

<b>AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT</b>				1. CONTRACT ID CODE		PAGE OF PAGES 1 2	
2. AMENDMENT/MODIFICATION NO. 0005		3. EFFECTIVE DATE 12 SEP 2017		4. REQUISITION/PURCHASE REQ. NO. See Block 14		5. PROJECT NO. (If applicable)	
6. ISSUED BY DCSO COLUMBUS ATTN DCSO-C PO BOX 3990 COLUMBUS OH 43218-3990		CODE SP4702		7. ADMINISTERED BY (If other than Item 6)		CODE	
8. NAME AND ADDRESS OF CONTRACTOR (No., street, county, State and ZIP Code)				(X)		9A. AMENDMENT OF SOLICITATION NO. SP470217Q0036	
				<input checked="" type="checkbox"/>		9B. DATED (SEE ITEM 11) 2017 SEP 07	
				<input type="checkbox"/>		10A. MODIFICATION OF CONTRACT/ORDER NO.	
				<input type="checkbox"/>		10B. DATED (SEE ITEM 13)	
CODE		FACILITY CODE					
<b>11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS</b>							
<input checked="" type="checkbox"/> The above numbered solicitation is amended as set forth in Item 14. The hour and date specified for receipt of Offers <input type="checkbox"/> is extended, <input checked="" type="checkbox"/> is not extended.							
Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods: (a) By completing Items 8 and 15, and returning 1 copies of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) By separate letter or telegram which includes a reference to the solicitation and amendment numbers. FAILURE OF YOUR ACKNOWLEDGMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment you desire to change an offer already submitted, such change may be made by telegram or letter, provided each telegram or letter makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.							
12. ACCOUNTING AND APPROPRIATION DATA (If required)							
<b>13. THIS APPLIES ONLY TO MODIFICATIONS OF CONTRACTS/ORDERS. IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14.</b>							
CHECK ONE	A. THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. IN ITEM 10A.						
<input type="checkbox"/>							
<input type="checkbox"/>	B. THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in paying office, appropriation date, etc. ) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b).						
<input type="checkbox"/>	C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF:						
<input type="checkbox"/>	D. OTHER (Specify type of modification and authority)						
<b>E. IMPORTANT:</b> Contractor <input type="checkbox"/> is not, <input type="checkbox"/> is required to sign this document and return _____ copies to issuing office.							
14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract subject matter where feasible.)							
See Attached Continuation Sheet(s).							
Except as provided herein, all terms and conditions of the document referenced in Item 9A or 10A, as heretofore changed, remains unchanged and in full force and effect.							
15A. NAME AND TITLE OF SIGNER (Type or print)				16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print)			
15B. CONTRACTOR/OFFEROR				15C. DATE SIGNED		16B. UNITED STATES OF AMERICA	
(Signature of person authorized to sign)						(Signature of Contracting Officer)	
						16C. DATE SIGNED	

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Amendment 0005 is hereby issued to include the following information to solicitation # SP4702-17-Q-0036;

- 1. Solicitation, page # 7, Point of Contacts, Tina Johnston location is building 9, section 1.
- 2. Solicitation, page # 8, Point of Contacts, remove Edward Francoeur information and add Jessica Raushel, Jessica.Raushel@dla.mil, 215-737-3246.
- 3. Solicitation, page # 8, Point of Contacts, Jill Schmitz location is building 9, Section 1.
- 4. Attachment # 1, Revised Quality Assurance Surveillance Plan.
- 5. Solicitation, page # 6, CLIN 0001 "Base Year", number of associates shall be 14 instead 15. Attachment # 2, Revised CLIN 0001 "Base Year", page # 6. Note: remove original page # 6 and include revise copy with offerors quote.
- 6. Solicitation, page # 10, CLIN 1001 "Option Year One", number of associates shall be 14 instead 15. Attachment # 3, Revised CLIN 1001 "Option Year One", page # 10. Note: remove original page # 10 and include revise copy with offerors quote.
- 7. Solicitation, page # 11, CLIN 2001 "Option Year Two", number of associates shall be 14 instead 15. Attachment # 4, Revised CLIN 2001 "Option Year Two", page # 11. Note: remove original page # 11 and include revise copy with offerors quote.

All other terms and conditions remains unchanged.

**Quality Assurance Surveillance Plan (QASP)  
DLA Product Test Center (PTC)  
Service Contract  
Contract #TBD**

## **1. Purpose**

1.1 The purpose of this document is to provide guidance on administering subject contract such that the best possible quality in performance can be assured through appropriate surveillance, and addressing of any performance failures as appropriate.

1.2 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. It is also used for assessing contractor's overall performance, both the good and the bad, which will be used to determine future contract actions with a company (i.e. exercising of options, determining contractor responsibility, past performance for future awards, etc.)

## **2. Surveillance Procedures**

2.1 The Government may inspect and evaluate the Contractor's performance to ensure Services are received in accordance with requirements in this contract. The Government will use the Contractor's work schedule, to record validation results. Results of the validation then become the official DLA record of the Contractor's performance. When a performance threshold has not been met or Contractor performance has not been accomplished, the Government will initiate a Contract Discrepancy Report (CDR) for issuance to the Contractor. The Contractor shall respond to the PTC Contract Officer Representative (COR) or designee within 10 calendar days of receipt.

2.2 Periodic Validations. The government will evaluate the contractor's work on a scheduled basis during performance of the Service. Any unsatisfactory inspection (defect) result shall be recorded, and the Contractor shall re-perform the service within 24 hours of notification or a mutually acceptable timeframe.

2.3 Complaints. The Government will receive and investigate complaints. The Government will be responsible for initially validating customer complaints. The PTC COR shall make final determination of the validity of customer complaint(s) in cases of disagreement with the COR designee and the Contractor. For validated customer complaints of inadequate Service as stated in the Contract, the Contractor shall provide a written corrective action plan within 48 hours of notification.

## 2.4 Documenting Surveillance.

2.4.1 Progress Meetings. The COR or designees, and the Contractor shall periodically meet to discuss the Contractor's performance. The following issues shall be discussed; opportunities to improve the contract, any modifications required of the contract, unsatisfactory inspections and valid customer complaints against each performance objective observed and steps taken by the Contractor to prevent occurrences in the future.

2.4.2 The Contractor may be asked to provide a summation of unsatisfactory inspections and customer complaints and provide insight into any identified trends. The minutes of these meetings will be prepared in writing by the COR or designee and any other signatures as deemed appropriate, distributed to the functional area Lab Chief, COR and the Contractor. Should the Contractor not concur with the minutes, the Contractor shall provide a written notification to the COR and Contracting Office identifying areas of non-concurrence for resolution.

2.4.3 All documentation resulting from surveillance must be made part of the contract file. The COR must retain any and all surveillance documentation in their COR files for the life of the contract. Should COR responsibilities be shifted to another individual, the new COR shall be responsible for the maintaining of the historical and current COR files.

## 3. Surveillance Plan Summary

The Surveillance Plan Summary is the list of performance objectives and standards that must be performed by the contractor. This details the method of surveillance the COR will use to validate and inspect these performance elements. Inspection of each element will be documented in the COR file.

3a. Deliverable: Services received as stated and in accordance with this contract.

3b. Standard: Specific to the requirements as stated in the contract.

3c. Measurement Universe: Satisfactory completion of all corrections defined as discrepancies during surveillance.

3d. Acceptable Performance Metric: Successful performance of equipment, facility or related product identified in the Service contract consistent with normal operational features of the item and to the satisfaction of the COR or designee. This will include any training if identified in the contract.

3e. Method of Surveillance: 100% or as defined in the Service contract.

## Roles and Responsibilities

The following personnel shall oversee and coordinate surveillance activities.

**Project Manager (PM) / Designee** - The PM specific to this Service Contract:

Organization: DLA Land and Maritime Product Test Center

PM's: Joseph May, TE Lab, [Joseph.May@dla.mil](mailto:Joseph.May@dla.mil), 614-692-8913

Tina Johnston, TM Lab, [Tina.Johnston@dla.mil](mailto:Tina.Johnston@dla.mil), 614-692-9587

Jessica Raushel, TC Lab, [Jessica.Raushel@dla.mil](mailto:Jessica.Raushel@dla.mil), 215-737-3246

**Contracting Officer's Representative (COR)** - The COR or PM is responsible for providing technical oversight of the Contractor's performance.

Assigned COR: Jill Schmitz

Organization: DLA Product Test Center (T)

Telephone: 614-692-2420

Email: [Jill.Schmitz@dla.mil](mailto:Jill.Schmitz@dla.mil)

## 4. Contractor

Name: TBD

Contract Number: TBD

Type of Service: ISO 9001:2015 Certification

Telephone: TBD

POC: TBD

Email: TBD

## 5. Performance Reporting

***Please note: The Performance Assessment Report (PAR), Part I, must be completed by the PM. The Customer Complaint Record and Corrective Action Report (CAR) completed as necessary by the PM.***

### 6.1 Performance Assessment Report (PAR):

The PM will complete the PAR, Part I (Parts II and III as necessary) after services have been completed by the Contractor and forward to the COR.

### 6.2 Customer Complaint Record:

The PM will complete only as necessary and forward to the COR.

### 6.3 Corrective Action Report (CAR):

The PM will complete only as necessary and forward to the COR.

(4/28/15)

## PERFORMANCE ASSESSMENT REPORT (PAR)

**PART I. PERFORMANCE** MUST BE COMPLETED BY THE PM AND FORWARDED TO THE COR AFTER SERVICES HAVE BEEN COMPLETED.

1. CONTRACTOR  TBD	2. CONTRACT NUMBER  TBD	3. TYPE OF SERVICES  ISO 9001:2015 Certification
4. PROGRAM MANAGER'S (PM) NAME Joseph May, 614-692-8913 Tina Johnston, 614-692-9587  Jessica Raushel, 215-737-3246, TC Lab		5. PHONE See block 4
6. DATE WORK COMPLETED SEPT 2020		
7. (CHECK ALL BOXES THAT APPLY) <input checked="" type="checkbox"/> NEW <input type="checkbox"/> REPEAT <input type="checkbox"/> DEFICIENCY <input type="checkbox"/> NO DEFICIENCY NOTED		8. SERVICES SUMMARY or PWS PARAGRAPH ITEM REVIEWED  Obtain ISO 9001:2015 Quality Management System Certification for the DLA Product Test Centers for three different labs.
9. BRIEF DESCRIPTION OF DEFICIENCY (IF DEFICIENCY BOX WAS CHECKED)		10. DETAILED PERFORMANCE ASSESSMENT  The ISO 9001:2015 Certification will provide quality certification for the DLA Product Test Centers (three labs). ISO will help to maximize conformance analysis and continuous improvement. The Certification will improve productivity and reduce risk.

11. REVIEWED AND APPROVED BY COR / SIGNATURE AND DATE

**PART II. CONTRACTOR VALIDATION** PM ONLY COMPLETE AS NECESSARY.

12. CONTRACTOR REPRESENTATIVE <input type="checkbox"/> CONCUR <input type="checkbox"/> NON-CONCUR	13. CORRECTIVE ACTION ESTIMATED COMPLETION DATE
14. CONTRACTOR REPRESENTATIVE CORRECTIVE ACTION AND PREVENTION OF RECURRENCE <u>OR</u> REASON FOR NON-CONCURRENCE OF PROGRAM MANAGER'S CITED DEFICIENCY	

**PART III. ACTION CORRECTED** PM ONLY COMPLETE AS NECESSARY.

15. CONTRACTOR REPRESENTATIVE REMARKS
16. <input type="checkbox"/> CONCUR <input type="checkbox"/> NON-CONCUR PROGRAM MANAGER'S (PM) NAME AND DATE
17. PROGRAM MANAGER'S (PM) REMARKS (REQUIRED)
18. REVIEWED AND APPROVED BY COR / SIGNATURE AND DATE

(4/28/15)

<b>CUSTOMER COMPLAINT RECORD</b>			1 .DATE/TIME OF COMPLAINT	
SOURCE OF COMPLAINT				
2. ORGANIZATION		3. BUILDING NUMBER	4. INDIVIDUAL	
			5. PHONE NUMBER	
6.NATURE OF COMPLAINT				
7. CONTRACT REFERENCE				
8.VALIDATION				
9.DATE/TIME CONTRACTOR INFORMED OF COMPLAINT				
10.ACTION TAKEN BY CONTRACTOR				
11.RECEIVED/VALIDATED BY PROGRAM MANAGER (PM) / SIGNATURE AND DATE				

(4/28/15)

## CORRECTIVE ACTION REPORT (CAR)

1. CONTRACTOR

2. CONTRACTOR REPRESENTATIVE

3. CONTRACT NUMBER

4. TYPE OF SERVICE

5. ORGANIZATION

6. DATE DEFICIENCY CORRECTED

7. DEFICIENCY

FINDING:

FINDING IMPACT:

PLEASE RESPOND WITH A WRITTEN CORRECTIVE ACTION PLAN THAT DETAILS THE CORRECTIVE ACTION OF THE CITED DEFICIENCY, THE CAUSE OF THE DEFICIENCY, AND ACTIONS TAKEN TO PREVENT RECURRENCE.

8. REVIEWED BY PROGRAM MANAGER / SIGNATURE AND DATE

9. COR DETERMINATION / SIGNATURE AND DATE

☐ ACCEPTED ☐ REJECTED

(4/28/15)



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## SECTION B

SUPPLY/SERVICE: U004-V00007697 CONT'D

- o Procedures
- o Work Instructions
- o Other
  - Each Lab will receive a detailed report of the status of System Manual issues and any new issues from the visit.
  - Provide an assessment team to conduct a thorough and objective on-site assessment to determine the degree and effectiveness of the implementation of the management system
  - Provide a corrective action and/or follow-up visit depending on the results of the assessment.
  - Each lab will provide a point of contact to the vendor
  - Each lab will set up a schedule/timeline for the audit process with the vendor 30 days after award of contract.

### 7. Output Requirements:

- a. Upon each lab passing the audit, that specific lab will be certified as an independent organization.
- b. Upon passing the audit, each lab will receive their own ISO 9001:2015 registration certificate and any other documents that relates to this process process.
- c. The vendor will provide each Lab their own certificate within 30 days of completing the audit.

### 8. Place of Performance: DLA Product Test Center-

- a. TM Lab, Mechanical, Building 9 Section 1, 3990 E Broad St. Columbus, OH 43213. TM Lab has 15 Associates.
- b. TE Lab, Electronics, Building 11 Section 7, 3990 E. Broad St. Columbus, OH 43213. TE Lab has 30 Associates.
- c. TC Lab, Analytical, 700 Robbins Ave. Building 5D, Philadelphia, PA 19111. TC Lab has 22 Associates.

9. Invoice information: Invoices shall be submitted through Wide Area Workflow (WAWF), See DFARS Clause 252.232-7006 Wide Area Workflow Payment Instructions for detailed instructions on how to submit invoices.

### 10. DODACs:

- a. TM Lab: SL0702 (Columbus, Ohio)
- b. TE Lab: SL0700 (Columbus, Ohio)
- c. TC Lab: SL0701 (Philadelphia, PA)

### Evaluation Factor for Award:

Contract Award will be made to the responsible vendor that offers the Lowest Priced Technically Acceptable quote.

1. Factor 1 "Technical Service Capability"
2. Factor 2 "Past Performance Acceptability".

## BASE YEAR

ITEM NO.	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
0001	U004-V00007697	1.000	JB	\$ _____	\$ _____
	ISO 9001:2015				
	TM LAB, MECHANICAL				
	BUILDING 9, SECTION 1				
	COLUMBUS, OHIO				
	14 ASSOCIATES				

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### SECTION B

SUPPLY/SERVICE: D399-V00010347 CONT'D

### OPTION YEAR ONE

ITEM NO. SUPPLIES/SERVICES QUANTITY

ITEM NO.	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
1001	U004-V00007697 ISO 9001:2015 TM LAB, MECHANICAL BUILDING 9, SECTION 1 COLUMBUS, OHIO 14 ASSOCIATES	1.000	JB	\$ _____	\$ _____
ITEM NO.	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
1002	D399-V00010347 Travel	1.000	JB	\$ _____	\$ _____
ITEM NO.	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
1003	U004-V00007697 ISO 9001:2015 TE LAB, ELECTRONICS BUILDING 11, SECTION 7 COLUMBUS, OHIO 30 ASSOCIATES	1.000	JB	\$ _____	\$ _____
ITEM NO.	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
1004	D399-V00010347 Travel	1.000	JB	\$ _____	\$ _____
ITEM NO.	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
1005	U004-V00007697 ISO 9001:2015 TC LAB, ANALYTICAL BUILDING 5C PHILADELPHIA, PA 22 ASSOCIATES	1.000	JB	\$ _____	\$ _____
ITEM NO.	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
1006	D399-V00010347 Travel	1.000	JB	\$ _____	\$ _____

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SUPPLY/SERVICE: U004-V00007697 CONT'D

**SECTION B**

**OPTION YEAR TWO**

ITEM NO.	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
2001	U004-V00007697 ISO 9001;2015 TM LAB, MECHANICAL BUILDING 9, SECTION 1 COLUMBUS, OHIO 14 ASSOCIATES	1.000	JB	\$ _____	\$ _____

ITEM NO.	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
2002	D399-V00010347 Travel	1.000	JB	\$ _____	\$ _____

ITEM NO.	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
2003	U004-V00007697 ISO 9001;2015 TE LAB, ELECTRONICS BUILDING 11, SECTION 7 COLUMBUS, OHIO 30 ASSOCIATES	1.000	JB	\$ _____	\$ _____

ITEM NO.	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
2004	D399-V00010347 Travel	1.000	JB	\$ _____	\$ _____

ITEM NO.	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
2005	U004-V00007697 ISO 9001;2015 TC LAB, ANALYTICAL BUILDING 5C PHILADELPHIA, PA 22 ASSOCIATES	1.000	JB	\$ _____	\$ _____

ITEM NO.	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
2006	D399-V00010347 Travel	1.000	JB	\$ _____	\$ _____

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