

Attachment D

Quality Assurance Surveillance Plan (QASP)

For: Artificial Limbs

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

Contract Description: To furnish artificial limbs and related services to eligible veterans.

Contractor's name: <Enter your company 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 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: Nikki Horther

Organization or Agency: Department of Veterans Affairs, Network Contract Office 11

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: <Upon award, Government will enter name.>

. Other Key Government Personnel - <Upon award, Government will enter name, if applicable. This may include Performance Monitors, Clinical Quality experts, etc. who act on behalf of the COR to monitor performance.>

3. CONTRACTOR REPRESENTATIVES

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

a. Program Manager - <Enter name.>

b. Other Contractor Personnel - <Enter name(s) or delete these lines if not applicable>

Title: <Enter title(s) or delete these lines if not applicable.>

4. PERFORMANCE STANDARDS

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

The Statement of Work includes performance standards. The Government shall use these standards to determine contractor performance and shall compare contractor performance to the Acceptable Quality Level (AQL).

**VISN 11 Artificial Limb
Quality Assurance Surveillance Plan Matrix**

Task	ID	Indicator	Standard	Acceptable Quality Level	Method of Surveillance	Incentive/ Disincentives
Clinical Information Return	1	Limb compliant with physician consult	Limb should match consult request from physician	100%	100% Inspection	Satisfactory Past Performance Evaluation and exercise of the contract Option /Delayed Payment
	2	Socket fits well	Skin integrity, patient satisfaction	100%	Direct Observation	Satisfactory Past Performance Evaluation and exercise of the contract Option /Delayed Payment
	3	Limb correctly aligned, weight correct, height acceptable	Limb functions with current alignment, height and weight.	100%	Direct Observation	Satisfactory Past Performance Evaluation and exercise of the contract Option /Delayed Payment
	4	Limb appropriate for patient K level	Clinic team to assessment of patient functional and K level.	100%	Direct Observation	Satisfactory Past Performance Evaluation and exercise of the contract Option /Delayed Payment
	5	Limb Cosmetics	Limb must be cosmetically acceptable to patient	100%	User Survey/ Customer Complaint	Satisfactory Past Performance Evaluation and exercise of the contract Option /Delayed Payment

6	Patient Satisfaction	Patient must be satisfied with fit, function of the device provided.	100%	User Survey/ Customer Complaint	Satisfactory Past Performance Evaluation and exercise of the contract Option /Delayed Payment
7	Prosthetic patients receive an appointment in a timely manner	Within 14 days of the patient's desired appointment date for an initial examination.	100%	User Survey/ Customer Complaint	Satisfactory Past Performance Evaluation and exercise of the contract Option /Delayed Payment
8	Accreditation of facilities	ABC or BOC	100%	Direct Observation of Certification	Contract Termination

5. INCENTIVES

The Government shall use Satisfactory Past Performance Evaluations and the exercise of the Contract Option as incentives, and Delayed Payment and Contract Termination as disincentives. Incentives and disincentives shall be based on whether or not the Contractor has exceeded, met, or not met the 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, either in person or via V-Tel.

b. User Survey. (Combines elements of validated user complaints and random sampling. Random survey is conducted to solicit user satisfaction.)

c. Validated User/Customer Complaints.
(Relies on the patient to identify deficiencies. Complaints are then investigated and validated.)
Amputee clinic team will assess at follow-up appointment.

d. 100% Inspection. (Evaluates all outcomes.)
Amputee clinic team will assess at follow-up appointment.

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:

100% -	Pass
<100% -	Fail

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 and the CO shall be notified.

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, place it in the COR file and notify 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 contractor's program manager and the CO.

The contractor shall acknowledge receipt of the CDR in writing to the COR and CO. 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.

9. 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 quarterly 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