

Attachment #3

Quality Assurance Surveillance Plan

1. Purpose

This quality assurance surveillance plan (QASP) is a government-developed and applied document used to make systematic quality assurance methods used in the administration of the performance-based service acquisition (PBSA) standards included in this contract. The intent is to ensure that the contractor performs in accordance with performance metrics set forth in the contract documents, that the government receives the quality of services called for in the contract, and that the government only pays for the acceptable level of services received.

2. Authority

Authority to issue this QASP is provided under Federal Acquisition Clause (FAR) 52.212-4(a) Inspection and Acceptance, which provided for inspections and acceptance of the articles, services, and documentation called for in the contract to be accomplished by the contracting officer or a duly appointed representative.

3. Scope

The contractor, and not the government, is responsible for management and quality control actions necessary to meet the quality standards set forth by the contract. The QASP is put in place to provide government surveillance oversight of the contractor's quality control efforts to assure that they are timely, effective, and delivering the results specified in the contract. The QASP is not a part of the contract, nor is it intended to duplicate the contractor's quality control plan.

4. Government Resources

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

Contracting Officer

A person duly appointed with the authority to enter into, administer, or terminate contracts and make related determinations and findings on behalf of the government.

Contracting officer's Representative (COR)

An individual designated in writing by the contracting officer to act as his or her authorized representative to assist in administering a contract. The source and authority for a COR is from the contracting officer. COR limitations are contained in the written letter of designation.

5. Responsibilities

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

Contracting Officer

The contracting officer ensures performance of all necessary actions for effective contracting and ensures compliance with the terms of the contract and safeguards the interests of the United States in the contractual relationship. It is the contracting officer who assures that the contractor receives impartial, fair, and equitable treatment under the contract. The contracting officer is ultimately responsible for the final determination of the adequacy of the contractor's performance.

COR

The COR is responsible for technical administration of the contract and assures proper government surveillance of the contractor's performance. The COR is not empowered to make any contractual commitments or to authorize any contractual changes on the government's behalf. Any changes that the contractor deems may affect contract price, terms, or conditions shall be referred to the contracting officer for action.

6. Methods of Surveillance

The below listed methods of surveillance shall be used in the administration of this QASP.

Periodic Surveillance by the COR

The COR periodically sit in on the classes to verify that the contractor is meeting the goals of the training course.

Customer complaint

The COR is the point of contact and will collect all customer complaints. The COR will review all complaints and contact the originator to determine the validity of any claims. Customer complaints will become a permanent part of the COR surveillance records.

100% Inspections

Complete evaluation of the performance element.

Random Sampling

Method used to evaluate performance by randomly selecting and inspecting a sample of cases.

7. Identified QA Surveillance Tasks

The following PBSA items are identified within the contract performance work statement and will be monitored by period surveillance from the COR and customer complaints in the event that a task is not be adequately performed.

Performance Requirements Summary

	Area – non-Clinical – Clerical/Reception	Frequency
1	Spot clean and empty waste cans and re-line	Daily and as needed during the day
2	Dust tops of filing cabinets	Daily
3	Dust mop floors (tile)	Daily
4	Wet mop floor with detergent-germicide (tile)	Daily
5	Spot clean and vacuum carpets	Daily
6	Dust all horizontal surfaces	Weekly
7	Clean all furniture	Monthly
8	Spot clean furniture	As necessary
9	Spot clean walls and doors	As necessary
10	Place furniture in proper locations	As necessary
11	Clean and wash all inside windows	As necessary
12	Dust and damp wide shades	As necessary
13	Wash all baseboards	As necessary
14	Shampoo and treat carpet with soil retardant	As necessary
	Area – Restrooms (Men and Women)	
1	Spot wash walls and doors	Daily and as needed during the day
2	Polish chrome and stainless steel (i.e. fixtures, partitions, dispensers, etc.)	Daily
3	Damp dust horizontal surfaces	Daily
4	Clean and scrub the sinks	Daily
5	Sweep floor	Daily and as needed during the day
6	Wet mop floors with detergent germicide	Daily and as needed during the day
7	Clean interior/exterior of urinals and commodes	Daily and as needed during the day
8	Clean mirrors	Daily and as needed during the day
9	Empty and spot clean waste cans and re-line	Daily and as needed during the day
10	Clean and refill paper towel, toilet paper, soap dispensers and toilet seat covers	Daily and as needed during the day
11	Wash walls, doors and ceilings	Weekly and as needed
12	Scrub floors with detergent solution	Monthly
	Area – Filing Rooms / Records	
1	Dust mop floors	Daily
2	Wet mop floors with detergent germicide	Daily
3	Empty and spot clean waste cans and re-line	Daily
4	Spot clean walls and doors (Hi and low dusting)	As necessary

5	High and low dusting horizontal and vertical surfaces**	As necessary
	Area – Patio – Exterior	
1	Empty and spot clean waste cans and re-line	Daily
2	Sweep and wipe down patio furniture	Daily
3	General cleaning of patio floors	Daily
4	Pressure clean/wash concrete areas	As needed
	Area – Conference Rooms	
1	Dry and dust mop floors (tile)	Daily
2	Wet mop floor with detergent germicide	Daily
3	Dust horizontal surfaces	Daily
4	Empty and spot clean waste cans and re-line	Daily and as needed during the day
5	Place furniture in proper locations	Daily
6	Vacuum carpets	Daily
7	Shampoo and treat carpets (with soil retardant)	Quarterly
8	Spot clean furniture, walls, doors and carpets	As necessary
9	Refill hand sanitizer containers	As necessary
	Area – Waiting Rooms	
1	Dry and dust mop floors (tile)	Daily
2	Wet mop floor with detergent germicide	Daily
3	Dust horizontal surfaces	Daily
4	Empty and spot clean waste cans and re-line	Daily and as needed during the day
5	Straighten up magazines	Daily
6	Place furniture in proper locations	Daily
7	Clean interior glass doors	Daily
8	Vacuum carpets	Daily
9	Dust shades	Weekly
10	Dust horizontal surfaces	Weekly and as needed
11	Spot clean furniture	Weekly
12	Clean furniture	Monthly
13	Wash walls and doors	Quarterly
	Area – Staff Lounge	
1	Dust and mop floors	Daily
2	Wet mop floor with detergent germicide	Daily
3	Clean and empty waste cans and re-line	Daily
4	Dust shades	Daily
5	Clean sink with germicide	Daily
6	Refill Paper towels and soap dispensers	Daily
7	Wipe Exterior of refrigerator	Monthly
8	Wash walls and doors	Quarterly
9	Spot clean waste can	As necessary
10	Spot clean walls and doors	As necessary
11	Clean microwave	As necessary
	Area – Corridors and Hallways	

1	Dust mop floors	Daily
2	Wet mop floor with detergent germicide	Daily
3	Clean and wipe baseboards	Weekly
4	Scrub floors	Weekly and as needed
5	High and Low dusting**	As necessary
	Area – Outside of Building (within 10 feet)	
1	Clean smoking receptacles in the parking area (some receptacles may be more than 10 feet away)	Daily
2	Clean major entry ways	Daily
3	Wipe and clean outside benches	Daily
4	Clean and empty waste cans and re-line	Daily
	Area – Utility Rooms*	
1	Sweep, wet mop floors with detergent germicide	Daily
2	Spot clean and empty waste cans and re-line	Daily
3	Spot clean walls and doors	Daily
4	Dust horizontal surfaces	Daily
5	Clean interior/exterior sinks with germicide	Daily
6	Wash walls, doors and ceilings	Monthly
	Area – Storage Rooms	
1	Dry dust mop floors	Daily
2	Wet mop floor with detergent germicide	Daily
3	Spot clean walls and doors	Quarterly
4	Wash walls and doors	Annually
	Area – Laboratory (Medical)	
1	Dust mop floors	Daily
2	Wet mop floors with detergent germicide	Daily
3	Empty and spot clean waste cans and re-line	Daily and as needed during the day
4	Place furniture in proper locations	Daily
5	Clean and refill soap and paper towel dispensers	Daily
6	Clean mirrors	Daily
7	Clean interior/exterior sinks with germicide	Daily
8	Sanitize and disinfect exam table and patient furniture	Daily and when requested
9	Wash walls and doors	Monthly
10	Spot clean walls and doors	As Necessary
11	Replace full Sharps Containers – put full container in biohazard holding room	As Necessary
	Area – Radiology (to include 2 change rooms and technician's room (also known as Observation rooms))	
1	Dust mop floors	Daily
2	Wet mop floor with detergent germicide	Daily
3	Sanitize and disinfect patient furniture	Daily and when requested
4	Spot clean and empty waste cans and re-line	Daily and as necessary
5	Place furniture in proper location	Daily

6	Clean mirrors	Daily
7	Clean interior/exterior sink with germicide	Daily
8	Clean furniture	As necessary
9	Spot clean walls and doors	As necessary
	Area – Pharmacy	
1	Dust mop floors	Daily
2	Wet mop floor with detergent germicide	Daily
3	Clean sink	Daily
4	Spot clean and empty waste cans and re-line	Daily and as necessary
5	Spot clean walls and doors	As necessary
6	Spot clean furniture	As necessary
7	Clean furniture	Monthly
8	Wash walls and doors	Quarterly
	Area – Exam and Procedure Rooms	
1	Dust mop floors	Daily
2	Wet mop floor with detergent germicide	Daily
3	Spot clean and empty waste cans and re-line	Daily and as necessary
4	Place furniture in proper location	Daily
5	Clean and refill soap, paper towel and hand sanitizer dispensers***	Daily
6	Place furniture in proper locations.	Daily
7	Clean interior glass and mirrors	Daily
8	Clean interior/exterior sink with germicide	Daily
9	Sanitize and disinfect patient furniture	Daily and when requested
10	Dust horizontal surfaces	Weekly
11	Spot clean walls and doors	Weekly
12	Wash and empty waste cans and re-line	As necessary
13	Change privacy curtains	As necessary and when requested
14	Replace “Sharps” containers	As necessary and when requested

8. Documentation

The COR will, in addition to providing documentation to the contracting officer, maintain a complete quality assurance file. 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. All such records will be retained for the life of this contract. The COR shall forward these records to the contracting officer at termination or completion of the contract.