QUALITY ASSURANCE SURVEILLANCE PLAN
FOR
STOREFRONT GRAPHICS USING PERFORATED WINDOW FILM

INTRODUCTION

This Quality Assurance Surveillance Plan (QASP) has been developed to evaluate contractor actions while implementing the Performance Work Statement (PWS). It is designed to provide an effective surveillance method of monitoring contractor performance for each listed objective in the PWS for storefront graphics using perforated window film contract.

The QASP provides a systematic method to evaluate the services the contractor is required to furnish.

This QASP is based on the premise the Government desires to receive quality product and installation and durability storefront glass graphics using perforated window film and that a service contract to provide this support is the best means of achieving that objective.

The contractor, and not the Government, is responsible for management and quality control actions to meet the terms of the contract. The role of the Government is quality assurance to ensure contract standards are achieved.

In this contract the quality control program is the driver for product quality. The contractor is required to develop a comprehensive program of inspections and monitoring actions. The first major step to ensuring a "self-correcting" contract is to ensure that the quality control program provides the measures needed to lead the contractor to success.

Once the quality control program is approved, careful application of the process and standards presented in the remainder of this document will ensure a robust quality assurance program.

PERFORMANCE REQUIREMENTS SUMMARY **STOREFRONT GRAPHICS USING PERFORATED WINDOW FILM**					
PWS Ref.	**Performance Objective**	**Performance Standard**	**Acceptable Quality Level**	**Surveillance Method**	**Incentives / Disincentives**
6.1	Formal Project Approval	Contractor obtains approval in writing from property owner/managers and jurisdictions and maintains an ongoing record.	100% Compliance Required.	Review signed permission documents and spreadsheet to be submitted monthly.	CPARS Rating Impact (Positive or Negative), Option Period (Exercise or Not Exercise)

6.2 and 6.2.1	Site Survey Proof Approval	Site survey conducted and documented. Proofs provided to COR and Recruiting District Representatives with little or no issues prior to approval.	95% not needing to be re-proofed	Photos provided and review proofs	CPARS Rating Impact (Positive or Negative), Option Period (Exercise or Not Exercise)
3., 6., and 8.1	Delivery & Installation Adherence	Projects shall be completed according to individual task order.	Schedule met at least 95% of the time or higher per month.	Review monthly status reports; review and analyze monthly contractor invoice billing charges against planned tasks.	CPARS Rating Impact (Positive or Negative), Option Period (Exercise or Not Exercise)
6.6.1 and 8.1	Acceptance of Installed Product	Notification will be given to, and approval will be received from, the Government for 100% of significant events.	100% Compliance Required.	Picture of completed project within 5 days of installation date and spot checks	CPARS Rating Impact (Positive or Negative), Option Period (Exercise or Not Exercise) Negative financial impact to rework and/or reinstall
6.7	Durability of Product after Installation	Product after install will remain without issues for a minimum of two (2) years.	95% not needing repairs or replacement due to normal wear and tear outside of the warranty	Review of monthly status reports and trouble calls.	CPARS Rating Impact (Positive or Negative), Option Period (Exercise or Not Exercise) Negative financial impact to rework and/or reinstall

5.3, 8.1, 9.1	Contractor Point of Contact	Contractor Point of Contact adequately handles all administrative, managerial, warranty issues, and financial aspects of the contract. Reports any issues to the COR. Meets with COR quarterly and delivers project status reports monthly.	100% Compliance Required.	Review of monthly status reports, trouble calls, and quarterly progress meetings.	CPARS Rating Impact (Positive or Negative), Option Period (Exercise or Not Exercise) Negative financial impact to rework and/or reinstall
6.7	Warranty	Contractor holds certifications needed to guarantee the required 3M MCS warranty. Any warranty related issues will be coordinated through the contractor.	100% Compliance Required.	Submission of Certificates during solicitation phase and at the renewal of options.	CPARS Rating Impact (Positive or Negative), Option Period (Exercise or Not Exercise) Negative financial impact to rework and/or reinstall