

?.## QUALITY ASSURANCE SURVEILLANCE PLAN (QASP)

The Contractor shall be evaluated in accordance with the following QASP.

For: Richmond VA Medical Center (VAMC)

Contract Number: (Filled in at time of award)

Contract Description: The contractor shall provide all resources necessary to accomplish the deliverables described in this Performance Work Statement (PWS), except as may otherwise be specified. The intent of this contract is to provide transitional housing for homeless Veterans with mental illness and/or substance use disorders located near the Richmond VA Medical Center (VAMC).

Contractor's Name (Hereafter referred to as the Contractor): _____

1. PURPOSE: This Quality Assurance Surveillance Plan 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 Government in the contractual relationship. The CO shall 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.

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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: Chrystal Jones

c. Other Key Government Personnel: TBD

3. CONTRACTOR REPRESENTATIVES: The following employees of the Contractor serve as the Contractor's program manager for this contract.

a. Program Manager (Name): _____

b. Other Contractor Personnel (Name and Title): _____

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, Performance Work Statement includes performance standards. The Government shall use these standards to determine Contractor performance and shall compare Contractor performance to the Acceptable Quality Level (AQL).

ID	Performance Objective	Performance Threshold	Acceptable Quality Level (AQL)	Method of Surveillance	Incentive/Disincentives
1	Performance work statement (PWS) SECTION C PERSONNEL	Contractor is in compliance throughout contract performance period	97%	Quarterly sampling of Veteran drop out Management Program	Incentives: Favorable contactor performance evaluation, Disincentive: A Contract Discrepancy Report (CDR) may be issued on the first instance of failure to provide the acceptable level Two or more issued CDRs may result in reduction of the monthly invoice of 20%

2	<p>Performance work statement (PWS)</p> <p>SECTION E INSPECTION AND ACCEPTANCE</p>	Contractor remains in compliance throughout contract performance period	98%	Direct Observation by COR/HCHV staff.	<p>Incentives: Favorable contactor performance evaluation,</p> <p>Disincentive: A Contract Discrepancy Report (CDR) may be issued on the first instance of failure to provide the acceptable level</p> <p>Two or more issued CDRs may result in reduction of the monthly invoice of 20%</p>
3	<p>Performance work statement (PWS)</p> <p>SECTION F CONDUCT</p>	Contractor remains in compliance throughout the contract performance period	96%	Direct observation by COR/HCHV staff.	<p>Incentives: Favorable contactor performance evaluation,</p> <p>Disincentive: A Contract Discrepancy Report (CDR) may be issued on the first instance of failure to provide the acceptable level</p> <p>Three or more issued CDRs may result in reduction of the monthly invoice of 15%</p>
4	<p>Performance work statement (PWS)</p> <p>SECTION G COMPLAINTS</p>	Contractor remains in compliance throughout the contract performance period	96%	Periodic(Monthly) review of complaint reports by COR/HCHV staff.	<p>Incentives: Favorable contactor performance evaluation,</p> <p>Disincentive: A Contract Discrepancy Report (CDR) may be issued on the first instance of failure to provide the acceptable level</p> <p>Two or more issued CDRs may result in reduction of the monthly invoice of 20%</p>

5	Performance work statement (PWS) SECTION I CONTRACTOR FACILITY	Contractor remains in compliance throughout the contract performance period	98%	Random inspection of facility by COR/HCHV staff.	Incentives: Favorable contractor performance evaluation, Disincentive: A Contract Discrepancy Report (CDR) may be issued on the first instance of failure to provide the acceptable level Two or more issued CDRs may result in reduction of the monthly invoice of 20%
6	Performance work statement (PWS) SECTION J SAFETY	Contractor remains in compliance throughout the contract performance period	97%	Direct observation by COR/HCHV staff.	Incentives: Favorable contractor performance evaluation, Disincentive: A Contract Discrepancy Report (CDR) may be issued on the first instance of failure to provide the acceptable level Two or more issued CDRs may result in reduction of the monthly invoice of 10%

5. INCENTIVES/DISINCENTIVES: The Government shall use favorable contractor performance evaluations as incentives. The Government shall report unfavorable contractor performance as disincentives. Disincentives shall include documentation of any performance issues. If repetitive or consistent the government shall take further corrective action or begin termination procedures. Incentives/disincentives shall be based on exceeding, meeting, or not meeting performance standards.

6. PROCEDURES/METHODS of QA SURVEILLANCE: Various methods exist to monitor performance. The COR shall use the surveillance method listed below in the administration of this QASP.

- a. *Direct Observation:* Can be performed periodically or through 100% surveillance
- b. *Quarterly Sampling:* Shall be Conducted on a preset TBD after award quarterly schedule by the COR .
- c. *Random Inspection:* Can be performed randomly

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:

- a. Positive outcome: No more than 1 incident of not meeting the performance standard during the period of performance
- a. *Neutral Outcome*: No more than 2 incidents of not meeting the performance standard during the period of performance
- b. *Negative Outcome*: More than 2 incidents of not meeting the performance standard during the period of performance

8. DOCUMENTING PERFORMANCE: When the COR determines formal written communication is required, the COR shall prepare a Contract Discrepancy Report (CDR), and present it to the CO. The CO will in turn review and submit to the contractor's program manager for corrective action. The contractor shall acknowledge receipt of the CDR in writing. The CDR shall 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 shall also state how long after receipt the contractor has to present this corrective action plan to the CO and 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.

- 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 CO. This will normally be in writing unless circumstances necessitate verbal communication. In any case the COR and the CO shall document the discussion and place it in their respective file.

9. Frequency of Measurement

- a. *Frequency of Measurement*: During contract performance, the COR will periodically analyze whether the frequency of surveillance is appropriate for the work being performed.
- b. *Frequency of Performance Assessment Meetings*: The COR shall meet with the contractor quarterly to assess performance and shall provide a written assessment.

<After award, both the Contractor's Program Manager and the COR shall sign this document.>

Signature – Contractor Program Manager

Signature – Contracting Officer's Representative