QUALITY ASSURANCE SURVEILLANCE PLAN (QASP)

1. Contract Title: Custodial and Janitorial Services for DISA PAC Building 77

2. Purpose:

This QASP provides a systematic method to evaluate performance for the stated contract. This QASP explains the following:

• What will be monitored
• How will monitoring take place
• Who will conduct the monitoring
• How monitoring efforts and results will be documented

This QASP does not detail how the contractor accomplishes the work. Rather, the QASP is created with the premise that the contractor is responsible for management and quality control actions to meet the terms of the contract. It is the Government's responsibility to be objective, fair, and consistent in evaluating performance. In addition, QASP recognizes that unforeseen and uncontrollable situations may occur.

This QASP is a living document, and the Government may review and revise it on a regular basis. Updates shall ensure that the QASP remains a valid, useful, and enforceable document. Copies of the original QASP and revisions shall be provided to the contractor and Government officials implementing surveillance activities.

3. Roles and Responsibilities:

The following personnel shall oversee and coordinate surveillance activities.

Program/Project Manager (PM) – The PM provides program oversight and supports the COR's performance assessment activities.

Contracting Officer (KO) – The KO shall ensure performance of all necessary actions for effective contracting, ensure compliance with the contract terms, and shall safeguard the interests of the United States in the contractual relationship. KO shall also ensure that the contractor receives impartial, fair, and equitable treatment under this contract and determine the final assessment of the contractor's performance.

Contracting Officer's Representative (COR) – The COR is responsible for providing continuous technical oversight of the contractor's performance. The COR uses the QASP to conduct the oversight and surveillance process. The COR shall keep a Quality Assurance file that accurately documents the contractor's actual performance. The purpose is to ensure that the contractor meets the performance standards contained in the contract. The COR is responsible for reporting early identification of performance problems to the KO. The COR is required to provide an annual performance assessment to the KO which will be used in documenting past performance. QASP is the primary tool for documenting contractor performance. The COR is not empowered to make any contractual commitments or to authorize any contractual change on the Government's behalf.

Other Key Government Personnel – This may include performance monitors, inspectors, technical experts, security personnel, requirements office personnel, and other users who provide information that helps the COR monitor contractor performance.

4. Primary Method of Surveillance:

Random sampling will be used for recurring custodial services such as daily and weekly cleaning. Periodic inspections will be used for monthly cleaning services. One hundred percent inspection will be used for semi-annual deep cleaning services upon completion. Customer input will be used as a supplemental surveillance method to validate performance deficiencies and recurring issues.

The Surveillance Matrix in Appendix 1 identifies the performance objectives and standards that must be performed by the contractor. The matrix 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.

Performance objectives define the desired outcomes. Performance standards define the level of service required under the contract to successfully meet the performance objective. The inspection methodology defines how, when, and what will be assessed in measuring performance. Government surveillance under this QASP will be used to determine the quality of the contractor's performance as it relates to the contract performance standards.

5. Performance Standards:

The contractor shall meet the following performance standards for all tasks outlined in Section 6.

Performance Standard	Acceptable Quality Level (AQL)	Methods of Calculation
Daily Cleaning Services (6.1 Task 1) *Trash is empty; plastic liners are in good condition. *Trash containers are free of odors and visible dirt. *Trash is emptied into outdoor dumpster. *Restrooms are disinfected and free of litter, dirt, stains, streaks and odors. *Showers are disinfected and free of soap films, scum and other deposits. *Toilets and urinals are disinfected and free of stains, scum and other deposits. *Mirrors have no traces of film, dirt, smudges, or water. *Restroom supplies are adequate until next service. * Floors and stairwells are free of dirt, dust, and scuff marks. *Carpets are free of dirt, debris, litter, other foreign matter, and stains. *Kitchen surfaces, appliances, sinks, and drinking fountains are disinfected and free of stains and mineral buildup. *Kitchen supplies are adequate until next service. *High touch surfaces are disinfected and clean.	95% compliance All deficiencies shall be corrected within 24 hours of notification.	Random inspection by COR.
Weekly Cleaning Services (6.2 Task 2) *Surfaces below 7 feet are free of dust and buildup. *Windows and glass have no traces of streaks, smudges, or fingerprints. *Walls, doors, and partitions are free of dust, webs, marks, and smudges.	95% compliance All deficiencies shall be corrected within 48 hours of notification	Periodic inspection by COR
Monthly Cleaning Services (6.3 Task 3) *Restrooms are free of accumulated grime, scale, and residue. *Walls and partitions are disinfected and free of stains. *All non-carpeted floors are machine-scrubbed and free of buildup. *High areas above 7 feet are free of dust, soil, and marks.	95% compliance All deficiencies shall be corrected within 72 hours of notification.	Periodic inspection by COR

Semi-Annual Deep Cleaning (6.4 Task 4) *Floors shall be properly stripped, cleaned, and finished. *Carpets shall be free of stains and odors after extraction. *Entire facility shall meet high-level cleanliness standards.	95% compliance All deficiencies shall be corrected within 5 business days of notification.	Periodic inspection by COR.
Corrective Re-Cleaning Corrective requests for re-cleaning are handled appropriately and professionally. Customers are satisfied with the re-cleaning results. Response by the contractor shall be addressed within 24 hours of notification.	Response to requests for corrective re-cleaning are timely 90% of the time.	100% sampling.

Failure to meet performance standards may result in corrective action in accordance with contract terms.

6. <u>Documenting Performance</u>:

The Government shall document positive performance. A Performance Assessment Report (PAR) template is attached as Appendix 2. Any report may become part of the supporting documentation for fixed price payments, Contractor Performance Assessment Reporting System (CPARS) entries, or other actions. Government acceptance of services permits the contractor to invoice for the service fee.

Unacceptable Performance

Unacceptable contractor performance can be identified by customer complaints (Appendix 3) or upon scheduled surveillance evaluations. When unacceptable performance occurs, the COR shall inform the contractor. This will normally be in writing unless circumstances necessitate verbal communication and may be documented through the PAR template in Appendix 2. The COR shall document the discussion and place it in the COR file and provide a copy to the KO.

When the COR determines formal written communication is required, the COR shall prepare a Corrective Action Report (CAR). The CAR is forwarded to the KO for dissemination to the contractor. A CAR template is attached to this QASP as Appendix 4.

The contractor shall acknowledge receipt of the CAR in writing. The CAR will specify if the contractor is required to prepare a corrective action plan to document how the contractor shall correct the unacceptable performance and avoid a recurrence. The CAR will also state how long after receiving receipt the contractor has to present this corrective action plan to the KO and COR.

The Government may withhold payment for services until corrective action is taken. The Government shall review the contractor's corrective action plan to determine acceptability. Upon Government acceptance of the corrected services, the contractor will be permitted to invoice for the service fee.

Any CAR may become a part of the supporting documentation for contract payment deductions, CPARS, or other actions deemed necessary by KO.

7. <u>Mandatory or regulatory compliance items</u>:

The contractor shall comply with all applicable federal statutes and regulations, including FAR 52.222-50 and DFARS 252.203-7002. The COR and KO will monitor compliance through documentation review and periodic inspections. Any noncompliance issues will be reported to the KO for resolution.

8. <u>Acceptable Quality Level (AQL)</u>:

• Daily Cleaning Services – 95% compliance
• Weekly Cleaning Services – 95% compliance

• Monthly Cleaning Services – 95% compliance
• Semi-Annual Deep Cleaning – 95% compliance
• General Performance Requirements – 100% compliance

9. Evaluation Method:

The COR will document inspections, deficiencies, and contractor responses in the Quality Assurance file. Performance will be evaluated through inspections, complaint tracking, and verification of corrective actions. Time-based requirements will be validated using time-stamped records.

10. Performance Rating:

In evaluating the quality of contractor's performance, the following performance ratings may be used (same as CPAR ratings).

Rating	Definition	Note
Exceptional	Performance meets contractual requirements and exceeds many to the Government's benefit. The contractual performance of the element or sub-element being evaluated was accomplished with few minor problems for which corrective actions taken by the contractor were highly effective.	To justify an Exceptional rating, identify multiple significant events and state how they were of benefit to the Government. A singular benefit, however, could be of such magnitude that it alone constitutes an Exceptional rating. Also, there should have been NO significant weaknesses identified.
Very Good	Performance meets contractual requirements and exceeds some to the Government's benefit. The contractual performance of the element or sub-element being evaluated was accomplished with some minor problems for which corrective actions taken by the contractor were effective.	To justify a Very Good rating, identify a significant event and state how it was a benefit to the Government. There should have been no significant weaknesses identified.
Satisfactory	Performance meets contractual requirements. The contractual performance of the element or sub-element contains some minor problems for which corrective actions taken by the contractor appear or were satisfactory.	To justify a Satisfactory rating, there should have been only minor problems, or major problems the contractor recovered from without impact to the contract/order. There should have been NO significant weaknesses identified. A fundamental principle of assigning ratings is that contractors will not be evaluated with a rating lower than Satisfactory solely for not performing beyond the requirements of the contract/order.
Marginal	Performance does not meet some contractual requirements. The contractual performance of the element or sub-element being evaluated reflects a serious problem for which the contractor has not yet identified corrective actions. The contractor's proposed actions appear only marginally effective or were not fully implemented.	To justify Marginal performance, identify a significant event in each category that the contractor had trouble overcoming and state how it impacted the Government. A Marginal rating should be supported by referencing the management tool that notified the contractor of the contractual deficiency (e.g., management, quality, safety, or environmental deficiency report or letter).
Unsatisfactory	Performance does not meet most contractual requirements and recovery is not likely in a timely manner. The contractual performance of the element or sub-element contains a serious	To justify an Unsatisfactory rating, identify multiple significant events in each category that the contractor had trouble overcoming and state how it impacted the Government. A singular problem, however, could be of

	problem(s) for which the contractor's corrective actions appear or were ineffective.	such serious magnitude that it alone constitutes an unsatisfactory rating. An Unsatisfactory rating should be supported by referencing the management tools used to notify the contractor of the contractual deficiencies (e.g., management, quality, safety, or environmental deficiency reports, or letters).

Appendix 1 - Surveillance Matrix

Performance Standards	AQL	Surveillance	Frequency	Results
Daily Cleaning (7.1.1)	95%	Random Inspection	Daily	CPARS Rating
Weekly Cleaning (7.1.2)	95%	Scheduled Inspection	Weekly	CPARS Rating
Monthly Cleaning (7.1.3)	95%	Periodic Inspection	Monthly	CPARS Rating
Semi-Annual Cleaning (7.1.4)	95%	100% Inspection	Semi-Annual	CPARS Rating
General Requirements (7.2)	100%	COR Observation	Continuous	CPARS Rating

Appendix 2 – Performance Assessment Report

PERFORMANCE ASSESSMENT REPORT (PAR) ***(If more space is needed, use reverse and identify by number)***				
1. CONTRACT/TASK ORDER NUMBER	2. CONTRACTOR	3. TYPE OF SERVICES		
4. QUALITY ASSURANCE PERSONNEL (COR) SIGNATURE AND DATE			5. COR PHONE	6. SUSPENSE DATE
I. PERFORMANCE				
7. ☐ DEFICIENCY (CHECK ALL BOXES THAT APPLY) ☐ NEW ☐ REPEAT ☐ NO DEFICIENCY NOTED		8. SERVICES SUMMARY or PWS PARAGRAPH ITEM REVIEWED		
9. BRIEF DESCRIPTION OF DEFICIENCY (IF DEFICIENCY BOX WAS CHECKED)		10. DETAILED PERFORMANCE ASSESSMENT		
II. CONTRACTOR VALIDATION				
11. CONTRACTOR REPRESENTATIVE ☐ CONCUR ☐ NON-CONCUR		12. CORRECTIVE ACTION ESTIMATED COMPLETION DATE		
13. CONTRACTOR REPRESENTATIVE CORRECTIVE ACTION AND PREVENTION OF RECURRENCE OR REASON FOR NON-CONCURRENCE OF COR CITED DEFICIENCY				
III. ACTION CORRECTED				
14. ☐ CONCUR ☐ NON-CONCUR COR SIGNATURE AND DATE				
15. COR REMARKS (REQUIRED)				
6. CONTRACTOR REPRESENTATIVE REMARKS				

Appendix 3 – Customer Complaint Record

CUSTOMER COMPLAINT RECORD			DATE/TIME OF COMPLAINT
SOURCE OF COMPLAINT			
ORGANIZATION	BUILDING NUMBER	INDIVIDUAL	PHONE NUMBER
NATURE OF COMPLAINT			
CONTRACT REFERENCE			
VALIDATION			
DATE/TIME CONTRACTOR INFORMED OF COMPLAINT			
ACTION TAKEN BY CONTRACTOR			
RECEIVED/VALIDATED BY			

Appendix 4 – Corrective Action Report

CORRECTIVE ACTION REPORT (CAR) ***(If more space is needed, use reverse and identify by number)***			
1. CONTRACTOR	2. CONTRACT NUMBER	3. TYPE OF SERVICES	
4. FUNCTIONAL AREA		5. SUSPENSE DATE	6. CONTROL NUMBER
7. DEFICIENCY ☐ MAJOR ☐ MINOR 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 by Suspense Date in Block 5. If date was not entered in Block 5, the contractor is not required to provide a response.*			
8. QUALITY ASSURANCE PERSONNEL (COR)			
TYPED NAME AND GRADE	SIGNATURE AND DATE		
9. ISSUING AUTHORITY			
TYPED NAME AND GRADE	SIGNATURE AND DATE		
10. COR RESPONSE TO CONTRACTOR CORRECTIVE ACTION AND ACTION TAKEN TO PREVENT RECURRENCE			
11. COR DETERMINATION ☐ ACCEPTED ☐ REJECTED	12. CLOSE DATE		