

Attachment 4: FY 2017 Quality Assurance Surveillance Plan (SourceAmerica)

AQL	Unsatisfactory	Satisfactory	Good	Exceptional
Employment Growth Plan	Plan is submitted after the due date established in the agreement	100% of plan is submitted on time	100% of plan is submitted at least fourteen (14) to twenty (20) business days prior to the due date established in the agreement	100% of plan is submitted at least twenty one (21) business days prior to the due date established in the agreement
Employment Growth plan and progress updates	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 demonstrates at least one innovative approach or incorporates additional value-added component	In addition to addressing the minimum elements, the CNA demonstrates innovative approaches and incorporates additional value-added components
Net employment growth (SDDLH)	Any loss employment growth (SDDLH)	up to 1% increase in annual net employment growth (SDDLH)	Greater than 1% and up to 3.0% increase in annual net employment growth (SDDLH)	Greater than 3.0% increase in annual net employment growth (SDDLH)
Upward Mobility & Competitive Placement	Any loss in placements and promotions (P/P)	No net loss in placements and promotions (P/P)	No net loss in placements and promotions (P/P) and one initiative supporting increased P/P	Net increase in placements and promotions (P/P) and more than one initiative supporting increased P/P
Allocation Appeals	More than 1 allocation and recommendation overturned by the Commission.	No more than 1 allocation and recommendation overturned by the Commission.	N/A	100% of allocation and recommendation decisions result in eligible, qualified, capable NPAs receiving AbilityOne work and no appeals are upheld by the Commission.
NPAs Compliance with AbilityOne Regulatory Requirements	Less than 95% of CNA's participating NPAs are in compliance with AbilityOne regulatory requirements.	95% and up to 96% of CNA's participating NPAs are in compliance with AbilityOne regulatory requirements	Greater than 96% and up to 99% of CNA's participating NPAs are in compliance with AbilityOne regulatory requirements	More than 99% or more of CNA's participating NPAs are in compliance with AbilityOne regulatory requirements
Reps and Certs Timeliness, Accuracy & Completion	Less than 96% of Reps and Certs submitted are accurate, complete, and on time.	96% and up to 97% of Reps and Certs submitted are accurate, complete, and on time.	Greater than 97% and up to 98% of Reps and Certs submitted are accurate, complete, and on time.	More than 98% or more of Reps and Certs submitted are accurate, complete, and on time.

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PL Transactions, Accuracy & Completion	Less than 75% of PL transactions are complete, and accurate in accordance with the Commission manuals.	75% and up to 80% of PL transactions are complete, and accurate in accordance with the Commission manuals.	Greater than 80% and up to 89% of PL transactions are complete, and accurate in accordance with the Commission manuals.	More than 89% or more of PL transactions are complete and accurate in accordance with the Commission manuals.
Timely PL Addition Requests	Less than 120 days before the expiration of the last option of the current contract and 1 late submission per quarter or 4 per year	At least 120 up to 129 days before the expiration of the last option of the current contract and no more than 1 late submission per quarter with good cause	At least 130 up to 149 days before the expiration of the last option of the current contract and no more than 1 late submission per quarter with good cause	150 or more days before the expiration of the last option of the current contract than 1 late submission per quarter with good cause
Federal Procurement Training	Less than 10% increase in NPA enrollment in Federal procurement related training courses provided by the CNA	Greater than 10% and up to 15% increase in NPA enrollment in Federal procurement related training courses provided by the CNA	Greater than 15% and up to 20% increase in NPA enrollment in Federal procurement related training courses provided by the CNA	More than 20% increase in NPA enrollment in Federal procurement related training courses provided by the CNA
NPAs Training Satisfaction	Less than 85% of NPAs report satisfaction with CNA training courses on Federal Procurement process and negotiation techniques	Greater than 85% and up to 86% of NPAs report satisfaction with CNA training courses on Federal Procurement process and negotiation techniques	Greater than 86% and up to 89% of NPAs report satisfaction with CNA training courses on Federal Procurement process and negotiation techniques	More than 89% of NPAs report satisfaction with CNA training courses on Federal Procurement process and negotiation techniques
Training PWSD	No training provided	Online Training available for AbilityOne workers	Online training includes options that support upward mobility and NPA HR staff afforded ability to monitor employee progress	All elements of Good standard and delivery of a needs assessment results with recommended methods for increased delivery of training to individuals with significant disabilities within the training report as described in PWS para. 3.4.1.4 for one quarter on an annual basis as the results are available.

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Strategic Communications	Fewer than 6 minimum elements in the Strategic Communications PWS section 3.4.2. are accurate, complete and on time -- or several key elements are missing, incorrect or under-represented.	The 6 minimum elements in the Strategic Communications PWS section 3.4.2. are at least 85% accurate, complete and on time, and reflect an approach or results that are near publication-ready or nearly implementable.	The 6 minimum elements in the Strategic Communications PWS section 3.4.2. are at least 90% accurate, complete and on time -- and reflect an approach or results that are near publication-ready or nearly implementable, and aligning the Strategic Communications solution with the AbilityOne Program's need and delivering meaningful results.	The 6 minimum elements in the strategic communications PWS section 3.4.2. are at least 98% accurate, complete and on time -- and reflect an approach or results that are publication-ready or implementable; demonstrate an innovative or strategic approach; taking all elements into account; and / or delivering significant results.
Deliverables	Less than 100% of reports required by the PWS are submitted on time and accurate	N/A	N/A	100% of reports required by the PWS are submitted on time and accurate