

JANITORIAL QUALITY ASSURANCE SURVEILLANCE PLAN

INTRODUCTION

This Quality Assurance Surveillance Plan (QASP) has been developed to evaluate contractor actions while implementing the contract. It is designed to provide an effective surveillance method of monitoring contractor performance for each listed objective on the Performance Requirements in the PWS. The QASP provides a systematic method to evaluate the services the contractor is required to furnish.

The contractor, and not GSA, is responsible for management and quality control actions to meet the terms of the contract. The role of GSA is quality assurance to ensure the 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.

Deliverable or Required Services (1)	Performance Standard(s) (2)	Acceptable Quality Level (AQL) (3)	Method of Surveillance (4)
Trash Collection and Removal	Ensure areas specified in the Performance Statement of Work (PWS) are met	Any deficiencies identified by the COR are resolved immediately or next visit.	Observation Customer Complaint
Floor Cleaning Service	Ensure areas specified in the Performance Statement of Work (PWS) are met	Any deficiencies identified by the COR are resolved immediately or next visit.	Observation Customer Complaint
Basic Restroom Cleaning Services	Ensure areas specified in the Performance Statement of Work (PWS) are met	Any deficiencies identified by the COR are resolved immediately or next visit.	Observation Customer Complaint
Basic Breakroom Cleaning Services	Ensure areas specified in the Performance Statement of Work (PWS) are met	Any deficiencies identified by the COR are resolved immediately or next visit.	Observation Customer Complaint

STANDARD

The contractor shall perform all work required in a satisfactory manner in accordance with the appropriate contract section/paragraph. The QA shall not consider the services complete until all deficiencies have been corrected. The GSA Contracting Officer's Representative (COR) shall notify the GSA Contracting Officer for appropriate action if any of the above performance objectives are not in accordance with acceptable AQL.

PROCEDURES

The GSA COR will observe all tasks required by the contract PWS to ensure contractor compliance with the contract PWS requirements. Results will be recorded in a Surveillance Log noting the date, time and result of inspection or verification.

The GSA COR will document all defects using a "Task Discrepancy Report (TDR)". The GSA COR will verbally notify the GSA Contracting Officer (CO) of the defect and will submit a copy of the TDR to the CO. The GSA COR will ensure the TDR is completed in its entirety and coordinated through the Contracting Officer. The Contractor will also be furnished a copy of the TDR. The Contractor shall furnish their response to the TDR. The Contractor's response will address the accuracy and validity of the deficiency, planned corrective action and actions to prevent recurrence. The TDR information will be included when assessing the Contractor's overall performance (i.e., past performance assessments, exercise of options, etc.).

If any of the services do not conform to the task order requirements, GSA may require the Contractor to perform the services again in conformity with task order requirements. The Contractor must correct the defect(s) within the timeframes established in the contract. The GSA COR shall not certify satisfactory performance for the contract until all defects have been corrected.

The GSA COR shall, in addition to providing documentation to the CO, maintain a complete quality assurance file. The file will contain copies of all reports, evaluations, recommendations, and any actions relating to the Government's performance of the quality assurance function, including originals of all surveillance activity checklists. All such records will be retained for the life of the task order. The GSA COR shall forward these records to the CO at completion or termination of the contract.

ACCEPTANCE OF SERVICES

Acceptance of services shall be based upon compliance with performance standards described in the contract and surveillance procedures described in this QASP. The GSA COR shall not certify satisfactory performance for the contract until all defects have been corrected.

Discrepancy Report

1. Contract Number: TBD		2. Report Number	
3. To: (Contractor and Manager's Name)		4. From: (Name of GSA COR)	
5. Dates			
Prepared:	Returned by Contractor	Action Completed	
6. Discrepancy or Problem: (Describe in detail; include reference to contract Section; attach continuation sheet if necessary.)			
Contractor Response			
7. To: (Contracting Officer)		8. From: (Contractor)	
9. Contractor Response as to Cause, Corrective Action and Actions to Prevent Recurrence; Attach continuation sheet if necessary. (Cite applicable Q.C. program procedures or new Q.C. procedures)			
10. Government Evaluations (Acceptance, partial acceptance, rejection: attach continuation sheet if necessary)			
11. Government Actions (Reduced payment, cure notice, show cause, other)			
Closeout			
Contractor Notified	Name-Title	Signature	Date
GSA COR			
GSA CO			