QUALITY ASSURANCE SURVEILLANCE PLAN
JANITORIAL SERVICES

This Quality Assurance Surveillance Plan (QASP) has been developed to evaluate Contractor actions while implementing this SOW. It is designed to provide an effective surveillance method of monitoring Contractor performance for each listed objective on the Service Delivery Summary (SDS) in the maintenance contract.

The QASP provides a systematic method to evaluate the services the Contractor is required to furnish.

This QASP is based on the premise the Government desires to maintain a quality standard in the custodial functions needed for their facilities and that a janitorial service contract to provide these services is the best means of achieving that objective.

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.

In this contract the quality control program is the driver for product quality. The Contractor is required to develop a comprehensive program of inspections and monitoring actions. The first major step to ensuring a "self-correcting" contract is to ensure that the quality control program approved at the beginning of the contract provides the measures needed to lead the Contractor to success.

Once the quality control program is approved, careful application of the process and standards presented in the remainder of this document will ensure a high quality assurance program.

SOW Para. No.	**PERFORMANCE OBJECTIVE**	**Performance Threshold**
II-12.1	**Basic Cleaning Services.** Floors, baseboards, corners and wall edges are free of dirt, dust and debris. Trash is empty. Plastic liners are in good condition. Trash containers are free of odors and visible dirt. Trash is emptied and placed in areas designated by the COR. Carpets are free of dirt, debris, litter and other foreign matter. Dust is not visible. Glass and mirrors have no traces of film, dirt, smudges, or water. Drinking fountains and sinks are disinfected and free of streaks, stains, spots, smudges, scale and other deposits. Uncarpeted areas are free of dirt, debris, litter and other foreign matter.	Not to exceed 5 customer complaints per month. Random sampling of inspection reports by COR.

II-12.1	**Basic Restroom and Utility Room Cleaning Services.** Surfaces of sinks, toilet bowls, base of toilet, urinals, lavatories, dispensers, plumbing fixtures, partitions, dispensers, doors, walls, and other such surfaces are clean and disinfected. Surfaces shall be free from streaks, stains, scale, scum, urine deposits, and rust stains. Restrooms are stocked sufficiently.	Not to exceed 5 customer complaints per month. Random sampling of inspection reports by COR.
II-12.2	**Periodic Cleaning Services.** Floors have a glossy uniform appearance free of scuffmarks, heel marks, wax build-up, and other stains and discolorations. Enclosed light fixtures are free of dust, bugs, etc.	Not to exceed 5 customer complaints per month. Random sampling of inspection reports by COR.
II-12.3	**Monthly Cleaning Services.** Windows are clean and have no traces of film, dirt, smudges or water spots.	Not to exceed 5 customer complaints per month. Random sampling of inspection reports by COR.

SURVEILLANCE: The Government quality assurance (QA) person will receive complaints from district personnel and pass them to the Contractor's quality control inspector (QCI) for correction.

STANDARD: 95% of all facilities are without customer complaints for the month or service period. For example, the QA should receive no more than 5 customer complaints during the service period. The QA shall notify the Contracting Officer for appropriate action in accordance with FAR 52.212.4, Contract Terms and Conditions-Commercial Items or the appropriate Inspection of Services clause, if any of the above service areas exceed five customer complaints.

PROCEDURES: Any district employee that observes unacceptable services, either incomplete or not performed, for any of the above performance objectives should immediately contact the QA and the QA will complete appropriate documentation to record the complaint. The QA will consider the customer complaint valid upon receipt from the customer. The QA should inform the customer of the approximate time the unacceptable performance will be corrected and advice the customer to contact the QA if not corrected. The QA will consider customer complaints as resolved unless notified otherwise by the customer. The QA shall verbally notify the Contractor's Quality Control Inspector (QCI) to pick up the written customer complaint.

After verbal notification, the QCI will be given until the next morning at 6:00 am to correct the unacceptable performance. If the QCI disagrees with the complaint after investigation of the site and challenges the validity of the complaint, the QCI will notify the QA. The QA will conduct

an investigation to determine the validity of the complaint. If the QA determines the complaint as invalid, he will document the written complaint of the findings and notify the customer. The QA will retain the annotated copy of the written complaint for his/her files.

If after investigation, the QA determines the complaint is valid, the QA will inform the QCI and the QCI will be given an additional time to correct the defect. A defect will not be recorded if proper and timely correction of the unacceptable condition(s) is accomplished. The QCI shall return the written customer complaint document, properly completed with actions taken, to the QA, who will file the complaint for monitoring future recurring performance. Recurring customer complaints are not permitted for any of the above service items. If a repeat customer complaint is received indicating the same deficiency during the service period (month, quarter, etc.), the QA should contact the Contracting Officer for appropriate action.