

Rev. 01: Jan. 15, 2010

Elements	Acceptable Quality Level (AQL)					Surveillance Method
	Unsatisfactory	Marginal	Satisfactory	Very Good	Exceptional	
1 Quality of Product or Service	Products or services are unacceptable. They do not meet the task order requirements.	Product or service requires correction with significant Government involvement. Meets T.O. requirements after Government intervention and guidance.	Product or service meets all T.O. requirements. There are only minor revisions required and minimal Government intervention.	Product or service exceeds all T.O. requirements. There are only minor revisions required and are resolved with no Government intervention.	Product or service exceeds all T.O. requirements. Highly effective corrective actions. Improved performance and quality.	Monitor issues during weekly T.O. meeting, periodic reviews, and reviews at major milestone events established in the T.O.
2 Schedule	Delivers products after scheduled delivery date without coordinating with the Government for an extension or exception.	Contractor does not meet the schedule, but did coordinate with the Government for an extension or exception.	Meets delivery schedule(s). Minor issues resolved and did not effect delivery schedule.	Meets delivery schedule(s). Some early deliveries to the Government's benefit.	Product is delivered ahead of schedule. Coordinated with the Government for early delivery.	Actual vs. Plan/Requirement
3 Cost Control	Contractor cannot perform task order as proposed and in order to perform would require a significant increase in cost.	Contractor does not meet costs/prices while meeting all contract requirements. No innovative techniques to bring overall expenditures within limits.	Costs are consistent with the task order. However, some costs exceed the task order. Full performance would require a contract modification.	Costs are consistent with the task order. Some reduction in overall cost/price and uses innovative management techniques.	Costs are below task order and contractor has identified efficiencies and innovations leading to the reduction of costs.	Monthly Technical Point Of Contact Report. Periodic reviews of the Earned Value Report. (Refer to Section G.)
4 Invoices/Vouchers	Invoices/vouchers are submitted more than three days late with more than two errors on any one invoice/voucher	Invoices/vouchers are submitted no more than three days late with no more than two errors on any one invoice/voucher	Invoices/vouchers are submitted no more than one day late with no more than two errors on any one invoice/voucher	Invoices/vouchers submitted on time with no more than two errors on any one invoice/voucher	Invoices/Vouchers are submitted timely, error free and inconjunction with monthly progress reports.	TPOC review of invoices/vouchers.
5 Business Relations	Not responsive (within one business day, more than 3 times in one month) to Government requests (written or verbal communications, and data calls). Significantly untimely definitization of change proposals.	Not responsive (within one business day, no more than 3 times per month) to Government requests (written or verbal communications, and data calls). Unnecessary change of proposals untimely definitization of change proposals.	Responds to Government requests within one business day.	Responds to Government requests within one business day with no oversight. Anticipates, identifies and recommends changes in technical and contractual matters.	Responds to and exceeds Government requests within one business day with no oversight. Anticipates, identifies and recommends changes in technical and contractual matters.	Weekly task order meetings. Audit task orders through the Monthly TPOC Report. Routine correspondence with contract office. Routine correspondence with contract office.
6 Management of Personnel	Fails to provide qualified personnel as proposed within 30 calendar days of task order award or departure of personnel. (Only applicable to Time and Materials (T&M) type contracts)	Fails to provide qualified personnel as proposed within 15 calendar days of task order award or departure of personnel. (Only applicable to Time and Materials (T&M) type contracts)	Provides personnel as proposed within 15 calendar days of task order award or departure of personnel. Contractor personnel possess skills and abilities that meet the Task Order requirements. (Only applicable to Time and Materials (T&M) type contracts)	There are no vacancies exceeding 10 calendar days. Contractor responds to rapid recruitment requests. Contractor personnel possess skills and abilities that meet the Task Order requirements. (Only applicable to Time and Materials (T&M) type contracts)	There are no vacancies exceeding 10 calendar days. Contractor responds to rapid recruitment requests. Contractor personnel possess skills and abilities that exceed all or most Task Order requirements. (Only applicable to Time and Materials (T&M) type contracts)	Weekly task order meetings. Audit task orders through the Monthly TPOC Report.
7 One Team/Sub-contractor Management	ECS subcontractor personnel interface with PEO STRI contract representatives (i.e., TPOCs, COR, CO) regarding complaints/issues in their company's name more than 3 times in a single contract year.	ECS subcontractor representatives interface with PEO STRI contract representatives (i.e., TPOCs, COR, CO) directly regarding complaints/issues in their company's name 3 times in a single contract year.	ECS subcontractor representatives interface with PEO STRI contract representatives (i.e., TPOCs, COR, CO) directly regarding complaints/issues in their company's name 2 times in a single contract year.	ECS subcontractor representatives interface with PEO STRI contract representatives (i.e., TPOCs, COR, CO) directly regarding complaints/issues in their company's name once in a single contract year.	None of ECS' subcontractor representatives interface with PEO STRI contract representatives (i.e., TPOCs, COR, CO) directly regarding complaints/issues in their company's name in a single contract year.	Weekly task order meetings. Routine correspondence with contract and COR offices.

If a Standard does not apply an N/A rating will be given and the standard is not factored into the evaluation.

Exceptional - to receive an "overall" rating of Exceptional, must receive Exceptional in both Quality and Schedule and Very Good ratings in at least two of the remaining elements without receiving lower than a satisfactory rating in any element.

Very Good - to receive an "overall" rating of Very Good, must receive Very Good in both Quality and Schedule and no lower than a Satisfactory rating in any other element.

Satisfactory - to receive an "overall" rating of Satisfactory must receive Satisfactory or higher in Quality and Schedule and no more than two marginal ratings and no unsatisfactory ratings.

Marginal - to receive an "overall" rating of Marginal, must receive Marginal or higher in Quality and Schedule and no more than two Unsatisfactory ratings.

Unsatisfactory - to receive an "overall" rating of Unsatisfactory, does not meet any rating above.