

QUALITY ASSURANCE SURVEILLANCE PLAN (QASP)

For: Laundry Services – Stratton VA Medical Center, Albany, New York

Contract Number:

Vision

To devise a strategy to procure laundry services. Services consists of furnishing the physical laundry plant (at an off-site location), all labor, supervision, management, management support, linen, supplies, ancillary equipment, vehicles and materials necessary for accomplishment of complete laundry/linen services. Services will entail professional soil sorting, washing, processing, packaging and delivery of the rental linens. Also included will be inventory control, linen distribution, and linen loss.

Mission

To provide the necessary clean linen to all areas of the Medical Center and its outbuildings for care of our nations veterans.

Purpose

This Quality Assurance Surveillance Plan (QASP) is a government-developed document used to determine if the contractor's performance meets the performance standards contained in the contract. The QASP establishes procedures on how this assessment/inspection process will be conducted. It provides the detailed process for a continuous oversight process:

- What will be monitored
- How monitoring will take place
- Who will conduct the monitoring
- How monitoring efforts and results will be documented
- The contractor is responsible for implementing and delivering performance that meets contract standards using its Quality Control Plan. The QASP provides the structure for the government's surveillance of the contractor's performance to assure that it meets contract standards. It is the government's responsibility to be objective, fair and consistent in evaluating contractor performance.

The QASP is not part of the contract nor is it intended to duplicate the contractor's quality control plan. This QASP is a living document. Flexibility in the QASP is required to allow for an increase or decrease in the level of surveillance necessary based on contractor performance.

The government may provide a copy of the QASP to the contractor to facilitate open communication. In addition, the QASP should recognize that unforeseen or uncontrollable circumstances might occur that are outside the control of the contractor.

Bottom line, the QASP should ensure early identification and resolution of performance issues to minimize impact on mission performance.

Authority

Authority for issuance of this QASP is provided under Part 46 of the Federal Acquisition Regulation, Inspection of Services clauses, which provides for inspection, acceptance and documentation of the service called for in the contract or order. This acceptance is to be executed by the contracting officer or a duly authorized representative.

Roles and Responsibilities

The following personnel shall oversee and coordinate surveillance activities.

Program / Project Manager

The PM provides primary program oversight, nominates the COR, ensures the COR is trained before performing any COR duties and supports the COR's performance assessment activities. While the PM may serve as a direct conduit to provide Government guidance and feedback to the Contractor on technical matters, they are not empowered to make any contractual commitments or any contract changes on the government's behalf.

Assigned PM: Joseph Trusso Jr.

Organization or Agency: Stratton VA Medical Center

Telephone: (518)626-6932

Email: Joseph.Trussojr@va.gov

Contracting Office (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 ensure that the contractor receives impartial, fair, and equitable treatment under this contract. Determine and document the final assessment of the contractor's performance in the governments past performance tracking system.

Assigned CO: Anthony Murray

Organization or Agency: Dept. of VA

Telephone: 518-626-6138

Email: Anthony.Murray2@va.gov

Contracting Officer's Representative (COR)

The COR is responsible for providing continuous technical oversight of the contractor's performance. The COR uses the QASP to conduct the oversight/surveillance process. The COR shall keep a Quality Assurance file that accurately documents the contractor's actual performance. The purpose is to ensure that the contractor meets the performance standards contained in the contract. The COR is responsible for reporting early identification of performance problems to the KO. The COR is required to provide an annual performance assessment to the KO which will be used in documenting past performance. The QASP is the primary tool for documenting contractor performance. The COR is not empowered to make any contractual commitments or to authorize any contractual change on the Government's behalf.

Assigned COR: Alexia Briwa

Organization or Agency: Stratton VA Medical Center

Telephone: (518)626-6801

Email: Alexia.Briwa@va.gov

This may include performance monitors, inspectors, technical experts, or others who provide information that helps the COR monitor contractor performance.

Contractor Representatives

The following employees of the contractor serve as the contractor's Program Manager and Task Manager for this contract.

Program Manager -

Telephone:

Email:

Task Manager -

Telephone:

Email:

Other Key Contract Personnel -

Title:

Telephone:

Email:

2. Description of Requirement

Contractor's name:

3. 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.

4. QUALITY ASSURANCE/PERFORMANCE REQUIREMENTS EVALUATOR (QAE) SURVEILLANCE PLAN

4.1. INTRODUCTION

4.1.1. This QAE Plan has been developed for in-house operations or to implement a service contract. It is designed to aid the Government's QAE in providing effective and systematic surveillance of all aspects of laundry services. This plan provides for monitoring all contract requirements through a combination of methods. These are:

4.1.1.1. Sampling guides

4.1.1.2. Customer complaint surveillance guides; and

4.1.1.3. Surveillance activity checklist.

4.1.2. The objective of this surveillance plan is to evaluate how the Government or Contractor is performing in key areas. We are primarily interested in the final product or service being provided and not in the details of accomplishment.

4.1.3. The principal method of surveillance will be the random sampling of the quantity and quality of laundered items processed. The plan contains sampling guides for use in random sampling. It contains random sampling (tally) checklists which are used to record information about the random samples.

4.1.4. Tasks not surveyed by random sampling will be covered by daily observation in some cases or by use of periodic checklist inspections. Appropriate checklists are provided for recording observations in this type of surveillance.

4.2. HOW TO USE THE SURVEILLANCE PLAN

4.2.1. This surveillance plan has been organized to facilitate use by the QAE. It is the QAE's responsibility to develop a monthly schedule for activities based on the surveillance plan's requirements. The monthly schedule will be completed by the last workday of the preceding month and a copy will be submitted to a CO or other management official for information and review by an assigned workday of the month.

4.2.2. To build the inspection schedule, the QAE will select areas and times for the random sampling using the procedures shown in the surveillance plan. Periodic checklist items to be surveyed during the month will be programmed into the schedule to facilitate their accomplishment. This monthly schedule should show what the QAE is monitoring each day. Changes will be posted weekly and copies sent to appropriate officials. The reasons for changes will be fully documented and explained. Actual surveillance activity must be comparable to the monthly schedule. The responsible management official must be able to observe a QAE's performance by using the monthly schedule, as updated. One should be able to conduct a complete audit trail from the monthly schedule by observing the QAE perform sampling or other checklist surveillance, and completion of tally and other checklists. An auditor should be able to track from the above items to the management's actions (payment deductions or other actions as necessary if contract service is being performed), described on a CDR.

4.2.3. Monthly tally checklists will be prepared for each sampling guide and will be used to record information on observations and defects. Each observation in the sampling will be recorded on the tally checklists. These documents will then become a formal record for later reference. The tally of observations and defects at the end of each month will be compared to

the acceptable number of defects appearing in the relevant sampling guide. Any errors detected during the course of the surveillance, even if not of sufficient degree to render the service unsatisfactory in terms of the AQL parameters, will require corrective action by the VA for in-house operations and the Contractor for contracted services. Errors detected by the QAE in the course of surveillance will be transmitted to the Contractor or in-house management for correction. Notification of errors will take place within 1 working day. Specifics concerning any errors should be recorded on the tally checklist. The Contractor or in-house management, as applicable, should be asked to initial this record.

4.2.4. If the sampling guide indicates that the number of defects is too high, the current month's service will be considered unsatisfactory. If performance in any area is judged unsatisfactory, based on random sampling or other criteria as set forth in Summary Table 4.3.1. Performance Requirements Summary, of the Laundry Performance Work Statement, a Contractor or in-house management official will be given a CDR by the COR. When completed and signed, the CDR, along with the tally checklist becomes the documentation supporting payment or nonpayment or other actions as necessary for contractor provided services.

4.2.5. There are some requirements in a contract which are more conveniently monitored on an individual periodic basis. For example, a Contractor or the Government is required to provide continuing training. When these items are checked (quarterly and monthly, for example), the deficiencies will be recorded on the appropriate checklist. When these items are discovered to be unsatisfactory, actions as described above will be taken. For the number of allowable defects, see the Performance Requirement Summary in the PWS.

4.3. Performance Requirements Summary

4.3.1 Summary Table: Factor Performance Indicator

Performance Standard AQL Maximum Allowable Degree Of Deviation Method – Type of Surveillance Reduction When AQL Exceeded Deduction Amount
(Monthly billing)

1. Delivery schedule is met. All quotas are delivered to Medical Center per established schedule. 4 discrepancies per month COTR Weekly inspection 1% for each discrepancy over 4, NTE 10%
2. Weights are accurate: Weight processed/ received equals weight billed , and 2 discrepancies per month COR Delivery tickets and daily weight records , and 1% for each discrepancy over 2, NTE 10%.
3. Laundry is clean, folded properly, dry, free of lint and odor, spots and stains removed and is covered properly. 5% per month Random Sampling -carts of clean linen, daily by COTR 2% for each percentage over 5%, NTE 14% or possible termination.
4. Whiteness and tensile strength retention: Test specimen laundered IAW standard textile laboratory practice, 5% deviation after washing for whiteness retention and tensile strength loss per test. Contractor furnished specimens per independent laboratory, 1% for each percentage over 5%, NTE 10%.
5. Proper textile finish for items: All articles are properly processed, articles are free from wrinkles and scorches; IAW Standards, 2% per month Random Sampling carts clean linen, daily. 1% for each percentage over 5%, NTE 10%.

6. Packaging is properly accomplished. Laundered items are bundled, tied, wrapped, covered, etc. 2% per month Random Sampling, carts clean linen, daily. 1% for each percentage over 2%, NTE 10%.

7. Provide required reports. Data required submitted on time. N/A Check list 1% for each late item times days late (Max of 10%).

8. Damaged clean linen items. Laundered items are not physically damaged due to improper processing or carelessness. 2.5% per month, Random Sampling, carts of clean linen, daily, 1% for each percentage above 2.5%, NTE 10%.

9. Response. CPM responds within 1 hr. to request for contact from CO, or Facility COR. 1 discrepancy per month. COR awareness 1% per occurrence above one discrepancy, NTE 5%.

10. Transport / Storage trailers/carts are cleaned with a tuberculocidal germicide/disinfectant, after unloading the soiled linen and prior to loading the trailer/cart with clean linen. Trailers/carts are clean, dry, and free of visible soil 2.5 % Daily inspections 2% per percentage above 2.5%, NTE 10%

4.3.2. Performance Requirements Summary Method of Application.

4.3.2.1. The Contractor is required to perform all the work specified in the performance work statement. If the contractor fails to perform a specific element of the work, payments for the task in question will be subject to reductions as specified. Any amount deducted for deviation from the required performance will be reflected in an amount commensurate with the task.

4.3.2.2. The purpose of this section is to:

4.3.2.2.1. List the contract requirements considered most critical to acceptable contract performance.

4.3.2.2.2. Show, where applicable, the maximum allowable degree of deviation from perfect performance for each requirement that shall be allowed by the Government before contract performance is considered unsatisfactory. This is known as the AQL and represents the level of quality required in a VA run operation.

4.3.2.2.3. Show the percentages of the major elements of the contract price that each listed contract requirement represents.

4.3.2.2.4. Explain the quality assurance methods the Government will use to evaluate the Contractor's performance in meeting the contract requirements.

4.3.2.2.5. Define the procedure the Government shall use in reducing the Contractor's monthly payment if the Contractor does not render satisfactory performance.

4.3.2.3. The Government's quality assurance procedures are based in part on statistical random sampling of the recurring critical output products of the contract using the criteria in MIL-STD-105D. Other areas will be reviewed periodically (e.g., monthly, quarterly, and semi-annually).

4.3.2.4. The criteria for acceptable and unacceptable performance are as follows:

4.3.2.4.1. MIL-STD-105D based on the lot size (number of times a service is performed in a month), sample size, and AQL for each contract requirement (Performance Indicator). When the number of defects in the Contractor's performance discovered by the Facility COR exceeds the unacceptable criteria level, the Facility COR shall be required to complete a CDR (Contract Discrepancy Report). The CDR will require the Contractor to explain in writing why performance was unacceptable, how performance will be returned to acceptable levels, and how recurrence of the problem will be prevented in the future

4.3.2.4.2. Other Requirements: The criteria for other requirements are the level of performance deemed acceptable to the Government. When the number of defects discovered by

the Facility COR exceeds the number shown in the AQL column, a CDR, as described above will be issued.

4.3.2.5. Monthly payments to the Contractor will be reduced for unsatisfactory performance using the following methods:

4.3.2.5.1. During each month, Contractor performance will be compared to contract standards and acceptable quality levels using the Quality Assurance Plan.

4.3.2.5.2. If performance in any required service is unsatisfactory for the period of surveillance (monthly, quarterly, etc.) and the poor performance is clearly the fault of the Contractor, an amount of money up to the percentage cost of the service as stated in the fifth column of the Performance Requirements Summary will be withheld as described below.

4.3.2.6. The amount of money to be deducted for unsatisfactory performance will be computed as follows:

4.3.2.6.1. Total monthly contract price multiplied by the percentage of the function represented by the required service (see deduction amount (monthly billing) column of Performance Requirements Summary).

EXAMPLE PER DISCREPANCY:

IF: Delivery Schedule is not met. (Contractor is allowed 4 discrepancies)

AND: "Delivery Schedule" - deduction percentage is 1% for each discrepancy over 4, NTE 10%

AND: Number of total defective deliveries this month is 8 (less the 4 allowed, leaves 4, which results in 4% deduction percentage.

AND: CONTRACTOR'S INVOICE is \$3,000.00, X Deduct Percentage 4% Deduction from this month's invoice is \$120.00

EXAMPLE PER PERCENT:

IF: Packaging is not properly accomplished. (Contractor is allowed 2% of the daily random sampling of the carts to not be in compliance with the packaging requirements)

AND: "Packaging is properly accomplished" - deduction percentage is 1% for each percentage over 2%, NTE 10%

AND: Average percentage of the daily random sampling of carts that were not properly accomplished monthly is 5% (less the 2% allowed, leaves 3%, which results in 3% deduction percentage.

AND: CONTRACTOR'S INVOICE is \$3,000.00 X Deduct Percentage 3%

Deduction from this month's invoice is \$90.00

4.3.2.6.2. When a surveillance method other than sampling is used, the percentage deduction for each defect over the allowable maximum is specified in the Deduction column. When applied, the deductible percentage of the Deduction column is chargeable against the current month's invoices.

4.4. SAMPLING GUIDES

4.4.1. SAMPLING GUIDE 1

CLEANLINESS OF LINEN

1. AQL: 5% Maximum Allowable Degree of Deviation
2. Lot size: * (number of carts received per day)
3. Sample size: *
4. Sampling and Inspection Procedure: Select * random carts per day from each delivery of clean linen. Examine linen on carts selected for compliance with standards of cleanliness established contract.

5. Performance guide: A minimum of 95% compliance with established standards for clean linen is required.

6. Contract paragraphing: Paragraph 5.3.1, Summary Table, factor number 3.

* In order to standardize sampling among all participating VA Medical Centers, which have various lot sizes, the sample size will be 10% of the actual number of carts received per day.

4.4.2. SAMPLING GUIDE 2

FINISH AND PACKAGING

1. AQL: 2% Maximum Allowable Degree of Deviation

2. Lot size: ___*_____ (number of carts received per day)

3. Sample size: ___*_____

4. Sampling and inspection procedure: Select ___*_____ random carts from each delivery of clean linen. Examine linen on carts selected for compliance with standards of finish and packaging established in contract.

5. Performance guide: A minimum of 98% compliance with established standards for finishing and packaging is required.

6. Contract paragraphing: Paragraph 4.3.1, Summary Table, factor numbers 5 and 6.

* In order to standardize sampling among all participating VA Medical Centers, which have various lot sizes, the sample size will be 10% of the actual number of carts received per day.

4.4.3. SAMPLING GUIDE 3

DAMAGE

1. AQL: 2.5 % Maximum Allowable Degree of Deviation

2. Lot size: ___*_____ (number of deliveries per month)

3. Sample size: ___*_____

4. Sampling and inspection procedure: Select ___*_____ random carts per day from each delivery of clean linen. Examine linen on carts selected for compliance with standards for no damage of linen item established in contract.

5. Performance guide: A minimum of 97.5% compliance with established standards for damaged linen is required.

6. Contract paragraphing: Paragraph 4.3.1, Summary Table, factor number 8.

* In order to standardize sampling among all participating VA Medical Centers, which have various lot sizes, the sample size will be 10% of the actual number of deliveries per month.

4.4.4. SAMPLING GUIDE 4

CLEANING OF CARTS

1. AQL: 2.5%

2. Lot size: ___*_____ (number of deliveries per month)

3. Sample size: ___*_____

4. Sampling and inspection procedure: Select ___*_____ random days required for delivery of clean linen. On the days selected, go to the laundry and verify that carts are being cleaned between unloading of soiled linen and loading of clean linen.

5. Performance guide: A minimum of 97.5% compliance with established standards for cleaning of carts is required.

6. Contract paragraphing: Paragraph 4.3.1, Summary Table, factor number 10.

* In order to standardize sampling among all participating VA Medical Centers, which have various lot sizes, the sample size will be 10% of the actual number of deliveries per month.

4.5. CUSTOMER COMPLAINT SURVEILLANCE GUIDE. The checklists attached hereto contain those contract requirements that can best be monitored by the individual or activity receiving the service.

4.5.1. At the start of the contract, the QAE shall instruct customers on the requirements of the contract and on the proper method to complete the customer complaint form. A written copy of the specific contract requirement will be provided to each customer. Customers shall be required to submit the complaint form within 1 working day of the discovery of the discrepancy.

4.5.2. Once each year, the QAE will contact each customer to assure that there is an understanding of the contract requirements. The QAE will document the annual visits.

4.5.3. When a complaint is received, the QAE will contact the customer to verify the complaint. If the complaint is valid, the QAE will notify the Contractor of VA management whoever is applicable of the defect in writing.

4.5.4. The QAE will retain the complaint form in the files. At the end of each month, all validated complaints will be tabulated to determine satisfactory or unsatisfactory performance, in each are, based on the criteria in the AQL column in the "Performance Requirements Summary."

4.6. CUSTOMER COMPLAINT RECORD

Date/time of complaint:

Source of complaint:

Office:

Individual:

Nature of complaint:

QAE evaluation:

Date/time contractor or VA informed of complaint: _____

CPM initials _____

Action taken by contractor or VA:

QAE signature: _____

4.7. SURVEILLANCE ACTIVITY CHECKLIST. There are some contractual requirements, of a general nature, that do not properly fit under the random sampling concept. These items are contained on the following checklist by frequency of the surveillance (weekly, monthly, etc.)

SURVEILLANCE ACTIVITY CHECKLIST

(To be performed (daily) (monthly) (weekly) as applicable)

Contract requirement Contract paragraphing Method of surveillance, Date accomplished, Where accomplished Compliance Shipment Schedule is met

4.3.1 Summary Table, Factor number 1, Review all quotas delivered to Medical Center to assure they match established schedule, weekly basis.

Weights are accurate. 4.3.1 Summary Table, Factor number 2, Daily weighing upon receipt.

Compare to delivery tickets on a weekly basis. No more than 5 percent reduction in whiteness or tensile strength after washing.

4.3.1 Summary Table, Factor number 4. Review independent laboratory reports on test pieces submitted by Contractor. Provide required reports.

4.3.1 Summary Table, Factor number 7 Assure that all data requested of contractor by terms of contract are complete and submitted on time, daily and monthly basis. Response

4.3.1 Summary Table, Factor number 9. Review reports from Facility COR and COR addressing responses for contact in excess of 1 hour on a monthly basis

*Compliance with Joint Commission and VA requirements. Technical exhibit 2. Review records of customer complaints monthly regarding response to emergency requests for service that take more than 1 hour.

5. INCENTIVES

The Government shall use past performance and/or non-payment as incentives. 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. DIRECT OBSERVATION. (Can be performed periodically or through 100% surveillance.)
1, 4, and 5

b. PERIODIC INSPECTION. (Evaluates outcomes on a periodic basis. Inspections may be scheduled [Daily, Weekly, Monthly, Quarterly, or annually] or unscheduled, as required.)
1, 2, and 3

c. VALIDATED USER/CUSTOMER COMPLAINTS. (Relies on the patient to identify deficiencies. Complaints are then investigated and validated.)
5 and 4

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:

ACCEPTABLE AND NOT ACCEPTABLE

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 Contracting Officer and 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.

b. Frequency of Performance Assessment Meetings.

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

Signature – Contractor Program Manager

Alexandra M. Buss

Signature – Contracting Officer's Representative