Quality Assurance Surveillance Plan (QASP)

Performance Metrics: The performance evaluation of the contract will be based on the performance metrics below.

Performance Monitor	Method of Review	Required Compliance	If Compliance not met:	Results
Incoming calls will normally be answered within 5 rings and routed appropriately	10 random checks	90%	Could result in negative or poor CPARS assessment.	
The switchboard, which must: be protected under the Privacy Act of 1974, as amended and other applicable law and regulations	No violations are to occur	100%	Could result in negative or poor CPARS assessment.	
Collect calls are not accepted for any reason	10 random checks	100%	Could result in negative or poor CPARS assessment.	
All tolls or oversea calls must be entered in the electronic log and submitted to the COR the 1st week of the next month	Government POC/COR will keep records of all log submissions	90%	Could result in negative or poor CPARS assessment.	
Operators will not give out information on a patient's condition	No violations reported to the Privacy Officer	100%	Could result in negative or poor CPARS assessment.	
Contractor will be required to record and report any/all telephone and paging problems to the proper authorities for repair	Government POC/COR will keep records of all reports received	100%	Could result in negative or poor CPARS assessment.	
Contractor shall periodically perform an inventory with the COR all keys assigned to the Contractor at least once per 3 months and at the Contract's end date	Government POC/COR will keep on file the; quarterly key inventory	100%	Could result in negative or poor CPARS assessment.	
Contractor & Government will jointly inventory all government-furnished equipment and the Contractor shall receipt for the equipment each year in October	Copy retained by Government POC/COR	100%	Could result in negative or poor CPARS assessment.	

Contractor shall provide one copy of the monthly work schedule to the COR at the beginning of each month	Government POC/COR and Business Office Manager will ensure that work schedule is received monthly	100%	Could result in negative or poor CPARS assessment.	
Annual competency assessments will be conducted by the Contractor for each operator and submitted annually by September 30	Government POC/COR will keep records on file	100%	Could result in negative or poor CPARS assessment.	

Additionally, the Government will monitor the Contractor's performance under this contract using the following methods:

- Valid customer complaints
- Periodic surveillance and review of services
- Administrative rounds
- Random sampling
- Telephone switchboard traffic analysis