

QUALITY ASSURANCE SURVEILLANCE PLAN

For: DirecTV service for Overton Brooks VA Medical Center Main Hospital, Eye Clinic, Dental Clinic and Monroe Community Based Outpatient Clinic in Monroe

Contract Number: Upon award, Government will enter contract number

Contract Description: Cable Service

Contractor's name: Upon award, Government will enter contractor name

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. 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: Valarie Labat

Organization or Agency: Department of Veterans Affairs, VISN 16 Contracting Office

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: Latacha Woods

c. Other Key Government Personnel

3. CONTRACTOR REPRESENTATIVES

The following employees of the contractor serve as the contractor's program manager for this contract.

a. Program Manager: Jill Dixon

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 Performance Requirements Summary Matrix, paragraph three 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).

Performance Objectives	Performance Standard	Acceptable Quality Level (AQL)	Method of Monitoring	Disincentive
1) Service Interruption	The contractor shall ensure that service is not interrupted for more than 12 hours.	98%	Monthly audit will be conducted by the Education and Training Service/Biomedical Engineering	Monthly invoice will be adjusted as needed
2) Customer Satisfaction	By the number of positive and negative complaints provide by customer.	98%	COR will make quarterly inspections throughout the facility.	Complaints will be tracked by the COR.
3) COR will monitor quality of service, timeliness of performance, and business relations.	Quarterly quality of service, timeliness of performance, and business relations inquires.	98%	COR will monitor quarterly quality of service, timeliness of performance, and business relations via emails submitted from services.	5% deduction from monthly invoice for failure to meet AQL.
4) Invoices shall be submitted with fifteen (15) days following the end of the month which the Contractor rendered services.	The COR will verify services have been performed and certify invoices for payment within thirty (30) day of receiving an invoice.	98%	Verify services have been performed and certify invoices for payment within thirty (30) day of receiving an invoice.	5% deduction from monthly invoice for failure to meet AQL.

5. INCENTIVES

The Government shall use Exercise of Option Period and past 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. DIRECT OBSERVATION. (Can be performed periodically or through 100% surveillance.)

1) Preventive Maintenance Services; 2) Patient Safety; and 3) User Satisfaction

b. PERIODIC INSPECTION. (Evaluates outcomes on a periodic basis. Inspections may be scheduled [Daily, Weekly, Monthly, Quarterly, or annually] or unscheduled, as required.)

1) Preventive Maintenance Services; 2) Patient Safety; and 3) User Satisfaction

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.)

1) User Satisfaction

d. VALIDATED USER/CUSTOMER COMPLAINTS. (Relies on the patient to identify deficiencies. Complaints are then investigated and validated.)

1) User Satisfaction

e. RANDOM SAMPLING. (Designed to evaluate performance by randomly selecting and inspecting a sample of cases.

1) Patient Safety

8. 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:

- 1) Preventive Maintenance Services: Method- Direct Observation of outage. Services must be restored within 12 hours of service outage. Method -
- 2) User Satisfaction: Method- Customer Satisfaction Reports: No more than two valid user complaints per quarter, Meets; Less than two valid patient complaints per quarter, Exceeds; and more than two valid patient complaints per quarter does not meet acceptable quality level performance

9. 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 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 program manager.

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.

10. 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, as needed, to assess performance and shall provide a written assessment.

After award, both the contractor's Program Manager and the COR shall sign this document.



Signature – Contractor Program Manager



Signature – Contracting Officer's Representative