

**Military Community and Family Support Services
Military OneSource Program
Quality Assurance Surveillance Plan (QASP)
Attachment 7 – Amendment 0003**

1-800 / WEBSITE

The Military OneSource 1-800/Website Quality Assurance Surveillance Plan (QASP) will assist the Government in assuring the prime contractor for this effort performs as required under the awarded contract and the members of the Armed Forces receive the requisite quality of support they need and deserve. The QASP details how and when the Government will survey, observe, test, sample, evaluate, and document contractor performance according to the Performance Work Statement.

Below are specific metrics the Government will measure to assure the highest quality delivery of the Military OneSource 1-800/Website program. The Government will need this data for the overall Military OneSource Program and delineated by Service.

This plan outlines metrics in eight (8) specified areas:

1. Telephone: speed of answer, abandoned rate, average hold time, messages taken, and other telephone metrics. The Government will monitor these performance metrics monthly through reports from the Contractor, random sampling, and external audits.
2. Case: clinical quality, follow-up activity, fulfillment of materials, service breakdowns/failures, and other case metrics. The Government will monitor these performance metrics through reports from the Contractor, random sampling, and external audits.
3. User Satisfaction: overall satisfaction with the service and satisfaction with the educational materials. The Government will monitor user satisfaction through reports from the Contractor and random sampling.
4. Educational and Informational Materials: timeliness of distribution. The Government will monitor the timeliness of promotional materials through reports from the Contractor and random sampling.
5. Service Level Experts: contacts with DoD/Service-level POCs, number and quality of installation briefings; conferences and trade shows attended. The Government will monitor this performance monthly through reports from the Contractor, random sampling, and external audits.
6. Employee Quality/Training: amount/type/quality of training provided new employees and amount/type/quality of refresher training provided; contractor's employee satisfaction ratings; percent employee turnover. Another area of quality oversight will be the amount of military specific training the Contractor is providing to the staff supporting Military OneSource. The Contractor will report the amount of training specific to each service provided to the Military OneSource staff. The Government will monitor these performance metrics either monthly or quarterly, depending on the metric, through reports from the Contractor, random sampling, and external audits.
7. Website Functionality: percent uptime; user satisfaction; etc. The Military OneSource website will be a significant area of quality oversight, including frequency of updates, appropriate military appearance, functionality, specific military and Government related materials, etc. The Contractor will report the percent availability and the amount of scheduled outages.
8. Reporting: Timeliness and quality of reports whether monthly, annual, or ad hoc. Reports submitted must be accurate, easily readable, and responsive to the needs of the Government. Contractor is responsive to the Government's needs for ad hoc reporting and presentation materials. Reports allow Government to assess implications and trends for planning, policy

development, and budget planning. In addition, the Contractor will provide quality assurance reports which will include data about the number of installation briefings, conferences/trade show presentations, etc., provided by the Service Level Experts (SLEs--formerly SMEs/Program Managers) and the quality of those presentations. The Government will solicit additional input from the Service POCs and DoD to verify satisfaction with the accuracy of the reports and performance by the SLEs. The Government will monitor reporting activities to assure compliance with contract requirements.

1. Telephone Metrics

REQUIRED SERVICE (Performance Requirements)	STANDARD (Performance Standards)	METHOD(S) OF SURVEILLANCE (Quality Assurance)
% Answered <i>Live</i> within 20 seconds of the first ring	98%	External reports, Contractor reporting and random sampling performed by the Government
Abandon Rate	<.5%	External reports, Contractor reporting and random sampling performed by the Government
Messages Taken as % of Calls	<.5%	External reports, Contractor reporting, and random sampling performed by the Government
Language Translation Services Availability	90%	Random sampling performed by the Government

2. Case Metrics

REQUIRED SERVICE (Performance Requirements)	STANDARD (Performance Standards)	METHOD(S) OF SURVEILLANCE (Quality Assurance)
Follow Up Attempts (as agreed to by caller and as clinically appropriate)	100%	Contractor reports; random sampling
Service Breakdowns** as a Percentage of Cases	<.5%	Contractor reports and government oversight
Document Translations Completed within 3 business days	95%	Contractor reports; random sampling

*Offerors will explain how they determine “Clinical Quality”

**Any failure in service as recorded by service member or family member

3. User Satisfaction Metrics

REQUIRED SERVICE (Performance Requirements)	STANDARD (Performance Standards)	METHOD(S) OF SURVEILLANCE (Quality Assurance)
% of Participants Surveyed	100% of those appropriate for survey*	Contractor Reported and Random sampling performed by the Government
% Overall Satisfaction	95%	Contractor Reported and Random sampling performed by the Government
% Satisfied with Educational Materials (received in a timely manner, readability, utility & validity)	95%	Contractor Reported and Random sampling performed by the Government

* Offerors will explain how they determine if a Client’s case is “appropriate for survey”

4. Educational and Informational Materials Metrics

REQUIRED SERVICE (Performance Requirements)	STANDARD (Performance Standards)	METHOD(S) OF SURVEILLANCE (Quality Assurance)
Educational and Informational Materials Produced in a timely manner for distribution	100%	Contractor Reported and Random sampling performed by the Government

REQUIRED SERVICE (Performance Requirements)	STANDARD (Performance Standards)	METHOD(S) OF SURVEILLANCE (Quality Assurance)
Educational Materials and Referrals Shipped within 24-48 hours	97%	Contractor reports; random sampling

5. Program Manager/Relationship Manager Metrics

REQUIRED SERVICE (Performance Requirements)	STANDARD (Performance Standards)	METHOD(S) OF SURVEILLANCE (Quality Assurance)
Contact with DoD/Service POCs	As required, NLT weekly	Contractor reported and as reported by DoD/Service POCs
Installation Commander Briefings, Orientations and Conferences	>90% on time, as directed by DoD/Service POCs or as requested by the CO	Contractor reported and as reported by DoD/Service POCs
Installation Organizational Briefings, Orientations and Conferences	>90% on time, as directed by DoD/Service POCs or as requested by the CO	Contractor reported, as reported by DoD/Service POCs, random sampling

6. Employee Quality/Training Metrics

REQUIRED SERVICE (Performance Requirements)	STANDARD (Performance Standards)	METHOD(S) OF SURVEILLANCE (Quality Assurance)
Employee Training	Contractor provides 100% of employees Service specific orientation within 30 days of hire	Contractor Reported Monthly
Employee Refresher Training	Contractor provides 100% of employees refresher training on each Service annually	Contractor reported annually

7. Website and Case Management System Metrics

REQUIRED SERVICE (Performance Requirements)	STANDARD (Performance Standards)	METHOD(S) OF SURVEILLANCE (Quality Assurance)
% Website uptime (excluding scheduled maintenance)	98%	Contractor Reported
Scheduled maintenance outages for Website not to exceed 1 hour/month	95%	Contractor Reported
% Case Management System uptime (excluding scheduled maintenance)	99%	Contractor Reported
Scheduled maintenance outages for Case Management System not to exceed 1 hour/month	90%	Contractor Reported
% user satisfaction with the Website	90%	Contractor Reported; random sampling

8. Reporting Metrics

REQUIRED SERVICE (Performance Requirements)	STANDARD (Performance Standards)	METHOD(S) OF SURVEILLANCE (Quality Assurance)
% of each monthly report delivered on time	95%	Government receives reports
Annual report delivered on time	100%	Government receives report

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MILITARY ONESOURCE NON-MEDICAL COUNSELING

The Military OneSource Quality Assurance Surveillance Plan (QASP) will assist the Government in assuring the prime contractor for this effort performs as required under the awarded contract and the members of the military and their dependents receive the requisite quality of support they need and deserve. The QASP details how and when the Government will survey, observe, test, sample, evaluate, and document Contractor performance according to the basic Performance Work Statement (PWS).

Below are specific metrics the Government will measure to assure the highest quality non-medical counseling service delivery to the Service members and their dependents as part of the Military OneSource Program.

This plan outlines metrics in four specified areas:

9. Face-to-Face, Problem-Solving Counseling: Clinical appropriateness of services provided; services provided in an appropriate time frame. The Government will monitor these performance metrics monthly through reports from the Contractor, random sampling, and external audits.
10. Provider Network: Provision of Face-to-Face, Problem-Solving Counseling services within appropriate distance and provision of training to the network of face-to-face counselors. Transfer of case data to 1-800/Website contractor within three (3) business days of final session with face-to-face counselor. Another area of quality oversight will be the amount of military specific training the Contractor is providing to the network of providers supporting Military OneSource. The Contractor will report the amount of training specific to each service provided to the Military OneSource provider network. The Government will monitor these performance metrics monthly through reports from the Contractor and random sampling.
11. User Satisfaction: Satisfaction of the users with their Face-to-Face, Problem-Solving Counseling experience, e.g., satisfaction with provider. The Government will monitor these performance metrics either monthly or quarterly, depending on the metric, through reports from the Contractor and random sampling.
12. Reporting: Timeliness and quality of reports whether monthly, annual, or ad hoc. Reports submitted must be accurate, easily readable, and responsive to the needs of the Military OneSource Client. Contractor is responsive to the Government’s needs for ad hoc reporting and presentation materials. Reports allow Government to assess implications and trends for planning, policy development, and budget planning.

1. Face-to-Face, Problem-Solving Counseling Case Metrics

REQUIRED SERVICE (Performance Requirements)	STANDARD (Performance Standards)	METHOD(S) OF SURVEILLANCE (Quality Assurance)
Clinical Quality* of Cases (as measured through clinical supervision)	95%	Contractor reports, random sampling performed by the Government

REQUIRED SERVICE (Performance Requirements)	STANDARD (Performance Standards)	METHOD(S) OF SURVEILLANCE (Quality Assurance)
Urgent Cases scheduled for face-to-face appointment within 1 business day	92%	Contractor reports and random sampling performed by the Government
Non-urgent Cases scheduled for face-to-face appointment within 3 business days	92%	Contractor reports and random sampling performed by the Government
Case information posted within three (3) business days of case closure	95%	Contractor reported and random sampling by the Government

***Offerors will explain how they determine “Clinical Quality”**

**** Any failure in service as reported by service member or family member**

2. Provider Network Metrics

REQUIRED SERVICE (Performance Requirements)	STANDARD (Performance Standards)	METHOD(S) OF SURVEILLANCE (Quality Assurance)
Provider Available within 30 Minutes of Caller or 15 miles of client's location	92%	Contractor Reports and random sampling performed by the Government
Network Training	Contractor provides 100% of provider network Service specific orientation within 30 days of hire	Contractor Reported Monthly
Network Refresher Training	Contractor provides 100% of provider network refresher training annually	Contractor Reported Semi-annually
Case information transferred to 1-800/Website contractor within three (3) business days of case closure	95%	Contractor Reported and random sampling performed by the Government

3. User Satisfaction Metrics

REQUIRED SERVICE (Performance Requirements)	STANDARD (Performance Standards)	METHOD(S) OF SURVEILLANCE (Quality Assurance)
% of Participants Surveyed	100% of those appropriate for survey*	Contractor Reported
% Satisfied with Non-medical Counseling Sessions	92%	Contractor Reported

* Offerors will explain how they determine if a Client's case is "appropriate for survey"

4. Reporting Metrics

REQUIRED SERVICE (Performance Requirements)	STANDARD (Performance Standards)	METHOD(S) OF SURVEILLANCE (Quality Assurance)
% of each monthly report delivered on time	95%	Government receives reports
Annual report delivered on time	100%	Government receives report