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| Overall Contract Management | Contractor maintains high level of quality assurance - responsiveness to GPO/Co/CS & State - reliability & completeness of tasks, Contractor contacts GPO/CO/CS immediately with problems, when appropriate | GPO & Contracting Officer &/or Contract Specialist Monitoring - including monitoring monthly reports and general customer communications | GPO/CO/CS has no more than 3 valid complaints in 6 month period, minimal CO/CS intervention required | TBD |
| Overall Cost & Time Management | Contractor remains within or below cost estimates - meets time frames identified by GPO/CS - Notifies GPO immediately of any budget issues, no overruns. | GPO & Contracting Officer &/or Contract Specialist Monitoring including, final reports, invoices and 294 forms. | No more than 1 invoice per 6 month period requiring suspension or disallowance due to mistakes, incompleteness, or other - No more than 3 working day delay in responding to GPO/CO/CS defined time frame, no overruns. | TBD |