

QUALITY ASSURANCE SURVEILLANCE PLAN (QASP) – Comprehensive UDS

VISN 2 Downstate Facilities: Hudson Valley VA, JJ Peters VA (Bronx), Northport VA, New Jersey VA, NY Harbor VA.

Contract Description: The contractor must be able provide Urine Drug Testing for Clinical medication monitoring utilizing Liquid Chromatography-Tandem Mass Spectrometry (LC-MS/MS) quantitative testing from the period of January 1, 2017 – December 31, 2017, with multiple option years available, to the Veterans Administration Medical Centers of VISN 2 North facilities (formerly known as VISN 2).

Purpose:

The purpose of this Quality Assurance Surveillance Plan (QASP) is to provide guidance on how the quality of services provided under this contract will be monitored.

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.

Scope:

The areas to be addressed under the QASP are as followed:

1. Timeliness of sample collection
2. Accurate Testing
3. Timeliness of test reports

Quality Assurance Check Points:

The table below describes the areas to be reviewed in the QASP process. Quality assurance will be conducted by the Contracting Officer's Representative (COR), of the Facility Management Service (FMS). The results of the QASP will be approved by the COR.

Task	ID	Indicator	Standard	Acceptable Quality Level	Method of Surveillance
Testing	1	Laboratory Testing Methodology	LC-MS/MS without the use of immune-assay screening tests	98%	Review of lab testing methods and certifications
Reports	2	Test results	Pre-analytic processing, analysis and reporting of results	98%	Review of reports
	3	Report delivery	Received at the facility within 3 days of lab receiving samples	95%	Review of reports
	4	Report data	Contains all required data	98%	Review of reports
	5	Data report	Safety and integrity of specimen	98%	Review of reports
	6	Data report	Unable to run specimen notification within 24 hours	98%	Review of reports

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: Safa Shleiwet

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: To determine

Corrective Action:

The Contractor will be notified any time a performance standard is missed or of any complaints related to services provided or personnel performance issues. The Contractor will be given an opportunity to correct any deficiency noted. The timeframe for correcting deficiencies will be determined on a case by case basis by the Contracting Officer or COR depending of the circumstances.