

**Quality Assurance Surveillance Plan—Tasks 1-8**

<b>Task</b>	<b>Performance Objective</b>	<b>Method of Surveillance</b>	<b>Performance Target and Acceptable Quality Level</b>
<b>Overall Contract Management</b>	Contractor maintains high level of quality assurance, professionalism and responsiveness to GPO. Contractor reliably contacts GPO immediately with any issues or problems, as appropriate. Contractor remains within or below cost estimates; notifies GPO immediately of any budget issues; no cost overruns. Contract activities are effectively managed.	GPO monitoring; deliverables; budget estimates; invoices and reports	GPO receives no more than 2 valid complaints per 12 months. No invoice per 12 months requiring suspension or disallowance due to mistakes, incompleteness or unallowable costs.  Contractor maintains an acceptable level of customer service, responding within 3 business days to requests from the GPO of an administrative nature.
<b>1.1.1 Contract Startup</b>	Transfer of activities from previous Contractor to Offeror scheduled to end on September 30, 2006. Ensure receipt of all documentation, government furnished property, the library, etc.	Participate in up to five meetings to ensure smooth transition during the three week transition period.	Transition will be monitored by GPO and CO. Transition is smooth, complete and transparent to the public.
<b>1.1.2 Turnover at end of Contract</b>	Provide transfer plans to GPO, CO and new Contractor. Provide full service to customers; provide all equipment, documentation and train personnel in all systems operation and maintenance functions. Perform appropriate closeout technical and related work.	Participate in up to five meetings to ensure smooth transition during the three week transition period.	Transition will be monitored by GPO and CO. Transition is smooth, complete and transparent to the public.
<b>1.2 Kickoff Meeting; Submission of workplan</b>	Submission of documentation of proposed workplan	Completion of the draft workplan. GPO will monitor, review, revise and give final approval.	GPO will monitor, review, revise and give final approval. The work plan is complete, accurate, timely, clearly written, and there are minimal errors found, none of which causes significant delays or disruptions to the initiation of the contract.
<b>1.3 Workplan for Option Year</b>	Submission of documentation of proposed and final work plan for the Option Years that ensures consistency with the objectives and priorities of the contract.	GPO will monitor, review, revise and give final approval.	The work plan is complete, accurate, timely, clearly written, and there are minimal errors found, none of which causes significant delays or disruptions to the initiation of the contract.

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<b>1.6</b> Monthly Reports	Submission of Monthly Reports throughout the project.	GPO will monitor, review, revise and give final approval.	Timely, comprehensive and accurate completion and submission of monthly reports by the 10 <sup>th</sup> of the following month that provide a status report on the tasks of the contract.
<b>1.7</b> Quarterly Budget Report	Submission of Quarterly Budget Report	GPO will monitor, review, revise and give final approval.	Timely, comprehensive and accurate submission of draft report and final report that provides an overall financial status report on the tasks of the contract.
<b>1.8</b> Annual Report	Submission of Annual Report	GPO will monitor, review, revise and give final approval.	Timely, comprehensive and accurate submission of draft report and final report that provides an overall status report on the tasks of the contract, summarizing the activities, accomplishments, and outcomes.
<b>1.10</b> IT Plan	Submission of IT Plan	GPO will monitor, review, revise and give final approval.	Timely, comprehensive and accurate submission of draft and final IT Plan.
<b>1.11</b> IT Security Plan	Submission of IT Security Plan	GPO will monitor, review, revise and give final approval.	Timely, comprehensive and accurate submission of draft and final IT Security Plan.
<b>1.13</b> Develop Marketing Plan and Products	Submit and develop a marketing plan and products	GPO will monitor, review, revise and give final approval.	Timely, comprehensive and accurate submission of draft and final marketing plan and associated products.
<b>2</b> Maintain Library Knowledge Database	Maintaining a database of materials that relate to homelessness, mental illness, and co-occurring.	GPO will monitor, review, revise and give final approval.	Database is accurate and completed on a timely basis.
<b>3</b> Update and Develop Annotated Bibliographies	Update and development of annotated bibliographies	GPO will monitor, review, revise and give final approval.	Useful and current information, appropriateness of topic, timely professional and comprehensive bibliographies.

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<b>4</b> Maintain Website	Development and completion of a Web Site for the NRCH.	GPO will monitor, review, revise and give final approval.	Timely, professional, comprehensive, high quality, and accurate development and completion, ongoing maintenance of the website that will serve as a centralized location for providing the public with extensive information about the homeless and mental illness.  Useful and current information, ease of use, appropriate use of interactivity, active links, design consistency, and a high level of user control.
<b>5</b> Publication Clearance	Completion of publication clearances	GPO will monitor, review, revise and give final approval.	Timely, comprehensive and accurate completion of publication clearances
<b>6</b> Develop Policy Papers, Manuals, Curricula, Reports and other materials	Completion of policy papers and reports, etc.	GPO will monitor, review, revise and give final approval.	Timely, comprehensive and accurate completion of the documents
<b>7.1</b> Respond to Requests for Information	Submission of documentation of summary of the number of requests and the source of requests.	GPO will monitor, review, revise and give final approval.	Capacities are demonstrated by responses to routine telephone or mail requests that are completed within 24-hours as documented in the monthly report.
<b>7.2</b> Conduct Regional Workshops	Completion of workshops on Blueprint for Change and development of TOT manual on trauma and homelessness.	GPO will monitor, review, revise and give final approval.	Timely, comprehensive and accurate completion of the curricula, attention to logistics and summaries of workshop evaluations
<b>7.3</b> Provide other training and TA workshops	Completion of trainings and other Technical Assistance workshops.	GPO will monitor, review, revise and give final approval.	Timely, comprehensive and accurate completion of the curricula, attention to logistics and summaries of workshop evaluations

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<b>8</b> Plan and conduct SAMHSA's National Training Conference	Submission of detailed work plan and timeline, facilitate conference workgroups, proposed agenda, list of speakers, participants, and successful completion of meetings.	GPO will monitor, review, revise, participate in the meeting, and give final approval to all activities.	Meet timeline for conference activities, facilitate workgroup process, engage faculty and successfully coordinated conference logistics within budget guidelines.

### **QUALITY ASSURANCE SURVEILLANCE PLAN FOR TASK 9**

#### **Performance-Based Information—Task 9**

The PATH Federal staff, is the Contracting Officer's Technical Representative for Task 9 of this contract and will be responsible for monitoring, assessing, and reporting on the technical performance of the Contractor. The PATH Federal staff will: have the primary responsibility for documenting the Contractor's performance; determine whether a performance objective has been achieved on time, within budget, and of satisfactory quality, according to the criteria described below; and advise the Contracting Officer on matters of technical performance achievement.

Semi-annually, the Contractor shall conduct an assessment of the past six (6) months' achievements, report these to the PATH Federal staff, and use this assessment as a PATH Federal staff to make mid-course corrections, as needed.

<b>Task</b>	<b>Performance Objective</b>	<b>Method of Surveillance</b>	<b>Performance Target and Acceptable Quality Level</b>
<b>9.1</b> Review and revise plan of performance.	Submission of documentation of proposed and final work plan ensures consistency with the objectives and priorities of the contract.	GPO will monitor, review, revise and give final approval.	The work plan is complete, accurate, timely, clearly written, and there are minimal errors found, none of which causes significant delays or disruptions to the initiation of the contract.

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<b>9.2</b> Provide technical assistance to States.	Completion of training and other technical assistance workshops.	GPO will monitor, review, revise and give final approval.	Timely, comprehensive and accurate completion of technical assistance documents, curricula, attention to logistics and summaries of workshop evaluations.
<b>9.3</b> Plan and Host Meetings of State PATH Contacts	Submission of detailed work plan and timeline, facilitate conference workgroups, proposed agenda, list of speakers, participants, and successful completion of meetings.	Federal program staff will monitor, review, revise, participate in the meeting, and give final approval to all activities.	Meet timeline for conference activities, facilitate workgroup process, engage faculty and successfully coordinated conference logistics within budget guidelines.
<b>9.4</b> Collect, Analyze and Summarize PATH Program Data	Timely and accurate aggregation of data; effective communication with data providers.	Federal program staff will review and give final approval to tables and guidance for grantees.	Complete, accurate, timely, guidance to grantees and completion of data tables.
<b>9.5</b> Provide technical support for field-generated program assistance	Completion of telephone-based presentations, reports of issue development groups of State PATH Contacts, provision of mentoring for new State PATH Contacts and development of documents and internet-based content.	Federal program staff will monitor, review, revise and give final approval.	Timely, comprehensive and accurate completion of presentations, documents, Internet-based content, and mentoring activities.
<b>9.6</b> Provide technical support for preparation and dissemination of technical assistance documents and maintain rosters.	Completion of technical support for preparation and dissemination of technical assistance and roster of State PATH Contacts and local PATH-funded staff.	Federal program staff will monitor, review, revise and give final approval.	Timely, comprehensive and accurate completion and dissemination of documents and rosters.

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<b>9.7</b> Development and Implementation of SSI – related activities	Completion of trainings and other technical assistance workshops	Federal program staff will monitor, review, revise and give final approval.	Timely, comprehensive and accurate completion of documents, trainings and technical assistance workshops.
<b>9.8</b> Preparation of Reports	Completion of reports	Federal program staff will monitor, review, revise and give final approval.	Reports are complete, timely, and accurate.