**ATTACHMENT 1**

**Quality Assurance Surveillance Plan (QASP)**

**Contract Number:**

**Contractor’s 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, and
* How monitoring efforts and results will be documented.

This QASP is a “living document” and the government may review and revise it on a regular basis. However, the government will 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 ensure that 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: Gabrielle J. Harris

Alternate CO: Mara Wild

Contract Specialist: Brian Turk

Organization: VA Denver Acquisition & Logistics Center

b. Contracting Officer’s Representative (COR) – The COR is responsible for technical administration of the contract and shall ensure proper government surveillance of the contractor’s performance. The COR will 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:

Agency: Department of Veterans Affairs, Chief Business Office

**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:

**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 Services Summary Matrix below includes performance standards. The government will use these standards to determine contractor performance and will compare contractor performance to the performance threshold.

**Services Summary**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | Performance Objectives | **Review Frequency** | **Method** | **Performance Threshold** | **Incentive/Disincentive** |
| 1 | Time from receipt of authorization to appointment completion | Quarterly | AuditInspectionSurveysMonthly Reports | 90% compliance with PWS requirements | Monetary incentive (see Contract Section C.6)Positive Past Performance Rating |
| 2 | Timeliness from completion of the authorized episode of care to return of clinical documentation | Periodic | AuditInspectionSurveysMonthly Reports | 90% compliance with PWS requirements  | Monetary incentive (see Contract Section C.6)Positive Past Performance Rating |
| 3 | Timeliness of critical and urgent findings reporting | Periodic | AuditInspectionSurveysMonthly Reports | 90% compliance with PWS requirements | Positive Past Performance Rating |
| 4 | Network adequacy to enable access as follows: - Urban within 60 minutes commute time- Rural within 120 minutes commute time- Highly Rural within 240 minutes commute time | Periodic | Audit InspectionMonthly Reports | 85% compliance the base period of performance and 90% thereafter | Monetary Incentive (see Contract Section C.6) Positive Past Performance Rating |
| 5 | Network adequacy to enable higher level of care, access as follows:-120 minutes urban- 240 minutes rural- Highly Rural Community Standard | Periodic | Audit InspectionMonthly Reports | 85% compliance the base period of performance and 90% thereafter. | Positive Past Performance Rating |
| 6 | Timeliness of Patient Safety Event Reporting | Periodic | By ExceptionMonthly Reports | 100% compliance with PWS requirements | Positive Past Performance Rating |
| 7 | Timeliness of Patient Complaints/Grievances | Periodic | By ExceptionMonthly Reports | Forward complaints to VA within one business day 95% of the time. | Positive Past Performance Rating |
| 8 | Accreditation, Certification, Credentialing, Privileging, Reprivileging, and Licensing of Facilities and Provides | Periodic | Monthly ReportsAudit | 100% compliance with PWS requirements | Positive Past Performance Rating |

**5. Incentives:** Upon satisfactory contract performance the contractor will be eligible for favorable past performance reporting. For QASP objectives 1, 2, and 4 a monetary incentive arrangement will apply as stated below:

Contractor’s administrative fee shall be increased (incentive) or decreased (disincentive) by a maximum of three (3) percent of Administrative Services Fee, sub-CLIN 0008AA, based on the previous three months’ performance against the Quality Assurance Surveillance Plan (QASP) objectives 1, 2, and 4. Payments or deductions shall apply to the total amount of completed orders and shall be applied according to the methodology below.

QASP Objectives 1, 2, and the option years for 4:

* 3% increase for performance greater than or equal to 97.5%
* 2% increase for performance greater than or equal to 95.0% and less than 97.5%
* 1% increase for performance greater than or equal to 92.5% and less than 95.0%
* No incentive or disincentive for performance greater than 87.5% and less than 92.5%
* 1% decrease for performance greater than 85.0% and less than or equal to 87.5%
* 2% decrease for performance greater than 82.5% and less than or equal to 85.0%
* 3% decrease for performance less than or equal to 82.5%

QASP Objective 4 base year:

* 3% increase for performance greater than or equal to 92.5%
* 2% increase for performance greater than or equal to 90.0% and less than 92.5%
* 1% increase for performance greater than or equal to 87.5% and less than 90.0%
* No incentive or disincentive for performance greater than 82.5% and less than 87.5%
* 1% decrease for performance greater than 80.0% and less than or equal to 82.5%
* 2% decrease for performance greater than 77.5% and less than or equal to 80.0%
* 3% decrease for performance less than or equal to 77.5%

**6. Method of Surveillance:**

The following surveillance methods may be used to verify the performance methods listed above.

**100% Inspection:** Means what the title implies – inspection of every requirement stated in the contract each time it occurs.

**Periodic Inspection/Audit:** The type of surveillance that is based upon selecting samples for evaluation other than 100% inspection on a random basis.

**7. Procedures**:

The COR and/or designated VA quality inspectors will perform scheduled and impromptu inspections in accordance with the frequency and standards contained in the QASP above and the Quality Assurance Surveillance Plan – Service Summary to ensure contractor compliance with the appropriate paragraphs of the PWS and will record the results of inspection, noting the date and time of inspection. If inspection indicates minor discrepancies the COR will notify the contractor of the discrepancy. If inspection indicates unacceptable performance, the COR will notify the CO, who in turn will notify the contractor of the deficiencies for correction. The Contractor will be given a reasonable time after notification to correct the unacceptable performance if such correction is possible. The length of time allowed to correct the problem will depend upon the requirement and the deficiency, and the Contractor will be notified of the time allowed for correction when the deficiency is reported to the Contractor. Should the COR and contractor reach an impasse on any matter dealing with inspection and re-performance, the CO will be consulted for resolution.

The COR will inspect and accept contractor services at the completion of each contract payment period, usually monthly. The COR will certify services actually received under this contract via a letter to the CO or by certification and acceptance on the Contractor's invoice. All of the above areas will be evaluated monthly.

**8. Audit Reports:** The Contractorshall provide full cooperation with the auditor(s) and respond to audit reports and take corrective actions if necessary. The findings of the audit will affect recommendations for past performance and whether or not option years are exercised. The emphasis being that the accuracy of all invoicing by the Contractor will be closely observed