

**QUALITY ASSURANCE SURVIELLANCE PLAN**

**FOR**

**CUSTODIAL SERVICES**

**AT**

**JOINT BASE, NEW JERSEY**  
**(LAKEHURST)**

**Joint Base, New Jersey**  
**17 February 2022**

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FOR  
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**INTRODUCTION.** This Quality Assurance Surveillance Plan (QASP) has been developed to evaluate the Contractor's actions while implementing the performance work statement (PWS). This document is designed to provide an effective surveillance method of monitoring the Contractor's performance for each listed objective on the Service Delivery Summary (SDS) in the custodial service contract.

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

This QASP is based on the premise that the Government requires a quality standard in the custodial service contract. This QASP is the best means of achieving that objective.

The Contractor, and not the Government, is responsible for the management and quality control actions required to meet the terms of the custodial service 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.

## SERVICE DELIVERY SUMMARY:

Performance Objective	PWS Paragraph	Performance Threshold	Remedy	Method of Assessment
SS-1 <b>Facility Cleaning Service</b> a. Non-Carpeted Floors b. Carpeted Floors c. Stairways / Elevators / Handicap Lifts d. Walk-off Mats e. Trash Collection/ Removal	1.1, inclusive	No more than 5 valid defects per month	Re-performance within 2 hours of notification	Periodic validation, customer complaint
SS-2 <b>Restrooms / Locker Rooms Cleaning Services</b> a. Clean and Disinfect b. Floors c. Supplies d. Drinking Fountains e. Trash Collection / Removal	1.2, inclusive	No more than 5 valid defects per month	Re performance within 2 hours of notification	Periodic validation, customer complaint
SS-3 <b>Periodic Cleaning Services</b> a. Hard Floor Maintenance b. Carpet Restorative Cleaning c. Interior and Exterior Window cleaning	1.3, 1.6 inclusive	1 defects per month Interior windows, other glass surfaces and associated frames, casings, and sills shall be kept clean and free of visible dirt, streaks, smudges, watermarks or other foreign matter. Exterior windows and associated frames, casings and sills hall shall be kept clean and free of visible dirt, streaks, smudges, watermarks or other foreign matter	Re-performance within 1 day of notification or a mutually acceptable timeframe to the COR, customer and contractor.	Periodic surveillance, customer complaint
SS-4 <b>Quality Control</b> Inspection procedures are followed and documented in accordance with contractor's Quality Control Plan (incorporated into contract after award).	2.1 & Appendix D	1 valid defect per month	Contractor shall provide a written Corrective Action Report.	Periodic validation, customer complaint
SS-5 <b>Special Requirements</b> a. Clinic b. Child Development Center(s) c. Youth Center d. School Age Program e. Fitness Center f. Specialized Laboratory Floors f. NAVAIR Facilities / Areas	1.4, inclusive	No more than 3 valid defects per month	Re-performance within 2 hours of notification	Periodic validation, customer complaint

g. CERDEC Facilities/ Areas h. USARB Facilities				
SS-6 <b>Emergency Services.</b> a. Special Events b. Emergency c. Non-routine d. Customer Complaint e. Responses	1.7	Respond within required times. Provide required emergency services. Objective shall be met one hundred (100%) percent of time.	Re-performance within 2 hours of notification	100% validation, customer complaint

A valid customer complaint is defined as non-conformance of a task or tolerance as delineated in the performance work statement (PWS) that the Government Contracting officer Representative (COR) has verified.

**SURVEILLANCE:** The COR shall conduct periodic on site surveillance as well as receive complaints from facility managers and base personnel. Validated non-compliance due to COR site inspections and customer complaints will be forwarded to the Contractor's Quality Control Inspector (QCI) for correction.

**STANDARD:** The Contractor's performance will not exceed the performance threshold for each respective category. The Contractor shall perform all work required in a satisfactory manner in accordance with the appropriate performance work statement (PWS) paragraph. The COR shall not consider the services complete until all deficiencies have been corrected.

**PROCEDURES:** The CORE shall conduct periodic on site inspections and will also inspect all complaints to ensure that the Contractor complies with the appropriate paragraphs of the Statement of Work (SOW). The COR shall record the results of inspection, noting the date and time of inspection. If inspection indicates unacceptable performance, the COR will notify the Contract Manager or the Contractor's Quality Control Inspector (QCI) of the deficiencies for re-performance. The Contractor shall respond to all complaints within one (1) hour of receipt to validate the complaint. After validation, if re-performance is required, the Contractor will have one (1) additional hour to initiate corrective measures and will be granted adequate time to complete such measures. Additional time might be approved if the CORE considers that additional time is warranted. If the deficiencies are not corrected within the required time frame, the COR shall notify the Contracting Officer for rectification. Recurring customer complaints are not permitted for any of these service items. If repeated customer complaints are received indicating the same deficiency during the service performance period, the COR shall contact the Contracting Officer for appropriate action.