

QUALITY ASSURANCE SURVEILLANCE PLAN

This Quality Assurance Surveillance Plan (QASP) provides a systematic method to evaluate performance for the stated contract. This QASP explains the following:

1. What will be monitored
2. How monitoring will take place
3. Who will conduct the monitoring
4. How monitoring efforts and results will be documented

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.

GOVERNMENT ROLES AND RESPONSIBILITIES:

The following personnel shall oversee and coordinate surveillance activities.

1. 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 Contracting Officer: Tina Harris, Department of Veterans Affairs, Network Contracting Office (NCO) 16
2. 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 and Title: TBD, Overton Brooks VA Medical Center, Shreveport, LA

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

Note: The subject contract does not contain a Performance Requirements section in the SOW. As such, the below QASP Table provides performance indicators based on the requirements listed in the SOW.

QUALITY ASSURANCE SURVEILLANCE PLAN

INCENTIVES:

The Government shall use Exercise of Options and Past Performance as incentives. Incentives shall be based on exceeding, meeting, or not meeting performance standards.

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. USER SURVEY. Combines elements of validated user complaints and random sampling. Random survey is conducted to solicit user satisfaction. May also generate inspections and sampling.
- d. VALIDATED USER/CUSTOMER COMPLAINTS. Relies on the patient to identify deficiencies. Complaints are then investigated and validated.
- e. 100% INSPECTION. Evaluates all outcomes.
- f. PERIODIC SAMPLING. Variation of random sampling. However, sample is only taken when a problem/deficiency is suspected. Sample results are applicable only for the specific work inspected. Since sample is not entirely random, it cannot be applied to total activity performance.
- g. RANDOM SAMPLING. Designed to evaluate performance by random selection and inspection of a sample of cases.
- h. Progress or status meetings.
- i. Analysis of Contractor's progress reports. Evaluate cost, schedule, etc.

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:

Excellent = Exceeds Standards

Satisfactory = Meets Standards

Unsatisfactory = Fails To Meet Standards

QUALITY ASSURANCE SURVEILLANCE PLAN

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 and the CO. 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 Contractor's POC.

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.

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 at least Quarterly to assess performance and shall provide a written assessment.

QUALITY ASSURANCE SURVEILLANCE PLAN

Quality Assurance Surveillance Plan - Rating Sheet						
Task	ID	Standard	Acceptable Quality Level	Method of Surveillance	Incentive	Rating
Deliverables	Pg.1 #5	Specimen Test results received within 24 to 48-hour period in IAW SOW.	100%	Direct Observation	Exercise of Option Period and Past Performance.	
Deliverables	Pg.1 #5	Reports mailed IAW SOW pg. 1 #5	100%	Direct Observation	Exercise of Option Period and Past Performance.	
Personnel	Pg.2 #8	Contractor provide trained personnel to perform test. Pg.2 #8	100%	Direct Observation	Exercise of Option Period and Past Performance.	
Licensing	Pg. 3 # 11,12 &13	Contractor must maintain license, certifications and insurance.	100%	Direct Observation	Exercise of Option Period and Past Performance.	