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1 Quality Assurance Surveillance Plan Matrix Template

The Offeror should include a Quality Assurance Surveillance Plan (QASP) in their response, detailing the performance metrics/standards they will provide in the form of QASP elements. Proposed performance metrics/standards should align with the deliverables specified in the Offeror's proposed Deliverables Table. When developing the QASP, the Offeror should be attentive to the First Responder Network Authority's (FirstNet) objectives as defined in Section C, Statement of Objectives (SOO).

The QASP should include but is not limited to a QASP Surveillance Matrix. Table 1 Format of QASP Surveillance Matrix provides a template and instructions for Offerors to follow when developing their QASP Surveillance Matrix. Table 2 Example of a QASP Element provides a sample version of a QASP element for reference.

Table 1 Format of QASP Surveillance Matrix

QASP ID #	Purpose	Performance Standard	Acceptable Performance Level	Method of Surveillance	Measures/Metrics	Performance Target	Calculation/Formulas	Reference SOO Objective
Provide a unique ID label	Describe the desired objective of the performance standard	Provide a short description of the performance standard	Provide, using a quantifiable and measurable metric, a definition for achieving acceptable performance of the performance standard	List the methods of surveillance to be used and the frequency of occurrence	Provide a detailed description of how the performance standard will be measured	Relate the measurement described in the Measures/Metrics column to the four (4) performance rating levels of described in Section J, Attachment J-6, Quality Assurance Surveillance Plan	Provide a detailed description of how values defined in the Measures/Metrics column are calculated	List corresponding objectives from the SOO that this performance standard intends to address

Table 2 Example of a QASP Element

QASP ID #	Purpose	Performance Standard	Acceptable Performance Level	Method of Surveillance	Measures/ Metrics	Performance Target	Calculation/ Formulas	Reference SOO Objective
Q-APP-4	Application growth – The goal is to create an environment where innovative and relevant applications are being produced for public safety users.	Continually increasing the total number of applications being published to the FirstNet applications store	Once a 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	M3-MIS, M1-monthly	Total number of applications published to the FirstNet applications store that have at least 5% unique downloads by the target user group for the application. For example, 5% usage by registered fire users of a fire-focused application	Blue: Exceeds Acceptable Performance Level (APL) target by 1% (e.g., 6% instead of 5%) Green: APL rate plus up to 1% exceeding target Yellow: Between 0 and APL target Red: Declining number of applications	Sum of all applications in the FirstNet applications store that have at least 5% unique downloads by the target user group for the application	5