Bldg 990 52ID D-TOC Audio Conferencing Equipment Upgrade

Quality Assurance Surveillance Plan

Requisition # W81WMY61270001

28 April 2026

This plan is provided for information purposes only. This Quality Assurance Surveillance Plan (QASP) is not part of the solicitation, nor will it be made a part of any resulting contract. The QASP is a Government only document and should at no time be provided to the Contractor. The Government has the right to change or modify inspection methods at its discretion.

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1. OVERVIEW

1.1 Purpose. The purpose of this plan is to identify the methods and procedures the Government will use to ensure it receives the services/products under this contract as identified in the Performance Work Statement (PWS).

1.2 Intent. The intent of this plan is to hold the Contractor accountable for quality control and to encourage the contractor to take appropriate steps to control and improve quality. The Contractor is responsible to develop an efficient methodology to ensure they meet and/or exceed the required thresholds of service as outlined in this acquisition. The Government intends to perform surveillance on this contract in accordance with this Quality Assurance Surveillance Plan (QASP) but reserves the right to monitor the contract in any manner necessary, at any times necessary, and at all places necessary to ensure that the rendered services conform to contract requirements. The Government reserves the right to perform quality assurance at the subcontract level and perform quality assurance at the contractor's place of business, if applicable. Non-conforming services discovered with subcontractors will be addressed with the prime contractor for resolution.

2. DESCRIPTION OF SERVICES

2.1 Scope of Work. The Contractor shall provide non-personal service(s). The scope of this project encompasses all necessary hardware, infrastructure cabling, and professional services required to achieve full operational capability. Key equipment to be installed includes a comprehensive audio suite with desktop and ceiling-mounted microphones, in-ceiling speakers, amplifiers, and audio extractors, paired with advanced video and control components such as a 20x optical zoom PTZ camera, a 10.1" touchscreen control panel, and a Q-SYS control system. To ensure seamless integration into the DTOC, the vendor shall provide end-to-end professional services including project management, engineering and CAD design, off-site preparation, complete on-site installation, custom programming, and rigorous system commissioning

2.2 Contract. This requirement will be executed as a Firm-Fixed Price (FFP) contract. Performance quality will be assessed in accordance with FAR 52.246-4, Inspection of Services-Fixed-Price, ensuring services conform to contract requirements and established performance standards. Where applicable, higher-level quality requirements in accordance with FAR 52.246-11 may be enforced for critical performance areas.

3. ROLES AND RESPONSIBILITIES.

3.1 Government.

3.1.1 Contracting Officer (KO) - A person duly appointed with the authority to enter into, administer and terminate contracts on behalf of the Government. The KO is the only person who can legally commit the Government and only the KO, as the Government's agent, can modify the contract/order. The KO is the final authority for determining the adequacy of the Contractor's performance. KO decisions arising under or relating to the contact are final.

Contracting Officer: Cara J. Fowler
Email Address: cara.fowler@gsa.gov

3.1.2 Contracting Officer's Representative (COR) – An individual designated in writing by the KO to perform specific technical and administrative functions within the scope and limitations of their written appointment (e.g., surveillance of Contractor's performance, accept services). The COR monitors all technical aspects of the contract and assists in contract administration and is authorized to perform the following functions: assure that the Contractor performs the technical requirements of the contract; perform inspections necessary in connection with contract performance; maintain written and oral communications with the Contractor concerning technical aspects of the contract; issue written interpretations of technical requirements, including Government drawings, designs, specifications: monitor Contractor's performance and notifies both the Contracting Officer and Contractor of any deficiencies; coordinate availability of Government furnished property, and provide site entry of Contractor personnel. A letter of designation issued to the COR, a copy of which is sent to the Contractor, states the responsibilities and limitations of the COR, especially regarding changes in cost or price, estimates or changes in delivery dates. The COR is not empowered to make contractual commitments or authorize changes to the order/contract or in any way obligate additional funds by the Government; such authority rests solely with the KO. In the event the contract/order has multiple CORs, the CORs shall work together to ensure oversight is documented and reported.

Contracting Officer's Representative (COR): GD Fairclough
Email Address: garfield.d.fairclough.civ@army.mil

3.1.3 Contract Specialist: The person assigned by the KO to perform the day-to-day administrative functions of the contract. This is the person the COR will interact with the most.

Contract Specialist: Amanda Acosta
Email Address: amanda.acosta@gsa.gov

3.2 Contractor.

3.2.1 Contract Manager. Reserved

3.2.2 Project Manager. Reserved

3.2.3 Quality Manager. Reserved

4. CONTRACT QUALITY REQUIREMENTS

4.1. Quality Control Program. The Contractor's Quality Control Program requirements are defined in Part 1.5.1 of the PWS. The Contractor shall develop, maintain, enforce, and document a Quality Control Plan (QCP) which complies with the requirements of this contract

and outlines how they will ensure the Government will receive all the services required by the contract at the specified quality level.

4.2. Government Quality Assurance. The Government will perform Quality Assurance oversight of the Contractor and Contractor's QCP IAW with this QASP to ensure acceptable levels of contract performance are achieved and that the contractor is performing acceptable levels of Quality Control to ensure fully acceptable services are provided.

5. GOVERNMENT SURVIELLANCE

5.1. Methods of Surveillance include but are not limited to:

• 100% Inspection - Reserved for the highest risk areas where consequence of failure is high (i.e., life or limb are threatened) or there is likelihood of mission failure.
• Random Sampling - When a service is performed relatively frequently, and a statistically valid sample can be selected for audit. The most appropriate method for frequently recurring tasks.
• Periodic Sampling - Planned sampling of a service at specific predetermined dates and times. May be appropriate for tasks that occur infrequently.
• Customer Feedback – Not necessarily a valid method of surveillance, but a good indicator for areas surveillance should be conducted or intensified. Must be validated to ensure whether complaint is a compliancy finding or an unfounded complaint.

The method(s) of surveillance utilized for the surveillance of this contract is/are: 100% inspection.

5.2. Monthly Surveillance Schedule. The COR will develop a monthly schedule of surveillance activities based on the Performance Standards as outlined in the Performance Requirements Summary (PRS) as well as any other critical contractual requirements determined to be higher risk requiring oversight. The PRS will be an attachment to this QASP. The surveillance outlined in the monthly schedule will be as detailed and in-depth as necessary to provide the Government with the objective quality evidence required to support acceptance of the services provided by the Contractor.

The schedule will provide planned periodic surveillance during all required hours of the Contractor's operation. The schedule is "FOR OFFICIAL USE ONLY" and is not releasable to anyone other than authorized Government personnel. The schedule will identify the method of surveillance, the date of inspection, place of inspection, activity to be monitored, and who will conduct the surveillance (dates and times can be altered without a formal change to the schedule if all inspections are performed). The 418th CSB surveillance schedule may be used to plan and schedule monthly surveillance, a local schedule developed by the COR, or the SPM surveillance schedule Smartform. The monthly schedule will be completed no later than seven (7) calendar days prior to the beginning of the period it covers, and a copy uploaded into the COR's online

record.

5.3. Inspection instructions/checklists. The COR will develop inspection instructions/checklists for all planned inspections which may require special instructions on how to perform the inspection and what observations should be made with specific details of what to look for to indicate acceptable performance.

The following are acceptable surveillance checklist methods:
• 418th CSB Inspection Checklist
• SPM Inspection Checklist Smartform
• COR's own developed Surveillance Checklist - must meet criteria in paragraph 5.4.

5.4. Documentation of Inspections. All inspections/observations shall be documented and will include at a minimum: date and time, who performed the inspection, what was inspected, to what standard, and the results. The PWS paragraph shall be cited in each inspection task. Successful or exceptional performance will be documented as well as deficiencies in contractor performance. Documentation will be maintained for future reference, audit, proof of inspection, and past performance documentation.

6. NON-CONFORMING PERFORMANCE. The COR will notify the Contractor, in person, each time an unacceptable observation has been recorded and ask the Contractor to correct the problem or re-accomplish the service. **All valid non-conformances observed by the Government shall be documented!** The COR will record the contract requirement, the specific deficiency to the requirement, the date and time it was discovered, and have the Contractor initial the entry. The Contractor will be provided a timeline after notification to correct the deficiency in accordance with the requirements of the contract. Deficiencies that cannot be corrected within the identified timeline will be reported to the KO. The MICC Corrective Action Request (CAR) Form shall be used to document all contractual nonconformances to include issues. All CARs shall be logged into the CAR Log by the QAS. Only KOs shall issue CARs to the contractor.

6.1. Customer Feedback. For customer feedback or complaints, it is recommended that a Customer Complaint Form be used. However, customer feedback can be in any form, verbal or written but no matter the format the COR will maintain a record of the feedback; positive or negative.

a. If immediate response to a complaint is required, the COR will provide the response to the requester as soon as practical.

b. The COR will investigate to determine the validity of any negative comments received.

c. If the negative comment is determined not to be valid, if possible, the COR will inform

customer of the reason(s) as soon as practical.

d. For validated negative comments that are true contractual non-conformances see paragraph 6. If this non-conformance is a more serious (systemic in nature) deficiency or recurring deficiency that could indicate a trend the COR should see paragraph 6.2.

e. The COR will follow up with the customer of the corrective action taken by the contractor, if applicable.

6.2. Corrective Action Reports (CAR). The COR will report serious (systemic in nature) deficiencies or recurring deficiencies that could indicate a trend by using the MICC Corrective Action Request (CAR) Form. The Corrective Action Request will state the Contract Requirement, the specific contract reference, and the specific violation(s) to the requirement. The COR will forward the CAR Form to the QAS within one (1) working day for review and CAR initiation in PDREP. The QAS will forward the CAR to the KS for review and the KS will forward the CAR to the KO for issuance. The KO will notify the Contractor via the PDREP system and request corrective action to the specific non-conformance, identification of the root cause, and corrective action for the root cause with a required suspense date. The KO may require the Contractor to re-perform any services that do not meet contract requirements at no additional cost to the Government. The Contractor will return a copy of the completed and signed CAR along with their Corrective Action Plan (CAP) to the PDREP system-generated email for review, approval, and inclusion in the CAR file in PDREP by the QAS. The COR should include the KO and the QAS in the review of the CAP and re-inspection of services that were found deficient to ensure the CAP included adequate root cause analysis, corrective action for the root cause and that it was accomplished in the timeframe agreed upon. The KO and COR will not consider the CAR closed until all deficiencies have been corrected and all agreed upon actions of the CAP have been completed. Contractor's failure to follow through and complete corrective actions will be reported immediately to the KO for further action. (Note: if the COR has to repeatedly perform re-inspection there could be a Government re-inspection cost which could be recovered from the Contractor). The COR will follow-up after the Contractor has completed the corrective action to ensure that the Contractor's corrective action was sufficient to preclude recurrence. Inclusion of the QAS is required for all CAR correspondence for traceability and tracking.

6.2.1 CAR Levels. There are four CAR levels. The level of the CAR documents and communicates the seriousness of the nonconformance. To determine the appropriate CAR level, analyze the impact and/or effect of the nonconformance and associate that impact to one of the four levels as defined below.

6.2.1.1 Level I: A Level I CAR describes a deficiency on a product or service and is not a systemic breakdown of a process or system. It includes those nonconformances that are minor in

nature and can be promptly corrected by the contractor, present no need for root cause analysis, no determination if other contract requirements are affected, present no need for further preventive action, and do not materially reduce the usability of the supplies, services, construction, or deliverables. While the Government must document the nonconformance and the contractor must correct the nonconformance, further actions and Government follow-up are not required, and no written response from the contractor is needed. Level I CARs are considered closed immediately upon issuance.

6.2.1.2 Level II: A Level II CAR describes deficiencies in a contractor's processes or systems but are not significant deficiencies. Level II CARs shall require the contractor to correct the nonconformance, perform root cause, and develop and provide a Corrective Action Plan (CAP) acceptable to the government. Some examples of systems affected may be quality inspection/management systems, and CBS identified in DFARS 242.70, or issues such as:

• Multiple deficiencies on products or services indicating a systemic issue throughout the process, or,

• An escalation of repetitive Level I CARs for the same or similar nonconformance demonstrating the contractor is failing to institute effective corrective action and/or failing to implement effective quality and/or internal control(s).

6.2.1.3 Level III: A Level III CAR describes deficiencies in a contractor's system that is affecting a contract's or program's ability to meet cost, schedule or performance requirements, or are:

• A significant deficiency pursuant to DFARS 252.242-7005(b), "Contractor Business Systems" (CBS), or,

• A failure to respond to Level II CARs, or to remedy a recurring nonconformance.

• The contractor shall be required to provide a CAP that is acceptable to the government.

NOTE: If not resolved satisfactorily, a Level III CAR may result in the initiation of available contractual remedies, such as reductions of payments, cost disallowances, revocation of government assumption of risk of loss, or business management system disapprovals, etc.

6.2.1.4 Level IV: A Level IV CAR documents a critical nonconformance of such serious nature that is issued to the contractor's business segment or corporate management for their attention to both the nonconforming condition and the company's corrective action, or when a Level III CAR has been ineffective. A Level IV CAR will result in a mandatory review of available contractual

remedies, such as cost disallowance, reduction or suspension of payments, revocation of government assumption of risk of loss, CBS disapproval, or suspension of all product and service acceptance activities. Contractual remedies will be implemented IAW applicable FAR/DFARS clauses and/or ACC Acquisition Instructions if applicable. Action to suspend product or service acceptance will be accomplished via a Level IV CAR. The contractor shall be required to provide a CAP that is acceptable to the government.

6.3 Contractor Identified Nonconformances. A CAR shall not be initiated if the contractor self-identifies contractual nonconformances and takes timely and effective corrective action. If the corrective actions prove ineffective, then issuing a CAR is appropriate. Contractor identification and self-initiated corrective actions are not only desired behaviors but are a requirement of quality and quality systems required by clauses. Joint inspections, such as Government Furnished Property Inspections for example but not all inclusive, (i.e. an inspection with both a government inspector and contractor inspector) should be considered a government inspection. Therefore, any nonconformance identified in a joint inspection would be considered a government identified, not contractor self-identified nonconformance.

6.4 Tracking and Resolving CARs. All CARs will be included in the COR's Monthly Status Report. The COR, QAS, and KO shall track CARs to ensure the Contractor identifies and takes appropriate corrective action to the root cause and the specific non-conformance is corrected within the required timeline. The KO will make a final written determination of the Government's remedies if the non-conformance is not corrected by the Contractor after receiving notice and a reasonable opportunity to correct the work.

7. DATA ANALYSIS. The COR shall perform and document analysis of available data monthly and adjust surveillance schedule as required based on results of analysis. Analysis shall be used to look for and document trends in performance which may indicate shifts in performance risk that could result in increased or reduced surveillance. Data can be based on Government observations or Contractor observations. Negative trends noted using Government observations could result in issuing Contractor a Corrective Action Report (CAR). Trends noted using Contractor data should never result in a CAR unless the Contractor is not addressing the negative trend. Documentation of data analysis will be communicated in the Monthly COR Status Report.

8. ACCEPTANCE OF SERVICES. When all services have been deemed acceptable and there is documented objective quality evidence to support acceptable performance in the COR's file, the COR will accept the services provided and authorize payment upon satisfactory completion of the work. This is accomplished by approving the Contractor's invoice in the Wide Area Workflow module at https://piee.eb.mil/.

9. COR STATUS REPORT. No later than the 15th day of each month, the COR will complete the COR Status Report for KO review and acceptance or rejection. The COR will use the criteria listed below when rating the Contactor's Quality of Work in the status report. This rating will be based on the COR's performed inspections during the month's surveillance. If the Contractor is meeting the requirements of the contract or has not performed below the AQLs in the applicable contract's PRS then the contractor will ALWAYS be rated as Satisfactory. The COR must provide objective evidence in the SPM File if they are to rate other than satisfactory (i.e., CARs or documented evidence of performing above and beyond contractual requirements).

Contractor's Quality Of Work Contractor quality of work ratings and criteria are described below:	
Performance Rating	**Criteria**
Exceptional	Performance meets contractual requirements and exceeds many of the government's benefits. The contractual performance of the element or sub-element being assessed was accomplished with few minor problems for which corrective actions taken by the contractor were highly effective.
Very Good	Performance meets contractual requirements and exceeds some of the government benefits. The contractual performance element or sub-element being assessed was accomplished with some minor problems for which corrective actions taken by the contractor were highly effective.
Satisfactory	Performance meets all minimum contractual requirements. The contractual performance of the element or sub-element contains some minor problems for which corrective actions taken by the contractor appear or were satisfactory.
Marginal	Performance does not meet some contractual requirements. The contractual performance of the element or sub-element being assessed reflects a serious problem for which the contractor has not yet identified corrective actions. The contractor's proposed actions appear only marginally effective or were not fully implemented.
Unsatisfactory	Performance does not meet most contractual requirements and recovery is not likely in a timely manner. The contractual performance of the element or sub-element contains serious problem(s) for which the contractor's corrective actions appear or were ineffective.

In the event there is no contractor performance to observe for the month, the COR is REQUIRED to submit a COR Status Report indicating the following: "No reported surveillance for month xxx due to no contractor performance".

The COR Status Report shall be filled out in its entirety based on the submitted surveillance for the month to include surveillance checklist, surveillance schedule, contractor deliverables, CAR's (if applicable). The COR shall ensure all information annotated in the COR Status Report

is current, valid, and supplemented by objective evidence in the COR's online file. This includes the number of Contractor employees currently on the contract (if applicable).

10. SERVICE CONTRACT REPORTING (SCR). If the KO has designated service contract reporting as the COR's responsibility, the COR shall verify that the Contactor has complied with the required contractor manpower reporting no later than 31 Oct for the previous FY. The COR shall identify and document observations of compliance in their November COR Status Report. The COR shall upload a copy of the service contract report or a screenshot of contractor submission in their online file providing evidence of contractor submission and COR validation.

11. QUALITY ASSURANCE SURVEILLANCE FILE. The official COR Surveillance File will be maintained in the on-line PIEE SPM File per ACC PAM 70-1 and DFARS. The COR Surveillance file shall contain the following as applicable:
a. Copy of the COR designation letter from the KO, any changes to that letter, and any termination letters.

b. Training Certifications for COR and refresher training.

c. Copy of the applicable Quality Assurance Surveillance Plan (QASP).

d. Copy of the contractor's Quality Control Plan (QCP)

e. All correspondence initiated by authorized representatives (Contractor or Government) concerning performance of the contract.

f. Names, position titles and contact information of all key personnel assigned to this contract both Government and Contractor.

g. Monthly surveillance schedules.

h. Surveillance Checklists

i. Records of all inspections performed and the results.

j. Customer Feedback.

k. Memoranda for record of minutes of any meeting, telephone conversations and discussions with the contractor or others pertaining to the contract or contract performance.

l. Documentation pertaining to tracking expenditures/receipts (i.e., T&M & Cost CLIN items).

m. All PWS-required deliverables if not provided to the KO.

12. CONTRACTOR PERFORMANCE ASSESSMENT REPORTING SYSTEM (CPARS). If the COR is designated the responsibility of CPARS - documented surveillance data IAW this QASP will be used as objective data to support CPARS ratings. The inclusion of detailed documented inspection results provides objectivity to CPARS reporting. CPARS will be accomplished annually or at the end of a Task Order, whichever occurs first.

13. RECORD RETENTION. All records will be retained for the life of this contract. The COR shall ensure all records are uploaded into their online file and all hard copies will be forwarded to the KO upon completion of the contract/order.

14. QASP CHANGES. The QASP is a living document and, as such, may be changed as needed. However, the KO/KS must approve changes. The COR will submit recommended changes to the KO/KS for approval. Once approved, the COR will upload the newest version into their online file.

15. COMBATING TRAFFICKING IN PERSONS (CTIP). Tier 1 Locations, Contracting Officer Representative (COR) shall ensure contractors are in compliance with FAR 52.222-50. For Tiers 2, 2 watch list (WL), and 3 locations, CORs shall ensure contractors are in compliance with tier 1 requirements but also will perform spot checks, reviews, assess, and speak with government representatives, contractor, and subcontractor employees to assess if there are indicators of CTIP. The CTIP Checklist from the DoD COR Guidebook will be added to the COR's inspection checklist. If indicators are identified, the COR shall notify the Contracting Officer immediately. CTIP surveillance reporting is completed biannually. CTIP surveillance information shall be submitted to the Contracting Officer NLT the last working day of July and NLT the last working day in November.

16. GOVERNMENT FURNISHED PROPERTY (GFP) / CONTRACTOR ACQUIRED PROPERTY (CAP). If delegated responsibility, the COR will conduct GFP/CAP inspections on a frequency determined with coordination by the Government Property Administrator assigned to the contract. The COR, while performing their monthly surveillance, will report on kind, count, and condition of the assigned Government Property within their monthly surveillance checklist. In the event of an observed potential issue, the COR shall document and report the issue to the Government Property Administrator and may result in coordination and initiation of a Corrective Action Request (CAR).

17. ATTACHMENTS

ATTACHMENT 1.

Performance Requirements Table

The contractor service requirements are summarized into performance objectives that relate directly to mission essential items. The performance threshold briefly describes the minimum acceptable levels of service required for each requirement. These thresholds are critical to mission success. *If the Contractor exceeds the AQL for a performance objective, this does NOT mean they are exceeding the standard.

Performance Objective (The Service required)	**Standard**	**Performance Threshold** (This is the maximum error rate. It could possibly be "Zero deviation from standard")	**Surveillance Method**
1. Combating Trafficking in Persons FAR 52.222-50	The Contractor shall Notify its employees of The United States Government's zero tolerance policy described in paragraph (b) of this clause The actions that will be taken against employees for violations of this policy. Such actions may include, but are not limited to, removal from the contract, reduction in benefits, or termination of employment.	100% Compliance	100% Inspection
2. Level I OPSEC Training. PWS Paragraph 1.24.2	All Contractor employees, including subcontractors, shall complete Level I OPSEC training within ten (10) of employment under this contract. OPSEC Level I training is available at : http://www.cdse.edu/catalog/elearning/GS130.html	100% Compliance	100% Inspection
3. iWatch Training PWS Paragraph 1.24.3	The Contractor and all associated subcontractors shall brief all employees on the local iWATCH program (training standards provided by the requiring activity ATO). This locally developed training will be used to inform employees of the types of behavior to watch for and instruct employees to report suspicious activity to the COR.	100% Compliance	100% Inspection
4. Deliverables as outlined in PWS	Deliverables outlined within the PWS in sections 1.5, 1.6, 1.20, 1.22, 1.24, and 3.1.1 are delivered to the COR in accordance with the timeline outlined.	100% Compliance	100% Inspection

ADDITIONAL ATTACHMENTS: (provided after award)
ATTACHMENT 2. Customer Complaint Record
ATTACHMENT 3. Surveillance Schedule Template
ATTACHMENT 4. Surveillance Checklist Template
ATTACHMENT 5. MICC Corrective Action Request Form (CAR)