
NAVAL FACILITIES ENGINEERING COMMAND
GUIDE PERFORMANCE WORK STATEMENT (GPWS)
FOR
CUSTODIAL SERVICES
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USER'S GUIDE
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USER'S GUIDE
GUIDE PERFORMANCE WORK STATEMENT FOR CUSTODIAL SERVICES

I. INTRODUCTION

A. Purpose. This NAVFAC Guide Performance Work Statement (GPWS) has been written to provide assistance in preparing facilities support contracts to procure custodial services. Contracts for custodial services may be a continuing contracting effort or conversion of such services from in-house to contract performance under the Commercial Activities (CA) program. This NAVFAC GPWS may be used in either application. This GPWS Package consists of a User's Guide; guide contract sections B, C, and J in the Uniform Contract Format; and a Quality Assurance (QA) Guide.

1. NAVFAC manual MO-327, *Facility Support Contract Quality Management Manual*, provides extensive information on the preparation of NAVFAC facilities support contracts, from guidance on making the initial decision to contract a given function through the entire PWS and surveillance program development process. This User's Guide is designed to supplement and to be used in conjunction with the NAVFAC MO-327 in developing a PWS for custodial services. It provides specific guidance on developing and tailoring the GPWS, special items which must be considered if the specification is being written in conjunction with a CA program study, and general guidance on required pre-award actions. Additional guidance on implementing CA program requirements can be found in the Supplement to OMB Circular A-76 and in OPNAVINST 4860.7B.

2. Sections B, C, and J provide suggested formats for displaying contract line (bid) items, technical specifications which the user may tailor to site specific needs, and attachments which provide supplemental information, historical data, etc.

3. The QA guide provides the framework for development of a comprehensive contract surveillance program. The user should modify and expand upon the example QA plans provided as the GPWS is tailored.

4. This GPWS does not establish or provide NAVFAC procurement guidance or policy. Such guidance and policy may be found in the NAVFAC P-68, *Contracting Manual*.

B. Function Definition. For purposes of this GPWS, the custodial services function is defined to include all labor, transportation, equipment, materials, supplies, management, coordination, and supervision required to perform custodial services. Custodial functions under the CA program (Functional Code S709) are defined to "provide janitorial and housekeeping services to maintain safe and sanitary conditions and preserve property".

C. Responsibilities

1. Experience has shown that the best method of developing a facilities support contract specification is to involve a number of activity personnel, each having a portion of the knowledge and experience required to put the entire package together. A team of experienced activity personnel should be formed and a team leader appointed. The team leader will be responsible for development and tracking of procurement milestones, ensuring that each team member understands what specific tasks he/she is responsible for, when each task must

be completed, etc. At least one member of the team must be intimately familiar with each of the following areas:

- a. Must be familiar with and understand the applicable GPWS(s) and QA Guide(s).
- b. Must have a working knowledge of basic contracting procedures.
- c. Must have first hand knowledge of the services to be provided by the contract.
- d. Must be able to identify local needs/requirements that are different from the GPWS and apply specifically to the activity.

2. The following activity personnel are suggested as members of the specification development team.

- a. Specification Writer. The custodial specification is most properly prepared by an engineer or engineering technician at the activity who has had at least some experience in writing facilities support contracts. The use of a planner and estimator (P&E) is also appropriate if one is experienced with writing contract specifications. The writer, regardless of who he/she is, should have attended the Civil Engineer Corps Officers School (CECOS) course, Facilities Support Contracts for Functional Managers. Assistance and guidance may be requested from the geographical NAVFACENGCOCOM Engineering Field Division (EFD). The EFD may offer courses on PWS development, quality assurance, and other related subjects that may be of benefit to the specification writer.

- b. Customer. Customer representatives must be included on the team, as they will identify the areas and frequencies of custodial services desired and identify any specific needs which may differ from this GPWS.

- c. Facilities Support Contract Manager. If there is an existing custodial services contract, the Facilities Support Contract Manager (FSCM) or Quality Assurance Evaluator (QAE) should be able to provide lessons learned and other information pertinent to the new specification. The FSCM/QAE will also be responsible for preparing required Quality Assurance Plans (see Quality Assurance Guide) and for ensuring that services are specified in such a way as to be inspectable.

- d. Contract Specialist. The Contract Specialist provides overall contractual guidance in the preparation of the specification and the overall solicitation. This person will work with the writer in the preparation of sections B, C, and J, and will prepare the majority of the clauses in sections E, F, G, H, I, K, L, and M of the solicitation. Additionally, there are many pre-award and post-award contract actions to be initiated by the Contract Specialist.

- e. Engineering. In preparing the inventory of facilities and the Schedule of Indefinite Quantity Work it is necessary to know the square footage of spaces being cleaned and the breakdown for carpet, tile, etc. This can be a tedious process if Engineering does not already have a layout for each building. If this information is not readily available from engineering drawings, the specification writer must work with the customer to develop the required data.

f. CA Program Manager. If the specification is being prepared under the CA program, the CA Program Manager provides overall guidance on the CA program, and will ensure that the specification is developed in conjunction with required most efficient organization and management studies.

3. The completed specification should be reviewed by customer representatives, the Engineering Division Director, and Facilities Management Engineering Director. Consult appropriate EFD instructions to determine if EFD review/approval is required prior to solicitation.

II. GPWS DEVELOPMENT AND USER CONSIDERATIONS. This section of the User's Guide discusses certain assumptions which were made and special items that were considered during the development of the Custodial Services GPWS, and provides general information and considerations that the user should be aware of during the tailoring process.

A. Development of the GPWS. In developing this GPWS, a functional analysis, as described in NAVFAC MO-327, was performed to identify each of the major subfunctions for custodial services. The NAVFAC manual MO-125, *Military Custodial Services Manual*, provided information on suggested subfunctions, as did a review of current custodial services contracts and commercial standards. The subfunctions identified were further subdivided to develop basic work requirements and standards of performance. Once all the basic work requirements were identified for each subfunction, a Performance Requirements Summary Table was developed and the requirements were put in narrative form. The functional analysis chart on the following page, Table 1, illustrates the custodial services subfunctions and work items addressed in this GPWS. Two problems encountered during development were how to specify the desired custodial services so that random sampling for extrapolated deductions (RSED) could be used as a method of surveillance, and how to measure the Contractor's performance.

1. The first problem involved finding a straightforward and simple method of displaying in the PWS what custodial services would be performed in each building and/or space, and at what frequency; and doing this in such a way as to make RSED relatively easy to use as a method of surveillance.

a. One popular procedure which was considered was the use of the "class of service" concept, in which different combinations of services and frequencies are grouped into various "classes". For example, Class A service could consist of daily sweeping, emptying of waste containers, dusting, and damp moping; Class B service could include the same services, but with the dusting and moping performed only once per week; etc. Each building and/or space is assigned to one of these classes of service, thereby defining what services are provided and at what frequency. While use of the class of service concept can simplify the process of specifying services in the PWS, it was not used in the GPWS since it will almost always make it impractical to use RSED as a method of surveillance.

b. Since facilitating the use of RSED for the inspection of at least some of the services was a primary consideration during the development of the GPWS, this problem was solved by developing a separate "Schedule of Services" which identifies the required services and their frequency for each building and/or space. See paragraph III.A.1.4 of this User's Guide for additional information on schedules of services.

TABLE 1
FUNCTIONAL ANALYSIS - CUSTODIAL SERVICES SUBFUNCTIONS

- I. Basic Services
 - a. Space Cleaning
 - 1. Sweeping/Dust Mopping
 - 2. Vacuuming Carpets and Rugs
 - 3. Emptying Waste Containers
 - 4. Low Dusting/Cleaning
 - 5. Cleaning Walk-Off Mats
 - b. Floor Care
 - 1. Damp Mopping
 - 2. Spray Cleaning and Buffing
 - 3. Waxing and Buffing
 - c. Restroom Services
 - 1. Cleaning
 - 2. Servicing
 - d. Other Services
 - 1. Relamping
 - 2. Policing Grounds
 - 3. Removing Snow and Ice
- II. Service Call Work
 - a. Cleaning
 - b. Lighting
- III. Project Work
 - a. Stripping & Rewaxing Floors
 - b. Shampooing Carpets and Rugs
 - c. Cleaning Light Fixtures
 - d. High Dusting/Cleaning
 - e. Cleaning Exterior Glass
 - f. Cleaning Interior Glass
 - g. Clenaing Venetian Blinds

2. The second problem involved measuring the Contractor's performance. The solution was to use the "substantially complete" concept, which is discussed in some detail in paragraph II.D of the QA Guide.

B. GPWS User Considerations. The clauses and provisions of this GPWS are arranged in the uniform contract format as required by the Federal Acquisition Regulation (FAR). The sections to which they are assigned shall not be changed.

1. This GPWS contains sections B, C, and J only. These sections contain information and clauses peculiar to the technical services required, while Sections D, E, F, G, H, I, K, L, and M contain contract clauses and provisions more closely related to administrative and contractual requirements. Since the latter group will generally be the same in the majority of NAVFAC contracts, their inclusion in each GPWS would be unnecessary duplication. These clauses are included in Uniform Contract Format Guide (UCFG) published by NAVFAC. The UCFG should be available at each of the geographical EFDs and at NAVFAC contracting offices, and should be made available to specification writers as required.

2. FAR clauses and provisions may be added or deleted as required by the FAR for specific functions, dollar limitations, bonding, small businesses, etc. They may not be altered unless specifically authorized by the FAR. Most of the clauses in sections I and L, other than those requiring tailoring (i.e.

blanks to be completed), may be included by reference. All other FAR clauses and provisions shall be included in full text. Procurement offices shall make available to bidders the full text of all clauses incorporated by reference upon request.

3. The "SCHEDULE OF DEDUCTIONS", "ESTIMATING THE PRICE OF NONPERFORMED OR UNSATISFACTORY WORK", and "CONSEQUENCES OF CONTRACTOR'S FAILURE TO PERFORM REQUIRED SERVICES" clauses are NAVFAC, not FAR clauses, and shall not be altered without NAVFAC approval. All other non-FAR clauses and provisions in the UCFG should be used substantially as shown or deleted if not applicable to the solicitation. Extensive deliverable performance requirements should not be added to these clauses, but should be included in Section C.

4. Technical Specification

a. Section C, which describes the services to be provided, should be a performance specification to the maximum extent possible. That is, over defining the Contractor's responsibilities in terms of methods or procedures should be avoided in writing the technical specifications since we hope to purchase not only the Contractor's labor, but also his/her expertise in the services to be provided and management of those services. A performance oriented specification should minimize the use of words describing "how to" and emphasize the performance standards to which the Contractor must provide the custodial services. Outputs must be described specifically and as explicitly as possible while leaving the Contractor latitude to manage his/her own work force and choose his/her own methods for accomplishing the work.

b. On the other hand, the specification must provide enough information to clearly and precisely define the magnitude (number of services we want to buy) and quality of each of the services to be provided, as well as the scope or limit of each. This is accomplished in the GPWS by specifying, in addition to the desired outputs, schedules of accomplishment and/or specific time limitations in which all services must be completed; listing mandatory operating procedures or steps that the Contractor must follow for some services; and providing historical data on the magnitude of services provided under previous contracts or by in-house forces. Such information will only slightly restrict the Contractor's latitude in managing his/her workforce, but will help ensure all bidders clearly visualize the magnitude of effort which will be required to provide the clearly defined scope of work. Typically, this will result in more accurate/realistic Contractor bids, make payment deductions for unsatisfactorily performed or non-performed work easier to calculate, and reduce the number of contract administration problems.

5. As you use this GPWS you will find in many instances there will be a "NOTE TO SPECIFICATION WRITER". These notes provide the user with additional information and/or advise the user to select the appropriate clause, insert additional information, or delete the clause in its entirety. There are also many areas within the text of the GPWS where notes indicate that additional information must be provided; e.g., start times, dates, quantities, etc. These notes will always be enclosed by the symbol "!". All that is required is to replace the note with the required information.

III. TAILORING THE GPWS. The NAVFAC GPWS for custodial services is not intended to fit the requirements of a specific activity, but rather, is to serve as a model to be tailored by activities in preparing their specific PWS. The first step in tailoring a GPWS to a specific case is for the user to become

intimately familiar with the GPWS and its User's Guide. The user must know what is, and is not, included in the GPWS and what was intended before any required modifications may be assessed. The PWS is the instrument that lays out the functional and technical requirements and ultimately becomes part of a contract. The User's Guide provides the user with information concerning the GPWS and provides instructions on tailoring. Users should not assume that the GPWS can be "plugged" into their application with little or no effort. A detailed analysis of the activity's requirements will be required.

A. Getting Started

1. The first step in tailoring this GPWS to a specific user activity must be to determine one of the following:

a. Are the requirements currently contracted, and will this be a continuation of the contracted services, or a consolidation of several contracts? If this is the case, the GPWS may be tailored to accomplish any desired scope of work and level of performance.

b. Are the requirements to be included in the PWS subject to a CA cost comparison study under OMB Circular A-76? If this is the case, it is mandatory that the scope of work and level of performance specified be equivalent to the level of effort that can be achieved by the Most Efficient Organization (MEO) if the function is retained in-house. Additional information on tailoring of the GPWS for a CA program study is included in paragraph IV of this User's Guide.

2. The next step should be a thorough review of Chapters 2 and 3 of NAVFAC MO-327. These two chapters outline how to perform a job analysis to determine the specific subfunctions to be contracted (including specific work requirements and standards of performance) and how to use the job analysis information and data collected to actually write the PWS. As the job analysis is being performed, the user should compare unique activity requirements with GPWS requirements to determine if any major changes are required, or if some of the questions being identified in the job analysis have already been answered in the GPWS. If major changes are required, the user will need to re-write the affected GPWS section. A thorough job analysis will make the actual tailoring of the GPWS and re-writing of paragraphs relatively easy since all required data will be readily available and the subfunctions to be contracted will be well defined.

3. Inventory of Facilities. As part of the job analysis process the user, in coordination with customer(s), must develop an inventory of the facilities and areas to receive custodial services. If such an inventory is already available, this would be the appropriate time to verify its accuracy and to add information which may be missing. Inventories should include such items as the quantity of each type of flooring to be cleaned and the number of restrooms, restroom fixtures, elevators, drinking fountains, etc. This information will be placed in Section J of the contract to provide bidders with adequate information upon which to base their bids. Two example formats for displaying inventory information and one format for displaying a summary of this information are provided in Attachment J-C6 of the GPWS.

4. Schedule of Services. After completing the inventory the user, in conjunction with customer(s), must prepare a "SCHEDULE OF SERVICES" indicating the specific custodial services desired and their corresponding frequencies of

performance. Two example formats for displaying this information are provided in Attachment J-C7 of the GPWS.

a. In the first example high frequency work items, such as sweeping/dust mopping, vacuuming carpets and rugs, emptying waste containers, low dusting/cleaning, and cleaning walk-off mats, were grouped into a package called "space cleaning". This means that each time "space cleaning" is specified in the schedule for a particular room or area, all of the work items in the package will be performed by the Contractor. In this way every cleaning of every room includes the same services, and if the rooms/areas are approximately the same size, we have a "homogeneous" population of services for inspection purposes. The schedule was set up in this way to facilitate the use of Random Sampling for Extrapolated Deductions (RSED) as a method of surveillance. See paragraph II.B.2 of the QA Guide for additional information on RSED.

b. The second example should be considered if RSED will not be used as a method of surveillance. It retains the "space cleaning" concept, but allows customers the flexibility of varying the frequency of the individual services.

5. Drawings. Simple single line drawings or sketches of those specific buildings and spaces to receive custodial services must be included in Section J of the PWS. If not readily available from previous contracts or at the Public Works Department, the specification writer must request their development early enough in the PWS development process to ensure they will be available during preparation of the PWS.

B. Contract Line Item Requirements. A combination firm fixed-price and indefinite quantity contract is used in this GPWS because it is by far the most common type of contract for custodial services. However, other contract types may be used based on extenuating circumstances. The user should solicit input from the contract specialist or the EFD Contract Department when deciding on the most appropriate contract type. All of the contract requirements in the PWS must be included in either the firm fixed-price or fixed unit price (indefinite quantity) contract line items in Section B. The contract line items shown in Section B of the GPWS are intended to encompass all of the services (contract requirements) to be provided in the technical specifications. Of course they must be tailored to account for contract requirements added or deleted during the job analysis process, and the projected start date of contract performance.

1. Fixed-Price Requirements. Fixed-price contract line (bid) items are bid and payment is made for the total performance of a given contract requirement over a given period of time (usually one month). These contract requirements are either fixed in scope (time, location, frequency, quantity, etc. are known or can be accurately estimated) or adequate historical data is available to allow a reasonable estimate to be made. Because the scope of work is known, the Contractor agrees to perform a given requirement for a total price, and in essence there is one work order. The Contractor performs the work as scheduled and invoices are submitted for the services provided.

a. Examples of firm fixed-price contract requirements in this GPWS are basic services (i.e., sweeping/dust mopping, dusting, etc.) and service call work. Fixed-price contract requirements added by the user must either have clearly defined scopes, or historical data will have to be added to an

attachment in Section J so that Contractors may prepare biddable estimates of the quantity of work that will be required.

b. The firm fixed-price contract line items may be displayed in one of three different ways in Section B. The user should contact the contract specialist or EFD if in doubt about which procedure should be used.

(1) Section B of the GPWS illustrates the most common procedure, which is to simply require bidders to provide a single monthly price for the total performance of all the firm fixed-price contract requirements in the contract. In this case the contract must also contain a "SCHEDULE OF DEDUCTIONS" in Section E, in which the successful bidder will break down the total bid price for each of the fixed-price requirements in the PWS. See paragraph III.D of the User's Guide for additional information on the "SCHEDULE OF DEDUCTIONS" clause.

(2) A slightly different procedure would be to include a limited number of fixed-price subline items, each of which would be broken down by a "SCHEDULE OF DEDUCTIONS".

(3) A third procedure would be to eliminate the "SCHEDULE OF DEDUCTIONS" from the contract and provide a detailed Schedule of Firm Fixed-Price Work. Such a schedule would be formatted similarly to the "SCHEDULE OF DEDUCTIONS", and bidders would provide separate unit prices for each of the fixed-price requirements in the PWS.

2. Indefinite Quantity Work Items. All items not included in the firm fixed-price portion of the contract are considered indefinite quantity work items. That is, the Contractor agrees to perform this work on an "as ordered" basis, and a fixed unit price to perform one occurrence or a given quantity of each type of work is bid. Payment for this type of work is based on the unit price bid per unit times the number of units performed. Because each Government order for indefinite quantity work is paid for separately, each and every delivery order must be inspected and accepted as being satisfactorily complete before payment may be made.

a. Indefinite quantity work items in this GPWS include:

- (1) Stripping and rewaxing floors
- (2) Shampooing carpets and rugs
- (3) Cleaning light fixtures
- (4) High dusting/cleaning
- (5) Cleaning exterior glass
- (6) Cleaning interior glass
- (7) Cleaning venetian blinds

b. An alternative approach which the user may want to consider would be to change one or more of the indefinite quantity work items to firm fixed-price work. If this approach is taken, the indefinite quantity contract line items in Section B and the "SCHEDULE OF DEDUCTIONS" would have to be

modified accordingly, and Sections C and J would have to clearly indicate the quantity of work required, frequency of accomplishment, and locations. For example, if interior glass cleaning is changed to firm fixed-price, the quantities of interior glass to be cleaned, the location(s), and how often the cleaning will be accomplished must be delineated. In addition, there may be changes required to the example QA Plans shown in the QA Guide.

3. Period of Performance. Because contracts for custodial services are considered to be for "maintenance of facilities" by the Comptroller of the Navy, they may be awarded to begin at any time during the fiscal year for a twelve month term, and funded with funds current in the fiscal year of award. Since many other facilities support contracts must be funded on a fiscal year basis, activities should consider awarding contracts for custodial services during the fiscal year, which will help reduce the end of the fiscal year work load.

4. Other Clauses. Specific clauses included in Section B differ from NAVFAC EFD to EFD. The user must contact the activity's geographical EFD to identify the specific clauses, if any, which may be required.

C. Technical Specifications. The technical specification, Section C, is the single most important part of a PWS. Within this section the user must describe, in detail, what services are desired and when they are to be performed. Requirements provided in this GPWS are designed to meet the general custodial service requirements of most activities. When tailoring the GPWS these requirements may need to be modified to meet local conditions and to reflect modifications made to work requirements during the job analysis process. Special or unique requirements, such as mopping of high pressure plastic laminate on metal raised floor systems, may need to be added. A job analysis, as described in NAVFAC MO-327 should provide the data required to tailor this section.

D. Schedule of Deductions. If used, the "SCHEDULE OF DEDUCTIONS" clause in Section E is one of the most important items that the specification writer must consider in tailoring this GPWS, since it directly affects the degree of difficulty required to make payment deductions for unsatisfactory performance and nonperformance of work. The schedule is used if a single monthly price or limited number of subline items are included in Section B for performance of the firm fixed-price contract requirements, and should not be used if a detailed Schedule of Firm Fixed-Price Work is included in Section B. Refer to paragraph III.B.1.b for additional information on fixed-price contract line items.

1. The Schedule of Deductions requires the Contractor to break down the firm fixed-price portion of the bid for each of the fixed-price contract requirements in the PWS. This information is used in conjunction with the "CONSEQUENCES OF CONTRACTOR'S FAILURE TO PERFORM REQUIRED SERVICES" and "ESTIMATING THE PRICE OF NONPERFORMED OR UNSATISFACTORY WORK" clauses (Section E), and the Performance Requirements Summary (PRS) table (Attachment J-E1), in making payment deductions for unsatisfactory performance and nonperformance of firm fixed-price contract requirements.

2. The completed schedule must be provided by the Contractor within 15 calendar days after award of the contract, and the Government retains the right to reject and/or unilaterally establish a schedule if the submitted schedule is unbalanced or materially deficient. The specification writer must consider changes made to the technical specifications and the length of the initial contract term when tailoring the example schedules which follow. Corresponding

changes must also be made to the PRS table in Attachment J-E1. There are two example schedules illustrated below. Either schedule may be used; however, the example QA plans in the QA Guide are based on the use of Example 1.

EXAMPLE 1
SCHEDULE OF DEDUCTIONS
 (DO NOT SUBMIT SCHEDULE OF DEDUCTIONS WITH BID)

| <u>CONTRACT REQUIREMENTS</u> | <u>UNIT</u> | <u>QUANTITY</u> | <u>UNIT PRICE</u> | <u>TOTAL PRICE</u> |
|------------------------------|-------------|-----------------|-------------------|--------------------|
| 1. Space Cleaning | MONTH | 12 | \$_____ | \$_____ |
| 2. Floor Care | MONTH | 12 | \$_____ | \$_____ |
| 3. Restroom Services | MONTH | 12 | \$_____ | \$_____ |
| 4. Relamping | MONTH | 12 | \$_____ | \$_____ |
| 5. Policing Grounds | MONTH | 12 | \$_____ | \$_____ |
| 6. Removing Snow and Ice | MONTH | !INSERT! | \$_____ | \$_____ |
| 7. Service Calls | | | | |
| a. Cleaning | MONTH | 12 | \$_____ | \$_____ |
| b. Lighting | MONTH | 12 | \$_____ | \$_____ |

TOTAL = \$_____
 (Total must equal the total price for Contract Line 0001, the firm fixed-price portion of the contract.)

EXAMPLE 2
SCHEDULE OF DEDUCTIONS
 (DO NOT SUBMIT SCHEDULE OF DEDUCTIONS WITH BID)

| <u>CONTRACT REQUIREMENTS</u> | <u>NO. OF UNITS PER MONTH</u> | <u>UNIT</u> | <u>NO. OF MONTHS</u> | <u>UNIT PRICE</u> | <u>TOTAL PRICE</u> |
|------------------------------|-------------------------------|-------------|----------------------|-------------------|--------------------|
| 1. Space Cleaning | !INSERT! | SF | 12 | \$_____ | \$_____ |
| 2. Floor Care | !INSERT! | SF | 12 | \$_____ | \$_____ |
| 3. Restroom Services | !INSERT! | SF | 12 | \$_____ | \$_____ |
| 4. Relamping | !INSERT! | SP | 12 | \$_____ | \$_____ |
| 5. Policing Grounds | !INSERT! | PO | 12 | \$_____ | \$_____ |
| 6. Removal of Snow and Ice | N/A | MONTHS | !INSERT! | \$_____ | \$_____ |

| <u>CONTRACT REQUIREMENTS</u> | <u>NO. OF UNITS PER MONTH</u> | <u>UNIT</u> | <u>NO. OF MONTHS</u> | <u>UNIT PRICE</u> | <u>TOTAL PRICE</u> |
|------------------------------|-----------------------------------|-------------|--------------------------|--|------------------------|
| 7. Service Calls | | | | | |
| a. Cleaning | N/A | MONTHS | 12 | \$_____ | \$_____ |
| b. Lighting | N/A | MONTHS | 12 | \$_____ | \$_____ |
| | | | | TOTAL = \$_____ | |
| | | | | (Total must equal the total price for Contract Line 0001, the firm fixed-price portion of the contract.) | |

- EA - Each
- PO - Policings
- SF - Square Feet
- SP - Spaces

E. Performance Requirements Summary. As the GPWS is being tailored a PRS Table should be prepared. This table will be included in Section J of the PWS and will be used primarily by the Contracting Officer, in conjunction with the "CONSEQUENCES OF CONTRACTOR'S FAILURE TO PERFORM REQUIRED SERVICES", "ESTIMATING THE PRICE OF NONPERFORMED OR UNSATISFACTORY WORK", and "SCHEDULE OF DEDUCTIONS" clauses, in making payment deductions for unsatisfactory performance or nonperformance of contract requirements. Additionally, the table is also very useful in the preparation of QA plans (as discussed in the QA Guide to this GPWS) and the "SCHEDULE OF DEDUCTIONS", and to provide the FSCM, QAEs, and customers a convenient overview of services to be provided. An example PRS Table, which reflects the contract requirements and work requirements of this GPWS, is provided in Attachment J-E1 of the GPWS. Suggested maximum allowable defect rates (MADRs) and weights are also shown. The user should modify this table to reflect the tailored PWS's requirements and consideration of the various factors which influence the selection of MADRs and work requirement weights.

F. Reviewing the Tailored PWS. Conflicting and contradictory contract requirements, i.e., inconsistency within a facilities support contract, inherently lead to protests, claims, and difficulties in contract administration. As a result, the Government may pay more for required services; does not obtain the services which were intended; and/or spends a great deal more in contract administration effort than would normally be warranted. To avoid such problems, the user should carefully review the tailored GPWS to find and eliminate any inconsistencies which may have been created during the tailoring process.

1. One way to eliminate inconsistencies is through the use of a matrix type check, such as that shown in Table 2 below. Such a matrix can prove to be an effective check on the consistency of the contract requirements. By matching the function with the applicable clause(s), the user can easily review those clauses which apply to a particular function without having to continually scrutinize the entire specification.

2. Another, and probably easier way for activities which have word processing software, is to perform a search on a key word(s). For example, if we wanted to review all contract requirements for "space cleaning", the software can search the entire document for those key words, and stop every time it encounters them. In this way, the specification writer can quickly check for inconsistencies which may have been overlooked during previous reviews.

TABLE 2
SAMPLE MATRIX CHECK FOR CUSTODIAL SERVICES CONTRACT

| Section, Paragraph, Attachment | CONTRACT REQUIREMENTS | | | | | |
|--------------------------------------|-----------------------|----------------------|-----------|---------------------|------------------|-----------------|
| | Space Cleaning | Restroom Services | Relamping | Policing Grounds | Service Calls | Project Work |
| B | | | | | | X |
| C.7 | X | X | X | X | X | X |
| J-C7 | X | X | X | X | | |
| J-C9 | | | | | | X |
| J-E1 | X | X | X | X | X | X |

IV. COMMERCIAL ACTIVITIES (CA) PROGRAM CONSIDERATIONS. This section of the User's Guide discusses some of the special items which must be considered when using this GPWS to prepare a PWS as part of a CA program study.

A. Scope of Work. The user must remember that the scope of work and standards of performance specified in the PWS must be equivalent to the projected capabilities of the MEO.

B. Separately Priced Options to Extend. OMB Circular A-76 requires in-house and Contractor bids to be evaluated over at least a three year period whenever funding can cross fiscal years, as in the case of custodial services. This means that Section B must contain contract line items for a 12-month base period (Items 0001 and 0002) and at least two, one-year, separately priced option periods (Items 0003 and 0004, and 0005 and 0006).

V. PRE-AWARD CONSIDERATIONS. Prior to award it is essential that the activity consider the following aspects of the operation and administration of a custodial services contract. Additionally, Chapters 5 and 6 of NAVFAC MO-327 discuss a number of items which must be considered by the activity prior to the award of a contract, including a pre-award survey of the apparent low, responsive, responsible bidder, and a review of the submitted quality control program.

A. Quality Assurance Evaluator Training. It is vitally important to have an adequate number of qualified QAEs on board prior to the contract start date. In fact, NAVFAC EFD contract offices will not allow contracts to be advertised until the activity provides assurance that such resources will be provided. NAVFAC P-68, *Contracting Manual*, details NAVFAC policy for minimum training requirements for personnel involved in NAVFAC contracts. The manual requires all individuals assigned to QAE duties to attend the QAE training course provided by each of the EFDs within six-months of their assignment, or have

equivalent training as determined by the Contracting Officer. If this training has not been received, the activity should take steps to have the QAE(s) attend the next available course and in the meantime should develop a local training program. EFD Code 10s/16s should be contacted for QAE training scheduling or assistance. The QAE should have a good working knowledge of inspection procedures and requirements for custodial services, and must become intimately familiar with the specification.

B. Site Visits. The QAE or other Government representative should be prepared to conduct site visits with potential bidders after inviting bids. The purpose of these visits is to familiarize the Contractor with the location of contract requirements, not to provide additional information which should have been included in the PWS. QAEs must be briefed by the Contracting Officer or the Contract Specialist as to what can and cannot be said to potential bidders during site visits. Customers must also be briefed by the Contracting Officer on precautions to be taken so as not to reveal sensitive information to potential bidders during these visits.

C. Government Furnished Property. Are Government furnished facilities, equipment, and materials, if any, ready for turnover? Has a property administrator been assigned as required by NAVFAC P-68, paragraph 45.303?

D. Building Monitors. Are building monitors designated to act as focal points for customer complaints? If so have they been properly trained? Are they familiar with the specification? Has a method been developed for customers to submit complaints to the Contracting Officer, QAE, or other designated representative?

E. Quality Assurance Plans. Are adequate QA Plans prepared and ready for use?

END OF USER'S GUIDE SECTION

GUIDE PERFORMANCE WORK STATEMENT
FOR
CUSTODIAL SERVICES

PART I - THE SCHEDULE

SECTION B: SUPPLIES OR SERVICES AND PRICES/COSTS

!*****
 NOTE TO SPECIFICATION WRITER: Some NAVFAC Engineering Field Divisions (EFDs) require additional clauses to be added to Section B. The user must contact the appropriate geographical EFD to identify additional clauses, if any, which may be required. The numbering system for contract line items and subline items shall follow the method prescribed in Subpart 204.71 of the DOD FAR Supplement. In the following example contract line item 0001 is prepared as a single line item supported by a Schedule of Deductions. Alternate methods would be to include a limited number of subline items, each of which would be broken down by a Schedule of Deductions; or to eliminate the Schedule of Deductions from the contract and prepare a detailed Schedule of Firm Fixed-Price Work, with detailed contract line items similar to those in the Schedule of Deductions. See paragraph III.B.1.b of the User's Guide for additional information on contract line items.
 *****!

SCHEDULE

| Item No. | Supplies/Services | Quantity | Unit | Unit Price | Amount |
|---|--|----------|-------|------------|---------|
| 0001 | FIRM FIXED-PRICE WORK: Price for all work specified in the contract, except for work specifically identified as being included in the Indefinite Quantity portion of the contract. | 12 | MONTH | \$_____ | \$_____ |
| TOTAL PRICE FOR CONTRACT LINE ITEM 0001 | | | | | \$_____ |

SCHEDULE

| Item No. | Supplies/Services | Estimated Quantity | Unit* | Unit Price | Amount |
|----------|-------------------|--------------------|-------|------------|--------|
|----------|-------------------|--------------------|-------|------------|--------|

SCHEDULE OF INDEFINITE QUANTITY WORK

0002 INDEFINITE QUANTITY WORK: Price to perform the unit priced tasks listed in the Schedule of Indefinite Quantity Work below. The quantities listed below are realistic estimates provided solely for the purpose of bid evaluation and for establishing penal sums of bonds (if required). The price for this bid item is the total of the subline items listed in the Schedule of Indefinite Quantity Work.

0002AA Stripping & Rewaxing Floors [Paragraph C.7.c(1)] !NUMBER! SF \$_____ \$_____

0002AB Shampooing Carpets and Rugs [Paragraph C.7.c(2)] !NUMBER! SF \$_____ \$_____

0002AC Cleaning Light Fixtures [Paragraph C.7.c(3)] !NUMBER! EA \$_____ \$_____

0002AD High Dusting/Cleaning [Paragraph C.7.c(4)] !NUMBER! SF \$_____ \$_____

0002AE Cleaning Exterior Glass [Paragraph C.7.c(5)] !NUMBER! SF \$_____ \$_____

0002AF Cleaning Interior Glass [Paragraph C.7.c(6)] !NUMBER! SF \$_____ \$_____

0002AG Cleaning Venetian Blinds [Paragraph C.7.c(7)] !NUMBER! EA \$_____ \$_____

0002A? !ADD ADDITIONAL UNIT PRICED TASKS AS NEEDED! !NUMBER! ?? \$_____ \$_____

TOTAL PRICE FOR CONTRACT LINE ITEM 0002 (0002AA-0002A?) \$_____

TOTAL PRICE FOR CONTRACT LINE ITEMS 0001 AND 0002 \$_____

* EA = EACH
SF = SQUARE FEET

END OF SECTION B

PART I - THE SCHEDULE

SECTION C: DESCRIPTION/SPECIFICATIONS/WORK STATEMENT

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PART I - THE SCHEDULE

SECTION C: DESCRIPTION/SPECIFICATIONS/WORK STATEMENT

!*****
NOTE TO SPECIFICATION WRITER: A "WORK EXCLUDED" clause in Section C is optional but should be used with extreme care in order to avoid giving bidders the impression that if work is not specifically excluded it is automatically included. A "WORK EXCLUDED" clause may be useful to clarify the scope of work if some custodial services functions are already being performed by contract.
*****!

C.1 GENERAL INTENTION. The intention of this solicitation is to obtain custodial services for !INSERT NAME OF ACTIVITY! by means of a combination firm fixed-price and indefinite quantity contract.

C.2 GENERAL REQUIREMENTS. The Contractor shall provide all labor, supplies, supervision, tools, materials, equipment, and transportation necessary to provide custodial services in accordance with this specification. Custodial service applies to all designated spaces including, but not limited to, halls, restrooms, offices, work areas, entrance ways, lobbies, storage areas, elevators, and stairways. Publications applicable to this specification are listed in Attachment J-C1.

!*****
NOTE TO SPECIFICATION WRITER: Unique functional terms should be added to the following list of definitions. Definitions not required should be deleted.
*****!

C.3 DEFINITIONS - TECHNICAL. As used throughout this contract, the following terms shall have the meaning set forth below. Additional definitions are in the "DEFINITIONS" clause in Section I.

a. Where "as shown", "as indicated", "as detailed", or words of similar import are used, it shall be understood that reference is made to this specification and the drawings accompanying this specification unless stated otherwise.

b. Where "as directed", "as required", "as permitted", "approval", "acceptance", or words of similar import are used, it shall be understood that direction, requirement, permission, approval, or acceptance of the Contracting Officer is intended unless stated otherwise.

c. Clean. "Clean" shall be defined as free of dirt, dust, spots, streaks, stains, smudges, litter, debris, and other residue.

d. Contracting Officer. The Contracting Officer is a person with the authority to enter into, administer, and/or terminate contracts and make related determinations and findings. The term includes certain authorized representatives of the Contracting Officer acting within the limits of their authority as delegated by the Contracting Officer.

e. Contractor. The term Contractor as used herein refers to both the prime Contractor and any subcontractors. The prime Contractor shall ensure that his/her subcontractors comply with the provisions of this contract.

f. Contractor Representative. A foreman or superintendent assigned in accordance with the "CONTRACTOR EMPLOYEES" clause, Section H.

g. Disinfect. Cleaning in order to destroy any harmful microorganisms by application of an approved chemical agent.

h. Engineered Performance Standards (EPS). A job estimating system developed for the Department of Defense. EPS is the average time necessary for a qualified craftsman working at a normal pace, following acceptable trade methods, receiving capable supervision, and experiencing normal delays to perform defined amounts of work of a specified quality. EPS manuals are published under the following numbers by each military branch:

Navy: NAVFAC P 700 Series
Army: TB 420 Series
Air Force: AFM 85 Series

i. Facility. An establishment, structure, or assembly of units of equipment designated for a specific function.

j. Frequency of Service.

(1) Annual (A). Services performed once during each 12 month period of the contract at intervals of 345 to 385 days.

(2) Semi-Annual (SA). Services performed twice during each 12 month period of the contract at intervals of 160 to 200 calendar days.

(3) Quarterly (Q). Services performed 4 times during each 12 month period of the contract at intervals of 80 to 100 calendar days.

(4) Monthly (M). Services performed 12 times during each 12 month period of the contract at intervals of 28 to 31 calendar days.

(5) Semi-Monthly (SM). Services performed 24 times during each 12 month period of the contract at intervals of 14 to 16 calendar days.

(6) Weekly (W). Services performed 52 times during each 12 month period of the contract at intervals of six to eight calendar days.

(7) Twice weekly (2W). Services performed twice a week, such as Monday and Thursday or Tuesday and Friday.

(8) Three times weekly (3W). Services performed three times a week, such as Monday, Wednesday and Friday.

(9) Daily (D5). Services performed once each calendar day, Monday through Friday, including holidays unless otherwise noted.

(10) Daily (D7). Services performed once each calendar day, seven days per week, including weekends and holidays.

k. Quality Assurance (QA). A method used by the Government to provide some measure of control over the quality of purchased goods and services received.

l. Quality Assurance Evaluator (QAE). The Government employee designated by the Contracting Officer to be responsible for monitoring of Contractor performance.

m. Quality Control (QC). A method used by the Contractor to control the quality of goods and services produced.

n. Regular Working Hours. The Government's regular (normal) working hours are from !STARTING HOUR! to !ENDING HOUR!, Mondays through Fridays except (a) Federal Holidays and (b) other days specifically designated by the Contracting Officer.

o. Relamping. A procedure by which the Contractor periodically inspects each building included in this contract in order to systematically replace burned out and/or blinking fluorescent tubes and incandescent bulbs.

p. Response Time. Response time is defined as the time allowed the Contractor after initial notification of a work requirement to be physically on the premises at the work site, with appropriate tools, equipment, and materials, ready to perform the work required. Response times are designated in the appropriate technical clauses in Section C.

q. Space. A space is an area to receive custodial services which may or may not be considered a room by common definition. Examples of spaces are definable sections of hallways, stairwells, lobbies, offices, entrances, and elevators.

r. Waste Containers. Waste containers are defined as trash receptacles, waste baskets, trash cans, wastepaper baskets, ash trays, or any container holding trash, paper, or refuse of any type.

!*****
NOTE TO SPECIFICATION WRITER: Government furnished property may include real property or personal property. The specification writer must clearly identify Government furnished facilities, Government furnished equipment (GFE), and Government furnished material (GFM), if any. The following clauses should be modified as needed to fit the activity's specific situation and needs. Remember that if a CA program study is being conducted, decisions on whether or not to provide Government furnished facilities and equipment must be based on an economic analysis. Refer to OPNAVINST 4860.7B.
*****!

C.4 GOVERNMENT FURNISHED PROPERTY AND SERVICES. In accordance with the "GOVERNMENT FURNISHED PROPERTY (FIXED-PRICE CONTRACTS)" clause in Section I, the Government will provide the Contractor the option of using certain Government owned !MODIFY AS REQUIRED! facilities, equipment, materials, and utilities for use only in connection with this contract. The use of Government furnished property and services for other purposes is prohibited. All such facilities, equipment, and materials will be provided in "as is" condition.

!SELECT EITHER a. OR a.(OPTIONAL):!

a. Government Furnished Facilities. The Government will furnish or make available to the Contractor the facilities described in Attachment J-C2. The Contractor shall be responsible and accountable for such facilities accepted for use and shall take adequate precautions to prevent fire hazards, odors, and

vermin. Custodial services for Government furnished facilities shall be provided by the Contractor. The Contractor shall obtain written approval from the Contracting Officer prior to making any modifications or alterations to the facilities. Any such modifications or alterations approved by the Government will be made at the expense of the Contractor. At the completion of the contract, all facilities shall be returned to the Government in the same condition as received, except for reasonable wear and tear. The Contractor shall be held responsible for the cost of any repairs caused by negligence or abuse on his/her part, or on the part of his/her employees.

a.(OPTIONAL) Government Furnished Facilities. The Government will not provide office space and operational facilities to the Contractor. The Contractor shall secure and maintain the necessary office space and other facilities required for the performance of this contract at his/her own expense.

!*****
NOTE TO SPECIFICATION WRITER: The specification writer must determine what equipment and material will be provided to the Contractor and select from the following paragraphs as appropriate. Equipment and material should normally not be provided to the Contractor unless economically justified under a CA program study. Extensive equipment and material listings should be placed in Attachments J-C3 and J-C4 respectively, including identification number, age, location, quantity, size or capacity, etc. Specific maintenance requirements beyond the general requirements of this clause should also be detailed in these Attachments. If items are located at other than Government furnished facilities, specify location and responsibility for transportation. If no equipment or material will be provided to the Contractor, the optional clauses should be used.
*****!

!SELECT EITHER b. OR b.(OPTIONAL):!

b. Government Furnished Equipment. The Government will provide the Contractor the use of existing and available Government owned tools and equipment in the performance of the contract. Such Government furnished tools and equipment are listed in Attachment J-C3.

(1) The Contractor shall provide periodic servicing, maintenance, and repair of the equipment accepted for use at no cost to the Government, and the total or partial breakdown or failure of the Government furnished equipment shall not relieve the Contractor of responsibility to fully perform the work of the contract. Upon completion or termination of the contract, all Government owned equipment shall be returned to the Government in the same condition as received, except for normal wear and tear. Equipment which becomes worn out due to normal wear and tear shall be returned to the Government and its replacement shall be the responsibility of the Contractor at no cost to the Government. Equipment so acquired shall remain the property of the Contractor. The Contractor shall be responsible for the cost of any repairs or replacement caused by negligence or abuse by the Contractor or his/her employees.

(2) The Contractor and the Contracting Officer shall conduct a joint inventory before commencing work under this contract to determine the exact number and serviceability of Government furnished equipment. The Contractor shall then certify the findings of this inventory, assume accounting responsibility, and subsequently report inventory discrepancies to the

Contracting Officer. Government furnished equipment shall not be removed from the military base unless approved by the Contracting Officer in writing.

b.(OPTIONAL) Government Furnished Equipment. The Contractor shall furnish all tools and equipment required for the performance of this contract. The Government will not provide tools or equipment to the Contractor.

!SELECT EITHER c. OR c.(OPTIONAL):!

c. Government Furnished Material. The Government will furnish the material described in Attachment J-C4 to the Contractor on a one-time basis. The Contractor and the Contracting Officer shall conduct a joint inventory before commencing work under this contract to determine the exact amount and serviceability of Government furnished materials. The Contractor shall then certify the findings of this inventory, assume accounting responsibility for all materials supplied, and shall provide documentation supporting issue/use of such material. Upon depletion of material provided to the Contractor by the Government, the Contractor shall furnish all material to perform the work of the contract, except as otherwise specified herein. Upon completion or termination of this contract a second joint inventory shall be conducted, if necessary, of all unused Government furnished materials. The Contractor shall be held liable for all materials which cannot be accounted for by issue/use documentation.

c.(OPTIONAL) Government Furnished Material. The Government will not provide any materials to the Contractor.

d. Availability of Utilities. The Government will furnish the following utility services at existing outlets, for use in those facilities provided by the Government and as may be required for the work to be performed under the contract: electricity, steam, natural gas, fresh water, sewage service, and refuse collection (from existing collection points). Information concerning the location of existing outlets may be obtained from the Contracting Officer. The Contractor shall provide and maintain, at his/her expense, the necessary service lines from existing Government outlets to the site of work.

!SELECT EITHER (1) OR (1)(OPTIONAL):!

(1) Utilities specified above will be furnished at no cost to the Contractor.

(1)(OPTIONAL) The Contractor shall pay for utilities consumed and shall, at his/her expense, install meters as required by the Contracting Officer to measure consumption of utilities provided by the Government. Rates for reimbursement to the Government of metered utilities will be: !LIST THE RATES OF REIMBURSEMENT PER TYPE OF SERVICE PROVIDED!

(2) A restricted telephone line (USOC Class RS4) for on base calls will be provided by the Government at no cost to the Contractor. The Contractor shall install commercial telephone service, and all service and toll charges shall be paid for by the Contractor.

!*****
NOTE TO SPECIFICATION WRITER: In general the selection of specific brands or types of materials/supplies to be used during the execution of work should be left to the Contractor's discretion. Materials/supplies used should meet some

minimum industrial standard. Use Attachment J-C5 to identify specific material/supply requirements. Quality standards should address "type of" rather than "brand of".

C.5 CONTRACTOR FURNISHED ITEMS. Except for items listed in clause C.4 the Contractor shall provide all facilities, equipment, materials, supplies, and services to perform the requirements of this contract. Material, equipment, and supplies provided shall meet the requirements specified in Attachment J-C5. Items not listed in Attachment J-C5 or technical specifications shall be of acceptable commercial grade and quality.

C.6 MANAGEMENT. The Contractor shall manage the total work effort associated with the custodial services required herein to assure fully adequate and timely completion of these services. Included in this function will be a full range of management duties including, but not limited to, planning, scheduling, and quality control. The Contractor shall provide an adequate staff of personnel with the necessary management expertise to assure the performance of the work in accordance with sound and efficient management practices. The Contractor shall maintain an adequate workforce to complete work in accordance with the time and quality standards specified herein.

a. Work Control. The Contractor shall implement all necessary work control procedures to ensure timely accomplishment of work requirements, as well as to permit tracking of work in progress. The Contractor shall plan and schedule work to assure material, labor, and equipment are available to complete work requirements within the specified time limits and in conformance with the quality standards established herein. Verbal scheduling and reports on the status of service call and indefinite quantity work items shall be provided when requested by the Contracting Officer.

b. Work Schedule. In addition to the requirements stated in the "WORK SCHEDULE" clause in Section F, the Contractor's initial work schedule shall indicate the hours of the day that twice weekly or more frequent services will be performed and the day of the week that weekly or less frequent services will be performed. The schedule shall list the type of work to be performed, the areas to be worked, and the estimated time to complete the work in each area. When scheduled services performed twice weekly or less frequently fall on a holiday, alternate dates shall be specified. The initial work schedule shall be submitted to the Contracting Officer for approval within 15 days after award. Once approved, all work shall be performed in strict compliance with the work schedule to facilitate the Government's inspection of the work. Changes to the work schedule shall be submitted for the Contracting Officer's approval at least three working days prior to performance. In preparing the work schedule, the Contractor shall comply with the following general requirements:

!*****

NOTE TO SPECIFICATION WRITER: The user must determine, in coordination with customers, when the services will be performed, either during or after regular working hours. The paragraphs shown are for illustrative purposes, only.

*****!

(1) Except as may otherwise be specified, all firm fixed-price work shall be performed during the Government's regular working hours, as specified in the "DEFINITIONS-TECHNICAL" clause. If the Contractor desires to carry on

work after regular working hours, or on Saturdays, Sundays, or holidays, prior approval shall be obtained from the Contracting Officer.

(2) Project (indefinite quantity) work items shall be performed during the days and times specified below. If the Contractor desires to perform this work other than during the days and times shown, or on Saturdays, Sundays, or holidays, prior approval shall be obtained from the Contracting Officer.

| | |
|-----------------------------|-------------------------|
| Stripping and Rewaxing | !INSERT DAYS AND TIMES! |
| Shampooing Carpets and Rugs | !INSERT DAYS AND TIMES! |
| Cleaning Light Fixtures | !INSERT DAYS AND TIMES! |
| High Dusting/Cleaning | !INSERT DAYS AND TIMES! |
| Cleaning Exterior Glass | !INSERT DAYS AND TIMES! |
| Cleaning Interior Glass | !INSERT DAYS AND TIMES! |
| Cleaning Venetian Blinds | !INSERT DAYS AND TIMES! |

c. Interference with Government Business. The Contractor shall schedule and arrange work so as to cause the least interference with the normal occurrence of Government business and mission. In those cases where some interference may be essentially unavoidable, the Contractor shall be responsible to make every effort to minimize the impact of the interference, inconvenience, customer discomfort, etc.

d. Protection of Government Property. During execution of the work, the Contractor shall take special care to protect Government property including furniture, walls, baseboards, and other surfaces from materials not intended. Accidental splashes shall be removed immediately. The Contractor shall return areas damaged as a result of work under this contract to their original condition, to include painting, refinishing, or replacement, if necessary.

C.7 CUSTODIAL SERVICES REQUIREMENTS. The Contractor shall provide the custodial services described herein. Custodial services requirements are divided into three groups: basic services, service calls, and project (indefinite quantity) work requirements. An inventory and description of the areas to receive custodial services is included in Attachment J-C6.

a. Basic Services. Basic services shall be performed at the locations and frequencies shown in Attachment J-C7, and shall consist of the services listed for the specified spaces. Furniture or other equipment (including waste containers) moved while performing basic services shall be returned to their original position. All basic services will be paid for under the firm fixed-price portion of the contract. Performance requirements for these services include the following:

!*****
NOTE TO SPECIFICATION WRITER: Frequently recurring services have been grouped into a category called "space cleaning" to facilitate the use of RSED. See paragraph III.A.4 of the User's Guide for additional information.
*****!

(1) Space Cleaning. Space cleaning shall consist of the following services each time a space is cleaned.

(a) Sweeping/Dust Mopping. Concrete/quarry tile, terrazzo, wood, and resilient flooring shall be swept or dust mopped so as to remove all loose dirt, dust, and debris.

(b) Vacuuming Carpets and Rugs. Carpeted areas and rugs shall be vacuumed free of all loose soil and debris.

!*****
NOTE TO SPECIFICATION WRITER: If the activity has a waste recycling program, the user may want to include instructions on handling recyclable items in the paragraph below.
*****!

(c) Emptying Waste Containers. All waste containers shall be emptied and plastic liners replaced. Any plastic liner with food wastes or that is soiled or leaking shall be replaced with a new plastic liner. Waste containers shall be washed !INSERT FREQUENCY! inside and outside utilizing a disinfectant and shall be free of odors. After washing, containers shall be wiped dry and new plastic liners installed. All ash trays and ash receptacles shall be emptied and cleaned free of tobacco residue. Boxes, cans, bottles, and other items placed adjacent to waste containers and marked "TRASH" shall also be removed and disposed of. All waste collected shall be disposed of in the nearest outside trash collection point. Waste that falls on the floor and outside grounds during the waste removal shall be picked up and disposed of by the Contractor.

(d) Low Dusting/Cleaning. All furniture, partitions, radiators, equipment, hand railings in stairways, grills, horizontal ledges, and sills shall be dusted. Walls, doors, and partitions shall be wiped clean (including glass in partitions and doors) to a height of 7'- 0" above the floor level. If present, chalk boards, chalk trays, and erasers shall be cleaned. Corridor, lobby, and entrance walls and doors shall be cleaned. Miscellaneous hardware and bright metal work shall be wiped clean. Drinking fountains shall be cleaned and disinfected. All surfaces of drinking fountains shall be free of stains, smudges, and scale.

(e) Cleaning Walk-off Mats. Each time floors are swept/dust mopped or vacuumed, walk-off mats in that area shall be cleaned. Soil and moisture underneath mats shall be removed and the floor shall be cleaned as appropriate along with the rest of the floor. The mats shall be returned to their original locations afterwards. The Contractor shall report, in writing to the Contracting Officer, all walk-off mats that are worn out to the point of being ineffective.

(2) Floor Care. Floor care shall be performed in the spaces as shown on the "Schedule of Services" in Attachment J-C7, and shall consist of the following services.

!*****
NOTE TO SPECIFICATION WRITER: Special attention must be taken in mopping of high pressure plastic laminate (HPL) on metal panels in raised access floor systems. Excessive water and soap during mopping will most likely cause delamination of the HPL from the metal panels, resulting in potential electrical shock. The optional paragraph below should be used if cleaning of HPL type raised floor systems is required. Add special requirements for other flooring types, as needed.
*****!

(a) Damp Mopping. Prior to damp mopping, floors shall be swept/dust mopped. Floors shall be damp mopped with an approved cleaning solution to remove dirt, streaks, smears, and stains.

(a)(OPTIONAL) Damp Mopping. Prior to damp mopping, floors shall be swept/dust mopped. Floors, except for high pressure plastic laminate (HPL), shall be damp mopped with an approved cleaning solution to remove dirt, streaks, smears, and stains. HPL on metal panel floor systems shall be cleaned with a damp mop (wrung out to make as dry as possible) using water only (no soap or additives). Do not scrub the floor. Remove all remaining dirt, stains, etc. with cleaner sparsely applied to a cloth used for localized rubbing. Remove all cleaner residue from the floor surface.

(b) Spray Cleaning and Buffing. Prior to spray cleaning and buffing, floors shall be damp mopped as specified above. Floors shall be spray cleaned and buffed to remove traffic marks, heavy soil, etc. The material used for spray cleaning and buffing shall contain a blend of detergents and polymers to emulsify surface soil and repair traffic areas. If loose residue is produced by buffing, it shall be removed in a manner that will leave the floor clean without destroying the high gloss produced by buffing. When completed, a spray cleaned and buffed floor shall have a uniform, high-gloss finish, free of scuff and heel marks. The floor finish shall be uniform from wall to wall, including corners.

(c) Waxing and Buffing. In the event that spray cleaning and buffing is not sufficient to maintain a uniform high-gloss finish, floors shall be completely waxed and buffed. The Contractor shall use a liquid wax system containing not less than 18% solids. The floors shall be damp mopped as specified above immediately prior to application of wax. Floors shall be buffed, if required, to a uniform gloss finish free from dirt, traffic marks, and stains.

(3) Restroom Services. Restroom services shall consist of the following each time services are performed.

(a) Cleaning Restrooms. Restroom fixtures, including water closets, urinals, lavatories, and sinks shall be washed inside and outside utilizing a disinfectant, and shall be free of stains and odors. Pumice sticks and an approved toilet bowl cleaner shall be used to remove stains from urinals and water closets. Brushes, sponges, and cloths that have been used to clean any other part of the restroom (including water closets, urinals, walls, floors, and partitions) shall not be used to clean lavatories or sinks. Floors shall be swept/dust mopped free of dirt and mopped with a disinfectant. Floor drains shall be cleaned and flushed with a disinfectant. Wainscoting, partitions, walls, and doors shall be cleaned free of dirt, stains, and graffiti. Mirrors shall be cleaned and polished. All metal fixtures and hardware shall be cleaned. Waste containers shall be emptied, disinfected, and plastic liners replaced. If present, shower stall rooms and locker/dressing rooms shall be considered part of the restrooms, and cleaned accordingly.

(b) Servicing Restrooms. Servicing restrooms shall include inspecting, replenishing, and cleaning supply dispensers. Restroom supplies shall include, but are not limited to, paper towels, toilet tissue, and soap. The Contractor shall stock restrooms with sufficient supplies to insure that the supplies will last until the next scheduled service. If dispensers become

empty before the next scheduled servicing, the Contractor shall replenish them at no additional cost to the Government.

!*****
NOTE TO SPECIFICATION WRITER: Included below are "other" custodial services that are commonly included in the firm fixed-price portion of contracts. Add additional services as required, such as special cleaning and sealing of quarry tile, cleaning drapes and curtains, etc.
*****!

(4) Other Services

!*****
NOTE TO SPECIFICATION WRITER: If relamping is specified, then service calls for lighting also should be included. This will encourage the Contractor to do a good job of relamping to minimize the number of service calls. If relamping is not specified, delete the service call requirement.
*****!

(a) Relamping. Relamping services shall be provided for all light fixtures in the buildings/spaces covered by the contract (see Attachment J-C6), including emergency, exit, and exterior lights attached to the building. The work shall include inspecting each building/space included in this contract !INSERT FREQUENCY!, and replacing all burned out and blinking fluorescent tubes and incandescent bulbs. The fluorescent tubes and incandescent light bulbs replaced shall be of the same type, wattage, and voltage as those removed. Contractor personnel handling and replacing fluorescent tubes shall be qualified in accordance with local regulations.

(b) Policing Grounds. Paper, bottles, cans, and all other trash and refuse shall be removed from all grounds, sidewalks, and interior courts within !INSERT DISTANCE! of the buildings specified in Attachment J-C7. All removed items shall be deposited in the nearest waste container.

!*****
NOTE TO SPECIFICATION WRITER: Attachment J-C8 should be prepared to indicate walkways and other areas that are to have snow and ice removed.
*****!

(c) Removing Snow and Ice. Snow and ice shall be removed from those building walks and entrances shown in Attachment J-C8 so that these areas are clean and safe for pedestrian traffic. The Contractor shall remove snow and ice prior to !INSERT TIME! on regular working days and maintain the areas free of snow and ice until !INSERT TIME!. A commercial snow/ice remover may be used as a method of maintaining areas free of snow and ice. Under no circumstances shall the Contractor deposit shoveled/blown snow and ice on common sidewalks being cleared by other station activities.

b. Service Call Work. Service call work for the buildings/spaces listed in Attachment J-C6 shall consist of providing labor and material to perform unscheduled custodial services that are brief in scope. The Government will receive service call requests from building monitors and notify the Contractor of the work required. The Contractor shall provide adequate procedures for receiving and responding to service calls during regular working hours. All services specified in this paragraph will be paid for under the firm fixed-price portion of the contract.

(1) Service Calls for Cleaning. Service calls for cleaning shall consist of providing miscellaneous minor cleaning tasks beyond the scope of basic services. Historically, the activity has experienced approximately !INSERT NUMBER! such calls per !INSERT FREQUENCY!.

(a) The Contractor shall respond to service call requests for cleaning within !INSERT TIME! hours during regular working hours. Once begun, the cleaning effort shall continue until completed.

(b) These calls include, but are not limited to, such items as:

- . Clean up of overflowed restroom fixtures.
- . Clean up of spills.
- . Cleaning muddy or wet entrances.
- . Clean up of broken glass.

(2) Service Calls for Lighting. The Contractor shall respond to service calls for replacing burned out or blinking light bulbs and tubes between scheduled relamping services. Each service call will be limited to replacement of !INSERT NUMBER! bulbs and tubes within one building. Historically, the activity has experienced approximately !INSERT NUMBER! such calls per !INSERT FREQUENCY!. The Contractor shall respond to service call requests for lighting within !INSERT TIME! hours during regular working hours.

!*****
NOTE TO SPECIFICATION WRITER: In this GPWS services which are generally performed less frequently than monthly are included in the indefinite quantity portion of the contract. These services make up a category of work called "project work". If the user decides one or more project work requirements should be treated as firm fixed-price work items, specific information on work locations, quantities, and frequencies will be required. The user would move the particular work requirement from the "Project Work" paragraph below to the "Basic Services" paragraph and indicate the location and frequencies in Attachment J-C7. The Bid Schedule (Section B), Schedule of Deductions, and QA plans would be changed accordingly.
*****!

c. Project (Indefinite Quantity) Work. Project work includes those custodial services required on an unscheduled or irregular frequency. All project work services are included in the indefinite quantity portion of the contract, and will be ordered by the Contracting Officer on a delivery order, DD Form 1155, in accordance with the "ORDERING OF WORK" clause, Section G. Attachment J-C9 specifies the minimum and maximum quantities per order and allowed completion time per service. All work requirements specified in this paragraph will be paid for under the indefinite quantity portion of the contract.

(1) Stripping and Rewaxing Floors. Resilient flooring shall be swept/dust mopped and stripped to remove all built-up wax and imbedded dirt prior to rewaxing. After application of wax, areas shall be buffed (if required) sufficiently for maximum gloss and uniform sheen from wall to wall, including corners. The rewaxed floor shall present a clean appearance free

from scuff marks or dirt smears. Furniture or other equipment moved during floor stripping and rewaxing shall be returned to their original positions.

!*****
NOTE TO SPECIFICATION WRITER: "Shampoo" carpets and rugs can have several meanings that range from surface cleaning to thorough, deep cleaning. See NAVFAC MO-125 for guidance on shampooing procedures and frequencies to use. The user should specify the specific method desired. The method stated below is for illustrative purposes only.
*****!

(2) Shampooing Carpets and Rugs. Prior to shampooing, carpets and rugs shall be vacuumed free of all loose soil and debris. Carpets and rugs shall be shampooed free of streaks, stains, and spots, and shall have a bright uniform color. Shampooing shall be done by the water extraction method. After drying, furniture or other equipment moved for the shampooing shall be returned to their original positions.

(3) Cleaning Light Fixtures. Globes, reflectors, covers, diffusers, and plastic side panels shall be removed and washed. After cleaning and reassembling, light fixtures shall be free of bugs, dirt, dust, grease, and other foreign matter.

(4) High Dusting/Cleaning. High cleaning includes cleaning horizontal and vertical surfaces above 7' - 0" from floor level including all overhead piping and ceiling areas. All dust, lint, litter, and soil shall be removed from all surfaces. Walls shall be free of dirt, smudges, and markings. Ceilings are to be free of cobwebs and loose dirt.

!*****
NOTE TO SPECIFICATION WRITER: Cleaning exterior glass above the second floor of multi-story buildings is not included in this GPWS since it would most likely require the use of special equipment. If added by the user separate indefinite quantity line items should be provided for each floor level above the second. A more logical alternative would be to purchase these services by separate small purchase contract.
*****!

(5) Cleaning Exterior Glass. The Contractor shall thoroughly clean all exterior glass surfaces, window frames, sills, and sashes, from the ground line up to and including the second floor. All glass surfaces shall be cleaned and left free of streaks and stains, and shall be wiped dry. All paint, putty, film, and foreign matter found on glass surfaces shall be removed. Where storm windows exist, exterior window cleaning shall include both sides of the storm window and the outside of the inner glass, and shall be counted as three separate surfaces for reimbursement purposes.

(6) Cleaning Interior Glass. The Contractor shall thoroughly clean all interior glass surfaces and associated window frames, sills, and sashes. All glass surfaces shall be cleaned and left free of streaks and stains, and all adjacent surfaces wiped dry. All paint, putty, film, and foreign matter found on glass surfaces shall be removed.

(7) Cleaning Venetian Blinds. Venetian blinds, including mini-blinds, shall be removed and cleaned free of all dust and embedded dirt and re-hung in

working order. Once removed for cleaning, the blinds shall be re-hung by the Contractor within !INSERT NUMBER! working days.

END OF SECTION C

PART III - LIST OF DOCUMENTS, EXHIBITS, AND OTHER ATTACHMENTS

SECTION J: LIST OF ATTACHMENTS

!*****
NOTE TO SPECIFICATION WRITER: The numbering system used below is designed so that the number of the Attachment refers back to the Section that it supports. For example, Attachment J-C1 supports Section C and is the first Attachment referenced in that Section. Attachment J-C2 is the second document referenced in that Section. The user should include those Attachments marked "*", as required.
*****!

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ATTACHMENT J-1

DEPARTMENT OF LABOR WAGE DETERMINATION

!*****
NOTE TO SPECIFICATION WRITER: Choose one of the following.
*****!

Attached is Wage Determination !INSERT NUMBER!. This determination specifies the minimum wages and fringe benefits to be paid under this contract.

OR

A wage determination has been requested from the Department of Labor and will be incorporated by amendment upon receipt.

ATTACHMENT J-C1

APPLICABLE PUBLICATIONS

!*****
NOTE TO SPECIFICATION WRITER: List any additional publications that are
applicable to custodial services.
*****!

The following publications identify the standards of performance the Government
will use in evaluating the Contractor's overall work performance.

| <u>ITEM</u> | <u>AVAILABLE FROM</u> |
|---|---|
| NAVFAC MO-125, Military Custodial Services Manual | U.S. Naval Publications and Forms Center 5801 Tabor Avenue Philadelphia, PA 19120 |
| NAVFAC P-706.0, EPS Janitorial Handbook | U.S. Naval Publications and Forms Center 5801 Tabor Avenue Philadelphia, PA 19120 |

ATTACHMENT J-C2

GOVERNMENT FURNISHED FACILITIES

!*****
NOTE TO SPECIFICATION WRITER: List all facilities, such as janitor's closets, storage areas, and offices that are to be provided for the Contractor's use using the format shown below. Provide simple drawings of each facility showing Contractor areas, or indicate on floor plan drawings or sketches as described in Attachment J-C7.
*****!

The following facilities are provided for the Contractor's use during the term of the contract, as specified in the "GOVERNMENT FURNISHED PROPERTY AND SERVICES" clause in Section C.

| BUILDING NUMBER | JANITOR'S CLOSET | | OFFICE SPACE | | STORAGE SPACE | |
|--------------------|---------------------|----------------|---------------------|----------------|---------------------|----------------|
| | NUMBER OF SPACES | SQUARE FEET | NUMBER OF SPACES | SQUARE FEET | NUMBER OF SPACES | SQUARE FEET |
| 1000 | 2 | 36 each | 1 | 120 | 1 | 200 |
| 1023 | 1 | 36 | 0 | | 0 | |
| 1025 | 1 | 48 | 0 | | 0 | |
| 1026 | 3 | 36 each | 0 | | 0 | |

!ETC!

ATTACHMENT J-C3

GOVERNMENT FURNISHED EQUIPMENT

!*****
NOTE TO SPECIFICATION WRITER: List all equipment that is to be provided to the Contractor. Provide descriptive characteristics including manufacturer, model, type, age, location, etc.
*****!

The following items of equipment will be made available for use by the Contractor as specified in the "GOVERNMENT FURNISHED PROPERTY AND SERVICES" clause in Section C.

| <u>ITEM/DESCRIPTION</u> | <u>MAKE</u> | <u>AGE</u> | <u>CONDITION</u> | <u>LOCATION</u> |
|-------------------------|-------------|------------|------------------|--------------------|
| 15" Floor Polisher | G.E. | 2 yrs | Good | Bldg 2, 1st floor |
| Upright Vacuum | Hoover | 4 yrs | Fair | Bldg 86, 2nd floor |

!ETC!

ATTACHMENT J-C4

GOVERNMENT FURNISHED MATERIAL

!*****
NOTE TO SPECIFICATION WRITER: List all material that is to be provided to the Contractor. Provide descriptive characteristics including generic name, federal or commercial specifications (if applicable), and quantities of issue.
*****!

The following material will be provided for the Contractor's use, as specified in the "GOVERNMENT FURNISHED PROPERTY AND SERVICES" clause in Section C:

| <u>ITEM NAME</u> | <u>AMOUNT</u> |
|------------------|----------------------------|
| Dispenser Soap | 100, one-gallon containers |
| Toilet Paper | 800 rolls |
| Carpet Cleaner | 40 gallons |

!ETC!

ATTACHMENT J-C5

CONTRACTOR FURNISHED ITEMS

!*****
NOTE TO SPECIFICATION WRITER: All materials/supplies for which the Government specifies quality standards should be listed here with the respective standards. All standards specified must be reviewed by the user for applicability and correctness. NAVFAC EFDs (Code 04) have (or have access to) all federal specifications and may be contacted for assistance. The following is a sample of the types of information that should be displayed in this attachment. Add or delete items, as required.
*****!

Materials and equipment shall be of the type and quality used in large-scale commercial cleaning operations, shall meet the requirements specified herein, and shall be approved by the Contracting Officer before use.

1. Material Requirements. All toilet supplies and custodial materials and supplies provided by the Contractor shall conform to the requirements of the latest edition of the applicable federal specifications listed herein. Those not covered by federal specifications shall be of commercial grade and quality. Within !INSERT NUMBER! days after award of this contract, the Contractor shall submit a list of the materials to be used for approval by the Contracting Officer. The list shall include the manufacturers' name, brand name, and statement certifying that materials supplied meet or exceed contract requirements.

a. Toilet Supplies. Toilet supplies to be furnished by the Contractor shall conform to the requirements specified below.

(1) Soaps. Soaps for restrooms shall conform to the following requirements.

(a) Powdered soap for dispenser use shall be mildly scented, free-flowing, noncaking powder conforming to Federal Specification A-A-50.

(b) Liquid soap for dispenser use shall be mildly scented, approximately 15% concentrate, conforming to one of the following manufacturers' brand names as specified, or an approved equal:

- Vestal
- Calgon
- Saniflush

(c) Toilet soap in cake form for hand use shall be white and mildly scented conforming to Federal Specification A-A-49.

(2) Paper Towels and Toilet Paper. Paper towels and toilet paper shall conform to the following requirements.

(a) Paper towels shall suit the existing paper towel dispensers and shall conform to Federal Specification UU-T-591. The Contractor shall furnish adapters as required to suit existing paper towel dispensers at no additional cost to the Government. Paper towel rolls shall be commercial grade, highly absorbent, wet-strength type, and approximately 4½ inches in

diameter and 11 inches wide. Factory-reject type paper shall not be used in this contract. Towels shall be delivered in unopened cartons.

(b) Toilet tissue shall be commercial grade, medium-soft, Type a, Class a, and conform to Federal Specification UU-P-556. The approximate size of rolls shall be 4½ inches wide. Factory-reject type paper shall not be used in this contract. Paper shall be delivered in unopened cartons.

(3) Liquid Deodorizer. Liquid deodorizer shall be standard commercial type as approved by the Contracting Officer.

(4) Deodorants. Cake deodorants shall conform to Federal Specification P-D-215, and shall fit existing dispensers.

(5) Disinfectant Germicidal. Disinfectant shall conform to Federal Specification O-D-1277.

b. Waste Container Liners. Liners shall conform to Federal Specification PPP-B-26 and be of proper size to fit the containers.

c. Floor Wax. Floor wax shall be an acrylic slip resistant wax conforming to one of the following manufacturers' brand names as specified, or an approved equal.

- Johnson's Complete
- Carolina Reflections
- Cello-Brite

2. Equipment. All power-driven equipment for vacuuming, floor scrubbing, waxing, and polishing shall be of the industrial type, mechanically sound, safe to operate, and in a condition that will not harm or excessively wear existing finishes and floor coverings. Storage and use of the approved equipment shall be acceptable to the activity Fire Marshall.

ATTACHMENT J-C6

INVENTORY OF FACILITIES

!*****
 NOTE TO SPECIFICATION WRITER: Two formats for displaying information on the facilities to receive custodial services, and one format for displaying a summary of this information are shown in this attachment. Format #1 is appropriate for use when there are many individual buildings requiring custodial services, while format #2 is designed for use with large office or multi use buildings. Both formats could be included in the same facility inventory, if necessary. There are many other different ways that facility information may be displayed. The user should design a format to fit the specific needs of the activity, while ensuring that enough facility information is provided for Contractors to develop accurate bids.
 *****!

FORMAT #1

| Facility/ Space | Flooring (Square Feet) ¹ | | | | Rooms | Restroom Fixtures ² | Walk-Off Mats | Elevators | Flights of Stairs | Congestion ³ |
|--------------------|-------------------------------------|-------|--------|--------|-------|-----------------------------------|------------------|-----------|----------------------|-------------------------|
| | RT | CA | C | W | | | | | | |
| Bldg 6 | 5,000 | 2,000 | | 500 | 17 | 10 | 4 | 2 | 2 | High |
| NEX | | 5,000 | 1,000 | | 2 | 7 | 1 | | | High |
| PW Office | 1,000 | 500 | 15,000 | | 5 | | 2 | | | Medium |
| Warehouse | 500 | | 20,000 | 10,000 | 3 | | | | | Low |

¹ Flooring Codes:
 C - Concrete
 CA - Carpet
 RT - Resilient
 W - Wood

² Restroom fixtures include installed items attached to the building plumbing system, including drinking fountains.

³ Congestion refers to the traffic and population density of the space and is defined as follows:
High - typical of areas where direct service is provided the public, such as exchanges, lobbies, clubs, and reception areas.
Medium - typical of offices, administrative areas, and areas closed to public access.
Low - Typical of special function areas such as storage areas, warehouses, equipment rooms, and computer facilities.

FORMAT #2

Building Number: 139N

Map Grid Location: 7P

| Room/Space | Type of Space | Floor Surface ¹ | Square Feet | Restroom Fixtures ² | Walk-Off Mats | Congestion ³ |
|--------------|------------------|----------------------------|-------------|--------------------------------|---------------|-------------------------|
| First Floor | Lobby | RT | 500 | | 2 | High |
| 100 | Computer | HPL | 2,500 | | 1 | Low |
| 101 | Storage | C | 1,200 | | | Low |
| 102 | Restroom, Male | CT | 500 | 5 | | Low |
| 103 | Restroom, Female | CT | 800 | 5 | | Low |
| 200 | Computer | HPL | 1,000 | | | Medium |
| 201 | Office | RT | 1,100 | | | Medium |
| 202 | Office | CA | 500 | | | Medium |
| 203 | Restroom, Female | CT | 600 | 3 | | Medium |
| 204 | Restroom, Male | CT | 400 | 3 | | Medium |
| 205 | Storage | RT | 400 | | | Low |
| Second Floor | Corridor | RT | 600 | | | Medium |
| Basement | Storage | C | 4,500 | | | Low |

Building Summary

Square footage, less restrooms = 12300

Number of walk-off mats = 3

Restrooms:

Number = 4

Number of fixtures = 16

Square footage = 2,300

¹ Flooring Codes:

C - Concrete

CA - Carpet

CT - Ceramic Tile

HPL - High Pressure Plastic Laminate

RT - Resilient

² Restroom fixtures include installed items attached to building plumbing systems, including drinking fountains.

³ Congestion refers to the traffic and population density of the space and is defined as follows:

High - typical of areas where direct service is provided the public, such as exchanges, lobbies, clubs, and reception areas.

Medium - typical of offices, administrative areas, and areas closed to public access.

Low - typical of special function areas such as storage areas, warehouses, equipment rooms, and computer facilities.

SUMMARY OF INVENTORY OF FACILITIES

!*****
 NOTE TO SPECIFICATION WRITER: The example form shown below provides both the Government and Contractors a convenient summary of the quantity of services listed on all of the facility inventory sheets. If used, the specification writer must ensure that the quantities provided are accurate and agree with the quantities provided in the facilities inventory.
 *****!

The following is a summary of the facility information provided on the previous pages for all the facilities to be serviced under this contract.

1. Floor Areas

| | CONGESTION (SF) | | | TOTAL (SF) |
|---|------------------------|---------------|------------|---------------|
| | <u>HIGH</u> | <u>MEDIUM</u> | <u>LOW</u> | |
| a. Concrete (C) | _____ | _____ | _____ | _____ |
| b. Carpet (CA) | _____ | _____ | _____ | _____ |
| c. Ceramic Tile (CT) | _____ | _____ | _____ | _____ |
| d. High Pressure Plastic Laminate (HPL) | _____ | _____ | _____ | _____ |
| e. Resilient Tile (RT) | _____ | _____ | _____ | _____ |
| f. Other Flooring (O) | _____ | _____ | _____ | _____ |
| TOTAL FLOOR AREA (SF) | _____ | _____ | _____ | _____ |

2. Restroom Fixtures _____ Each

3. Other Services

- a. Elevators _____ Each
- b. Flights of Stairs _____ Each
- c. Walk-Off Mats _____ Each

ATTACHMENT J-C7

SCHEDULE OF SERVICES

!*****
 NOTE TO SPECIFICATION WRITER: A "Schedule of Services" or similar form should be completed for each building and space, or group of spaces with the same service requirements. Indicate the frequency of service based on the definitions in the "DEFINITIONS-TECHNICAL" clause in Section C, and add any specific requirements such as specific days of the week on which services must be performed. NAVFAC MO-125 provides guidance on determining the frequency of services.

Two different example formats are provided in this attachment. Format #1 is most useful when random sampling for extrapolated deductions (RSED) will be used as the method of surveillance, since all space cleaning, floor care, and restroom services are provided at the same frequency. Format #2 is most useful when customers desire a variety of services at many different frequencies, and when RSED will not be used as the method of surveillance.

Floor plan drawings or sketches of buildings showing the specific areas to receive custodial services should be attached to this attachment.

*****!

FORMAT #1

SPACE NUMBERS

BUILDING NUMBER: 139N

1st floor lobby, Rms 100-103, Rms 200-205

TOTAL SF OF SPACES: 14,600 *

2nd floor corridor, basement

| CUSTODIAL REQUIREMENTS | FREQUENCY ** | | | | | REMARKS |
|------------------------|--------------|----|----|---|---|---------|
| | D5 | 3W | 2W | W | M | |
| 1. Space Cleaning | | | X | | | |
| 2. Floor Care | | | | X | | |
| 3. Restroom Services | | | X | | | |
| 4. Relamping | | | | | X | |
| 5. Policing Grounds | | | | X | | |

Specific Requirements:

- 2W - Tuesdays and Fridays
- W - Tuesdays
- M - First Wednesday

* Includes restrooms

** See "DEFINITIONS-TECHNICAL" clause, Section C, for service frequency codes

FORMAT #2

SPACE NUMBERS

BUILDING NUMBER: 139N

1st floor lobby, Rms 100-103, Rms 200-205
2nd floor corridor, basement

TOTAL SF OF SPACES: 14,600 *

| CUSTODIAL REQUIREMENTS | FREQUENCY | | | | | REMARKS |
|--------------------------------|-----------|----|----|---|---|---------|
| | D5 | 3W | 2W | W | M | |
| 1. Space Cleaning | | | | | | |
| (a) Sweeping/Dust Mopping | | X | | | | |
| (b) Vacuum Carpets and Rugs | | | X | | | |
| (c) Emptying Waste Containers | X | | | | | |
| (d) Low Dusting/Cleaning | | | | X | | |
| (e) Cleaning Walk-Off Mats | | X | | | | |
| 2. Floor Care | | | | | | |
| (a) Damp Mopping | | | | X | | |
| (b) Spray Cleaning and Buffing | | | | X | | |
| (c) Waxing and Buffing | | | | | X | |
| 3. Restroom Services | | | | | | |
| (a) Cleaning | X | | | | | |
| (b) Servicing | X | | | | | |
| 4. Relamping | | | | | X | |
| 5. Policing Grounds | X | | | | | |

Specific Requirements:

- 3W - Monday, Wednesday, and Friday
- 2W - Monday and Thursday
- W - Tuesday
- M - First Wednesday

* Includes restrooms

ATTACHMENT J-C8

REQUIREMENTS FOR REMOVING SNOW AND ICE

!*****
NOTE TO SPECIFICATION WRITER. The user must provide drawings or simple sketches of all buildings showing areas to receive snow and ice removal services.
*****!

Snow and ice removal services shall be provided in the following areas in accordance with the requirements of the "Removing Snow and Ice" paragraph, C.7.a(4)(c). The attached drawings illustrate the locations at which such services are required.

| <u>BUILDING</u> | <u>ENTRANCE WAYS</u> | <u>SIDEWALKS</u> |
|-----------------|----------------------|------------------|
| 1 | 400 SF | 1,000 LF |
| 2 | 250 SF | 800 LF |

!ETC!

ATTACHMENT J-C9

DELIVERY ORDER QUANTITIES AND COMPLETION TIMES

!*****
 NOTE TO SPECIFICATION WRITER: List the minimum and maximum quantities and completion times for each project work item that will be ordered per delivery order (DD Form 1155). The quantities and times shown in the following example are for illustrative purposes, only.
 *****!

This Attachment specifies the minimum and maximum quantities of work that the Government may order per delivery order for indefinite quantity work. The "ALLOWED COMPLETION TIME" column indicates the number of working days that will be allowed to complete all the work ordered, from date of Contractor's receipt of the delivery order to final work completion. If multiple items are ordered on a single delivery order, completion times shall run concurrently.

| <u>ITEM NUMBER</u> | <u>PROJECT WORK ITEM</u> | <u>MINIMUM QUANTITY</u> | <u>MAXIMUM QUANTITY</u> | <u>ALLOWED COMPLETION TIME</u> |
|--------------------|-----------------------------|-------------------------|-------------------------|--------------------------------|
| 0002AA | Stripping & Rewaxing Floors | 2,000 SF | 8,000 SF | 10 working days |
| 0002AB | Shampooing Carpets and Rugs | 4,000 SF | 16,000 SF | 10 working days |
| 0002AC | Cleaning Light Fixtures | 20 EA | 80 EA | 10 working days |
| 0002AD | High Dusting/Cleaning | 1,500 SF | 6,000 SF | 10 working days |
| 0002AE | Cleaning Exterior Glass | 1,500 SF | 6,000 SF | 10 working days |
| 0002AF | Cleaning Interior Glass | 1,500 SF | 6,000 SF | 10 working days |
| 0002AG | Cleaning Venetian Blinds | 20 EA | 80 EA | 10 working days |

NOTE: EA - Each
 SF - Square Feet

ATTACHMENT J-E1

PERFORMANCE REQUIREMENTS SUMMARY TABLE

!*****N
OTE TO SPECIFICATION WRITER: A PRS table is included in this attachment as required by the NAVFAC P-68, *Contracting Manual*. See paragraph III.E of the User's Guide for additional information.
*****!

The purpose of this attachment is to:

- a. List the contract requirements and work requirements considered most critical to satisfactory contract performance (See PRS Column 1).
- b. Summarize the standards of performance in the specification for each specified work requirement (See PRS Column 2).
- c. Provide maximum allowable defect rates (MADRs) for each work requirement (See PRS Column 3). The MADR is the defect rate in a population of services above which the Contractor's quality control is considered unsatisfactory. The MADR does not represent a threshold above which payment deductions are taken. Deductions are taken for all defects (with credit for rework to the extent appropriate) irrespective of whether the MADR was exceeded or not.
- d. Specify the percentage (weight) of contract requirement attributable to each listed work requirement (See PRS Column 4).

!*****N
OTE TO SPECIFICATION WRITER: The percentages in the WEIGHT column are used in conjunction with the Schedule of Deductions to calculate payment deductions for partially performed work. Example payment deduction calculations are shown in each of the sample quality assurance plans in the Quality Assurance Guide of this GPWS. The user should verify that the percentages shown are representative of the activity's requirements, and modify as required. The MADRs shown are suggested rates only.
*****!

| WORK REQUIREMENTS (Column 1) | STANDARDS OF PERFORMANCE (Column 2) | MAX ALLOW DEFECT RATE (Column 3) | WEIGHT (Column 4) |
|---|--|--|--|
| 1. CONTRACT REQUIREMENT: Space Cleaning | | | |
| A. Sweeping/Dust Mopping and/or Vacuuming | Quality Standards, Section C [C.7.a(1)(a) & (b)] | 5% | 50% of Item 1, Schedule of Deductions |
| B. Emptying Waste Containers | Quality Standards, Section C {C.7.a(1)(c)} | 5% | 20% of Item 1, Schedule of Deductions |
| C. Low Dusting/ Cleaning | Quality Standards, Section C [C.7.a(1)(d)] | 5% | 20% of Item 1, Schedule of Deductions |
| D. Cleaning Walk-Off Mats | Quality Standards, Section C [C.7.a(1)(e)] | 5% | 10% of Item 1, Schedule of Deductions |
| 2. CONTRACT REQUIREMENT: Floor Care | | | |
| Floor Care | Quality Standards, Section C [C.7.a(2)] | 5% | 100% of Item 2, Schedule of Deductions |
| 3. CONTRACT REQUIREMENT: Restroom Services | | | |
| A. Cleaning and Disinfecting Fixtures | Quality Standards, Section C [C.7.a(3)(a)] | 3% | 30% of Item 3, Schedule of Deductions |
| B. Cleaning Floors, Walls, and Partitions | Quality Standards, Section C [C.7.a(3)(a)] | 3% | 25% of Item 3, Schedule of Deductions |
| C. Emptying Waste Containers | Quality Standards, Section C [C.7.a(3)(a)] | 3% | 15% of Item 3, Schedule of Deductions |
| D. Servicing Dispensers | Quality Standards, Section C [C.7.a(3)(b)] | 3% | 30% of Item 3, Schedule of Deductions |
| 4. CONTRACT REQUIREMENT: Relamping | | | |
| Relamping | Quality Standards, Section C [C.7.a(4)(a)] | 5% | 100% of Item 4, Schedule of Deductions |

| WORK REQUIREMENTS (Column 1) | STANDARDS OF PERFORMANCE (Column 2) | MAX ALLOW DEFECT RATE (Column 3) | WEIGHT (Column 4) |
|---|--|--|--|
| 5. CONTRACT REQUIREMENT: Policing Grounds | | | |
| Policing Grounds | Quality Standards, Section C [C.7.a(4)(b)] | 5% | 100% of Item 5, Schedule of Deductions |
| 6. CONTRACT REQUIREMENT: Removing Snow and Ice | | | |
| Removing Snow and Ice | Snow and Ice Removed between !INSERT TIME! and !INSERT TIME! [C.7.a(4)(c)] | 5% | 100% of Item 6, Schedule of Deductions |
| 7. CONTRACT REQUIREMENT: Service Calls - Cleaning | | | |
| A. Respond to Call | Work begins within !INSERT TIME! hours, continues until completion [C.7.b(1)] | 5% | 20% of Item 7a, Schedule of Deductions |
| B. Perform Quality * Work | Quality Standards, Section C [C.7.b(1)] | 5% | 80% of Item 7a, Schedule of Deductions |
| 8. CONTRACT REQUIREMENT: Service Calls - Lighting | | | |
| A. Respond to Call | Work begins within !INSERT TIME! hours [C.7.b(2)] | 5% | 10% of Item 7b, Schedule of Deductions |
| B. Perform Quality * Work | Quality Standards, Section C [C.7.b(2)] | 5% | 90% of Item 7b, Schedule of Deductions |
| 9. CONTRACT REQUIREMENT: Project (Indefinite Quantity) Work | | | |
| A. Timely Completion | Work completed by specified date (C.7.c and Attachment J-C9) | 3% | 10% of Unit Prices, Contract Line Item 0002 |
| B. Perform Quality * Work | Quality Standards, Section C (C.7.c) | 3% | 90% of Unit Prices, Contract Line Item 0002 |

* Unsatisfactory performance of this work requirement will result in an unsatisfactory rating for the entire contract requirement.

STATISTICALLY EXTRAPOLATED SURVEILLANCE TECHNIQUES

!*****N
 OTE TO SPECIFICATION WRITER: This attachment should be included in the specification if random sampling for extrapolated deductions (RSED) will be used as a method of contract surveillance. The user must add to this attachment the "Table of Sample Sizes" for both Normal and Minimum Sampling Levels, and the "Table of Adjustment Factors for Random Sampling" from the NAVFAC MO-327.
 *****!

1. In accordance with the "CONSEQUENCES OF CONTRACTOR'S FAILURE TO PERFORM REQUIRED SERVICES" clause, Section E, the Government may apply statistically extrapolated inspection techniques to either assess the Contractor's performance or determine the amount of payment, or both. Random Sampling for Extrapolated Deductions (RSED) is the statistically extrapolated inspection technique which may be used.

a. When RSED is used for surveillance, payment will be adjusted by the percentage of observed nonconforming items (defect rate) prorated across the total population of services for the invoice period. The defect rate is calculated by deducting an adjustment factor taken from the attached table entitled "Adjustment Factors for Random Sampling" from the observed defect rate found in the sample. Credit is given for defects reworked, both within and without the sample, up to the maximum number of defects for which deductions were originally taken. Observed defects external to the sample will not be used as a basis for extrapolation, but will be considered in payment for rework.

$$\text{Defect rate} = \frac{\text{Number of Defects}}{\text{Number of Services Sampled}} - \text{Adjustment Factor}$$

b. The Government reserves the right to start surveillance using RSED at any time during the contract, to discontinue the use of RSED, and to resume the use of RSED without notice to the Contractor. The Government will use the attached tables entitled "Table of Sample Sizes for Normal Sampling Levels" and "Table of Sample Sizes for Minimum Sampling Levels" to determine sample sizes for RSED. The "Table of Sample Sizes for Minimum Sampling Levels" represents the minimum sample sizes the Government will use for extrapolation. The Contracting Officer may increase the size of the samples to that of the "Table of Sample Sizes for Normal Sampling Levels" or greater at his or her discretion.

c. The Maximum Allowable Defect Rate (MADR) is defined as the defect rate above which the Contractor's quality control is unsatisfactory. **The MADR does not represent a threshold above which payment deductions are taken. Deductions are taken for all defects (with credit for rework to the extent appropriate) irrespective of whether the MADR was exceeded or not.** When a defect rate exceeds the MADR, the Contractor will be notified and appropriate administrative actions will be taken in addition to the payment deductions discussed above. The MADR for each work requirement is shown in the Performance Requirements Summary (PRS) Table in Attachment J-E1.

d. Liquidated damages will be assessed for all observed defects, including those outside the sample. Liquidated damages will not be extrapolated.

!*****
 NOTE TO SPECIFICATION WRITER: The following example must be tailored based on

the actual work requirements and weights included in the Performance Requirements Summary Table, Attachment J-E1.

*****!

2. The following example illustrates the process which will be used to calculate the Contractor's payment when RSED is used for surveillance:

EXAMPLE PAYMENT CALCULATION WHEN RSED IS USED

SPACE CLEANING

| CALCULATION - RSED V3.2 | WORK REQUIREMENTS | | | |
|--|------------------------------------|---------------------------------|-----------------------------|------------------------------|
| | SWEEP/DUST MOP AND/OR VACUUM | EMPTYING WASTE CONTAINERS | LOW DUSTING/ CLEANING | CLEANING WALK-OFF MATS |
| a. Relative value of services (from PRS table) | 50% | 20% | 20% | 10% |
| b. Price for work requirement (Schedule of Deductions Item 1) | \$ 3,500.00 | \$1,400.00 | \$1,400.00 | \$ 700.00 |
| c. Number of services | 9,500 | 9,500 | 9,500 | 9,500 |
| d. Price per service (b ÷ c) | \$.368 | \$.147 | \$.147 | \$.074 |
| e. Number of services sampled (as desired by Government) | 212 | 212 | 212 | 212 |
| f. Number in sample defective | 21 | 17 | 29 | 13 |
| g. Observed Defect Rate (f ÷ e) | 9.91% | 8.02% | 13.68% | 6.13% |
| h. Adjustment factor * | 1.38% | 1.31% | 1.59% | 1.17% |
| i. Deductible defect rate (g - h) | 8.53% | 6.71% | 12.09% | 4.96% |
| j. Extrapolated defects (c x i as whole number) | 810 | 637 | 1,148 | 471 |
| k. Defects observed outside sample | 0 | 10 | 0 | 0 |
| l. Number of services reworked by Contractor | 0 | 10 | 0 | 0 |
| m. Number of services reworked by Government and others | 0 | 0 | 0 | 0 |
| n. Net services deducted at schedule price (j - l - m) | 810 | 627 | 1,148 | 471 |
| o. Extrapolated deductions (d x n) | \$ 298.08 | \$ 92.16 | \$ 168.76 | \$ 34.85 |
| p. Deduct Government rework actual cost or at schedule price (d x m) | \$ 0 | \$ 0 | \$ 0 | \$ 0 |
| q. LDs Government rework ** (20% x p) | \$ 0 | \$ 0 | \$ 0 | \$ 0 |
| r. LDs Contractor rework** [10% x d x (f + k - m)] | \$.77 | \$.39 | \$.43 | \$.10 |
| s. Other adjustments | \$ 0 | \$ 0 | \$ 0 | \$ 0 |
| t. Total deductions (o + p + q + r + s) | \$ 298.85 | \$ 92.55 | \$ 169.19 | \$ 34.95 |
| u. Total payment (b - t) | \$ 3,201.15 | \$1,307.45 | \$1,230.81 | \$ 665.05 |

* From the attached "Adjustment Factors for Random Sampling" table.

** Calculated in accordance with the "CONSEQUENCES OF CONTRACTOR'S FAILURE TO PERFORM REQUIRED SERVICES" clause, Section E.

ATTACHMENT J-G2

INVOICING INSTRUCTIONS

!*****

NOTE TO SPECIFICATION WRITER: See the "INVOICING INSTRUCTIONS" clause in Section G. This attachment should include an example invoice form that includes the following:

1. Name and address of person at activity to receive the monthly invoice.
2. Back-up form showing work that is:
 - performed on a regular basis and is to be paid for monthly.
 - performed on an indefinite quantity basis that must be accompanied by copies of delivery orders in accordance with the "ORDERING OF WORK" clause, Section G.
3. Contractor monthly submittal requirements:
 - work schedules
 - etc.

An example invoice is included on the next page.

*****!

The Contractor shall prepare and submit an invoice for payment similar to the form shown in this Attachment.

ATTACHMENT J-G2

COMPANY LETTERHEAD AND ADDRESS
(As it appears on the contract)

TO: !ACTIVITY NAME AND ADDRESS!

CONTRACT: !CONTRACT NUMBER AND TITLE!

ITEM 0001: CUSTODIAL SERVICES 1 Month @ \$_____ = \$_____

ITEM 0002: INDEFINITE QUANTITY WORK (AS AND IF REQUIRED)

| <u>DELIVERY ORDER NO.</u> | <u>AMOUNT</u> |
|---------------------------|---------------|
| _____ | \$ _____ |
| _____ | \$ _____ |
| _____ | \$ _____ |
| _____ | \$ _____ |
| _____ | \$ _____ |
| _____ | \$ _____ |
| _____ | \$ _____ |

TOTAL INDEFINITE QUANTITY WORK = \$ _____

TOTAL AMOUNT OF INVOICE = \$ _____

I CERTIFY THAT THE ABOVE IS A TRUE BILL AND
THAT PAYMENT THEREFORE HAS NOT BEEN RECEIVED.

(SIGNATURE)
(COMPANY OFFICIAL NAME AND TITLE)

Enclosures:
Delivery Orders
Monthly Work Schedule for _____

END OF SECTION J

QUALITY ASSURANCE GUIDE
GUIDE PERFORMANCE WORK STATEMENT FOR
CUSTODIAL SERVICES

QUALITY ASSURANCE GUIDE
GUIDE PERFORMANCE WORK STATEMENT FOR CUSTODIAL SERVICES

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QUALITY ASSURANCE GUIDE
GUIDE PERFORMANCE WORK STATEMENT FOR CUSTODIAL SERVICES

I. INTRODUCTION. Quality assurance (QA) is a program undertaken by the Government to provide some measure of the quality of goods and services purchased from a Contractor. To accomplish this the Government, in this case the naval shore activity contracting for custodial services, must develop and implement a system that will ensure that the quantity and quality of the services received comply with the requirements of the contract. This Custodial Services QA Guide is designed to assist the Facilities Support Contract Manager (FSCM) or other user in setting up the activity's QA program. The user is advised to refer to the NAVFAC manual MO-327, *Facility Support Contract Quality Management Manual* and the NAVFAC *Random Sampling for Extrapolated Deductions (RSED V3.2)* implementation guide for more detailed information on the development and implementation of a QA program.

A. Overview. This Guide suggests specific methods for monitoring custodial services and provides example QA Plans. These example plans must be tailored concurrently with the tailoring of the custodial services GPWS to develop a unique QA program that fits the needs of the activity. The Guide is divided into five parts:

1. The Introduction presents an overview and gives information on Quality Assurance Evaluator (QAE) organization, staffing, and training.

2. QA Plan Development discusses special considerations that affect the way in which custodial services may be monitored and suggests specific evaluation methods for each service included in this GPWS.

3. The example QA plans include numerical examples, suggested evaluation work sheets, and sample Monthly Payment Analysis Forms for each service included in this GPWS. The Payment Analysis Forms illustrate how to use the Performance Requirements Summary (PRS) Table and inspection results to calculate payment deductions. The example plans provided must be tailored by the user to conform with the tailored PWS.

4. Contractor's Overall Performance discusses how to use the QAE's inspection results to make an overall evaluation of Contractor performance, and provides a sample monthly summary report format.

5. Contractor Submissions is a suggested checklist of required submittals that the Contractor must provide at specific times during the contract.

B. QAE Training. Personnel tasked with monitoring the Contractor's performance must be experienced in custodial services and adequately trained in QA methods and procedures in order to effectively implement the activity's QA program.

1. NAVFAC P-68, *Contracting Manual*, requires that all individuals assigned QAE duties to attend the QAE training course provided by each of the NAVFAC geographical Engineering Field Divisions (EFDs) within six months of their assignment, or have equivalent training as determined by the Contracting Officer. If this training has not been received, the activity should take steps to have the QAE(s) attend the next available course and in the meantime should

develop a local training program. EFD Code 10s/16s should be contacted for QAE training scheduling or assistance.

2. In addition to being intimately familiar with the requirements of the custodial services specification, QAEs must also familiarize themselves with the procedures which will be used to order service call and project work requirements, how the QAE will be notified when work has been completed and is ready for inspection, how customer complaints will be handled, etc.

3. If building monitors are used, they must be trained by the activity on the content and requirements of the contract, their responsibilities as monitors, and whom to notify in case discrepancies are found in the Contractor's work.

C. QAE Staffing. Obviously the most well developed QA program will not be effective if QAE staffing is inadequate. Ideally, QAE staffing should be based on a pre-determined number of contract inspections (QA plans) and related work requirements rather than on the availability of QAEs. Once adequate QA plans have been developed the user should perform a staffing analysis to determine the required number of QAEs, then compare the results with the number currently assigned, if appropriate. This analysis involves determining the average time needed to complete each of the inspections required (sample size or quantity of work) by each plan including travel time requirements, time required to prepare monthly reports and perform other administrative duties, time to perform any non-surveillance duties (training, safety meetings, develop contract modifications, award fee determinations, etc.) etc. The NAVFAC EFDs have experience in conducting these staffing analyses and should be contacted if assistance is needed.

II. QUALITY ASSURANCE PLAN DEVELOPMENT. Ideally, QA plan development should be accomplished concurrently with development of the Performance Work Statement (PWS), and viewed as a single process. The two are closely interrelated since one (the PWS) defines required work outputs and quality standards while the other defines how work outputs will be observed and measured. Many of the inspection problems which tend to turn up after contract award can be avoided by careful up-front coordination between the specification and QA plan writers. Chapters 4 and 6 of NAVFAC MO-327 discuss methods of surveillance, inspection documentation, development of QAE schedules, and other issues related to the development of QA plans. The following discussion provides information relating specifically to surveillance of custodial services.

A. Functional Considerations. Custodial services, as do other functions, pose some unique evaluation requirements for the QAE. The following considerations are offered for the user's information.

1. Magnitude of Work. Unless the scope of the custodial services contract is very small, comprising only one or two buildings, it is unlikely that the QAE(s) will be able to fully monitor Contractor performance without additional help. It is logical that the closest observer of the Contractor's work is the building occupant. For this reason, a building monitor program should be established in which designated occupants observe the Contractor's work, receive complaints from other building occupants, and report all noted defects to the QAE. Such a program will only be effective if monitors are familiar with the requirements of the specification for their particular spaces, and if the number of monitors reporting to each QAE is small enough to allow complaints received to be validated, if necessary. Periodic monitor training

sessions should be conducted as needed to ensure monitors are familiar with contract requirements, reporting procedures, and responsibilities; and aware that they have no authority to bring unsatisfactory work directly to the Contractor's attention.

2. Variable Frequencies of Work. Custodial work is somewhat unique in that different tasks are performed at differing frequencies. While some services are performed daily or weekly, other services may only require monthly or semi-annual performance. Work performed on a frequent (daily or weekly) basis may be evaluated in a daily evaluation plan. For project work requirements, such as stripping and rewaxing floors, the QAE should plan to evaluate each delivery order.

3. Space Inventory. An inventory of spaces to receive custodial services is obtained from the "INVENTORY OF FACILITIES", Attachment J-C6 and "SCHEDULE OF SERVICES", Attachment J-C7. The development of these attachments is described in paragraph III.A of the User's Guide. The information is important to the QAE when determining the methods of surveillance and sample sizes to include in QA Plans.

4. Rework. The Contractor is required to reperform all work that has been identified as being unsatisfactory or not performed, if the Government so chooses the option of allowing rework.

a. Timeliness. It is reasonable to afford the Contractor the opportunity to correct a discrepancy provided the time of correction does not approach the time the same service was scheduled to be performed again. As an example, rooms are cleaned after regular working hours and the next morning the building monitor reports to the QAE that one or more rooms were unsatisfactory. The Contractor is notified by the QAE. The Contractor's crew does not arrive until 4:30 PM that afternoon. In this example, the Contractor has not actually corrected the discrepancy, but rather delayed it until it was time to reperform the same service. This function requires rework responsiveness separate from regular service, i.e. the Contractor must have the capability to dispatch rework crews which are not part of the regularly scheduled service crews. Additionally, if the Contractor is to be allowed the opportunity to correct daily services, a specific time limit is imposed for responsiveness in accordance with the "CONSEQUENCES OF CONTRACTOR'S FAILURE TO PERFORM REQUIRED SERVICES" clause, Section E.

b. Work Evaluation. Since it is unlikely that sufficient QAE time will be available to verify every complaint received, many of the discrepancies received by the QAE from monitors may be passed directly to the Contractor for corrective action. The monitor would be told to call back by the required completion time if the discrepancy was not corrected to allow on-site validation by the QAE. Remember that payment deductions may be made only on those complaints which are validated by the QAE.

c. Reporting. The Contractor is notified of a complaint by copy of the QAE's Evaluation Work sheet or customer complaint form, examples of which are provided with the example QA plans and in NAVFAC MO-327. If due to locational constraints, e.g. the Contractor's Representative is not nearby, notification can be made by phone, but this is not, in general, recommended. The Contractor's Representative should be accessible to the QAE and FSCM within a reasonable period of time.

(1) A method to handle customer complaints must be established. One approach is to require all building monitors to call in discrepancies to the QAE by 0900 each morning. The Contractor is then asked to pick up a copy of the complaints by 0930 and dispatch rework crews. The work is assumed corrected unless the building monitor calls to say it has not been corrected.

(2) Discrepancies noted by the QAE are a different matter. To begin with, the QAE will most likely be performing contract surveillance during most of the day and cannot stop to call the Contractor every time something wrong is found. In many cases that same work is supposed to be performed again the next day. Contractor notification of the discrepancies is not always feasible, and when feasible, may severely limit the QAE's available time. Certain discrepancies must be passed on to the Contractor at any time if they affect the health or comfort of personnel, or efficient operation of the activity. Such discrepancies would include running out of restroom supplies, removal of snow and ice from sidewalks, etc. It is recommended that the QAE inform the Contractor only of health, safety, or comfort items which require immediate corrective action and cannot wait for the next regularly scheduled performance, and indefinite quantity work items. These items will be reinspected by the QAE or building monitor. All other routine items will be brought to the Contractor's attention at the end of the work day and will remain as discrepancies. The important point is that the Government has the option of allowing the Contractor to correct unsatisfactory or nonperformed work.

B. Selection of Methods of Surveillance. Chapter 4 of NAVFAC MO-327 provides a general discussion of the five methods of surveillance available and the factors which influence which method(s) should be selected for use. The factors influencing the selection of a method of surveillance for a given service include the number (population) of items to be inspected; the importance, characteristics, and location of the service; and the availability of QAE resources. Specific factors which influence the selection of evaluation methods for custodial services are discussed below for each method of surveillance.

1. 100% Inspection. One hundred percent inspection is generally used for those services which are considered very important, those which have relatively small monthly populations, and those included in the indefinite quantity portion of the contract. Since the QAE must inspect all of the services included in indefinite quantity delivery orders before the work can legitimately be certified as completed, 100% inspection is recommended as the method of surveillance for all project work, such as stripping and rewaxing, shampooing carpets, etc. The user should also consider 100% inspection for the surveillance of snow and ice removal and service calls if the monthly population of these services is normally low.

2. Random Sampling. Surveillance based on random sampling evaluates a portion of the work, accurately estimating Contractor performance through the use of statistical theory. If appropriate provisions are included in the specification and the random sampling is properly conducted, the percentage of defective work items found in the sample (less a small adjustment for inaccuracies) may be extrapolated and deducted from the Contractor's payment invoice. Random sampling is most useful on large homogeneous populations where 100% inspection is not required or feasible. Details on the use of Random Sampling for Extrapolated Deductions (RSED) may be found in the RSED (V3.2) Implementation Guide.

a. At a typical activity the large population of spaces to receive certain custodial services, such as space cleaning and restroom cleaning, make such services well suited for random sampling. RSED may also be used, but only if the user ensures that all spaces to be included in the random sample are roughly the same size and contain the same types of services. If square footages and services provided vary significantly from space to space, the random sample population will not be homogeneous enough to allow for extrapolated deductions, although random sampling without extrapolated deductions may still be used to select specific spaces to be inspected. See paragraph II.A.1 of the User's Guide for additional information.

b. Random sampling is recommended for the inspection of space cleaning, floor care, restroom services, and relamping services. The example QA plans provided for these services may be used for random sampling either with or without extrapolated deductions, since only the method of payment differs between the two methods. Example "MONTHLY PAYMENT ANALYSIS FORMs" for both random sampling with extrapolated deductions and random sampling without extrapolated deductions are included in QA Plan #1, Space Cleaning to illustrate this point.

3. Planned Sampling. Planned sampling is similar to random sampling in that it is based on evaluating a portion of the work as the basis for estimating the Contractor's performance. Samples are selected based on a subjective rationale and the sample size is arbitrarily determined. Planned sampling is useful when population sizes are not large enough or homogeneous enough to make random sampling practical. Planned sampling is recommended for the inspection of policing grounds services, snow and ice removal, and service calls; and could be used for any of the services for which random sampling is recommended above.

4. Validated Customer Complaints. Customer complaints, primarily through the use of building monitors, is a key supportive surveillance method since it is the building occupant who is closest to the end product. Building monitors can provide quick response to unsatisfactory and/or nonperformed work and can serve as the remote eyes of the QAE, provided they are made aware of the services to be provided and a clear means of reporting discrepancies is established.

a. Customer Complaint Records should be maintained which document the nature of the complaint and, if valid, whether the problem was corrected or not. Only complaints validated by the QAE are subject to invoice deductions. A typical "Validated Customer Complaint Record" form is shown in Appendix H of NAVFAC MO-327.

b. Customer complaints are recorded and passed to the Contractor in accordance with established rework procedures, such as those described in paragraph II.A.4 of this QA Guide. The QAE will validate work which has been reported as deficient and not corrected within the allowed time period.

5. Unscheduled Inspections. Unscheduled inspections is what the name implies. The QAE should use this method to support other methods when there appears to be a problem in a certain area, and never as a primary method of surveillance.

C. Performance Requirements Summary. As discussed previously in the User's Guide (paragraph III.E), the PRS table will be used primarily by the Contracting Officer in conjunction with the "CONSEQUENCES OF CONTRACTOR'S FAILURE TO PERFORM

REQUIRED SERVICES", "ESTIMATING THE PRICE OF NONPERFORMED OR UNSATISFACTORY WORK", and "SCHEDULE OF DEDUCTIONS" clauses, in making payment deductions for unsatisfactory performance or nonperformance of contract requirements. The table is also very useful in the preparation of QA plans since it summarizes the work requirements, standards of performance, and maximum allowable defect rates (MADRs) for each contract requirement. An example PRS table, which reflects the contract requirements and work requirements of this GPWS, is provided in Attachment J-E1. Of course they must be modified to reflect the requirements of the tailored PWS. NAVFAC MO-327 and the NAVFAC RSED (V3.2) implementation guide provide guidance on the development of PRS tables, and should be referred to by the user.

1. MADRs are defect rates above which the Contractor's quality control is considered unsatisfactory for any particular work requirement. The MADR selected for any particular work requirement should reflect both the expected population of services and the requirement's importance. For example, the MADRs for restroom services should be smaller than those for space cleaning since restroom cleanliness is generally more critical than that of normal administrative spaces. Note that MADRs do not affect sample sizes or the method of calculating payment deductions in any way. Suggested values are included in Attachment J-E1; however, these must be tailored by the user.

2. In the "WEIGHT" column the price of each work requirement is specified as a percentage of the price of the contract requirement with which it is associated. Careful consideration must be given to objectively assigning these percentages since they will be used in making payment deductions. One method which may be used is to calculate the cost of each work requirement using Engineered Performance Standards (EPS) and then use these costs to determine the percentage to be assigned to each work requirement. Values for timeliness work requirements will be the most difficult to determine since they are by nature subjective. The percentages suggested in Attachment J-E1 should be carefully reviewed and tailored by the user.

D. Concept of Substantially Complete. Substantial completeness is a key concept in the surveillance of custodial work. Unfortunately this concept is difficult to explain in such a way as to achieve consistent application, since it is based on subjective judgment. The general determination of substantial completeness for custodial work performance will be addressed here.

1. Definition. Substantially complete performance exists when there has been no willful departure from the terms of the contract and no omission of essential work. The Contractor has honestly and faithfully performed the required work and the only variance consists of minor omissions or defects. In general, any given work requirement is substantially complete when 90%-95%-99% of the total work required for that requirement is satisfactorily completed. The percentage selected is dependent upon the type of work performed. But, keep in mind that this is a subjective judgment and that there are no clear guidelines established.

2. General Criteria. When assessing the Contractor's work performance for completeness, the QAE should be asking himself/herself a series of questions for each work requirement which makes up the service. A negative answer, or in some cases multiple negative answers, may result in rejection of the work performed on one or more work requirements. Questions that should be asked include:

a. Are there major work omissions? A major work omission would be a part of a work requirement that if omitted or performed unsatisfactorily would have a significant impact on the overall condition of the work requirement. For example, one of the work requirements for "Restroom Services" is "servicing dispensers" (see PRS table). Let's assume that in a given restroom the Contractor filled toilet tissue and soap dispensers but failed to fill paper towel dispensers sufficiently to last until the next scheduled servicing. The work omission in this example is of major importance and the work requirement, "servicing dispensers" for this particular restroom would be classified as unsatisfactory.

b. Are there minor work omissions? A minor work omission by itself does not have the same impact as a major omission. For example, another work requirement for "Restroom Services" is "cleaning floors, walls and partitions". Let's assume that the restroom contains four toilet partitions. The Contractor cleans the floors and walls, but fails to clean the inside of the toilet partitions. This work omission would not have a major impact on the overall work requirement; therefore, "cleaning floors, walls and partitions" would be classified as satisfactory. The QAE would still document the specific defect ("failed to clean inside of toilet partitions") on the evaluation work sheet in case this omission becomes a reoccurring problem.

c. Are there reoccurring omissions? A single work omission (minor or major) may be the result of an occasional oversight on the Contractor's employees part and is to be expected from time to time. A reoccurring omission, on the other hand, is a sign of poor Contractor quality control and some action is required to correct the problem. Continuing the above situation on cleaning toilet partitions, let's assume that the Contractor has failed to clean partitions in the same restroom for three days in a row (or specified frequency). This would be a reoccurring problem. Once this problem is identified and documented, the work requirement "cleaning floors, walls and partitions" would be classified unsatisfactory each time this work is omitted.

3. Application. The substantially complete concept will be used to determine Contractor performance of each work requirement (e.g. "cleaning floors, walls and partitions") that is specified in the PRS table. Each work requirement evaluated will be classified as satisfactory (S) or unsatisfactory (U) based on the QAE's determination of substantial completion of the work specified. At the end of the month, the QAE will analyze evaluation work sheets and calculate observed defect rates (ODRs) for each work requirement. Payment deductions will be made for the total value of each work requirement that is classified as unsatisfactory.

III. EXAMPLE QUALITY ASSURANCE PLANS. There are eight example QA plans provided in this Custodial Services GPWS. These include:

QA Plan #1 - Space Cleaning. Includes two example MONTHLY PAYMENT ANALYSIS FORMs, one for random sampling without extrapolated deductions and one for random sampling with extrapolated deductions.

QA Plan #2 - Floor Care. Rather than include as part of QA Plan #1, a separate QA plan has been prepared for the inspection of floor care services. This is necessary if using random sampling as the primary of surveillance since the frequency of performance (and therefore the monthly populations) of the two services will likely be different.

QA Plan #3 - Restroom Services

QA Plan #4 - Relamping

- QA Plan #5 - Policing Grounds
- QA Plan #6 - Removing Snow and Ice
- QA Plan #7 - Service Calls
- QA Plan #8 - Project Work (Indefinite Quantity)

A. Of course, each example QA plan must be tailored to reflect changes made by the user to Section C of the GPWS and the PRS table, and changes in methods of surveillance, evaluation work sheets, etc.

B. Tailored QA plans should be self contained documents written in sufficient detail to preclude extensive reference to other documents or manuals. Tailored plans should contain examples of all evaluation worksheets, summary reports, and other forms which will be used for documenting Contractor performance. Sample selection, evaluation, analysis of results, and other procedures should be as detailed as possible.

C. Sample size determinations, sampling procedures, and payment analysis calculations in the example QA plans are based on manual methods. The user should be aware that numerous computerized methods of performing these functions have been developed which greatly reduce the time and number of manual calculations required, especially when random sampling is selected as the method of surveillance. One such computer program developed by NAVFAC will determine the sample size required for a given population of services to be randomly sampled, select the appropriate number of random numbers within a given range, perform payment calculations based on inspection results, and perform random sampling confidence calculations. Interested users should contact their geographical EFD for copies of this and other programs which may be available.

QUALITY ASSURANCE PLAN #1
SPACE CLEANING

1. Contract Requirement. Space Cleaning

| <u>Work Requirements</u> | <u>Standards of Performance</u> |
|---------------------------------|--|
| a. Sweep/Dust Mop and/or Vacuum | Quality Standards, Section C [C.7.a(1)(a) & (b)] |
| b. Empty Waste Containers | Quality Standards, Section C [C.7.a(1)(c)] |
| c. Low Dusting/Cleaning | Quality Standards, Section C [C.7.a(1)(d)] |
| d. Clean Walk-Off Mats | Quality Standards, Section C [C.7.a(1)(e)] |

2. Primary Method of Surveillance. Random sampling !CHOOSE EITHER "WITH" OR "WITHOUT"! extrapolated deductions supported by validated customer complaints and unscheduled inspections.

3. Maximum Allowable Defect Rate (MADR). The MADR for all work requirements is 5%.

4. Quantity of Work. The actual quantity of work per month will vary depending on the number of space cleaning services to be performed during the upcoming month. For example, assume there are 500 spaces to receive daily space cleaning services during the work week. In November 1990, there were 19 working days, excluding weekends and holidays. Therefore, the quantity of work was 19 days x 500 spaces = 9,500 space cleanings for the month of November 1990.

5. Level of Surveillance. The normal level of surveillance will be used at the start of the contract. The minimum level may be used if the observed defect rates (ODRs) for all four work requirements are less than their MADRs for two consecutive months, and if approved by the Contracting Officer. If at the minimum level the ODR exceeds the MADR for any work requirement for any given month, consider returning to the normal level.

6. Sample Size. Determine the sample size based on the level of surveillance and the quantity of work for the evaluation period. Sample sizes may be obtained from the sample size tables in Appendix D of NAVFAC MO-327. For example, using the quantity in paragraph 4 above (9,500 space cleanings) the sample sizes would be as follows:

Normal Sampling - 212
Minimum Sampling - 65*

* Based on an average of 9,500 services per month for a 12-month contract term.

7. Sampling Procedures. Prior to the beginning of the evaluation period the QAE will randomly select the appropriate number of samples based on the level of surveillance which will be used. 212 random numbers in the range between 1 and 9,500 would be chosen for the previous example using the table of random numbers in NAVFAC MO-327 or by use of a calculator or computer which has the capacity to

generate random numbers. In order to determine to which specific space cleanings the randomly selected numbers correspond, a number matrix may be used which assigns a specific number to each space cleaning to be performed during the evaluation period. As the date and location of each space cleaning is taken from the matrix, it will be recorded on the QAE's inspection schedule for the evaluation period.

8. Evaluation Procedures. During the evaluation period the QAE will utilize the inspection schedule to determine the date and location of the work to be evaluated. A visit will be made to the appropriate location as soon after the work has been performed as possible in order to insure the evaluation isn't biased by changed conditions. A pre-printed EVALUATION WORK SHEET (example attached) will be completed at the time of the evaluation of the service.

a. Validated Customer Complaints. All customers (building monitors) will be given a telephone number through which they can promptly report complaints. When a complaint is received, it will be recorded on a customer complaint record form with the following information:

- (1) Date and time of receipt of complaint.
- (2) Customer's name and telephone number.
- (3) Location and nature of complaint.

The QAE will notify the Contractor of complaints received or make arrangements for the Contractor to pick up copies of complaints at a prescribed location and time. The QAE will assume the work has been satisfactorily completed if the building monitor hasn't called back by a prescribed time. If the building monitor reports that the Contractor still hasn't performed satisfactorily, the QAE will:

- (4) Evaluate the complaint.
- (5) Determine the reason for any defective work.
- (6) Report the results of the evaluation on the customer complaint record form.
- (7) Report the results of the evaluation to the customer.
- (8) Inform the Contractor of any corrective action necessary.
- (9) Record any corrective action on customer complaint record form.

Occasionally, the QAE may need to validate complaints as soon as possible after they are received to insure that daily operations have not affected site conditions.

b. Unscheduled Inspections. If defective conditions are discovered which are not part of the randomly selected inspections, a separate EVALUATION WORK SHEET will be annotated with the same information as a regular work sheet, noting this is an unscheduled inspection. When a trend in defects is noted during the course of regular scheduled inspections, unscheduled inspections may also be used to determine the magnitude of the defects for this specific work item.

9. Analysis of Results. At the end of the month the QAE will summarize the results of the month's inspections and calculate ODRs and recommended payment deductions on a MONTHLY PAYMENT ANALYSIS FORM. An example MONTHLY PAYMENT ANALYSIS FORM is attached.

a. If the ODR for a work requirement is equal to or less than the MADR, performance of that requirement (Contractor's Rating) is satisfactory. If the ODR is less than $\frac{1}{2}$ of the MADR the QAE should recommend to the FSCM to notify the Contractor that performance is excellent and to keep up the good work. Consider whether or not to change the level of surveillance based on the criteria in paragraph 5 above. Payment deductions will be made for all documented defects, as calculated on the MONTHLY PAYMENT ANALYSIS FORM.

b. If the ODR for a work requirement is greater than the MADR, performance of that requirement is unsatisfactory and the QAE should recommend to the FSCM that a CDR be issued to the Contractor, or that stronger action be taken. Retain or return to the normal level of surveillance during the coming evaluation period (see paragraph 5 above). Payment deductions will be made as calculated on the MONTHLY PAYMENT ANALYSIS FORM.

EXAMPLE MONTHLY PAYMENT ANALYSIS FORM
RANDOM SAMPLING WITHOUT EXTRAPOLATED DEDUCTIONS
QA PLAN #1 SPACE CLEANING

CONTRACT _____

| SUMMARY FOR THE PERIOD <u>1 NOV 90 - 30 NOV 90</u> | SWEEP/DUST MOP AND/OR VACUUM | EMPTY WASTE CONTAINERS | LOW DUSTING/ CLEANING | CLEAN WALK-OFF MATS |
|--|------------------------------------|------------------------------|-----------------------------|---------------------------|
| A. Relative Value of Services (from PRS) | \$ 50% | 20% | 20% | 10% |
| B. Cost of Services [(Schedule of Deductions Item 1 x A) ÷ 100] | \$ 3,500.00 | \$1,400.00 | \$1,400.00 | \$ 700.00 |
| C. Number Scheduled for Completion | 9,500 | 9,500 | 9,500 | 9,500 |
| D. Cost per Service (B ÷ C) | \$.368 | \$.147 | \$.147 | \$.074 |
| E. Sample Size (Normal) | 212 | 212 | 212 | 212 |
| F. Number in Sample Observed Unsat | 21 | 17 | 29 | 13 |
| G. Observed Defect Rate (ODR) [(F ÷ E) x 100] | 9.91% | 8.02% | 13.68% | 6.13% |
| H. Validated Customer Complaints (# Unsat) | 0 | 10 | 0 | 7 |
| I. Unscheduled Inspections (# Unsat) | 0 | 0 | 0 | 2 |
| J. Value of Unsat Performed Work [(F + H + I) x D] | \$ 7.73 | \$ 3.96 | \$ 4.26 | \$ 1.62 |
| K. Deduct for Liquidated Damages (J x .1) | \$.77 | \$.39 | \$.42 | \$.16 |
| L. Number of Services Reworked | | | | |
| (1) Sampled Services | 0 | 0 | 0 | 1 |
| (2) Customer Complaints | 0 | 10 | 0 | 7 |
| (3) Unscheduled Inspections | 0 | 0 | 0 | 1 |
| M. Payment for Rework [L(1) + L(2) + L(3)] x D | \$ 0 | \$ 1.47 | \$ 0 | \$.66 |
| N. Other Adjustments (" - " indicates a deduction) | \$ 0 | \$ 0 | \$ 0 | \$ 0 |
| O. Total Deductions (J + K - M + N) | \$ 8.50 | \$ 2.88 | \$ 4.68 | \$ 1.12 |
| | TOTAL PAYMENT DEDUCTIONS = | | | \$ 17.18 |

AUTHORIZED SIGNATURE/DATE

EXAMPLE MONTHLY PAYMENT ANALYSIS FORM
RANDOM SAMPLING WITH EXTRAPOLATED DEDUCTIONS
QA PLAN #1 SPACE CLEANING

CONTRACT _____

| SUMMARY FOR THE PERIOD <u>1 NOV 90 - 30 NOV 90</u> | SWEEP/DUST MOP AND/OR VACUUM | EMPTY WASTE CONTAINERS | LOW DUSTING/ CLEANING | CLEAN WALK-OFF MATS |
|---|------------------------------------|------------------------------|-----------------------------|---------------------------|
| A. Relative Value of Services (from PRS) | \$ 50% | 20% | 20% | 10% |
| B. Cost of Services [(Schedule of Deductions Item 1 x A) ÷ 100] | \$ 3,500.00 | \$1,400.00 | \$1,400.00 | \$ 700.00 |
| C. Number Scheduled for Completion | 9,500 | 9,500 | 9,500 | 9,500 |
| D. Cost per Service (B ÷ C) | \$.368 | \$.147 | \$.147 | \$.074 |
| E. Sample Size (Normal) | 212 | 212 | 212 | 212 |
| F. Number in Sample Observed Unsat | 21 | 17 | 29 | 13 |
| G. Observed Defect Rate (ODR) [(F ÷ E) x 100] | 9.91% | 8.02% | 13.68% | 6.13% |
| H. Adjustment Factor (from table) | 1.38% | 1.31% | 1.59% | 1.17% |
| I. Defect Rate (G - H) | 8.53% | 6.71% | 12.09% | 4.96% |
| J. Extrapolated Number of Defects [(C x I) ÷ 100] (round down to whole number) | 810 | 637 | 1,148 | 4.71 |
| K. Value of Unsat Performed Work (J x D) | \$ 298.08 | \$ 93.63 | \$ 168.75 | \$ 34.85 |
| L. Validated Customer Complaints (# Unsat) | 0 | 10 | 0 | 7 |
| M. Unscheduled Inspections (# Unsat) | 0 | 0 | 0 | 2 |
| N. Deduct for Liquidated Damages [(F + L + M) x D x .1] | \$.77 | \$.39 | \$.42 | \$.16 |
| O. Number of Services Reworked | | | | |
| (1) Sampled Services | 0 | 0 | 0 | 1 |
| (2) Customer Complaints | 0 | 10 | 0 | 7 |
| (3) Unscheduled Inspections | 0 | 0 | 0 | 1 |
| P. Payment for Rework [O(1) + O(2) + O(3)] x D | \$ 0 | \$ 1.47 | \$ 0 | \$.66 |
| Q. Other Adjustments (" - " indicates a deduction) | \$ 0 | \$ 0 | \$ 0 | \$ 0 |
| R. Total Deductions (K + N - P + O) | \$ 229.85 | \$ 92.55 | \$ 169.17 | \$ 34.35 |
| TOTAL PAYMENT DEDUCTIONS | | | = | \$ 594.92 |

AUTHORIZED SIGNATURE/DATE

QUALITY ASSURANCE PLAN #2
FLOOR CARE

1. Contract Requirement. Floor Care

Work Requirement

Standard of Performance

Floor Care

Quality Standards, Section C
[C.7.a(2)]

2. Primary Method of Surveillance. Random sampling !CHOOSE EITHER "WITH" OR "WITHOUT"! extrapolated deductions supported by validated customer complaints and unscheduled inspections.

3. Maximum Allowable Defect Rate (MADR). 5%.

4. Quantity of Work. The actual quantity of work per month will vary depending upon the number of floor care services to be performed during the upcoming month. For example, assume there are 500 spaces to receive floor care services twice weekly, on Monday and Thursday. In November 1990, there were 9 working days (5 Mondays and 4 Thursdays, and since 4th Thursday was a holiday, assume work was done on 4th Friday). Therefore, the quantity of work was 9 days x 500 spaces = 4,500 floor care services for the month of November 1990.

5. Level of Surveillance. The normal level of surveillance will be used at the start of the contract. The minimum level may be used if the observed defect rate (ODR) is less than the MADR for two consecutive months and if approved by the Contracting Officer. If at the minimum level the ODR exceeds the MADR for one month, returning to the normal level should be considered.

6. Sample Size. Determine the sample size based on the level of surveillance and the quantity of work for the evaluation period. Sample sizes may be obtained from the sample size tables in Appendix D of NAVFAC MO-327. For example, using the quantity in paragraph 4 above (4,500 floor care services) the sample sizes would be as follows:

Normal Sampling - 207
Minimum Sampling - 65*

* Based on an average of 4,500 services per month for a 12-month contract term.

7. Sampling Procedures. Prior to the beginning of the evaluation period the QAE will randomly select the appropriate number of samples based on the level of surveillance which will be used. 207 random numbers in the range between 1 and 4,500 would be chosen for the previous example using the table of random numbers in NAVFAC MO-327 or by use of a calculator or computer which has the capacity to generate random numbers. In order to determine to which specific spaces the randomly selected numbers correspond, a number matrix may be used which assigns a specific number to each space to receive floor care services during the evaluation period. As the date and location of each floor care service is taken from the matrix, it will be recorded on the QAE's inspection schedule for the evaluation period.

8. Evaluation Procedures. During the evaluation period the QAE will utilize the monthly inspection schedule to determine the date and location of the work to be evaluated. A visit will be made to the appropriate location as soon after

the work has been performed as possible in order to insure the evaluation isn't biased by changed conditions. A pre-printed EVALUATION WORK SHEET (example attached) will be completed at the time of the evaluation of the service.

a. Validated Customer Complaints. All customers (building monitors) will be given a telephone number through which they can promptly report complaints. When a complaint is received, it will be recorded on a customer complaint record form with the following information:

- (1) Date and time of receipt of complaint.
- (2) Customer's name and telephone number.
- (3) Location and nature of complaint.

The QAE will notify the Contractor of complaints received or make arrangements for the Contractor to pick up copies of complaints at a prescribed location and time. The QAE will assume the work has been satisfactorily completed if the building monitor hasn't called back by a prescribed time. If the building monitor reports that the Contractor still hasn't performed satisfactorily, the QAE will:

- (4) Evaluate the complaint.
- (5) Determine the reason for any defective work.
- (6) Report the results of the evaluation on the customer complaint record form.
- (7) Report the results of the evaluation to the customer.
- (8) Inform the Contractor of any corrective action necessary.
- (9) Record any corrective action on customer complaint record form.

Occasionally, the QAE may need to validate complaints as soon as possible after they are received to insure that daily operations have not affected site conditions.

b. Unscheduled Inspections. If defective conditions are discovered which are not part of the randomly selected inspections, a separate EVALUATION WORK SHEET will be annotated with the same information as a regular work sheet, noting this is an unscheduled inspection. When a trend in defects is noted during the course of regular scheduled inspections, unscheduled inspections may also be used to determine the magnitude of the defects for this specific work item.

9. Analysis of Results. At the end of the month the QAE will summarize the results of the month's inspections and calculate an ODR and recommended payment deductions on a MONTHLY PAYMENT ANALYSIS FORM. An example MONTHLY PAYMENT ANALYSIS FORM is attached.

a. If the ODR is equal to or less than the MADR, overall performance (Contractor's Rating) is satisfactory. If the ODR is less than ½ of the MADR the QAE should recommend to the FSCM to notify the Contractor that performance is excellent and to keep up the good work. Consider whether or not to change

the level of surveillance based on the criteria in paragraph 5 above. Payment deductions will be made for all documented defects, as calculated on the MONTHLY PAYMENT ANALYSIS FORM.

b. If the ODR is greater than the MADR, overall performance is unsatisfactory and the QAE should recommend to the FSCM that a CDR be issued to the Contractor, or that stronger action be taken. Retain or return to the normal level of surveillance during the coming evaluation period (see paragraph 5 above). Payment deductions will be made as calculated on the MONTHLY PAYMENT ANALYSIS FORM.

EXAMPLE MONTHLY PAYMENT ANALYSIS FORM
RANDOM SAMPLING WITH EXTRAPOLATED DEDUCTIONS
QA PLAN #2 FLOOR CARE

CONTRACT _____

| SUMMARY FOR THE PERIOD <u>1 NOV 90 - 30 NOV 90</u> | <u>FLOOR CARE</u> |
|--|--------------------|
| A. Relative Value of Services (from PRS) | _____ 100% |
| B. Cost of Services [(Schedule of Deductions Item 2 x A) ÷ 100] | \$ <u>4,000.00</u> |
| C. Number Scheduled for Completion | _____ 4,500 |
| D. Cost per Service (B ÷ C) | \$ _____ .889 |
| E. Sample Size (Normal) | _____ 207 |
| F. Number in Sample Observed Unsat | _____ 16 |
| G. Observed Defect Rate (ODR) [(F ÷ E) x 100] | _____ 7.73% |
| H. Adjustment Factor (from table) | _____ 1.24% |
| I. Defect Rate (G - H) | _____ 6.49% |
| J. Extrapolated Number of Defects [(C x I) ÷ 100] (round down to whole number) | _____ 292 |
| K. Value of Unsat Performed Work (J x D) | \$ _____ 259.58 |
| L. Validated Customer Complaints (# Unsat) | _____ 0 |
| M. Unscheduled Inspections (# Unsat) | _____ 0 |
| N. Deduct for Liquidated Damages [(F + L + M) x D x .1] | \$ _____ 1.42 |
| O. Number of Services Reworked | |
| (1) Sampled Services | _____ 0 |
| (2) Customer Complaints | _____ 0 |
| (3) Unscheduled Inspections | _____ 0 |
| P. Payment for Rework [O(1) + O(2) + O(3)] x D | \$ _____ 0 |
| Q. Other Adjustments (" - " indicates a deduction) | \$ _____ 0 |
| R. Total Deductions (K + N - P + Q) | \$ _____ 261.00 |

TOTAL PAYMENT DEDUCTIONS = \$ _____ 261.00

AUTHORIZED SIGNATURE/DATE

QUALITY ASSURANCE PLAN #3
RESTROOM SERVICES

1. Contract Requirement. Restroom Services

| <u>Work Requirements</u> | <u>Standard of Performance</u> |
|---|---|
| a. Clean and Disinfect Fixtures | Quality Standards, Section C [C.7.a(3)(a)] |
| b. Clean Floors, Walls, and Partitions | Quality Standards, Section C [C.7.a(3)(a)] |
| c. Empty Waste Containers | Quality Standards, Section C [C.7.a(3)(a)] |
| d. Service Dispensers | Quality Standards, Section C [C.7.a(3)(b)] |

2. Primary Method of Surveillance. Random sampling !CHOOSE EITHER "WITH" OR "WITHOUT"! extrapolated deductions supported by validated customer complaints and unscheduled inspections.

3. Maximum Allowable Defect Rate (MADR). The MADR for all work requirements is 3%.

4. Quantity of Work. The actual quantity of work per month will vary depending on the number of restroom services to be performed during the month. For example, assume there are 100 restrooms to receive daily services during the work week. In November 1990, there were 19 working days, excluding weekends and holidays. Therefore, the quantity of work was 19 workings days x 100 restrooms = 1,900 restroom services for the month of November 1990.

5. Level of Surveillance. The normal level of surveillance will be used at the start of the contract. The minimum level may be used if the observed defect rates (ODRs) for all four work requirements are less than their MADRs for two consecutive months, and if approved by the Contracting Officer. If at the minimum level the ODR exceeds the MADR for any work requirement for any given month, consider returning to the normal level.

6. Sample Size. Determine the sample size based on the level of surveillance and the quantity of work for the evaluation period. Sample sizes may be obtained from the sample size tables in Appendix D of NAVFAC MO-327. For example, using the quantity in item 4 above (1,900 restroom services) the sample sizes would be as follows:

Normal Sampling - 195
Minimum Sampling - 64*

* Based on an average of 1,900 services per month for a 12-month contract term.

7. Sampling Procedures. Prior to the beginning of the evaluation period the QAE will randomly select the appropriate number of samples based on the level of surveillance which will be used. 195 random numbers in the range between 1 and 1,900 would be chosen for the previous example using the table of random numbers in NAVFAC MO-327 or by use of a calculator or computer which has the capacity to

generate random numbers. In order to determine to which specific restroom services the randomly selected numbers correspond, a number matrix may be used which assigns a specific number to each restroom service to be performed during the evaluation period. As the date and location of each restroom service is taken from the matrix, it will be recorded on the QAE's inspection schedule for the evaluation period.

8. Evaluation Procedures. During the evaluation period, the QAE will utilize the inspection schedule to determine the date and location of the work to be evaluated. A visit will be made to the appropriate location as soon after the work has been performed as possible in order to insure the evaluation isn't biased by changed conditions. A pre-printed EVALUATION WORK SHEET (example attached) will be completed at the time of the evaluation of the service.

a. Validated Customer Complaints. All customers (building monitors) will be given a telephone number through which they can promptly report complaints. When a complaint is received it will be recorded on a customer complaint record form with the following information:

- (1) Date and time of receipt of complaint.
- (2) Customer's name and telephone number.
- (3) Location and nature of complaint.

The QAE will notify the Contractor of complaints received or make arrangements for the Contractor to pick up copies of complaints at a prescribed location and time. The QAE will assume the work has been satisfactorily completed if the building monitor hasn't called back by a prescribed time. If the building monitor reports that the Contractor still hasn't performed satisfactorily, the QAE will:

- (4) Evaluate the complaint.
- (5) Determine the reason for any defective work.
- (6) Report the results of the evaluation on the customer complaint record form.
- (7) Report the results of the evaluation to the customer.
- (8) Inform the Contractor of any corrective action necessary.
- (9) Record any corrective action on customer complaint record form.

Occasionally, the QAE may need to validate complaints as soon as possible after they are received to insure that daily operations have not affected site conditions.

b. Unscheduled Inspections. If defective conditions are discovered which are not part of the randomly selected inspections, a separate EVALUATION WORK SHEET will be annotated with the same information as a regular work sheet, noting this is an unscheduled inspection. When a trend in defects is noted during the course of regular scheduled inspections, unscheduled inspections may also be used to determine the magnitude of the defects for this specific work item.

9. Analysis of Results. At the end of the month the QAE will summarize the results of the month's inspections and calculate ODRs and recommended payment deductions on a MONTHLY PAYMENT ANALYSIS FORM. An example MONTHLY PAYMENT ANALYSIS FORM is attached.

a. If the ODR for a work requirement is equal to or less than the MADR, performance of that requirement (Contractor's Rating) is satisfactory. If the ODR is less than $\frac{1}{2}$ of the MADR the QAE should recommend to the FSCM to notify the Contractor that performance is excellent and to keep up the good work. Consider whether or not to change the level of surveillance based on the criteria in paragraph 5 above. Payment deductions will be made for all documented defects, as calculated on the MONTHLY PAYMENT ANALYSIS FORM.

b. If the ODR for a work requirement is greater than the MADR, performance of that requirement is unsatisfactory and the QAE should recommend to the FSCM that a CDR be issued to the Contractor, or that stronger action be taken. Retain or return to the normal level of surveillance during the coming evaluation period (see paragraph 5 above). Payment deductions will be made as calculated on the MONTHLY PAYMENT ANALYSIS FORM.

EXAMPLE MONTHLY PAYMENT ANALYSIS FORM
RANDOM SAMPLING WITH EXTRAPOLATED DEDUCTIONS
QA PLAN #3 RESTROOM SERVICES

CONTRACT _____

| SUMMARY FOR THE PERIOD <u>1 NOV 90 - 30 NOV 90</u> | CLEAN/ DISINFECT FIXTURES | CLEAN FLOORS, WALLS, AND PARTITIONS | EMPTY WASTE CONTAINERS | SERVICE DISPENSERS |
|---|---------------------------------|---|------------------------------|-----------------------|
| A. Relative Value of Services (from PRS) | <u>30%</u> | <u>25%</u> | <u>15%</u> | <u>30%</u> |
| B. Cost of Services [(Schedule of Deductions Item 3 x A) ÷ 100] | <u>\$1,020.00</u> | <u>\$ 850.00</u> | <u>\$ 510.00</u> | <u>\$ 1,020.00</u> |
| C. Number Scheduled for Completion | <u>1,900</u> | <u>1,900</u> | <u>1,900</u> | <u>1,900</u> |
| D. Cost per Service (B ÷ C) | <u>\$.537</u> | <u>\$.447</u> | <u>\$.268</u> | <u>\$.537</u> |
| E. Sample Size (Normal) | <u>195</u> | <u>195</u> | <u>195</u> | <u>195</u> |
| F. Number in Sample Observed Unsat | <u>9</u> | <u>8</u> | <u>3</u> | <u>15</u> |
| G. Observed Defect Rate (ODR) [(F ÷ E) x 100] | <u>4.62%</u> | <u>4.10%</u> | <u>1.54%</u> | <u>7.69%</u> |
| H. Adjustment Factor (from table) | <u>1.00%</u> | <u>1.00%</u> | <u>.64%</u> | <u>1.24%</u> |
| I. Defect Rate (G - H) | <u>3.62%</u> | <u>3.10%</u> | <u>.90%</u> | <u>6.45%</u> |
| J. Extrapolated Number of Defects [(C x I) ÷ 100] (round down to whole number) | <u>68</u> | <u>58</u> | <u>17</u> | <u>122</u> |
| K. Value of Unsat Performed Work (J x D) | <u>\$ 36.51</u> | <u>\$ 25.92</u> | <u>\$ 4.55</u> | <u>\$ 65.51</u> |
| L. Validated Customer Complaints (# Unsat) | <u>3</u> | <u>6</u> | <u>0</u> | <u>5</u> |
| M. Unscheduled Inspections (# Unsat) | <u>2</u> | <u>4</u> | <u>0</u> | <u>0</u> |
| N. Deduct for Liquidated Damages[(F + L + M) x D x .1] | <u>\$.75</u> | <u>\$.80</u> | <u>\$.08</u> | <u>\$ 1.07</u> |
| O. Number of Services Reworked | | | | |
| (1) Sampled Services | <u>0</u> | <u>2</u> | <u>0</u> | <u>0</u> |
| (2) Customer Complaints | <u>3</u> | <u>2</u> | <u>0</u> | <u>3</u> |
| (3) Unscheduled Inspections | <u>2</u> | <u>2</u> | <u>0</u> | <u>0</u> |
| P. Payment for Rework [(O(1) + O(2) + O(3)) x D] | <u>\$ 2.68</u> | <u>\$ 2.68</u> | <u>\$ 0</u> | <u>\$ 1.61</u> |
| Q. Other Adjustments (" - " indicates a deduction) | <u>\$ 0</u> | <u>\$ 0</u> | <u>\$ 0</u> | <u>\$ 0</u> |
| R. Total Deductions (K + N - P + Q) | <u>\$ 34.58</u> | <u>\$ 24.04</u> | <u>\$ 4.63</u> | <u>\$ 64.97</u> |
| | TOTAL PAYMENT DEDUCTIONS = | | | <u>\$ 128.22</u> |

AUTHORIZED SIGNATURE/DATE

QUALITY ASSURANCE PLAN #4
RELAMPING

1. Contract Requirement. Relamping

Work Requirement

Standard of Performance

Relamping

Quality Standards, Section C
[C.7.a(4)(a)]

2. Primary Method of Surveillance. Random sampling !CHOOSE EITHER "WITH" OR "WITHOUT"! extrapolated deductions supported by validated customer complaints and unscheduled inspections.

3. Maximum Allowable Defect Rate (MADR). 5%.

4. Quantity of Work. The quantity of work will be the actual number of spaces scheduled for relamping during the month. For example, if the Contractor is required to inspect and relamp 600 spaces monthly, the quantity of work is 600.

5. Level of Surveillance. The normal level of surveillance will be used at the start of the contract. The minimum level may be used if the observed defect rate (ODR) is less than the MADR for two consecutive months and if approved by the Contracting Officer. If at the minimum level the ODR exceeds the MADR for one month, returning to the normal level should be considered.

6. Sample Size. Determine the sample size based on the level of surveillance and the quantity of work for the evaluation period. Sample sizes may be obtained from the sample size tables in Appendix D of NAVFAC MO-327. For example, using the quantity in paragraph 4 above (600 spaces) the sample sizes would be as follows:

Normal Sampling - 159
Minimum Sampling - 60*

* Based on 600 services per month for a 12-month contract term.

7. Sampling Procedures. Prior to the beginning of the evaluation period the QAE will randomly select the appropriate number of samples based on the level of surveillance which will be used. 159 random numbers in the range between 1 and 600 would be chosen for the previous example using the table of random numbers in NAVFAC MO-327 or by use of a calculator or computer which has the capacity to generate random numbers. As the location of each space to receive relamping is randomly selected, it will be compared with the Contractor's approved relamping schedule and the anticipated inspection date recorded on the QAE's schedule for the evaluation period.

8. Evaluation Procedures. During the evaluation period the QAE will utilize the inspection schedule to determine the date and location of the work to be evaluated. A visit will be made to the appropriate location as soon after the work has been performed as possible in order to insure the evaluation isn't biased by changed conditions. A pre-printed EVALUATION WORK SHEET (example attached) will be completed at the time of the evaluation of the service.

a. Validated Customer Complaints. All customers (building monitors) will be given a telephone number through which they can promptly report complaints.

When a complaint is received, it will be recorded on a customer complaint record form with the following information:

- (1) Date and time of receipt of complaint.
- (2) Customer's name and telephone number.
- (3) Location and nature of complaint.

The QAE will notify the Contractor of complaints received or make arrangements for the Contractor to pick up copies of complaints at a prescribed location and time. The QAE will assume the work has been satisfactorily completed if the building monitor hasn't called back by a prescribed time. If the building monitor reports that the Contractor still hasn't performed satisfactorily, the QAE will:

- (4) Evaluate the complaint.
- (5) Determine the reason for defective work.
- (6) Report the results of the evaluation on the customer complaint record form.
- (7) Report the results of the evaluation to the customer.
- (8) Inform the Contractor of any corrective action necessary.
- (9) Record any corrective action on customer complaint record form.

Occasionally, the QAE may need to validate complaints as soon as possible after they are received to insure that daily operations have not affected site conditions.

b. Unscheduled Inspections. If defective conditions are discovered which are not part of the randomly selected inspections, a separate EVALUATION WORK SHEET will be annotated with the same information as a regular work sheet, noting this is an unscheduled inspection. When a trend in defects is noted during the course of regular scheduled inspections, unscheduled inspections may also be used to determine the magnitude of the defects for this work item.

9. Analysis of Results. At the end of the month the QAE will summarize the results of the month's inspections and calculate an ODR and recommended payment deductions on a MONTHLY PAYMENT ANALYSIS FORM. An example MONTHLY PAYMENT ANALYSIS FORM is attached.

a. If the ODR is equal to or less than the MADR, overall performance (Contractor's Rating) is satisfactory. If the ODR is less than $\frac{1}{2}$ of the MADR the QAE should recommend to the FSCM to notify the Contractor that performance is excellent and to keep up the good work. Consider whether or not to change the level of surveillance based on the criteria in paragraph 5 above. Payment deductions will be made for all documented defects, as calculated on the MONTHLY PAYMENT ANALYSIS FORM.

b. If the ODR is greater than the MADR, overall performance is unsatisfactory and the QAE should recommend to the FSCM that a CDR be issued to the Contractor, or that stronger action be taken. Retain or return to the

normal level of surveillance during the coming evaluation period (see paragraph 5 above). Payment deductions will be made as calculated on the MONTHLY PAYMENT ANALYSIS FORM.

EXAMPLE MONTHLY PAYMENT ANALYSIS FORM
RANDOM SAMPLING WITH EXTRAPOLATED DEDUCTIONS
QA PLAN #4 RELAMPING

CONTRACT _____

SUMMARY FOR THE PERIOD
1 NOV 90 - 30 NOV 90

RELAMPING

| | |
|---|--------------------|
| A. Relative Value of Services (from PRS) | <u>100%</u> |
| B. Cost of Services [(Schedule of Deductions Item 4 x A) ÷ 100] | <u>\$ 2,000.00</u> |
| C. Number Scheduled for Completion | <u>600</u> |
| D. Cost per Service (B ÷ C) | <u>\$ 3.33</u> |
| E. Sample Size (Normal) | <u>159</u> |
| F. Number in Sample Observed Unsat | <u>5</u> |
| G. Observed Defect Rate (ODR) [(F ÷ E) x 100] | <u>3.14%</u> |
| H. Adjustment Factor (from table) | <u>.90%</u> |
| I. Defect Rate (G - H) | <u>2.24%</u> |
| J. Extrapolated Number of Defects [(C x I) ÷ /100] (round down to whole number) | <u>13</u> |
| K. Value of Unsat Performed Work (J x D) | <u>\$ 43.29</u> |
| L. Validated Customer Complaints (# Unsat) | <u>2</u> |
| M. Unscheduled Inspections (# Unsat) | <u>0</u> |
| N. Deduct for Liquidated Damages [(F + L + M) x D x .1] | <u>\$ 2.33</u> |
| O. Number of Services Reworked | |
| (1) Sampled Services | <u>0</u> |
| (2) Customer Complaints | <u>2</u> |
| (3) Unscheduled Inspections | <u>0</u> |
| P. Payment for Rework [O(1) + O(2) + O(3)] x D | <u>\$ 6.66</u> |
| Q. Other Adjustments (" - " indicates a deduction) | <u>\$ 0</u> |
| R. Total Deductions (K + N - P + Q) | <u>\$ 38.96</u> |

TOTAL PAYMENT DEDUCTIONS = \$ 38.96

AUTHORIZED SIGNATURE/DATE

QUALITY ASSURANCE PLAN #5
POLICING GROUNDS

1. Contract Requirement. Policing Grounds

Work Requirement

Standard of Performance

Policing Grounds

Quality Standards, Section C
[C.7.a(4)(b)]

2. Primary Method of Surveillance. Planned sampling supported by validated customer complaints and unscheduled inspections.

3. Maximum Allowable Defect Rate (MADR). 5%.

4. Quantity of Work. The actual quantity of work per month will be determined from the "Schedule of Services" in Attachment J-C7 of the contract. For example, assume policing is required at 40 buildings, once a week, on Tuesdays. In the month of November 1990, there were 4 Tuesdays. Therefore, the quantity of work was 40 buildings x 4 days = 160 policings for the month of November 1990.

5. Level of Surveillance. The normal level of surveillance will be used at the beginning of the contract and shall continue to be used until the criteria for reduced or increased surveillance dictate a change. Reduced level of surveillance may be used if the observed defect rate (ODR) for two consecutive months is less than the MADR at normal level. If at reduced surveillance the ODR exceeds the MADR during the month, return to normal surveillance the next month. Increased level of surveillance will be used if, at normal level, the ODR exceeds the MADR. If after one month at increased level the ODR is less than the MADR, return to normal level.

6. Sample Size

Reduced Level - 10% of the scheduled service locations

Normal Level - 25% of the scheduled service locations

Increased Level - 50% of the scheduled service locations

7. Sampling Procedure. Prior to the evaluation period the QAE will choose the appropriate number of samples based on the level of surveillance which will be used. All samples will be chosen on a rotating and arbitrary basis so that selection will be consistent from period to period. Selected samples will be recorded on the QAE's inspection schedule and the EVALUATION WORK SHEET.

8. Evaluation Procedures. During the evaluation period the QAE will utilize the inspection schedule to determine the date and location of the work to be evaluated. A visit will be made to the appropriate location as soon after the work has been performed as possible in order to insure the evaluation isn't biased by changed conditions. A pre-printed EVALUATION WORK SHEET (example attached) will be completed at the time of the evaluation of the service.

a. Validated Customer Complaints. All customers (building monitors) will be given a telephone number through which they can promptly report complaints. When a complaint is received it will be recorded on a customer complaint record form with the following information:

- (1) Date and time of receipt of complaint.
- (2) Customer's name and telephone number.
- (3) Location and nature of complaint.

The QAE will notify the Contractor of complaints received or make arrangements for the Contractor to pick up copies of complaints at a prescribed location and time. The QAE will assume the work has been satisfactorily completed if the building monitor hasn't called back by a prescribed time. If the building monitor reports that the Contractor still hasn't performed satisfactorily, the QAE will:

- (4) Evaluate the complaint.
- (5) Determine the reason for any defective work.
- (6) Report the results of the evaluation on the customer complaint record form.
- (7) Report the results of the evaluation to the customer.
- (8) Inform the Contractor of any corrective action necessary.
- (9) Record any corrective action on customer complaint record form.

Occasionally, the QAE may need to validate complaints as soon as possible after they are received to insure that daily operations have not affected site conditions.

b. Unscheduled Inspections. If defective conditions are discovered which are not part of the scheduled inspections, a separate EVALUATION WORK SHEET will be made with the same information as a regular work sheet, noting this is an unscheduled inspection. When a trend in defects is noted during the course of regular scheduled inspections, unscheduled inspections may also be used to determine the magnitude of the defects for this specific work item.

9. Analysis of Results. At the end of the month the QAE will summarize the results of the month's inspections and calculate an ODR and recommended payment deductions on a MONTHLY PAYMENT ANALYSIS FORM. An example MONTHLY PAYMENT ANALYSIS FORM is attached.

a. If the ODR is equal to or less than the MADR, overall performance (Contractor's Rating) is satisfactory. If the ODR is less than $\frac{1}{2}$ of the MADR, the QAE should recommend to the FSCM to notify the Contractor that performance is excellent and to keep up the good work. Consider whether or not to change the level of surveillance based on the criteria in paragraph 5 above. Payment deductions will be made for all documented defects, as calculated on the MONTHLY PAYMENT ANALYSIS FORM.

b. If the ODR is greater than the MADR, overall performance is unsatisfactory and the QAE should recommend to the FSCM that a CDR be issued to the Contractor, or that stronger action be taken. Increased surveillance should be used for the coming evaluation period (see paragraph 5 above). Payment deductions will be made as calculated on the MONTHLY PAYMENT ANALYSIS FORM.

EXAMPLE MONTHLY PAYMENT ANALYSIS FORM
QA PLAN #5 POLICING GROUNDS

CONTRACT _____

| SUMMARY FOR THE PERIOD <u>1 NOV 90 - 30 NOV 90</u> | POLICING GROUNDS |
|---|---------------------|
| A. Relative Value of Services (from PRS) | _____ 100% |
| B. Cost of Services [(Schedule of Deductions Item 5 x A) ÷ 100] | \$ _____ 800.00 |
| C. Number Scheduled for Completion | _____ 160 |
| D. Cost per Service (B ÷ C) | \$ _____ 5.00 |
| E. Sample Size (Normal - 25%) | _____ 40 |
| F. Number in Sample Observed Unsat | _____ 5 |
| G. Observed Defect Rate (ODR) [(F ÷ E) x 100] | _____ 12.5% |
| H. Validated Customer Complaints (# Unsat) | _____ 1 |
| I. Unscheduled Inspections (# Unsat) | _____ 0 |
| J. Value of Unsat Performed Work [(F + H + I) x D] | \$ _____ 30.00 |
| K. Deduct for Liquidated Damages (J x .1) | \$ _____ 3.00 |
| L. Number of Services Reworked | |
| (1) Sampled Services | _____ 4 |
| (2) Customer Complaints | _____ 1 |
| (3) Unscheduled Inspections | _____ 0 |
| M. Payment for Rework [L(1) + L(2) + L(3)] x D | \$ _____ 25.00 |
| N. Other Adjustments (" - " indicates a deduction) | \$ _____ 0 |
| O. Total Deductions (J + K - M + N) | \$ _____ 8.00 |
| TOTAL PAYMENT DEDUCTIONS = \$ _____ 8.00 | |

AUTHORIZED SIGNATURE/DATE

QUALITY ASSURANCE PLAN #6
REMOVING SNOW AND ICE

1. Contract Requirement. Removing Snow and Ice

Work Requirement

Standard of Performance

Removing Snow and Ice

Quality Standards, Section C
[C.7.a(4)(c)]

2. Primary Method of Surveillance. Planned Sampling supported by validated customer complaints and unscheduled inspections.

3. Maximum Allowable Defect Rate (MADR). 5%.

4. Quantity of Work. The quantity of work will be the number of locations at which snow and ice removal services will be performed during the month. Since the number of snowfalls cannot be predicted, the quantity of work will not be known until the end of the month. For example, if there were 40 locations specified in the contract, and there were 10 snowfalls during November, the quantity of work would be 400 (40 locations x 10 snow removal services).

5. Level of Surveillance. The normal level of surveillance will be used at the beginning of the contract and shall continue to be used until the criteria for reduced or increased surveillance dictate a change. Reduced level of surveillance may be used if the observed defect rate (ODR) for two consecutive months is less than the MADR at normal level. If at reduced surveillance the ODR exceeds the MADR during the month, return to normal surveillance the next month. Increased level of surveillance will be used if, at normal level, the ODR exceeds the MADR. If after one month at increased level the ODR is less than the MADR, return to normal level.

6. Sample Size

Reduced Level - 10% of the service locations

Normal Level - 25% of the service locations

Increased Level - 50% of the service locations

7. Sampling Procedure. The QAE will choose the appropriate number of samples based on the level of surveillance which will be used for the evaluation period. Immediately after each snowfall the QAE will select 25% of the service locations if at normal surveillance, 10% if at reduced, and 50% if at increased. All samples will be chosen on a rotating and arbitrary basis so that selection will be consistent from period to period.

8. Evaluation Procedures. The QAE will visit the selected locations as soon after the work has been performed as possible in order to insure the evaluation isn't biased by changed conditions. A pre-printed EVALUATION WORK SHEET (example attached) will be completed at the time of the evaluation of the service.

a. Validated Customer Complaints. All customers (building monitors) will be given a telephone number through which they can promptly report complaints. When a complaint is received it will be recorded on a customer complaint record form with the following information:

- (1) Date and time of receipt of complaint.
- (2) Customer's name and telephone number.
- (3) Location and nature of complaint.

The QAE will notify the Contractor of complaints received or make arrangements for the Contractor to pick up copies of complaints at a prescribed location and time. The QAE will assume the work has been satisfactorily completed if the building monitor hasn't called back by a prescribed time. If the building monitor reports that the Contractor still hasn't performed satisfactorily, the QAE will:

- (4) Evaluate the complaint.
- (5) Determine the reason for any defective work.
- (6) Report the results of the evaluation on the customer complaint record form.
- (7) Report the results of the evaluation to the customer.
- (8) Inform the Contractor of any corrective action necessary.
- (9) Record any corrective action on customer complaint record form.

Occasionally, the QAE may need to validate complaints as soon as possible after they are received to insure that daily operations have not affected site conditions.

b. Unscheduled Inspections. If defective conditions are discovered at other than the selected locations, a separate EVALUATION WORK SHEET will be made with the same information as a regular work sheet, noting this is an unscheduled inspection. When a trend in defects is noted during the course of regular scheduled inspections, unscheduled inspections may also be used to determine the magnitude of the defects for this specific work item.

9. Analysis of Results. At the end of the month the QAE will summarize the results of the month's inspections and calculate an ODR and recommended payment deductions on a MONTHLY PAYMENT ANALYSIS FORM. An example MONTHLY PAYMENT ANALYSIS FORM is attached.

a. If the ODR is equal to or less than the MADR, overall performance (Contractor's Rating) is satisfactory. If the ODR is less than $\frac{1}{2}$ of the MADR, the QAE should recommend to the FSCM to notify the Contractor that performance is excellent and to keep up the good work. Consider whether or not to change the level of surveillance based on the criteria in paragraph 5 above. Payment deductions will be made for all documented defects, as calculated on the MONTHLY PAYMENT ANALYSIS FORM.

b. If the ODR is greater than the MADR, overall performance is unsatisfactory and the QAE should recommend to the FSCM that a CDR be issued to the Contractor, or that stronger action be taken. Increased surveillance should be used for the coming evaluation period (see paragraph 5 above). Payment deductions will be made as calculated on the MONTHLY PAYMENT ANALYSIS FORM.

EXAMPLE MONTHLY PAYMENT ANALYSIS FORM
QA PLAN #6 REMOVING SNOW AND ICE

CONTRACT _____

| SUMMARY FOR THE PERIOD <u>1 NOV 90 - 30 NOV 90</u> | REMOVING SNOW AND ICE |
|---|--------------------------|
| A. Relative Value of Services (from PRS) | _____ 100% |
| B. Cost of Services [(Schedule of Deductions Item 6 x A) ÷ 100] | \$ _____ 800.00 |
| C. Number Scheduled for Completion | _____ 400 |
| D. Cost per Service (B ÷ C) | \$ _____ 2.00 |
| E. Sample Size (Normal - 25%) | _____ 100 |
| F. Number in Sample Observed Unsat | _____ 15 |
| G. Observed Defect Rate (ODR) [(F ÷ E) x 100] | _____ 15.0% |
| H. Validated Customer Complaints (# Unsat) | _____ 4 |
| I. Unscheduled Inspections (# Unsat) | _____ 1 |
| J. Value of Unsat Performed Work [(F + H + I) x D] | \$ _____ 40.00 |
| K. Deduct for Liquidated Damages (J x .1) | \$ _____ 4.00 |
| L. Number of Services Reworked | |
| (1) Sampled Services | _____ 10 |
| (2) Customer Complaints | _____ 4 |
| (3) Unscheduled Inspections | _____ 1 |
| M. Payment for Rework [L(1) + L(2) + L(3)] x D | \$ _____ 30.00 |
| N. Other Adjustments (" - " indicates a deduction) | \$ _____ 0 |
| O. Total Deductions (J + K - M + N) | \$ _____ 14.00 |

TOTAL PAYMENT DEDUCTIONS = \$ _____ 14.00

AUTHORIZED SIGNATURE/DATE

QUALITY ASSURANCE PLAN #7
SERVICE CALLS

1. Contract Requirement. Service Calls - Cleaning and Lighting

Work Requirements

Standards of Performance

a. Respond to Call

Work begins within !INSERT TIME!
hours for cleaning and !INSERT
TIME! for lighting, continues
until completion (C.7.b)

b. Perform Quality Work

Quality Standards, Section C
(C.7.b)

2. Primary Method of Surveillance. Planned sampling supported by validated customer complaints and unscheduled inspections.

3. Maximum Allowable Defect Rate (MADR). The MADR for both work requirements is 5%.

4. Quantity of Work. The actual quantity of completed service calls will vary from month to month. Historically, an average of 20 service calls for cleaning and 40 service calls for lighting are completed each month.

5. Level of Surveillance. The normal level of surveillance will be used at the beginning of the contract and shall continue to be used until the criteria for reduced or increased surveillance dictate a change. Reduced level of surveillance may be used if the observed defect rate (ODR) for both work requirements are less than the MADR at normal level for two consecutive months. If at reduced surveillance the ODR exceeds the MADR during the month, return to normal surveillance the next month. Increased level of surveillance will be used if, at normal level, the ODR for either work requirement exceeds the MADR. If after one month at increased level both ODRs are less than the MADR, return to normal level.

6. Sample Size

Reduced Level - 10% of the service calls received

Normal Level - 25% of the service calls received

Increased Level - 50% of the service calls received

7. Sampling Procedure. The QAE will choose the appropriate number of samples based on the level of surveillance which will be used for the evaluation period. Two separate samples will be selected, one for cleaning calls and one for lighting calls. As the Contractor completes service calls the QAE will arbitrarily select every fourth call if at normal surveillance level, every tenth call if at reduced, and every other call if at increased.

8. Evaluation Procedures. During the evaluation period, the QAE will visit the appropriate locations as soon after the work should have been completed as possible in order to insure the evaluation isn't biased by changed conditions. A pre-printed EVALUATION WORK SHEET (example attached) will be completed at the time of the evaluation of the service. Separate EVALUATION WORK SHEETS will be used to record results for cleaning and lighting type calls.

a. Validated Customer Complaints. All customers (building monitors) will be given a telephone number through which they can promptly report complaints. When a complaint is received it will be recorded on a customer complaint record form with the following information:

- (1) Date and time of receipt of complaint.
- (2) Customer's name and telephone number.
- (3) Location and nature of complaint

The QAE will notify the Contractor of complaints received or make arrangements for the Contractor to pick up copies of complaints at a prescribed location and time. The QAE will assume the work has been satisfactorily completed if the building monitor hasn't called back by a prescribed time. If the building monitor reports that the Contractor still hasn't performed satisfactorily, the QAE will:

- (4) Evaluate the complaint.
- (5) Determine the reason for any defective work.
- (6) Report the results of the evaluation on the customer complaint record form.
- (7) Report the results of the evaluation to the customer.
- (8) Inform the Contractor of any corrective action necessary.
- (9) Record any corrective action on customer complaint record form.

Occasionally, the QAE may need to validate complaints as soon as possible after they are received to insure that daily operations have not affected site conditions.

b. Unscheduled Inspections. If defective calls are discovered other than those selected in the planned sample, a separate EVALUATION WORK SHEET will be made with the same information as a regular work sheet, noting this is an unscheduled inspection. When a trend in defects is noted during the course of regular scheduled inspections, unscheduled inspections may also be used to determine the magnitude of the defects for this specific work item.

9. Analysis of Results. At the end of the month, the QAE will summarize the results of the month's inspections and calculate ODRs and recommended payment deductions on MONTHLY PAYMENT ANALYSIS FORMs. Note that separate forms will be required for the cleaning and lighting services since there are different prices for these items in the Schedule of Deductions. Example MONTHLY PAYMENT ANALYSIS FORMs are attached for each service.

a. If the ODR for a work requirement is equal to or less than the MADR, performance of that requirement (Contractor's Rating) is satisfactory. If the ODR is less than $\frac{1}{2}$ of the MADR the QAE should recommend to the FSCM to notify the Contractor that performance is excellent and to keep up the good work. Consider whether or not to change the level of surveillance based on the criteria in paragraph 5 above. Payment deductions will be made for all documented defects, as calculated on the MONTHLY PAYMENT ANALYSIS FORM.

b. If the ODR for a work requirement is greater than the MADR, performance of that requirement is unsatisfactory and the QAE should recommend to the FSCM that a CDR be issued to the Contractor, or that stronger action be taken. Increased surveillance should be used during the coming evaluation period (see paragraph 5 above). Payment deductions will be made as calculated on the MONTHLY PAYMENT ANALYSIS FORM.

EXAMPLE MONTHLY PAYMENT ANALYSIS FORM
QA PLAN #7 SERVICE CALLS - CLEANING

CONTRACT _____

| SUMMARY FOR THE PERIOD <u>1 NOV 90 - 30 NOV 90</u> | RESPOND TO CALL | QUALITY WORK |
|---|--------------------|------------------|
| A. Relative Value of Services (from PRS) | <u>20%</u> | <u>80%</u> |
| B. Cost of Services [(Schedule of Deductions Item 7a x A) ÷ 100] | \$ <u>100.00</u> | \$ <u>400.00</u> |
| C. Actual Number of Calls Completed | <u>20</u> | <u>20</u> |
| D. Cost per Call (B ÷ C) | \$ <u>5.00</u> | \$ <u>20.00</u> |
| E. Sample Size (Normal - 25%) | <u>5</u> | <u>5</u> |
| F. Number in Sample Observed Unsat | <u>1</u> | <u>0</u> |
| G. Observed Defect Rate (ODR) [(F ÷ E) x 100] | <u>20.0%</u> | <u>0%</u> |
| H. Validated Customer Complaints (# Unsat) | <u>0</u> | <u>0</u> |
| I. Unscheduled Inspections (# Unsat) | <u>0</u> | <u>0</u> |
| J. Value of Unsat Performed Work [(F + H + I) x D] | \$ <u>5.00</u> | \$ <u>0</u> |
| K. Deduct for Liquidated Damages (J x .1) | \$ <u>.50</u> | \$ <u>0</u> |
| L. Number of Calls Reworked | | |
| (1) Sampled Calls | <u>-</u> | <u>0</u> |
| (2) Customer Complaints | <u>-</u> | <u>0</u> |
| (3) Unscheduled Inspections | <u>-</u> | <u>0</u> |
| M. Payment for Rework [L(1) + L(2) + L(3) x D] | \$ <u>-</u> | \$ <u>0</u> |
| N. Other Adjustments (" - " indicates a deduction) | \$ <u>0</u> | \$ <u>0</u> |
| O. Total Deductions (J + K - M + N) | \$ <u>5.50</u> | \$ <u>0</u> |

TOTAL PAYMENT DEDUCTIONS = \$ 5.50

AUTHORIZED SIGNATURE/DATE

EXAMPLE MONTHLY PAYMENT ANALYSIS FORM
QA PLAN #7 SERVICE CALLS - LIGHTING

CONTRACT _____

| SUMMARY FOR THE PERIOD <u>1 NOV 90 - 30 NOV 90</u> | RESPOND TO CALL | QUALITY WORK |
|---|--------------------|------------------|
| A. Relative Value of Services (from PRS) | <u>10%</u> | <u>90%</u> |
| B. Cost of Services [(Schedule of Deductions Item 7b x A) ÷ 100] | \$ <u>100.00</u> | \$ <u>900.00</u> |
| C. Actual Number of Calls Completed | <u>40</u> | <u>40</u> |
| D. Cost per Call (B ÷ C) | \$ <u>2.50</u> | \$ <u>22.50</u> |
| E. Sample Size (Normal - 25%) | <u>10</u> | <u>10</u> |
| F. Number in Sample Observed Unsat | <u>2</u> | <u>2</u> |
| G. Observed Defect Rate (ODR) [(F ÷ E) x 100] | <u>20.0%</u> | <u>20.0%</u> |
| H. Validated Customer Complaints (# Unsat) | <u>0</u> | <u>0</u> |
| I. Unscheduled Inspections (# Unsat) | <u>0</u> | <u>0</u> |
| J. Value of Unsat Performed Work [(F + H + I) x D] | \$ <u>5.00</u> | \$ <u>45.00</u> |
| K. Deduct for Liquidated Damages (J x .1) | \$ <u>.50</u> | \$ <u>4.50</u> |
| L. Number of Calls Reworked | | |
| (1) Sampled Calls | <u>-</u> | <u>0</u> |
| (2) Customer Complaints | <u>-</u> | <u>0</u> |
| (3) Unscheduled Inspections | <u>-</u> | <u>0</u> |
| M. Payment for Rework [L(1) + L(2) + L(3) x D] | \$ <u>-</u> | \$ <u>0</u> |
| N. Other Adjustments (" - " indicates a deduction) | \$ <u>0</u> | \$ <u>0</u> |
| O. Total Deductions (J + K - M + N) | \$ <u>5.50</u> | \$ <u>49.50</u> |

TOTAL PAYMENT DEDUCTIONS = \$ 55.00

AUTHORIZED SIGNATURE/DATE

QUALITY ASSURANCE PLAN #8
PROJECT WORK (INDEFINITE QUANTITY)

1. Contract Requirement. Indefinite quantity work items specified in Section C, paragraph C.7.c.

Work Requirements

Standards of Performance

- | | |
|-------------------------|--|
| a. Timely Completion | Work completed by specified date (C.7.c and Attachment J-C9) |
| b. Perform Quality Work | Quality Standards, Section C (C.7.b) |

2. Primary Method of Surveillance. 100% Inspection.

3. Maximum Allowable Defect Rate (MADR). The MADR for both work requirements is 3%.

4. Quantity of Work. The actual quantity of work will vary from month to month depending on the number of delivery orders completed and the number of service locations contained in each order. Historically, an average of six delivery orders have been completed per month, with an average of ten service locations per order. Therefore, the average quantity of work per month is 60 service locations.

5. Level of Surveillance. Not Applicable.

6. Sample Size. Not Applicable.

7. Sampling Procedures. Not Applicable.

8. Evaluation Procedures. As soon as possible after notification by the Contractor that a service location or delivery order is complete, and not later than the workday following scheduled work completion, the QAE will make an on-site visit and evaluate the overall quality of work and timeliness of completion for each of the service locations as satisfactory or unsatisfactory on the attached EVALUATION WORK SHEET. A brief but complete description of any noted defects will also be recorded for each defective service location, including the quantity of work considered unsatisfactory. Defective work quantities should be noted, even if the overall quality of work is satisfactory.

- a. Rework will normally be required. Record all appropriate rework information on the EVALUATION WORK SHEET. Remember that any unsatisfactory grade assigned during the initial inspection will not be changed as a result of rework.

- b. When determining the overall quality of work grade to be assigned for each service location, the QAE must carefully consider the total scope of work required and subjectively judge whether it has been substantially completed by the Contractor. Generally, the QAE should grade a service location satisfactory overall if there has been no willful departure from the contract, there is no omission of essential work, and essentially 95% or more of the total work has been completed. If overall work quality for a service location is considered unsatisfactory, timeliness must also be considered unsatisfactory. The QAE

should discuss questionable grades with the FSCM prior to providing the Contractor with a copy of the EVALUATION WORK SHEET.

(1) For example, if stripping and rewaxing of 20 square feet of an 800 square foot room were considered defective, the overall quality of work for that service location would likely be considered satisfactory since only 2.5% of the work was defective. However, the quantity of defective square footage would still be recorded on the EVALUATION WORK SHEET since the Contractor would either be required to satisfactorily rework those 20 square feet before submitting the applicable delivery order for payment, or payment deductions would be taken if rework was not completed.

(2) On the other hand, if 80 square feet of stripping and rewaxing was defective out of an 800 square foot room, overall performance of that service location would likely be considered unsatisfactory since 10% of the total work was defective. Again the quantity of defective square footage would be recorded so that rework could be performed by the Contractor.

9. Analysis of Results. At the end of the month the QAE will summarize the number of unsatisfactory grades for timeliness and quality of work, and calculate Observed Defect Rates (ODRs) for each using the following formula.

$$\text{ODR} = \frac{\text{Number of unsatisfactory grades}}{\text{Total number of service locations inspected}} \times 100$$

For example, for quality work:

$$\begin{aligned} \text{Number of unsatisfactory quality grades} &= 3 \\ \text{Number of service locations inspected} &= 60 \end{aligned}$$

$$\text{ODR for quality of work} = (3 \div 60) \times 100 = 5.0\%$$

a. If the ODR for a work requirement is equal to or less than its MADR, overall performance of that requirement is satisfactory for the month. If the ODR is less than ½ of the MADR the QAE should recommend to the FSCM to notify the Contractor that performance is excellent and to keep up the good work.

b. If the ODR for a work requirement is greater than the MADR, overall performance is unsatisfactory and the QAE should recommend to the FSCM that a CDR be issued to the Contractor, or that stronger action be taken.

c. Payment deductions, if any, will be subtracted from each deliver order invoiced by the Contractor.

IV. CONTRACTOR'S OVERALL PERFORMANCE EVALUATION. NAVFAC MO-327 and the NAVFAC RSED (V3.2) implementation guide provide guidance in determining the Contractor's overall monthly performance for each service; how to use the PRS table and the QAE's inspection results to calculate the total payment due for each service; and how to go about correcting problem areas of performance. This paragraph provides additional information on the completion of the MONTHLY PAYMENT ANALYSIS FORMS included in each example QA plan, and includes an example MONTHLY PERFORMANCE EVALUATION REPORT.

A. Monthly Payment Analysis Form. These forms are very useful for summarizing the results of each month's inspections and illustrate how the "CONSEQUENCES OF CONTRACTOR'S FAILURE TO PERFORM REQUIRED SERVICES" and "ESTIMATING THE PRICE OF NONPERFORMED OR UNSATISFACTORY WORK" clauses, the Schedule of Deductions, the PRS table, and the QAE's completed EVALUATION WORK SHEETS are all used in calculating the total payment due for each contract requirement. The format for these forms should be tailored by the user. Other example formats may be found in the NAVFAC MO-327, the NAVFAC RSED implementation guide, and as mentioned previously, computer programs are available which will perform and document basically the same calculations.

B. Analysis of Results. The end result of the monthly inspection process is the overall evaluation of the Contractor's performance for each custodial service inspected. Such an evaluation provides a summary of the Contractor's performance to the Contracting Officer, FSCM, QAE, customer representatives, and the Contractor. Overall performance is important in determining whether to increase, decrease, or maintain surveillance at the same level; whether to issue one or more CDRs to the Contractor or take stronger administrative actions; and points out service areas which require greater QAE and Contractor QC emphasis during the next evaluation period. Therefore, at the end of each month the QAE should complete and forward for the FSCM's approval a MONTHLY PERFORMANCE EVALUATION REPORT. An example MONTHLY PERFORMANCE EVALUATION REPORT is included in Table 1 of this QA Guide. Almost all of the information required to complete this report can be taken directly from the MONTHLY PAYMENT ANALYSIS FORM(s) included with each example QA plan.

C. Contract Discrepancy Report (CDR). When the Contractor's overall performance for any given work requirement is unsatisfactory, the QAE will recommend to the FSCM that a CDR be issued. Instructions on the use of CDRs, along with a typical format, are included in Chapter 6 of NAVFAC MO-327.

D. Recommended Deductions. The QAE will recommend to the FSCM those payment deductions that should be made. All work documented as not in compliance with the contract requirements (non-performed or unsatisfactorily performed) is subject to payment deductions plus a 10% or 20% administrative cost (liquidated damages) in accordance with the provisions of the "CONSEQUENCES OF CONTRACTOR'S FAILURE TO PERFORM REQUIRED SERVICES" clause, Section E. Since Government forces are normally not available to reperform work, the Government will usually either require the Contractor to reperform the work or let it go until the next scheduled occurrence. Therefore, the 10% factor would be used.

V. CONTRACTOR SUBMISSIONS. The QAE should prepare a list of Contractor submissions from the completed solicitation package. Required submissions should be listed chronologically by due date. The QAE should use this list to ensure that each submittal is turned in on schedule and is acceptable. An example Contractor Submission check list is included in Table 2 of this QA Guide.

TABLE 1
 EXAMPLE MONTHLY PERFORMANCE EVALUATION REPORT
 FOR CUSTODIAL SERVICES

Month of November 1990

Date Submitted: 2 December 1990

By: Q. A. JONES
 (QAE)

| SERVICE | MADR | ODR | CDR | VCC* | DEDUCTIONS |
|--|------|-------|-----|------|------------|
| QA Plan #1 Space Cleaning | | | | | |
| Sweeping/Dust Mopping and/or Vacuuming | 5% | 8.5% | Yes | 0 | \$ 298.85 |
| Emptying Waste Containers | 5% | 6.7% | Yes | 10 | \$ 92.55 |
| Low Dusting/Cleaning | 5% | 12.1% | Yes | 0 | \$ 169.17 |
| Cleaning Walk-Off Mats | 5% | 5.0% | No | 7 | \$ 34.35 |
| QA Plan #2 Floor Care | | | | | |
| Floor Care | 5% | 6.5% | Yes | 0 | \$ 261.00 |
| QA Plan #3 Restroom Services | | | | | |
| Cleaning and Disinfecting Fixtures | 3% | 3.6% | Yes | 3 | \$ 34.58 |
| Cleaning Floors, Walls, and Partitions | 3% | 3.1% | Yes | 6 | \$ 24.04 |
| Emptying Waste Containers | 3% | .9% | No | 0 | \$ 4.63 |
| Servicing Dispensers | 3% | 6.5% | Yes | 5 | \$ 64.97 |
| QA Plan #4 Relamping | | | | | |
| Relamping | 5% | 2.2% | No | 2 | \$ 38.96 |
| QA Plan #5 Policing Grounds | | | | | |
| Policing Grounds | 5% | 12.5% | Yes | 1 | \$ 8.00 |
| QA Plan #6 Removing Snow and Ice | | | | | |
| Removing Snow and Ice | 5% | 15.0% | Yes | 4 | \$ 14.00 |
| QA Plan #7 Service Calls - Cleaning | | | | | |
| Respond to Call | 5% | 20.0% | Yes | 0 | \$ 5.50 |
| Perform Quality Work | 5% | 0% | No | 0 | \$ 0 |
| QA Plan #7 Service Calls - Lighting | | | | | |
| Respond to Call | 5% | 20.0% | Yes | 0 | \$ 5.50 |
| Perform Quality Work | 5% | 20.0% | Yes | 0 | \$ 49.50 |
| QA Plan #8 Project Work (IDQ) | | | | | |
| Timely Completion | 3% | 8.3% | Yes | 0 | \$ 0 |
| Perform Quality Work | 3% | 5.0% | Yes | 0 | \$ 17.65 |

TOTAL PAYMENT DEDUCTIONS = \$1,123.25

Contractor's Overall Performance for the Month (Check One): SAT ✓ UNSAT

* Number of validated customer complaints

TABLE 2
EXAMPLE CONTRACTOR SUBMISSIONS CHECK LIST

| <u>RECEIVED</u> | <u>WHEN</u> | <u>WHAT</u> | <u>REFERENCE SECTION/PARAGRAPH</u> |
|-----------------|-------------------------------------|---|------------------------------------|
| _____ | With Bid | Bid Guarantee (if required) | I _____ L _____ |
| _____ | Prior to Award | Pre-Award Survey Data | M _____ |
| _____ | 10 days after receiving forms | Performance and Payment Bonds (if required) | H _____ L _____ |
| _____ | 15 days after award | Certificate of Insurance | H _____ |
| _____ | 15 days after award | Contractor QC Plan | E _____ |
| _____ | 15 days after award | Schedule of Deductions | E _____ |
| _____ | 15 days after award | Initial Work Schedule | E _____ |
| _____ | Prior to start | Preperformance Conference | F _____ |
| _____ | Prior to start applications | Employee/vehicle pass/badge | H _____ |
| _____ | Prior to start | Contractor's Representative | H _____ |
| _____ | Prior to start | Licenses and Permits | H _____ |
| _____ | Monthly | Payment Invoice | G _____ |
| _____ | 5 days prior to the schedule period | Monthly Work Schedule | F _____ |
| _____ | 24 hrs. after completion | Copy of completed delivery order | G _____ |
| _____ | 5 days after termination | Contractor QC Files | E _____ |
| _____ | 5 days after termination | Records and Reports | C _____ |

END OF QA GUIDE