

CONTRACT DOCUMENTS, EXHIBITS, OR ATTACHMENTS

QUALITY ASSURANCE SURVEILLANCE PLAN

For: Department of Veterans Affairs (VA) Veterans Integrated Service Network (VISN) 8 requires diagnostic testing, service calls and repair to be performed on Philips Healthcare brand manufactured High Tech Medical Equipment (HTME).

Contract Number: TBD

Contract Description: HTME diagnostic testing, service calls and repair

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 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 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 Contract Specialist Johnny Jones

Organization or Agency: Department of Veterans Affairs, NCO 8 Tampa FL

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.

3. CONTRACTOR REPRESENTATIVES

The following employees of the contractor serve as the contractor's program manager for this contract.

a. Program Manager – TBD

b. Other Contractor Personnel – TBD

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 Performance Requirements Summary Matrix, paragraph as provided below includes performance standards. The Government shall use these standards to determine contractor performance and shall compare contractor performance to the Acceptable Quality Level (AQL).

Task	Indicator	Standard	Acceptable Quality Level	Method of Surveillance	Incentive
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Test and Diagnostic	Initial inspection , diagnostic and corrective action for repairs	Contractor shall perform an initial inspection of the equipment (see attachment A) prior to repairs. Upon completion of inspection the contractor shall provide a written estimate with the diagnostics, repair estimate, hours and corrective action for repairs.	95%	observation/ review of logs and reports	Potential Exercise of Option Period
Quality Care	Contractor performance section	Contractor shall be responsible for repairs in accordance with manufacture recommendations, all Veterans Administration (VA), local, state, and federal environmental/occupational safety laws, rules and regulations.	90%	Periodic Inspection	Potential Exercise of Option Period
Repair and calibration Service	Safety incidents must be investigated confirmed and resolved	Contractor shall provide on-call repair and calibration service during normal business hours, after hours and weekends. Contractor will be responsible for repairs, calibration and service cost to include labor, material, and travel cost for the repair of the equipment.	95%	100% inspection of written and or verbal reports	Potential Exercise of Option Period
Delivery and response service hours	Contractor response timeframe	Contractor shall provide on-site repair service within four (4) hours in response to requests by telephone, email or otherwise from the COR.	95%	COR shall perform reviews and maintain log during repairs.	Potential Exercise of Option Period

5. INCENTIVES

The Government shall use “Potential Exercise of Option Period” as an incentive. Incentives shall be based on exceeding, meeting, or not meeting performance standards.

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.

a. INSPECTION. COR evaluate all quality control data logs/reports to ensure that processes are performed regularly and any deviation outside tolerance level is brought to the attention of the CO.

b. PERIODIC SAMPLING. Sample is taken when a problem/deficiency is suspected. Sample results are applicable only for the specific work inspected.

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:

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|---|
| <ol style="list-style-type: none">1. Exceeds Standard2. Meets Standard |
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8. DOCUMENTING PERFORMANCE

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. 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.

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. 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. Reports will be completed on an annually and semiannually basis and a copy will be provided to the contractor.

b. Frequency of Performance Assessment Meetings.

The COR shall meet with the contractor biannually to assess performance and shall provide a written assessment.