

SECTION E
INSPECTION AND ACCEPTANCE

E.1 52.252-2 CLAUSES INCORPORATED BY REFERENCE (FEB 1998)

This contract incorporates the following clauses by reference, with the same force and effect as if they were given in full text. Upon request, the Contracting Officer will make a copy of the full text available. Also, the full text of a clause may be accessed electronically at this/these address(es): <http://www.arnet.gov/far>.

Federal Acquisition Regulation (48 CFR, APR 1984) Clauses

<u>Clause No.</u>	<u>Clause Title</u>	<u>Date</u>
52.246-04	Inspection and Acceptance	AUG 1996

E.2 QUALITY CONTROL RESPONSIBILITIES

E.2.1 General

The quality control of services provided under this contract shall be based on operational requirements and standards contained in this contract, work performance and productivity requirements and standards and data base information resource development and maintenance standards.

E.2.2 Contractor Quality Control Responsibility

The contractor shall adhere to a written plan that defines a complete quality control program to assure the requirements of the contract are provided as specified. The Contractor is solely responsible for quality control of services provided. The quality control program shall include, but not be limited to, the following:

1. A monitoring and inspection system covering all the services listed in the Performance Requirements Summary. It must specify the elements of work performance to be monitored and inspected either on a scheduled or unscheduled basis, methods to be used, frequency of monitoring and inspection, format and content of records and reports to be generated, and the title of the individual(s) who will perform the monitoring and inspection.
2. The method for identifying and preventing deficiencies in the quality of services performed before the level of performance can become unsatisfactory.
3. The administrative procedures for reporting to the Contracting Officer's Technical Representative (COTR) and for responding to operational problems or complaints

46 concerning work performance, qualifications, or other complaints about Contractor
47 personnel.
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49 4. Creation of a system of on-site records of all inspections conducted by the Contractor
50 and the corrective action(s) taken.
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52 This documentation shall be available to the Government at all times during the term of the
53 contract. The Contractor shall provide a detailed monthly summary of all quality control actions,
54 including description of events which require quality control activity and corrective action taken.
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56 E.2.3 Government Quality Assurance Responsibilities

57 The Government will monitor the Contractors performance using predetermined quality
58 assurance surveillance procedures, developed for each task requirement, to examine and
59 determine compliance with contract performance requirements. In keeping with the
60 Government's responsibility for quality assurance, the Government reserves the right to review
61 all administrative, managerial, and statistical reports, telecommunications services, publicity
62 materials and resource library materials used in performance of any task order. Final
63 determination that reports, resource and publicity materials and services rendered meet the
64 requirements is solely the responsibility of the Government. All surveillance observations will
65 be recorded by the Government. When an observation indicates defective performance, the
66 Quality Assurance Evaluator (QAE) will request the Contract Manager or designee to initial the
67 observation record. The Contractor shall, within 48 hours, notify the Contracting Officer, or
68 his/her technical representative if so directed by the Contracting Officer, of the corrective
69 action(s) taken in accordance with methods and techniques specified by the Contractor in its
70 quality control plan. If the Contractor disputes any part of the QAE's observation he/she shall
71 request of the Contracting Officer that a Performance Evaluation Meeting be held.
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73 E.2.3.1 Performance Evaluation Meetings

74 The Contract Manager may be required to meet with the COTR, the QAE and the Contracting
75 Officer wither by telephone or at a designated contractor-operated location on at least a weekly
76 basis during the first month after the issuance of a Task Order under this contract. Meetings will
77 be as often as necessary thereafter and at the discretion of the Contracting Officer or the COTR.
78 However, a meeting will be held whenever a contract discrepancy report is issued. A mutual,
79 good faith effort will be made to resolve all problems identified.
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81 The COTR will write the minutes of these meetings and the minutes will be signed by the
82 Contract Manager and the COTR. Should any attendee not concur with the minutes, the attendee
83 will state, in writing within three (3) days to the COTR, any areas wherein the attendee does not
84 concur.