent evaluations.

The COR will notify the Contractor each time an unacceptable observation has been recorded and ask the Contractor to correct the problem. The COR will record the contract requirement, the specific deficiency to the requirement, the date and time it was discovered, and have the Contractor initial the entry. The Contractor shall be given two working days after notification to correct the deficiency in accordance with requirements of the contract. Deficiencies that cannot be corrected within two working days will be reported to the Contracting Officer.

The COR will re-examine services that are found deficient. Failure to complete corrective actions will be reported immediately to the CO for further action. Upon satisfactory completion of the work, the COR will accept the services provided and authorize payment, by approving the Contractor's invoice in OB10.

6. SURVEILLANCE STANDARD:

The Performance Standard set forth in the PWS and Line items is the standard the Contractor shall meet for services to be deemed acceptable. Generally, under commercial services contracts, the Government is relying on the Contractor's assurances that the services conform to contract requirements. Consistent with FAR 52.212-4, Contract Terms and Conditions, (a) Inspection and Acceptance, the Contractor shall only tender for acceptance those services that conform to the requirements of the contract/order. The Government may require re-performance of nonconforming services at no increase in contract price.

The Government reserves the right to refuse acceptance of nonconforming services. In no case shall the Government's right to inspect services under the inspection clauses of the contract be prejudiced.

7. PERFORMANCE REQUIREMENT STANDARDS:

The Government shall use the standards below to determine contractor performance and shall compare contractor performance to the Acceptable Quality Level (AQL).

Performance Requirements Summary

Tasks	Performance Measures	Acceptable Quality Level (AQL)	Remedies / Deductions / Incentives
Provide pickup within 45 minutes after notification for unscheduled trips and 30 minutes for scheduled transports. (PWS, para 9, Response Time)	Daily	95%	25% reduction of trip price for failure to meet 45 minute and 30 minutes timeframes. / Favorable Past Performance Rating
Ensure a sufficient number of vehicles are available during normal duty hours to meet the wheelchair and stretcher transport needs. (PWS, para 4, Vehicle Req/Insp)	Daily	100%	If an alternate transport vendor is required to be used due to failure of Contractor to provide timely transportation any excess charges will be charged to the Contractor. / Favorable Past Performance Rating
Ensure all vehicles are in proper condition and fit for public safety. (PWS, para 4, Vehicle Req/Insp)	Annually	100%	Provide documentation to Contracting Officer Representative (COR). / Review for determining Option Year Renewals.
Ensure drivers and attendants are properly licensed, trained and competent to provide the services in this contract. (PWS, para 5, 6, and 7)	Annually	100%	Provide documentation to Contracting Officer Representative. / Review for determining Option Year Renewals.

8. RECORDS: All records will be retained for the life of this contract. The COR will forward these records to the CO upon completion of the contract/order.

9. CHANGES: The QASP is a living document and, as such, may be changed as needed. However, the CO must approve changes. The COR will submit recommended changes to the CO for approval.

10. The contractor shall only tender for services properly performed in accordance with the PWS and AQL.