BECS will be using a Quality Assurance Program as the basis for the development of our Project Specific Quality Program. The Program will focus on creating a process for the following items:

- QC Inspection & Testing Reports
- Mock-up Documentation
- Field Reports
- Non-Conformance Reports
- Corrective Action Reports
- Documentation of Corrective Actions

Construction Support and Quality Assurance

Project Start-Up

- Review contractors schedule
- Develop and establish the BECS Quality Assurance Program which will be reviewed with Baltimore City Project Manager and the selected contractor and will include a HOLD POINT AND INSPECTION IDENTIFICATION FORM.
- Along with the Baltimore City Project Manager, establish project communication protocols.
- Create and manage a submittal log
- Submittal review; ensure that the contractor is submitting appropriate documentation and record-keeping.
- Review submittals for general conformance with construction documents and ensure that the Baltimore City Project Manager is kept apprised of items that they need to make decisions on; ensure that appropriate parties are reviewing and stamping submittals and determine if additional consultants need to review them; provide comment to the Baltimore City Project Manager on adequacy of materials specified.

Construction and Installation

- Act as liaison between the Baltimore City Project Manager and Contractor.
- Provide clarification of technical issues.
- RFI review; review RFI's to ensure contractor and Architect of Record are providing thorough and efficient responses, and that RFI responses are being forwarded to/from the appropriate parties; advise Baltimore City Project Manager of RFI's that may incur additional cost and/or scope change prior to implementing work.
- Attend periodic progress meetings (once a week) with the Baltimore City Project Manager and the Contractor to review past Work, resolve project related issues, review the Contractor's payment applications, and discuss future Work. Perform visual inspections with the project team following each meeting, when practical.
- Perform periodic site visits on the average 3 site visits per week up to 24 hours per week (part-time) during construction to observe the progress of the Work, verify quantities of repair and determine if the Work is being performed in general accordance with the Project Specifications. We will issue field reports of the work performed, test results, and other pertinent information concerning the contract documents and project requirements.
- During the Site Visits we will be inspecting for:

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- o Quality of workmanship.
- o Quality of materials.
- o Conformity with plans & specifications.
- o Project schedule vs progress.
- o General progress of the construction project.

- Perform selective and/or act as a third-party observer for field quality assurance tests.
- Review progress billings forward to the Baltimore City Project Manager for processing or suggest and support necessary negotiate revisions.
- Support the Baltimore City Project Manager to negotiate change order payment amounts
- Provide input to expedite development of schedule recovery strategies
- In collaboration with the Baltimore City Project Manager work to resolve disputes quickly and informally
- Support the Baltimore City Project Manager in the coordination of formal dispute resolution actions.
- Attend construction meetings with Baltimore City Project Manager, contractor, architect, and major subcontractors that are on site. These meetings should include discussions of potential or pending change orders, problems, schedule, budget, requests for information and any other areas of interest.
- Report to the Baltimore City Project Manager and as required the Leadership of the Department of General Services on the progress and status of the project.
- Review all test reports and ensure they are in compliance with specifications.
  - o E.g. concrete, welds, and other required tests.
- Review and submit to the Baltimore City Project Manager all costs submitted by the contractor. This includes reviewing the back-up for each contractor draw request.

Project Close-Out
- Expedite substantial completion and final inspections
- Monitor correction of punch list items
- Prepare a formal punch list and conduct a formal walk through with the Baltimore City Project Manager following receipt of the Contractor's formal statement of completion. Review Contractor close-out documents including warranties prior to submitting to the owner.
- A final acceptance report will be issued once all the work has been satisfactorily completed and accepted by the Owner.