

FY 2019 Quality Assurance Surveillance Plan (NIB)

KPI	Surveillance Method	AQL	Unsatisfactory	Satisfactory	Good	Exceptional
1 - Employment Growth (40%)	Periodic Inspection	Employment Growth plan and progress (PWS 3.1) (10%)	Plan does not address 1 or more minimum elements	100% of minimum elements are adequately addressed in employment growth plan and progress updates	In addition to addressing the minimum elements, the CNA identifies and executes at least two innovative** approaches. The CNA must track and document outcomes of each implemented approach.	In addition to meeting the "Good" rating, the CNA shall identify and execute three or more innovative** approaches and track and document outcomes.
	Periodic Inspection	Net employment hours growth Direct Labor Hours (DLH) (PWS 3.1) (15%)	Less than 1% of employment growth outside of loss caused by significant government and business environmental disruptions (DLH)	1 -1.99% increase in annual net employment hours growth (DLH)	2 - 2.99% increase in annual net employment hours growth (DLH)	3% or greater increase in annual net employment hours growth (DLH)
	Periodic Inspection	Upward Mobility (Promotions) & Competitive Placement (PWS 3.1) (15%)	Zero programs designed to positively impact upward mobility and competitive placement	One program designed and in place to positively impact upward mobility and placements by at least 1%	Two programs designed and in place to positively impact upward mobility and placements by more than 1% up to 2%	Two or more programs designed and in place to positively impact upward mobility and placements greater than 2%
					<p>** Innovative approaches to employment growth consist of the following:</p> <p>(1) Creating product families new to the Ability One Program;</p> <p>(2) Branching out into services new to the Ability One Program; and</p> <p>(3) Expansion of new or existing products and services to new customers.</p> <p>These approaches should be outlined in the employment growth plans answering the following questions: (1) What is the new product or service; (2) What is the timeline for implementation; and (3) What is the expected result?</p>	

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2 - AbilityOne Program Administration, Oversight, & Integrity (35%)	100% Inspection	Efficiency and Cost Savings (PWS 3.2.1) (7%)	Zero efficiencies achieved, zero dollars saved	One efficiency achieved, directly resulting in cost savings and one additional positive outcome for the AbilityOne Program	Two efficiencies achieved, directly resulting in increased cost savings and two or more additional positive outcomes for the AbilityOne Program	Three or more efficiencies achieved, directly resulting in increased cost savings and three or more additional positive outcomes for the AbilityOne Program
	100% Inspection	Litigation/Investigations Reporting (3.2.1) (7%)	Less than 85% of known violations reported IAW PWS	86% - 90% of known violations reported and steps taken to prevent future incidents provided to Commission IAW PWS	91% - 95% of known violations reported and steps taken to prevent future incidents provided to Commission IAW PWS	96%+ of known violations reported and steps taken to prevent future incidents provided to Commission IAW PWS with proof of decrease in violations as applicable
	100% Inspection	Allocation & Recommendation Report (PWS 3.2.5) (10%)	Allocation & Recommendation (A&R) Report submitted after the due date established in the agreement OR report fails to adequately provide minimum requirements and support as detailed therefore requiring one or more directions of rework from the Commission	Submit A&R policy and procedures to Commission/Commission approves (IAW PWS). A&R Report submitted on time with 0 requests for rework AND provides at least 3 examples of equitable allocations, expansions of NPA opportunities in a different LOB, and/or an increase in recommendations resulting in PL additions	A&R Report submitted on time with 0 requests for rework AND provides at least 6 examples of equitable allocations, expansions of NPA opportunities in a different LOB, and/or an increase in recommendations resulting in PL additions	CNA meets Good requirement AND shows a measurable increase in NPA participation and expansion of NPA recommendation demographics
	Periodic Inspection	PL Transactions Timeliness, Accuracy & Completion (PWS 3.2.7.4) (3%)	Less than 75% of PL transactions are complete, and accurate in accordance with the Commission manuals	75% of PL transactions are complete, and accurate in accordance with the Commission manuals	Greater than 75% and up to 89.99% of PL transactions are complete, and accurate in accordance with the Commission manuals	90% or more of PL transactions are complete and accurate in accordance with the Commission manuals
	Periodic Inspection	Timely PL Addition Requests (Services Only) (PWS 3.2.7.4) (3%)	More than one submitted less than 120 days before the start of the service project period of performance	One submitted at least 120 up to 129 days before the start of the service project period of performance	Average submission time is 130 to 149 days before the start of the service project period of performance	Average submission time is > 150 days before the start of the service project period of performance
	Periodic Inspection	PL Service Pricing Updates Maintained (Base year ONLY) (PWS 3.2.8.1) (5%)	Less than 80% of expired price projects are updated via PLIMS transaction IAW PWS and/or and not all active price projects are kept updated	80-89% of expired price projects are updated via PLIMS transaction IAW PWS and all active price projects are kept updated	90-99% of expired price projects are updated via PLIMS transaction IAW PWS and all active price projects are kept updated	100% of expired price projects are updated via PLIMS transaction IAW PWS and all active price projects are kept updated
	100% Inspection	PL Service Pricing Maintenance (2nd year and beyond) (PWS 3.2.8.1) (5%)	Failure to keep 100% of service project prices updated; checked semi-annually and rated annually	Keeps 100% of service project prices updated and tracks future service project expiration dates (at least 6 months in advance) so they can be updated prior to expiration	CNA meets Satisfactory requirements AND ensures any renegotiation of pricing is completed in a timely manner to prevent breaks in service without Commission assistance and ensures pricing disputes are resolved at the lowest level	CNA meets Good requirements AND tracks a measurable reduction in or elimination of renegotiated price impasses

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3 - NPA Support, Assistance, and Development (20%)	Periodic Inspection	Producing NPAs' Compliance with AbilityOne Regulatory Requirements (PWS 3.3.1.3) (9%)	Four or more NPAs not visited each fiscal year (based on total active NPAs at the end of the FY) by NIB Compliance & Regulatory Affairs and less than 85% of entries in PLIMS show due diligence IAW PWS	No more than three NPAs not visited each fiscal year (based on total active NPAs at the end of the FY) by NIB Compliance & Regulatory Affairs and 85-90% of entries in PLIMS show due diligence IAW PWS	No more than two NPAs not visited each fiscal year (based on total active NPAs at the end of the FY) by NIB's Compliance & Regulatory Affairs and 91-95% of entries in PLIMS show due diligence IAW PWS	No more than one NPA not visited each fiscal year (based on total active NPAs at the end of the FY) by NIB's Compliance & Regulatory Affairs and 96% of entries in PLIMS show due diligence IAW PWS
	100% Inspection	CNA Prime Phase-out/NPA Phase-in (PWS 3.3.1.5) (5%)	CNA does not provide annual report for all prime contracts, phase-out plan, and supporting rationale for serving as prime OR CNA has failed to meet milestones for NPA phase-in as detailed in the annual report	CNA provides annual report for all prime contracts, phase-out plan, and supporting rationale for serving as prime AND has successfully phased-in at least 1 NPA as prime	CNA meets Satisfactory requirements AND has successfully phased-in at least 2 NPAs as prime	CNA meets Good requirements AND has successfully phased-in at least 3 NPAs as prime OR shows a measurable decrease in number of new contracts where CNA serves as prime
	User Survey	NPAs' Training Satisfaction (PWS 3.3.3) (6%)	Less than 70% of NPAs report satisfaction with CNA training courses	Greater than 70% and up to 74.99% of NPAs report satisfaction with CNA training courses	Greater than 75% and up to 84.99% of NPAs report satisfaction with CNA training courses	85% or more of NPAs report satisfaction with CNA training courses
4 - Strategic Communications (5%)	100% Inspection	Strategic Communications (PWS 3.4) (5%)	Fewer than 6 minimum elements in the Strategic Communications PWS section 3.4.2. are accurate, complete and on time -- and/or several key elements are missing, incorrect, or under-represented	The 6 minimum elements in the Strategic Communications PWS section 3.4.2. are 85% to 89.99% accurate, complete and on time	The 6 minimum elements in the Strategic Communications PWS section 3.4.2. are 90% to 97.99% accurate, complete and on time	The 6 minimum elements in the strategic communications PWS section 3.4.2. are 98% or more accurate, complete and on time
		Reports	Fewer than 98% of reports required by the PWS are submitted on time and accurate	98% of reports required by the PWS are submitted on time and accurate	98.1% to 99.9% of reports required by the PWS are submitted on time and accurate	100% of reports required by the PWS are submitted on time and accurate