**QUALITY ASSURANCE SURVEILLANCE PLAN**

For: Fixed Dental Laboratory Services

Contract Number:

Contract Description: The contractor shall provide laboratory support including fixed prosthodontic laboratory work for VA Medical Center, Richmond, Virginia (VAMC Richmond). The contractor shall provide all materials and supplies necessary to complete each item.

Contractor's name: To be determined (TBD).

1. PURPOSE

This Quality Assurance Surveillance Plan (OASP) provides a systematic method to evaluate performance for the stated contract. This Plan 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 Plan 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.

1. GOVERNMENT ROLES AND RESPONSIBILITIES

The following personnel shall oversee and coordinate surveillance activities.

1. Contracting Officer (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: Cleveland Wynne

VISN 6, Network Contract Office (NCO)

100 Emancipation Drive

Hampton, VA 23667

(757)728-3182

cleveland.wynne@va.gov

1. Contracting Officer’s Representative (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.
2. Assigned COR: Dr. Cassidy Turner

1201 Broad Rock Blvd

Richmond, VA 23249-0001

(804)675-5600

[Cassidy.Turner@va.gov](mailto:Cassidy.Turner@va.gov)

1. 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 list your Performance Requirements below or develop your own template. The Government shall use these standards to determine contractor performance and shall compare contractor performance to the Acceptable Quality Level (AQL). The matrix below should be tailored to your specific technical solution.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Performance Objective | Performance Threshold | Method of Surveillance | AQL | Incentive/Disincentives |
| Timeliness – Contractor must complete denture steps or finish product within the allowed timeframe outlined in the PWS. | Completion of services within timeframe. | COR will track pick-up and return of packages. | 95% | Incentive: Favorable contractor performance evaluation.  Disincentive: A Contract Discrepancy Report (CDR) will be issued on the first instance of failure to provide the acceptable level of service. Two or more issued CDRs may result In contract termination procedures. |
| Flawed Product- Contractor must deliver high quality prostheses free of defects and/or discrepancies as described in PWS. | Completion of services within specified performance requirements listed in PWS. | Dentist will document and report flawed products to COR. COR will monitor failures/discrepancies and remake occurrences. | 99% | Incentive: Favorable contractor performance evaluation.  Disincentive: A CDR will be issued on first instance of failure to provide the acceptable level of service/quality. Two or more issued CDRs may result in contract termination procedures. |
| Flawed Product Timeframe - The Contractor must rework flawed products within the allowed timeframe outlined in the PWS. | Completion of services within timeframe. | Dentist will document and report flawed products to COR. COR will monitor timeframe between return and delivery. | 95% | Incentive: Favorable contractor performance evaluation.  Disincentive: A CDR will be issued on the first instance of failure to provide the acceptable level of service. Two or more issued CDRs may result in contract termination procedures. |
| Case Consultation -  The Contractor must provide Case Consultation within 24 hours of the request. | Case Consultation within 24 hours. | COR will monitor customer service and document instances of poor service. | 95% | Incentive: Favorable contractor performance evaluation.  Disincentive: A CDR will be issued on the first instance of failure to provide the acceptable level of service. Two or more issued CDRs may result in contract termination procedures. |

5. INCENTIVES/DISINCENTIVES

The Government shall use favorable contractor performance evaluations as incentives. The Government shall use invoice deductions as disincentives. Incentives/Disincentives 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

b. VALIDATED USER/CUSTOMER COMPLAINTS. Patients will identify deficiencies and complaints will be investigated and validated. A contractor discrepancy report will be issued on validated customer complaints.

7. 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 Contracting Officer (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.

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.

9. FREQUENCY OF MEASUREMENT

During contract performance, the COR will periodically analyze whether the negotiated frequency of surveillance is appropriate for the work being performed. The COR shall meet with the contractor semi-annually to assess performance and shall provide a written assessment.