

QUALITY ASSURANCE SURVEILLANCE PLAN FOR CODING AUDITING SERVICES

Contract Number: _____ (enter after contract award)

Contractor's name: _____ (hereafter referred to as the contractor).

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 may be revised upon mutual agreement of 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: _____

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: _____

3. CONTRACTOR REPRESENTATIVES

The contractor's program manager for this contract:

Assigned Program Manager (for Contractor): _____

4. PERFORMANCE STANDARDS

Performance standards define desired services. The Government performs surveillance to determine if the contractor meets or does not meet these standards.

The Performance Requirements Summary Matrix, 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).

Task	ID	Indicator	Standard	Method of Surveillance
Return of Audit Sample Documentation	1	Any and all hardcopy versions of documentation used in the audit returned to CBI	Within 10 days of the completion of each audit.	Direct observation by CBI Auditor in Charge (AIC).
Kick off Meeting	2	Meeting between Contractor and CBI representatives as shown in Task 1 of <i>B. Tasks and Deliverables</i> .	Beginning of contract	Direct participation of Contractor and CBI AIC.
Completion of Review of all Audit Documentation	3	Completion of the review of all documentation as shown in Task 2 of <i>C. Tasks and Deliverables</i> .	Within 60 days of receipt of data for every 1750 samples to be audited.	Direct observation by CBI AIC.
Reports	4	Quarterly reports as shown in Task 3 of <i>C. Tasks and Deliverables</i> detailing audit results and recommendations to CBI.	Within 5 days of completion of review of all documentation.	Direct receipt by the CBI AIC.
Spreadsheets	5	Spreadsheets as shown in Task 4 of <i>C. Tasks and Deliverables</i> with detailed audit results and recommendations to CBI.	Within 5 days of completion of review of all documentation.	Direct receipt by the CBI AIC.
Invoices from the Contractor	6	Drafts via e-mail to the CBI Audit Manager. Final invoices must be submitted electronically.	Quarterly as prepared by the Contractor.	Direct receipt, review and confirmation to COR by the CBI AIC.

5. 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:

Meets: Reach acceptable level in table above

Does Not Meet: 10% or more below acceptable level in table above

6. DOCUMENTING PERFORMANCE

a. ACCEPTABLE PERFORMANCE

The Government shall document acceptable performance. Any report may become a part of the supporting documentation for any contractual action and past performance rating in CPARS.

b. UNACCEPTABLE PERFORMANCE

When unacceptable performance occurs, the COR shall inform the contractor and contracting officer in writing unless circumstances necessitate verbal communication. In any case, the COR shall document the discussion and place it in the COR file. Any report may become a part of the supporting documentation for any contractual action and past performance rating in CPARS.

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

Signature – Contractor Program Manager

Signature – Contracting Officer's Representative