

QUALITY CONTROL PLAN

PURPOSE

The purpose of this Quality Control Plan is to outline the policies and procedures that the Account Team will follow to ensure all deliverables are completed in a timely and professional manner, that all work shall be vetted for completeness, accuracy, and adherence to the Scope of Work (SOW) issued before providing any deliverables. The Contractor will achieve this by providing adequate time in the schedule for thorough reviews of the deliverables using appropriately skilled personnel and documenting the review processes.

DEFINITIONS

Quality is the degree to which a product or service conforms to valid customer's requirements (including laws, rules, procedures, policies and standards).

Quality Assurance (QA) is defined as planned and systematic activities of providing fact-based evidence that quality products and services are being delivered. Essentially, QA describes the process of enforcing quality control protocols.

Quality Control (QC) is defined as the activities of implementing, monitoring and continuously improving processes to ensure delivery of quality products, services, and information. QC includes such activities as providing clear decisions and directions, constant supervision by experienced individuals, immediate review of completed activities for accuracy and completeness, and accurate documentation of all decisions, assumptions, and recommendations.

Quality Control Plan (QCP) is a written set of procedures and activities aimed at delivering products that meet quality objectives for a project as stated in contract documents and other procedures, manuals, and guidance. A quality control plan will identify the organization or individuals responsible for quality control and the specific procedures used to ensure delivery of a quality product. A quality control plan will also detail quality assurance measures and the method of accountability and required documentation.

1. PROJECT INFORMATION

This Quality Control Plan is written to meet the requirements for the assignment and has been developed to ensure compliance as set forth in the contract. DHC Real Estate Services (hereinafter, referred to as "Contractor") is committed to the implementation and adherence of this Quality Control Plan.

CONTRACTOR PROJECT MANAGER

Jonathan Luttwak CEO, DHC Real Estate Services +1 212 489 7050

CONTRACTOR QUALITY MANAGER

Tom Dowd Director of Operations, DHC Real Estate Services +1 917 765 9208

2. PROJECT GOALS AND OBJECTIVES

For each assignment, some or all of the tasks listed below will be completed by the Contractor. The tasks will be specified in the Request for Proposals and any resulting task orders / project:

The services required may include all or a combination of the following steps:

1.
 - participating in a project orientation with the CO, other Government personnel, and other contractors;
 - providing documentation to the Government for advertising the requirement;
 - analyzing and surveying the market and preparing a market survey report;
 - developing lease solicitations/amendments;
 - reviewing and performing a cursory evaluation of offers;
 - preparing financial analyses;

- preparing pre-negotiation objectives and providing support in negotiations and discussions with offerors;
- preparing the lease documents and any lease amendments, and obtaining required signatures;
- performing limited post award services; and
- assisting VA with FOIA inquiries, Congressional and other governmental inquiries and claims

3. PROJECT SCHEDULE

The Contractor will collaborate with the CO to develop and maintain a project schedule based on client's needs for delivery of the space. It is intended that this schedule will be revised during the life of the project, as necessary.

Specific quality reviews will be held prior to submission milestone dates which must be reflected in the Quality Process Log. These dates are subject to change with the agreement of the CO and Project Manager.

4. RESPONSIBILITIES

The Contractor is responsible for performing the work under the requirements of the contract. At a minimum, the Contractor will follow this Quality Control Plan prepared for the project. All deliverables will be reviewed by the Contractor for completeness and accuracy before submission.

Each project team member is responsible for the overall quality of the project. The Contractor Quality Control team will consist of at least the following:

- Project Manager
- Project Quality Manager
- Document Reviewers
- Document Preparers

The specific responsibilities and duties of these individuals are described as follows:

4.1 PROJECT MANAGER

The Project Manager is responsible for implementing the Quality Control Plan. Specifically, the Contractor Project Manager will do the following to implement the Quality Control Plan:

- Coordinate and lead the quality control process
- Assign qualified professionals to perform project tasks and activities
- Ensure all professionals involved in performing project tasks and activities have a clear understanding of the scope and objectives of the project
- Ensure all professionals involved in the project are aware of the project schedule
- Ensure all professionals working on the project have a clear understanding of the project requirements and provisions for work
- Document the quality control process properly
- Certify that quality control procedures have been properly followed

Additionally, the Project Manager, in collaboration with the Project Quality Manager, will:

- Ensure Sub-Contractors, when applicable, follow this Quality Control Plan or a similar plan
- Schedule document reviews and ensure all comments from these reviews are resolved prior to submitting the deliverables to the Department
- Evaluate the final products and ensure the deliverables meet the objectives of the project
- Ensure the plans/reports are reviewed for consistency between disciplines and that there is communication among the quality control staff
- Resolve any disagreements between the Document Preparer and originator of the comments (i.e. Document Reviewer)

4.2 QUALITY MANAGER

The primary responsibility of the Quality Manager is to coordinate the Quality Control activities required to achieve the quality requirements. The Quality Manager will liaise with project team leaders and the Project Manager throughout to ensure that the Quality Control Plan is implemented and followed properly. This will include working directly with the Document Preparers and Document Reviewers to facilitate document control workflow, assisting with document formatting, and ensuring proper documentation.

4.3 DOCUMENT REVIEWERS

The Document Reviewers are independent individuals qualified in their specific areas of reviews and are not directly associated with the project. Document Reviewers will review draft and final documents prior to submittal to CO to ensure accuracy, completeness, good documentation practices, clear and concise readability, and compliance with project requirements. This will include providing timely reviews and comments on how to prevent and/or correct errors in the documents prior to their finalization. Document Reviewers must be familiar all lease acquisition tasks.

4.4 DOCUMENT PREPARERS

Document Preparers are the individuals who are assigned to work on various project tasks and activities on a full-time or part-time basis. Document Preparers will implement Quality Control to ensure that products and services meet or exceed expectations of quality on this project. The Document Preparers are originators of the Quality Control review. This includes providing expertise and adhering to quality objectives of this project. Additionally, Document Preparers will respond to all comments and issues raised by Document Reviewers as part of the overall Quality Control process.

5. QUALITY CONTROL ACTIVITIES

The Contractor will perform Quality Control review on all technical documents and other deliverables such as letters, reports, plan sets, and calculations. This section outlines the key Quality Control activities while the actual Quality Control procedures are described in Section 6.

5.1 KICK-OFF MEETING

The Contractor shall schedule a Kickoff Meeting with the CO and user group within ten (10) days of TO issuance. The purpose of the meeting is to discuss roles, responsibilities, project schedule, the Contractor's market analysis, procurement strategy, and initial project objectives or special requirements. The Contractor shall submit the market analysis and baseline project schedule to the CO four (4) days prior to the Kickoff Meeting. The Kickoff Meeting will include all members from the Contractor Quality Control team for this project. At this meeting, the Project Manager will explain the Quality Control process; discuss the project's quality objectives and team members Quality Control roles; and distribute a copy of the scope of services for the project along with the project schedule. The Project Manager will prepare and distribute meeting notes to all attendees.

5.2 USE OF CHECKLISTS

These checklists will be used for review of both draft and final document. Some or all of the following checklists will be utilized by the Contractor:

I. Successful Offer

- A. Lease
- B. RLP Narrative
- C. Schedules
- D. Attachments
- E. Amendments
- F. Clarifications
- G. Form 3516A – Solicitation Provisions
- H. Form 3517B – General Clauses
- I. VA Amendments to General Clauses
- J. Form 3518 – Representations and Certifications

- K. Form 1364A – Proposal to Lease Space
- L. Form 1217 – Lessor's Annual Cost Statement
- M. Proof of Ownership or Control of Site
- N. Final Proposal
- O. Renderings and Drawings, Specifications, Calculations, and Design

Narratives

- P. LEED Narrative and Scorecard
- Q. Operations and Maintenance Plan
- R. Security Requirements (VA IT Security)
- S. VA National Rules of Behavior
- T. FAR Clause 52.204-10 Reporting Executive Compensation
- U. Small Business Subcontracting Plan

II. Award Decision Memorandum and Scoring

- A. Evaluation Reports
- B. Award Decision Memorandum
- C. OMB Scoring

III. Evidence of Financial Resources

IV. Registrations and Compliance

- A. EEO Compliance Submission
- B. Experian Report
- C. VETS-4212 Report
- D. System for Award Management (SAM) Registration
- E. VetBiz Registration

V. Miscellaneous Documentation

- A. Pre-lease Fire and Life Safety Evaluation and Accessibility Standards Certification
- B. Certificate of Current Cost and Pricing Data
- C. Certification of Building Energy Performance
- D. Certificate of Seismic Compliance (New Building)
- E. Appraisal/Construction Cost Estimate
- F. Funding Certification
- G. Prospectus Description and Public Law/SECVA Approval
- H. Advertisement
- I. Market Survey Report

The Contractor will use these checklists when preparing the deliverables to ensure they are complete and meet the project requirements. The reviewers will appropriately mark comments from their reviews on these checklists and the documents reviewed. The Project Manager will save the checklists and marked documents in the project file.

5.3 REVIEWING PROJECT REQUIREMENTS

The initial Quality Control review is the responsibility of each individual professional who prepares deliverables. The second Quality Control review is the responsibility of the Quality Control reviewer who confirms that the deliverables represent the scope and meet the requirements. Items to review for quality include but are not limited to clarity of the report, technical adequacy, appropriate level of analysis, completeness and accuracy of the information presented, and regulatory sufficiency. During the reviews, the Document Reviewers will also check documents and reports for spelling, grammar, and format for compliance with quality control standards and procedures. The Quality Control review will be documented in the Quality Process Log. The reviewers will perform the reviews based on the QC procedures described in

Section 6.

5.4 PLANS FIELD REVIEW

The Contractor Project Manager and key project team members will participate in a field review to ensure that the concept plans address field conditions, as required by the Scope. This review will be documented in the Quality Process Log.

5.5 QUALITY OF SUB-CONTRACTORS WORK

A schedule of submittals and requirements for deliverables for each sub-contractor will be included in the Project Schedule. Sub-Contractors will be required to comply with this Quality Control Plan, or similar plan. The Contractor Project Manager will regularly contact each of the sub-contractors to monitor their progress on this project.

5.6 QUALITY ASSURANCE REVIEW

The Quality Assurance review will be performed by Quality Manager, to verify the deliverables meet the scope. Any comments from the Quality Assurance reviews will be addressed by the respective project team members.

1. PROCEDURES FOR REVIEWING DOCUMENTS

The Originator (Document Preparer) should:

1. Affix the Quality Control Tracking Stamp (digital watermark) to the cover sheet of each document to be reviewed.
2. Electronically initial and date the documents ready for review and electronically assign them to the Quality Control reviewer along with appropriate supporting documentation, reference materials, and list of assumptions (when applicable) that will aid the Quality Control reviewers to complete review the document without asking the Originator any questions.

FIGURE 6-1 QUALITY CONTROL TRACKING STAMP

QUALITY CONTROL REVIEW		
	INITIALS	DATE
ORIGINATOR (DOCUMENT PREPARER): Ready for QC (QC STAMP)		
QC DOCUMENT REVIEWER: Review Document		
ORIGINATOR (DOCUMENT PREPARER): Address comments		
QC DOCUMENT REVIEWER: verify changes		
QA REVIEWER: Assure quality		
QUALITY MANAGER: Verify QC is complete		
PROJECT MANAGER: Sign QC certificate		

The Document Reviewer should:

1. Note items that are correct with yellow.
2. Show corrections requiring changes or attention in red.
3. Electronically initial and date the reviewed document.
4. Electronically return reviewed document to the Originator.

The Originator should then:

1. Review all items marked in red and make appropriate corrections.
2. Resolve disputed items with the Quality Control Document Reviewer and with the Project Manager, if necessary.
3. Electronically initial and date the document and electronically assign the Document Reviewer with revised document and the disposition of the original comments.

The Document Reviewer should then:

1. Ensure all comments have been addressed.
2. Electronically initial and date the reviewed document and return the document to the Originator for incorporation.
3. Assign task to Quality Manager for review
5. Coordinate with the Originator to ensure all comments are resolved.

Quality Manager should then:

1. Verify that the quality control has been properly performed and deliverables meet the scope.
2. Electronically sign the Quality Control Certificate and electronically submit the document to the Contractor Project Manager.

The Contractor Project Manager should:

1. Resolve any disagreement in comments between the Originator and the Quality Control Reviewer.
2. Verify that the quality control has been properly completed.
3. Electronically sign Quality Control Certificate and attach the signed certificate with the submittal.

6.1 QUALITY PROCESS LOG

The Quality Process Log shall be used to track the production and review activities for each deliverable.

6.2 QUALITY CONTROL DOCUMENTATION

The Quality Control and Assurance activities will be documented in the appropriate Quality Control file. Quality Control file will be stored at the Contractor office and made available upon request. Items to be stored include:

- Pertinent Correspondence
- Checklists
- Conceptual Plans
- Calculations
- Reports/Technical Memos
- Document Reviewed (including corrections made, and the follow-up actions) and submittals
- Quality Control Certifications