

**Quality Assurance Surveillance Plan For  
VISN 10 Ohio Home Oxygen Services  
For Cleveland, OH; Dayton, OH; Chillicothe, OH; Cincinnati, OH; and Columbus, OH VAMCs**

**The contractor will be evaluated in accordance with the following:**

**1. 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 through contract modification. 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. The Administrative Contract Specialist (ACS) will assist the CO with the post-award functions of the contract.

Assigned CO: **ALEXANDER DANIEL, Network Contracting Office (NCO) 10;**  
**E-mail: [Alexander.Daniel@va.gov](mailto:Alexander.Daniel@va.gov);**  
**Telephone: 513-559-3702**

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Assigned ACS: **DAVINA PERRY, Network Contracting Office (NCO) 10;**  
**E-mail: [Davina.Perry@va.gov](mailto:Davina.Perry@va.gov);**  
**Telephone: 216-447-8300 x3816**

Organization or Agency: **VISN 10 Ohio Healthcare System; Network Contracting Office (NCO) 10**

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: **STEVEN ROWLAND,**  
**VISN 10 Prosthetics Contracts Manager**  
**E-mail: [Steven.Rowland3@va.gov](mailto:Steven.Rowland3@va.gov)**  
**Telephone: 317-988-1845**

Organization or Agency: **VISN 10 Ohio Healthcare System**

**VISN 10 OHIO VA MEDICAL CENTER CONTRACTS:**

<b>CLEVELAND Chief Prosthetic &amp; Sensory Aid Svc. (121 W)</b>  <b>Attn: William Jones</b>  Louis Stokes Cleveland VAMC 10701 East Blvd. Cleveland, Ohio Phone 216.791.3800 Ext. 4582 <a href="mailto:William.Jonesee13@va.gov">William.Jonesee13@va.gov</a>	<b>CHILLICOTHE Chief Prosthetic &amp; Sensory Aid Svc. (121 W)</b>  <b>Attn: Corey Smith</b>  Chillicothe VAMC 17273 State Route 104 Chillicothe, Ohio 45601 Phone 740.773.1141 <a href="mailto:Corey.Smith1@va.gov">Corey.Smith1@va.gov</a>	<b>COLUMBUS Chief Prosthetic &amp; Sensory Aid Svc. (121 W)</b>  <b>Attn: Lewis McCarter</b>  Chalmers P. Wylie 420 North James Road Columbus, Ohio 43219 Phone 614.257.5411 <a href="mailto:Lewis.McCarter@va.gov">Lewis.McCarter@va.gov</a>
<b>DAYTON Chief Prosthetic &amp; Sensory Aid Svc. (121 W)</b>  <b>Attn: Timothy Gasson</b> 4100 West Third St. Dayton, Ohio 45428 Phone 937.268.6511.Ext. 2906 <a href="mailto:Timothy.Gasson@va.gov">Timothy.Gasson@va.gov</a>	<b>CINCINNATI Chief Prosthetic &amp; Sensory Aid Svc. (121 W)</b>  <b>Attn: Gary Coates</b> 3200 Vine Street Cincinnati, Ohio 45200 Phone 513.861.3100 <a href="mailto:Gary.Coates@va.gov">Gary.Coates@va.gov</a>	

### **3. CONTRACTOR REPRESENTATIVES**

The following employee(s) of the contractor serve as the contractor's program manager(s) for this contract.

### **4. PERFORMANCE STANDARDS**

The contractor is responsible for performance of ALL terms and conditions of the contract. CORs will provide contract progress reports quarterly to the CO reflecting performance on this plan and all other aspects of the resultant contract. The performance standards outlined in this QASP shall be used to determine the level of contractor performance in the elements defined.

Performance standards define desired services. The Government performs surveillance to determine the level of Contractor performance to these standards.

The Government shall use these standards (section 6) to determine contractor performance and shall compare contractor performance to the standard and assign a rating. At the end of the performance period, these ratings will be used, in part, to establish the past performance of the contractor on the contract.

### **5. METHODS OF SURVEILLANCE:**

The Contracting Officer's Representative (COR) shall use the surveillance methods listed below in the administration of this QASP. Each method listed below applies to all performance standards listed for the specific Task.

- a. Direct Observation. Direct observation shall be performed periodically or through surveillance.
- b. Periodic Inspection. Evaluate outcomes on a periodic basis. Inspections may be scheduled Daily, Weekly, Monthly, Quarterly, Annually or unscheduled, as required. Schedule of Required Reports listed on Attachment 5.
- c. Progress or status meetings.
- d. Complaints. Complaints from agency personnel shall be passed to the Contractor's quality control inspector (QCI) for correction
- e. Complaints. Complaints from home oxygen patients shall be provided to agency personnel then it shall be passed to the Contractor's quality control inspector (QCI) for correction
- f. COR or Designee conducts patient home visits- The COR at each medical center will complete visits at patient's homes to verify contract compliance.

**STANDARD:** Performance shall meet or exceed the thresholds as measured for each performance objective. The COR shall notify the contracting officer for appropriate action in accordance with FAR 52.212-4, Contract Terms and Conditions-Commercial Items, if any of the above service areas exceeds the customer complaint thresholds.

- 5.1 PROCEDURES:** The COR shall periodically inspect to ensure Contractor compliance with the appropriate section of the Performance Work Statement (PWS). The COR or designee shall record results of inspection, noting the date and time of inspection. If inspection indicates unacceptable performance, the COR shall notify the CO of the deficiencies. The CO will notify the Contractor in writing and will request correction of the noted deficiencies within the specified time period. Contractor shall be given notification to correct the deficiencies within a reasonable amount of time, on a case-by-case basis. The CO shall have the final authority on the amount of time the Contractor has to correct the deficiency. The COR shall not issue a receiving report accepting the services for the month in question until all deficiencies have been corrected. The COR shall evaluate the services required by each delivery/task order to ensure complete compliance.

## 6. PERFORMANCE MEASURES

<b>TASK</b>	<b>Location in PWS</b>	<b>STANDARD</b>	<b>Method of Surveillance</b>
<b>Notification and Delivery</b>			
Acknowledge Receipt of Requested Services.	Paragraph 2.1	The Contractor shall confirm receipt of the request within two (2) working hours of notification.	Complaints. Complaints from agency personnel shall be passed to the Contractor's quality control inspector (QCI) for correction.
<b>Status of Requested Services</b>			
Delivery of Home Oxygen Equipment and Services	Paragraph 2.2 a	The contractor shall notify the appropriate VA of initial delivery of home oxygen equipment or respiratory services by faxing a copy of delivery ticket through encrypted electronic fax or encrypted email. The faxed delivery ticket shall be signed and dated by the patient. This notification shall also be made within two (2) working days. This notification shall be made when patient requires changes in medical equipment or equipment switch-outs.	Complaints. Complaints from agency personnel shall be passed to the Contractor's quality control inspector (QCI) for correction.
Delivery of Home Oxygen Equipment and	Paragraph 2.2 b	The Contractor shall notify the appropriate VA by encrypted email or	Complaints. Complaints from agency personnel

<b>TASK</b>	<b>Location in PWS</b>	<b>STANDARD</b>	<b>Method of Surveillance</b>
Services NOT Completed		encrypted facsimile within one (1) working day if expected delivery of medical equipment is not completed. This notification shall include reason why delivery was unable to be completed.	shall be passed to the Contractor's quality control inspector (QCI) for correction.
<b>Delivery of Medical Equipment</b>			
	Paragraph 2.3 a,b	This contract is a full-service contract. Services are required to be provided 24 hours a day, seven (7) days a week, including holidays, including all emergency service calls.	Complaints. Complaints from agency personnel shall be passed to the Contractor's quality control inspector (QCI) for correction.
		Patients shall be notified of expected delivery times by the Contractor. Veterans shall be provided with four (4) hour delivery time window for expected time of delivery.	Complaints. Complaints from patients shall be noted by agency personnel then shall be passed to the Contractor's quality control inspector (QCI) for correction.
<b>Routine Visits to Patient Homes</b>			
	Paragraph 3.2 a,b	<p>The Contractor shall visit patients' residences for regularly scheduled maintenance visits, two (2) times per year, in performance of this contract by appointment only; between the hours of 7:00 a.m. and 7:00 p.m. Exceptions shall be made in the cases of emergencies.</p> <p>The Contractor is responsible for scheduling the appointments to the patient's home 24-48 hours prior to the appointment.</p>	Complaints Complaints from patients shall be noted by agency personnel then shall be passed to the Contractor's quality control inspector (QCI) for correction.

TASK	Location in PWS	STANDARD	Method of Surveillance
Initial Set-Ups	Paragraph 3.3 a, d	<p>Initial set-ups shall be completed within 8 hours of request. Failure to deliver within the required time shall result in the VA obtaining oxygen from another source.</p> <p>Failure to perform the switch-outs as ordered by VA staff (within 2 calendar days of request) shall result in no cost to the government</p>	<p>Complaints</p> <p>Complaints from agency personnel shall be passed to the Contractor's quality control inspector (QCI) for correction.</p>

## 7. RATINGS

Exceptional:	<p>Performance meets contractual requirements and exceeds many to the Government's benefit. The contractual performance of the element or sub-element being assessed was accomplished with few minor problems for which corrective actions taken by the contractor were highly effective.</p> <p><b>Note:</b> To justify an <b>Exceptional</b> rating, you should identify <i>multiple</i> significant events in each category and state how it was a benefit to the GOVERNMENT. However, a singular event could be of such magnitude that it alone constitutes an Exceptional rating. In addition, there should have been NO significant weaknesses identified.</p>
VERY GOOD:	<p>Performance meets contractual requirements and exceeds some to the Government's benefit. The contractual performance of the element or sub-element being assessed was accomplished with some minor problems for which corrective actions taken by the contractor were effective.</p> <p><b>Note:</b> To justify a <b>Very Good</b> rating, you should identify a significant event in each category and state how it was a benefit to the GOVERNMENT. In addition, there should have been NO significant weaknesses identified.</p>
Satisfactory:	<p>Performance meets contractual requirements. The contractual performance of the element or sub-element contains some minor problems, which corrective action is taken by the contractor appear or were satisfactory.</p> <p><b>Note:</b> To justify a <b>Satisfactory</b> rating, there should have been only minor problems, or major problems the contractor recovered from without impact to the contract. In addition, there should have been NO significant weaknesses identified.</p>
MARGINAL:	<p>Performance does not meet some contractual requirements. The contractual performance of the element or sub-element being assessed reflects a serious problem for which the contractor has not yet identified corrective actions. The contractor has proposed actions appear only marginally effective or not fully implemented.</p> <p><b>Note:</b> To justify <b>Marginal</b> performance, you should identify a significant event in each category that the contractor had trouble overcoming and state how it affected the GOVERNMENT. A <b>Marginal</b> rating should be supported by referencing the management tool that notified the contractor of the contractual deficiency (e.g. Management, Quality, Safety or Environmental Deficiency Report or letter).</p>
Unsatisfactory:	<p>Performance does not meet most contractual requirements and recovery is not likely in a timely manner. The contractual performance of the element or sub-element being assessed contains serious problem(s) for which the contractor's corrective actions appear or were ineffective.</p>

	<p><i><b>Note:</b> To justify an <b>Unsatisfactory</b> rating, you should identify multiple significant events in each category that the contractor had trouble overcoming and state how it affected the GOVERNMENT. However, a singular problem could be of such serious magnitude that it alone constitutes an unsatisfactory rating. An <b>Unsatisfactory</b> rating should be supported by referencing the management tools used to notify the contractor of the contractual deficiencies (e.g. Management, Quality, Safety or Environmental Deficiency Reports, or letters).</i></p>
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## 8. DOCUMENTING PERFORMANCE

a. Acceptable Performance: The Government shall document 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 in writing unless circumstances necessitate verbal communication. In any case the COR shall document the discussion and place it in the COR file and provide a copy to the CO.

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 (CO). In turn, the CO shall present the CDR to the Contractor's contracting personnel.

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. The Government shall review the Contractor's corrective action plan to determine acceptability.

Any CDRs shall 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 shall periodically analyze whether the negotiated frequency of surveillance is appropriate for the work being performed.

a. Frequency of Performance Assessment Meetings: The COR shall meet with the Contractor quarterly to assess performance and shall provide a written assessment.

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Signature of Offeror / Contractor		Signature of COR	
Name and Title of Signer (Type or Print)	Date	Name of COR (Type or Print)	Date