

APPENDIX A

QUALITY ASSURANCE SURVEILLANCE PLAN

Purpose

The Government has developed this Quality Assurance Surveillance Plan (QASP) to implement a quality surveillance strategy for janitorial services at the Nebraska - Kansas Area Office. The primary intent of this plan is to provide the Quality Assurance Evaluator (QAE) a basis and systematic method to evaluate the services the Contractor is required to furnish and not the details of how the Contractor accomplishes the work.

Oversight of the Contractor's performance will assure purchase order quality. The plan will afford the QAE a proactive mechanism to preclude major deficiencies in the performance of services and provide for evaluation of the Contractor's performance.

As it pertains to services, a concept of "fully compliant" shall be the basis used in reference to where there has been no willful departure from the terms of the purchase order and no omission of essential work. The Contractor has performed the required work honestly and faithfully and the only variance consists of infrequent minor omissions or deficiencies. In general, work is substantially complete when the Contractor has successfully performed 90 percent or more of the required tasks.

Authority

Section E - Inspection and Acceptance, provides the authority for issuance of this QASP. This authority provides for the Contracting Officer's, or his duly authorized representative's, inspection and acceptance of the articles, services, and documentation called for in the purchase order.

Scope

In order to understand the roles and the responsibilities of the parties, it is important to first define the distinction in terminology between the Quality Control Plan and the Quality Assurance Surveillance Plan. The Contractor, and not the Government, is responsible for management and quality control actions necessary to meet the quality standards set forth by the purchase order. The Contractor develops and submits his Quality Control Plan (QCP) for Government acceptance. Once accepted, the Contractor then uses the QCP to guide and to document the implementation of the required management and quality control actions to achieve the specified results.

On the other hand, the Government puts the QASP into place to provide Government surveillance oversight of the Contractor's quality control efforts to assure that they are timely, effective, and are delivering the results specified in the purchase order. The QASP is not a part of the purchase order nor is it intended to duplicate the Contractor's QCP. The Government will periodically evaluate the Contractor's performance. Therefore, the Government has provided the Contractor an informational copy of the QASP as an attachment to the solicitation to support the Contractor's efforts in developing a QCP and for providing the Contractor an opportunity to comment and propose innovative solutions for the Government's QASP.

Government Resources & Responsibilities

The following definitions for Reclamation resources are applicable to this plan:

Contracting Officer (CO) - A duly appointed person with the authority to enter into, administer, or terminate purchase orders, and to make findings and determinations on behalf of the United States Government. This is the only individual authorized to change the purchase order or any of the requirements stated herein.

Quality Assurance Evaluator (QAE) - A Government person designated by the Contracting Officer, with authority to act within the scope of the delegated authority, including but not limited to, the surveillance and inspection of the Contractor's performance.

The Government resources shall have responsibilities for the implementation of this QASP as follows:

The CO ensures performance of all necessary actions for effective contracting, ensures compliance with the terms of the purchase order, and safeguards the interests of the United States in the contractual relationship. The CO ensures the Contractor receives impartial, fair, and equitable treatment under the purchase order. The CO is ultimately responsible for the final determination of the adequacy of the Contractor's performance.

The QAE is responsible for technical administration of the project and assures proper Government surveillance of the Contractor's performance. The QAE is not empowered to make any contractual commitments or to authorize any contractual changes on the Government's behalf. The Contractor shall refer any changes that may affect price, terms, or conditions to the CO for action.

Performance Indicators/Measures

The QAE will determine whether the Contractor has consistently satisfied the expected quality level as per the contractual requirements. Section C-5 of the Performance Work Statement identifies the performance standards for all services that the Contractor shall perform.

Frequencies - The QAE will determine whether tasks and frequencies conform to the tasks and frequency requirements accepted as a part of the Contractor's quote.

Management Responsiveness - The QAE will determine whether the Contractor provides satisfactory project management, adequate timely response to customer complaints, the quality of the management of customer complaints, quality accountability of complaints, the quality of the reporting of complaints, and conformity to the Contractor's final Quality Control Plan.

Methods of Surveillance

The below listed method of surveillance shall be used in the administration of this QASP. In addition to specific instructions, the QAE will use the standardized Surveillance Activity Checklist, which is contained in this document, to document QA surveillance.

RANDOM SAMPLING. A method of surveillance the Government may use in the administration of the Government's Quality Assurance Surveillance Plan. Under this level of

monitoring, the Government prepares documentation on a regular and continual basis to assess the Contractor's ongoing performance.

Documentation

In addition to providing documentation to the CO, the QAE will maintain a complete Quality Assurance file onsite. The file will contain copies of all reports, evaluations, recommendations, and any actions related to the Government's performance of the quality assurance function, including the originals of all Surveillance Activity Checklists. The Government will retain all such records for the life of this purchase order. The QAE shall forward these records to the CO at termination or completion of the purchase order.

Janitorial Service

Nebraska - Kansas Area Office

Daily Services

- ☐ Empty trash receptacles and waste baskets into refuse containers and wash containers inside and out as needed, or as directed by the COR. Remove and dispose of trash in boxes, bags, or other items marked "Trash" that is placed next to containers or hallways.
- ☐ Empty main paper shredder located in the reproduction/mail room if bag is more 2/3 full and replace shredder bag.
- ☐ Empty individual shredders located in individual offices if more than 1/2 full.
- ☐ Clean all restrooms, remove stains and disinfect all surfaces of washbasins, dispensers, toilets, urinals, showers, and drinking fountains with germicidal disinfectants. Clean and disinfected toilet bowl seat on both sides.
- ☐ Clean warehouse restroom - Remove stains and disinfect all surfaces of washbasin, dispensers, toilet, and shower with germicidal disinfectants. Clean and disinfected toilet bowl seat on both sides.
- ☐ Clean all mirrors, frames, ledges and partitions.
- ☐ Maintain an ample supply of towels, soap and toilet tissues at all times in the restrooms; inform the COR at least 30 days prior to needing additional supplies.
- ☐ Clean and refill all dispensers in restrooms.
- ☐ Clean restroom walls, enclosures, sinks, counters, and all floor surfaces; maintain these areas free of soil marks, stains and spills.
- ☐ Clean the break room area, including tabletops, microwave, chairs, floors, sinks, counter tops and coffee makers.
- ☐ Clean the counter and sink installations located in the hallway and large conference room.
- ☐ Vacuum hallways, reproduction/mail room, main walking path through water control, and entrance rugs.
- ☐ Clean tile entrances.
- ☐ Keep the main entrance to the building clean.
- ☐ Keep the interior and exterior door glass (including sidelights) clean.
- ☐ Ensure all exterior doors and access doors to the water control area are locked prior to leaving premises.

ACKNOWLEDGEMENT

QAE

DATE

CONTRACTOR

DATE

METHOD OF SURVEILLANCE

- ☐ Random Sampling

Janitorial Service

Nebraska - Kansas Area Office

Weekly Services

- ☐ Vacuum all carpeted areas including office areas, library, storage, conference rooms, file rooms, and exercise room.
- ☐ Vacuum and mop all vinyl tile floors and stairwell.
- ☐ Cleaning and dust all desktops, tabletops, chairs, floors, fixtures, window wells, ledges, copiers, bookcases, file cabinets, print files and venetian blinds. Individual desks in occupied office spaces shall not be cleaned.
- ☐ Remove soil marks around light switches, doors and door frames, and marks from the walls and floors.
- ☐ Wet mop all ceramic tile floors using a disinfectant.
- ☐ Pour one gallon of fresh water into each floor drain located in restrooms.
- ☐ Sweep all entrances to the building.
- ☐ Hose down front step and patio area as needed.

ACKNOWLEDGEMENT

QAE DATE

CONTRACTOR DATE

METHOD OF SURVEILLANCE

- ☐ Random Sampling

Janitorial Service

Nebraska - Kansas Area Office

Monthly Services

- ☐ Vacuum concrete floors.
- ☐ Clean baseboards.
- ☐ Wet mop carpet protectors.
- ☐ Dust hard-to-reach areas (light fixtures, HVAC louvers, bathroom vent fans, cobwebs, etc.) not covered under daily services or as directed by the COR.

METHOD OF SURVEILLANCE

- ☐ Random Sampling

ACKNOWLEDGEMENT

October	_____	_____	_____	_____
	QAE	DATE	CONTRACTOR	DATE
November	_____	_____	_____	_____
	QAE	DATE	CONTRACTOR	DATE
December	_____	_____	_____	_____
	QAE	DATE	CONTRACTOR	DATE
January	_____	_____	_____	_____
	QAE	DATE	CONTRACTOR	DATE
February	_____	_____	_____	_____
	QAE	DATE	CONTRACTOR	DATE
March	_____	_____	_____	_____
	QAE	DATE	CONTRACTOR	DATE
April	_____	_____	_____	_____
	QAE	DATE	CONTRACTOR	DATE
May	_____	_____	_____	_____
	QAE	DATE	CONTRACTOR	DATE
June	_____	_____	_____	_____
	QAE	DATE	CONTRACTOR	DATE
July	_____	_____	_____	_____
	QAE	DATE	CONTRACTOR	DATE
August	_____	_____	_____	_____
	QAE	DATE	CONTRACTOR	DATE
September	_____	_____	_____	_____
	QAE	DATE	CONTRACTOR	DATE

Janitorial Service

Nebraska - Kansas Area Office

Quarterly Services

☐ Clean interior and exterior of all windows.

☐ Vacuum and mop concrete floors.

METHOD OF SURVEILLANCE

☐ Random Sampling

ACKNOWLEDGEMENT

1 st Quarter	_____	_____	_____	_____
	CONTRACTOR	DATE	QAE	DATE
2 nd Quarter	_____	_____	_____	_____
	CONTRACTOR	DATE	QAE	DATE
3 rd Quarter	_____	_____	_____	_____
	CONTRACTOR	DATE	QAE	DATE
4 th Quarter	_____	_____	_____	_____
	CONTRACTOR	DATE	QAE	DATE

Janitorial Service

Nebraska - Kansas Area Office

Yearly Services

- ☐ Completely strip old wax buildup once a year, remove all residue, re- wax and buff shine without damage to the floor surface, all old wax from all visible floor surface, mop boards and from those floor surfaces which can be exposed by the removal of non-fixed furnishings. The stripping chemical(s) used shall meet the specifications for the type of finish being stripped and shall be used according to the manufacturer's directions. Floor area may require the use of manual scrubbing devices to completely remove the old wax. All floor surfaces shall be rinsed before new wax is applies. After the floor, surfaces have been re-waxed and the wax has dried, the finish shall be buffed and uniform and leave no streaks, swirls, etc. No stripping solution or new wax shall remain on any non-floor surface.

(Definition of floors): Floors are offices in room 121 (approx. 430 SF) and in the vault room 127 (approx. 250 SF).

- ☐ Steam-clean all carpets accessible without moving furniture. (Remove floormats)
- ☐ Steam-clean floor and wall tile grout lines and reseal.

ACKNOWLEDGEMENT

QAE DATE

CONTRACTOR DATE

METHOD OF SURVEILLANCE

- ☐ Random Sampling