

1.13-5 Contractor Quality Control

The Contractor shall operate a comprehensive quality control program, which will assure services will be performed to contract specifications. The quality control program shall identify performance problems and potential problems and seek to eliminate these problems prior to their having an impact on the contract.

The Contractor shall establish and maintain a complete Quality Control Plan (QCP) to ensure the requirements of the contract are provided as specified. One copy of the Contractor's final QCP shall be provided to the Contracting Officer and one copy to the Contracting Officer's Representative (COR) not later than the post-award conference. The Contractor shall provide a complete copy to the Contracting Officer and COR as any updates/changes occur. The Contractor shall retain copies of all documents/records generated in the quality control process for at least one year after expiration of the contract and shall present them to the Contracting Officer or COR upon request.

At a minimum, the plan shall:

- (a) Provide the Contractor's organizational structure and functional statements showing the relationship with work items in contract;
- (b) Detail a quality control inspection program covering all general and specific tasks included in SOW. It shall specify tasks or areas to be inspected on either a scheduled or unscheduled basis, and the manner in which inspections are to be conducted.
- (c) Detail method/s of identifying deficiencies before performance becomes unacceptable in accordance with this Performance Work Statement;
- (d) Detail how Contractor personnel will be trained;
- (e) Detail how survey administration will be tracked and maintained;
- (f) Review services to be examined for quality;
- (g) Specify forms to be used.

The Contractor shall maintain a quality control file of all inspections, to include corrective actions taken. The file shall be available in electronic (Microsoft Word or other format that the government can use without incurrence of additional expense) and paper format. The file shall be subject to Government Review at the Government's discretion by the Contracting Officer, COR or other Government official appointed by the Contracting Officer.

The Contractor shall provide status reports on the quality or progress towards delivering quality items on a _____ (input monthly, bi-weekly, quarterly etc...) basis. Reporting frequency may be adjusted by the Contracting Officer or COR based upon his/her confidence in the Contractor's performance level of accomplishing the required tasks. The Contractor shall provide status reports via the method (e.g., electronic or paper) requested by the Project Manager.

(End of clause.)