

## **QUALITY ASSURANCE SURVEILLANCE PLAN (QASP)**

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

**For:** VAMC Asheville

**Contract Number:**

**Contract Description:** Ambulance Services at CGVAMC Asheville

**Contractor's Name:**

### **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 (CS):

Keeshia Newman  
Hampton VAMC  
100 Emancipation Drive  
Hampton, VA 23667

Assigned Contracting Officer (CO):

Angel Rhone  
Hampton VAMC  
100 Emancipation Drive  
Hampton, VA 23667

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:

Mrs. Christy L. Vess  
Department of Veterans Affairs  
Charles George VA Medical Center  
1100 Tunnel Road  
Asheville, NC 28805

c. Other Key Government Personnel -

### **3. CONTRACTOR REPRESENTATIVES**

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

a. Program Manager -

b. Other Contractor Personnel -  
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 are listed below. 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	AQL	Method of Surveillance	Incentive/Disincentive
1	The Contractor shall perform the General Requirements that meet the requirements of PWS Section1	The Contractor successfully performs the required services throughout the period of performance	95%	Verification by COR	<p><b>Incentive</b> – Favorable contractor performance evaluation</p> <p><b>Disincentive:</b> Unfavorable contractor performance evaluation</p> <p>a. Any additional expense cause by contractor delay is borne by the contractor. b. Delays not approved by the CO/COR may cause Cure Notice action and or termination of the task order. c. A Contract Discrepancy Report (CDR) may be issued on the first instance of failure to meet delivery requirement.</p>

ID	Performance Objective	Performance Threshold	AQL	Method of Surveillance	Incentive/Disincentive
2	The Contractor shall perform the Patient Pick-Up and Delivery that meet the requirements of PWS Section 2, 3 & 4	The Contractor successfully performs the required services throughout the period of performance	95%	Verification by COR	<p><b>Incentive</b> – Favorable contractor performance evaluation</p> <p><b>Disincentive:</b> Unfavorable contractor performance evaluation</p> <p>a. Any additional expense cause by contractor delay is borne by the contractor. b. Delays not approved by the CO/COR may cause Cure Notice action and or termination of the task order. c. A Contract Discrepancy Report (CDR) may be issued on the first instance of failure to meet delivery requirement.</p>

ID	Performance Objective	Performance Threshold	AQL	Method of Surveillance	Incentive/Disincentive
3	The Contractor shall adhere to the Patient Welfare and Abuse and Incident Reporting that meet the requirements of PWS Sections 5	The Contractor successfully performs the required services throughout the period of performance	95%	Verification by COR	<p><b>Incentive</b> – Favorable contractor performance evaluation</p> <p><b>Disincentive:</b> Unfavorable contractor performance evaluation</p> <p>a. Any additional expense cause by contractor delay is borne by the contractor.</p> <p>b. Delays not approved by the CO/COR may cause Cure Notice action and or termination of the task order.</p> <p>c. A Contract Discrepancy Report (CDR) may be issued on the first instance of failure to meet delivery requirement.</p>

ID	Performance Objective	Performance Threshold	AQL	Method of Surveillance	Incentive/Disincentive
4	The Contractor shall adhere to Vehicle specifications that meet the requirements of PWS Sections 6 & 7	The Contractor successfully performs the required services throughout the period of performance	95%	Verification by COR	<p><b>Incentive</b> – Favorable contractor performance evaluation</p> <p><b>Disincentive:</b> Unfavorable contractor performance evaluation</p> <p>a. Any additional expense cause by contractor delay is borne by the contractor.</p> <p>b. Delays not approved by the CO/COR may cause Cure Notice action and or termination of the task order.</p> <p>c. A Contract Discrepancy Report (CDR) may be issued on the first instance of failure to meet delivery requirement.</p>

ID	Performance Objective	Performance Threshold	AQL	Method of Surveillance	Incentive/Disincentive
5	The Contractor shall adhere to Personnel requirements that meet the requirements of PWS Sections 8, 9 & 10	The Contractor successfully performs the required services throughout the period of performance	95%	Verification by COR	<p><b>Incentive</b> – Favorable contractor performance evaluation</p> <p><b>Disincentive:</b> Unfavorable contractor performance evaluation</p> <p>a. Any additional expense cause by contractor delay is borne by the contractor.</p> <p>b. Delays not approved by the CO/COR may cause Cure Notice action and or termination of the task order.</p> <p>c. A Contract Discrepancy Report (CDR) may be issued on the first instance of failure to meet delivery requirement.</p>

ID	Performance Objective	Performance Threshold	AQL	Method of Surveillance	Incentive/Disincentive
6	The Contractor shall adhere to Patient Custody that meet the requirements of PWS Sections 12	The Contractor successfully performs the required services throughout the period of performance	95%	Verification by COR	<p><b>Incentive</b> – Favorable contractor performance evaluation</p> <p><b>Disincentive:</b> Unfavorable contractor performance evaluation</p> <p>a. Any additional expense cause by contractor delay is borne by the contractor.</p> <p>b. Delays not approved by the CO/COR may cause Cure Notice action and or termination of the task order.</p> <p>c. A Contract Discrepancy Report (CDR) may be issued on the first instance of failure to meet delivery requirement.</p>



ID	Performance Objective	Performance Threshold	AQL	Method of Surveillance	Incentive/Disincentive
7	The Contractor shall adhere to Conduct that meet the requirements of PWS Sections 13	The Contractor successfully performs the required services throughout the period of performance	93%	Verification by COR	<p><b>Incentive</b> – Favorable contractor performance evaluation</p> <p><b>Disincentive:</b> Unfavorable contractor performance evaluation</p> <p>a. Any additional expense cause by contractor delay is borne by the contractor.</p> <p>b. Delays not approved by the CO/COR may cause Cure Notice action and or termination of the task order.</p> <p>c. A Contract Discrepancy Report (CDR) may be issued on the first instance of failure to meet delivery requirement.</p>

ID	Performance Objective	Performance Threshold	AQL	Method of Surveillance	Incentive/Disincentive
8	The Contractor shall maintain a Communication System that meet the requirements of PWS Section 14	The Contractor successfully performs the required services throughout the period of performance	95%	Verification by COR	<p><b>Incentive</b> – Favorable contractor performance evaluation</p> <p><b>Disincentive:</b> Unfavorable contractor performance evaluation</p> <p>a. Any additional expense cause by contractor delay is borne by the contractor.</p> <p>b. Delays not approved by the CO/COR may cause Cure Notice action and or termination of the task order.</p> <p>c. A Contract Discrepancy Report (CDR) may be issued on the first instance of failure to meet delivery requirement.</p>

## 5. INCENTIVES

The Government shall use favorable contractor performance evaluation as incentives. 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 methods listed below in the administration of this QASP.

A. DIRECT OBSERVATION. Can be performed periodically or through 100% surveillance

B. PERIODIC INSPECTION. (Evaluates outcomes on a periodic basis. Inspections may be scheduled [Daily, Weekly, Monthly, Quarterly, or annually] or unscheduled, as required.)

C. **VALIDATED USER/CUSTOMER COMPLAINTS.** (Relies on the patient to identify deficiencies. Complaints are then investigated and validated.).

D. **RANDOM SAMPLING.** Contract employee files will be randomly selected for review of evidence of training, background investigation, random drug testing, and driving record reviews.

## **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:

Positive outcome: No more than 1 incident of not meeting the performance standard during the period of performance.

Neutral outcome: No more than 3 incidents of not meeting the performance standard during the period of performance.

Negative outcome: More than **3** incidents of not meeting the performance standard during the period of performance.

## **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.

C. 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 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.

b. Frequency of Performance Assessment Meetings.

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