The contractor will be evaluated in accordance with the following:

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 will monitoring take place?
- Who will conduct the monitoring?
- How will monitoring efforts and results 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 through contract modification. 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: < Government will enter name>

   Organization or Agency:

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: < Government will enter name>

   Organization or Agency:

3. CONTRACTOR REPRESENTATIVES

The following employee(s) of the contractor serve as the contractor's program manager(s) for this contract.

Primary Program Manager: _____

Alternate Program Manager: _____

4. PERFORMANCE STANDARDS

The contractor is responsible for performance of ALL terms and conditions of the contract. CORs will provide contract progress reports quarterly to the CO reflecting performance on this plan and all other aspects of the resultant contract. The performance standards outlined in this QASP shall be used to determine the level of contractor performance in the elements defined. Performance standards define desired services. The Government performs surveillance to determine the level of Contractor performance to these standards.

The Performance Requirements are listed below in Section 6. The Government shall use these standards to determine contractor performance and shall compare contractor performance to the standard and assign a rating. At the end of the performance period, these ratings will be used, in part, to establish the past performance of the contractor on the contract.

5. 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. 100% surveillance

b. PERIODIC INSPECTION. Inspections scheduled and reported quarterly per COR delegation or as needed.

c. VALIDATED USER/CUSTOMER COMPLAINTS.

d. RANDOM SAMPLING.

e. VERIFICATION AND/OR DOCUMENTATION PROVIDED BY CONTRACTOR.

6. SAMPLE QASP PERFORMANCE Report DATE: _____

QUALITY ASSURANCE SURVEILLANCE PLAN (QASP)

Measure	PWS Para.	Performance Requirement	Standard	Acceptable Quality Level	Surveillance Method	Met AQL/DID NOT MEET AQL- CPARS RATING/ADD COMMENTS
Qualifications and Availability of Key Personnel	4.7.4.1	Medical Physicists shall be board certified and in accordance with nationally recognized accrediting body standards. The Contractor shall provide evidence that workload is distributed between 2 or more providers within the group and that treatment is provided in compliance within standard of care outlined in this PWS.	All (100%) Medical Physicists shall be board certified and in accordance with national recognized accrediting body standards and available to provide the required scheduled services to veterans 100% of the time.	100% meet Standards	Periodic Sampling of qualification documentation and medical records submitted in accordance with contractor reporting requirements.	Quarterly

Quality Assurance/Quality Improvement (QA/QI) Documentation	4.7.4.2	The contactor shall have an operation performance improvement process in accordance with practice guidelines and standards promulgated by ACR, ASTRO, and AAPM; including data collection, measurement, assessment, and improvement. Data shall be required on processes, outcomes, patient satisfaction, and quality control. Appropriate statistical quality control techniques in compliance with national recognized accredited body standards must be utilized. Results of performance improvement activities must be reported quarterly to the VA Radiation Oncology Service Quality Assurance Committee. Reviewable records of device quality assurance shall be maintained. Daily, monthly, and annual QA documentation for linear accelerators and CT Sim are accessible.	100% of QA/QI documents complete in accordance with ACR. ASTRO & AAPM standards and reported as required to VA Radiation Oncology Service QA Committee. 100% of QA/QI documents complete in accordance with appropriate radiotherapy practice standards and reported as required to Tumor Board.	Almost all (90%) of QA/QI documents complete in accordance with standards promulgated by ACR, ASTRO and AAPM and reported as required to the VA Radiation Oncology Service QA Committee.	Periodic Inspection of QA/QI documents provided.	Quarterly

Radiation Safety Policy and Standards for Practice Accreditation	4.7.4.3	CTMP is responsible for the Radiation Safety Program (RSP) of the Radiation Oncology Service/Section. RSP shall meet the radiation safety standards, policies and procedures set by NRC, NHPP and the relevant safety standards. The RSP status, to include the correction plan for all radiation safety related deficiencies noted by site surveys from accrediting body. NHPP or Imaging and Radiation Oncology Core (IROC) shall be reported quarterly as a part of the quarterly medical physicist report to the Facility's Radiation Safety Committee.	All (100%) Radiation safety standards and external review requirements shall be met. Quality Management reports shall be submitted quarterly to the MVAHCS Radiation Safety Committee.	100%	Periodic Inspection	Annually
Time and Attendance	4.7.4.4	The Contractor shall provide Medical Physicists in accordance with the operating hours and VA clinical schedule outlined in this PWS.	All (100%) Medical Physicists are on time and available to perform services.	95%	Periodic Inspection of Time and Attendance Sheets	Monthly
Patient Safety/Radiation Safety	4.7.4.5	Patient safety incidents, including medical events involving radioactive material and mis-administrations, must be reported.	Chart Review/Physics Check/Consults are completed weekly.	100%	Reporting	As needed.
Maintains licensing, registration, and certifications.	4.7.4.6	Updated Licensing, registration and certifications will be provided as they are renewed.	100% Licensing registration information kept current.	100%	Periodic Inspection and Random Sampling	Quarterly

Mandatory Training	4.7.4.7	Contractor completes all mandatory required training.	All Training (100%) completed as required per VAMC policy.	100%	Contractor to provide documented evidence.	As required/quarterly.
Privacy, Confidentiality and HIPAA	4.7.4.8	Contractor is aware of all laws, regulations, policies, and procedures relating to Privacy, Confidentiality and HIPPA and complies with all standards.	Zero breaches of privacy or confidentiality.	100%	Contractor to provide evidence of annual training required by VAMC, reports violations per policy.	Quarterly
Professionalism/ Conduct	4.7.4.9	Contractor employees maintain excellent relationships with patients, Radiation Oncology staff members, VA Medical Center staff members, and vendors.	Zero complaints from VA Medical Center staff members related to the contractor's employee interfering with patient care or the ordinary operation of the facility.	100%	COR notification of complaints.	As reported
Standard Operating Procedures (SOP) documented for all radiotherapy techniques	4.7.4.10	Policy and Procedure for every treatment methodology documented per applicable guidelines.	All (100%) of radiotherapy techniques employed by the Contractor, such as Conventional External Beam, IMRT, IGRT, SBRT, SRS, Brachytherapy (edit per the PWS and services available), etc., have written procedures in accordance with radiotherapy practice standards. All (100%) of procedures are reviewed and updated annually.	90%	Random Sampling of procedure documentation and medical records submitted in accordance with facility reporting requirements.	Prior to initiation of new technique and annually.

Medical Physicist Reports demonstrate radiotherapy practice standards promulgated by ACR, ASTRO, and AAPM	4.7.4.11	Contractor's Medical Physicists shall develop and maintain a quality management program (QMP) for the dosimetry system(s) and all applications pertinent thereto. Said QMP shall define explicit evaluation criteria intended to ensure that the prescribed dose is delivered in a safe, consistent, and accurate manner. Contractor shall provide the VA Radiation Oncology Service, with written reports of these activities. Quality management of radiation therapy equipment is primarily an ongoing evaluation of functional performance characteristics.	All (100%) of required medical physicist reports documenting the successful evaluation of equipment performance (meeting or exceeding ACR Standards) to include therapy machines, radiation sources, and simulators for proper working order is required. All external review requirements per ACR Standards are met, including those of TJC.	95%	Periodic Inspection of documents	Quarterly

7. CPARS RATINGS ASSIGNED TO QASP ITEMS:

Metrics and methods are designed to determine rating for a given standard and acceptable quality level. The following ratings shall be used (Reference: CPARS User Manual https://www.cpars.gov/documents/CPARS-Guidance)

EXCEPTIONAL:	Contractor always meets the standard. Performance meets contractual requirements and exceeds many to the Government's benefit. The contractual performance of the element or sub-element being assessed was accomplished with few minor problems for which corrective actions taken by the contractor were highly effective. ***Note:*** *To justify an* ***Exceptional*** *rating, you should identify multiple significant events in each category and state how it was a benefit to the GOVERNMENT. However, a singular event could be of such magnitude that it alone constitutes an Exceptional rating. Also, there should have been NO significant weaknesses identified.*
VERY GOOD:	Contractor almost always meets the standard, always performs over the Acceptable Quality Level. Performance meets contractual requirements and exceeds some to the Government's benefit. The contractual performance of the element or sub-element being assessed was accomplished with some minor problems for which corrective actions taken by the contractor were effective. ***Note:*** *To justify a* ***Very Good*** *rating, you should identify a significant event in each category and state how it was a benefit to the GOVERNMENT. Also, there should have been NO significant weaknesses identified.*
SATISFACTORY:	Contractor occasionally meets the standard, but more often meets the Acceptable Quality Level. Performance meets contractual requirements. The contractual performance of the element or sub-element contains some minor problems for which corrective actions taken by the contractor appear or were satisfactory. ***Note:*** *To justify a* ***Satisfactory*** *rating, there should have been only minor problems, or major problems the contractor recovered from without impact to the contract. Also, there should have been NO significant weaknesses identified.*
MARGINAL:	Contractor most often meets the Acceptable Quality Level, occasionally does not meet the Acceptable Quality Level and CDRs have been reported. Performance does not meet some contractual requirements. The contractual performance of the element or sub-element being assessed reflects a serious problem for which the contractor has not yet identified corrective actions. The contractor's proposed actions appear only marginally effective or were not fully implemented. ***Note:*** *To justify* ***Marginal*** *performance, you should identify a significant event in each category that the contractor had trouble overcoming and state how it impacted the GOVERNMENT. A* ***Marginal*** *rating should be supported by referencing the management tool that notified the contractor of the contractual*

	deficiency (e.g., Management, Quality, Safety or Environmental Deficiency Report or letter).
UNSATISFACTORY:	Contractor has history of not meeting Acceptable Quality Level. Significant efforts have been made to bring Contractor into performance. Performance does not meet most contractual requirements and recovery is not likely in a timely manner. The contractual performance of the element or sub-element being assessed contains serious problem(s) for which the contractor's corrective actions appear or were ineffective. ***Note:*** *To justify an* ***Unsatisfactory*** *rating, you should identify multiple significant events in each category that the contractor had trouble overcoming and state how it impacted the GOVERNMENT. However, a singular problem could be of such serious magnitude that it alone constitutes an unsatisfactory rating. An* ***Unsatisfactory*** *rating should be supported by referencing the management tools used to notify the contractor of the contractual deficiencies (e.g., Management, Quality, Safety or Environmental Deficiency Reports, or letters).*

8. DOCUMENTING PERFORMANCE

a. The Government shall document positive and/or negative performance. Any report may become a part of the supporting documentation for any contractual action and preparing annual past performance using CONTRACTOR PERFORMANCE ASSESSMENT REPORTING SYSTEM (CPARS).

b. If contractor performance does not meet the Acceptable Quality level, the CO shall inform the contractor. This will normally be in writing unless circumstances necessitate verbal communication. In any case the CO shall document the discussion and place it in the contract file. When the COR and the CO determines formal written communication is required, the COR shall prepare a Contract Report (CR), and present it to CO. The CO will in turn review and will present to the contractor's program manager for corrective action.

   The contractor shall acknowledge receipt of the CR in writing. The CR 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 CR will also state how long after receipt the contractor has to present this corrective action plan to the CO. The Government shall review the contractor's corrective action plan to determine acceptability. The CO shall also assure that the contractor receives impartial, fair, and equitable treatment. The CO is ultimately responsible for the final determination of the adequacy of the contractor's performance and the acceptability of the Contractor's corrective action plan.

   Any CRs may become a part of the supporting documentation for any contractual action deemed necessary by the CO. See Sample CR below.

9. COR AND CONTRACTOR ACKNOWLEDGEMENT OF QASP

SIGNED:

_____

COR NAME/TITLE DATE

SIGNED:

_____

CONTRACTOR NAME/TITLE DATE

QUALITY ASSURANCE SURVEILLANCE PLAN (QASP)

CONTRACT REPORT		
1. CONTRACT NUMBER	2. REPORT NUMBER	
3. TO: *(Contracting Officer)*	4. FROM: *(Name of COR)*	
5. DATES		
a. CR PREPARED	b. RETURNED BY CONTRACTOR:	c. ACTION COMPLETE
6. Issue Identified *(Describe in detail. Include reference to PWS Directive; attach continuation sheet if necessary.)*		
7. SIGNATURE OF COR	Date:	
8. SIGNATURE OF CONTRACTING OFFICER	Date:	
9a. TO *(Contracting Officer)*	9a. FROM *(Contractor)*	
10. CONTRACTOR RESPONSE AS TO CAUSE AND ACTIONS TO PREVENT RECURRENCE. *(Cite applicable quality control program procedures or new procedures. Attach continuation sheet(s) if necessary.)*		
11. SIGNATURE OF CONTRACTOR REPRESENTATIVE	Date:	
12. GOVERNMENT EVALUATION.		

13. GOVERNMENT ACTIONS

14. CLOSE OUT

	NAME	TITLE	SIGNATURE	DATE
CONTRACTOR NOTIFIED				
COR				
CONTRACTING OFFICER				