

QUALITY ASSURANCE SURVEILLANCE PLAN

For: Kansas City VAMC

Contract Number: VA255-18-X-XXXX (TBD)

Contract Description: Bridge Advocate Services

Contractor's name: TBD

1. PURPOSE

- a. This Quality Assurance Surveillance Plan (QASP) provides a systematic method to evaluate performance for the stated contract. This QASP explains the following:
 - i. What will be monitored
 - ii. How monitoring will take place
 - iii. Who will conduct the monitoring
 - iv. How monitoring efforts and results will be documented
- b. 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.
- c. 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 CO: Ralph Crum

Organization or Agency: Network Contracting Office 15

- 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: Felicia Adams
 Organization or Agency: Kansas City VAMC, KC Diagnostic & Rehab
 (11DR)

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 -
- c. Title:

4. PERFORMANCE STANDARDS

- a. Performance standards define desired services. The Government performs surveillance to determine if the contractor exceeds, meets, or does not meet these standards.
- b. The 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).

Location in PWS	Indicator	Standard	Acceptable Quality Level	Method of Surveillance	Incentive
Paragraph 1.1.2; 2.1.1.	Contractor personnel shall be available and in location to properly perform tasks as specified.	Contractor personnel are on-time and available to perform services	97%	Observing actual performance; Checking time and attendance logs	Favorable Past Performance Evaluation
Paragraph 1.6	Interpersonal and Communication Skills	Address and resolve validated customer service/patient complaints within 7 days	95%	Requesting complaint statistics from the Patient Advocate	Favorable Past Performance Evaluation
Paragraph 3.1.3	Continuing Education	BAs complete 40 hours of Domestic Violence/Intimate Partner Violence training	100%	Review of any other appropriate electronic records	Favorable Past Performance Evaluation

5. INCENTIVES

The Government shall use Positive Past Performance reports to the Contractor's Performance 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. Validated User/Customer Complaints. Primarily done by requesting complaint statistics from the Patient Advocate.
- b. Reviewing minutes of meetings.
- c. Checking time and attendance logs
- d. Inspecting the services to determine whether or not the performance meets the performance standards.
- e. Review of any other appropriate electronic records.
- f. Observing actual performance.

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. Exceeds Standard
- b. Meets Standard
- c. Failed to meet Standard

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 instance of unacceptable performance 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 contractor's program manager.
- d. 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.

- e. 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 a quarterly 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.

Signatures:

Contractor Program Manager

Signatures:

Felica Adams

Administrative Officer, Contracting Officer's Representative