

RFP #	Requirement	Lot	Quality Standard	AQL	Timeliness Standard	AQL	Maximum	Surveillance Method							
5.1	Budget and Financial Support							D O	MIS	PI	US	VU CC	100 %	PS	RS
5.1.1	Provide Assistance In The Budget Process	# Of assists performed per month	All assists performed were accurate, complete, and met the requirements of the person needing assistance.	3%	Assists were complete within 2 hours of initiation	10%	COB				X	X			
5.1.2	Assist In The Preparation Of Grants, Contracts, And Cooperative Agreements	# Of assists performed per month	All assists performed were accurate, complete, and met the requirements of the person needing assistance.	3%	Assists were complete within 2 hours of initiation	10%	COB				X	X			X
5.1.3	Type, Route And Gain Approval For Acquisitions	# Of acquisitions accomplished per week	All acquisitions were accomplished accurately, complete, and met the needs of the requester.	2%	Acquisitions were completed within 2 days of a request	5%	5 days				X	X			
5.1.4	Process Invoices	# Of invoices processed per week	All invoices processed were accurate and complete; reconciled, entered into data base, and coordinated as needed.	1%	Invoices were processed within 1 day of receipt	2%	2 days				X	X		X	
5.1.5	Analyze Budget / Finance Problems And Resolve Discrepancies	# Of problems / discrepancies resolved per month	All problems / discrepancies were resolved satisfactorily.	5%	Problems / discrepancies were resolved within 5 days of discovery	7%	5 days				X	X			
5.1.6	Research And Produce Payment Voucher History For Payment	# Of vouchers processed per week	All vouchers were processed accurately and complete for payment.	1%	Vouchers processed within 1 day of receipt	2%	COB				X	X		X	X

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5.1	Budget and Financial Support							D O	MIS	PI	US	VU CC	100 %	PS	RS
5.1.7	Maintain Charge Card Corporate Account	# Of corporate card entries per day	All corporate charge card entries were reconciled for accuracy and completeness	1%	Corporate Charge Card maintained daily	2%	5 days				X	X		X	X
5.1.8	Work With Data Tracking System And EAGLS Tracking System	# Of statements per week	All EAGLS statements, TMC printouts and budgets checked for accuracy and corrections made as needed	5%	Reviews and corrections made by the end of the week received	10%	By the end of each month				X	X		X	X
5.1.9	Complete Cost Codes On Statements	# Of statements per day	All statements have accurate cost codes	1%	Statements reviewed for accuracy within 1 working day of receipt COB	2%	Statements reviewed for accuracy within 2 working days of receipt COB				X	X		X	X
5.1.10	Process Permit / License Fees For Deposit	# Of permits / licenses per week	All permits / licenses processed accurately and correctly and fees deposited	5%	Permits / licenses processed and fees deposited by the end of the week received.	10%	By the end of the month received.				X		X		

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5.2	Federal Finance System (FFS)							D O	MIS	PI	US	VU CC	100 %	PS	RS
5.2.1	Manage User Accounts	# Of accounts managed per month	Accounts managed accurately and IAW FFS procedures and requirements	5%	Accounts were managed and maintained within 1 working day	5%	Accounts were managed and maintained within 2 working days			X	X	X			

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5.3	Correspondence							D O	MIS	PI	US	VU CC	100 %	PS	RS
5.3.1	Prepare Draft And Final Correspondence	# Of draft and final correspondence prepared per month	All final and draft correspondence has been reviewed for format, grammar, and spelling	1%	All correspondence submitted within 1 working day of assignment	3%	All correspondence submitted within 2 working days of assignment				X	X			X
5.3.2	Prepare Endangered Species Listing	# Of Endangered Species listings prepared per month	Endangered Species Listing reviewed for format, grammar, and spelling	1%	Listing is prepared and completed within 5 working days of initiation	5%	Listing is prepared and completed within 10 working days of initiation				X	X		X	X
5.3.3	Prepare Federal Register Documents	# Of Federal Register documents prepared per month	Federal Register documents prepared in proper format, with correct grammar and spelling	1%	Within 1 working day of initiation	3%	Within 2 working days of initiation				X	X		X	X
5.3.4	Prepare And Finalize, In Standard Format News Releases, And Advisories For The Media	# Of news releases and advisories per month	News releases and advisories are prepared and finalized accurately, complete with proper format, grammar, and spelling	1%	Within 1 working day of initiation	3%	Within 2 working days of initiation				X	X		X	X

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5.3	Correspondence							D O	MIS	PI	US	VU CC	100 %	PS	RS
5.3.5	Create And Maintain Lists For Distribution And Contact Purposes.	# Of lists created /maintained per year	Lists created /maintained that are accurate, complete, and IAW requirements	2%	Within 2 days of knowledge that the list needs creation / maintenance	5%	Within 5 working days				X	X			
5.3.6	Respond Via Email, Telephone, And Ground Mail To Inquiries For Information	# Of inquiries per week	Responses to inquiries were accurate/correct and met the needs of the requester.	1%	Inquiries responded to within 5 working days for all others	3%	Within 10 working days				X	X			
5.3.7	Assemble Information Supplied By External Affairs Staff And Other Programs Into A Weekly Report For Washington External Affairs Office	# Of weekly reports per year	All Weekly Reports prepared accurately, complete, with proper format, grammar, and spelling	1%	Within 1 working day of receiving information	2%	Within 3 working days, no later than due date				X	X			
5.3.8	Create And Update Logs For The Native American Grant Program	# of grant requests per year	Logs are created and maintained accurately and correctly	1%	Within 2 working days of receipt of grant request	3%	Within 3 working days				X	X			

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5.4	Customer Service							D O	MIS	PI	US	VU CC	100 %	PS	RS
5.4.1	Greet Visitors, Refer Inquiries, And Answer General Questions	# Greetings / Contacts Made Per Month	Greetings were courteous, with a smile, and pleasant voice	5%	Customer / Visitor was greeted within 1 to 2 minutes of arrival	5%	Within 5 minutes				X	X			
5.4.2	Coordinates Scientist In The School Program Activities	# Program activities scheduled per month	Program activities are scheduled accurately and correctly	5%	Program activities were scheduled within 5 working days of a request	10%	Within 10 working days				X	X			

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5.5	Data Management							D O	MIS	PI	US	VU CC	100 %	PS	RS
5.5.1	Manage Databases	# Of databases managed and maintained per month	Databases managed and maintained accurately and correctly in a logical and orderly manner	5%	Databases managed and maintained IAW established schedules	5%	Within 1 day of established schedule		X		X	X			
5.5.2	Produce and/or format Specific Reports for Distribution	# Of database reports produced and distributed monthly	Database reports were produced and distributed IAW with current guidance	2%	Database report compiled and distributed within 2 working days	2%	Within 3 working days		X		X	X			

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5.6	Executive Support							D O	MIS	PI	US	VU CC	100 %	PS	RS
5.6.1	Provide Support To The Executive Level Staff (ARD And Higher)	# Of Executive Level Support Activities Provided	Support Was Provided In A Courteous And Professional Manner	1%	Support was provided within 2 hours of request	3%	COB				X	X			
5.6.2	Provide Secretarial Support to Senior Staff	# of support activities provided	Support Was Provided in a Courteous and Professional Manner	5%	Support was provided within 2 hours of request	5%	COB				X	X			

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5.7	Freedom of Information Act (FOIA)							D O	MIS	PI	US	VU CC	100 %	PS	RS
5.7.1	Review And Analyze Request	# Of reviews made per month	Reviews were IAW Service FOIA policy and Regional guidance from Regional FOIA Officer	3%	Reviews were processed within 2 working days	5%	Within 5 working days				X	X			
5.7.2	Conduct Record Search And Consolidate Collected Records In To Applicable Format	# Of searches / consolidations in applicable format made per month	Document(s) were IAW Service FOIA policy and Regional guidance from Regional FOIA Officer	3%	Formatted documents were processed within 5 working days	5%	Within 10 working days				X	X			

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5.7	Freedom of Information Act (FOIA)							D O	MIS	PI	US	VU CC	100 %	PS	RS
5.7.3	Coordinate For Review Of Product By Regional FOIA Officer And/Or Solicitor's Office	# of reviews coordinated per month	Reviews were IAW Service FOIA policy and Regional guidance from Regional FOIA Officer	3%	Reviews submitted within 2 working days	5%	Within 4 working days				X	X			
5.7.4	Conduct Final Review Of Documents / Index For Accuracy	# Of reviews made per month	Final review completed / indexed and submitted for signature	3%	Final reviews submitted within 2 working days	5%	Within 4 working days				X	X			

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5.8	Litigation							D O	MIS	PI	US	VU CC	100 %	PS	RS
5.8.1	Review And Analyze Initial Filing	# Of reviews made per month	Reviews were made with accurate analysis IAW assigned attorney	5%	Reviews were made within 1-3 working days of receipt	10%	Reviews were made within 4-6 working days of receipt				X	X			
5.8.2	Consolidate All Collected Records Into Applicable Format	# Of records consolidated in appropriate format	Consolidation of records were make IAW attorney instructions and appropriate format	5%	Consolidations completed within 1-3 working days	10%	Consolidations were completed within 4-6 working days				X	X			

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5.8	Litigation							D O	MIS	PI	US	VU CC	100 %	PS	RS
5.8.3	Conduct Final Review Of Documents/Index For Accuracy	# Of final reviews completed per month	Final review for accuracy IAW attorney instructions and appropriate format	5%	Final reviews completed within 1-2 working days	10%	Final reviews completed within 3-4 working days				X	X			

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5.9	Meetings/Workshops/Outreach/ Training Support							D O	MIS	PI	US	VU CC	100 %	PS	RS
5.9.1	Conduct Pre-Planning Meeting	# Of pre-planning meetings conducted per month	Meetings were organized and conducted in a logical and orderly manner	5%	Meetings were conducted within 1 working day of request	5%	Within 2 working days of request				X	X			
5.9.2	Conduct Pre-Meeting Activities	# Of pre-meeting activities conducted per month	Activities conducted accurately, completely IAW meeting requirements	5%	Activities were completed within 10 working days prior to meeting	5%	Within 1 working day prior to meeting				X	X			
5.9.3	Provide Assistance And Support For Meeting	# Of meetings held/conducted per month	Assistance and support was provided IAW established meeting requirements	5%	Assistance and support was provided during meeting, within 30 minutes of request	2%	Within 1 hour of request				X	X			
5.9.4	Conduct Post-Meeting Activities	# Of post-meeting activities per month	All post-meeting activities completed IAW direction from requestor	5%	Activities completed within 1 work work of meeting conclusion	2%	Within 2 work weeks				X	X			



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5.10	Office Management							D O	MIS	PI	US	VU CC	100 %	PS	RS
5.10.1	5.10.1 Perform Office Management And Support Activities	# Of management and support activities performed per week	Management and support activities performed accurately and completely	2%	Activities are performed within 2 working days of request	5%	Activities are performed within 5 working days of request				X	X			
5.10.2	5.10.2 Conduct Mail And Related Activities	# Of pieces of mail or related activities conducted per week	All mail and related activities are conducted accurately and completely	2%	Mail and related activities were performed the same day requested	4%	By COB the next working day following the request				X	X			X

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5.11	Permits							D O	MIS	PI	US	VU CC	100 %	PS	RS
5.11.1	Initiate Permit Issuance	# Of permit applications received per month	All applications have been reviewed for accuracy and completeness	5%	All applications were reviewed within one working day of receipt	5%	Within 2 working day				X	X			X
5.11.2	Collect And Transmit Permit Fees, And File Permits And Related Documents	# Of permits issued per month	All permits issued were accurate and complete and fees transmitted correctly	3%	Permits were issued within 2 working days and fees transmitted within the same time frame	5%	Within 5 working days				X	X	X		

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5.12	Personnel							D O	MIS	PI	US	VU CC	100 %	PS	RS
5.12.1	Process Individual Personnel Actions	# Of actions processed per month	Inputs into the database are accurate, complete, and appropriate	1%	Inputs were made within 2 working days	5%	Inputs were made within 4 working days				X	X			
5.12.2	Track And Forward Personnel Actions	#Of actions tracked / forwarded per month	Logs and routes personnel actions as appropriate	1%	Action completed within 4 working days	5%	Actions completed within 5 working days				X	X			X
5.12.3	Prepare/Distribute Final Action Copy To Employee, Index And File Completed Action	# Of actions handled per month	Actions prepared / distributed / filed / indexed / as appropriate	1%	Actions completed within 4 working days	5%	Actions completed within 5 working days				X	X			X

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5.12	Personnel							D O	MIS	PI	US	VU CC	100 %	PS	RS
5.12.4	Advises Staff And Performs Quality Reviews Of Performance Plans, Appraisals, Evaluations, And Awards	# Of advisories / reviews handled per month	Advise and reviews are completed IAW applicable Service policies and supervisory requirements	3%	Actions / reviews completed within 5 working days	5%	Actions / reviews completed within 10 working days				X	X			

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5.13	Property Management							D O	MIS	PI	US	VU CC	100 %	PS	RS
5.13.1	Conduct Property Custodian Duties IAW Delegation Of Authority	# Of Property Custodial duties conducted per month	Property custodian duties are completed accurately and completely	10%	Duties/actions completed within 2 work days of assignment, request, or required schedule	5%	Duties/actions completed within 5 work of assignment, request, or required schedule			X	X	X			X

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5.14	Records Management							D O	MIS	PI	US	VU CC	100 %	PS	RS
5.14.1	Develop And Maintain Record Management Plan	# Of record management plans developed and maintained per month	Record management plans developed and maintained accurately and completely	5%	Record management plans developed / maintained weekly	3%	Record management plans developed / maintained bi - weekly			X	X	X			
5.14.2	Develop And Maintain Electronic Filing System	# Of electronic filing systems developed and maintained per month	Electronic filing systems developed and maintained accurately and completely	5%	System developed / maintained weekly	3%	System developed / maintained bi-weekly			X	X	X			
5.14.3	Review Retention Schedules And Prepare Records For Transfer	# Of reviews and record transfers per month	Review and Record Transfer completed In Accordance With Current Guidance	5%	Transfer Was Completed Within 2 working days of review	3%	Within 5 working days				X	X			X
5.14.4	Other Records Management Support Functions	# Of other functions completed per month	All Record Functions Completed In Accordance With Current Guidance	5%	Record Functions Completed Within 2 working days	3%	Within 5 working days				X	X			X

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5.15	Reports							D O	MIS	PI	US	VU CC	100 %	PS	RS
5.15.1	Identify Report Support Requirements	# Of report support requirements performed per month	Report support requirements are performed accurately and completely	1%	Requirements were completed within 2 working days of request	5%	Requirements were completed within 4 working days of request				X	X			X
5.15.2	Report Reproduction/Copying In Various Formats	# Of reproduction / copying assignments per month	Reproduction / copying assignments were completed accurately and completely	2%	Assignments completed within 1 working week	5%	Assignments completed within 2 working weeks				X	X			X

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5.16	Technical Library Activities and Services							D O	MIS	PI	US	VU CC	100 %	PS	RS
5.16.1	Create, Update, And Maintain Library Inventory And Services	# Of Library, inventory and services provided per month	Library inventory and services provided accurately, completely and in a timely manner	2%	Services provided with 2 working days of requirement or request	5%	Services provided with 5 working days of requirement or request				X	X			X

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5.17	Time and Attendance							D O	MIS	PI	US	VU CC	100 %	PS	RS
5.17.1	Process Time And Attendance Reports And Records	# Of time and attendance records processed every two weeks	All time and attendance reports and records are processed accurately and completely , IAW pertinent guidance	1%	All reports are processed by the end of the pay period involved	2%	By the Monday following the end of the involved pay period		X		X	X		X	

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5.18	Tracking Logs							D O	MIS	PI	US	VU CC	100 %	PS	RS
5.18.1	Track and Maintain Logs	# Of Tracking logs managed and maintained	Logs are tracked and maintained accurately and completely IAW established procedures	2%	Logs tracked / maintained on a daily basis	5%	Logs tracked / maintained within 2 working days			X	X	X			

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5.19	Training							DO	MIS	PI	US	VUCC	100 %	PS	RS
5.19.1	Conduct Training	# of courses conducted per month	Training was informative and fulfilled the requirements of the FWS	1%	Training performed on date scheduled	5%	Training performed IAW approved re-scheduled date	X			X	X			
5.19.2	Attend Training	# of training courses attended per year	All training was successfully completed and had been included in the appropriate IDP	1%	Training was completed on the exact date and time as scheduled	3%	The next available date and time as scheduled				X	X			
5.19.3	Research and Analyze Availability of Training from Multiple Sources for Suitability, Cost Effectiveness, and Best Value	# of training opportunities analyzed per month	All training opportunities analyzed are accurate and complete	2%	Analysis was performed within one week of request	4%	Within two weeks				X	X			X
5.19.4	Prepare Training Registration/Acquisition Forms	# of forms prepared per month	All training registration / acquisition forms are completed accurately and completely	1%	Forms are completed within 2 working days of a request	3%	Within 4 working days				X	X			X

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5.20	Travel							D O	MIS	PI	US	VU CC	100 %	PS	RS
5.20.1	Plan And Reserve Travel/Lodging/ Transportation For Federal And Non-Federal Employees /Official Volunteers (Foreign And Domestic Travel)	# Of Travel arrangements made per months	Travel reservations were accurate, complete, and IAW requestor's requirements	1%	Reservations were complete within 2 working days of the request	5%	5 working days				X	X			
5.20.2	Process Travel Vouchers	# of travel vouchers processed per month	Travel vouchers were processed accurately and complete	2%	Travel vouchers were processed within 5 working days of completed travel	5%	5 working days				X	X			X
5.20.3	Advise Employees On Changes In Travel Regulations	# of changes per month	Changes in travel regulations are shared with employees	2%	Regulations are shared within one week of becoming aware of changes	5%	2 weeks				X	X			
5.20.4	Receive, Process, And Distribute Gov't Checks/Cash To Non-Federal Employees/Official Volunteers	# of checks / cash distributed per month	Travel checks / cash were distributed correctly	1%	Within 2 working days of receipt	2%	By end of week received				X	X	X		X