

# **QUALITY SURVEILLANCE PLAN**

## **Durham VAMC EMS Janitorial Service**

**1. INTRODUCTION:** This Quality Assurance Surveillance Plan (QASP) is pursuant to the requirements listed in the Statement of work (SOW) entitled Program Coordinator. This plan sets forth the procedures and guidelines the Department of Veteran Affairs, Durham Medical Center will use in ensuring the required performance standards or services are met by the contractor(s). The QASP further serves as the plan for surveillance of performance and identifies the performance indicators, standards, inspections methods and procedures to be used in monitoring performance. It details thresholds for acceptable and unacceptable performance for specific tasks within the SOW.

1.1 Overview. This QASP outlines the procedures for surveillance of the contract order. Included are procedures for evaluating the contractor's performance and how key services will be inspected.

1.2 Purpose and Objectives. The objective of this QASP is to provide a systematic method to evaluate the service the Contractor is required to furnish by the contract. The primary interest is in the final product/service that the Contractor is providing and not in the details of how the contractor is accomplishing the task. The COR may evaluate work at any time during the Contractor's work performance. This plan documents the methods to be used for measuring each contract requirement, the scheduling of inspections, and the results of the surveillance program.

**2. RESPONSIBILITIES:** The Contractor is responsible for management and quality control actions necessary to meet the terms of the contract.

2.1 The contractor is responsible for the management and quality control actions necessary to meet the terms of the contract. It is understood that on rare exceptions unforeseen and uncontrollable problems do occur. It is has been recognized and incorporated into thresholds for acceptable and unacceptable performance. Good management and use of an adequate quality control plan will allow the contractor to operate within specified performance requirements. The contractor is responsible for providing all information to the government that is necessary to accurately evaluate performance.

2.2 The role of the government is quality assurance to ensure contract services are provided. The government desires to maintain a quality standard for completion of all tasks specified in the SOW/Contract and is responsible for developing measurable standards to evaluate performance against. This contract requires services in the field of Veteran health care which directly impacts the security of the U.S. and which requires access to protected health information. COs / CORs are to be objective, fair and consistent in evaluating contractor performance against the standards.

2.3. Each document provided for analysis by the contractor will be maintained by the contractor for inspection for the period of the contract. Each evaluation made by the CO/COR will also be documented and filed for future reference, audit, and proof of inspection by the CO/COR.

### **3. PROCEDURES/METHODS OF ASSESSMENT:**

3.1 Contracting Officer Representative Surveillance Schedule. The COTR will develop a routine monthly surveillance schedule based on the surveillance plan's requirements. The monthly schedule shall be completed no later than the last workday of the preceding month.

## **QUALITY SURVEILLANCE PLAN**

### **Durham VAMC EMS Janitorial Service**

3.2 Inspection Methods. This plan may use a combination of surveillance methods which adequately assures the Government of the Contractor's performance.

3.2.1 Periodic Inspection: Periodic inspection is a QA method based on a predetermined plan to evaluate part of the contract outputs using subjective judgment and analysis of agency resources to decide what work to inspect and how frequently to inspect it (daily, weekly, monthly, quarterly, etc.) as determined by the COTR.

3.2.2 100% inspection: 100% inspection is a QA method designed to evaluate all outputs of the contract requirement. This method requires a total inspection of Contractor's performance.

3.2.3 Validated Customer Complaints: A validated customer complaint is a QA method whereby deficiencies in the outputs of the contract requirement are identified by a person other than the COR. These persons are made aware of contract requirements and monitor the services provided by the Contractor. Where there is a case of poor performance or nonperformance, the COR is notified. Then, the COR investigates the report, and, if found to be valid, documents it. Each complaint should be validated to ensure the service was required, and that the requirement was not fulfilled.

3.3 Inspection Method Selection. The depth and detail of observations of work shall be based on the relative importance of the items of work under evaluation. The principal method of surveillance shall be periodic inspection with 95% inspection of key requirements; however, any surveillance method can be used at the Government's discretion. Certain tasks may be so important that nonperformance or poor performance may significantly impact the mission and warrant 100% inspection. Joint inspections may be made by the COR and the Contractor. These are beneficial when routinely performed. They are vital when any disagree and misunderstanding occurs.

3.4 Performing Surveillance. Surveillance results must be able to support action taken by the COR /Contracting Officer when nonperformance or unacceptable performance occurs.

3.4.1 Inspection Checklists. An essential part of any QASP is the Inspection Checklist for the service that will be evaluated. A standard Inspection Checklist form ensures documented, uniform appraisal of each performance occurrence, and that equal weight is given to each evaluation. These checklists form the basis for a QA evaluations and constitute the documentation which will be used to substantiate determination of unsatisfactory performance should that occur.

3.4.2 Other Surveillance Records. The COR at times will need to make other types of records such as Memoranda of Telephone Conversation.

#### **4. SUCCESSFUL PERFORMANCE AND REMEDIES:**

4.1 Unacceptable Performance. If performance is judged unacceptable, the COTR will initiate a report of findings on the record of the observation and submit the report of finds, along with supporting documentation recording the unacceptable performance, to the Contracting Officer. The seriousness of the situation should govern whether the COR should provide the report of findings to the Contracting Officer as soon as unacceptable performance is indicated or wait until not later than the third workday of the month following the surveillance.

4.2 Inform Contract Manager. The COR must always contact the Contractor's manager or on-site representative and inform them of the unacceptable performance, and have the manager initial the entry on the Inspection Checklist.

**QUALITY SURVEILLANCE PLAN**  
**Durham VAMC EMS Janitorial Service**

<b>PREFORMANC E OBJECTIVE</b>	<b>SOW Para</b>	<b>PREFORMANCE THRESHOLD</b>	<b>SURVEILLANCE</b>	<b>DIS-INCENTIVE</b>
<b>Basic Cleaning Services.</b>	1.1.	Not to exceed deduction per facility if > 3 validated COTR documented customer complaints per month. Complaints per month at each facility.	100%	Five (5) percent invoice three (3) COTR Basic Cleaning Services. 1.1. Not to exceed deduction per facility if > 3 validated COTR documented customer complaints per month.
Floors, baseboards, corners and wall edges are free of dirt, dust and debris. Trash is empty; Plastic liners are in good condition. Trash containers are free of odors and visible dirt. Trash is emptied into outdoor trash collection container. Glass and mirrors have no traces of film, dirt, smudges, or water. Drinking fountains are disinfected and free of streaks, stains, spots, smudges, scale and other deposits. Stairways are free of dirt, debris, marks, smudges, scuffs and other foreign matter. Carpets are		Not to exceed deduction per facility if > 3 validated COTR documented customer complaints per month. Complaints per month at each facility.		Five (5) percent invoice three (3) COTR Basic Cleaning Services. 1.1. Not to exceed deduction per facility if > 3 validated COTR documented customer complaints per month.

## QUALITY SURVEILLANCE PLAN

### Durham VAMC EMS Janitorial Service

free of dirt, debris, litter and other foreign matter. Dust is not visible.				
<b>Basic Restrooms/Locker Rooms Cleaning</b>	1.2.	Not to exceed 100% services. (3) COTR validated customer complaints per month at each facility	100%	
Restrooms and locker rooms are disinfected and free of dirt, deposits, streaks and odors. Showers are disinfected and free of soap films, scum and other deposits. Toilets and urinals are disinfected. Floors are free of litter, dirt, dust and debris. Supplies are adequate until next service.				

**QUALITY SURVEILLANCE PLAN**  
**Durham VAMC EMS Janitorial Service**

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<b>Periodic Cleaning &amp; Services</b>	1.3.	Not to exceed (2.5) COTR validated customer complaints per month.	100%	Five (5) percent invoice deduction per facility if > 3 COTR documented complaints per month.
<b>Windows:</b>				
Windows are free of film, dirt, smudges, water, and other foreign matter.		Not to exceed (3) COTR validated customer complaints per month.		Five (5) percent invoice deduction per facility if > 3 COTR documented complaints per month.
<b>Carpets:</b>				
Carpets are free of stains and discoloration.		Not to exceed (3) COTR validated customer complaints per month.		Five (5) percent invoice deduction per facility if > 3 i COTR documented complaints per month.

## **QUALITY SURVEILLANCE PLAN**

### **Durham VAMC EMS Janitorial Service**

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<b>Emergency or Special Event Cleaning &amp; Services.</b>	1.4	Not to exceed (3) COTR validated customer complaints per month.	SURVEILLANCE	Five (5) percent invoice deduction Per facility if > 3 COTR documented complaints per month.
Ordered services meet the requirements of paragraphs 1.1 and/ or 1.2 as appropriate				

**5. REVISIONS TO QASP:** revisions to the surveillance plan are the joint responsibility of the COR and the Contracting Officer.

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Signature of Contract Program Manager

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Signature of Contract Officer Representative