



# Appendix C-6 Quality Assurance Surveillance Plan (QASP)

*Special Notice D15PS00295 – Nationwide Public  
Safety Broadband Network (NPSBN)*

4/27/2015

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## 1 Quality Assurance Surveillance Plan (QASP) Purpose

The contractor shall provide a Quality Assurance Surveillance Plan which defines what FirstNet must do to ensure that the contractor has performed in accordance with the performance metrics/standards. Additionally, the QASP is intended to provide a tool to assess the performance of the contractor(s) in meeting the program's Statements of Objectives (SOOs). The contractor is responsible for management and quality control actions to meet the terms of the contract. The government reserves the right to perform quality assurance and surveillance in order to verify contract performance standards are achieved and maintained throughout the life of the contract. The government reserves the right to conduct these reviews with full contractor participation and cooperation.

The plan should leverage industry "Best Practices", technology enhancements, professional expertise, employ standard business practices and processes, and minimizes risk while improving quality of service.

The QASP is intended to establish procedures pertaining to the assessment/inspection process that may be conducted. It provides the detailed process for continuous oversight:

- What will be monitored?
- How monitoring will take place?
- Who will conduct the monitoring?
- How monitoring efforts and results will be documented?

The QASP shall include as a minimum a surveillance schedule and clearly state the surveillance method(s) to be used. The QASP must address how the contractor will measure, assess, manage, and report on the quality of its performance.

*The Surveillance Matrix, below, lists a sampling of representative metrics and surveillance methods that FirstNet anticipates using in its validation of SOO compliance. FirstNet seeks comment on this approach in general as well as specific comments from contractors regarding their proposed metrics and/or surveillance methods.*

## 2 Roles and Responsibilities

The following personnel shall oversee and coordinate surveillance activities:

### 2.1 Government Personnel

#### 2.1.1 Contracting Officer (CO)

The CO shall ensure performance of all contractually required actions, ensure compliance with the contract terms and conditions, and safeguard the interests of the United States in the contractual agreement. The CO shall also ensure that the contractor receives impartial, fair, and equitable treatment under this contract and determine.

<b>Assigned CO</b>	Ms. Terrie L. Callahan
<b>Organization or Agency</b>	Chief, Contract Management Branch III, Division II Acquisition Services Directorate, Interior Business Center Department of the Interior
<b>Telephone</b>	703-964-3596 (ofc)
<b>Email</b>	<a href="mailto:Terrie.Callahan@ibc.doi.gov">Terrie.Callahan@ibc.doi.gov</a>

### 2.1.2 Contracting Officer’s Representative (COR)

The COR is responsible for providing continuous technical oversight of the contractor’s performance. The COR will use the QASP to conduct the oversight/surveillance process. The COR shall keep a Quality Assurance file that accurately documents the contractor’s actual performance. The purpose is to ensure that the contractor meets the performance metrics/standards contained in the contract. The COR is responsible for reporting any performance issues and/or problems to the CO immediately. The COR is required to provide an annual performance assessment to the CO which may be utilized in documenting past performance. The QASP is a primary tool for analyzing contractor performance. The COR is not empowered to make any contractual commitments or to authorize any contractual change on the Government’s behalf.

<b>Assigned COR</b>
<b>Organization or Agency</b>
<b>Telephone</b>
<b>Email</b>

## 2.2 Contractor Personnel

The following employees of the contractor serve as the contractor’s Program Manager (PM) and Task Manager for this contract: *To be completed at contract award*

<b>Program Manager</b>
<b>Telephone</b>
<b>Email</b>

<b>Task Manager</b>
<b>Telephone</b>
<b>Email</b>

<b>Other Key Contract Personnel</b>
<b>Telephone</b>
<b>Email</b>

### 3 Performance Requirements and Method of Surveillance

Any changes resulting from reengineering and/or technology enhancements or upgrades are considered part of this contract. These modifications will result in changes to the existing baseline but are considered part of this contract and will not result in re-solicitation of the contract.

#### 3.1 Contract Surveillance

The COR uses the methods contained in this QASP to ensure the contractor is in compliance with contract performance metrics/standards. The COR is responsible for a wide range of surveillance requirements that effectively measure and assess the contractor's performance.

#### 3.2 Surveillance Matrix

The Surveillance Matrix (Section 6) is the list of performance metrics/standards that must be performed by the contractor. This matrix details the method of surveillance the COR will use to validate and inspect these performance elements.

Performance metrics/standards define the desired outcomes. Performance metrics/standards define the level of service required under the contract to successfully meet the performance objective. The inspection methodology defines how, when, and what will be monitored, and assessed in measuring performance.

#### 3.3 Method of Surveillance

The Surveillance Matrix includes the Method of Surveillance for each performance metric/standard. Acceptable surveillance methods include:

##### 3.3.1 M1: Periodic

Periodic surveillance/inspection is surveillance that is based upon selecting samples for assessment on other than 100% inspection or on a statistically random basis. Periodic surveillance can be accomplished, weekly, monthly or quarterly to be determined by FirstNet.

##### 3.3.2 M2: Inspection of Reports/Management Information System

All reports shall be reviewed upon receipt by the COR or as otherwise designated. The COR will report any deficiencies in the document and categorize (editorial, format, and/or substance).

##### 3.3.3 M3: Technical Inspection

Technical surveillance/inspection is surveillance that will be performed as specified on the project schedule by actually observing the work being done. For example FirstNet reserves the right to observe any applicable testing.

##### 3.3.4 Performance Rating Definitions

In evaluating the contractor's performance, the following performance ratings may be used.

**Table 1 Performance Rating Definitions**

<b>Performance Rating</b>	<b>Criteria</b>
<b>Blue - Excellent / Outstanding</b>	Performance meets performance metrics/standards and exceeds many to the government's benefits. The performance metric/standard being assessed was accomplished with no problems and contractor actions were highly effective.
<b>Green - Good</b>	Performance meets the metrics/standards. The performance contains some minor problems for which corrective actions taken by the contractor were satisfactory.
<b>Yellow - Marginal</b>	Performance does not meet some metrics/standards. The performance reflects a serious problem for which the contractor has not yet identified corrective actions. The contractor's proposed actions appear marginally effective or were not fully implemented.
<b>Red - Unsatisfactory</b>	Performance does not meet most metrics/standards and recovery is not likely in a timely manner. The performance contains serious problem(s) for which the contractor's corrective actions appear or were ineffective.

### 3.3.5 Performance Reporting

#### 3.3.5.1 Remedies for Non-Conformance

If inspections indicate unacceptable performance and/or deficiencies, the COR will notify the CO immediately who will take the appropriate action in accordance with applicable laws and regulations

#### 3.3.5.2 Performance Assessment Report (PAR)

PARs will be used to report all minor discrepancies and will be generated by the COR and sent to the contractor for corrective action, with a copy to the CO. The Contractor will be given ten (10) business days to correct PARs unless another date is mutually agreed upon. If three minor discrepancies are found during one month of performance, the Contractor shall submit a Corrective Action Report (CAR) to the COR with a copy to the CO.

#### 3.3.5.3 Corrective Action Report (CAR)

The CARs will identify the performance problem along with the proposed resolution and the scheduled date for correction. The contractor shall provide a weekly status of the CAR until all performance problems have been satisfactorily resolved.

Each performance metric/standard is defined by the performance objective, the baseline requirements described, and the data collection and reporting vehicles and intervals provided. Each performance metric has a minimum performance requirement identified in the table below.

Table 2 Applications Surveillance Matrix

QASP ID #	Objective	Performance Standard	Acceptable Performance Level	Method of Surveillance	Measures / Metrics	Performance Target	Calculation / Formulas	Reference SOO Objective
Q-APP-4	Application growth – Goal is to create an environment where new, innovative and relevant applications are being produced for public safety users.	Continually increasing total of applications being published to the FirstNet application store.	Once Baseline** is met 5% application quarterly growth for the first 3 years, 2% per quarter for the rest of the life of the contract. ** Baseline to be established at IOC-1	M2-MIS, M1-monthly	Total number of applications published to FirstNet applications store that have at least 5% unique downloads by the target user group for the app, for example, 5% usage by registered fire users of a fire-focused app	Blue: Exceeds APL target by 1% (i.e. 6% instead of 5%) Green: APL rate plus up to 1% exceeding target Yellow: Between 0 and APL target. Red: Declining revenues.	Sum of all applications in application store that have at least 5% unique downloads by the target user group for the app	5

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QASP ID #	Objective	Performance Standard	Acceptable Performance Level	Method of Surveillance	Measures / Metrics	Performance Target	Calculation / Formulas	Reference SOO Objective
Q-APP-7	Application developers growth – Goal is to provide an Application Development Platform and Environment where new developers sign up and are active in creating diverse public safety applications which includes mobile apps, web based apps, etc.	Continually increasing total number of active FirstNet registered application developers and able to utilize all functions/services of the application ecosystem.	5% quarterly growth for the first 3 years, 2% per quarter for the rest of the life of the contract.	M2-MIS, M1-quarterly	Total number of registered users and also active registered developers.	Blue: Exceeds APL target by 1% (i.e. 6% instead of 5%) Green: APL rate plus up to 1% exceeding target Yellow: Between 0 and APL target. Red: Declining growth	Sum of all registered developers; Net add of users (total number registered minus number of users deregistered over a period of time).	5
Q-APP-12	Cloud services revenue - Goal is to create a continuously growing cloud ecosystem that produces value added services that public safety agencies will spend their own money to purchase.	Continually increasing total cloud service based revenue for FirstNet	5% quarterly growth for the first 3 years, 2% per quarter for the rest of the life of the contract.	M2-MIS, M1-monthly	Total U.S. Dollars (\$)	Blue: Exceeds APL target by 1% (i.e. 6% instead of 5%) Green: APL rate plus up to 1% exceeding target Yellow: Between 0 and APL target. Red: Declining revenues.	Sum of all revenue from cloud-based services; does not include initial application purchase	2, 5

QASP ID #	Objective	Performance Standard	Acceptable Performance Level	Method of Surveillance	Measures / Metrics	Performance Target	Calculation / Formulas	Reference SOO Objective
Q-APP-19	Application Ecosystem Security Issues - Goal is to ensure security issues are quickly identified and mitigated in order to maintain a secure applications ecosystem and prevent any leakage of sensitive agency or user information	Minimize total number of records compromised data (data viewed by someone other than the intended recipient or another authorized individual with the need to know) as a result of a data breach.	No more than 1000 data records breached.	M2-MIS, M1-annually	Breached data records	Blue: Security issues from 0 to 50% of APL Green: Security issues from 51% - 100 % of APL Red: Security issues above APL	Total number of breached data records	5, 9
Q-APP-27	Local Control by PS Agencies - Goal is to continuously onboard public safety agencies to and increase agency and user adoption of local control	Continually increasing total of trained and certified users and administrators on the FirstNet local control system	75% of agencies onboarded within 3 years 90% of agencies on boarded within 5 years	M2-MIS, M1-3 <sup>rd</sup> and 5 <sup>th</sup> year	Number of PS agencies connected with FirstNet and their local applications	Blue: Exceed APL for total agencies on boarded Green: 80%-100% of APL reached Yellow: 50-80% of APL reached Red: less than 50% of APL reached	Total number of PS Agencies onboarded	5, 10, 15

Table 3 Device Surveillance Matrix

QASP ID #	Objective	Performance Standard	Acceptable Performance Level	Method of Surveillance	Measures / Metrics	Performance Target	Calculation / Formulas	Reference SOO Objective
Q-DEV-1	Definition of Device Portfolio - Goal is to provide incentive for FirstNet contractor to provide a diversity of affordable devices (including accessories) that will satisfy the needs of (user types) public safety mobile professionals, field operations, command staff, and machine to machine.	Continually increasing device sales volume by device and user type	Percentage of public safety market at IOC-2, then 5% quarterly growth for the first 3 years, and 2% per quarter for the rest of the life of the contract.	M2 MIS, monthly	Volume by user type and device type, volume of BYOD users	Per user type (user profile): Blue: Exceeds APL target by 1% (i.e. 6% instead of 5%) Green: APL rate less than 1% of target. Yellow: Between 0 and APL target. Red: Declining revenues. Up to a steady state.	Sum of sales volumes per user type (user profiles) Supplemental: Include sum of sales per user type (US dollars)	

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QASP ID #	Objective	Performance Standard	Acceptable Performance Level	Method of Surveillance	Measures / Metrics	Performance Target	Calculation / Formulas	Reference SOO Objective
Q-DEV-2	User Equipment Certification (B14 Capable Devices) Goal - is to incentivize offeror to provide a large and increasing number of carrier accepted devices in the following device categories: embedded modems (including machine-to-machine), smartphones, tablets, in-vehicle routers and others	Continually increasing total number of devices that are FirstNet carrier accepted.	At launch and post launch: At least 2 of each device category from at least 2 OEM vendors	M2 MIS, monthly.	Number of FirstNet carrier accepted devices in each category.	AT LAUNCH: Blue: more than 2 of each device category from at least 2 vendors at launch Green: at least 2 of each device category from at least 2 vendors at launch Yellow: Less than 2 of each device category from at least 2 vendors at launch Post Launch (After IOC1): Blue: more than 2 of each device category from at least 2 vendors annually Green: at least 2 each device from at 2 each category	Total number of devices per category per vendor added to the carrier accepted device list	

QASP ID #	Objective	Performance Standard	Acceptable Performance Level	Method of Surveillance	Measures / Metrics	Performance Target	Calculation / Formulas	Reference SOO Objective
Q-DEV-5	Failure Rates Goal is to incentivize offeror to minimize the out of box failure rates for devices delivered to FirstNet customers	Out of box failure rate	Less than 1% failure rate – to be confirmed / further researched	M2 MIS: Monthly	Total number of device failures	Blue: zero % Green: less than 1% Yellow: greater than 1% Red: greater than 3%	Total number of device failures / total number of devices * 100%	

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QASP ID #	Objective	Performance Standard	Acceptable Performance Level	Method of Surveillance	Measures / Metrics	Performance Target	Calculation / Formulas	Reference SOO Objective
Q-DEV-8	Poor Device Performance – Goal is to identify and address poor performing devices impacting user experience and network performance.	Live network performance of FirstNet accepted and deployed devices	FirstNet devices performance levels equivalent to commercial rates – offeror to specify commercial levels used for comparisons	M2 MIS, quarterly	Radio resource control connection drops compared to other FirstNet accepted and deployed devices	Blue: All FirstNet device metrics exceed commercial performance levels Green: All FirstNet device metrics meet commercial performance levels Yellow: FirstNet device metrics are 10% below commercial performance levels Red: FirstNet device metrics are 20% below commercial performance levels	Unexpected radio resource control releases per device type	

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Table 4 RAN/Core Surveillance Matrix

QAS P ID #	Objective	Performance Standard	Acceptable Performance Level	Method of Surveillance	Measures / Metrics	Performance Target	Calculation / Formulas	Reference SOO Objective
Q-RC-2	Priority and QoS Administration – Goal is to ensure QPP profiles are maintained and updated in a timely prioritization within the network.	User profile implementation and updates versus #/time	100% of the profiles implemented or updated within three (3) days	MIS, notified weekly and monthly review	Average update time	Number for Implementation/up dates: Blue: < 1 Day Green: 1 < = 3 Days Yellow: > 3 < 7 Days Red: > = 7 Days	Average all profile change times per quarter.	1, 5, 6, 10
Q-RC-9	Goal is service platform enablers (MCPTT, IMS sessions) systems planned to achieve lowest delay variation for maximum public safety user service uptake and session experience.	Minimal jitter (delay variation)	Depends on delay sensitive applications running on the network, coefficient of variation of 10% or less in 90% of samples	MIS	Jitter	Blue (Below 1%), Green (1 to 2%), Yellow (2 to 3%), Red (above 3% coefficient of variation)	Percentage of packets that had positive (and negative) jitter, average jitter per packet that had positive (and negative) jitter	1, 7

QAS P ID #	Objective	Performance Standard	Acceptable Performance Level	Method of Surveillance	Measures / Metrics	Performance Target	Calculation / Formulas	Reference SOO Objective
Q-RC-13	ProSe Planning and Design – Goal is fastest discovery time using ProSe 3GPP standard to provide best public safety experience when not in FirstNet terrestrial coverage. Quickest time to discover all other first responders available in incident to best manage incident.	Low discovery time	For 90% of cases, under 10 seconds to discover and notify all valid discovered users	MIS	Discovery time	Blue (Below 9 seconds), Green (between 9 and 11 seconds), Yellow (between 11 and 30 seconds) Red (over 30 seconds)	Device reported statistics when reconnected to FirstNet network time to discover all valid users after discovery initiated while not in FirstNet terrestrial or temporary coverage	1, 7

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QAS P ID #	Objective	Performance Standard	Acceptable Performance Level	Method of Surveillance	Measures / Metrics	Performance Target	Calculation / Formulas	Reference SOO Objective
Q-RC-19	Core network Throughput – Goal is to achieve maximum throughput and most efficient use of Band 14 resource. To ensure maximum number of users receive the required throughput to access first responder applications	Maximum throughput in the core network	Applies to 70% of traffic loading in core network: 300 Mbps DL and UL	MIS, counters from network statistics	Throughput counters from infrastructure vendors	Blue: Greater than 5% above APL Green: Meets APL +/- 5% Red: 5% or more below than APL	Total bit rates (UL and DL) divided by sampling time (e.g., 60 minutes)	8
Q-RC-21	Traffic management – Goal is to make sure that public safety customers are never blocked from the core while optimizing FirstNet capital.	Capital efficient non-blocking backhaul transport.	Percentage of blocks less than 1%	100% inspection, MIS, monthly <- Identify Public Safety incidences	Blocks	Blue: 0% Blocked Green: 0-1% Blocked Yellow: 1-5% Blocked Red: >5% Blocked	Blocks divided by attempts	8

QAS P ID #	Objective	Performance Standard	Acceptable Performance Level	Method of Surveillance	Measures / Metrics	Performance Target	Calculation / Formulas	Reference SOO Objective
Q-RC-22	Radio network design – Goal is to make sure that public safety customers are reliably attached to a site. No blocking due to radio resource license or hardware capability.	No blocking due to license, and minimal blocks due to hardware.	0% license blocks across the network based on a quarterly review <2% eRAB (Radio Access Bearer) blocks across the network based on a quarterly review	MIS, weekly reports, reviewed monthly	Counters related to License Blocking Radio Resource Blocks Available	Green: No Blocking based on resource licenses; =<2% eRAB blocks Red: Any blocks based on resource license; >2% eRAB blocks	Sum of each counter related to license blocking Average eRAB blocks across the network based on counters from the OSS.	8
Q-RC-29	Goal is to provide more coverage of communication services to public safety users. If there is no B14 coverage, the device can connect to the network through FirstNet's roaming partner's spectrum	More coverage for public safety service by having high outbound roaming success rate	> 95%	MIS	Roaming success count	Blue (> 99%), Green (95-99%), Red (<95%)	# of roaming success count divided by total roaming count	1,6,8

Table 5 Network Operations Surveillance Matrix

QASP ID #	Objective	Performance Standard	Acceptable Performance Level	Method of Surveillance	Measures / Metrics	Performance Target	Calculation / Formulas	Reference SOO Objective
Q-OPS-4	Network Operations – Goal is to maintain a reliable CMDB (configuration management database) that represents current and consistent system configuration	100% of system configuration is automatically to CMDB and updated within 1 hour of change.	System software and hardware levels are kept to date in CMDB or plan of resolution documented.	M4 – quarterly review	To be proposed by offeror	Green: All systems information is entered/updated in CMDB	To be proposed by offeror	
Q-OPS-12	Network Operations - Goal is to ensure the security of network facilities, assets and user data.	Malware detection and mitigation reporting	Month trends of malware events. 95% of intrusion malware resolved within x min	M2 - MIS – Monthly Review	Incident count of malware incidents. Total count of malware resolved	Blue (>99% within x min), Green (95- 99% within x minutes), Red (<95% within x minutes)	To be proposed by offeror	
Q-OPS-21	Network Operations - Goal is to ensure planned disaster recovery exercises are scheduled and action reports delivered.	Planned disaster events are fully documented for effectiveness and lessons learned.	100% of disaster response and recovery planned events are reported with effectiveness and key lessons learned.	M2 - MIS – Quarterly Review	To be proposed by offeror	Blue (Each Region Per Quarter), Green (Each Region twice annually), Red (Each Region once annually or less)	To be proposed by offeror	

QASP ID #	Objective	Performance Standard	Acceptable Performance Level	Method of Surveillance	Measures / Metrics	Performance Target	Calculation / Formulas	Reference SOO Objective
Q-OPS-25	Network Operations – Goal is to quickly address escalated user care tickets following assistance request from users or escalated by customer care.	User care tickets are reviewed by support personnel within 5 minutes of user requesting assistance or escalated by customer care.	> x% response rate	M2 - MIS – Monthly Review	Count of customer care tickets opened within 5 minutes and updated. Count of total customer care tickets.	Green: Meets or Exceeds improvement APL Red: Below APL	Count of updated tickets divided by total opened tickets	
Q-OPS-29	Network Operations – Goal is to understand and document service availability.	Service availability statistics are documented and delivered monthly and on-time.	Service availability reports delivered on a monthly basis and on-time	M2 - MIS Monthly	To be proposed by offeror	Blue (Service Availability readout delivered weekly), Green (Service Availability delivered monthly), Red (Service Availability readout delivered > monthly)	To be proposed by offeror	

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Table 6 Business Surveillance Matrix

QAS P ID #	Objective	Performance Standard	Acceptable Performance Level	Method of Surveillance	Measures / Metrics	Performance Target	Calculation / Formulas	Reference SOO Objective
Q-BUS-1	Customer Satisfaction. Goal is to exceed customer satisfaction objectives	Meet or exceed projections	98% customer satisfaction	M2-MIS Monthly	Percent of subscribers by segment who rate FirstNet service/devices as satisfactory or above	Blue: Exceeds target by 1% Green: Meets target rate plus up to 1% exceeding target Yellow: Misses target by between 1% to 5% Red: Misses target by more than 5%	Percent of subscribers by segment who responded to survey who rate FirstNet as Satisfactory or Above; calculate average; compare to projections	15

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QAS P ID #	Objective	Performance Standard	Acceptable Performance Level	Method of Surveillance	Measures / Metrics	Performance Target	Calculation / Formulas	Reference SOO Objective
Q-BUS-4	Ensure public safety adoption and use of the NPSBN through achievement of FY quarterly subscriber targets	Meet or exceed projections	Meet or exceed projections	quarterly	Formula based on actual subscribers versus target subscribers	TBD	<p>The total Disincentive Fee payable by the contractor to FirstNet in any given FY quarter may be calculated as the product of:</p> <p>A. The average number of Public Safety Subscribers below the Public Safety Subscriber Target for any given FY quarter and</p> <p>B. the Disincentive Base Rate, and</p> <p>C. the relevant Disincentive Base Rate Multiplier.</p>	1, 2, and 15

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QAS P ID #	Objective	Performance Standard	Acceptable Performance Level	Method of Surveillance	Measures / Metrics	Performance Target	Calculation / Formulas	Reference SOO Objective
Q-BUS-5	State Plan Development – Goal is to develop and deliver a complete and descriptive State Plan, including state/territory desires, to demonstrate that opting-in to the FirstNet solution is the best option for each state/territory.	Continually provide FirstNet with products needed to develop a complete and descriptive State Plan including, but not limited to RAN Plans, Coverage Plans, SLAs, Network Deployment Plans, and Financial Plans.	100% of the necessary data for the State Plan development is provided 3 months prior to expected delivery of the State Plan to a state/territory. Updates to that data are provided on and on-going basis as it becomes available.	Weekly	Per State Plan: Data for identified elements is provided.	Blue- 100% provided monthly Green- 90% provided monthly Yellow- Less than 90% provided monthly	The amount of data delivered divided by the amount of data needed each month.	14,15
Q-BUS-8	On time network equipment delivery for implementation.	Ensure on timely delivery of user services	Within 95% of schedule	Quarterly	Percentage of equipment deliveries to FirstNet/Contractor inventory for field implementation/deployment	Blue: Meet target Green: Target missed by 10 percent Yellow: Target missed by 20 percent Red: Target missed by more than 20 percent	Quarterly delivered on site and on agreed schedule (based on purchase order) versus missed schedules	SOO - All

QAS P ID #	Objective	Performance Standard	Acceptable Performance Level	Method of Surveillance	Measures / Metrics	Performance Target	Calculation / Formulas	Reference SOO Objective
Q-BUS-9	On time device and accessories delivery for sales channels and inventory	Optimum level of device and accessories stocking to meet market demand	3 month forecasted stock for all models	Monthly	Zero delay of device availability for sales channels based on forecast	Blue: Meet target Green: Target missed with 1 week delay. Yellow: Target missed with 2 weeks delay Red: Target missed by more than 1 month delay	Monthly delivered on site and on agreed schedule (based on purchase order) versus missed schedules	SOO - All
Q-BUS-11	Provide live response to Tier 1 customer care support	Respond to calls within 45 seconds	Meet target 95% of time	Monthly	Percentage of Tier 1 calls that meet target response time	Blue: Meet target Green: Target missed by 5 percent, i.e. 90% calls answered within 45 seconds. Yellow: Target missed by 10 percent Red: Target missed by more than 15 percent	Targets calculated based on monthly average with no more than 10% variation on a daily basis	SO015

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## **4 Forms**

The forms for the PAR, CAR, and CCR can be found in this section.

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## 4.2 Customer Complaint Record (CCR)

CUSTOMER COMPLAINT RECORD		DATE/TIME OF COMPLAINT	
SOURCE OF COMPLAINT			
ORGANIZATION	BUILDING NUMBER	INDIVIDUAL	PHONE NUMBER
NATURE OF COMPLAINT			
CONTRACT REFERENCE			
VALIDATION			
DATE/TIME CONTRACTOR INFORMED OF COMPLAINT			
ACTION TAKEN BY CONTRACTOR			
RECEIVED/VALIDATED BY			

### 4.3 Performance Assessment Report (PAR)

PERFORMANCE ASSESSMENT REPORT (PAR) (If more space is needed, use reverse and identify by number)			
1. CONTRACT/TASK ORDER NUMBER	2. CONTRACTOR	3. TYPE OF SERVICES	
4. QUALITY ASSURANCE PERSONNEL (COR) SIGNATURE AND DATE		5. COR PHONE	6. SUSPENSE DATE
I. PERFORMANCE			
7. <input type="checkbox"/> DEFICIENCY (CHECK ALL BOXES THAT APPLY) <input type="checkbox"/> NEW <input type="checkbox"/> REPEAT <input type="checkbox"/> NO DEFICIENCY NOTED		8. SERVICES SUMMARY or CET PARAGRAPH ITEM REVIEWED	
9. BRIEF DESCRIPTION OF DEFICIENCY (IF DEFICIENCY BOX WAS CHECKED)		10. DETAILED PERFORMANCE ASSESSMENT	
II. CONTRACTOR VALIDATION			
11. CONTRACTOR REPRESENTATIVE <input type="checkbox"/> CONCUR <input type="checkbox"/> NON-CONCUR		12. CORRECTIVE ACTION ESTIMATED COMPLETION DATE	
13. CONTRACTOR REPRESENTATIVE CORRECTIVE ACTION AND PREVENTION OF RECURRENCE <u>OR</u> REASON FOR NON-CONCURRENCE OF COR CITED DEFICIENCY			
III. ACTION CORRECTED			
14. <input type="checkbox"/> CONCUR <input type="checkbox"/> NON-CONCUR		COR SIGNATURE AND DATE	
15. COR REMARKS (REQUIRED)			
6. CONTRACTOR REPRESENTATIVE REMARKS			

## 5 Signatures

### Contracting Officer (CO)

\_\_\_\_\_ Date: \_\_\_\_\_

### Contracting Officer Representative (COR)

\_\_\_\_\_ Date: \_\_\_\_\_

### Alternate Contracting Officer Representative

\_\_\_\_\_ Date: \_\_\_\_\_

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## 6 Appendix

Table 7 QASP Applications SLA

Metric Name	Acceptable Performance Level	Measures / Metrics	Calculation Formulas	Q-APP-6 - FirstNet App Store SLA	Q-APP-8 - App Dev Platform SLA	Q-APP-9 - App Core SLA	Q-APP-11 - App Certification SLA	Q-APP-14 - App Cloud SLA	Q-APP-23 - Local Control SLA	Q-APP-24 - Agency Homepage SLA
<b>Severe Issue Response Time</b>	All major and above apps related alarms/events are acknowledged and action taken within 5 minutes	95% of events are responded to within 5 minutes	Number of acknowledged events with 5 minutes divided by total number of events received	X	X	X	X	X	X	X
<b>Tier One Trouble Ticket Support</b>	Tier One support personnel are sufficiently trained and able to work and successfully resolve majority of trouble tickets	>85% of trouble tickets are handled by first level tier support	To be proposed by offeror	X	X	X	X	X	X	X
<b>Trouble Ticket Accuracy</b>	95% of trouble tickets record a problem resolution description that is consistent with the actual cause of service degradation or outage	To be proposed by offeror	To be proposed by offeror	X	X	X	X	X	X	X
<b>User Rating</b>	Minimum of 4	Rating of 1-5 (5 being the highest)	Average of all user rating scores	X	X		X	X	X	X
<b>Availability</b>	99.99% availability	Number of minutes the system is unavailable (“down”)	Total number of minutes the system is unavailable over a calendar year	X		X		X	X	X

Metric Name	Acceptable Performance Level	Measures / Metrics	Calculation Formulas	Q-APP-6 - FirstNet App Store SLA	Q-APP-8 - App Dev Platform SLA	Q-APP-9 - App Core SLA	Q-APP-11 - App Certification SLA	Q-APP-14 - App Cloud SLA	Q-APP-23 - Local Control SLA	Q-APP-24 - Agency Homepage SLA
<b>Latency</b>	Average Latency: less than 100ms response time for pings/requests to cloud services/systems.	# of milliseconds for a response to be received for cloud service/system pings	Average Ping Latency per hour per quarter	X		X		X	X	X
<b>App Certification Average Time</b>	10 days	Number of days it takes for a certification response to be sent to a developer after submission	Average number of calendar days a certification takes				X			

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