Quality Assurance Surveillance Plan, Matrix

Deliverable or Service Requirement	Performance Standards	Acceptable Quality Level (AQL)	Method of Surveillance	Government action for Failure to Meet AQL
Equipment Delivery & Specifications (1.1 - 1.5, 2.1, 2.2, 5.1, 5.2)	Equipment delivered must be fully assembled, under 10 years old, properly tagged (2.3), weatherproof (NEMA 3), and meet all technical specs (CFM, pressure, filters, power ratings). Must match equipment approved at Pre-Delivery Source Inspection	100% compliance with technical specifications and delivery schedule. No unauthorized substitutions.	Pre-Delivery Source Inspection (30-45 days prior); 100% Receipt Inspection upon delivery by COR/TPOC/ZM	Reject non-compliant equipment; withhold acceptance and payment until compliant equipment is delivered; issue Contract Discrepancy Report (CDR).
Start-Up, Commissioning & Training (1.6, 4.4, 5.3)	Contractor provides on-site start-up, pressurization, leak checks, set-point adjustments, troubleshooting, and trains Government operators prior to turnover.	100% of equipment successfully commissioned without faults; 100% of required operators trained before acceptance.	Direct observation by COR/TPOC during commissioning phase.	Withhold Final Acceptance (5.6); require immediate correction of faults and completion of training.
Preventative Maintenance (PM) & Weekly Inspections (4.2.2, 4.3.2)	Contractor performs weekly operational inspections and scheduled PM (consumables, lubrication, filter changes) per OEM standards. Submit technical field reports (CDRL A004, B004).	100% adherence to PM schedule. Reports submitted on time with zero omissions.	COR/TPOC review of PM Schedules and submitted technical field reports. Spot checks of equipment condition.	Issue CDR; require immediate dispatch of technician to perform missed maintenance; potential equitable adjustment for loss of value.
Emergency Repair Services & Replacement (4.2.3, 4.3.3)	Provide repair service within 12 hours of notification. Return machine to service within 24 hours OR deliver a replacement at no extra charge.	100% compliance with 12-hour response and 24-hour repair/replace timelines.	Logging of notification time vs. technician arrival time; verification of return-to-service by COR.	Issue CDR for equipment downtime exceeding 24 hours.
Required Deliverables (4.2.9, 4.5)	Submit QAP, Technical Instructions (TIs/Manuals in waterproof cases on machines), 24/7 Emergency POCs, PM Schedules, and Equipment Data Sheets (CDRLs A001-A004)	100% on-time delivery of all correct and complete documents.	100% Inspection of documentation by COR upon delivery of equipment.	Withhold Final Acceptance and payment until all deliverables are received and approved.

Ratings	Descriptive Rating System
Exceptional	Performance meets all contractual requirements and exceeds many to the Government's benefit. Problems are rare, and the contractor takes highly effective corrective action. For this SOW, an "Exceptional" rating would require flawless execution, proactive communication of potential issues with well-researched solutions, and delivery of all components and documentation ahead of schedule.
Very Good	Performance meets all contractual requirements and exceeds some to the Government's benefit. Problems are infrequent, and the contractor demonstrates effective corrective action. For example, all technical requirements are met, and the contractor provides exceptionally clear and well-organized documentation that facilitates rapid government review.
Satisfactory	Performance meets all contractual requirements. This is the expected level of performance. Any non-conformances are minor, and the contractor's proposed corrective actions are timely and effective. The work is technically sound, and all deliverables are submitted on time.
Marginal	Performance does not meet some contractual requirements. A "Marginal" rating may be assigned if a significant non-conformance is identified (e.g., failure to meet a key test parameter like breakaway torque) or if required documentation is repeatedly late or incomplete. This reflects a need for increased government oversight.
Unsatisfactory	Performance does not meet most contractual requirements, and recovery is not likely in a timely manner. This rating would be assigned for multiple significant failures, a critical uncorrected deficiency, or a failure to provide required OQE, which jeopardizes the entire project.