

Quality Assurance Surveillance Plan

Ground Ambulance Services

1. PURPOSE:

This Quality Assurance Surveillance Plan (QASP) is a Government developed and applied document used to make sure that systematic quality assurance methods are used in the administration of the Performance Based Service Contract (PBSC) standards included in this contract. The intent is to ensure that the Contractor performs in accordance with performance metrics set forth in the contract documents, that the Government receives the quality of services called for in the contract and that the Government only pays for the acceptable level of services received.

2. SCOPE:

To fully understand the roles and the responsibilities of the parties, it is important to first define the distinction in terminology between the Quality *Control* Plan and the Quality *Assurance Surveillance* Plan. The Contractor, and not the Government, is responsible for management and quality control actions necessary to meet the quality standards set forth in the contract. The Contractor develops and submits his/her Quality Control Plan (QCP) for Government approval in compliance with his contract deliverables. Once accepted, the Contractor then uses the QCP to guide and to rigorously document the implementation of the required management and quality control actions to achieve the specified results. The QASP on the other hand, is put in place to provide Government *surveillance* oversight of the Contractor's quality control efforts to *assure* that they are timely, effective and are delivering the results specified in the contract. The QASP is not a part of the contract nor is it intended to duplicate the Contractor's QCP. The Government may provide the Contractor an information copy of the QASP as an Attachment to the solicitation to support the Contractor's efforts in developing a QCP that will interrelate with the Government's QASP.

3. GOVERNMENT RESOURCES/RESPONSIBILITIES:

The following personnel shall oversee and coordinate surveillance activities.

- a. **CONTRACTING OFFICER:** The Contracting Officer (CO), ensures performance of all necessary actions for effective contracting, ensures compliance with the terms of the contract and safeguards the interests of the United States in the contractual relationship. It is the Contracting Officer that assures the Contractor receives impartial, fair, and equitable treatment under the contract. The Contracting Officer is ultimately responsible for the final determination of the adequacy of the Contractor's performance.

Assigned CO: Frank Novello, Contracting Specialist

Organization or Agency: Department of Veterans Affairs, NCO 15

- b. **Contracting Officer's Representative (COR)** - The COR provides detailed technical oversight of the Contractor's performance and reports his or her findings to the C.O. in a timely, complete and impartial fashion. The COR is not empowered to make any contractual commitments or to authorize any contractual changes on the Government's behalf. Any changes that the Contractor deems may affect contract, price, terms, or conditions shall be referred to the Contracting Officer for action.

Assigned COR: Kevin Green

4. METHODS OF QA SURVEILLANCE

The below listed methods of surveillance shall be used in the administration of the QASP. In addition to specific instructions that may be mentioned, the appropriate and standardized form that is to be used for documentation of QA surveillance is the Surveillance Activity Checklist, included as Attachment A.

Customer Feedback – Customer feedback may be obtained either from the results of formal customer satisfaction surveys or from random customer complaints. Customer complaints, to be considered valid, must set forth clearly and in writing the detailed nature of the complaint, must be signed and forwarded to the COR. The COR shall maintain a summary log of all formally received customer complaints as well as a copy of each complaint in a documentation file. The COR shall also keep the tabulated results of all customer satisfaction surveys on file and shall enter the summary results into the Surveillance Activity Checklist. (Copies of all records shall be submitted to the CO upon receipt for placement in the official contract file, and when necessary, determination of actions.)

100% Inspection – The COR shall monitor each patient delivery and enter performance results into the Surveillance Activity Checklist.

Periodic Inspection - Periodic inspections shall be conducted when specified in the contract/PWS. For the potential tasks that have been identified so far and included in this QASP, the COR performs the periodic inspection on a monthly basis.

Random Monitoring - Random monitoring shall be conducted if and when specified in the contract. For the potential tasks that have been identified so far and included in this QASP, the random monitoring shall be performed by the COR.

5. PERFORMANCE STANDARDS

The Performance Requirements Summary in the Performance Work Statement (PWS), includes performance standards. The Government shall use these standards to determine contractor performance and shall compare contractor performance to the Acceptable Quality Level (AQL), and determine incentives.

The CO and COR shall monthly progress meetings to assess performance and shall provide a written assessment. Should the CO experience marginal or sub-standard performance, they should consider more frequent progress meetings.

Required Services (Tasks)	Performance Standards	Acceptable Quality Levels	Methods of Surveillance	Incentive (Positive and/or Negative Impact on Contractor Payments)
Ambulance Service	Provide patient pick-up for trips within Response Time identified in Statement of Work (F)	100%	100% review of each patient pick-up	5% deduction of monthly payment if > 15 minutes late
Certifications and Training	Contractor/employee to maintain current proper licenses and ensure all attendants are properly trained and competent to provide service	100%	Random Surveillance/Customer Complaint record	2% deduction of monthly payment if 1 or more employees do not have current licenses or > 1 customer complaint on attendant competence
Submit Monthly Reports	All monthly reports submitted within 5 calendar days of due date	90%	100% inspection of all monthly deliverables	1% deduction of monthly payment for deliverables >5 calendars late
Ambulance Maintenance/Safety	Ensure all ambulances are in proper condition and fit for patient and public safety	100%	Random Surveillance	5% deduction from monthly payment with 1 or more findings of unsafe conditions.

6. INCENTIVES

The Government shall use payment deduction as incentives for Contractors' to maintain acceptable performance level. Incentives shall be based on meeting, or not meeting performance standards.

Signature – Contractor Date:

Signature – Contracting Officer's Representative Date:

Signature – Contracting Officer Date: