Quality Assurance Surveillance Plan
Listing of Acceptable Quality Levels (AQL)

	Indicators/Tasks	Weight	Standard/AQL	Degree of Deviation	Method of Surveillance	Incentive (+/-)	Date and Degree Accepted
1	Software Design	35%	81-90% Performance assessment	91-100%(+) 81-90%Standard AQL 71% (-) Below 71% (0%)	6 Months Project Officer Performance Assessment	91-100% = 100% of AAF (+) 81-90% = 90% of AAF (AQL) 71-80% = 80% of AAF (-) Below 71% = 0% of AAF	
2	Software Development and Maintenance	50%	81-90% Performance assessment	91-100%(+) 81-90%Standard AQL 71% (-) Below 71% (0%)	6 Months Project Officer Performance Assessment	91-100% = 100% of AAF (+) 81-90% = 90% of AAF (AQL) 71-80% = 80% of AAF (-) Below 71% = 0% of AAF	
3	Daily Operations	10%	<48 Hours response to Project Officer	<24 (+) <48 Normal (AQL) <72 (-) >72 (0%)	6 Months Review	<24 hrs = 100% of AAF (+) <48hrs = 90% of (AQL) <72 hrs = 80% of AAF (-) >72 hrs = 0% of AAF	
4	Overall User Satisfaction	5%	90% User satisfaction	91-100%(+) 81-90%Standard AQL 71% (-) Below 71% (0%)	6 Months User Surveys	91-100% = 100% of AAF (+) 81-90% = 90% of AAF (AQL) 71-80% = 80% of AAF (-) Below 71% = 0% of AAF	

% Achieved _____

_____ % achieved equated to $_____ of the allowable award fee for the period.

_____
Project Officer

This will be sent to the Contractor every quarter (3 months) and on a six (6) month interval the Contractor will be notified what dollar amount of the available award fee to bill.

[Please note that AQL = Acceptable Quality Level and AAF = Available Award Fee.]