

Quality Assurance Surveillance Plan (QASP)

ATTACHMENT I

PERFORMANCE REQUIREMENTS SUMMARY JANITORIAL SERVICES							
TASK	METHOD OF SURVEILLANCE	STANDARD	MAXIMUM ALLOWABLE DEGREE OF DEVIATION FROM REQUIREMENT (AQL)	FREQUENCY CONTRACTOR PERFORMS	FREQUENCY INSPECTED	PROPORTION OF REQUIRED TOTAL CONTRACT PRICE	MAXIMUM ALLOWABLE DEGREE OF DEVIATION FROM REQUIREMENT (AQL)
1. Monitor annual janitorial services plan and schedule. C21.3	100% Inspection	Plan submitted prior 15 working days prior to contract start and annually thereafter. Plan includes All Level I work for all locations. Plan updated as required and before work is Performed.	Zero Defects	As Required	As Required	One (1) Percent	Zero Defects
2. Monitor Report of Janitorial Services Completed. C21.3 Verify	100% Inspection	Report covers all work completed in the month and is Submitted not later than the 5 th working day of the following month. Report identifies all resources expended by task.	Zero Defects	As Required	As Required	One (1) Percent	Zero Defects
3. Control of work including inspecting work for quality. C24.1.1 Verify	Planned Inspection	Status of work is known. Amounts of labor, material, and equipment is associated to each Level III job. Quality control inspections performed.	Ten (10) Percent	Daily	Random Sample (90% confident interval – within 2 standard deviations)	One (1) Percent	Ten (10) Percent
4. Cleanliness carpeted offices, Conference Rooms, and Training Rooms. C24.1.2 Verify	Planned Inspection	All trash removed. Trash can liner replaced. All items policed from floor. Carpet vacuumed including under furniture, in corners and along walls. Walls and furnishing dusted to remove dust from horizontal surfaces and from vents, globes, venetian blinds, panels, etc.	Ten (10) Percent	Daily	Random Sample (90% confident interval – within 2 standard deviations)	Nine (9) Percent	Ten (10) Percent

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5. Clean vinyl tiled offices, Conference Rooms and Training Rooms. C24.1.3	Planned Inspection	All trash removed. Trash can liner replaced. All items policed From floor. Floors swept or dust mopped to remove dirt and dust including under furniture, in corners and along walls. Floor spray buffed to even shine. Floor is stripped of old wax to shine. Walls and furnishing dusted to remove dust from horizontal surfaces, vents, globes, venetian blinds, panels, etc.	Ten (10) Percent	Daily	Random Sample (90% confident interval – within 2 standard deviations)	Seven (7) Percent	Ten (10) Percent
6. Clean vinyl tiled corridors and halls. C24.1.4	Planned Inspection	All items policed from floor. Floors are free of dirt and debris by sweeping or dust mopping. Floors damp mopped to remove dirt, streaks, and dust including under furniture, in corners and along walls. Floor spray buffed to even shine. Floor is stripped of old wax and sealer, new wax or sealer evenly applied and floor buffed to shine. Walls and furnishing dusted to remove duet from horizontal surfaces, vents, globes, venetian blinds, panels, etc.	Ten (10) Percent	Daily	Random Sample (90% confident interval – within 2 standard deviations)	Four (4)Percent	Ten (10) Percent
7. Clean Quarry Tiled Corridors and halls. C24.2.1	Planned Inspection	All items policed from floor. Floors are free of dirt and debris by sweeping or dust mopping. Floors damp mopped to remove dirt, streaks, and dust including under furniture, in corners and along walls. Floors scrubbed and free of marks, streaks, stains and spots. Walls and furnishing dusted to remove dust from horizontal surfaces, vents, globes, venetian blinds, panels, etc.	Ten (10) Percent	Daily	Random Sample (90% confident interval – within 2 standard deviations)	Fifteen (15) Percent	Ten (10) Percent
8. Clean Filter Rooms. C24.2.2	Planned Inspection	All trash removed. Trash can liner replaced. All items policed from floor. Floors swept or dust mopped and free of dust, dirt and debris. Floors damp mopped to remove dirt, streaks, and dust including in corners and along walls. Walls, furnishing, and metal surfaces dusted to remove dust form horizontal surfaces, vents, globes, venetian blinds, panels, etc.	Ten (10) Percent	Daily	Random Sample (90% confident interval – within 2 standard deviations)	Eight (8) Percent	Ten (10) Percent
9. Clean Lobbies. C24.2.3	Planned Inspection	All trash removed. Trash can liner replaced. Drinking fountains cleaned and sanitized. All items policed from floor. Floors are free of dirt and debris by sweeping or dust mopping. Floors damp mopped to remove dirt, streaks, and dust including under furniture, in corners and along walls. Floor spray buffed to even shine. Floor is stripped of old wax and sealer, new wax or sealer evenly applied and floor buffed to shine. Walls and metal horizontal surfaces dusted and washed. Entrance cleaned including steps, adjacent sidewalks. Walk off mats cleaned on both sides and the floor under. All debris cleaned from adjacent sidewalks. Glass on doors an adjacent panels clean and without streaks.	Ten (10) Percent	Daily	Random Sample (90% confident interval – within 2 standard deviations)	Five (5) Percent	Ten (10) Percent

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<p>10. Clean Lunch Rooms. C25.1</p> <p>Verify</p>	<p>Planned Inspection</p>	<p>All trash removed. Trash can liner replaced. All items policed from floor. Floors are free of dirt by sweeping or dust mopping. Floors damp mopped to remove dirt, streaks, and dust including under furniture, in corners and along walls. Floor spray buffed to even shine. Floor is stripped of old wax and sealer, new wax and sealer evenly applied and floor buffed to shine. Walls and furnishing dusted to remove dust from horizontal surfaces and from vents, globes, venetian blinds, panels, etc. Soiled or dirty spots are cleaned from walls and fixtures.</p>	<p>Ten (10) Percent</p>	<p>Daily</p>	<p>Random Sample (90% confident interval – within 2 standard deviations)</p>	<p>Five (5) Percent</p>	<p>Ten (10) Percent</p>
<p>11. Clean Mail and Copier Rooms. C25.2</p> <p>Verify</p>	<p>Planned Inspection</p>	<p>All trash removed. Trash can liner replaced. All items policed from floor. Floors are free of dirt by sweeping or dust mopping. Floors damp mopped to remove dirt, streaks, and dust including under furniture, in corners and along walls. Floor is scrubbed to remove all ire, marks, and foreign matter. Floor is stripped of old wax and sealer, new wax and sealer evenly applied and floor buffed to shine. Walls and furnishing dusted to remove dust from horizontal surfaces and from vents, globes, venetian blinds, panels, etc. Soiled or dirty spots are cleaned from walls and fixtures.</p>	<p>Ten (10) Percent</p>	<p>Daily</p>	<p>Random Sample (90% confident interval – within 2 standard deviations)</p>	<p>One (1) Percent</p>	<p>Ten (10) Percent</p>
<p>12. Clean Chemical Laboratories. C25.3</p> <p>Verify</p>	<p>Planned Inspection</p>	<p>Cleaning done between 1500 and 1800. All trash removed. Trash can liner replaced. Drinking fountains clean. All items policed from floor. Floors damp mopped and free of dust and debris. Floor is scrubbed to remove all ire, marks, and foreign matter. Floor spray buffed to even shine. Floor is stripped of old wax and sealer, new wax and sealer evenly applied and floor buffed to shine. Walls and furnishing dusted to remove dust from horizontal surfaces and from vents, globes, venetian blinds, panels, etc. Soiled or dirty spots are cleaned from walls and fixtures.</p>	<p>Ten (10) Percent</p>	<p>Daily</p>	<p>Random Sample (90% confident interval – within 2 standard deviations)</p>	<p>Nine (9) Percent</p>	<p>Ten (10) Percent</p>
<p>13. Clean Bathrooms and Shower Rooms. C24/2/4</p> <p>Verify</p>	<p>Planned Inspection</p>	<p>All trash removed. Trash containers cleaned and disinfected. Sink, urinals, showers and fixtures cleaned, deodorized. All drains disinfected. Floors damp mopped. Mirrors cleaned with no streaks. Walls, benches and partitions cleaned. All soap and paper dispensers filled.</p>	<p>Ten (10) Percent</p>	<p>Daily</p>	<p>Random Sample (90% confident interval – within 2 standard deviations)</p>	<p>Eight (8) Percent</p>	<p>Ten (10) Percent</p>

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14. Clean Locker Rooms. C24.3.1 Verify	Planned Inspection	All trash removed. Trash containers cleaned and disinfected. Floors damp mopped. Mirrors cleaned with no streaks. Walls and partitions cleaned. Benches cleaned. Empty lockers cleaned.	Ten (10) Percent	Daily	Random Sample (90% confident interval – within 2 standard deviations)	Three (3) Percent	Ten (10) Percent
15. Clean Stairwells. C24.3.2 Verify	Planned Inspection	All items policed from floor. Floor and steps are swept or damp mopped and free of dust and debris. Floor and steps are scrubbed to remove all dirt, marks, and foreign matter. Landings spray buffed to even shine. Landings stripped of old wax and sealer, new wax and sealer evenly applied and floor buffed to shine. Walls and furnishing dusted to remove dust from horizontal surfaces and from vents, globes, venetian blinds, panels, etc. Soiled or dirty spots are cleaned from walls and fixtures.	Ten (10) Percent	Daily	Random Sample (90% confident interval – within 2 standard deviations)	Eight (8) Percent	Ten (10) Percent
16. Clean Storage Areas. C23.3.3 Verify	Planned Inspection	All trash removed. Trash containers cleaned and disinfected. All items policed from floor. Floors damp mopped. Walls and furnishing dusted to remove dust from horizontal surfaces and from vents, globes, venetian blinds, panels, etc	Ten (10) Percent	Daily	Random Sample (90% confident interval – within 2 standard deviations)	Eight (8) Percent	Ten (10) Percent
17. Clean Windows. C24.3.4	Planned Inspection	Window interior glass is free of dirt, smudges and streaks. Window sill and frame is free of dirt and debris. Exterior window glass is clean and free of dirt, smudges and streaks. Screens removed, brushed or washed and replaced. Debris removed from area.	Ten (10) Percent	Daily	Random Sample (90% confident interval – within 2 standard deviations)	Eight (8) Percent	Ten (10) Percent
18. Shampoo Carpets. C24.3.5	Planned Inspection	All stains are pre-spotted and removed. Furniture is removed during shampooing operation, replace, and protected. Shampooed carpet is free of dirt, debris, streaks, stains, and the pile is raised.	Ten (10) Percent	Daily	Random Sample (90% confident interval – within 2 standard deviations)	Eight (8) Percent	Ten (10) Percent
19. Identify, Estimate, and Perform Level III Work (IJOs) C24.3.7	100% Inspection (Acceptance Inspection)	Work performed as identified in delivery order and applicable technical publications.	Ten (10) Percent	Daily	Random Sample (90% confident interval – within 2 standard deviations)	Eight (8) Percent	Ten (10) Percent

Sample Tables

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