

## QUALITY ASSURANCE SURVEILLANCE PLAN FOR JANITORIAL WORK

- 1. Purpose:** This Quality Assurance Surveillance Plan (QASP) describes methods that will be used to monitor the Contractor's performance. The QASP is not part of the Contract. It is provided to the Contractor solely for informational purposes and is subject to change by the Government during the life of the contract. The Government reserves the right to perform assessments more or less often than outlined in this QASP.
  
- 2. Introduction:** The QASP establishes methods to assess or evaluate performance of the Contractor under the contract. It is designed to provide an effective method of monitoring Contractor Performance for each objective on the Performance Requirements Summary (PRS) in the contract. The Government is concerned with the quality of the services provided, and not with the method that the Contractor uses to provide the services.
  
- 3. Responsibility for Quality Control:** The Contractor is responsible for quality control and management actions to meet the performance requirements and terms of the Contract. The Government performs quality assurance to assess the quality of services rendered, if the services meet the contract requirements, and if the contract standards are achieved.
  
- 4. Surveillance Methods:** The Government will evaluate the Contractor's performance under this contract. Examples of Government surveillance may include:
  - a. Government Inspections.
  - b. Customer complaints with verification by the CO.
  - c. Review of Contractor's Quality Control documentation.
  
- 5. Deduction Methods:** The Government will record performance noting any substandard performance. For substandard performance, the Government's preferred course of action will be discussions with the Contractor to make the Contractor aware of the problem, and to effectively prevent any recurrence of substandard performance. The Government may also take the following actions:
  - a. Presentation of a Contract Discrepancy Report requiring a written explanation for substandard performance.
  - b. Payment deductions in accordance with the PRS;
  - c. Payment deductions in accordance with the applicable FAR clause(s).
  - d. Require correction or re-performance of the service.

### Performance Requirements Summary

#### PERFORMANCE BASED DEDUCTION FORMULA

Performance Objective	Weight	Maximum Allowable Defect Rate	Surveillance Method
Overall Cleaning	70%	3 defects per month	Random Sampling Inspection or Verified Customer Complaint
Perform Work Within Schedule Requirements	5%	3 defects per month	Random Sampling inspection or Verified Customer Complaint
Maintain Security of Building and Compound Access	25%	3 defects per month	Random Sampling inspection or Verified Customer Complaint

**Deduction Threshold.** If the number of defects, or instances of unacceptable performance, observed during a month-long period is equal to or less than the maximum allowable defect rate (MADR), then there will be no deduction in payments to the Contractor for that task. However, if the number of defects observed during a month-long period is greater than the MADR, then there will be a deduction in payments to the Contractor for that task.

**Example of Deduction Amount to Contractor Payments.**

The MADR for janitorial work is three (3) defects per month based on the performance objective. A verified customer complaint regarding any maintenance work that falls below the standards set forth in the PWS will be considered a defect as will any inspected work that falls below the same standards. If one or more complaint is received regarding the same item, this will only be considered one complaint. Upon notice of the defect(s), the contractor will be given 24 hours to correct prior to a deduction being taken.

Assume that there is four verified customer complaints regarding untimely refuse collection during the month:

Four defect exceeds the MADR of three, a deduction in the payment to the Contractor for this month will be made;

The deduction amount will be as follows:

- (i) Assume the maximum possible contract payment for all items is \$1,000.00 per month.
- (ii) Timely refuse collection is weighted at 70% of the monthly total payment, which equals \$700.00.
- (iii) A deduction of 1/30 of \$700.00 will be taken for every day the defect remains uncorrected, starting from the date the defect was first reported to the contractor.
- (iv) Therefore, if the defect was reported to the contractor on July 1 and it was not corrected until July 6 this would equal five defective days. Thus the deduction would be  $5 \times 1/30 \times \$700.00 = \$105.00$
- (v) The Contractor will receive a monthly payment of \$895.00 which is the maximum possible monthly payment of \$1,000.00 minus the deduction amount of \$105.00.

**Surveillance Guide and Evaluation Procedure.** The CO will use an inspection checklist to evaluate Contractor performance. At the end of each month, the CO will summarize their findings, calculate the deduction amount, and notify the Contractor of any deduction being made. Notice to the Contractor will not be made if there is no deduction.

**PAYMENT**

(a) Payment will be made monthly at the contract price per month. Contract price and payment shall be full compensation for all contract work.

(b) Quality adjustments shall be made when work has not been performed according to contract and the Contractor did not or could not correct the situation. An example of work that could not be corrected is failure to perform work that is required on a daily basis, such as cleaning bathrooms or emptying trash cans. The adjustment will be determined by totalling work not performed during the payment period and comparing it to the total work scheduled to be performed. If this comparison results in greater than 10% of the work not performed, an equal adjustment will be made.