

**Military OneSource
Quality Assurance Surveillance Plan (QASP)
Attachment 4**

INTRODUCTION

The role of the government in quality assurance is to ensure contract standards are achieved. The purpose of the QASP is to identify the methods and procedures the government will use to evaluate contractor actions while performing the requirements in the Performance Work Statement (PWS). It is designed to provide an effective surveillance method by monitoring contractor performance for each listed performance objective in the Performance Requirements Summary (PRS) section of this QASP.

The QASP provides a systematic method to evaluate the services the contractor is required to furnish. It is essential that the government directs and oversees the maintenance of a quality standard for the Military OneSource Program to ensure superior services are provided to service members and their families.

The QASP has been developed by the Office of the Deputy Assistant Secretary of Defense for Military Community and Family Policy (DASD (MC&FP)). It is designed to provide direction to personnel performing contract surveillance activities. Personnel surveying the contract terms and conditions and PWS requirements will periodically review the QASP throughout the life of the contract.

ROLES AND RESPONSIBILITIES

Contracting Officer (CO). The Contracting Officer is responsible for safeguarding the interests of the United States in contractual relationships. Only the contracting officer is authorized to bind the government and then, only to the extent of the authority delegated to him/her through the issuance of a warrant.

1. The CO delegates authority for inspection and/or acceptance in accordance with the terms of the contract.
2. The CO informs the contractor of the names, duties, and limitations of authority for all quality assurance personnel assigned to the contract.

Contracting Officer's Representative (COR). The COR is responsible for quality assurance guidance and to ensure that contract quality requirements, provisions, standards, and thresholds are defined, practical, enforceable, necessary, and verifiable.

1. The COR is responsible for the day-to-day oversight of contract activities and oversees the evaluation and documentation of contractor performance in accordance with the QASP and PWS.
2. The COR notifies the CO of any significant performance deficiencies.
3. The COR maintains surveillance documentation.

4. The COR recommends improvements to the QASP and PWS throughout the life of the contract.

Contractor. The contractor is responsible for the tasks outlined in the PWS as proposed in its response to the Request for Proposal (RFP). The contractor is responsible for implementing services in such a way as to meet the standards outlined in the QASP.

1. Provides the government access to records, procedures, documents, personnel, and systems involved in contract performance.
2. Recommends improvements to the QASP and PWS throughout the life of the contract, subject to government approval.

DESCRIPTION OF SERVICES

Scope of Work. The scope of the MOS program encompasses all resources and development of resources, processes, personnel, materials, training, equipment, and technology necessary to provide service members and their families with unlimited access (via 24-hour, toll-free telephone and on-line/Internet) to stateside and international information, referral and counseling services available through a centralized source as a commercial EAP program.

QUALITY REQUIREMENTS

Quality Control Program. The contractor, not the government, is responsible for management and quality control actions to meet the terms of the contract.

The quality control program is the driver for quality. The contractor is required to develop a comprehensive program of inspections and monitoring actions. The first major step to ensuring a “self-correcting” contract is to ensure that the quality control program provides the measures needed to lead the contractor to success.

SURVEILLANCE

Surveillance Schedule. The COR will develop the surveillance schedule.

At a minimum, the surveillance schedule will include:

1. Periodic Surveillance: The government will monitor performance of certain performance requirements on a weekly, monthly, or quarterly basis. These items are indicated in the PRS below.
2. Contractor reports: The contractor will report statistics on all metrics listed in the PRS.
3. Unannounced inspections: The government reserves the right to conduct unannounced, unscheduled checks on any performance requirement at any time.
4. 100% Inspection: Once annually, the government will conduct a 100% review of all performance requirements.

Surveillance Methods. This QASP will incorporate the following approaches to quality surveillance:

1. Contractor reporting: the contractor will report on all QASP metrics monthly and on an ad-hoc basis as required by the government.
2. Government sampling: the government will have access to all contractor systems and will conduct both qualitative and quantitative reviews of the data contained therein.

Surveillance Team. The surveillance team consists of the following personnel: CO, COR, Contract Administrators and Program Managers.

Validated Customer Complaints. If the government receives a customer complaint, the following procedures will be followed:

1. Person receiving the complaint notifies the COR.
2. The COR conducts a preliminary review of the incident. If appropriate, the COR notifies the Contract Administrator and Program Manager.
3. The COR conducts an investigation to determine the validity of the complaint. If the COR determines the complaint to be valid, he/she documents the findings and notifies the customer and the contractor.
4. The COR retains the annotated copy of the written complaint for the government's files. If the complaint is valid, the contractor is given 24 hours to correct the complaint.
5. The COR informs the customer the approximate time the complaint will be corrected and advises the customer to contact the COR if the complaint is not corrected. The COR will consider the customer complaint resolved unless notified otherwise by the customer.
6. The contractor returns the written customer complaint document to the COR, completed with the actions taken to correct the complaint. The government will retain this document to ensure the contractor has taken appropriate action(s) to prevent recurrence. The COR will retain and file the complaint form.
7. At the end of each month, all validated complaints will be counted to determine if performance is satisfactory or unsatisfactory based on the criteria in the PRS.

Unacceptable Performance: If the number of complaints/defects exceeds the performance threshold for any objective, the COR will determine the possible cause of this unacceptable performance. Government-caused complaints/defects shall not be counted against the contractor. The same applies to any other requirement of the contract when Government-caused complaints/defects are the cause of unacceptable contractor performance. The COR will report to the COR on the cause of contractor defects.

If the contractor's performance is judged unacceptable by the COR, the COR will request a contractor representative's signature and date of surveillance on documentation acknowledging notification. If the contractor representative refuses to sign, the COR shall annotate on the documentation the date and time of notification and name of representative and his/her refusal to acknowledge. If the contractor disputes the results of surveillance, the COR must refer the contractor to the CO for resolution.

REVISIONS

Revisions to this QASP are the joint responsibility of the program office and the contracting office. However, surveillance checklists may be revised jointly by the COR and contractor personnel. The CO must approve the revisions in writing before changes are implemented.

PERFORMANCE REQUIREMENTS SUMMARY (PRS)

Overview: This PRS identifies critical success factors for the contract. It identifies both the performance objectives for those factors and the performance threshold required for each performance objective. The government reserves the right to monitor all services called for in the contract to determine whether or not the performance objectives and goals were met.

The absence of any contract requirement from the PRS shall not detract from its enforceability nor limit the rights or remedies of the government under any other provision of the contract.

Performance Remediation. Performance of a service will be evaluated to determine whether it meets the performance threshold. The contractor shall provide the government a written response explaining why the performance threshold was not met, how performance will be returned to acceptable levels, and how recurrence of the cause will be prevented in the future.

CALL CENTER METRICS

| Performance Requirement | Standard | Surveillance |
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| Provide responsive service to callers | Calls answered live within 20 seconds of first ring; 90% | Contractor monthly reports, government sampling |
| Provide responsive service to callers | Abandon rate < 3% | Contractor monthly reports, government sampling |
| Provide responsive service to callers | Messages taken < 3% of calls | Contractor monthly reports, government sampling |
| Provide responsive service to callers | Hold time during triage < 5 minutes; 95% | Contractor monthly reports, government sampling |
| Provide responsive service to callers | Callbacks completed within 48 hours; 95% | Contractor monthly reports, government sampling |
| Provide translation services to callers | Availability of services; 100% | Contractor monthly reports, government sampling |
| Translation of documents | 1 to 20 pages within 3 business days of request; 20+ pages within 5 business days of request; 95% for both. | Contractor monthly reports, government sampling |
| Follow Up Attempts | 100% as agreed to by caller and as clinically appropriate | Contractor monthly reports, government sampling |
| Service Breakdowns ¹ as a Percentage of Cases | < 2% | Contractor monthly reports, government sampling |

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| Specialty Consultations for Wounded Warrior Referrals submitted within 1 hour of call to facilitate 96 hour plan of action | 100% | Contractor monthly reports, government sampling |
| Specialty Consultations for Wounded Warrior Case information posted to tracking system | 95% within 1 business day | Contractor monthly reports, government sampling |
| Specialty Consultations for Wounded Warrior Follow up rate | 100% | Contractor monthly reports, government sampling |

MOS EAP WEB PRESENCE

| Performance Requirement | Standard | Surveillance |
|---|-----------------|----------------------------|
| EAP Web presence uptime excluding scheduled maintenance | 98% | Contractor monthly reports |

PARTICIPANT SATISFACTION METRICS

| Performance Requirement | Standard | Surveillance |
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| % of Participants Surveyed | 100% of those appropriate for survey | Contractor monthly reports, government sampling |
| % Overall Satisfaction | 95% | Contractor monthly reports, government sampling |
| % Satisfied with Educational Materials (received in a timely manner, readability, utility & validity) | 95% | Contractor monthly reports, government sampling |
| Participants Satisfaction with MOS EAP Web presence | 95% | Contractor monthly reports, government sampling |
| Participants Satisfaction with translation/ interpretation services | 92% | Contractor monthly reports, government sampling |
| Participants Satisfaction with Specialty Consultations for Wounded Warrior | 92% | Contractor monthly reports, government sampling |
| Participants Satisfaction with Financial Counseling | 92% | Contractor monthly reports, government sampling |
| Participants Satisfaction with Health & Wellness Coaching | 92% | Contractor monthly reports, government sampling |
| Participants Satisfaction with | 92% | Contractor monthly reports, |

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| Other Specialty Consultations | | government sampling |
| Participants Satisfaction with face-to-face experience in relation to Non-medical counseling | 92% | Contractor monthly reports, government sampling |
| Participants Satisfaction with telephonic experience in relation to Non-medical counseling | 92% | Contractor monthly reports, government sampling |
| Participants Satisfaction with web-based experience in relation to Non-medical counseling | 92% | Contractor monthly reports, government sampling |
| Participants Satisfaction with video experience in relation to Non-medical counseling | 92% | Contractor monthly reports, government sampling |
| Participants Satisfaction with Triage Consultant | 92% | Contractor monthly reports, government sampling |
| Participants Satisfaction with Tax Services | 92% | Contractor monthly reports, government sampling |
| Satisfaction with JFSAP MOS Consultant | 92% | Contractor monthly reports, government sampling |

TRAINING AND CREDENTIALING

| Performance Requirement | Standard | Surveillance |
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| Criminal History Background Checks | 100% upon hire and every five years after employment | Contractor monthly reports, government sampling |
| Federal Information Systems Security (ISS) Awareness & Personally Identifiable Information (PII) Training | 100% before access to government data system | Contractor monthly reports, government sampling |
| MOS Staff Orientation Training | 100% within 15 days of hire | Contractor monthly reports, government sampling |
| MOS Staff refresher training | Annually | Contractor monthly reports, government sampling |
| Network Provider Orientation training | 100% before being assigned MOS Participants | Contractor monthly reports, government sampling |
| Network Provider Refresher training | 100% annually | Contractor monthly reports, government sampling |
| Network Provider signed addendums and/or contracts to perform MOS Non-medical Counseling | 100% before being assigned MOS Participants | Contractor monthly reports, government sampling |
| Network Provider Credentials | 100% before being assigned | Contractor monthly reports, |

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| and License Verification | participants and annually thereafter | government sampling |
| Health and Wellness Coach Orientation training | 100% before being assigned MOS Participants | Contractor monthly reports, government sampling |
| Health and Wellness Refresher training | 100% annually | Contractor monthly reports, government sampling |
| Financial Counselor Orientation Training | 100% before being assigned MOS Participants | Contractor monthly reports, government sampling |
| Financial Counselor Refresher training | 100% annually | Contractor monthly reports, government sampling |

NON-MEDICAL COUNSELING

| Performance Requirement | Standard | Surveillance |
|---|---|---|
| Non-Medical Counseling Quality ² of cases | 95% | Measured through QA Reviews reported on contractor monthly reports, government sampling |
| Non-Medical Counseling cases scheduled for face-to-face appointment | 92% within 3 business days | Measured through QA Reviews reported on contractor monthly reports, government sampling |
| Case information posted to CMS | 100% posted within 15 days from date of service. | Measured through QA Reviews reported on contractor monthly reports, government sampling |
| Case information to be posted to CMS in an adverse incident ³ | 100% within 24 hrs from date of service or receipt of incident. | Measured through QA Reviews reported on contractor monthly reports, government sampling |
| Service breakdowns ¹ as a percentage of Non-Medical Counseling cases | < .5% | Contractor monthly reports, government sampling |
| Provider Availability | 92% within 30 minutes or 15 miles of Participant | Contractor monthly reports, government sampling |
| Number of Cases Closed within 30 days of termination and/or no contact with Participant | 90% | Measured through QA reviews and Contractor monthly reports, government sampling |

HEALTH & WELLNESS COACHING

| Performance Requirement | Standard | Surveillance |
|---|-----------------------|-----------------------------|
| Quality ² of Health & Wellness | Although COA and URAC | Measured through QA reviews |

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| Coaching | <p>accreditation is not a requirement of this program, the minimum standards of these accrediting bodies shall be met.</p> <p>If not COA and URAC, the contractor’s proposed and Government accepted quality standards shall be met.</p> | and Contractor monthly reports, government sampling |
| Health & Wellness cases scheduled for appointment | 92% within 3 business days | Contractor monthly reports, government sampling |
| Health & Wellness information posted to CMS | 95% within 15 days of the date of service. | Measured through QA reviews and Contractor monthly reports, government sampling |
| Case Information is furnished to provider of services | 100% prior to scheduled appointment and or within 3 business days, | Measured through QA reviews and Contractor monthly reports, government sampling |
| Service Breakdowns ¹ as a percentage of cases | < .5% | Measured through QA reviews and Contractor monthly reports, government sampling |

FINANCIAL COUNSELING

| Performance Requirement | Standard | Surveillance |
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| Quality ² of Financial Counseling | 95% | Measured through QA reviews and Contractor monthly reports, government sampling |
| Financial Counseling cases scheduled for appointment | 92% within 3 business days | Contractor monthly reports, government sampling |
| Financial Counseling Documented and Provided. | 95% within 15 days of the date of service. | Measured through QA reviews and Contractor monthly reports, government sampling |
| Case Information is furnished to provider of services | 100% prior to scheduled appointment and or within 3 business days, | Measured through QA reviews and Contractor monthly reports, government sampling |
| Service Breakdowns ¹ as a percentage of cases | < .5% | Measured through QA reviews and Contractor monthly reports, government sampling |

JOINT FAMILY SUPPORT ASSISTANCE PROGRAM (JFSAP)

| Performance Requirement | Standard | Surveillance |
|--------------------------------|-------------------------|-----------------------------|
| MOS JFSAP Consultant | No MOS JFSAP consultant | Contractor monthly reports, |

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| support provided in every state and territory | position vacant more than 60 days | government sampling |
| MOS JFSAP Consultant to provide initial plan of support for their assigned State | Within 3 months after award. | Contractor monthly reports, government sampling |
| MOS JFSAP Consultant to provide an updated plan of support for their assigned State | Annually | Contractor monthly reports, government sampling |
| MOS JFSAP Consultant was on time for scheduled on demand event support | 98% | Contractor monthly reports, government sampling |
| MOS JFSAP Consultant completed training/orientation as required by government | 100% completion prior to providing support | Contractor monthly reports, government sampling |
| MOS JFSAP Consultant to update reports | Weekly | Contractor monthly reports, government sampling |
| MOS JFSAP Consultant to complete required activity forms | 100% Submitted within 24 hours of event /activity | Contractor monthly reports, government sampling |
| MOS JFSAP Consultant to provide catalogue of resources to Government | Monthly | Contractor monthly reports, government sampling |

EDUCATIONAL AND FUFILLMENT MATERIALS

| Performance Requirement | Standard | Surveillance |
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| Educational Materials and Referrals Shipped in a timely manner | 95% shipped out within 2 business days of request | Contractor monthly reports, government sampling |

QUALITY CONTROL

| Performance Requirement | Standard | Surveillance |
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| Duty to Warn and Mandated Report Cases | 100% supervisor audit of all duty to warn and mandated reports from any area of MOS service delivery system | Measured through QA reviews and Contractor monthly reports, government sampling |
| Quality ² of Documentation of Duty to Warn and Mandated Report Cases | 95% pass rate on audits of all duty to warn and mandated reports from any area of MOS | Measured through QA reviews and Contractor monthly reports, government sampling |
| Government Notification of an Adverse Incident | 100% of all incidents 24 hrs via email and phone notification to Government | Contractor monthly reports, government sampling |

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| | Program Manager and posted to CMS | |
| Triage Consultant Quality Audits | 95% pass rate of 6 audits per month per consultant | Contractor monthly reports, government sampling |
| Specialty Consult Case Reviews | 95% pass rate of 6 audits per month consultant | Contractor monthly reports, government sampling |
| Non-Medical Counseling Quality Case Reviews of Open and Closed Cases to include, face to face, telephonic, web, and video | 95% pass rate for 10% of open and closed cases or proposed developed methodology of Contractor identifying sample size, confidence levels size of the network and trend patterns that is acceptable to the Government. | Contractor monthly reports, government sampling |
| Health & Wellness Coaching Case Reviews Open and Closed cases | 95% pass rate of 3 audits per coach per month. | Contractor monthly reports, government sampling |
| Financial Counseling Reviews | 95% pass rate of 6 audits per month per counselor. | Contractor monthly reports, government sampling |
| Tax Service Quality Reviews | 95% pass rate of 6 audits per month per counselor or contractor's proposed and Government accepted methodology. | Contractor monthly reports, government sampling |

KEY

¹ Service Breakdowns are participant complaints and breakdowns in processes or services reported to the QA Manager

² For non-medical counseling and health and wellness coaching, the Contractor shall provide written definitions, parameters and instrument used for quality of cases that meet, at a minimum, Council on Accreditation (COA) or Utilization Review Accreditation Commission (URAC) standards.

For all other programs such as call center, specialty consultations, financial counseling and tax services, the Contractor shall provide written definitions, parameters and instrument for quality of services.

³ Adverse incidents include, but are not limited to, reported suicides, homicides, fatalities, or any other incident that could potentially cause risk to the Participant or generate negative media or other attention to the MOS Program.