

Attachment #4
Solicitation S-PA100-09-Q-0008
QUALITY ASSURANCE SURVEILLANCE PLAN
FOR
JANITORIAL SERVICES

INTRODUCTION

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 Statement of Work (SOW) in the present 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 operating, maintaining, and repairing facilities and that a service contract to provide the service 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 robust quality assurance program.

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Performance Objective	SOW Section	Performance Threshold
<p><u>Basic Cleaning Services.</u> 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 into outdoor trash collection container. Ash containers are emptied and free of ashes, odors and stains. Glass and mirrors have no traces of film, dirt, smudges, or water. Drinking fountains are disinfected and free of streaks, stains, spots, smudges, scale and other deposits. Stairways are free of dirt, debris, marks, smudges, scuffs and other foreign matter. Carpets are free of dirt, debris, litter and other foreign matter. Dust is not visible.</p>	<p>1.3.1.1 thru 1.3.1.9</p>	<p>95% of all facilities are without Customer complaints for the month.</p>
<p><u>Basic Restrooms/ Cleaning Services.</u> Restrooms are disinfected and free of dirt, deposits, streaks and odors. Showers are disinfected and free of soap films, scum and other deposits. Toilets and urinals are disinfected and free of scale, stains, scum and other deposits. Floors are free of litter, dirt, dust and debris. Supplies are adequate and sufficient in quantity until next service.</p>	<p>1.3.1.4</p>	<p>95% of all facilities with rest rooms/locker rooms are without customer complaints for the month.</p>
<p><u>Periodic Cleaning Services.</u> Floors have a glossy uniform appearance free of scuffmarks, heel marks, wax build-up, and other stains and discoloration. Windows are free of film, dirt, smudges, water, and other foreign matter. Carpets are free of stains and discoloration.</p>	<p>1.3.2</p>	<p>95% of all facilities receiving periodic services are without customer complaints for the reporting period.</p>

SURVEILLANCE: The government quality assurance (QA) person will receive complaints from base 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, if they are 20 facilities receiving service during the month, the QA should receive no more than 1 customer complaints during the service period. For the purpose of these services, a facility may never have more than one customer complaint. The QA shall notify the contracting officer for appropriate action in accordance with the present Contract Terms and Conditions or the appropriate Inspection of Services clause, if any of the above service areas exceed one customer complaints.

PROCEDURES: Any US Embassy 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 advise 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. The QCI will be given two hours after verbal notification 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 as valid, the QA will inform the QCI and the QCI will be given an additional hour 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.

Performance Objective	SOW Para	Performance Threshold
<p><u>Emergency or Special Event Cleaning Services (Temporary Additional Services).</u> Ordered services meet the requirements of paragraphs 1.2.4 as appropriate.</p>	1.2.4	100% of the time

SURVEILLANCE: The government QA will evaluate the services required by each delivery order to ensure compliance.

STANDARD: The contractor shall perform all work required by the task or delivery order in a satisfactory manner in accordance with the appropriate SOW paragraph. The QA shall not consider the task or delivery order complete until all deficiencies have been corrected.

PROCEDURES: The government QA will inspect all work tasks required by the task or delivery order to ensure contractor compliance with the appropriate paragraphs 1.2.4 of the Statement of Work (SOW) each time the service(s) is performed. Record results of inspection, noting the date and time of inspection. If inspection indicates unacceptable performance, notify the contract manager or QCI of the deficiencies for correction. The Contractor shall be given two hours after notification to correct the unacceptable performance.