



# FEMA

**Department of Homeland Security  
Federal Emergency Management Agency**

**Individual Assistance Technical Assistance Contract (IA-TAC) III  
Quality Assurance Surveillance Plan (QASP)**

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## 1. INTRODUCTION

This Quality Assurance Surveillance Plan (QASP) has been developed to support the requirements set forth in the Performance Work Statement (PWS) and Performance Requirements Summaries (PRS) for the Individual Assistance Technical Assistance Contract (IA-TAC III).

### 1.1 Summary

Due to the criticality and the nature of this contract in providing assistance to victims of disasters, FEMA must monitor and evaluate performance to ensure that quality services, supplies, and work performed are rendered in an expedited manner with minimal setbacks. The role of the government is to perform quality assurance to ensure that contract and task order requirements are appropriately achieved.

### 1.2 Purpose

The purpose of this QASP is to document procedures, guidelines, and evaluation criteria the Government will use to monitor, evaluate, and ensure the contractor provides appropriate technical performance and quality service in a timely manner consistent with the objectives, mission, and performance requirements in the Performance Work Statement and Performance Requirements Summary via the most cost efficient means available.

## 2. OVERVIEW AND SCOPE

### 2.1 Overview

The QASP provides details of how the Government intends to monitor, evaluate and measure contractor performance for the basic contract and all task orders in accordance with the PWS. Government surveillance and oversight of the contractor's Quality Control Plan (QCP) to ensure contractor services are timely, effective and deliver the results specified in the Contract Administration Plan (CAP). The QASP is critical to smooth and effective contract administration and lays the ground work for appropriate incentives.

### 2.2 Performance Requirement Summary (PRS) **NOTE\*\*\*\* We will work with industry to align PRS in this QASP those in the PWS post Industry Day \*\*\*\***

The PRS provides details of the task to be monitored Performance Standard, Acceptable Performance Levels (APLs), methods of surveillance, and incentives performed under the IA-TAC contract. *Management Performance Requirement Summary*

The following PRS elements will be used in assessing the quality of the contractor's performance for the basic contracts and all task orders. The Management PRS can be found in Exhibit 1 and includes performance standards for the following areas of the basic contract and task order management:

1. Reports and Plans
2. Staffing

### **2.2.1 Technical Requirements PRS**

The Government will use task order specific PRS elements along with the above elements for the technical requirements. The technical elements are not attached to this QASP, but will be identified in the TOPR request for the individual disasters.

### **2.3 Methods for Surveillance**

Methods of surveillance identified in this document will be used to assess task order performance in accordance with the PWS and applicable task order. Each Task Order Proposal Request (TOPR) will identify the applicable PRS elements and checklist, which will be utilized. A variety of surveillance methods may be considered for the particular task order awarded.

The COTR will work with the assigned Technical Monitors for the task orders to develop a planned surveillance schedule (Exhibit 3) identifying the work to be observed or monitored. Contractors will be provided a copy of the sites and/or work to be observed. The COTRs and Technical Monitors will use the appropriate checklist to document contractor performance for the task being observed. See Exhibit 4 and 5 for examples.

### **2.4 Evaluation Procedures**

Assessments for contractor performance will be documented and if there are discrepancies a contract or Task Order Discrepancy Report (TO-DR Exhibit 4) will be provided to the contractor PM with a copy furnished to the IA-TAC COTR. The IA-TAC COTR will provide a copy to the CO.

### **2.5 QASP Implementation**

The QASP is designed to focus on the quality, quantity and timeliness of the performance outputs provided by the Contractor. Successful implementation of the QASP is based upon careful planning and targeted use of the following:

1. Surveillance Planning and Scheduling
2. Data analysis of surveillance results
3. Consistent performance of QASP requirements
4. Frequent QASP updates based on contract modifications, surveillance results or Contractor improvements.

## **3. ROLES AND RESPONSIBILITIES**

The Government and Contractor responsibilities for quality assurance are as follows.

### **3.1 Contracting Officer (CO)**

The CO ensures performance of all requirements of the Basic Contract and Task Orders (TO) to ensure compliance with the terms and conditions of the contract and/or TO. The CO safeguards the interests of the government in the contractual relationship. The CO will receive all discrepancy reports and forward them to executive management of the contractor for action upon each concurrence of a noted discrepancy. The CO may monitor, perform surveillance, and evaluate the contractor's performance at any time during the life of the contract and/or TO.

### **3.2 IA-TAC Contracting Officer's Technical Representative (IA-TAC COTR)**

The COTR for the overall contract, known as the IA-TAC COTR is responsible at the FEMA Headquarters level; to ensure the contractor performance is in accordance with the technical requirements of the PWS and contractual issues elevated to the CO. The IA-TAC COTR develops and applies procedures for performing government quality assurance surveillance actions. The IA-TAC COTR shall provide the CO regular reports and updates on contractor performance. The IA-TAC COTR may serve as the government representative for monitoring, surveillance, evaluating and performing quality assurance activities.

### **3.3 Contracting Officer's Technical Representative (COTR) (Task Order/disaster basis).**

Unlike the IA-TAC III COTR, this COTR is the individual responsible as assigned by specific disaster and is responsible for performing inspections and recommending acceptance or rejection to the CO and the IA-TAC COTR. The COTR will serve as a designated government representative for monitoring, surveillance, evaluating and performing quality assurance activities for the task order. The COTR ensures the contractor quantity, cost effectiveness, timeliness, and performance is monitored, assessed, recorded, and documented. The COTR responsibilities are contained in the written Letter of Designation from the CO. The COTR is responsible for reporting status on all assigned Task Order's to the IA-TAC COTR. The COTR responsibilities also include inspection and acceptance of all requirements of the TO.

The COTR is responsible for the following activities:

- Inspection of the product, work, supplies, and/or services
- Recommendation of acceptance or rejection of the product, work, supplies, and/or services.
- Assisting the CO in evaluating the contractor's reply to rejection notification.
- Maintaining and securing a file until the completion of the task order at which point the file will be forwarded to the CO through the IA-TAC COTR.
- Establishing and maintaining regular communication with the IA-TAC COTR regarding contractor performance including relevant information, reports, and status.

### **3.4 Technical Monitor (TM)**

The TM assists the COTR in observing the progress of the contractor's performance and reports findings to the COTR in a timely, complete and impartial manner. The TM assists the COTR in monitoring, assessing, recording and reporting on the technical performance of the contractor. The TM will be designated via a TM designation letter per task order from the IA-TAC COTR. The TM will document all observations performed and provide a copy to the designated COTR for the TO.

### **3.5 Contractor**

The contractor must develop a QCP, subject to CO and COTR approval, that sets forth procedures and responsibilities for ensuring high-quality work adequately addressing and supporting the mission requirements, objectives, and schedules in the most cost-efficient manner.

## **4. METHODS OF SURVEILLANCE**

### **4.1 Identifying the Method of Surveillance**

The government will assess the contractor's performance using the methods of surveillance identified for each identified task listed in the Performance Requirements Summary (PRS). The Government may change time frames and methods of surveillance to measure performance. If one method of surveillance identifies potentially unsatisfactory performance, defects, and/or deficiencies having an impact on the task objectives, the COTR may determine if a follow-up analysis or a different method of surveillance is appropriate.

### **4.2 Surveillance Methods**

The following surveillance methods shall be applied to monitor contractor performance. The COTR has the authority to monitor, surveil, and evaluate the contractor's performance at any time the contractor performs the function and associated activity. Surveillance and associated activities will be documented, reviewed by the IA-TAC COTR, and entered in the checklists (Exhibits 3, 4 &5).

#### **4.2.1 100% Inspection**

When this type of surveillance is used, the COTR or TM shall monitor, surveil, and evaluate the contractor's performance each time the contractor performs the task associated with the activity.

This is an inspection method whereby the outputs are monitored. This method provides the best indication of contractor performance and the most documented basis for taking contract payment actions. 100 percent inspection is preferred when the requirement is so critical that nonperformance would pose a direct risk to the safety of personnel or property, or when the work occurs infrequently and the output population is small. A list of services considered so critical as to require 100 percent inspection is listed in the PRS.

#### **4.2.2 Random Sampling**

Random sampling shall be conducted as specified in the PRS by the designated COTR or TM. Random sampling is a method whereby some part but not all of the contractor's performance is evaluated. What distinguishes it as random sampling is that each service output in the lot has an equal chance of being selected for inspection. In this manner, the COTR need only make a few observations from which to project the quality of the entire task or lot. The organization performing the work does not know which service output will be observed; consequently all must be done correctly.

Random sampling is preferred when surveillance resources are limited, the surveillance lot is large and relatively homogeneous, the service requirements occur continuously or frequently, the activities are located in the same general geographical location, and a well documented performance audit trail is available to use for evaluation, such as completed work orders or other appropriate logs.

Random sampling is accomplished according to a sampling guide and a monthly schedule of inspections. The monthly schedule can be developed based upon factors such as lot size, sample size, and performance requirement as determined by the COTR.

### **4.2.3 Periodic Sampling**

This method, sometimes called "planned sampling," consists of the evaluation of tasks selected on other than a 100 percent or random basis. It may be appropriate for tasks that occur infrequently, and where 100 percent inspection is neither required nor practicable. A predetermined plan for inspecting part of the work is established using subjective judgment and analysis of the COTR to decide what work to inspect and how frequently to inspect it.

### **4.2.4 Customer Surveys/ Feedback / Complaints**

The Government shall solicit customer feedback both positive and negative regarding the task being performed. All customer feedback shall be received, analyzed and validated by the COTR or TM. The COTR will validate the customer feedback by gathering information and observing the task being performed to determine the quality of the service provided. The survey results that are validated shall be documented in the IA-TAC Surveillance Rating Report Exhibit 6, and Exhibit 7 Task Order Customer Feedback Record. User Surveys, at a minimum shall capture information including performance timeframe, complaint, and date. Three or more validated customer complaints can be used to change the method of surveillance to random or 100%.

## **4.3 Database and Reports Analysis**

The COTR shall perform 100% inspections of the reports received. If the reports identify any trends, issues, or information that could negatively impact the mission, the contractor may need to perform additional analysis. This method of surveillance allows the COTR or TM to evaluate the outputs or reports through the use of management information systems. When using generated reports that indicate a possible performance or quality concern, the COTR will use other methods to confirm quality, quantity, and/or investigate problem areas.

## **4.4 Progress and Status Meetings**

Progress or status meeting shall be held as required with the contractor, determined by the COTR. These meeting will allow the COTR, and IA-TAC contractor the opportunity to discuss the quality, status, quantity, task order progress as it relates to the task order requirements, objective, and missions.

## **4.5 Monitoring Techniques**

The task order will indicate how the Government will monitor various aspects of the task order. Monitoring techniques that can be utilized are:

- Direct Observation
- Conducting meetings
- Onsite visits and other personal observations
- Phone calls
- Reviewing Contractor reports
- Reviewing Contractor requests
- Contacting other Government offices
- Reviewing tracking and management systems
- Customer Feedback

## **5. IMPLEMENTATION OF THE QASP**

Exhibit 9 contains a flow chart describing the planned process flow for implementing the IA-TAC II Quality Assurance Surveillance Plan.

### **5.1 Performance Measures**

All awarded task orders shall be monitored for contractor performance based on the following three measures.

1. Reports and Plans
2. Staffing
3. Technical Requirements

The first two measures will be associated with the management PRS and the third measure will be associated with the Technical Requirement PRS. The evaluation of technical requirements of the task order will utilize the specific PRS and quality assurance surveillance checklist designed for the technical aspects of the PWS requirements. The applicable PRS and Surveillance Activity Checklist will be identified in the task order request for proposal. The PRS will identify the Acceptable Performance Level (APL) for each performance metric. The Government reserves the right to perform unscheduled evaluations as needed.

### **5.2 Surveillance Intervals (Periods)**

The COTR or TM shall use the Surveillance Activity Checklist to identify and monitor contractor performance on an as needed basis until the work performed under the task order is completed. FEMA requires the contractor to deliver acceptable and quality work. If the contractor's performance does not appear to address the requirement as determined by the COTR, the COTR has the option to increase the level of surveillance to protect the rights of the government and maintain the desired performance and quality. More frequent evaluations may be warranted when the task order period of performance is very short, the task order volume or scope of work is considered too risky to the government, or prior work document had quality and performance concerns.

In Progress Review (IPR) meetings may also be scheduled by the COTR to review the contractor's quality control plan and contractor provided reports and information resulting from the contractor's quality control efforts in order to assess overall contractor performance for the task order. If the contractor anticipates a need for an IPR to address concerns they will request the COTR set up a meeting. The request should be a formal request in writing from the Contractor Program Manager (PM).

## **6. PERFORMANCE CRITERIA**

Results of surveillance activities or events will be documented using the criteria noted below. Services shall ordinarily not be accepted before completion of Government contract quality assurance actions (FAR Part 46.5).

Most task orders awarded under the IA-TAC II contract shall be evaluated utilizing task order specific Surveillance Activity Checklists. These checklists will be used to record what the COTR or TM, has monitored. All ratings assigned by the COTR must be supported with formal documentation and entered in the comments section of the activity checklist.

## 6.1 Ratings

The Government will use the ratings as noted below in evaluating contractor performance. Part 46, Quality Assurance, of the Federal Acquisition Regulation (FAR) defines three types of nonconforming services:

1. **Critical Nonconformance:** A critical nonconformance could generally lead to an “unsatisfactory” rating and is likely to result in hazardous or unsafe conditions for individuals using, maintaining, or depending upon the services; or is likely to prevent performance of a vital agency mission. This requires immediate contractor attention to appropriately address and fix the deviation. The contractor must provide the COTR a copy of the projected fixes in writing.
2. **Major Nonconformance:** A major nonconformance could generally lead to a “marginal” rating and, is likely to result in failure of the services, or to materially reduce the usability of the services for their intended purpose. This requires contractor attention to appropriately address and fix the deviation. Multiple major and minor nonconformances could lead to a critical nonconformance. The contractor must provide the COTR a copy of the projected fixes in writing as required by the COTR.
3. **Minor Nonconformance:** A minor nonconformance could lead to a satisfactory rating. This nonconformance alone is not likely to materially reduce the usability of the services for their intended purpose, or is a departure from established standards having little bearing on the effective use or operation of the services. This requires contractor attention to ensure it does not become a major or critical nonconformance. Multiple minor nonconformances could lead to a major or critical nonconformance.

### 6.1.1 Excellent Rating (E)

An excellent rating means the contractor’s supply, service, or performance consistently and significantly exceeds the requirements, objectives, and expectations while adding significant value to FEMA reflecting exceptional timeliness, and very high quality and quantity deliverables at or under the proposed task order costs. The supply, service, or performance impacts the effectiveness of the operation in a positive manner and on a significant scale. Performance meets contractual requirements and exceeds many to the Government’s benefit. The contractual performance of the associated task activities being assessed was accomplished with few minor problems for which corrective actions taken by the contractor were highly effective.

### 6.1.2 Satisfactory Rating (S)

This rating denotes performance that meets most but not all of the requirements (contract or task order) for quality, quantity, cost efficiency, and timeliness of the deliverable. All outcomes are expected to be satisfactory. A minor nonconformance that is not likely to materially reduce the usability of the services for their intended purpose, or is a departure from established standards having little bearing on the effective use or operation of the services could lead to a “Satisfactory” rating. Performance meets contractual requirements. The contractual performance of the associated task activities contains some minor problems for which corrective actions taken by the contractor appear or were satisfactory.

### **6.1.3 Marginal Rating (M)**

This rating denotes performance that meets some of the intent of requirements (contract or task order) for quality, cost efficiency, and timeliness of the deliverable. A major nonconformance, that is likely to result in failure of the services or materially reduces the usability of the services for their intended purpose could lead to a "Marginal" rating. Performance does not meet some contractual requirements. The contractual performance of the task associated activities being assessed reflects a serious problem for which the contractor has not yet identified corrective actions. The contractor proposed actions appear only marginally effective or was not fully implemented.

### **6.1.4 Unsatisfactory Rating (U)**

This rating means that the contractor's performance is unacceptable and that the contractor did not meet most of the requirements, objectives, or priorities either due to unjustified, poor quality, quantity, significant cost overruns, late delivery, or poor performance. Unsatisfactory performance likely resulted in hazardous, unusable, unserviceable, or unsafe conditions or is likely to result in failure of the services, or to materially reduce the usability of the services for their intended purposes. The performance is considered a departure from established standards thus negatively impacting the effectiveness or operation of the services, product, or work. Performance does not meet most contractual requirements and recovery is not likely in a timely manner. The contractual performance of the task associated activities being assessed contains serious problem(s) for which the corrective actions proposed by the contractor appear or were ineffective.

## **6.2 Rating Determination**

Determination of the contractor's rating for each task order will involve evaluating performance using the applicable PRS, the IA-TAC Management Rating Sheet (Exhibit 2) and checklist(s) as noted in the TOPR. To the extent possible, the Government has made the individual criteria as quantitative as possible to reduce the level of subjectivity in the evaluation process.

The COTR shall assign a rating for each area in accordance with the performance standards and metrics identified in the applicable PRS. The COTR shall closely review the performance, surveillance data and other available information to make a determination of the rating for the period. The COTR will document any impacts, negative or positive on performance of the primary contractor which includes the subcontractors. The Government is also aware that many task orders require substantial coordination efforts with County, City, State, and Federal agencies and personnel. Wherever possible the COTR will note mitigating circumstances that are outside the contractor's control when making evaluations.

Where applicable, the COTR will use a specific quality assurance checklist to monitor contractor performance of associated requirements for example with unit installation, and other technical tasks. During a performance period, multiple checklists may be used to document findings and they will form the basis of the rating the contractor will receive in the Technical Approach section of the IA-TAC Surveillance Rating Report.

### **6.2.1.1 Task Order Ratings**

The Government may issue some task orders where performance is considered more critical than others. These task orders will be designated as critical or complex in the task order

request for proposal. In addition, within a task order some components of the task may be more critical than others; for example safety and performing the task accurately may be more important in one task order than the timeliness at that particular time. The criticality of the PRS elements will vary based on the disaster requirement, mission objectives, and other circumstances. When the TOPR is issued an attachment will be provided identifying the available rating for the PRS element, which will vary, based on the requirement, mission objectives, and other circumstances.

#### **6.2.1.2 Periodic Rating Determination**

The COTR shall rate each contractor task order using the task order rating criteria discussed above while assessing contractor performance against the applicable PRS. At the end of the task order period of performance or after the closeout of the task order, the COTR or IA-TAC COTR shall utilize the IA-TAC Surveillance Rating Report (Exhibit 6) to document the contractor's performance for the period.

The COTR will substantiate all individual adjectival ratings, which they judge to be indicative of "unsatisfactory", "marginal", or "excellent" performance. Performance at the "satisfactory" level is expected from the Contractor and may not be documented in detail.

#### **6.2.1.3 Quarterly Task Order Rating Determination**

In accordance with Section H.3 of the Contract, the IA-TAC COTR shall evaluate all of the Contractors Task Orders on a quarterly basis or at the end of the Task Order if it is for a period of performance that is less than a quarter of a year. The quarterly evaluation will be performed or reviewed by the IA-TAC COTR. This evaluation will follow the procedure summarized below. Exhibit 9 IA-TAC QASP Process Flow provides a more detailed overview of the process.

#### **6.2.1.4 Final Overall Task Order Rating Determination**

The COTR will provide a recommendation for a final task order rating using the rating scale described in Section 6.1 (IA-TAC QASP Surveillance Rating Report). The recommended rating will be provided to the IA-TAC COTR for concurrence or non-concurrence and forwarded to the CO. The COTR will document the Past Performance Evaluation recommendations and narratives to support their recommendations.

### **6.3 Surveillance Outcomes**

The results of surveillance activities will be used to document the contractor's performance. Services shall ordinarily not be accepted before completion of the Government contract quality assurance actions (see FAR Part 46.5).

### **6.4 Response to Surveillance Outcomes**

#### **6.4.1 Contractor Notification of Surveillance Outcomes**

The COTR will inform the contractor of potentially unsatisfactory performance by issuing a Task Order Discrepancy Report (TO-DR) as soon as the discrepancy is noted and request the contractor's initials and date on the TO-DR form. By initialing and dating the form, the contractor is acknowledging they have been notified of the potential discrepancy. The representative is not agreeing or disagreeing with the discrepancy report but acknowledging receipt of the form.

If the contractor disputes the results of the evaluation, the COTR shall arrange for a meeting with the IA-TAC COTR and CO, in person or by telephone to attempt to resolve the matter. The COTR shall provide the form and written narrative to substantiate the findings to the IA-TAC COTR and CO.

#### **6.4.2 Nonconforming Outcomes**

When nonconforming supplies or services are identified, the CO shall give the Contractor an opportunity to correct or replace the nonconforming services when this can be accomplished within the required delivery schedule. Unless the contract specifies otherwise, correction or replacement may be without additional cost to the Government.

If the nonconformance is major or critical, the COTR may not accept the supply or service. The CO shall discourage the contractor from offering nonconforming supplies or services.

For minor nonconformance the COTR may recommend the following to the IA-TAC COTR:

1. Accept and have the contractor replace at no additional cost.
2. Accept and FEMA will replace or repair and charge the contractor.
3. Accept at price reduction.
4. Reject.

The COTR has no authority to approve any of the above courses of action and does not discuss this with the contractor.

For supplies and services with minor nonconformance, the CO can consider identifying the value of the individual work requirements or tasks that may be subject to a price or fee reduction. This value may be used to determine an equitable adjustment for nonconforming services for fixed price task orders.

The CO in coordination with the IA-TAC COTR will provide a notice of rejection, which will include the reasons for rejection and be furnished promptly to the contractor. Promptness in giving this notice is essential because, if the rejection is not furnished, acceptance may, in certain circumstances, be implied as a matter of law. The notice must be in writing.

#### **6.4.3 Task Order Discrepancy Report (TO-DR)**

A Task Order Discrepancy Report can be initiated by the COTR at any time during the evaluation period, when the results of an evaluation show unsatisfactory or marginal performance for the period being monitored or when the contractor is performing below the acceptable performance level (APL).

If the COTR determines that the performance is below satisfactory without cause by the Government or excusable circumstances coordinated with the COTR, the following steps will be followed:

1. The COTR discusses the potential issue with the contractor PM and provides a TO-DR.
2. The COTR completes and sends the TO-DR to the IA-TAC COTR if the matter is not properly resolved.

3. The IA-TAC COTR evaluates the information, and notifies the CO of concurrence or non-concurrence.
4. Upon receipt of the contractor's response, the CO, in consultation with COTR and IA-TAC COTR must evaluate the contractor's response and take appropriate action.

## 7. DEFINITIONS

The following information is included to help clarify and understand the QASP.

1. **Acceptable Performance Level (APL):** This is the minimum performance or satisfactory acceptance level for the activities, work, services, or task order the Government considers performance satisfactory. This does not mean the contractor can provide less than quality work, products, or services. As long as the performance percentage, level, and/or standard do not fall below the specified acceptable performance level.
2. **Past Performance Evaluation (PPE):** The PPE is a report of contractor performance provided by the Contracting Officer.
3. **IA-TAC Surveillance Rating Report (IA-TAC-SRR):** This report is the form, which will be used by the government for documenting performance by the contractors. The IA-TAC Surveillance Report (IA-TAC-SR) is a summary of surveillance information and is used to document surveillance and monitoring of contractor performance for both APL and Non-APL task order, PWS, PRS requirements. The COTR will use IA-TAC Surveillance Report (IA-TAC-SR) for both scheduled and unscheduled surveillance when possible. This document is used to capture unacceptable performance, satisfactory contractor performance; *as well as commendable and noteworthy performance*. Surveillance activities may be a single method or a combination of two or more surveillance techniques. The COTR's goal is to achieve the most complete and objective recognition and documentation of the contractor's compliance or non-compliance with the requirements of the PWS, PRS, and task order.
4. **Task Order Discrepancy Report:** This is a report that can be initiated by the COTR or TM at any time during the evaluation period, when the results of an evaluation or surveillance demonstrate unacceptable observations during the performance period that potentially exceeds the acceptable performance level (APL), could impact the mission, and when the COTR determines that it is not caused by the Government.
5. **Technical Requirements QA Checklist(s):** Various checklists used by the Technical Monitors to record observations for task orders containing technical requirements such as site inspections, and unit installations. These check lists contain a number of PWS requirements for items such as electrical or plumbing and code requirements.
6. **Quality Assurance (QA):** The functions and associated actions performed by the Government to ensure that requirements are performed in accordance with specified standards, and that an appropriate level of contractor quality control activities are in place and operational.
7. **Quality Assurance Surveillance Plan (QASP):** A written document that specifies the techniques and procedures the Government will utilize to perform quality assurance inspection and acceptance of IA-TAC services. However, the Government is not limited to the types of inspections, surveillance or the timeframes for inspections or surveillance.

8. **Quality Control (QC):** Internal contractor management functions that include, but are not limited to, training, documented procedures, inspections, and tests (taken at the point of performance) necessary to ensure that IA-TAC work, services, products and activities conform to PWS, and task order requirements, specifications, objectives, and standards.
9. Selected Service Performance Area (SSPA)



**EXHIBIT 1 PERFORMANCE REQUIREMENT SUMMARY NOTE \*\*\*\*** MASS CARE and CALL CENTER were decided to become part of one contract after this QASP was drafted. I recommend that aspects of both MASS CARE and CALL CENTER be included.

**MANAGEMENT PERFORMANCE REQUIREMENTS SUMMARY**

<b>Task</b> <i>(What task must be accomplished to provide the government with the desired result?)</i>	<b>Performance Standard</b> <i>Define the standards for completeness, reliability, accuracy, timeliness, quality, and/or cost?</i>	<b>Acceptable Performance Level</b> <i>(Define good or bad variance from standard, e.g. weeks ahead of schedule, + or -% variance from cost.)</i>	<b>Method of Surveillance</b> <i>(Monitoring Method. How will the government document contractor performance?)</i>	<b>Incentive/Disincentive</b>
<b>REPORTS AND PLANS</b>				
Contract Deliverables are submitted on time and in accordance with the requirements of the TOPR  PWS 108, 109, and 111	100% of deliverables complete and operable/ functional, i.e., data is accurate and as specified in TOPR and with out significant Government comments or re-write.	100% Compliance	100% Inspection	
Task Order Work Plan was submitted on time and met, milestones, priorities and task order requirements.  PWS 111	Work Plan was submitted on time within 5 days after notice proceed.	100%.Compliance	100% Inspection	

<b>Task</b> <i>(What task must be accomplished to provide the government with the desired result?)</i>	<b>Performance Standard</b> <i>Define the standards for completeness, reliability, accuracy, timeliness, quality, and/or cost?</i>	<b>Acceptable Performance Level</b> <i>(Define good or bad variance from standard, e.g. weeks ahead of schedule, + or -% variance from cost.)</i>	<b>Method of Surveillance</b> <i>(Monitoring Method. How will the government document contractor performance?)</i>	<b>Incentive/Disincentive</b>
Maintain inventory and receipt of all GFP/GFE provided or obtained during performance. PWS 109	100% of all GFP/GFE is accounted for at task order close out and GFE or GFP is used only for providing contract services.	100% Compliance	100% Inspection	
<b>STAFFING</b>				
Completed all training requirements put forth in IA-TAC contract  PWS 108	100% of all contractor personnel are trained	98% of all staff must have completed training requirements.	Random	
Contractor must meet personnel certification and qualification standards as identified in the PWS and TOPR PWS 108	Contractors will provide copies of personnel certifications to the COTR within one day of commencing work.	98% of all certifications	Random	
<b>Technical Requirement</b>				
Specific Technical Requirement (DHOPS: Site Inspections) PWS 302	Site inspections shall be completed within 72 hours from date of issuance.	95% of the site inspections shall be completed within 72 hours and all remaining completed within 96 hours.	Random	

<b>Task</b> <i>(What task must be accomplished to provide the government with the desired result?)</i>	<b>Performance Standard</b> <i>Define the standards for completeness, reliability, accuracy, timeliness, quality, and/or cost?</i>	<b>Acceptable Performance Level</b> <i>(Define good or bad variance from standard, e.g. weeks ahead of schedule, + or -% variance from cost.)</i>	<b>Method of Surveillance</b> <i>(Monitoring Method. How will the government document contractor performance?)</i>	<b>Incentive/Disincentive</b>
Specific Technical Requirement (DHOPS: Land Assessment) PWS 305	Land Assessment shall be completed within 72 hours from date of issuance.	95% of the land assessments shall be completed within 72 hours and all remaining completed within 96 hours.	Random	
Specific Technical Requirement (DHOPS: Pre-Operations Plan) PWS 111	The plan shall be completed within 5 days. The plan shall include all declared counties	100 % Compliance	100% Inspection	
Specific Technical Requirement (DHOPS: TT Transport Only) PWS 401	To Be Determined Per Task Order	To Be Determined Per Task Order	To Be Determined Per Task Order	
Specific Technical Requirement (DHOPS: MH/PM Transport Only) PWS 401	To Be Determined Per Task Order	To Be Determined Per Task Order	To Be Determined Per Task Order	
Specific Technical Requirement (DHOPS: Other-Type Transport Only) PWS 401	To Be Determined Per Task Order	To Be Determined Per Task Order	To Be Determined Per Task Order	
Specific Technical Requirement (DHOPS: TT Haul and Installation) PWS 202, 400-415	The unit installation to ready for occupancy shall be completed within 72 hours from date of issuance.	90% of the unit installations shall be completed within 72 hours and all remaining completed within 96 hours.	Random	

<b>Task</b> <i>(What task must be accomplished to provide the government with the desired result?)</i>	<b>Performance Standard</b> <i>Define the standards for completeness, reliability, accuracy, timeliness, quality, and/or cost?</i>	<b>Acceptable Performance Level</b> <i>(Define good or bad variance from standard, e.g. weeks ahead of schedule, + or -% variance from cost.)</i>	<b>Method of Surveillance</b> <i>(Monitoring Method. How will the government document contractor performance?)</i>	<b>Incentive/Disincentive</b>
Specific Technical Requirement (DHOPS: MH/PM Haul and Installation) PWS 202, 400-415	The unit installation to ready for occupancy shall be completed within 72 hours from date of issuance.	90% of the unit installations shall be completed within 72 hours and all remaining completed within 96 hours.	Random	
Specific Technical Requirement (DHOPS: Other Type Haul and Installation) PWS 202, 400-415	To Be Determined Per Task Order.	To Be Determined Per Task Order	To Be Determined Per Task Order	
Specific Technical Requirement (DHOPS: Group Site Design-Initial Design and Plans) PWS 306	The Contractor shall provide the initial draft design and plans within <u>ten calendar days</u> IAW the PWS of project identification.	100% Compliance	100% Inspection	
Specific Technical Requirement (DHOPS: Group Site Design-coordinated version Design and Plans) PWS 306	The Contractor, will submit the coordinated version within <u>seven (7) calendar days</u> IAW the PWS of the meeting date.	100% Compliance	100% Inspection	
Specific Technical Requirement (DHOPS: Group Site Development) PWS 307	To Be Determined upon approval of group site plans	100% Compliance	100% Inspection	

<b>Task</b> <i>(What task must be accomplished to provide the government with the desired result?)</i>	<b>Performance Standard</b> <i>Define the standards for completeness, reliability, accuracy, timeliness, quality, and/or cost?</i>	<b>Acceptable Performance Level</b> <i>(Define good or bad variance from standard, e.g. weeks ahead of schedule, + or -% variance from cost.)</i>	<b>Method of Surveillance</b> <i>(Monitoring Method. How will the government document contractor performance?)</i>	<b>Incentive/Disincentive</b>
Specific Technical Requirement (Shelter: Assessment) PWS 305	Shelter Assessment shall be completed within 72 hours from date of issuance.	100% Compliance	100% Inspection	
Specific Technical Requirement (Shelter: Group Site Design-Initial Design and Plans) PWS 306	The Contractor shall provide the initial draft design and plans within <u>ten calendar days</u> of project identification IAW the PWS.	100% Compliance	100% Inspection	
Specific Technical Requirement (Shelter: Group Site Design-coordinated version Design and Plans) PWS 306	The Contractor, will submit the coordinated version within <u>seven (7) calendar days</u> of the meeting date IAW the PWS.	100% Compliance	100% Inspection	
Specific Technical Requirement (Shelter: Set-up Development) PWS 307	TBD upon approval of plans	100% Compliance	100% Inspection	
Specific Technical Requirement (DRC: Assessment) PWS 305	DRC Assessment shall be completed within 72 hours from date of issuance.	100% Compliance	100% Inspection	

<b>Task</b> <i>(What task must be accomplished to provide the government with the desired result?)</i>	<b>Performance Standard</b> <i>Define the standards for completeness, reliability, accuracy, timeliness, quality, and/or cost?</i>	<b>Acceptable Performance Level</b> <i>(Define good or bad variance from standard, e.g. weeks ahead of schedule, + or -% variance from cost.)</i>	<b>Method of Surveillance</b> <i>(Monitoring Method. How will the government document contractor performance?)</i>	<b>Incentive/Disincentive</b>
Specific Technical Requirement (DRC: Group Site Design-Initial Design and Plans) PWS 306	The Contractor shall provide the initial draft design and plans within <u>ten calendar days</u> of project identification IAW the PWS.	100% Compliance	100% Inspection	
Specific Technical Requirement (DRC: Group Site Design- coordinated version Design and Plans) PWS 306	The Contractor, will submit the coordinated version within <u>seven (7) calendar days</u> of the meeting date IAW the PWS.	100% Compliance	100% Inspection	
Specific Technical Requirement (DRC: Set-up Development) PWS 307	TBD upon approval of the plans.	100% Compliance	100% Inspection	

**Exhibit 2 IA-TAC QASP Management Rating Sheet**

COTR/TM \_\_\_\_\_ Date \_\_\_\_\_ Task Order # \_\_\_\_\_  
 Contract # \_\_\_\_\_

Ref #	PWS Required Service	Selected Service Performance Area (SSPA)	Rate the following services IAW Standards from the applicable PRS)	Rating: Check One (Unsatisfactory to Excellent)	Comments:
PG-001	Program Mgmt	Change Mgmt	How would you rate the contractor handling of change orders?	U <input type="checkbox"/> M <input type="checkbox"/> S <input type="checkbox"/> E <input type="checkbox"/>	
PG-002	Program Mgmt	Code Adherence	How would you rate the contractor adherence to appropriate federal, state and local codes including appropriate permitting and licensing requirements?	U <input type="checkbox"/> M <input type="checkbox"/> S <input type="checkbox"/> E <input type="checkbox"/>	
PG-003	Program Mgmt	Customer Service	How would you rate the customer satisfaction of the contractor's work and performance?	U <input type="checkbox"/> M <input type="checkbox"/> S <input type="checkbox"/> E <input type="checkbox"/>	
PG-004	Program Mgmt	Customer Service	How well did the contractor render friendly and professional service?	U <input type="checkbox"/> M <input type="checkbox"/> S <input type="checkbox"/> E <input type="checkbox"/>	
PG-005	Program Mgmt	Management and Support	How would you rate the contractor timely response to phone calls?	U <input type="checkbox"/> M <input type="checkbox"/> S <input type="checkbox"/> E <input type="checkbox"/>	
PG-006	Program Mgmt	Management and Support	How would you rate the contractor comprehensive project management services for this task order?	U <input type="checkbox"/> M <input type="checkbox"/> S <input type="checkbox"/> E <input type="checkbox"/>	
PG-007	Program Mgmt	Management and Support	How well did the contractor handle administrative matters such as coordinating information to staff and subcontractors, reports, quality control, follow through, etc.	U <input type="checkbox"/> M <input type="checkbox"/> S <input type="checkbox"/> E <input type="checkbox"/>	
PG-008	Program Mgmt	Schedule	How well did the contractor meet the project timeline?	U <input type="checkbox"/> M <input type="checkbox"/> S <input type="checkbox"/> E <input type="checkbox"/>	
PG-009	Program Mgmt	Schedule	How would you rate the contractor task order work projections versus actually completing the project on schedule (per approved plan)?	U <input type="checkbox"/> M <input type="checkbox"/> S <input type="checkbox"/> E <input type="checkbox"/>	
PG-010	Program Mgmt	Work Order Discrepancies	How well did the contractor resolve work and task order discrepancies within a timely fashion?	U <input type="checkbox"/> M <input type="checkbox"/> S <input type="checkbox"/> E <input type="checkbox"/>	
PG-011	Program Mgmt	Quality	How well did the contractor deliver the deliverable? Deliverables provided were responsive to Government requirements; Content addressed all information needs identified in Task scope and was	U <input type="checkbox"/> M <input type="checkbox"/> S <input type="checkbox"/> E <input type="checkbox"/>	

Ref #	PWS Required Service	Selected Service Performance Area (SSPA)	Rate the following services IAW Standards from the applicable PRS)	Rating: Check One (Unsatisfactory to Excellent)	Comments:
			responsive to Government comments on draft.		
PG-012	Program Mgmt	Quality	What was the quality of materials required to support the task order?	U <input type="checkbox"/> M <input type="checkbox"/> S <input type="checkbox"/> E <input type="checkbox"/>	
PG-013	Program Mgmt	Quality	What was the quality of workmanship?	U <input type="checkbox"/> M <input type="checkbox"/> S <input type="checkbox"/> E <input type="checkbox"/>	
PG-014	Program Mgmt	Quality	How well did the contractor do the work the first time? Work was delivered IAW requirements the first time.	U <input type="checkbox"/> M <input type="checkbox"/> S <input type="checkbox"/> E <input type="checkbox"/>	
PG-015	Program Mgmt	Timeliness	How well did the contractor respond quickly to requests?	U <input type="checkbox"/> M <input type="checkbox"/> S <input type="checkbox"/> E <input type="checkbox"/>	
PG-016	Program Mgmt	Timeliness	How would you rate the contractor timeliness and schedule compliance?	U <input type="checkbox"/> M <input type="checkbox"/> S <input type="checkbox"/> E <input type="checkbox"/>	
PG-017	Program Mgmt	Timeliness	How well did the contractor respond to emergencies or priorities?	U <input type="checkbox"/> M <input type="checkbox"/> S <input type="checkbox"/> E <input type="checkbox"/>	
RE-001	Report and Plan	GFE/GFP	How would you rate the contractor accounting for GFP/GFE to include reporting loss of or damage to GFP/GFE to the COTR?	U <input type="checkbox"/> M <input type="checkbox"/> S <input type="checkbox"/> E <input type="checkbox"/>	
RE-002	Report and Plan	GFE/GFP	How well did the contractor account, monitor, maintain, and secure GFP/GFE?	U <input type="checkbox"/> M <input type="checkbox"/> S <input type="checkbox"/> E <input type="checkbox"/>	
RE-003	Report and Plan	Deliverables	How would you rate contractor deliverables? Were deliverables provided were responsive to Government requirements; Content addressed all information needs identified in Task scope and was responsive to Government comments on draft.	U <input type="checkbox"/> M <input type="checkbox"/> S <input type="checkbox"/> E <input type="checkbox"/>	
RE-004	Report and Plan	Task Order Work Plan	How would your rate the Task Order Work Plan for timeliness, quality of content, and responsiveness to scope, and addressing relevant information related to the task order and mission?	U <input type="checkbox"/> M <input type="checkbox"/> S <input type="checkbox"/> E <input type="checkbox"/>	
RE-005	Report and Plan	Task Order Work Plan	How would you rate the contractor performance for submitting the Task Order Work Plan on time and meeting milestones, priorities and task order requirements?	U <input type="checkbox"/> M <input type="checkbox"/> S <input type="checkbox"/> E <input type="checkbox"/>	

Ref #	PWS Required Service	Selected Service Performance Area (SSPA)	Rate the following services IAW Standards from the applicable PRS)	Rating: Check One (Unsatisfactory to Excellent)	Comments:
RE-006	Report and Plan	Safety Plan	How would you rate the Safety Plan timeliness, and clarity and details of the following minimum components: Accident Prevention Plan, Activity Hazard Analysis, proof of qualification /certificates for employees where applicable, and equipment safety certificates.	U <input type="checkbox"/> M <input type="checkbox"/> S <input type="checkbox"/> E <input type="checkbox"/>	
RE-007	Report and Plan	Training Plan	How well did the contractor's Training Plan respond to contract requirements and clearly outlined a methodology for providing training for contractor employees?	U <input type="checkbox"/> M <input type="checkbox"/> S <input type="checkbox"/> E <input type="checkbox"/>	
RE-008	Report and Plan	Monthly Reports	Did the Contractor provide a monthly report that captures contract totals for dollars obligated and status?	U <input type="checkbox"/> M <input type="checkbox"/> S <input type="checkbox"/> E <input type="checkbox"/>	
RE-009	Report and Plan	Deliverables	How would you rate the contractor timeliness for completing the contract deliverables in accordance with the requirements of the SOW?	U <input type="checkbox"/> M <input type="checkbox"/> S <input type="checkbox"/> E <input type="checkbox"/>	
RE-010	Report and Plan	Deliverables	Contractor takes lead in developing plans and incorporates high level of quality assurance, responsiveness, "user-friendliness" & timely delivery.	U <input type="checkbox"/> M <input type="checkbox"/> S <input type="checkbox"/> E <input type="checkbox"/>	
ST-001	Staffing	Personnel Qualifications & Certification	Contractor must meet personnel certification and qualification standards as identified in the PWS and TOPR	U <input type="checkbox"/> M <input type="checkbox"/> S <input type="checkbox"/> E <input type="checkbox"/>	
ST-002	Staffing	Training Requirements	Completed all training requirements put forth in IA-TAC contract	U <input type="checkbox"/> M <input type="checkbox"/> S <input type="checkbox"/> E <input type="checkbox"/>	
ST-003	Staffing	Staff Deployment	Contractor staff is deployed in requested numbers and in accordance with requested time frames in the TOPR.	U <input type="checkbox"/> M <input type="checkbox"/> S <input type="checkbox"/> E <input type="checkbox"/>	
ST-004	Staffing	Personnel Qualifications	Contractor proposes and maintains a highly competent roster of expert staff, subcontractors, and consultants that are suited to the requirement.	U <input type="checkbox"/> M <input type="checkbox"/> S <input type="checkbox"/> E <input type="checkbox"/>	

Ref #	PWS Required Service	Selected Service Performance Area (SSPA)	Rate the following services IAW Standards from the applicable PRS)	Rating: Check One (Unsatisfactory to Excellent)	Comments:
CC-001	Cost Control	Budget	How well did the contractor prepare a reasonable budget, estimate & stay within the estimate, and submit all documentation to FEMA within applicable time frames?	U <input type="checkbox"/> M <input type="checkbox"/> S <input type="checkbox"/> E <input type="checkbox"/>	
CC-002	Cost Control	Acquisition Guidelines	How well did the contractor demonstrate and follow the applicable acquisition guidelines? 1. Provided 60% notification on time 2. Labor rates, categories, and LOE match TO estimate / budget 3. Invoice for correct billing period	U <input type="checkbox"/> M <input type="checkbox"/> S <input type="checkbox"/> E <input type="checkbox"/>	
CC-003	Cost Control	Budget	Did the contractor provide timely notification to the COTR and CO of changes to estimated budget?	U <input type="checkbox"/> M <input type="checkbox"/> S <input type="checkbox"/> E <input type="checkbox"/>	
CC-004	Cost Control	Budget	How would you rate the Contractor capacity, ability, and performance for obtaining goods and materials on a timely basis and to obtain "best" price? Supplier/Subcontractor discounts obtained where possible.	U <input type="checkbox"/> M <input type="checkbox"/> S <input type="checkbox"/> E <input type="checkbox"/>	



**EXHIBIT 4 SAMPLE SITE INSPECTION TECHNICAL REQUIREMENTS QA CHECKLIST**

SITE INSPECTION QUALITY ASSURANCE CHECKLIST							
<b>Issue Date:</b>				<b>Inspector Name/Company:</b>			
<b>QAE Name:</b>				<b>Inspection Date:</b>			
				<b>Date Submitted to FEMA:</b>			
<b>Site Control #:</b>							
<b>Site Address:</b>				<b>Scheduled Visits? Y <input type="checkbox"/> N <input type="checkbox"/></b>			
				<b>Applicant requests no contact? Y <input type="checkbox"/> N <input type="checkbox"/></b>			
<b>Electrical Service Identified</b>		<b>N/A</b>	<b>Y</b>	<b>N</b>	<b>Accessibility (UFAS) Requirements Identified</b>		<b>N/A</b> <b>Y</b> <b>N</b>
Source located & identified?					Site preparation required?		
Operable?					Firm, stable, and slip resistant surface present?		
Date of anticipated electrical availability indicated?					Firm, stable, and slip resistant surface feasible to provide?		
Available amperage identified?							
Temporary power pole need identified?					<b>Flood Zone Identified</b>		<b>N/A</b> <b>Y</b> <b>N</b>
					Flood zone determined and indicated?		
<b>Potable Water Source Identified</b>		<b>N/A</b>	<b>Y</b>	<b>N</b>	Relevant flood map indicated?		
Source located & identified?							
Source type identified?					<b>Site Preparation Requirements Identified</b>		<b>N/A</b> <b>Y</b> <b>N</b>
Operable?					Debris removal needed?		
Well flooding, test, and Health Dept approval noted?					Excavation of Water or Sewer Source Needed?		
					Unit delivery route recorded?		
<b>Sewer Source Identified</b>		<b>N/A</b>	<b>Y</b>	<b>N</b>	Applicant responsibilities recorded?		
Source located & identified?							
Source type identified?					<b>Adequacy of Site Map</b>		<b>N/A</b> <b>Y</b> <b>N</b>
Operable?					Unit placement indicated		
					Unit placement allows sufficient room for DD demo/repair		
<b>Permit/Zoning Requirements Identified</b>		<b>N/A</b>	<b>Y</b>	<b>N</b>	Unit placement allows for shortest practical utility lines		
Zoning compliance determined?					Unit placement is clear of overhead wires		
Permit Requirements identified?					Measurements provided for all utility lines		
Estimate for time required to obtain permits?					Property lines identified		
<b>Comments</b>							

CONTRACTOR

REPRESENTATIVE: \_\_\_\_\_

**Printed Name**

**Signature**

**Title**

**Date**

GOVERNMENT

REPRESENTATIVE: \_\_\_\_\_

**Printed Name**

**Signature**

**Title**

**Date**

**EXHIBIT 5 SAMPLE UNIT INSTALLATION TECHNICAL REQUIREMENTS QA CHECKLIST**

UNIT INSTALLATION QUALITY ASSURANCE CHECKLIST				QAE Name:			
Work Order #:				Installer Name/Company:			
Issue Date:				Installation Date:			
Unit Barcode:				Date Submitted to FEMA:			
VIN:				RFO Inspection Done? Y <input type="checkbox"/> N <input type="checkbox"/>			
Site Control #:				Site Address:			
<b>Electrical Connections</b>	<b>N/A</b>	<b>Y</b>	<b>N</b>	<b>Blocking</b>	<b>N/A</b>	<b>Y</b>	<b>N</b>
Cable buried 24" below grade? OR				Base of piers cleared of loose dirt, rocks, and debris?			
Encased in acceptable conduit?				Double blocked?			
Disconnect Box w/in 50 feet?				24" X 24" base (3/4" plywood or ABS type pier pad) used?			
Disconnect Box at least 18" off the ground				No more than 7" from top of pier's cap blocks to unit frame			
Weatherproof meter box provided?				No more than 4" of space filled with solid concrete block?			
Requested amperage provided?				No more than 3" of wedges used (timber laid perpendicular)			
Shortest practical line used?				No more than 1" of shims used			
All Elements to Code?				Manufacturer requirements met?			
Comments:				Is the unit level?			
				Local codes met?			
<b>Water Connections</b>	<b>N/A</b>	<b>Y</b>	<b>N</b>	Comments:			
Approved RV hose used?				<b>Anchoring &amp; Strapping</b>			
Backflow valve?							
Municipal Tap to Local Code?				HUD 3280 requirements met (MH/PM)			
Pressure-Reducing Device?				2 Anchors placed on tongue and back bumper (TT)			
Riser compatible with service line?				Straps consist of 1.25" x 0.35"			
Shortest practical line used?				Comments:			
Trench backfilled and free of rocks/debris?				<b>Accessibility (UFAS)</b>			
Cut off valve adjacent to unit connecting point?							
Water line buried at least 24" (or 6" below frost line)?							
Comments:				Comments:			
<b>Sewer Installation</b>	<b>N/A</b>	<b>Y</b>	<b>N</b>	<b>Winterization</b>	<b>N/A</b>	<b>Y</b>	<b>N</b>
3" hard ABC or PVC, Schedule 40 used?				UL listed, Commercial Pipe Heating Cable?			
1/4" slope per foot				Rated at a minimum of 3 watts per foot at 120 volts?			
Overhead sewer straps at every 4' interval?				Grounded?			
Sewer riser connected with approved 4"x3" adapter?				3 turns per linear foot			



**EXHIBIT 6 IA-TAC QASP SURVEILLANCE RATING REPORT**

<b>IA-TAC II SURVEILLANCE RATING REPORT</b>			
<b>EXCELLENT = 9-10; SATISFACTORY = 5- 8; MARGINAL = 3- 4; UNSATISFACTORY &lt; 3</b>			
<b>ANY RATING ABOVE OR BELOW SATISFACTORY REQUIRES SUPPORTING COMMENTS</b>			
<b>Task Order Number:</b>		<b>Contract Number:</b>	<b>Type Report:</b>
<b>Reporting Period:</b>	<b>From:</b>		<input type="checkbox"/> Initial
	<b>To:</b>		<input type="checkbox"/> Weekly (TO Specific)
<b>Technical Monitor:</b>		<b>Date:</b>	<input type="checkbox"/> Monthly
<b>COTR:</b>		<b>Date:</b>	<input type="checkbox"/> Quarterly (TO Specific)
<b>Contractor:</b>			<input type="checkbox"/> Final
<b>PROGRAM MANAGEMENT</b>	<b>Rating:</b>		
<b>Program Management Overall Comments:</b>			
<b>STRENGTHS:</b>			
<b>WEAKNESSES:</b>			
<b>RISKS:</b>			
<b>REPORTS AND PLANS</b>	<b>Rating:</b>		
<b>Reports and Plans Overall Comments:</b>			
<b>STRENGTHS:</b>			
<b>WEAKNESSES:</b>			
<b>RISKS:</b>			
<b>STAFFING</b>	<b>Rating:</b>		
<b>Staffing Overall Comments:</b>			
<b>STRENGTHS:</b>			
<b>WEAKNESSES:</b>			

<b>RISKS:</b>			
<b>SAFETY</b>		<b>Rating:</b>	
<b>Safety Overall Comments:</b>			
<b>STRENGTHS:</b>			
<b>WEAKNESSES:</b>			
<b>RISKS:</b>			
<b>COST CONTROLS</b>		<b>Rating:</b>	
<b>Cost Controls Overall Comments:</b>			
<b>STRENGTHS:</b>			
<b>WEAKNESSES:</b>			
<b>RISKS:</b>			
<b>TECHNICAL REQUIREMENTS</b>		<b>Rating:</b>	
<b>Technical Approach Overall Comments:</b>			
<b>STRENGTHS:</b>			
<b>WEAKNESSES:</b>			
<b>RISKS:</b>			
<b>Task Order Number:</b>			<b>Perform Score on the Weight Sheet</b>
<b>Technical Monitor:</b>		<b>Date:</b>	
<b>COTR:</b>		<b>Date:</b>	
<b>Contractor:</b>		<b>Date:</b>	

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**EXHIBIT 7 TASK ORDER CUSTOMER COMPLAINT RECORD**

TASK ORDER CUSTOMER COMPLAINT RECORD		
DATE OF COMPLAINT	TIME OF COMPLAINT	REFERENCE:NUMBER (dd/mm/yy-###)
ORGANIZATION	SOURCE OF COMPLAINT	
INDIVIDUAL		
NATURE OF COMPLAINT		
TASK ORDER REFERENCE		
VALIDATION		
DATE CONTRACTOR INFORMED COMPLAINT (Responsible officer)	TIME CONTRACTOR INFORMED OF COMPLAINT (Responsible officer)	
ACTION TAKEN BY CONTRACTOR (Responsible officer)		
RECEIVED AND VALIDATED BY		
NOTE: ( ) Used for in-house operation.		

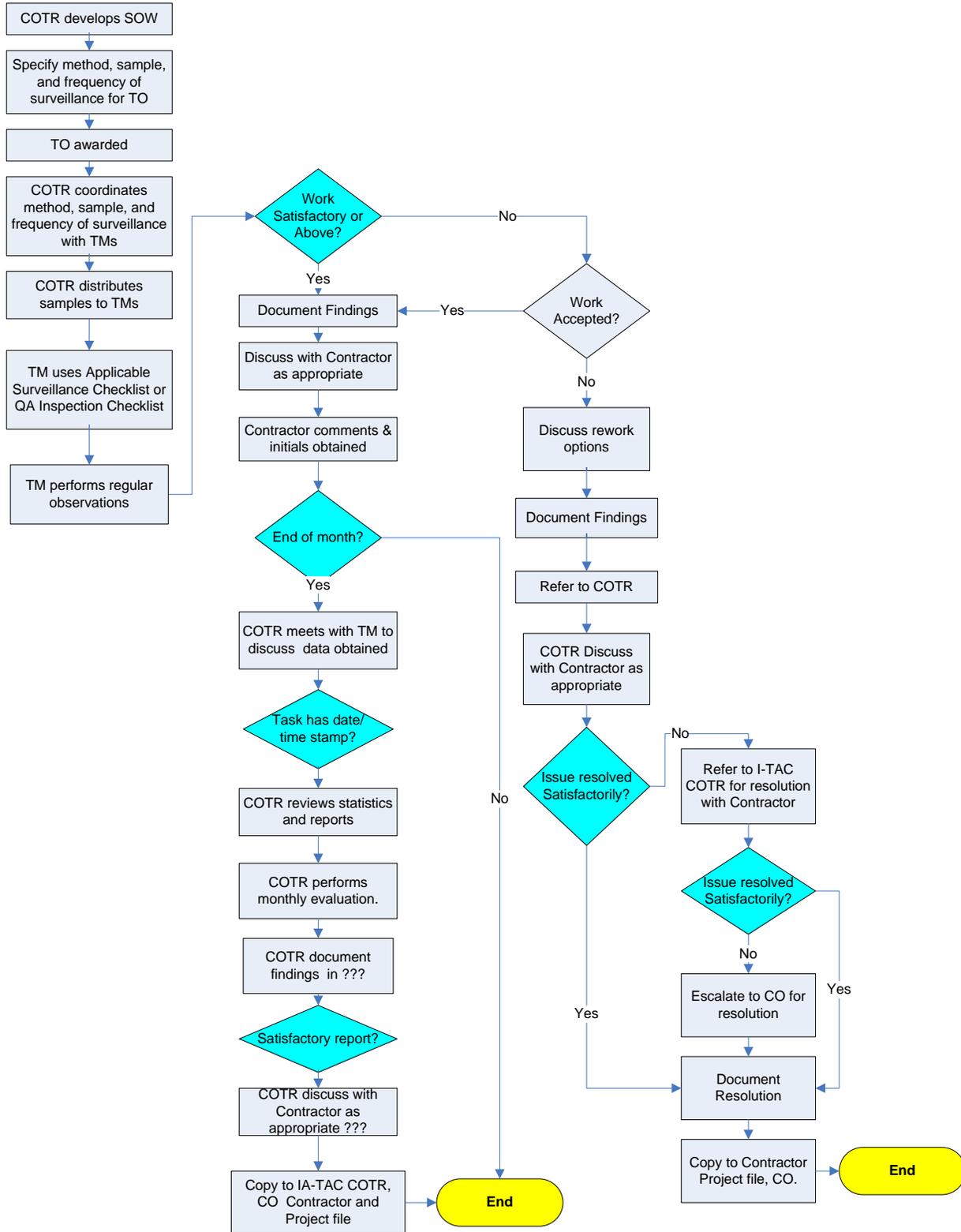
**EXHIBIT 8 TASK ORDER DISCREPANCY REPORT**

TASK ORDER DISCREPANCY REPORT			1. TASK ORDER NUMBER
2. TO: (Contractor and Manager Name)		3. FROM: (Name of COTR)	
<b>DATES</b>			
PREPARED	ORAL NOTIFICATION	RETURNED BY CONTRACTOR	ACTION COMPLETE
4. DISCREPANCY OR PROBLEM <i>(Describe in Detail: Include reference in PWS / Directive: Attach continuation sheet if necessary.)</i>			
5. SIGNATURE OF THE IA-TAC COTR		5a. SIGNATURE OF CONTRACTING OFFICER	
6. TO: <i>(Contracting Officer)</i>		7. FROM: <i>(Contractor)</i>	
8. CONTRACTOR RESPONSE AS TO CAUSE, CORRECTIVE ACTION AND ACTIONS TO PREVENT RECURRENCE. ATTACH CONTINUATION SHEET IF NECESSARY. <i>(Cite applicable Q.A. program procedures or new A.W. procedures.)</i>			
9. SIGNATURE OF CONTRACTOR REPRESENTATIVE			10. DATE
11. GOVERNMENT EVALUATION <i>(Acceptance, partial acceptance, rejection: attach continuation sheet if necessary)</i>			
12. GOVERNMENT ACTIONS <i>(Payment deduction, cure notice, show cause, other.)</i>			
<b>CLOSE OUT</b>			
	NAME AND TITLE	SIGNATURE	DATE
CONTRACTOR NOTIFIED			
COTR (Task Order)			
IA-TAC COTR			
CONTRACTING OFFICER			

**EXHIBIT 9 IA-TAC QASP PROCESS FLOW      NOTE: This Chart may need updating**

# IA-TAC QASP PROCESS FLOW

Monday 19, 2007



IA-TAC QASP PROCESS FLOW 1

