

I. GOVERNMENT QUALITY ASSURANCE PLAN: This plan will consist of periodic vehicle inspections; review of daily logs, and customer input, in the form of valid complaints. The POC or his/her designee shall conduct the performance evaluation utilizing the performance standards outlined in the table below and forward results to the Contracting Officer.

PERFORMANCE REQUIREMENT	PERFORMANCE STANDARD	DEDUCTION
<p>All taxicab vehicles used to transport VA beneficiaries must be equipped with lap and shoulder restraints along with a general first aid kit. Vehicles must be clean and in good working condition at all times. All vehicles and equipment are subject to inspection at anytime during the life of this contract.</p>	<p>Periodic vehicle inspections will be performed to ensure:</p> <ul style="list-style-type: none"> • Vehicle's interior is clean and free of debris. • No obvious signs of mechanical problems (shaking, bald tires etc.). • Standard First aid Kit present in vehicle. • Lap and Shoulder restraints are present and in good working condition. • All vehicle inspection requirements as indicated above. 	<p>Deductions resulting from unmet performance standard:</p> <ul style="list-style-type: none"> • 10% reduction in total cost of the effected trip when one or more of the three (3) performance standards are not met. • 25% reduction in the total cost of the effected trip. • Vehicles that do not meet any of the vehicle inspection requirements cannot be utilized in the performance of this contract.
<p>The contractor shall provide the POC with daily logs that include the names of each VA beneficiary, date, transport with or without attendant, mileage, pickup and destination points, applicable wait times, additional passengers or pick- up / delivery service for each trip. The daily logs shall be maintained on a spreadsheet. The VA reserve the right to verify information submitted for accuracy.</p>	<p>Daily logs are provided monthly along with the invoice for payment and submitted no later than the fifteenth (15th) calendar day of each month following the month in which services were rendered. Daily logs for each month are accurate with all information documented as required (i.e. names, dates etc.).</p>	<p>10% reduction on total monthly invoice submitted for payment. 10% reduction on total monthly invoice when three (3) or more discrepancies of inaccurate are found and/or missing information are not documented as required by the contract to include missing daily logs.</p>
<p>The contractor shall instruct its personnel on the terms and conditions of this contract and shall be responsible for maintaining satisfactory work performance, conduct, and appearance by his/her employees.</p>	<p>Valid customer complaints (physical or verbal abuse, harassment, patient unattended etc.), personnel requirements and violations and as described in paragraph D 1-9 (i.e. reporting accident /incident within 48 hours, prohibition of weapon on Government property, having communication capabilities during transport, maintaining personal liability coverage, Non-Smoking on VA premises.</p>	<p>15% reduction on total amount of monthly invoice for one (1) or more valid customer complaints within a one (1) month period. 15% reduction on the total amount of monthly invoice for two (2) or more violations or unmet requirement within a one (1) month period.</p>