

QUALITY ASSURANCE SURVEILLANCE PLAN (QASP)

The contractor shall be evaluated in accordance with the following QASP.

Contract Number: <Upon award, Government shall enter contract number>

Contract Description: Provide a waste management, non-hazardous pharmaceutical waste management and reusable medical sharps container management program in accordance with all Federal, State, and Local laws and regulations.

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 shall be monitored.
- How monitoring shall take place.
- Who shall conduct the monitoring.
- How monitoring efforts and results shall 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 CS: Cherisse Hall
Department of Veterans Affairs
VISN 6 Network Contract Activity
100 Emancipation Drive
Hampton, VA 23667

Assigned CO: Leah Trossen
Department of Veterans Affairs
VISN 6 Network Contract Activity
100 Emancipation Drive
Hampton, VA 23667

b. Contracting Officer's Technical 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: To Be Determined

3. CONTRACTOR REPRESENTATIVES

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

a. Program Manager - _____

b. Other Contractor Personnel - _____

Title - _____

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 are listed below. The Government shall use these standards to determine contractor performance and shall compare contractor performance to the Acceptable Quality Level (AQL).

ID	Performance Objective	Acceptable Quality Level	Method of Surveillance	INCENTIVES/ DISINCENTIVES
1	The Contractor shall perform the general requirements of the PWS For disposable medical waste, reusable sharps container management and management of non-hazardous pharmaceutical waste.	100%	COR/CO shall monitor monthly all detailed manifest and certificates of destruction	Incentives: Favorable contactor performance evaluation Disincentive: Unfavorable contractor performance evaluation
2	The contractor shall comply with the quality control measures outlined in the Special Requirements section of the PWS	98%	COR will issue monitor all records of inspections	Incentives: Favorable contactor performance evaluation Disincentive: Unfavorable contractor performance evaluation
4	The Contractor shall perform the training requirements outlined in the PWS	98%	COR will issue Quick-card surveys and documentation of unacceptable performance or customer complaints	Incentives: Favorable contactor performance evaluation Disincentive: Unfavorable contractor performance evaluation

5. INCENTIVES/DISINCENTIVES

The Government shall use favorable contractor performance evaluations as incentives. The Government shall use unfavorable contractor performance evaluation as disincentives.

Incentives/Disincentives shall be based on exceeding, meeting, or not meeting performance standards.

6. PROCEDURES/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: Will be performed through 100% surveillance
- b. Complaints. Any complaint data is reviewed by the CO/COR – any validated complaints against a contractor will be further investigated.

7. 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:

Positive outcome: No more than 3 incidents of not meeting the performance standard during the period of performance

Neutral outcome: No more than 4 incidents of not meeting the performance standard during the period of performance

Negative outcome: More than 4 incidents of not meeting the performance standard during the period of performance. Non-receipt of Federal, State and local required reports and receipts. Quality standard is no-more than four (4) instances of inaccurate reporting, will result in negative outcomes

8. 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 Contracting Officer (CO). This will normally be in writing unless circumstances necessitate verbal communication. In any case the COR and the CO shall document the discussion and place it in their respective file.

When the COR determines formal written communication is required, the COR shall prepare a Contract Discrepancy Report (CDR), and present it to the CO. The CO will in turn review and submit to the contractor's program manager for corrective action.

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 and 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.

9. FREQUENCY OF MEASUREMENT

a. Frequency of Measurement

During contract performance, the COR will periodically analyze whether the frequency of surveillance is appropriate for the work being performed.

b. Frequency of Performance Assessment Meetings

The COR shall meet with the contractor monthly to assess performance and shall provide a written assessment.

Signature – Contractor Program Manager

Signature – Contracting Officer's Representative