

SAMPLE - QUALITY ASSURANCE SURVEILLANCE PLAN

TASK	TASK NAME	STANDARD	AQL	METHOD OF SURVEILLANCE
Overall Contract Mgmt	Contract Management, Cost Management	Contractor Maintains high level of quality assurance, responsiveness to TOO/CO/CS, Contractor contacts TOO/CO/CS immediately with problems, as appropriate. Contractor remains w/in or below cost estimates, Notified TOO/CS immediately of any budget issue.	TOO/CO/CS has no more than 3 valid complaints in 6 month period; minimal CO/CS intervention required; no more than 1 invoice per 6 month period requiring suspension or disallowance due to mistakes, incompleteness or other; No more than 3 working day delay in responding to TOO/CO/CS defined time frames, no over overruns	TOO/CO/CS Monitoring - including monthly reports, final reports, invoices & 294 forms, and customer communications
1	Meetings with GPO	Contractor contact TOO immediately after contract award. Meets with TOO no later than 2 weeks of award for guidance and instructions.  Contractor to schedule on-going meetings with GPO, on a regular – to be specified – basis.	Contractor adheres to guidance given by TOO.  Follow all guidelines, procedures, and clearances.	TOO will provide guidance, instructions and guidelines.
12a	Graphics/AV support	Presentations completed w/in 2 working days after receipt of assignment from GPO; final products contain no errors	95% of presentations completed w/in 2 working days; 100% of final products are error free	GPO monitoring
16	Reports	Monthly and quarterly reports are submitted on time; annual report is comprehensive, includes suggestions for improvements, and is submitted on time	95 % of monthly and quarterly reports are on time; annual report is on time and accurately reflects prior year's experience	GPO monitoring  GPO reviews and provides comments on reports within 1 week of receipt.
17	Transfer of Activities  Startup          Transition Plan          Turnover at End of Contract	Contractor contact GPO immediately after contract award. Meets with GPO for guidance and instructions. Ask GPO for a copy of transition plan. Plans implementation  Contractor prepares a transition plan for review four months prior the end of the contract.  Transition plan includes, transfer of government property, files, electronic files, software etc. and proposes to GPO ideas in plan implementation.  In addition Contractor will state what methodology they will use to retain their files to the terms and conditions of the contracts (i.e., location of file storage, contact person & telephone).  All deliverables (reports, software, etc.) are delivered to GPO/CS/CO within 30 days of contract end date.	Contractor adheres to guidance given by GPO/CS/CO.  Follow all guidelines procedures and clearances.  Contractor will implement comments provided by GPO/CS/CO  Contractor implements plan with minor intervention from GPO/CS/CO.  GPO monitors turnover activities without undue effort.  New contractor and	GPO/CS/CO will provide guidance, instructions and guidelines.          GPO/CS/CO will review and make comments to transition plan.       GPO receives all deliverables prior to contract end date.

**SAMPLE - QUALITY ASSURANCE SURVEILLANCE PLAN**

TASK	TASK NAME	STANDARD	AQL	METHOD OF SURVEILLANCE
		<p>Contractor provides the GPO and CO will a list of all outstanding issues under the contract within 60 days of contract end date.</p> <p>Turnover to new contractor occurs on time, including all critical documentation, software and training assistance</p>	<p>government acknowledge effective completion of turnover</p>	<p>GPO monitoring</p>