

**Attachment 2: Quality Assurance Surveillance Plan**

**General Requirements:**

IT Plan	Timeliness; accuracy	Deliverable approved by DMS-IT/GPO	Completed NLT 60 days after CED
IT Security Plan	Timeliness; accuracy	Deliverable approved by DMS-IT/GPO	Completed NLT 90 days after CED

**Part I:**

<b>Required Services/Tasks</b>	<b>Performance Standards</b>	<b>Method of Surveillance (Quality Assurance)</b>	<b>Standard to be met/allowable deviation</b>
Task 1 – Work Plan	Contractor adheres to guidance provided by PO.	GPO feedback	One draft and one final
Task 2 – Coordination of Community Visits	Professionalism on visit Timeliness and Quality of Report	GPO feedback	95% satisfaction
Task 3 – Field Support to Branch	Professionalism Promptness Quality	GPO feedback Feedback from other workers involved	95% satisfaction
Task 4 – Tribal-specific TA	Professionalism Promptness Quality	GPO feedback Feedback from other workers involved	95% satisfaction
Task 5 – Cultural Competence	Professionalism Promptness Quality	GPO feedback Feedback from sites	95% satisfaction
Task 6 – Minority Workforce Expansion	Professionalism Promptness Quality	GPO feedback Feedback from sites	95% satisfaction
Task 7 – Youth Leadership Support	Professionalism Promptness Quality	GPO feedback Feedback from sites	95% satisfaction

**Part II:**

<b>Task No.</b>	<b>Task Description</b>	<b>Performance Standards</b>	<b>Method of Surveillance (Quality Assurance)</b>	<b>Standard to be met/allowable deviation</b>
9	Review of Plan of Performance	Timeliness in accordance with SOW; accuracy	Deliverable	Completed NLT 2 weeks of TOED
10.	Establish Training and Technical Assistance Center	Timeliness in accordance with SOW	Deliverable; GPO monitoring	100% completion
	Structure and Governance	Timely and effective development of the Advisory and Executive Committees and the integration of their recommendations	Deliverable; GPO monitoring	100% completion
	Infrastructure	Appropriate and effective organization and management	GPO monitoring and external customer feedback	100% completion; 90% Customer Satisfaction Rate
	Operations	Effective policies and procedures	GPO monitoring and external customer feedback	100% completion; 90% Customer Satisfaction Rate
11.	Technical Assistance for Grantees	High quality, timely implementation	GPO monitoring and external customer feedback	95% Customer Satisfaction Rate
	Standards and Protocols	Compatibility with program requirements	Deliverables; GPO monitoring	100% completion
	Strategic Planning	Relevant and appropriate for Program and communities	Deliverables; GPO monitoring	100% completion
	Cross-site Technical Assistance	Appropriate and supportive of Program and SOC community goals	Deliverables; GPO monitoring and external customer feedback	100% deliverable submission; 90% Customer Satisfaction Rate
	Collaboration with Program Partners	Comprehensive and timely	GPO monitoring and external customer feedback	100% completion; 90% Customer Satisfaction Rate
	Consultant Clearinghouse	High quality, relevant and appropriate for Program and community goals	GPO monthly check of database and external customer feedback	100% completion
	Peer to Peer Technical Assistance	High quality, relevant and appropriate for Program and community goals	Deliverables; monthly reports and external customer feedback	100% in accordance with quantities in SOW; 90% Customer Satisfaction Rate
	Collaboration with Child-Serving Agencies and Resources	Comprehensive and timely involvement	GPO monitoring; monthly reports	100% completion; 90% Customer Satisfaction Rate

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12.	Development of Technical Assistance Materials	Timely; appropriate; user friendly	Deliverables, GPO monitoring and external customer feedback	100% deliverable submission; 90% Customer Satisfaction Rate
13.	Coordinate Bi-Annual and topical meetings	Timely; innovative; high quality content and presenters comprehensive audiences	Deliverables, GPO monitoring and external customer feedback	100% deliverable submission; 90% Customer Satisfaction Rate
14.	Preparation of Reports	Timely and accurate submissions; CMHS feedback incorporated into final report	Deliverables; GPO monitoring	100% completion
	Overall task order management (including cost, time, customer service)	Contractor maintains high level of quality assurance, responsiveness to GPO and CO, reliability, and completeness of tasks; contacts GPO promptly with issues/problems; meets timeframes identified by GPO; notifies GPO promptly of any budget issues.	GPO/CO Monitoring	No invoice per 12 months requires suspension or disallowance due to mistakes or incompleteness. Contractor remains within or below cost estimates.