

---

NAVAL FACILITIES ENGINEERING COMMAND  
GUIDE PERFORMANCE WORK STATEMENT (GPWS)  
FOR  
CUSTODIAL SERVICES  
JULY 2001

---

PREPARED BY:  
SOUTHERN DIVISION  
NAVAL FACILITIES ENGINEERING COMMAND

---

NAVAL FACILITIES ENGINEERING COMMAND  
GUIDE PERFORMANCE WORK STATEMENT FOR  
CUSTODIAL SERVICES

TABLE OF CONTENTS

USER'S GUIDE	UG-i
GUIDE PERFORMANCE WORK STATEMENT	
SECTION B    SUPPLIES OR SERVICES AND PRICES/COSTS	B-i
SECTION C    DESCRIPTION/SPECIFICATIONS/WORK STATEMENT	C-i
SECTION J    LIST OF ATTACHMENTS	J-i
QUALITY ASSURANCE GUIDE	QA-i

USER FEEDBACK/COMMENT SHEET  
GUIDE PERFORMANCE WORK STATEMENT FOR  
CUSTODIAL SERVICES

The NAVFAC Guide Performance Work Statement (GPWS) Program is designed to improve the quality of contracted services obtained by assisting activities in preparing better facility support contract specifications and Quality Assurance (QA) Plans. This and other GPWSs may be downloaded in Word and pdf format from the Internet at <http://www.efdsouth.navfac.navy.mil/gpws/>.

Since improvement efforts are heavily dependent on input provided by users, you are encouraged to complete this User Feedback/Comment Sheet. Be assured any comments received will be reviewed in detail and incorporated into the next edition of the GPWS, if appropriate. Such comments should be provided (as a minimum) immediately after initial receipt/use, and again approximately six months into the initial contract term. Comments should be as specific and detailed as possible, and should include:

- . Suggested changes in format.
- . Comments on the effort required to tailor the GPWS.
- . Alternate paragraphs and approaches to describing the services to be provided.
- . Adequacy of the technical specification.
- . Alternate procedures and formats for displaying historical data, Schedule of Deductions, Contract Line Items, etc.
- . Adequacy of the User's Guide and Quality Assurance Guide.
- . Effectiveness and practicality of the suggested quality assurance plans.

## COMMENTS

(Attach additional sheets, if required)

---

---

---

---

---

---

USER: \_\_\_\_\_

(Activity Name) (Activity Address)

POINT OF CONTACT: \_\_\_\_\_ (Name/Code) \_\_\_\_\_ (Telephone Number)

Mail User Feedback/Comment Sheets to:  
Commander  
Southern Division, Naval Facilities Engineering Command (Code 164SH)  
2155 Eagle Drive, P. O. Box 190010  
North Charleston, SC 29419-9010

USER'S GUIDE  
GUIDE PERFORMANCE WORK STATEMENT FOR  
CUSTODIAL SERVICES

USER'S GUIDE  
GUIDE PERFORMANCE WORK STATEMENT FOR  
CUSTODIAL SERVICES

TABLE OF CONTENTS

	PAGE <u>NO.</u>
I. INTRODUCTION.....	UG-1
A. Purpose.....	UG-1
B. Function Definition.....	UG-1
C. Responsibilities.....	UG-1
II. GPWS DEVELOPMENT AND USER CONSIDERATIONS.....	UG-3
A. Development of the GPWS.....	UG-3
B. GPWS User Considerations.....	UG-3
III. TAILORING THE GPWS.....	UG-5
A. Getting Started.....	UG-5
B. Contract Line Item Requirements.....	UG-6
C. Technical Specifications.....	UG-9
D. Schedule of Deductions.....	UG-9
E. Performance Requirements Summary (PRS).....	UG-9
F. Reviewing the Tailored PWS.....	UG-9
IV. MISCELLANEOUS CONSIDERATIONS.....	UG-10
A. Negotiated Source Selection Procurements.....	UG-10
B. Award Fee Provisions.....	UG-10
V. COMMERCIAL ACTIVITIES (CA) PROGRAM CONSIDERATIONS.....	UG-10
A. Scope of Work.....	UG-10
B. Separately Priced Options to Extend.....	UG-10
C. Multi-Function CA Contracts.....	UG-11
VI. PRE-AWARD CONSIDERATIONS.....	UG-11
A. Quality Assurance Evaluator Training.....	UG-11
B. Site Visits.....	UG-11
C. Government-Furnished Property.....	UG-11
D. Building Monitors.....	UG-11
E. Quality Assurance Plans.....	UG-11

USER'S GUIDE  
GUIDE PERFORMANCE WORK STATEMENT FOR  
CUSTODIAL SERVICES

I. INTRODUCTION

A. Purpose. This NAVFAC Guide Performance Work Statement (GPWS) provides assistance in preparing facilities support contracts to procure custodial services. Contracts of this type may be a continuing contracting effort or conversion from in-house to contract performance under the Commercial Activities (CA) program. This NAVFAC GPWS may be used in either application. It 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 MO-327, *Facility Support Contract Quality Management Manual* (available from [http://www.efdlant.navy.mil/lantops\\_15/home.htm](http://www.efdlant.navy.mil/lantops_15/home.htm)) provides extensive information on the preparation of NAVFAC facilities support contracts, from guidance on acquisition planning through the entire Performance Work Statement (PWS) and surveillance program development process. This User's Guide is designed to supplement, and be used in conjunction with, NAVFAC MO-327 in developing a PWS for custodial services. It provides specific guidance on developing and tailoring this GPWS, special items that 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 Office of Management and Budget (OMB) Circular A-76 Supplemental Handbook (available from <http://emissary.acq.osd.mil/inst/share.nsf>) and OPNAVINST 4860.7 (available from <http://neds.nebt.daps.mil>).

2. Sections B, C, and J provide suggested formats for displaying contract line 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 sample QA plans provided as the GPWS is tailored.

4. This guide does not establish NAVFAC procurement policy. Such guidelines may be found in NAVFAC P-68, *Contracting Manual* and other documents available at <http://acq.navy.mil>.

B. Function Definition. For purposes of this GPWS, the custodial services function includes all labor, management, supervision, tools, materials, supplies, equipment, and transportation required to perform custodial services. Under the CA program, functional code S709 (custodial services) is defined by OPNAVINST 4860.7 as including janitorial and housekeeping services to maintain safe and sanitary conditions and preserve property.

C. Responsibilities

1. Experience has shown 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 one to two years prior to the projected contract start date. At least one member of the team:

- a. Must be familiar with and understand the applicable GPWS and QA Guide.
- b. Must have a working knowledge of basic contracting procedures.
- c. Must have first-hand knowledge of the services to be provided by contract.
- d. Must be able to identify specific activity requirements that differ from those stated in the GPWS.

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

a. Team Leader. The team leader has overall responsibility for development of the contract. This includes the establishment and tracking of procurement milestones, ensuring each member of the team understands the specific tasks for which they are responsible and when each task must be completed, and coordinating the efforts of the individual team members so the many pieces of the procurement package fall into place.

b. Specification Writer. The specification writer provides technical knowledge of custodial services and a familiarity with specification formats. This will most likely be 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 is also appropriate if one is experienced with writing contract specifications. The writer, regardless of who the person is, should have attended the Civil Engineer Corps Officers School (CECOS) course "Facilities Support Contracts for Functional Managers", the Naval Facilities Acquisition Center for Training (NFACT) course "Facilities Support Contracting", or the "Facilities Contracting for Family Housing" course offered by the Family Housing Management Institute (FHMI) Jacksonville. Assistance may be requested from the geographic 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.

c. Customers. Customer representatives must be members of the team, as they will identify the areas and frequencies of custodial services desired and specific needs which may differ from this GPWS.

d. 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 QA Plans (see the QA Guide) and ensuring services are specified in such a way as to be inspectable.

e. Contract Specialist. The Contract Specialist provides contractual guidance in the preparation of the specification and the overall solicitation. This person will work with the writer in the development of sections B, C, and J, and will assemble the majority of the clauses in Sections E through I and K through M. The contract specialist will also ensure labor laws are properly

applied, competition requirements are met, fiscal policies are adhered to, the solicitation is properly advertised, etc.

f. Engineering. To prepare 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, the specification writer must work with customers to develop the required data.

g. CA Program Manager. If the specification is being prepared under the CA program, the CA Program Manager provides overall guidance, and ensures the specification is developed in conjunction with required Most Efficient Organization (MEO) and management studies.

3. Customer representatives, the Engineering Division Director, and the Facilities Management Engineering Director should review the tailored specification. 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 made and special items considered during the development of this GPWS, and provides general information the user should be aware of during the tailoring process.

A. Development of the GPWS

1. To identify each of the major subfunctions for custodial services, commercial standards were examined, a functional analysis as described in MO-327 was performed, and current custodial contracts were reviewed. The subfunctions identified were further subdivided to develop basic work requirements and standards of performance. Once all of the basic work requirements were identified for each subfunction, a Performance Requirements Summary (PRS) Table was developed and the requirements were expressed in narrative form. The functional analysis chart (see Table 1) illustrates the custodial services subfunctions and work requirements addressed in this GPWS.

2. To facilitate the use of random sampling with extrapolated deductions (RSED) for the inspection of at least some of the services in this GPWS, a separate ***Schedule of Services*** was developed. This schedule identifies the required services and their frequency for each building and/or space. See paragraph III.A.1.4 for additional information.

B. GPWS User Considerations. The paragraphs 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 (Supplies or Services and Prices/Costs), C (Description/Specification/Statement of Work), and J (List of Attachments) only; these sections contain information specific to the technical services required. Sections D through I and K through M contain contract clauses and provisions related to administrative and contractual requirements; generally, these sections will be the same in the majority of NAVFAC contracts, so their inclusion in each GPWS would be unnecessary duplication.



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. Indefinite Quantity 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. Cleaning Venetian Blinds

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. Some clauses, other than those requiring tailoring, may be included by reference; all other FAR clauses and provisions shall be included in full text. Procurement offices shall make the full text of all clauses incorporated by reference available to bidders/offerors upon request.

3. Clauses with the designation "FAC 5252" may not be altered without NAVFAC approval, and should be deleted if not applicable to the solicitation.

4. Technical Specification

a. Section C, which describes the services to be provided, should be a performance specification to the maximum extent possible. Defining the Contractor's responsibilities in terms of methods or procedures should be avoided since we hope to purchase not only the Contractor's labor, but also his/her expertise in the services to be provided and the management of those services. A performance specification minimizes the use of words describing how the work should be performed; it describes work outputs as explicitly as possible while allowing the Contractor latitude in managing personnel and choosing work accomplishment methods.

b. The specification must provide enough information to clearly and precisely define the number 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 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. While such information only slightly restricts the Contractor's latitude in managing the workforce, it ensures all bidders/offerors clearly understand the magnitude of effort required to provide the scope of work defined. This will result in more accurate and realistic bids/offers, make payment deductions for unsatisfactorily performed or non-performed work easier to calculate, and reduce the number of contract administration problems.

5. Throughout this GPWS, you will find further guidance with the annotation "NOTE TO SPECIFICATION WRITER". These notes provide additional information and/or advise the user to select the appropriate paragraph, insert additional information, or delete the paragraph in its entirety. There are also many areas within the text of this GPWS which indicate additional information must be provided, e.g., start times, dates, quantities, etc. These notes will always be enclosed by the symbol "!" ; simply replace the note with the required information.

III. TAILORING THE GPWS. The NAVFAC GPWS, *Custodial Services*, is not intended to fit the requirements of a specific activity; it is a model to be tailored by activities in preparing their specific PWS. The User's Guide should be read in its entirety prior to tailoring this GPWS. The user must also know what is/is not included in the GPWS, and what was intended, before any required modifications may be assessed. The User's Guide provides information concerning the GPWS and tailoring instructions. Users should not assume the GPWS could be used as-is with little or no effort. A detailed analysis of the activity's requirements will be required.

#### A. Getting Started

1. Scope of Work. The first step in tailoring this GPWS is to determine one of the following:

a. Are the requirements currently contracted? Will this be a continuation of the contracted services, or a consolidation of several contracts? In either case, this 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 the scope of work and level of performance specified be equivalent to the level of effort that can be achieved by the MEO if the function is retained in-house. Additional information on tailoring this GPWS for a CA program study is included in paragraph V.

2. Job Analysis. The next step in the tailoring process is 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 particular subfunctions to be contracted, including specific work requirements and standards of performance, and how to use the job analysis information and data collected to write the PWS.

As the job analysis is being performed, the user should compare unique activity requirements with GPWS requirements to determine if any changes are required. A thorough job analysis will make tailoring of the GPWS 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, together with customer representatives, must develop an inventory of the facilities and areas to receive custodial services. If such an inventory is already available, its accuracy should be verified and any missing information added. 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, flights of stairs, etc. This inventory will be included in Section J of the contract to provide bidders/offerors adequate information upon which to base their bids/offers. Example formats for displaying inventory information are provided in Attachment J-C1 of this GPWS.

4. Schedule of Services. Upon completion of the inventory, a ***Schedule of Services*** must be prepared to indicate the specific custodial requirements desired, and their corresponding frequencies of performance. Example formats for displaying this information are provided in Attachment J-C7 of the GPWS.

a. In the first example, space cleaning includes high frequency work items such as sweeping/dust mopping, vacuuming carpets and rugs, low dusting/cleaning, emptying waste containers, and cleaning walk-off mats. Each time space cleaning is specified in the schedule for a particular room or area, the Contractor is required to perform all of these work items. Therefore, space cleaning of every room/area includes the same services, and if the rooms/areas are approximately the same size, we have a homogeneous population of services for inspection purposes. This format makes it practical to use RSED as a method of surveillance. See paragraph II.B.2 of the QA Guide for additional information on RSED.

b. The second example format should be considered if RSED will not be used as a method of surveillance. It allows customers to vary the frequency of individual work items.

5. Drawings. Simple, single-line drawings or sketches of the specific buildings/spaces to receive custodial services must be included in Section J of the PWS. If not readily available from previous contracts or 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. Section B of the contract includes contract line items for each of the services to be contracted. The specification writer and contract specialist will develop these line items in conjunction with the technical specifications, the Schedule of Deductions, the PRS Table, and other portions of the contract. The sample contract line items shown in Section B of this GPWS encompass all of the services (contract requirements) provided in the GPWS technical specifications. However, they must be tailored to account for the type of contract selected, contract requirements added or deleted during the job analysis process, the projected start date of contract performance, and other factors, including those discussed below.

1. Contract Type. A combination firm fixed-price and indefinite quantity contract is used in this GPWS because it is the most common type of contract for custodial services. However, other contract types may be used depending on the circumstances. Information concerning a Fixed-Price contract with Award Fee is included in paragraph IV.B. In a combination contract, all contract requirements in the PWS must be included in either the firm fixed-price or indefinite quantity portions of the contract. The user should discuss available choices with the contract specialist or the EFD Contract Department when deciding on the most appropriate contract type.

2. Firm Fixed-Price Contract Requirements. Firm fixed-price 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 definitive price. The Contractor performs the work as scheduled, and invoices are submitted for the services provided during a given period of time, usually one month.

a. Examples. Firm fixed-price contract requirements in this GPWS include basic services such as space cleaning, floor care, and restroom services, as well as service calls. The scope of each of these services is clearly defined in Sections C and J of this GPWS. Firm fixed-price contract requirements added by the user must also have clearly defined scopes.

b. Firm Fixed-Price Contract Line Items. The firm fixed-price contract line items may be displayed in one of three ways in Section B. The user should discuss the benefits of each with the contract specialist or EFD if in doubt about which approach should be used.

(1) The most common approach requires contractors to bid a single monthly price for performance of all firm fixed-price requirements in the contract. In this case, the contract must also contain a Schedule of Deductions in Section J that the Contractor will submit, after award, to break down the total bid price for each of the fixed-price requirements in the PWS. See paragraph III.D for additional information on the "SCHEDULE OF DEDUCTIONS" clause in Section E.

(2) A slightly different approach would be to include a limited number of fixed-price subline items, each of which could be broken down by a Schedule of Deductions. Separate fixed-price subline items are particularly appropriate to avoid paying the Contractor for work before it is performed, or for not paying enough for work that has already been performed. This can be a problem for services that occur only periodically during the contract term.

(3) A third approach 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. Contractors would provide separate unit prices for each of the fixed-price requirements in the PWS.

3. Indefinite Quantity Contract Requirements. Indefinite quantity contract requirements are performed on an "as ordered" basis. Contractors bid a fixed unit price to perform one occurrence or a given quantity of each contract line item. Payment for this type of work is calculated by multiplying the unit price times the number of units performed. Because each Government order for

indefinite quantity work is paid for separately, each task order must be inspected and accepted as being satisfactorily completed before payment can 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. The user may want to consider changing one or more of the indefinite quantity work items to firm fixed-price work. If so, the indefinite quantity contract subline items in Section B and the Schedule of Deductions will have to be modified accordingly, and Sections C and J will have to clearly indicate the quantity of work required, frequency of accomplishment, and locations. For example, if stripping and rewaxing floors is changed to firm fixed-price work, the quantity of floors to be stripped and waxed, how often stripping/waxing will be accomplished, and the locations must be delineated. In addition, changes may be required to the example QA plans shown in the QA Guide.

4. Separately Priced Options to Extend. Section B of this GPWS assumes the initial term (base period) of the contract will be for 12 months. This is normally the case for custodial services that may begin at any time during the fiscal year and be funded with funds current in the fiscal year of award. However, there are cases, such as when adequate funds are not available or award is delayed, when the initial term could be less than 12 months in length. For example, the initial contract term could be for six months beginning on 1 April and ending on 30 September. If the initial term will be less than 12 months, the following actions must be taken:

a. Contract line items in Section B must specify the number of months in the base period and the appropriate proportionate number of units in the Schedule of Indefinite Quantity Work.

b. Additional (separately priced) contract line items must be added to Section B to account for at least one full 12-month option period. Additional contract line items may be added for subsequent option periods if desired. The user should check with the contract specialist for specific requirements.

c. Section C must clearly indicate the scope of work for the base period since the workload can vary significantly from month to month.

d. The "PERIOD OF PERFORMANCE" clause in Section F and the "BASIS FOR AWARD" clause in Section M must be modified accordingly. The user should check with the contract specialist for specific wording of these clauses and for other changes that may be required.

C. Technical Specifications. Section C is the single most important part of a PWS. The user must describe in detail the services to be accomplished and when they are to be performed. Requirements specified in Section C of this GPWS are designed to meet the general custodial services desired by most activities. The user must modify the paragraphs to accommodate the site-specific needs of the activity. For example, special or unique requirements, such as mopping of high-pressure plastic laminate on metal raised floor systems, may need to be added.

D. Schedule of Deductions. If used, the "SCHEDULE OF DEDUCTIONS" clause in Section E is one of the most important items the specification writer must consider in tailoring this GPWS because it directly affects the degree of difficulty required to calculate payment deductions for unsatisfactory performance and nonperformance of work. The schedule is used if firm fixed-price contract requirements are presented as a single monthly price or as a limited number of subline items in Section B. It should not be used if a detailed Schedule of Firm Fixed-Price Work is included in Section B. Refer to paragraph III.B.2.b for additional information on firm fixed-price contract line items.

1. The Schedule of Deductions requires the Contractor to break down the firm fixed-price portion of the bid into its component parts. 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 PRS table (Attachment J-C2), in making payment deductions for unsatisfactory performance and nonperformance of firm fixed-price contract requirements.

2. The Contractor must provide the completed schedule within 15 calendar days after award of the contract. The Government retains the right to reject and/or unilaterally establish a schedule if the submitted schedule is materially unbalanced. The specification writer must consider changes made to the technical specifications and the length of the initial contract term when tailoring the schedule provided as Attachment J-E1. Corresponding changes must be made to the PRS table in Attachment J-C2.

E. Performance Requirements Summary (PRS). The PRS Table should be prepared as the GPWS is being tailored to ensure contract requirements are specified in a manner which permit inspection. This table will be used by the Contracting Officer in conjunction with the clauses contained in Section E to calculate payment deductions for unsatisfactory performance or nonperformance of contract requirements. It also provides a convenient overview of services to be provided, and is useful in preparing QA plans. A sample PRS Table containing suggested work requirements, maximum allowable defect rates (MADR), and weights is provided in Attachment J-C2. The user should modify this table to reflect the tailored PWS requirements, and consult NAVFAC MO-327, which provides guidance on the development of PRS Tables.

F. Reviewing the Tailored PWS. Conflicting contract requirements inevitably lead to last minute bid inquiries, protests, claims, and difficulties in contract administration. As a result, the Government may pay more for required services, does not obtain the services that were intended, and spends a great deal more time administering the contract than would normally be warranted. To avoid such problems, the user should carefully review the tailored PWS to find and eliminate any inconsistencies or ambiguities that may have been created

during the tailoring process. The easiest way to do this is by searching the electronic document. For example, if we wanted to review all contract requirements for space cleaning, we could search the entire document for this phrase, and review applicable paragraphs or sections. Also, members of the specification development team should review a hard copy of the completed PWS.

IV. MISCELLANEOUS CONSIDERATIONS. This paragraph provides information on the use of negotiated source selection solicitation procedures and award fee contract provisions. The user is strongly encouraged to discuss both of these options with the contract specialist or EFD Contracts Department and consider their use.

A. Negotiated Source Selection Procurements. Under sealed bidding procedures, the contract is awarded to the lowest, responsive, responsible bidder. This has traditionally been the most common solicitation procedure for procurement of custodial services, although it has often resulted in Contractor performance problems. Unlike sealed bidding, a negotiated procurement requires Contractors (Offerors) demonstrate, prior to award, they have the technical capability, experience, and resources to perform the work required; have acceptable past performance; have a logical approach to managing and accomplishing the work; and have proposed enough money to do all of the work. Offerors demonstrate their ability through the submittal of separate written technical and price proposals that are reviewed and evaluated by the Government. Contract award may be made to the Offeror who provides the best value to the Government, price and technical factors considered. The Offeror need not be the lowest bidder.

B. Award Fee Provisions. Award fee provisions can be included in a custodial services contract to motivate the Contractor to provide an increased level of service, and improve responsiveness and attention to detail. These provisions are included by inserting NAVFAC 5252.216-9315, "AWARD FEE" in the contract. An award fee determination plan is developed which specifies the maximum award fee amount the Contractor may earn, the process that will be used to periodically evaluate the Contractor's performance and make related award fee determinations, and the performance criteria the Contractor's performance will be measured against. Award fee contracts require additional expense and administrative effort. The size and complexity of the procurement, the Government resources available to monitor and evaluate performance, and the expected benefit must be considered.

V. COMMERCIAL ACTIVITIES (CA) PROGRAM CONSIDERATIONS. This section of the User's Guide discusses some of the special items that must be considered when using this GPWS to prepare a PWS as part of a CA program study. Included are a number of provisions and changes that must be considered by the user.

A. Scope of Work. The user must remember the scope of work and standards of performance specified in the PWS must be equivalent to the projected capabilities of the MEO. This may required some additional tailoring of the GPWS to ensure all the services to be performed by the MEO are included and clearly described in the PWS.

B. Separately Price Options to Extend. OMB Circular A-76 requires in-house and Contractor bids be evaluated on a five-year basis when funding can cross fiscal years. This means Section B must contain contract line items for a base period and four, one-year option periods.

C. Multi-Function CA Contracts. In many instances, CA program studies involve contracts containing more than one functional area or service. For example, the user may want to study refuse collection services in conjunction with custodial services and issue a single solicitation. Since most NAVFAC GPWSs are written in the same format, the technical requirements of Sections C and J of this guide may easily be combined with those of other GPWSs to produce a tailored multi-function PWS.

VI. PRE-AWARD CONSIDERATIONS. The following aspects of the custodial services contract should be taken into account prior to award. Additionally, Chapters 5 and 6 of MO-327 discuss a number of items that must be considered, including a review of the submitted quality control program and a pre-award survey of the apparent low, responsive bidder when competitive negotiation procedures are not used.

A. Quality Assurance Evaluator Training. It is essential to have an adequate number of qualified QAEs on board prior to the contract start date. Individuals assigned QAE duties must attend the EFD provided QAE training course within six months of their assignment, or have equivalent training as determined by the KO. The EFD (Code 16) should be contacted for training scheduling or assistance. The QAE must also possess a good working knowledge of custodial services, as well as inspection procedures and requirements, and be familiar with the specification. Additional QAE training requirements are specified in NAVFAC Policy Memorandum 00-04 of 14 January 2000.

B. Site Visits. When directed by the KO, the QAE or other Government representative should be prepared to conduct site visits with potential bidders/offerors after inviting bids or requesting proposals. The purpose of these visits is to familiarize the Contractor with the location of contract requirements, not to provide additional information that should have been included in the PWS. QAEs and customers must be briefed by the KO or Contract Specialist as to what can and cannot be said to potential bidders/offerors during site visits so as not to reveal sensitive information.

C. Government-Furnished Property. Has a property administrator been assigned for all Government furnished facilities, equipment, and materials as required by paragraph 45.7001 of NAVFAC P-68?

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 submission of customer complaints to the QAE, KO, or other designated representative?

E. Quality Assurance Plans. Have adequate QA Plans been prepared?

END OF USER'S GUIDE



GUIDE PERFORMANCE WORK STATEMENT  
FOR  
CUSTODIAL SERVICES

PART I - THE SCHEDULE

SECTION B: SUPPLIES OR SERVICES AND PRICES/COSTS

TABLE OF CONTENTS

PARAGRAPH <u>NUMBER</u>	<u>PARAGRAPH NAME</u>	PAGE <u>NO.</u>
B.1	CONTRACT LINE ITEMS AND CONTRACT SUBLINE ITEMS .....	B-1
B.2	INDEFINITE QUANTITY INDIVIDUAL CONTRACT LINE ITEM QUANTITIES .....	B-1
B.3	SCHEDULES .....	B-2

PART I - THE SCHEDULE

SECTION B: SUPPLIES OR SERVICES AND PRICES/COSTS

B.1 CONTRACT LINE ITEMS AND CONTRACT SUBLINE ITEMS

a. !USE Bidders FOR SEALED BID PROCEDURES AND Offerors FOR NEGOTIATED PROCEDURES! shall enter unit prices and amounts for contract line items and contract subline items as indicated in the schedules.

b. In the event there is a difference between a unit price and the extended total amount, the unit price will be held to be the intended !USE bid FOR SEALED BID PROCEDURES AND offer FOR NEGOTIATED PROCEDURES! and the total of the contract line or contract subline item will be recomputed accordingly. The contract line item that includes recomputed contract subline items will also be recomputed to take into account the change in the contract subline item. If the !USE bidder FOR SEALED BID PROCEDURES AND offeror FOR NEGOTIATED PROCEDURES! provides a total amount for a contract line item or contract subline item but fails to enter the unit price, the total amount divided by the contract line item or contract subline item quantity will be held to be the intended unit price.

!\*\*\*\*\*  
NOTE TO SPECIFICATION WRITER: If firm fixed-price work is presented as a single contract line item or a limited number of contract line items, NAVFAC clause 5252.246-9300, "SCHEDULE OF DEDUCTIONS" must be incorporated in Section E. The successful bidder/offeror will submit a Schedule of Deductions (recommend including a sample form as an attachment in Section J), and ALTERNATE I will apply. When a detailed Schedule of Firm Fixed-Price Work is included in Section B, a Schedule of Deductions is not required and ALTERNATE II applies.  
\*\*\*\*\*!

**ALTERNATE I**

c. The firm fixed-price portion of the contract is supported by a schedule of deductions in Section E. DO NOT SUBMIT THE SCHEDULE OF DEDUCTIONS UNTIL AFTER CONTRACT AWARD. The successful !USE bidder FOR SEALED BID PROCEDURES AND Offeror FOR NEGOTIATED PROCEDURES! shall complete the Schedule of Deductions and submit it to the Contracting Officer within 15 days after date/notice of award. The Schedule of Deductions and the Schedule of Indefinite Quantity Work will be used as the basis of deductions pursuant to FAC 5252.246-9303. "CONSEQUENCES OF CONTRACTOR'S FAILURE TO PERFORM REQUIRED SERVICES" clause, Section E.

**ALTERNATE II**

c. The Schedule of Firm Fixed-Price Work and the Schedule of Indefinite Quantity Work will be used as the basis of deductions in accordance with FAC 5252.246.9303, "CONSEQUENCES OF CONTRACTOR'S FAILURE TO PERFORM REQUIRED SERVICES" clause, Section E.

B.2 INDEFINITE QUANTITY INDIVIDUAL CONTRACT LINE ITEM QUANTITIES. Once the estimated quantities for individual line items shown in the Schedule have been ordered, additional quantities may be ordered as long as the overall not-to-exceed (NTE) amount of the contract per year is not exceeded and the Contractor agrees by signing the task order.

!\*\*\*\*\*  
 NOTE TO SPECIFICATION WRITER: The numbering system for contract line items shall follow the method prescribed in Subpart 204.7103-2 of the DoD FAR Supplement. A detailed Schedule of Firm Fixed-Price work is provided in the following example, and the Schedule of Deductions is not used. Alternately, the user may choose to include a limited number of subline items, each of which would be broken down by a Schedule of Deductions; or, require bidders/offerors provide a single monthly price for performance of all firm fixed-price requirements in each period of the contract. See paragraph III.B.2 of the User's Guide.  
 \*\*\*\*\*!

B.4 SCHEDULES

ice wice

			*		
<u>Item</u>	<u>Supplies/Services</u>	<u>Quantity</u>	<u>Unit</u>	<u>Unit Price</u>	<u>Amount</u>

!\*\*\*\*\*  
NOTE TO SPECIFICATION WRITER: The indefinite quantity contract line items listed below are provided for illustration only, and should not be considered a complete list. Add or delete items as required when tailoring the technical specifications.  
\*\*\*\*\*!

Item	Supplies/Services	Estimated Quantity	* Unit	Unit Price	Amount
------	-------------------	-----------------------	-----------	------------	--------

**SCHEDULE OF INDEFINITE QUANTITY WORK - UNIT PRICED TASKS**

0002	Performance of indefinite quantity unit priced tasks for the BASE PERIOD (!INSERT DATE! to !INSERT DATE!) in accordance with the Performance Work Statement contained in Section C. The quantities listed below are realistic estimates provided solely for the purpose of bid evaluation and are not hereby purchased.				\$_____
------	---	--	--	--	---------

0002AA	Stripping and Rewaxing Floors per paragraph C.7.c(1)	!NUMBER!	SF	\$_____	\$_____
--------	--	----------	----	---------	---------

0002AB	Shampooing Carpets and Rugs per paragraph C.7.c(2)	!NUMBER!	SF	\$_____	\$_____
--------	--	----------	----	---------	---------

0002AC	Cleaning Light Fixtures per paragraph C.7.c(3)	!NUMBER!	EA	\$_____	\$_____
--------	--	----------	----	---------	---------

0002AD	High Dusting/Cleaning per paragraph C.7.c(4)	!NUMBER!	SF	\$_____	\$_____
--------	--	----------	----	---------	---------

0002AE	Cleaning Exterior Glass per paragraph C.7.c(5)	NUMBER!	SF	\$_____	\$_____
--------	--	---------	----	---------	---------

0002AF	Cleaning Interior Glass per paragraph C.7.c(6)	!NUMBER!	SF	\$_____	\$_____
--------	--	----------	----	---------	---------

0002AG	Cleaning Venetian Blinds per paragraph C.7.c(7)	!NUMBER!	EA	\$_____	\$_____
--------	---	----------	----	---------	---------

0002A! !ADD ADDITIONAL TASKS AS NEEDED!

<b>TOTAL PRICE FOR BASE PERIOD</b> (Contract Line Items 0001 - 0002)					\$_____
---	--	--	--	--	---------

Item	Supplies/Services	Quantity	* Unit	Unit Price	Amount
0003	Performance of firm fixed-price work for the FIRST OPTION PERIOD (!INSERT DATE! through !INSERT DATE!) in accordance with the Performance Work Statement contained in Section C.	12	MONTH	\$_____	\$_____

Item	Supplies/Services	Estimated	*	Unit	Unit Price	Amount
		Quantity				

**SCHEDULE OF INDEFINITE QUANTITY WORK - UNIT PRICED TASKS**

0004	Performance of indefinite quantity unit priced tasks for the FIRST OPTION PERIOD (!INSERT DATE! to !INSERT DATE!) in accordance with the Performance Work Statement contained in Section C. The quantities listed below are realistic estimates provided solely for the purpose of bid evaluation and are not hereby purchased.					\$_____
0004AA	Stripping and Rewaxing Floors per paragraph C.7.c(1)	!NUMBER!		SF	\$_____	\$_____
0004AB	Shampooing Carpets and Rugs per paragraph C.7.c(2)	!NUMBER!		SF	\$_____	\$_____
0004AC	Cleaning Light Fixtures per paragraph C.7.c(3)	!NUMBER!		EA	\$_____	\$_____
0004AD	High Dusting/Cleaning per paragraph C.7.c(4)	!NUMBER!		SF	\$_____	\$_____
0004AE	Cleaning Exterior Glass per paragraph C.7.c(5)	NUMBER!		SF	\$_____	\$_____
0004AF	Cleaning Interior Glass per paragraph C.7.c(6)	!NUMBER!		SF	\$_____	\$_____
0004AG	Cleaning Venetian Blinds per paragraph C.7.c(7)	!NUMBER!		EA	\$_____	\$_____
0004A!	!ADD ADDITIONAL TASKS AS NEEDED!					

<b>TOTAL PRICE FOR FIRST OPTION PERIOD</b> (Contract Line Items 0003 - 0004)	\$_____
---	---------

\* EA - Each  
SF - Square Feet

END OF SECTION B

# PART I - THE SCHEDULE

## SECTION C: DESCRIPTION/SPECIFICATIONS/WORK STATEMENT

### TABLE OF CONTENTS

<u>PARAGRAPH NUMBER</u>	<u>PARAGRAPH NAME</u>	<u>PAGE NO.</u>
C.1	GENERAL INTENTION .....	C-1
C.2	GENERAL REQUIREMENTS .....	C-1
C.3	DEFINITIONS - TECHNICAL .....	C-1
	a. Clean .....	C-1
	b. Contracting Officer (KO) .....	C-1
	c. Contractor .....	C-1
	d. Disinfect .....	C-1
	e. Engineered Performance Standards (EPS) .....	C-1
	f. Facility .....	C-2
	g. Federal Holidays .....	C-2
	h. Frequency of Service .....	C-2
	i. Performance Requirements Summary (PRS) Table .....	C-2
	j. Quality Assurance Evaluator (QAE) .....	C-2
	k. Regular Working Hours .....	C-3
	l. Relamping .....	C-3
	m. Response Time .....	C-3
	n. Space .....	C-3
	o. Waste Containers .....	C-3
C.4	GOVERNMENT-FURNISHED PROPERTY, MATERIALS AND SERVICES .....	C-3
	a. Government-Furnished Facilities .....	C-3
	b. Government-Furnished Equipment .....	C-3
	c. Government-Furnished Material .....	C-4
	d. Availability of Utilities .....	C-4
C.5	CONTRACTOR FURNISHED ITEMS .....	C-4
C.6	MANAGEMENT .....	C-4
	a. Work Control .....	C-4
	b. Allowable Work Hours .....	C-4
	c. Work Schedule .....	C-5
	d. Protection of Government Property .....	C-5
C.7	CUSTODIAL SERVICES REQUIREMENTS .....	C-5
	a. Basic Services .....	C-5
	b. Service Call Work .....	C-8
	c. Indefinite Quantity Work .....	C-9
C.8	GENERAL ADMINISTRATIVE REQUIREMENTS .....	C-10
	a. Directives .....	C-10
	b. Station Regulations .....	C-10
	c. Fire Protection .....	C-11
	d. Environmental Protection .....	C-11
	e. Disposal .....	C-11
	f. Safety Requirements and Reports .....	C-11
	g. Passes and Badges .....	C-12
	h. Identification of Contractor Employees .....	C-12
	i. Identification of Contractor Vehicles .....	C-12
	j. Permits .....	C-13
	k. Insurance .....	C-13



PART I - THE SCHEDULE

SECTION C: DESCRIPTION/SPECIFICATIONS/WORK STATEMENT

!\*\*\*\*\*  
NOTE TO SPECIFICATION WRITER: The GENERAL INTENTION paragraph defines the overall scope of the contract. It should be carefully written so that if additional work is required, the contract can be modified by an in-scope modification.  
\*\*\*\*\*!

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.

!\*\*\*\*\*  
NOTE TO SPECIFICATION WRITER: The GENERAL REQUIREMENTS paragraph provides a general description of the services required by the contract.  
\*\*\*\*\*!

C.2 GENERAL REQUIREMENTS. The Contractor shall furnish all labor, management, supervision, tools, equipment, materials, supplies, and transportation necessary to provide custodial services in accordance with contract requirements. Attachment J-C1 provides the inventory of facilities to be maintained. Designated spaces include, but are not limited to, halls, restrooms, offices, work areas, entranceways, lobbies, storage areas, elevators, and stairways.

!\*\*\*\*\*  
NOTE TO SPECIFICATION WRITER: The DEFINITIONS - TECHNICAL paragraph contains definitions associated with Section C. Definitions should be inserted in alphabetical order. Avoid using acronyms, terms, or titles in Section C that are not identified and defined in this paragraph.  
\*\*\*\*\*!

C.3 DEFINITIONS - TECHNICAL. As used throughout this contract, the following terms shall have the meaning set forth below.

a. Clean. Free of dirt, dust, spots, streaks, stains, smudges, litter, debris, and other residue.

b. Contracting Officer (KO). 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.

c. Contractor. Refers to both the prime Contractor and any subcontractors. The prime Contractor shall ensure subcontractors comply with the provisions of this contract.

d. Disinfect. To cleanse of harmful microorganisms by application of an approved chemical agent.

e. Engineered Performance Standards (EPS). A job estimating system developed for the Department of Defense. EPS is the average time necessary for a qualified craftsperson 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. Attachment J-E3 contains a list of available EPS Handbooks; these documents may be downloaded from [http://www.efdlant.navfac.navy.mil/lantops\\_16/download.htm](http://www.efdlant.navfac.navy.mil/lantops_16/download.htm).

f. Facility. A building, structure, or piece of equipment designed and created to serve a particular function.

g. Federal Holidays. New Year's Day; Martin Luther King, Jr. Day; Presidents' Day, Memorial Day, Independence Day, Labor Day, Columbus Day, Veteran's Day, Thanksgiving Day, Christmas Day.

h. Frequency of Service

(1) Annual (A). Services performed once during each 12-month period of the contract at intervals of 335 to 395 days.

(2) Semiannual (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 four 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) Semimonthly (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.

i. Performance Requirements Summary (PRS) Table. A table (see Attachment J-C2) delineating work requirements, standards of performance, Maximum Allowable Defect Rates (MADRs), and weights for each contract requirement. The PRS is used by the Government to assess Contractor performance and is the primary method for calculating deductions for unsatisfactorily performed or nonperformed work.

j. Quality Assurance Evaluator (QAE). The Government employee designated by the KO to monitor Contractor performance.

k. Regular Working Hours. The Government's regular (normal) working hours are from !STARTING HOUR! to !ENDING HOUR!, Monday through Friday except (a) Federal Holidays and (b) other days specifically designated by the KO.

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

m. Response Time. 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.

n. Space. An area to receive custodial services which may or may not be considered a room by common definition, e.g., definable sections of hallways, stairwells, lobbies, offices, entrances, and elevators.

o. Waste Containers. Trash receptacles, wastebaskets, trashcans, wastepaper baskets, 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, equipment, and material, if any, and provide detailed listings in Section J. Ensure NAVFAC clause 5252.245-9300 in Section I is properly completed. If a CA program study is being conducted, providing Government-furnished facilities, equipment, and material must be based on an economic analysis. Refer to OPNAVINST 4860.7.  
\*\*\*\*\*!

C.4 GOVERNMENT-FURNISHED PROPERTY, MATERIALS AND SERVICES. In accordance with NAVFAC 5252.245-9300, "GOVERNMENT-FURNISHED PROPERTY, MATERIALS AND SERVICES" clause, Section I, and the following paragraphs, the Government will furnish or make available to the Contractor certain Government-owned facilities, equipment, materials, and utilities for use in connection with this contract.

!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-C3.

a.(OPTIONAL) Government-Furnished Facilities. The Government will not provide office space or 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.

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

b. Government-Furnished Equipment. The Government will furnish or make available to the Contractor the tools and equipment listed in Attachment J-C4.

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

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

c. Government-Furnished Material. The Government will furnish or make available the material described in Attachment J-C5 to the Contractor.

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

!\*\*\*\*\*  
NOTE TO SPECIFICATION WRITER: Ensure that NAVFAC clause 5252.245-9300 completely describes the utility services to be provided, applicable rates of reimbursement, etc.  
\*\*\*\*\*!

d. Availability of Utilities. The Government will furnish utility services as specified in NAVFAC 5252.245-9300, "GOVERNMENT-FURNISHED PROPERTY, MATERIALS AND SERVICES" clause, Section I.

C.5 CONTRACTOR FURNISHED ITEMS. Except for items listed in paragraph C.4, the Contractor shall provide all facilities, equipment, materials, and supplies to perform the requirements of this contract. Equipment, materials, and supplies furnished shall conform to the applicable specifications listed in Attachment J-C6 and the technical specifications, Section C; items not listed shall be of acceptable commercial grade and quality.

C.6 MANAGEMENT. The Contractor shall manage the total work effort associated with the services required herein to ensure fully adequate and timely completion of these services, and permit tracking of work in progress. Such management includes, but is not limited to, planning, scheduling, cost accounting, and quality control. The Contractor shall provide staff with the necessary management expertise to assure the performance of the required work.

a. Work Control. The Contractor shall plan and schedule work to assure material, labor, and equipment are available to complete work requirements with regard to the established time limits and quality standards. Verbal scheduling and status reports shall be provided when requested by the KO. The status of any item of work must be provided within !INSERT! hours of the inquiry during the Contractor's regular working hours, and within !INSERT! hours after regular working hours.

!\*\*\*\*\*  
NOTE TO SPECIFICATION WRITER: The user and customer representatives must determine when services will be performed. The paragraphs below are for illustration only, and must be tailored by the user.  
\*\*\*\*\*!

b. Allowable Work Hours

(1) Except as may otherwise be specified, all firm fixed-price work shall be performed during regular working hours as defined in paragraph C.3.k. If the Contractor desires to carry on work on Saturday, Sunday, holidays, or outside regular working hours, the written approval of the KO must be obtained.

(2) Indefinite quantity work 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, prior approval shall be obtained from the KO.

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. Work Schedule

(1) The Contractor shall arrange work so as not to cause interference with the normal occurrence of Government business. In those cases where some interference is unavoidable, the Contractor shall make every effort to minimize the impact of the interference and its effects. All work schedules required shall be submitted to and approved by the KO. In no event shall the Contractor change approved work schedules without the prior consent of the KO. Changes to the work schedule shall be submitted for approval at least !INSERT! working days prior to performance. Whenever non-essential services have been scheduled on the date a holiday occurs, such services shall be performed on the following working day.

(2) Initial Work Schedule. Within 15 calendar days after award, the Contractor shall submit to the KO a general schedule of planned performance of work for the contract period. The schedule shall indicate the hours of the day that twice weekly or more frequent services will be accomplished, and the day of the week that weekly or less frequent services will be accomplished. The location to receive services, the services to be performed, and the estimated time to complete the work shall also be provided.

d. Protection of Government Property. During work execution, the Contractor shall take special care to protect Government property including furniture, walls, baseboards, and other surfaces. Accidental splashes shall be removed immediately. Damage resulting from Contractor operations shall be repaired by the Contractor, including painting, refinishing, or replacement (if necessary), at no additional cost to the Government.

C.7 CUSTODIAL SERVICES REQUIREMENTS. The Contractor shall provide the custodial services described below which can be divided into three group: basic services, service calls, and indefinite quantity work.

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 spaces indicated. Furniture and other items moved while performing basic services shall be returned to its 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.a 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 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 using a disinfectant and shall be free of odors. After washing, containers shall be wiped dry and new plastic liners installed. 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 process 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 floor level. If present, chalkboards, 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 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 cleaned as appropriate along with the rest of the floor. Mats shall be returned to their original locations afterward. The Contractor shall notify the KO in writing when walk-off mats are no longer effective because they are worn out.

(2) Floor Care. Floor care 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. Floors shall be swept/dust mopped prior to damp mopping. 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 Contractor shall use a blend of detergents and polymers to emulsify surface soil and repair traffic areas. If buffing produces loose residue, it shall be removed in a manner that will leave the floor clean without destroying the high gloss produced by buffing. When cleaning and buffing is completed, the floor shall have a uniform, high-gloss finish from wall to wall, including corners, free of scuff and heel marks.

(c) Waxing and Buffing. In the event spray cleaning and buffing is not sufficient to maintain a uniform, high-gloss finish, floors shall be completely waxed and buffed using a liquid wax system containing not less than 18% solids. 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. The following work requirements shall be performed each time restroom services are performed.

(a) Cleaning. Restroom fixtures, including water closets, urinals, lavatories, and sinks shall be washed inside and outside using 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, then 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. Servicing restrooms shall include inspecting, cleaning, and replenishing supply dispensers. Restroom supplies include, but are not limited to, paper towels, toilet tissue, and soap. The Contractor shall stock restrooms with sufficient supplies to insure they 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 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: Service calls for lighting should be included if relamping is specified. 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 for lighting.  
\*\*\*\*\*!

(a) Relamping. Relamping services shall be provided for all light fixtures, including emergency, exit, and exterior lights. This work includes inspecting each building/space listed in Attachment J-C1 !INSERT FREQUENCY!, and replacing all blinking and burned out fluorescent tubes and incandescent bulbs. Replacement lamps shall be same type, wattage, and voltage as those removed.

(b) Policing Grounds. Paper, bottles, cans, and other trash and refuse shall be removed from all grounds, sidewalks, and interior courts within !INSERT DISTANCE! of the buildings specified in Attachment J-C1. All removed items shall be deposited in the nearest waste container.

!\*\*\*\*\*  
NOTE TO SPECIFICATION WRITER: Walkways and other areas designated for snow and ice removal must be specified in Attachment J-C8.  
\*\*\*\*\*!

(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 methodology for maintaining areas snow- and ice-free. 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 consists 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) 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) Lighting. The Contractor shall respond to service calls for replacing burned out or blinking fluorescent tubes and incandescent bulbs 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 that are generally performed less frequently than monthly are included in the indefinite quantity portion of the contract. If the user decides one or more indefinite quantity work requirements should be treated as firm fixed-price work items, specific information on work locations, quantities, and frequencies must be provided to the Contractor. The user would move the particular work requirement from the "Indefinite Quantity Work" paragraph below to the "Basic Services" paragraph above, and indicate the location and frequencies in Attachment J-C7. The Schedule (Section B), Schedule of Deductions (Attachment J-E1), and QA plans would be changed accordingly.  
\*\*\*\*\*!

c. Indefinite Quantity Work. Indefinite quantity work includes those custodial services required on an unscheduled or irregular frequency, and will be ordered by the KO on a task order in accordance with the "PROCEDURES FOR ISSUING ORDERS" clause in Section G. Attachment J-C9 indicates the minimum and maximum quantities the Government may include on a single task order, as well as the number of Contractor working days in which task orders must be completed.

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

!\*\*\*\*\*  
NOTE TO SPECIFICATION WRITER: Shampooing can have several meanings ranging from surface cleaning to thorough, deep cleaning. The methodology denoted below is for illustration only; the user should indicate the specific method required.  
\*\*\*\*\*!

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

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

!\*\*\*\*\*  
NOTE TO SPECIFICATION WRITER: Cleaning exterior glass above the second floor of multistory 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 payment purposes.

(6) Cleaning Interior Glass. The Contractor shall thoroughly clean all interior glass surfaces, 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.

#### C.8 GENERAL ADMINISTRATIVE REQUIREMENTS

a. Directives. The Contractor shall comply with applicable Department of Defense (DoD), Secretary of the Navy (SECNAV), Chief of Naval Operations (OPNAV), and other directives, instructions, and regulations as posted or as specified by the KO.

b. Station Regulations

(1) The Contractor and his/her employees shall become acquainted with and obey all Government regulations as posted, or as requested by the KO.

(2) The Contractor shall participate actively in the activity energy conservation program. The Contractor shall comply with the base energy conservation program and shall become familiar with !INSERT ACTIVITY ENERGY CONSERVATION INSTRUCTION NUMBER!. The Contractor superintendent shall represent the Contractor's interests at all meetings of the activity's Energy Conservation and Resource Management Committee. The KO shall approve the use of high energy consuming tools or equipment.

c. Fire Protection. The Contractor and his/her employees shall know where fire alarms are located and how to turn them on. The Contractor shall handle and store all combustible supplies, materials, waste and trash in a manner that prevents fire hazards to persons, facilities, and materials. Contractor employees operating critical equipment shall be trained to properly respond during a fire alarm or fire per local activity instructions.

d. Environmental Protection. The Contractor shall comply with all applicable federal, state, and local laws, and with the regulations and standards as requested by the KO. All environmental protection matters shall be coordinated with the KO. Inspection of any of the facilities operated by the Contractor may be accomplished by the Activity Environmental Protection Coordinator, or authorized officials on a no-notice basis during normal working hours. In the event that a regulatory agency assesses a monetary fine against the Government for violations caused by Contractor negligence, the Contractor shall reimburse the Government for the amount of that fine and all other costs. The Contractor shall also clean up any oil spills that result from the Contractor's operations. The Contractor shall comply with the instructions of the cognizant Navy Medical Department with respect to avoidance of conditions which create a nuisance or which may be hazardous to the health of military or civilian personnel.

e. Disposal. !SELECT ONE OF THE FOLLOWING OPTIONS! !OPTION 1! Debris, rubbish, hazardous waste and nonusable material resulting from the work under this contract shall be disposed of by the Contractor at his expense off Government property. Hazardous wastes must be disposed of in accordance with the Resource Conservation and Recovery Act and all other applicable federal, state and local laws and regulations. !OPTION 2! Debris, rubbish and nonusable material resulting from the work under this contract may be disposed of on Government property at !INDICATE LOCATION! at the direction of the KO or off Government property at the option of the Contractor. In either case, the Contractor must dispose of all hazardous waste in accordance with the Resource Conservation and Recovery Act and its associated state and local regulations.

f. Safety Requirements and Reports

(1) Prior to commencing work, the Contractor shall meet in conference with the KO to discuss and develop mutual understandings relative to administration of the Safety Program.

(2) The Contractor's workspace may be inspected periodically for OSHA and Navy violations. Abatement of violations will be the responsibility of the Contractor and/or the Government as determined by the KO. The Contractor shall provide assistance to the Safety Office escort and the federal or state OSHA inspector if a complaint is filed. Any fines levied on the Contractor by federal or state OSHA offices due to safety/health violations shall be paid promptly.

(3) The Contractor shall report to the KO, in the manner and on the forms prescribed by the Government, exposure data and all accidents resulting in death, trauma, or occupational disease. All accidents must be reported to the KO within 24 hours of their occurrence.

(4) The Contractor shall submit to the KO a full report of damage to Government property and/or equipment by contractor employees. All damage reports shall be submitted to the KO within 24 hours of the occurrence.

(5) Only emergency medical care is available in Government facilities to Contractor employees who suffer on-the-job injury or disease. Care will be rendered at the rates in effect at the time of treatment. The Contractor shall reimburse the Naval Regional Medical Center Collection Agent upon receipt of statement.

g. Passes and Badges. All Contractor employees shall obtain the required employee and vehicle passes. The Contractor shall, prior to the start of the contract, submit to the KO an estimate of the number of personnel expected to be used at any one time on the contract. The Government will issue badges without charge. Each employee shall wear the Government issued badge over the front of the outer clothing. When an employee leaves the Contractor's service, the employee's pass and badge shall be returned within !INSERT NUMBER OF DAYS! days. Passes and badges issued to Contractor employees shall not negate the requirement for employee identification required in the "Identification of Contractor Employees" paragraph.

h. Identification of Contractor Employees

(1) The Contractor shall provide to the KO the name or names of the responsible supervisory person or persons authorized to act for the Contractor.

(2) The Contractor shall furnish sufficient personnel to perform all work specified within the contract.

(3) Contractor employees shall conduct themselves in a proper, efficient, courteous and businesslike manner.

(4) The Contractor shall remove from the site any individual whose continued employment is deemed by the KO to be contrary to the public interest or inconsistent with the best interests of National Security.

(5) No employee or representative of the Contractor will be admitted to the site of work unless he furnishes satisfactory proof that he is a citizen of the United States, or, if an alien, his residence within the United States is legal.

(6) All contractor/subcontractor employees working under this contract shall be identified by a distinctive nameplate, emblem, or patch attached in a prominent place on an outer garment. Employee identification shall not be substituted for station required passes or badges.

i. Identification of Contractor Vehicles. The company name shall be displayed on each of the Contractor's vehicles in a manner and size that is clearly visible. All vehicles shall display a valid state license plate and

safety inspection sticker, if applicable, and shall be maintained in good repair.

j. Permits. The Contractor shall, without additional expense to the Government, obtain all appointments, licenses, and permits required for the prosecution of the work. The Contractor shall comply with all applicable federal, state, and local laws. Evidence of such permits and licenses shall be provided to the KO before work commences.

k. Insurance. Within fifteen (15) days after the award of this contract, the Contractor shall furnish the KO a *CERTIFICATE OF INSURANCE* as evidence of the existence of the following insurance coverage in amounts not less than the amounts specified below in accordance with the "INSURANCE - WORK ON A GOVERNMENT INSTALLATION" clause, Section I.

(1) The Contractor shall procure and maintain, during the entire period of performance under this contract, the following minimum insurance coverage.

(a) Comprehensive General Liability: \$500,000 per occurrence

(b) Automobile Liability: \$200,000 per person  
\$500,000 per occurrence  
\$ 20,000 per occurrence for property damage

(c) Workmen's Compensation: As required by Federal and State worker's compensation and occupational disease statutes

(d) Employer's Liability coverage: \$100,000, except in states where worker's compensation may not be written by private carriers

(e) Other as required by State Law

(2) The Certificate of Insurance shall provide for at least 30 days written notice to the KO by the insurance company prior to cancellation or material change in policy coverage. Other requirements and information are contained in the aforementioned insurance clause.

END OF SECTION C

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

SECTION J: LIST OF ATTACHMENTS

!\*\*\*\*\*  
NOTE TO SPECIFICATION WRITER: The attachment numbers shown below identify the sections where they are discussed. For example, Attachment J-C1 is the first attachment referenced in Section C, and Attachment J-E2 is the second attachment referenced in Section E.

Number pages sequentially for each attachment. For example, J-C1-1 is the first page of Attachment J-C1, J-E2-2 is the second page of Attachment J-E2, etc.

A typical list of attachments is shown in the Table of Contents below.

\*\*\*\*\*!

TABLE OF CONTENTS

<u>ATTACHMENT</u> <u>NUMBER</u>	<u>TITLE</u>
J-1	Department of Labor Wage Determination
J-C1	Inventory of Facilities
J-C2	Performance Requirements Summary (PRS) Table
J-C3	Government-Furnished Facilities
J-C4	Government-Furnished Equipment
J-C5	Government-Furnished Material
J-C6	Contractor Furnished Items
J-C7	Schedule of Services
J-C8	Requirements for Removing Snow and Ice
J-C9	Task Order Quantities and Completion Times
J-E1	Schedule of Deductions
J-E2	Statistically Extrapolated Surveillance Techniques
J-E3	List of Engineered Performance Standards Handbooks
J-E4	CPAR Form - Services, Information Technology, and Operations Support
J-G1	Sample Invoice

ATTACHMENT J-1

DEPARTMENT OF LABOR WAGE DETERMINATION

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

# ATTACHMENT J-C1

## INVENTORY OF FACILITIES

!\*\*\*\*\*  
 NOTE TO SPECIFICATION WRITER: Two formats for displaying facility information, 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 facility information may be displayed. The user should design a format to fit the specific needs of the activity, while ensuring enough facility information is provided for Contractors to develop accurate bids.  
 \*\*\*\*\*!

### FORMAT #1

FACILITY/ SPACE	FLOORING (SQUARE FEET) <sup>1</sup>				ROOMS	RESTROOM FIXTURES <sup>2</sup>	WALK-OFF MATS	ELEVATORS	FLIGHTS OF STAIRS	CONGESTION <sup>3</sup>
	RT	CA	C	W						
Bldg 6	5,000	2,000		1,000	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

<sup>1</sup> Flooring Codes:  
 C - Concrete  
 CA - Carpet  
 RT - Resilient Tile  
 W - Wood

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

<sup>3</sup> 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 <sup>1</sup>	SQUARE FEET	RESTROOM FIXTURES	WALK-OFF MATS	CONGESTION <sup>3</sup>
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 = 12,300

Number of walk-off mats = 3

Restrooms:

Number = 4

Number of fixtures = 16

Square footage = 2,300

<sup>1</sup> Flooring Codes:

C - Concrete

CA - Carpet

CT - Ceramic Tile

HPL - High-Pressure Plastic Laminate

RT - Resilient Tile

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

<sup>3</sup> 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 Contractor a convenient summary of the quantity of services listed on all of the facility inventory sheets. If used, the specification writer must ensure 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 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-C2

PERFORMANCE REQUIREMENTS SUMMARY (PRS) TABLE

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 which, when exceeded, indicates the Contractor's quality control is unsatisfactory. The MADR does not represent a threshold for payment deductions. Deductions are taken for all defects (with appropriate credit for rework) regardless of whether the MADR was exceeded.
- d. Specify the percentage (weight) of contract requirement attributable to each listed work requirement (See PRS Column 4).

!\*\*\*\*\*  
NOTE TO SPECIFICATION WRITER: The percentages in the WEIGHT column are used in conjunction with the Schedules to calculate payment deductions for partially performed work. 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 [Paragraphs C.7.a(1)(a) and C.7.a(1)(b)]	5%	50% Item 1, Schedule of Deductions
B. Emptying Waste Containers	Quality standards, Section C [Paragraph C.7.a(1)(c)]	5%	20% Item 1, Schedule of Deductions
C. Low Dusting/ Cleaning	Quality standards, Section C [Paragraph C.7.a(1)(d)]	5%	20% Item 1, Schedule of Deductions
D. Cleaning Walk-Off Mats	Quality standards, Section C [Paragraph C.7.a(1)(e)]	5%	10% Item 1, Schedule of Deductions
2. CONTRACT REQUIREMENT: FLOOR CARE			
A. Quality Work <sup>1</sup>	Services performed per quality standards [Paragraph C.7.a(2)]	5%	90% Item 2, Schedule of Deductions
B. Timely Completion	Services accomplished per Attachment J-C7	5%	10% Item 2, Schedule of Deductions
3. CONTRACT REQUIREMENT: RESTROOM SERVICES			
A. Cleaning and Disinfecting Fixtures	Quality standards, Section C [Paragraph C.7.a(3)(a)]	3%	30% Item 3, Schedule of Deductions
B. Cleaning Floors, Walls, and Partitions	Quality standards, Section C [Paragraph C.7.a(3)(a)]	3%	25% Item 3, Schedule of Deductions
C. Emptying Waste Containers	Quality standards, Section C [Paragraph C.7.a(3)(a)]	3%	15% Item 3, Schedule of Deductions
D. Servicing Dispensers	Quality standards, Section C [Paragraph C.7.a(3)(b)]	3%	30% Item 3, Schedule of Deductions
4. CONTRACT REQUIREMENT: RELAMPING			
A. Quality Work <sup>1</sup>	Burned out/blinking tubes and bulbs replaced with lamps of appropriate type, wattage, and voltage [Paragraph C.7.a(4)(a)]	5%	90% Item 4, Schedule of Deductions

WORK REQUIREMENTS (Column 1)	STANDARDS OF PERFORMANCE (Column 2)	MAX ALLOW DEFECT RATE (Column 3)	WEIGHT (Column 4)
B. Timely Completion	Services accomplished per Attachment J-C7	5%	10% Item 4, Schedule of Deductions
5. CONTRACT REQUIREMENT: POLICING GROUNDS			
A. Quality Work <sup>1</sup>	Services performed per quality standards [Paragraph C.7.a(4)(b)]	5%	90% Item 5, Schedule of Deductions
B. Timely Completion	Services accomplished per Attachment J-C7	5%	10% Item 5, Schedule of Deductions
6. CONTRACT REQUIREMENT: REMOVING SNOW AND ICE			
A. Quality Work <sup>1</sup>	Specified areas clean and safe for pedestrian traffic, removed snow/ice deposited in appropriate location [Paragraph C.7.a(4)(c)]	5%	90% Item 6, Schedule of Deductions
B. Timeliness	Snow and ice removed prior to !INSERT TIME! on regular working days and maintained snow- and ice-free until !INSERT TIME! [Paragraph C.7.a(4)(c)]	5%	10% Item 6, Schedule of Deductions
7. CONTRACT REQUIREMENT: CLEANING SERVICE CALLS			
A. Timeliness	Work begins within !INSERT TIME! hours; prosecuted to completion once work has begun [Paragraph C.7.b(1)]	5%	20% Item 7, Schedule of Deductions
B. Quality Work <sup>1</sup>	Quality standards, Section C [Paragraph C.7.b(1)]	5%	80% Item 7, Schedule of Deductions
8. CONTRACT REQUIREMENT: LIGHTING SERVICE CALLS			
A. Timeliness	Work begins within !INSERT TIME! hours [Paragraph C.7.b(2)]	5%	10% Item 8, Schedule of Deductions
B. Quality Work <sup>1</sup>	Quality standards, Section C [Paragraph C.7.b(2)]	5%	90% Item 8, Schedule of Deductions

WORK REQUIREMENTS (Column 1)	STANDARDS OF PERFORMANCE (Column 2)	MAX ALLOW DEFECT RATE (Column 3)	WEIGHT (Column 4)
9. CONTRACT REQUIREMENT: INDEFINITE QUANTITY WORK			
A. Timely Completion	Work completed within time period specified (Paragraph C.7.c and Attachment J-C9)	3%	10% Unit Prices, CLIN <sup>2</sup> 0002
B. Quality Work <sup>1</sup>	Quality standards, Section C (Paragraph C.7.c)	3%	90% of Unit Prices, CLIN 0002

<sup>1</sup> Unsatisfactory performance of this work requirement will result in an unsatisfactory rating for the entire contract requirement.

<sup>2</sup> CLIN - Contract Line Item Number

ATTACHMENT J-C3

GOVERNMENT-FURNISHED FACILITIES

!\*\*\*\*\*  
 NOTE TO SPECIFICATION WRITER: List all facilities, such as office and storage spaces and janitor's closets, to be provided to the Contractor. Furnish simple drawings of each facility showing Contractor areas, or indicate on floor plan drawings or sketches as described in Attachment J-C7. Delete this attachment if no Government-furnished facilities will be provided.  
 \*\*\*\*\*!

The following facilities will be furnished or made available for use by the Contractor, as specified in the GOVERNMENT-FURNISHED PROPERTY, MATERIALS AND SERVICES paragraph, Section C.

BUILDING NUMBER	JANITOR'S CLOSETS		OFFICE SPACES		STORAGE SPACES	
	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-C4

GOVERNMENT-FURNISHED EQUIPMENT

!\*\*\*\*\*  
NOTE TO SPECIFICATION WRITER: List all equipment to be provided to the Contractor. Furnish descriptive characteristics including manufacturer, model, type, age, location, etc. Delete this attachment if no Government-furnished equipment will be provided.  
\*\*\*\*\*!

The following equipment will be furnished or made available for use by the Contractor, as specified in the GOVERNMENT-FURNISHED PROPERTY, MATERIALS AND SERVICES paragraph, 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, 1 <sup>st</sup> floor
Upright Vacuum	Hoover	4 yrs	Fair	Bldg 86, 2 <sup>nd</sup> floor

!ETC!



ATTACHMENT J-C5

GOVERNMENT-FURNISHED MATERIAL

!\*\*\*\*\*  
NOTE TO SPECIFICATION WRITER: List all material to be provided to the Contractor. Furnish descriptive characteristics including generic name, federal or commercial specifications (if applicable), and quantities of issue. Delete this attachment if no Government furnished-material will be provided.  
\*\*\*\*\*!

The following material will be furnished or made available for use by the Contractor, as specified in the GOVERNMENT-FURNISHED PROPERTY, MATERIALS AND SERVICES paragraph, 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-C6

CONTRACTOR FURNISHED ITEMS

!\*\*\*\*\*  
NOTE TO SPECIFICATION WRITER: This attachment identifies the type and quality of material and equipment the Contractor is responsible for providing, and must be tailored by the user. Most of the standards shown below may be downloaded or ordered from the following websites:

Construction Criteria Base (CCB) - <http://www.ccb.org/html/home.html>  
ASSIST online - <http://astimage.daps.dla.mil/online/index.cfm>

\*\*\*\*\*!

Material and equipment furnished by the Contractor shall be of the type and quality used in large-scale commercial cleaning operations, meet the requirements specified herein, and be approved by the KO before use.

1. Material. All material shall conform to the requirements of the latest edition of the applicable specification listed below. When no specification is listed, the material 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 KO. The list shall include the name of the manufacturer name, the brand name, and a statement certifying that materials supplied meet or exceed contract requirements.

a. Toilet Supplies

(1) Soaps. Restrooms soaps shall conform to the following requirements.

(a) Powdered soap for dispenser use shall be mildly scented, free flowing, and non-caking per ASTM-D2958.

(b) Liquid soap for dispenser use shall be mildly scented, approximately 15% concentrate, and equivalent to one of the following brand names:

- Vestal
- Calgon
- Saniflush

(c) Toilet soap in cake form for hand use shall be white and mildly scented per ASTM-D499.

(2) Paper Towels and Toilet Tissue. Factory-reject type paper is prohibited for use by this contract. Paper towels and toilet tissue shall be delivered in unopened cartons and conform to the following requirements.

(a) Paper towels shall suit the existing paper towel dispensers; adapters, as required, shall be furnished by the Contractor at no additional cost to the Government. Folded paper towels shall conform to A-A-696. Paper towel rolls shall be commercial grade, highly absorbent, wet-strength type, and approximately 4½ inches in diameter and 11 inches wide.

(b) Toilet tissue shall be commercial grade per ASTM-D3905. The approximate width of rolls shall be 4½ inches.

(3) Liquid Deodorizer. Liquid deodorizer shall be standard commercial type.

(4) Deodorants. Cake deodorants shall fit existing dispensers and meet the requirements of A-A-266.

(5) Disinfectant Germicidal. Disinfectant shall conform to A-A-1441.

b. Waste Container Liners. Liners shall be provided in various sizes to fit all waste containers.

c. Floor Wax. Floor wax shall be an acrylic, slip-resistant wax conforming to one of the following brand names 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 approved equipment shall be acceptable to the activity Fire Marshall.

ATTACHMENT J-C7

SCHEDULE OF SERVICES

!\*\*\*\*\*  
 NOTE TO SPECIFICATION WRITER: A ***Schedule of Services*** should be completed for each building and space, or group of spaces with the same service requirements. Indicate the frequency of service based on paragraph C.3.h, and add any specific requirements such as particular days of the week on which services must be performed.

Two different example formats are provided in this attachment. Format #1 is most useful when 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 provided as part of this attachment.

\*\*\*\*\*!

FORMAT #1

SPACE NUMBERS

BUILDING NUMBER 139N

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

TOTAL SF OF SPACES 14,600<sup>1</sup>

CUSTODIAL REQUIREMENTS	FREQUENCY <sup>2</sup>					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 - Tuesday and Friday

W - Tuesday

M - First Wednesday

<sup>1</sup> Includes restrooms

<sup>2</sup> See paragraph C.3.h for service frequency codes

FORMAT #2

SPACE NUMBERS

BUILDING NUMBER 139N

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

TOTAL SF OF SPACES 14,600<sup>1</sup>

2nd floor corridor, basement

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

Specific Requirements:

3W - Monday, Wednesday, and Friday

2W - Monday and Thursday

W - Tuesday

M - First Wednesday

<sup>1</sup> Includes restrooms

<sup>2</sup> See paragraph C.3.h for service frequency codes

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 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

TASK ORDER QUANTITIES AND COMPLETION TIMES

!\*\*\*\*\*  
 NOTE TO SPECIFICATION WRITER: Tailor the minimum and maximum quantities and completion times shown below, and attach a DD Form 1155, if desired. Remember that rapid completion requirements are costly, and in many instances, unnecessary.  
 \*\*\*\*\*!

The following table indicates the minimum and maximum quantity of each CLIN the Government will order per task order, and the number of working days in which the Contractor must complete the work, from date of Contractor's receipt of the task order to final work completion. If multiple items are ordered on a single task order, working days for completion shall run concurrently.

ITEM NO.	<u>SUPPLIES/SERVICES</u>	<u>MINIMUM QUANTITY</u>	<u>MAXIMUM QUANTITY</u>	<u>WORKING DAYS FOR COMPLETION</u>
0002AA	Stripping and Rewaxing Floors	2,000 SF	8,000 SF	10
0002AB	Shampooing Carpets and Rugs	4,000 SF	16,000 SF	10
0002AC	Cleaning Light Fixtures	20 EA	80 EA	10
0002AD	High Dusting/Cleaning	1,500 SF	6,000 SF	10
0002AE	Cleaning Exterior Glass	1,500 SF	6,000 SF	10
0002AF	Cleaning Interior Glass	1,500 SF	6,000 SF	10
0002AG	Cleaning Venetian Blinds	20 EA	80 EA	10

## ATTACHMENT J-E1

SCHEDULE OF DEDUCTIONS

<u>ITEM</u>	<u>CONTRACT REQUIREMENT</u>	<u>UNIT</u>	<u>QUANTITY</u>	<u>UNIT PRICE</u>	<u>TOTAL PRICE</u>
1.	Space Cleaning per paragraph C.7.a(1)	MONTH	12	\$_____	\$_____
2.	Floor Care per paragraph C.7.a(2)	MONTH	12	\$_____	\$_____
3.	Restroom Services per paragraph C.7.a(3)	MONTH	12	\$_____	\$_____
4.	Relamping per paragraph C.7.a(4)(a)	MONTH	12	\$_____	\$_____
5.	Policing Grounds per paragraph C.7.a(4)(b)	MONTH	12	\$_____	\$_____
6.	Removing Snow and Ice per paragraph C.7.a(4)(c)	MONTH	!INSERT!	\$_____	\$_____
7.	Cleaning Service Calls per paragraph C.7.b(1)	MONTH	12	\$_____	\$_____
8.	Lighting Service Calls per paragraph C.7.b(2)	MONTH	12	\$_____	\$_____
<b>TOTAL</b> (Must equal amount bid for CLIN 0001)					\$_____



ATTACHMENT J-E2

STATISTICALLY EXTRAPOLATED SURVEILLANCE TECHNIQUES

!\*\*\*\*\*  
NOTE 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.  
\*\*\*\*\*!

1. The Government reserves the right to start surveillance using Random Sampling with Extrapolated Deductions (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.

2. 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-C2. Failure to maintain adequate quality control can result in Termination for Default.

3. The following example illustrates the process that will be used to calculate the Contractor's payment deduction when RSED is used for surveillance.

!\*\*\*\*\*

**EXAMPLE PAYMENT CALCULATION WHEN RSED IS USED**

<u>SPACE CLEANING</u>	<u>WORK REQUIREMENTS</u>			
	<u>SWEEP/DUST MOP AND/OR VACUUM</u>	<u>EMPTY WASTE CONTAINERS</u>	<u>LOW DUSTING/ CLEANING</u>	<u>CLEAN WALK-OFF MATS</u>
Relative Value of Services (from PRS)	\$ 50%	20%	20%	10%
a. Price for Work Requirement	\$ 3,500.00	\$1,400.00	\$1,400.00	\$ 700.00
b. Population	9,500	9,500	9,500	9,500
c. Price per Service (a ÷ b)	\$ .368	\$ .147	\$ .147	\$ .074
d. Number of Services Sampled (Normal)	212	212	212	212
e. Number in Sample Rejected	21	17	29	13
f. Observed Defect Rate (e ÷ d)	9.91%	8.02%	13.68%	6.13%
g. Adjustment Factor *	1.38%	1.31%	1.59%	1.17%
h. Deductible Defect Rate (f - g)	8.53%	6.71%	12.09%	4.96%
i. Extrapolated Defects (h x b) (round down to whole number)	810	637	1,148	471
j. Defects Observed Outside Sample	0	10	0	9
k. Rework by Contractor	0	10	0	9
l. Rework by Government or Others	0	0	0	0
m. Net Number of Services Deducted at Schedule Price (i - k)	810	627	1,148	462
n. Extrapolated Deduction (c x m)	\$ 298.08	\$ 92.17	\$ 168.76	\$ 34.19
o. Deduct Government Rework Actual Cost	\$ 0	\$ 0	\$ 0	\$ 0
p. LDs Contractor Defects ** [(e + j) x c x 10%]	\$ .77	\$ .40	\$ .43	\$ .16
q. LDs Government Rework [(l x c) x 20%] **	\$ 0	\$ 0	\$ 0	\$ 0
r. Other Adjustments (" - " indicates a deduction)	\$ 0	\$ 0	\$ 0	\$ 0
s. Retention	\$ 0	\$ 0	\$ 0	\$ 0
t. Total Deductions (n + o + p + q + r + s)	\$ 298.85	\$ 92.57	\$ 169.19	\$ 34.35
u. Total Payment (a - t)	\$ 3201.15	\$ 1307.43	\$ 1230.81	\$ 665.65

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

\*\* Calculated in accordance with the "CONSEQUENCES OF CONTRACTOR'S FAILURE TO PERFORM REQUIRED SBVINCE" clause, Seuctio Ee.

# TABLE OF SAMPLE SIZES FOR NORMAL SAMPLING LEVELS

Sample sizes shown below are for the indicated monthly population.

<u>POPULATION RANGE - SAMPLE SIZE</u>	<u>POPULATION RANGE - SAMPLE SIZE</u>
33-34..... 30	123-124..... 79
35-36..... 31	125-127..... 80
37 ..... 32	128-129..... 81
38 ..... 33	130-132..... 82
39-40..... 34	133-134..... 83
41 ..... 35	135-137..... 84
42-43..... 36	138-140..... 85
44 ..... 37	141-142..... 86
45-46..... 38	143-145..... 87
47 ..... 39	146-148..... 88
48-49..... 40	149-151..... 89
50 ..... 41	152-154..... 90
51-52..... 42	155-157..... 91
53 ..... 43	158-160..... 92
54-55..... 44	161-163..... 93
56 ..... 45	164-166..... 94
57-58..... 46	167-169..... 95
59-60..... 47	170-172..... 96
61 ..... 48	173-176..... 97
62-63..... 49	177-179..... 98
64-65..... 50	180-182..... 99
66 ..... 51	183-186..... 100
67-68..... 52	187-189..... 101
69-70..... 53	190-193..... 102
71 ..... 54	194-196..... 103
72-73..... 55	197-200..... 104
74-75..... 56	201-204..... 105
76-77..... 57	205-208..... 106
78-79..... 58	209-211..... 107
80-81..... 59	212-215..... 108
82-83..... 60	216-219..... 109
84 ..... 61	220-224..... 110
85-86..... 62	225-228..... 111
87-88..... 63	229-232..... 112
89-90..... 64	233-236..... 113
91-92..... 65	237-241..... 114
93-95..... 66	242-245..... 115
96-97..... 67	246-250..... 116
98-99..... 68	251-255..... 117
100-101..... 69	256-259..... 118
102-103..... 70	260-264..... 119
104-105..... 71	265-269..... 120
106-107..... 72	270-274..... 121
108-110..... 73	275-280..... 122
111-112..... 74	281-285..... 123
113-114..... 75	286-290..... 124
115-117..... 76	291-296..... 125
118-119..... 77	297-302..... 126
120-122..... 78	303-308..... 127

POPULATION RANGE - SAMPLE SIZE

309-313.....	128
314-320.....	129
321-326.....	130
327-332.....	131
333-339.....	132
340-345.....	133
346-452.....	134
353-359.....	135
360-366.....	136
367-374.....	137
375-381.....	138
382-389.....	139
390-397.....	140
398-405.....	141
406-414.....	142
415-422.....	143
423-431.....	144
432-440.....	145
441-450.....	146
451-459.....	147
460-469.....	148
470-479.....	149
480-490.....	150
491-501.....	151
502-512.....	152
513-523.....	153
524-535.....	154
536-548.....	155
549-560.....	156
561-574.....	157
575-587.....	158
588-601.....	159
602-616.....	160
617-631.....	161
632-646.....	162
647-663.....	163
664-680.....	164
681-697.....	165
698-716.....	166
717-735.....	167
736-754.....	168
755-775.....	169
776-796.....	170
797-819.....	171
820-842.....	172

POPULATION RANGE - SAMPLE SIZE

843-867.....	173
868-893.....	174
894-920.....	175
921-948.....	176
949-978.....	177
979-1009.....	178
1010-1042.....	179
1043-1077.....	180
1078-1114.....	181
1115-1153.....	182
1154-1194.....	183
1195-1238.....	184
1239-1285.....	185
1286-1335.....	186
1336-1388.....	187
1389-1445.....	188
1446-1507.....	189
1508-1573.....	190
1574-1644.....	191
1645-1721.....	192
1722-1805.....	193
1806-1896.....	194
1897-1997.....	195
1998-2107.....	196
2108-2228.....	197
2229-2363.....	198
2364-2514.....	199
2515-2684.....	200
2685-2876.....	201
2877-3094.....	202
3095-3348.....	203
3349-3643.....	204
3644-3990.....	205
3991-4407.....	206
4408-4915.....	207
4916-5549.....	208
5550-6361.....	209
6362-7439.....	210
7440-8940.....	211
8941-11173.....	212
11174-14827.....	213
14828-22020.....	214
22021-42231.....	215
42232-465914.....	216
465915 and above....	217

# TABLE OF SAMPLE SIZES FOR MINIMUM SAMPLING LEVELS

Sample sizes are for the indicated total contract population over the contract term. Monthly samples are determined by prorating the sample size listed to the individual monthly populations.

<u>POPULATION RANGE - SAMPLE SIZE</u>	<u>POPULATION RANGE - SAMPLE SIZE</u>
135-141..... 120	635-668..... 360
142-148..... 125	669-703..... 370
149-155..... 130	704-740..... 380
156-163..... 135	741-779..... 390
164-170..... 140	780-820..... 400
171-178..... 145	821-864..... 410
179-185..... 150	865-909..... 420
186-193..... 155	910-958..... 430
194-201..... 160	959-1009..... 440
202-209..... 165	1010-1063..... 450
210-217..... 170	1064-1120..... 460
218-225..... 175	1121-1182..... 470
226-233..... 180	1183-1247..... 480
234-242..... 185	1248-1317..... 490
243-251..... 190	1318-1392..... 500
252-259..... 195	1393-1472..... 510
260-269..... 200	1473-1559..... 520
270-278..... 205	1560-1652..... 530
279-287..... 210	1653-1754..... 540
288-296..... 215	1755-1864..... 550
297-306..... 220	1865-1984..... 560
307-316..... 225	1985-2116..... 570
317-326..... 230	2117-2260..... 580
327-336..... 235	2261-2420..... 590
337-346..... 240	2421-2598..... 600
347-357..... 245	2599-2797..... 610
358-378..... 255	2798-3020..... 620
379-389..... 260	3021-3273..... 630
390-401..... 265	3274-3562..... 640
402-412..... 270	3563-3896..... 650
413-436..... 280	3897-4285..... 660
437-449..... 285	4286-4745..... 670
450-461..... 290	4746-5297..... 680
462-474..... 295	5298-5971..... 690
475-487..... 300	5972-6814..... 700
488-501..... 305	6815-7897..... 710
502-514..... 310	7898-9340..... 720
515-528..... 315	9341-11358..... 730
529-542..... 320	11359-14382..... 740
543-557..... 325	14383-19414..... 750
558-587..... 330	19415-29441..... 760
588-602..... 340	29442-59251..... 770
603-618..... 345	59252-4403172..... 780
619-634..... 350	4403173 and above... 781

# TABLE OF ADJUSTMENT FACTORS FOR RANDOM SAMPLING

FOR ODR OVER % - THRU %	ADJUSTMENT FACTOR %	FOR ODR OVER % - THRU %	ADJUSTMENT FACTOR %
0.00-0.25	0.25	17.0-18.0	1.76
0.25-0.30	0.25	18.0-19.0	1.80
0.30-0.40	0.29	19.0-20.0	1.84
0.40-0.50	0.32	20.0-21.0	1.87
0.50-0.60	0.35	21.0-22.0	1.90
0.60-0.70	0.38	22.0-23.0	1.93
0.70-0.80	0.41	23.0-24.0	1.96
0.80-0.90	0.43	24.0-25.0	1.99
0.90-1.00	0.46	25.0-26.0	2.01
1.00-2.00	0.64	26.0-27.0	2.04
2.00-3.00	0.78	27.0-28.0	2.06
3.00-4.00	0.90	28.0-29.0	2.08
4.00-5.00	1.00	29.0-30.0	2.10
5.00-6.00	1.09	30.0-31.0	2.12
6.00-7.00	1.17	31.0-32.0	2.14
7.00-8.00	1.24	32.0-33.0	2.16
8.00-9.00	1.31	33.0-34.0	2.17
9.00-10.0	1.38	34.0-35.0	2.19
10.0-11.0	1.44	35.0-36.0	2.20
11.0-12.0	1.49	36.0-37.0	2.22
12.0-13.0	1.54	37.0-38.0	2.23
13.0-14.0	1.59	38.0-39.0	2.24
14.0-15.0	1.64	39.0-40.0	2.25
15.0-16.0	1.68	40.0-41.0	2.26
16.0-17.0	1.72	41.0-42.0	2.26

ATTACHMENT J-E3

LIST OF ENGINEERED PERFORMANCE STANDARDS HANDBOOKS

The handbooks listed below may be downloaded from the following website -  
[http://www.efdlant.navfac.navy.mil/lantops\\_16/download.htm](http://www.efdlant.navfac.navy.mil/lantops_16/download.htm)

HANDBOOK NUMBER

CRAFT

01	General
02	Carpentry
03	Electric, Electronic
04	Heating, Cooling, Ventilation
05	Janitorial
06	Machine Shop, Machine Repairs
07	Masonry
08	Moving, Rigging
09	Paint
10	Pipefitting, Plumbing
11	Roads, Grounds, Pest Control, and Refuse Collection
12	Sheet Metal, Structural Iron & Welding
13	Trackage
14	Wharfbuilding
-	Preventive Maintenance/Recurring Maintenance Service
-	Work Estimating Desk Guide

## ATTACHMENT J-E4

## CPAR FORM - SERVICES, INFORMATION TECHNOLOGY, AND OPERATIONS SUPPORT

<b>SERVICES, INFORMATION TECHNOLOGY, AND OPERATIONS SUPPORT</b> <b>CPAR FORM</b>																															
FOR OFFICIAL USE ONLY (When Filled In)																															
<b>CONTRACTOR PERFORMANCE ASSESSMENT REPORT (CPAR) -</b> <i>(Source Selection Sensitive Information)(See FA R 3.104)</i>										<b>SERVICES</b>  <b>INFORMATION TECHNOLOGY</b>  <b>OPERATIONS SUPPORT</b>																					
1.NAME/ADDRESS OF CONTRACTOR (Division)			2.		INITIAL		INTER-MEDIATE		FINAL REPORT		ADDENDUM																				
3.PERIOD OF PERFORMANCE BEING ASSESSED																															
CAGE CODE		DUNS+4 NUMBER		4a.CONTRACT AND ORDER NUMBER						4b.DoD BUSINESS SECTOR & SUB-SECTOR																					
FSC OR SERVICE CODE		SIC Code		5.CONTRACTING OFFICE (ORGANIZATION AND CODE)																											
6.LOCATION OF CONTRACT PERFORMANCE (If not in item 1)				7a.CONTRACTING OFFICER						7b.PHONE NUMBER																					
				8.CONTRACT AWARD DATE						9.CONTRACT COMPLETION DATE																					
				10.N/A																											
				11.AWARDED VALUE						12.CURRENT CONTRACT DOLLAR VALUE																					
				13.				COMPETITIVE						NON-COMPETITIVE																	
14.CONTRACT TYPE																															
		FFP				FPI				FPR				CPFF				CPIF				CPAF				MIXED				OTHER	
15.KEY SUBCONTRACTORS AND DESCRIPTION OF EFFORT PERFORMED																															
7777777777777777																															
16.PROGRAM TITLE AND PHASE OF ACQUISITION (If applicable)																															
17.CONTRACT EFFORT DESCRIPTION (Highlight key components, technologies and requirements; key milestone events and major modifications to contract during this period.)																															
				CURRENT RATING																											
18.EVALUATE THE FOLLOWING AREAS		PAST Rating		Unsatisfactory		Marginal		Satisfactory		Very Good		Exceptional		N/A																	
a.QUALITY OF PRODUCT OR SERVICE																															
b.SCHEDULE																															
c.COST CONTROL																															
d.BUSINESS RELATIONS																															
e.MANAGEMENT OF KEY PERSONNEL*																															
f.OTHER AREAS																															
(1)																															
(2)																															
FOR OFFICIAL USE ONLY (When filled In)																															

\* Not applicable to Operations Support



**SERVICES, INFORMATION TECHNOLOGY, AND OPERATIONS SUPPORT CPAR FORM (continued)**

FOR OFFICIAL USE ONLY (When Filled In)		
19.N/A		
20.PROGRAM MANAGER (OR EQUIVALENT INDIVIDUAL) RESPONSIBLE FOR PROGRAM, PROJECT, OR TASK/JOB ORDER EXECUTION NARRATIVE (SEE PARA. 1.3)		
21.TYPE NAME AND TITLE OF PROGRAM MANAGER (SEE PARA. 1.3)	ORGANIZATION & CODE	PHONE NUMBER
SIGNATURE	DATE	
22.CONTRACTOR COMMENTS (Contractor's Option)		
23.TYPE NAME AND TITLE OF CONTRACTOR REPRESENTATIVE		PHONE NUMBER
SIGNATURE		DATE
24.REVIEW BY REVIEWING OFFICIAL (Comments Optional)		
25.TYPE NAME AND TITLE OF REVIEWING OFFICIAL	ORGANIZATION AND CODE	PHONE NUMBER
SIGNATURE	DATE	
FOR OFFICIAL USE ONLY (When Filled In)		

ATTACHMENT J-G1

SAMPLE INVOICE

!\*\*\*\*\*  
NOTE TO SPECIFICATION WRITER: A well thought out invoice format simplifies  
verification of the amount billed and the calculation of payment deductions, and  
should be provided in this attachment.  
\*\*\*\*\*!

END OF SECTION J

QUALITY ASSURANCE GUIDE

GUIDE PERFORMANCE WORK STATEMENT FOR

CUSTODIAL SERVICES

QUALITY ASSURANCE GUIDE  
GUIDE PERFORMANCE WORK STATEMENT FOR  
CUSTODIAL SERVICES

TABLE OF CONTENTS

	PAGE <u>NO.</u>
I. INTRODUCTION.....	QA-1
A. Overview.....	QA-1
B. QAE Training.....	QA-1
C. QAE Staffing.....	QA-2
II. QUALITY ASSURANCE PLAN DEVELOPMENT.....	QA-2
A. Functional Considerations.....	QA-2
B. Selection of Methods of Surveillance.....	QA-3
C. Performance Requirements Summary.....	QA-5
D. Concept of Substantially Complete.....	QA-5
III. SAMPLE QUALITY ASSURANCE PLANS.....	QA-6
#1 Space Cleaning.....	QA-8
#2 Floor Care.....	QA-15
#3 Restroom Services.....	QA-19
#4 Relamping.....	QA-24
#5 Policing Grounds.....	QA-28
#6 Removing Snow and Ice.....	QA-32
#7 Service Calls.....	QA-36
#8 Indefinite Quantity Work.....	QA-42
IV. CONTRACTOR'S OVERALL PERFORMANCE EVALUATION.....	QA-45
A. Monthly Payment Analysis Forms.....	QA-45
B. Analysis of Results.....	QA-45
C. Contract Discrepancy Report (CDR).....	QA-45
D. Recommended Deductions.....	QA-45
V. CONTRACTOR SUBMISSIONS.....	QA-45

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 the quantity and quality of the goods and services received comply with the requirements of the contract. This 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 NAVFAC MO-327, *Facility Support Contract Quality Management Manual* 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 sample QA plans. These sample plans must be tailored concurrently with the tailoring of the GPWS to develop a unique QA program that fits the needs of the activity. The Guide is divided into four parts:

1. The *INTRODUCTION* presents an overview and gives information on Quality Assurance Evaluator (QAE) staffing and training.

2. *QUALITY ASSURANCE 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 *SAMPLE QUALITY ASSURANCE PLANS* include numerical examples, sample FSC Surveillance Calendars, and sample Payment Analysis forms for each service included in this GPWS. Each Payment Analysis form illustrates how the Performance Requirements Summary (PRS) Table and inspection results are used to calculate deductions from the Contractor's invoice. Many of the sample QA plans in this Guide are based on the use of the Automated Quality Assurance System (AQAS) for Windows 95/98/NT. This program may be downloaded from the website <http://aqas.navfac.navy.mil>. Sample size determinations, sampling procedures, and payment analysis can be accomplished using AQAS, which greatly reduces the time and number of manual calculations required. The user must tailor the sample plans provided to conform to 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 performance summary report.

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. NAVFACENGCOM Policy Memorandum #00-04 states any individual who performs facilities support contract QAE duties on NAVFAC-awarded contracts must attend the QAE training course provided by each of the NAVFAC geographical Engineering Field Divisions (EFDs) (or equivalent) within six months of their assignment. 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. The EFD should be contacted for QAE training scheduling or assistance.

2. In addition to being intimately familiar with the requirements of the specification, QAEs must also contact the activity's Facilities Management Engineering Division and familiarize themselves with the procedures that will be used to order work, how they will be notified when work has been completed and is ready for inspection, how customer complaints will be handled, etc.

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 if appropriate, compare the results with the current effort. This analysis involves determining the average time needed to complete all of the inspections required by each plan, including travel time requirements; time required to prepare monthly reports and perform other administrative duties; and time to perform any non-surveillance duties, i.e., training, safety meetings, preparing contract modifications, making award fee determinations, etc. AQAS may be used to estimate the number of QAEs required, and NAVFAC EFDs may be contacted if staffing analyses assistance is needed.

II. QUALITY ASSURANCE PLAN DEVELOPMENT. Many of the inspection problems that tend to surface after contract award can be avoided if the PWS and QA plans are developed concurrently. These two documents are closely interrelated since QA plans describe how work outputs and quality standards defined in the PWS will be observed and measured. Surveillance methods, inspection documentation, preparation of QAE schedules, and other issues pertaining to the development of QA plans are discussed in Chapters 4 and 5 of NAVFAC MO-327. The following discussion provides relevant information for the surveillance of custodial services.

A. Functional Considerations. Monitoring of custodial services poses some unique requirements for the QAE as discussed below.

1. Magnitude of Work. Unless the scope of the custodial services contract is very small, only one or two buildings, it is unlikely the QAE(s) will be able to fully monitor Contractor performance without additional help. Since the closest observer of the Contractor's work is the building occupant, 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 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 separate tasks may be performed at different frequencies. While some services are performed daily or weekly, others may only require monthly or semiannual performance. Work performed on a frequent (daily or weekly) basis may be evaluated in a daily evaluation plan. The QAE should plan to inspect each and every indefinite quantity task order.

3. Space Inventory. The QAE will use the information contained in the inventory of facilities (Attachment J-C1) and the schedule of services (Attachment J-C7) to determine the methods of surveillance and sample sizes to include in QA Plans.

4. Rework. The Government may, at its option, give the Contractor an opportunity to reperform work identified as being poorly performed or not performed.

a. Timeliness. The Government may permit the Contractor to correct a discrepancy provided the time of correction does not approach the time the same service is scheduled to be performed again. As an example, rooms are cleaned after regular working hours. The next morning, the building monitor reports to the QAE that one or more rooms were unsatisfactory. The Contractor is notified by the QAE, but the Contractor's crew does not arrive until 4:30 PM that afternoon. In this example, the Contractor has not corrected the discrepancy, but 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 that are not part of the regularly scheduled service crews. Additionally, if the Contractor is allowed 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. Customer Complaints

(1) The Government must establish a method to handle customer complaints. 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 otherwise.

(2) Since it is unlikely sufficient QAE time will be available to verify every customer complaint received, many of the discrepancies may be passed directly to the Contractor for corrective action. In this case, the building monitor would be requested to call the QAE for on-site validation if the discrepancy is not corrected by the required completion time. Remember, payment deductions may be taken only for validated customer complaints.

c. Discrepancies Noted by the QAE. The QAE will most likely be performing contract surveillance during most of the day, and cannot stop to call the Contractor every time a deficiency is found. In many cases, the same work is scheduled to be performed again the next day. Contractor notification of discrepancies is not always feasible, and when feasible, may severely limit the QAE's available time. It is recommended the QAE inform the Contractor only of health, safety, or comfort items that require immediate corrective action and cannot wait for the next regularly scheduled performance. Such discrepancies would include running out of restroom supplies, removal of snow and ice from sidewalks, etc. The QAE or building monitor will reinspect these items. All other routine items will be brought to the Contractor's attention at the end of the workday, 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 and the

factors that influence which method(s) should be used. These factors include population size; the importance, characteristics, and location of the service; and the availability of QAE resources. Custodial services factors are discussed below for each method of surveillance.

1. One Hundred Percent Inspection. One hundred percent inspection is generally used for those services that are considered very important, have relatively small monthly populations, or are included in the indefinite quantity portion of the contract. This type of surveillance should be considered for the inspection of service calls and snow/ice removal if the monthly populations are normally low. The QAE is required to inspect each and every indefinite quantity task order.

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 NAVFAC MO-327.

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 be employed if the user ensures 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.2 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. The sample QA plans provided for these services may be used for random sampling with or without extrapolated deductions, since only the method of payment differs between these two methods. Sample 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 evaluating 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, 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, are a key supportive surveillance method since building occupants are 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



furnished and a clear means of reporting discrepancies is established. Customer complaint records must document the nature of the complaint, and, if valid, whether or not the problem was corrected. Only validated complaints are subject to invoice deductions. Customer complaints are documented and passed to the Contractor in accordance with established rework procedures. The QAE will validate work reported as deficient but not corrected within the allowed time period.

5. Unscheduled Inspections. This method involves impromptu inspections of contract requirements. It should never be used as the primary method of surveillance, but can be used to supplement other methods, particularly in problem areas.

C. Performance Requirements Summary. As noted previously in the User's Guide (paragraph III.E), the PRS Table will be used primarily by the KO in conjunction with the clauses in Section E 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. A sample PRS Table that reflects the contract requirements and work requirements of this GPWS is provided in Attachment J-C2. However, this table must be modified to reflect the requirements of the tailored PWS. NAVFAC MO-327 provides guidance on the development of PRS Tables and calculation of payment deductions, 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, and are a reflection of the requirement's importance. For example, the MADRs for restroom services should be smaller than those for space cleaning since the former is more critical than the latter. 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-C2; however, the user must tailor these.

2. Weights reflect the value of each work requirement as a percentage of the price of the contract requirement with which it is associated, and convey the relative importance the activity places on a particular work requirement. Careful consideration must be given when choosing these percentages since they will be used in making payment deductions. Values for timely completion and timely response will be the most difficult to assign since they are subjective by nature. The percentages suggested in Attachment J-C2 should be carefully reviewed and tailored by the user.

D. Concept of Substantially Complete. Substantial completeness is a key concept in surveillance of custodial services. Unfortunately, this concept is difficult to explain in such a way as to achieve consistent application since it is based on subjective judgment.

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 tried to perform the required work, and the only variance consists of minor omissions or defects. In general, work is substantially complete when 90%-95%-99% of the total work requirement is satisfactorily completed. The percentage selected is dependent upon the type of work performed, so keep in mind this is a subjective judgment and there are no clear guidelines established.

2. General Criteria. The QAE should ask a series of questions when assessing the Contractor's work performance. A negative answer, or in some cases multiple negative answers, may result in rejection of the performed work. Questions that should be asked include:

a. Are there major work omissions? A major work omission would be a single omission or unsatisfactorily performed item that would cause a single work requirement to be classified as unsatisfactory, but does not affect the performance of other requirements. 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 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 FSC Surveillance Calendar in case this omission becomes a recurring problem.

c. Are there recurring 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. On the other hand, a recurring omission is a sign of poor Contractor quality control, and some action is required to correct the problem. Using the example above, assume the Contractor has failed to clean partitions in the same restroom three days in a row. This would be a recurring 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. In this GPWS, each contract requirement (e.g., restroom services) is divided into work requirements (e.g., cleaning and disinfecting fixtures, emptying waste containers, etc.). The substantially complete concept will be used to determine the Contractor's performance of each work requirement as either satisfactory or unsatisfactory. At the end of the month, the QAE will summarize the results of the month's inspections and calculate defect rates for each work requirement. Payment deductions will be taken for the total value of each work requirement classified as unsatisfactory.

III. SAMPLE QUALITY ASSURANCE PLANS. There are eight sample QA plans provided in this GPWS. They are:

- QA Plan #1 - Space Cleaning
- QA Plan #2 - Floor Care
- 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 - Indefinite Quantity Work

A. Each sample 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, FSC Surveillance Calendars, etc. For example, if there are few service calls at the activity, the user may want to combine emergency and routine service calls into one QA plan.

B. Tailored QA plans should be self-contained documents written in sufficient detail to preclude extensive reference to other documents or manuals. When AQAS is not used, tailored plans should contain all evaluation work sheets, payment analysis forms, and other reports/forms that will be used for documenting Contractor performance. Sample selection, evaluation procedures, analysis of results, and other procedures should be as detailed as possible.

QUALITY ASSURANCE PLAN #1  
SPACE CLEANING

1. Contract Requirement. Space Cleaning

<u>Work Requirements</u>	<u>Standards of Performance</u>
a. Sweeping/Dust Mopping and/or Vacuuming	Quality standards, Section C [Paragraphs C.7.a(1)(a) and C.7.a(1)b)]
b. Emptying Waste Containers	Quality standards, Section C [Paragraph C.7.a(1)(c)]
c. Low Dusting/Cleaning	Quality standards, Section C [Paragraph C.7.a(1)(d)]
d. Cleaning Walk-Off Mats	Quality standards, Section C [Paragraph 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)

a. Sweeping/Dust Mopping and/or Vacuuming	5%
b. Emptying Waste Containers	5%
c. Low Dusting/Cleaning	5%
d. Cleaning Walk-Off Mats	5%

4. Quantity of Work. The quantity of work will vary based on the number of space cleanings to be performed during the month. For example, assume there are 500 spaces to receive daily space cleaning services, and there are 21 working days, excluding weekends and holidays, in the month. The quantity of work will be  $500 \text{ space cleanings/day} \times 21 \text{ working days/month} = 10500 \text{ space cleanings for the month.}$

5. Level of Surveillance. The normal level of surveillance will be used initially for the contract. Go to or retain minimum surveillance if the defect rates (DRs) for all four work requirements are less than or equal to their MADRs during any given month. If at minimum surveillance the DR for any work requirement exceeds its MADR, return to normal surveillance.

6. Sample Size. Sample size will be determined by AQAS based on the level of surveillance [normal or minimum (reduced)] and population (service locations and schedules).

7. Sampling Procedures. Prior to the beginning of evaluation period, enter the surveillance month and year into the AQAS "Locations and Schedules" screen. Generate the contract service schedules and the surveillance schedules, and then print the FSC Surveillance Calendar for the forthcoming evaluation period.

8. Evaluation Procedures. Use the AQAS-generated FSC Surveillance Calendar (see attached sample) to both schedule the surveillance and record the field performance observations. For all services rated "F" (failed), indicate the reason for the failure in the space marked "remarks". Visit the surveillance

location as soon as possible after the work has been performed to insure the evaluation isn't biased by changed conditions. If appropriate, notify the Contractor of unsatisfactory performance that can be corrected by rework.

a. Validated Customer Complaints. The QAE will document all complaints received from building monitors using the AQAS "Customer Complaints" screen. Complaints should be validated as soon after receipt as possible to insure daily operations haven't affected site conditions. The QAE will notify the Contractor via facsimile of complaints received, or make arrangements for the Contractor to pick up copies of complaints at a prescribed location and time (see sample form attached). Request building monitors call back if the Contractor does not satisfactorily complete rework within the allowed time period. If called, the QAE will inform the Contractor of any corrective action required, and update the Customer Complaint Record.

b. Unscheduled Inspections. Unscheduled inspections may be conducted at any time, but should be limited to spaces of particular importance, or spaces where performance problems have been noted in the past. Defective conditions may also be discovered which are not part of the randomly selected inspections.

c. The QAE will enter surveillance findings into the AQAS "Surveillance Results" screen at the end of the month prior to printing any of the AQAS reports. Both validated customer complaints and unscheduled inspections will be annotated in the "Validated Customer Complaints" block of this screen.

9. Analysis of Results. At the end of the month, the QAE will print the AQAS Payment Analysis form (see attached samples) and Surveillance Results, and forward to the Contracting Officer; compare DRs to MADRs and recommend the level of surveillance be modified accordingly; and assess the Contractor's overall performance.

a. AQAS will calculate the DR for each work requirement as follows:

DR = Observed Defect Rate (ODR) - Adjustment Factor

ODR =  $\frac{\text{Number in Sample Rejected}}{\text{Number of Services Sampled}} \times 100$

b. The QAE will compare DRs to MADRs and take the following action:

(1) If the DRs for all four work requirements are less than or equal to their MADRs, consider using minimum surveillance for the coming evaluation period. If the DR for any work requirement is greater than its MADR, normal surveillance should be used for the coming evaluation period.

(2) If the DR for any work requirement exceeds its MADR, the QAE should recommend to the FSCM that a CDR be issued to the Contractor, or that stronger action be taken.

c. Recommended payment deductions will be taken for all documented defects (see attached sample Payment Analysis form).

d. The QAE will monitor the Contractor's overall performance and recommend appropriate administrative actions to the FSCM when performance is less than satisfactory. CPAR form *Services, Information Technology, and Operations Support* shall be used for evaluation and reporting, and is completed/submitted

electronically. Access instructions and logon procedures for the CPARS database can be obtained through the CPARS website at <http://cpars.navy.mil/>.

## INSPECT THE FOLLOWING WORK RQMTS

DATE	SHIFT			SURVEILLANCE LOCATION	A	B	C	D	REWORK	REMARKS
	DAY	SWG	GRV							
07/02/01	X			Bldg 106/Room 109	P/F	P/F	P/F	P/F	P/F	
	X			Bldg 122/Room 101	P/F	P/F	P/F	P/F	P/F	
	X			Bldg 122/Room 209	P/F	P/F	P/F	P/F	P/F	
	X			Bldg 122/Room 106	P/F	P/F	P/F	P/F	P/F	
	X			Bldg 267/Room 102	P/F	P/F	P/F	P/F	P/F	
	X			Bldg 267/Room 200	P/F	P/F	P/F	P/F	P/F	
	X			Bldg 292/Room 109	P/F	P/F	P/F	P/F	P/F	
	X			Bldg 339/Room 104	P/F	P/F	P/F	P/F	P/F	
07/03/01	X			Bldg 122/Room 101	P/F	P/F	P/F	P/F	P/F	
	X			Bldg 122/Room 304	P/F	P/F	P/F	P/F	P/F	
	X			Bldg 122/Room 106	P/F	P/F	P/F	P/F	P/F	
	X			Bldg 201/Room 105	P/F	P/F	P/F	P/F	P/F	
	X			Bldg 201/Room 109	P/F	P/F	P/F	P/F	P/F	
	X			Bldg 201/Room 203	P/F	P/F	P/F	P/F	P/F	
	X			Bldg 267/Room 102	P/F	P/F	P/F	P/F	P/F	
	X			Bldg 267/Room 107	P/F	P/F	P/F	P/F	P/F	
	X			Bldg 267/Room 200	P/F	P/F	P/F	P/F	P/F	
	X			Bldg 139/Room 104	P/F	P/F	P/F	P/F	P/F	
07/05/01	X			Bldg 122/Room 204	P/F	P/F	P/F	P/F	P/F	
	X			Bldg 123/Room 209	P/F	P/F	P/F	P/F	P/F	

**Legend of Work Requirements:**

A Sweeping/Dust Mopping and/or Vacuuming

B Emptying Waste Containers

C Low Dusting/Cleaning

D Cleaning Walk-Off Mats

## CUSTOMER COMPLAINT RECORD

1. CONTRACT NUMBER: COMPLAINT NUMBER:	
2. FIRST INFORMED OF COMPLAINT DATE:                      TIME:                      RECEIVED BY:	
3. SOURCE OF COMPLAINT ORGANIZATION: INDIVIDUAL:	
4. DETAILS OF COMPLAINT (Attach continuation sheet if necessary)	
5. CONTRACT REFERENCE	
6. COMPLAINT VALIDATED DATE:                      TIME:                      BY:	
7. CONTRACTOR INFORMED OF COMPLAINT DATE:                      TIME:                      BY:	
8. ACTION PLANNED/TAKEN BY CONTRACTOR	
9. WORK INSPECTED/REINSPECTED DATE:                      TIME:                      BY:	
10. RESULTS OF INSPECTION	
11. SIGNATURE OF AUTHORIZED INDIVIDUAL	12. DATE
13. SIGNATURE OF REVIEWING OFFICIAL (As Applicable)	14. DATE



# **PAYMENT ANALYSIS FOR Jul 2001**

**Contract:** N62467-01-D-1000 CUSTODIAL SERVICES  
**Contract Requirement:** F 1 Space Cleaning  
**Sampling:** RANDOM RSWED

## **Work Requirements**

	A	B	C	D
a. Price for Work Requirement	\$ 3500.00	1400.00	1400.00	700.00
b. Population	10500	10500	10500	10500
c. Price per service	\$ 0.333	0.133	0.133	0.067
d. No. of services sampled	212	212	212	212
e. No. in sample rejected	21	17	29	13
f. Defects observed outside sample	4	10	5	9
g. Total observed defects	25	27	34	22
h. Observed Defect rate	9.91 %	8.02 %	13.68 %	6.13 %
i. Adjustment factor (from table)	1.38 %	1.31 %	1.59 %	1.17 %
j. Defect rate	8.53 %	6.71 %	12.09 %	4.96 %
k. Rework by Contractor	7	5	10	6
l. Rework by Gov't or Others	0	0	0	0
m. Net No. Svcs Ded. at Sched pr.	18	22	24	16
n. Deduction	\$ 5.99	2.93	3.19	1.07
o. Deduct Gov't Rework Actual Cost	\$ 0.00	0.00	0.00	0.00
p. LD's Contractor Defects	\$ 0.83 @10.00%	0.36 @10.00%	0.45 @10.00%	0.15 @10.00%
q. LD's Gov't Rework	\$ 0.00 @20.00%	0.00 @20.00%	0.00 @20.00%	0.00 @20.00%
r. Other Adjustments	\$ 0.00	0.00	0.00	0.00
s. Retention	\$ 0.00	0.00	0.00	0.00
t. Total Deductions	\$ 6.82	3.29	3.64	1.22
u. TOTAL PAYMENT	\$ 3493.18	1396.71	1396.36	698.78
<b>Rqmt Total Deductions:</b>	\$ 14.97			
<b>Rqmt Total Payments:</b>	\$ 6985.03			

## **Legend of Work Requirements**

A Sweeping/Dust Mopping and/or Vacuuming  
B Emptying Waste Containers  
C Low Dusting/Cleaning  
D Cleaning Walk-Off Mats

# **PAYMENT ANALYSIS FOR Jul 2001**

**Contract:** N62467-01-D-1000 CUSTODIAL SERVICES  
**Contract Requirement:** F 1 Space Cleaning  
**Sampling:** RANDOM RSED

## **Work Requirements**

	A	B	C	D
a. Price for Work Requirement	\$ 3500.00	1400.00	1400.00	700.00
b. Population	10500	10500	10500	10500
c. Price per service	\$ 0.333	0.133	0.133	0.067
d. No. of services sampled	212	212	212	212
e. No. in sample rejected	21	17	29	13
f. Observed Defect Rate	9.91 %	8.02 %	13.68 %	6.13 %
g. Adjustment Factor (from table)	1.38 %	1.31 %	1.59 %	1.17 %
h. Deductible Defect rate	8.53 %	6.71 %	12.09 %	4.96 %
i. Extrapolated Defects	895	704	1269	520
j. Defects observed outside sample	4	10	5	9
k. Rework by Contractor	7	5	10	6
l. Rework by Gov't or Others	0	0	0	0
m. Net No. Svcs Ded. at Sched pr.	888	699	1259	514
n. Extrapolated Deduction	\$ 295.70	92.97	167.45	34.44
o. Deduct Gov't Rework Actual Cost	\$ 0.00	0.00	0.00	0.00
p. LD's Contractor Defects	\$ 0.83 @10.00%	0.36 @10.00%	0.45 @10.00%	0.15 @10.00%
q. LD's Gov't Rework	\$ 0.00 @20.00%	0.00 @20.00%	0.00 @20.00%	0.00 @20.00%
r. Other Adjustments	\$ 0.00	0.00	0.00	0.00
s. Retention	\$ 0.00	0.00	0.00	0.00
t. Total Deductions	\$ 296.53	93.33	167.90	34.59
u. TOTAL PAYMENT	\$ 3203.47	1306.67	1232.10	665.41
<b>Rqmt Total Deductions:</b>	\$ 592.35			
<b>Rqmt Total Payments:</b>	\$ 6407.65			

## **Legend of Work Requirements**

A Sweeping/Dust Mopping and/or Vacuuming  
 B Emptying Waste Containers  
 C Low Dusting/Cleaning  
 D Cleaning Walk-Off Mats

QUALITY ASSURANCE PLAN #2  
FLOOR CARE

1. Contract Requirement. Floor Care

Work Requirements

Standards of Performance

- |                      |   |
|----------------------|---|
| a. Quality Work      | Services performed per quality standards,<br>[Paragraph C.7.a(2)] |
| b. Timely Completion | Services accomplished per Attachment J-C7                         |

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)

- |                      |    |
|----------------------|----|
| a. Quality Work      | 5% |
| b. Timely Completion | 5% |

4. Quantity of Work. The quantity of work will vary based on the number of floor care services to be performed during the month. For example, assume there are 500 spaces to receive floor care services twice weekly, on Monday and Thursday, and there are nine working days (5 Mondays and 4 Thursdays) in the month. The quantity of work will be 500 floor care services/day x 9 working days/month = 4500 floor care services for the month.

5. Level of Surveillance. The normal level of surveillance will be used initially for the contract. Go to or retain minimum surveillance if the DR for quality work is less than or equal to the MADR. If at minimum surveillance the DR for quality work exceeds the MADR, return to normal surveillance.

6. Sample Size. Sample size will be determined by AQAS based on the level of surveillance [normal or minimum (reduced)] and population (service locations and schedules).

7. Sampling Procedures. Prior to the beginning of evaluation period, enter the surveillance month and year into the AQAS "Locations and Schedules" screen. Generate the contract service schedules and the surveillance schedules, and then print the FSC Surveillance Calendar for the forthcoming evaluation period.

8. Evaluation Procedures. Use the AQAS-generated FSC Surveillance Calendar (see attached sample) to both schedule the surveillance and record the field performance observations. For all services rated "F" (failed), indicate the reason for the failure in the space marked "remarks". Visit the surveillance location as soon as possible after the work has been performed to insure the evaluation isn't biased by changed conditions. If appropriate, notify the Contractor of unsatisfactory performance that can be corrected by rework.

a. Validated Customer Complaints. The QAE will document all complaints received from building monitors using the AQAS "Customer Complaints" screen. Complaints should be validated as soon after receipt as possible to insure daily operations haven't affected site conditions. The QAE will notify the Contractor via facsimile of complaints received, or make arrangements for the Contractor to pick up copies of complaints at a prescribed location and time (see page QA-12).

Request building monitors call back if the Contractor does not satisfactorily complete rework within the allowed time period. If called, the QAE will inform the Contractor of any corrective action required, and update the Customer Complaint Record.

b. Unscheduled Inspections. Unscheduled inspections may be conducted at any time, but should be limited to spaces of particular importance, or spaces where performance problems have been noted in the past. Defective conditions may also be discovered which are not part of the randomly selected inspections.

c. The QAE will enter surveillance findings into the AQAS "Surveillance Results" screen at the end of the month prior to printing any of the AQAS reports. Both validated customer complaints and unscheduled inspections will be annotated in the "Validated Customer Complaints" block of this screen.

9. Analysis of Results. At the end of the month, the QAE will print the AQAS Payment Analysis form (see attached sample) and Surveillance Results, and forward to the Contracting Officer; compare DRs to MADRs and recommend the level of surveillance be modified accordingly; and assess the Contractor's overall performance.

a. AQAS will calculate the DR for each work requirement as follows:

DR = Observed Defect Rate (ODR) - Adjustment Factor

ODR =  $\frac{\text{Number in Sample Rejected}}{\text{Number of Services Sampled}} \times 100$

b. The QAE will compare DRs to MADRs and take the following action:

(1) If the DR for quality work is less than or equal to the MADR, the QAE should recommend minimum surveillance for the coming evaluation period. If the DR for quality work is greater than the MADR, normal surveillance should be used for the coming evaluation period.

(2) If the DR for any work requirement exceeds its MADR, the QAE should recommend to the FSCM that a CDR be issued to the Contractor, or that stronger action be taken.

c. Recommended payment deductions will be taken for all documented defects (see attached sample Payment Analysis form).

d. The QAE will monitor the Contractor's overall performance and recommend appropriate administrative actions to the FSCM when performance is less than satisfactory. CPAR form *Services, Information Technology, and Operations Support* shall be used for evaluation and reporting, and is completed/submitted electronically. Access instructions and logon procedures for the CPARS database can be obtained through the CPARS website at <http://cpars.navy.mil/>.

## INSPECT THE FOLLOWING WORK RQMTS

DATE	SHIFT			SURVEILLANCE LOCATION	A	B	REWORK	REMARKS
	DAY	SWG	GRV					
07/02/01	X			Bldg 100/Room 133	P/F	P/F	P/F	
	X			Bldg 122/Room 111	P/F	P/F	P/F	
	X			Bldg 122/Room 106	P/F	P/F	P/F	
	X			Bldg 142/Room 133	P/F	P/F	P/F	
	X			Bldg 292/Room 101	P/F	P/F	P/F	
	X			Bldg 292/Room 119	P/F	P/F	P/F	
	X			Bldg 400/Room 106	P/F	P/F	P/F	
	X			Bldg 400/Room 207	P/F	P/F	P/F	
	X			Bldg 400/Room 247	P/F	P/F	P/F	
07/03/01	X			Bldg 100/Room 111	P/F	P/F	P/F	
	X			Bldg 122/Room 134	P/F	P/F	P/F	
	X			Bldg 201/Room 101	P/F	P/F	P/F	
	X			Bldg 267/Room 209	P/F	P/F	P/F	
	X			Bldg 301/Room 200	P/F	P/F	P/F	
	X			Bldg 301/Room 105	P/F	P/F	P/F	
	X			Bldg 139/Room 204	P/F	P/F	P/F	
07/05/01	X			Bldg 122/Room 204	P/F	P/F	P/F	
	X			Bldg 122/Room 209	P/F	P/F	P/F	
	X			Bldg 122/Room 304	P/F	P/F	P/F	
				Bldg 142/Room 109	P/F	P/F	P/F	
	X			Bldg 267/Room 102	P/F	P/F	P/F	

## Legend of Work Requirements:

A Quality Work

B Timely Completion

# **PAYMENT ANALYSIS FOR Jul 2001**

**Contract:** N62467-01-D-1000 CUSTODIAL SERVICES  
**Contract Requirement:** F 2 Floor Care  
**Sampling:** RANDOM RSED

## **Work Requirements**

	A	B
a. Price for Work Requirement	\$ 3600.00	400.00
b. Population	4500	4500
c. Price per service	\$ 0.800	0.089
d. No. of services sampled	207	207
e. No. in sample rejected	15	17
f. Observed Defect Rate	7.25 %	8.21 %
g. Adjustment Factor (from table)	1.24 %	1.31 %
h. Deductible Defect rate	6.01 %	6.90 %
i. Extrapolated Defects	270	310
j. Defects observed outside sample	2	1
k. Rework by Contractor	7	0
l. Rework by Gov't or Others	0	0
m. Net No. Svcs Ded. at Sched pr.	263	310
n. Extrapolated Deduction	\$ 210.4	27.59
o. Deduct Gov't Rework Actual Cost	\$ 0.00	0.00
p. LD's Contractor Defects	\$ 1.36 @10.00%	0.16 @10.00%
q. LD's Gov't Rework	\$ 0.00 @20.00%	0.00 @20.00%
r. Other Adjustments	\$ 0.00	0.00
s. Retention	\$ 0.00	0.00
t. Total Deductions	\$ 211.76	27.75
u. TOTAL PAYMENT	\$ 3388.24	372.25
 <b>Rqmt Total Deductions:</b>	 \$ 239.51	
<b>Rqmt Total Payments:</b>	\$ 3760.49	

## **Legend of Work Requirements**

A Quality Work

B Timely Completion

QUALITY ASSURANCE PLAN #3  
RESTROOM SERVICES

1. Contract Requirement. Restroom Services

<u>Work Requirements</u>	<u>Standards of Performance</u>
a. Cleaning and Disinfecting Fixtures	Quality standards, Section C [Paragraph C.7.a(3)(a)]
b. Cleaning Floors, Walls, and Partitions	Quality standards, Section C [Paragraph C.7.a(3)(a)]
c. Emptying Waste Containers	Quality standards, Section C [Paragraph C.7.a(3)(a)]
d. Servicing Dispensers	Quality standards, Section C [Paragraph 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)

a. Cleaning and Disinfecting Fixtures	3%
b. Cleaning Floors, Walls, and Partitions	3%
c. Emptying Waste Containers	3%
d. Servicing Dispensers	3%

4. Quantity of Work. The quantity of work will vary based on the number of restroom services to be performed during the month. For example, assume there are 100 restrooms to receive daily services, and there are 21 working days, excluding weekends and holidays, in the month. The quantity of work will be 100 restrooms/day x 21 working days/month = 2100 restroom services for the month.

5. Level of Surveillance. The normal level of surveillance will be used initially for the contract. Go to or retain minimum surveillance if the DRs for all four work requirements are less than or equal to their MADRs during any given month. If at minimum surveillance the DR for any work requirement exceeds its MADR, return to normal surveillance.

6. Sample Size. Sample size will be determined by AQAS based on the level of surveillance [normal or minimum (reduced)] and population (service locations and schedules).

7. Sampling Procedures. Prior to the beginning of evaluation period, enter the surveillance month and year into the AQAS "Locations and Schedules" screen. Generate the contract service schedules and the surveillance schedules, and then print the FSC Surveillance Calendar for the forthcoming evaluation period.

8. Evaluation Procedures. Use the AQAS-generated FSC Surveillance Calendar (see attached sample) to both schedule the surveillance and record the field performance observations. For all services rated "F" (failed), indicate the reason for the failure in the space marked "remarks". Visit the surveillance location as soon as possible after the work has been performed to insure the

evaluation isn't biased by changed conditions. If appropriate, notify the Contractor of unsatisfactory performance that can be corrected by rework.

a. Validated Customer Complaints. The QAE will document all complaints received from building monitors using the AQAS "Customer Complaints" screen. Complaints should be validated as soon after receipt as possible to insure daily operations haven't affected site conditions. The QAE will notify the Contractor via facsimile of complaints received, or make arrangements for the Contractor to pick up copies of complaints at a prescribed location and time (see page QA-12). Request building monitors call back if the Contractor does not satisfactorily complete rework within the allowed time period. If called, the QAE will inform the Contractor of any corrective action required, and update the Customer Complaint Record.

b. Unscheduled Inspections. Unscheduled inspections may be conducted at any time, but should be limited to restrooms of particular importance, or restrooms where performance problems have been noted in the past. Defective conditions may also be discovered which are not part of the randomly selected inspections.

c. The QAE will enter surveillance findings into the AQAS "Surveillance Results" screen at the end of the month prior to printing any of the AQAS reports. Both validated customer complaints and unscheduled inspections will be annotated in the "Validated Customer Complaints" block of this screen.

9. Analysis of Results. At the end of the month, the QAE will print the AQAS Payment Analysis form (see attached sample) and Surveillance Results, and forward to the Contracting Officer; compare DRs to MADRs and recommend the level of surveillance be modified accordingly; and assess the Contractor's overall performance.

a. AQAS will calculate the DR for each work requirement as follows:

DR = Observed Defect Rate (ODR) - Adjustment Factor

ODR =  $\frac{\text{Number in Sample Rejected}}{\text{Number of Services Sampled}} \times 100$

b. The QAE will compare DRs to MADRs and take the following action:

(1) If the DRs for all four work requirements are less than or equal to their MADRs, consider using minimum surveillance for the coming evaluation period. If the DR for any work requirement is greater than its MADR, normal surveillance should be used for the coming evaluation period.

(2) If the DR for any work requirement exceeds its MADR, the QAE should recommend to the FSCM that a CDR be issued to the Contractor, or that stronger action be taken.

c. Recommended payment deductions will be taken for all documented defects (see attached sample Payment Analysis form).

d. The QAE will monitor the Contractor's overall performance and recommend appropriate administrative actions to the FSCM when performance is less than satisfactory. CPAR form *Services, Information Technology, and Operations Support* shall be used for evaluation and reporting, and is completed/submitted



electronically. Access instructions and logon procedures for the CPARS database can be obtained through the CPARS website at <http://cpars.navy.mil/>.

## INSPECT THE FOLLOWING WORK RQMTS

DATE	SHIFT			SURVEILLANCE LOCATION	A	B	C	D	REWORK	REMARKS
	DAY	SWG	GRV							
07/02/01	X			Bldg 123/Room 209	P/F	P/F	P/F	P/F	P/F	
	X			Bldg 122/Room 204	P/F	P/F	P/F	P/F	P/F	
	X			Bldg 139/Room 104	P/F	P/F	P/F	P/F	P/F	
	X			Bldg 267/Room 200	P/F	P/F	P/F	P/F	P/F	
	X			Bldg 267/Room 107	P/F	P/F	P/F	P/F	P/F	
	X			Bldg 267/Room 102	P/F	P/F	P/F	P/F	P/F	
	X			Bldg 201/Room 203	P/F	P/F	P/F	P/F	P/F	
	X			Bldg 201/Room 109	P/F	P/F	P/F	P/F	P/F	
	X			Bldg 201/Room 105	P/F	P/F	P/F	P/F	P/F	
07/03/01	X			Bldg 122/Room 106	P/F	P/F	P/F	P/F	P/F	
	X			Bldg 122/Room 304	P/F	P/F	P/F	P/F	P/F	
	X			Bldg 122/Room 101	P/F	P/F	P/F	P/F	P/F	
	X			Bldg 339/Room 104	P/F	P/F	P/F	P/F	P/F	
	X			Bldg 292/Room 109	P/F	P/F	P/F	P/F	P/F	
	X			Bldg 267/Room 200	P/F	P/F	P/F	P/F	P/F	
	X			Bldg 267/Room 102	P/F	P/F	P/F	P/F	P/F	
07/05/01	X			Bldg 122/Room 106	P/F	P/F	P/F	P/F	P/F	
	X			Bldg 122/Room 209	P/F	P/F	P/F	P/F	P/F	
	X			Bldg 122/Room 101	P/F	P/F	P/F	P/F	P/F	
	X			Bldg 106/Room 109	P/F	P/F	P/F	P/F	P/F	

**Legend of Work Requirements:**

A Cleaning and Disinfecting Fixtures

B Cleaning Floors, Wall, and Partitions

C Emptying Waste Containers

D Servicing Dispensers

# **PAYMENT ANALYSIS FOR Jul 2001**

**Contract:** N62467-01-D-1000 CUSTODIAL SERVICES  
**Contract Requirement:** F 3 Restroom Services  
**Sampling:** RANDOM RSED

## **Work Requirements**

	A	B	C	D
a. Price for Work Requirement	\$ 1050.00	875.00	525.00	1050.00
b. Population	2100	2100	2100	2100
c. Price per service	\$ 0.500	0.417	0.250	0.500
d. No. of services sampled	196	196	196	196
e. No. in sample rejected	9	8	3	15
f. Observed Defect Rate	4.59 %	4.08 %	1.53 %	7.65 %
g. Adjustment Factor (from table)	1.00 %	1.00 %	0.64 %	1.24 %
h. Deductible Defect rate	3.59 %	3.08 %	0.89 %	6.41 %
i. Extrapolated Defects	75	64	18	134
j. Defects observed outside sample	5	10	1	4
k. Rework by Contractor	3	4	2	7
l. Rework by Gov't or Others	0	0	0	0
m. Net No. Svcs Ded. at Sched pr.	72	60	16	127
n. Extrapolated Deduction	\$ 36.00	25.02	4.00	63.50
o. Deduct Gov't Rework Actual Cost	\$ 0.00	0.00	0.00	0.00
p. LD's Contractor Defects	\$ 0.70 @10.00%	0.75 @10.00%	0.10 @10.00%	0.95 @10.00%
q. LD's Gov't Rework	\$ 0.00 @20.00%	0.00 @20.00%	0.00 @20.00%	0.00 @20.00%
r. Other Adjustments	\$ 0.00	0.00	0.00	0.00
s. Retention	\$ 0.00	0.00	0.00	0.00
t. Total Deductions	\$ 36.70	25.77	4.10	64.45
u. TOTAL PAYMENT	\$ 1013.30	849.23	520.90	985.55
<b>Rqmt Total Deductions:</b>	\$ 131.02			
<b>Rqmt Total Payments:</b>	\$ 3368.98			

## **Legend of Work Requirements**

A Cleaning and Disinfecting Fixtures  
 B Cleaning Floors, Walls, and Partitions  
 C Emptying Waste Containers  
 D Servicing Dispensers

QUALITY ASSURANCE PLAN #4  
RELAMPING

1. Contract Requirement. Relamping

Work Requirements

Standards of Performance

- |                      |   |
|----------------------|---|
| a. Quality Work      | Burned out/blinking tubes and bulbs replaced with lamps of appropriate type, wattage, and voltage [Paragraph C.7.a(4)(a)] |
| b. Timely Completion | Services accomplished per Attachment J-C7   |

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)

- |                      |    |
|----------------------|----|
| a. Quality Work      | 5% |
| b. Timely Completion | 5% |

4. Quantity of Work. The quantity of work will equal the 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 initially for the contract. Go to or retain minimum surveillance if the DR for quality work is less than or equal to the MADR. If at minimum surveillance the DR for quality work exceeds the MADR, return to normal surveillance.

6. Sample Size. Sample size will be determined by AQAS based on the level of surveillance [normal or minimum (reduced)] and population (service locations and schedules).

7. Sampling Procedures. Prior to the beginning of evaluation period, enter the surveillance month and year into the AQAS "Locations and Schedules" screen. Generate the contract service schedules and the surveillance schedules, and then print the FSC Surveillance Calendar for the forthcoming evaluation period.

8. Evaluation Procedures. Use the AQAS-generated FSC Surveillance Calendar (see attached sample) to both schedule the surveillance and record the field performance observations. For all services rated "F" (failed), indicate the reason for the failure in the space marked "remarks". Visit the surveillance location as soon as possible after the work has been performed to insure the evaluation isn't biased by changed conditions. If appropriate, notify the Contractor of unsatisfactory performance that can be corrected by rework.

a. Validated Customer Complaints. The QAE will document all complaints received from building monitors using the AQAS "Customer Complaints" screen. Complaints should be validated as soon after receipt as possible to insure daily operations haven't affected site conditions. The QAE will notify the Contractor via facsimile of complaints received, or make arrangements for the Contractor to pick up copies of complaints at a prescribed location and time (see page QA-12). Request building monitors call back if the Contractor does not satisfactorily complete rework within the allowed time period. If called, the QAE will inform

the Contractor of any corrective action required, and update the Customer Complaint Record.

b. Unscheduled Inspections. Unscheduled inspections may be conducted at any time, but should be limited to spaces of particular importance, or spaces where performance problems have been noted in the past. Defective conditions may also be discovered which are not part of the randomly selected inspections.

c. The QAE will enter surveillance findings into the AQAS "Surveillance Results" screen at the end of the month prior to printing any of the AQAS reports. Both validated customer complaints and unscheduled inspections will be annotated in the "Validated Customer Complaints" block of this screen.

9. Analysis of Results. At the end of the month, the QAE will print the AQAS Payment Analysis form (see attached sample) and Surveillance Results, and forward to the Contracting Officer; compare DRs to MADRs and recommend the level of surveillance be modified accordingly; and assess the Contractor's overall performance.

a. AQAS will calculate the DR for each work requirement as follows:

DR = Observed Defect Rate (ODR) - Adjustment Factor

ODR =  $\frac{\text{Number in Sample Rejected}}{\text{Number of Services Sampled}} \times 100$

b. The QAE will compare DRs to MADRs and take the following action:

(1) If the DR for quality work is less than or equal to the MADR, the QAE should recommend minimum surveillance for the coming evaluation period. If the DR for quality work is greater than the MADR, normal surveillance should be used for the coming evaluation period.

(2) If the DR for any work requirement exceeds its MADR, the QAE should recommend to the FSCM that a CDR be issued to the Contractor, or that stronger action be taken.

c. Recommended payment deductions will be taken for all documented defects (see attached sample Payment Analysis form).

d. The QAE will monitor the Contractor's overall performance and recommend appropriate administrative actions to the FSCM when performance is less than satisfactory. CPAR form *Services, Information Technology, and Operations Support* shall be used for evaluation and reporting, and is completed/submitted electronically. Access instructions and logon procedures for the CPARS database can be obtained through the CPARS website at <http://cpars.navy.mil/>.

## INSPECT THE FOLLOWING WORK RQMTS

DATE	SHIFT			SURVEILLANCE LOCATION	A	B	REWORK	REMARKS
	DAY	SWG	GRV					
07/03/01	X			Bldg 1/Room 1	P/F	P/F	P/F	
	X			Bldg 1/Room 10	P/F	P/F	P/F	
	X			Bldg 1/Room 11	P/F	P/F	P/F	
	X			Bldg 1/Room 15	P/F	P/F	P/F	
	X			Bldg 1/Room 16	P/F	P/F	P/F	
	X			Bldg 1/Room 17	P/F	P/F	P/F	
	X			Bldg 1/Room 19	P/F	P/F	P/F	
	X			Bldg 1/Room 2	P/F	P/F	P/F	
	X			Bldg 1/Room 20	P/F	P/F	P/F	
	X			Bldg 1/Room 4	P/F	P/F	P/F	
	X			Bldg 1/Room 5	P/F	P/F	P/F	
	X			Bldg 1/Room 7	P/F	P/F	P/F	
	X			Bldg 1/Room 8	P/F	P/F	P/F	
	X			Bldg 2/Room 2	P/F	P/F	P/F	
	X			Bldg 2/Room 3	P/F	P/F	P/F	
	X			Bldg 2/Room 5	P/F	P/F	P/F	
07/10/01	X			Bldg 2/Room 10	P/F	P/F	P/F	
	X			Bldg 2/Room 11	P/F	P/F	P/F	
	X			Bldg 2/Room 14	P/F	P/F	P/F	
				Bldg 2/Room 16	P/F	P/F	P/F	
	X			Bldg 2/Room 9	P/F	P/F	P/F	

## Legend of Work Requirements:

A Quality Work

B Timely Completion

# **PAYMENT ANALYSIS FOR Jul 2001**

**Contract:** N62467-01-D-1000 CUSTODIAL SERVICES  
**Contract Requirement:** F 4 Relamping  
**Sampling:** RANDOM RSED

## **Work Requirements**

	A	B
a. Price for Work Requirement	\$ 2700.00	300.00
b. Population	600	600
c. Price per service	\$ 4.50	0.50
d. No. of services sampled	159	159
e. No. in sample rejected	8	10
f. Observed Defect Rate	5.03 %	6.29 %
g. Adjustment Factor (from table)	1.09 %	1.17 %
h. Deductible Defect rate	3.94 %	5.12 %
i. Extrapolated Defects	23	30
j. Defects observed outside sample	3	5
k. Rework by Contractor	2	0
l. Rework by Gov't or Others	0	0
m. Net No. Svcs Ded. at Sched pr.	21	30
n. Extrapolated Deduction	\$ 94.50	15.00
o. Deduct Gov't Rework Actual Cost	\$ 0.00	0.00
p. LD's Contractor Defects	\$ 4.95 @10.00%	0.75 @10.00%
q. LD's Gov't Rework	\$ 0.00 @20.00%	0.00 @20.00%
r. Other Adjustments	\$ 0.00	0.00
s. Retention	\$ 0.00	0.00
t. Total Deductions	\$ 99.45	15.75
u. TOTAL PAYMENT	\$ 2600.55	284.25
 <b>Rqmt Total Deductions:</b>	 \$ 115.20	
<b>Rqmt Total Payments:</b>	\$ 2884.80	

## **Legend of Work Requirements**

A Quality Work

B Timely Completion

QUALITY ASSURANCE PLAN #5  
POLICING GROUNDS

1. Contract Requirement. Policing Grounds

Work Requirements

Standards of Performance

- |                      |  |
|----------------------|--|
| a. Quality Work      | Services performed per quality standards,<br>[Paragraph C.7.a(4)(b)] |
| b. Timely Completion | Services accomplished per Attachment J-C7                            |

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

3. Maximum Allowable Defect Rate (MADR)

- |                      |    |
|----------------------|----|
| a. Quality Work      | 5% |
| b. Timely Completion | 5% |

4. Quantity of Work. The quantity of work will vary based on the number of services to be performed during the month. For example, assume policing is required at 40 buildings once a week on Thursdays per Attachment J-C7, and there are four Thursdays in the month. The quantity of work will be 40 policings/day x 4 working days/month = 160 policings for the month.

5. Level of Surveillance. The normal level of surveillance will be used initially for the contract. Go to or retain minimum surveillance if the DR for quality work is less than or equal to the MADR. If at minimum surveillance the DR for quality work exceeds the MADR, return to normal surveillance.

6. Sample Size

Minimum - 10% of the service locations  
Normal - 25% of the service locations

7. Sampling Procedures. Prior to the beginning of evaluation period, enter the surveillance month and year into the AQAS "Locations and Schedules" screen, and input the percentage for normal or minimum surveillance. Generate the contract service schedules and the surveillance schedules, and then print the FSC Surveillance Calendar for the forthcoming evaluation period.

8. Evaluation Procedures. Use the AQAS-generated FSC Surveillance Calendar (see attached sample) to both schedule the surveillance and record the field performance observations. For all services rated "F" (failed), indicate the reason for the failure in the space marked "remarks". Visit the surveillance location as soon as possible after the work has been performed to insure the evaluation isn't biased by changed conditions. If appropriate, notify the Contractor of unsatisfactory performance that can be corrected by rework.

a. Validated Customer Complaints. The QAE will document all complaints received from building monitors using the AQAS "Customer Complaints" screen. Complaints should be validated as soon after receipt as possible to insure daily operations haven't affected site conditions. The QAE will notify the Contractor via facsimile of complaints received, or make arrangements for the Contractor to pick up copies of complaints at a prescribed location and time (see page QA-12).



Request building monitors call back if the Contractor does not satisfactorily complete rework within the allowed time period. If called, the QAE will inform the Contractor of any corrective action required, and update the Customer Complaint Record.

b. Unscheduled Inspections. Unscheduled inspections may be conducted at any time, but should be limited to buildings of particular importance, or buildings where performance problems have been noted in the past. Defective conditions may also be discovered which are not part of the planned sample.

c. The QAE will enter surveillance findings into the AQAS "Surveillance Results" screen at the end of the month prior to printing any of the AQAS reports. Both validated customer complaints and unscheduled inspections will be annotated in the "Validated Customer Complaints" block of this screen.

9. Analysis of Results. At the end of the month, the QAE will print the AQAS Payment Analysis form (see attached sample) and Surveillance Results, and forward to the Contracting Officer; compare DRs to MADRs and recommend the level of surveillance be modified accordingly; and assess the Contractor's overall performance.

a. AQAS will calculate the DR for each work requirement as follows:

$$\text{DR} = \frac{\text{Number in Sample Rejected}}{\text{Number of Services Sampled}} \times 100$$

b. The QAE will compare DRs to MADRs and take the following action:

(1) If the DR for quality work is less than or equal to the MADR, the QAE should recommend minimum surveillance for the coming evaluation period. If the DR for quality work is greater than the MADR, normal surveillance should be used for the coming evaluation period.

(2) If the DR for any work requirement exceeds its MADR, the QAE should recommend to the FSCM that a CDR be issued to the Contractor, or that stronger action be taken.

c. Recommended payment deductions will be taken for all documented defects (see attached sample Payment Analysis form).

d. The QAE will monitor the Contractor's overall performance and recommend appropriate administrative actions to the FSCM when performance is less than satisfactory. CPAR form *Services, Information Technology, and Operations Support* shall be used for evaluation and reporting, and is completed/submitted electronically. Access instructions and logon procedures for the CPARS database can be obtained through the CPARS website at <http://cpars.navy.mil/>.

## INSPECT THE FOLLOWING WORK RQMTS

DATE	SHIFT			SURVEILLANCE LOCATION	A	B	REWORK	REMARKS
	DAY	SWG	GRV					
07/05/01	X			Building 11	P/F	P/F	P/F	
	X			Building 13	P/F	P/F	P/F	
	X			Building 16	P/F	P/F	P/F	
	X			Building 27	P/F	P/F	P/F	
	X			Building 3	P/F	P/F	P/F	
	X			Building 35	P/F	P/F	P/F	
	X			Building 7	P/F	P/F	P/F	
07/12/01	X			Building 36	P/F	P/F	P/F	
	X			Building 39	P/F	P/F	P/F	
07/19/01	X			Building 16	P/F	P/F	P/F	
	X			Building 27	P/F	P/F	P/F	
07/26/01	X			Building 18	P/F	P/F	P/F	
	X			Building 21	P/F	P/F	P/F	
	X			Building 25	P/F	P/F	P/F	
	X			Building 31	P/F	P/F	P/F	
	X			Building 36	P/F	P/F	P/F	
					P/F	P/F	P/F	
					P/F	P/F	P/F	
					P/F	P/F	P/F	
					P/F	P/F	P/F	
					P/F	P/F	P/F	

## Legend of Work Requirements:

A Quality Work

B Timely Completion

Total Population: 160

Total Sample Size: 16

# **PAYMENT ANALYSIS FOR Jul 2001**

**Contract:** N62467-01-D-1000 CUSTODIAL SERVICES

**Contract Requirement:** F 5 Policing Grounds

**Sampling:** PLANNED

## **Work Requirements**

	A	B
a. Price for Work Requirement	\$ 1440.00	160.00
b. Population	160	160
c. Price per service	\$ 9.00	1.00
d. No. of services sampled	16	16
e. No. in sample rejected	1	2
f. Defects observed outside sample	3	2
g. Total observed defects	4	4
h. Defect rate	6.25 %	12.50 %
i. Rework by Contractor	1	0
j. Rework by Gov't or Others	0	0
k. Net No. Svcs ded. at sched pr.	3	4
l. Net Svcs ded. at sched pr.	\$ 27.00	4.00
m. Deduct Gov't Rework Actual Cost	\$ 0.00	0.00
n. LD's Contractor Defects	\$ 3.60 @10.00%	0.40 @10.00%
o. LD's Gov't Rework	\$ 0.00 @20.00%	0.00 @20.00%
p. Other Adjustments	\$ 0.00	0.00
q. Retention	\$ 0.00	0.00
r. Total Deductions	\$ 30.60	4.40
s. TOTAL PAYMENT	\$ 1409.40	155.60

**Rqmt Total Deductions:** \$ 35.00

**Rqmt Total Payments:** \$ 1565.00

## **Legend of Work Requirements**

A Quality Work

B Timely Completion

QUALITY ASSURANCE PLAN #6  
REMOVING SNOW AND ICE

1. Contract Requirement. Removing Snow and Ice

Work Requirements

Standards of Performance

- |                      |   |
|----------------------|---|
| a. Quality Work      | Specified areas clean and safe for pedestrian traffic, removed snow/ice deposited in appropriate location [Paragraph C.7.a(4)(c)]                 |
| b. Timely Completion | Snow and ice removed prior to !INSERT TIME! on regular working days and maintained snow- and ice-free until !INSERT TIME! [Paragraph 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)

- |                      |    |
|----------------------|----|
| a. Quality Work      | 5% |
| b. Timely Completion | 5% |

4. Quantity of Work. The quantity of work will vary based on the number of snow and ice removal services 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. Assume there are four snowfalls during the month. If there are 50 service locations specified in the contract, the quantity of work would be 200 (50 service locations x 4 snow and ice removal services).

5. Level of Surveillance. The normal level of surveillance will be used initially for the contract. Go to or retain minimum surveillance if the DR for quality work is less than or equal to the MADR. If at minimum surveillance the DR for quality work exceeds the MADR, return to normal surveillance.

6. Sample Size. The following sample sizes are established for each level of surveillance.

Minimum - 10% of the service locations  
Normal - 25% of the service locations

7. Sampling Procedure. The QAE will choose the appropriate number of samples based on the level of surveillance to be used during the evaluation period. Immediately after each snowfall, the QAE will select 25% of the service locations if at normal surveillance, and 10% if at minimum. Locations will be chosen on a rotating basis so that selection will be consistent from month to month and all service locations will periodically be included in the sample.

**NOTE:** AQAS may be used to generate an FSC Surveillance Calendar each time it snows (see page QA-28).

8. Evaluation Procedures. The QAE will visit the selected service locations as soon as possible after the work has been performed to insure the evaluation isn't biased by changed conditions. The attached FSC Surveillance Calendar will be used to record the field performance observations. For all services rate "F" (failed), indicate the reason for the failure in the space marked "remarks".

Notify the Contractor of unsatisfactory performance that can be corrected by rework.

a. Validated Customer Complaints. The QAE will document all complaints received from building monitors using the form provided as page QA-12. Complaints should be validated as soon after receipt as possible to insure daily operations haven't affected site conditions. The QAE will notify the Contractor via facsimile of complaints received, or make arrangements for the Contractor to pick up copies of complaints at a prescribed location and time. Request building monitors call back if the Contractor does not satisfactorily complete rework within the allowed time period. If called, the QAE will inform the Contractor of any corrective action required, and update the Customer Complaint Record.

b. Unscheduled Inspections. Unscheduled inspections may be conducted at any time, but should be limited to service locations of particular importance, or service locations where performance problems have been noted in the past. Defective conditions may also be discovered at other than selected service locations.

9. Analysis of Results. At the end of the month, the QAE will summarize the results of the month's inspections; calculate DRs, compare to MADRs, and recommend the level of surveillance be modified accordingly; calculate recommended payment deductions for each work requirement; and assess the Contractor's overall performance.

a. The defect rate will be calculated as follows:

$$DR = \frac{\text{Number in Sample Rejected}}{\text{Number of Services Sampled}} \times 100$$

b. The QAE will compare DRs to MADRs and take the following action:

(1) If the DR for quality work is less than or equal to the MADR, the QAE should recommend minimum surveillance for the coming evaluation period. If the DR for quality work is greater than the MADR, normal surveillance should be used for the coming evaluation period.

(2) If the DR for any work requirement exceeds its MADR, the QAE should recommend to the FSCM that a CDR be issued to the Contractor, or that stronger action be taken.

c. Recommended payment deductions will be taken for all documented defects (see attached sample Payment Analysis form).

d. The QAE will monitor the Contractor's overall performance and recommend appropriate administrative actions to the FSCM when performance is less than satisfactory. CPAR form *Services, Information Technology, and Operations Support* shall be used for evaluation and reporting, and is completed/submitted electronically. Access instructions and logon procedures for the CPARS database can be obtained through the CPARS website at <http://cpars.navy.mil/>.

### B Timely Completion

# **PAYMENT ANALYSIS FOR Feb 2001**

**Contract:** N62467-01-D-1000  
**Contract Requirement:** F 6 Removing Snow and Ice  
**Sampling:** PLANNED

	<b>Work Requirements</b>	
	A	B
a. Price for Work Requirement	\$ 1800.00	\$ 200.00
b. Population	200	200
c. Price per service	\$ 9.00	\$ 1.00
d. No. of services sampled	20	20
e. No. in sample rejected	2	3
f. Defects observed outside sample	2	4
g. Total observed defects	4	7
h. Defect rate	10.00%	15.00%
i. Rework by Contractor	1	N/A
j. Rework by Gov't or Others	0	N/A
k. Net No. Svcs ded. at sched pr.	3	7
l. Net Svcs ded. at sched pr.	\$ 27.00	\$ 7.00
m. Deduct Gov't Rework Actual Cost	\$ 0.00	\$ 0.00
n. LD's Contractor Defects (10%)	\$ 3.60	\$ 0.70
o. LD's Gov't Rework (20%)	\$ 0.00	\$ 0.00
p. Other Adjustments	\$ 0.00	\$ 0.00
q. Retention	\$ 0.00	\$ 0.00
r. Total Deductions	\$ 30.60	\$ 7.70
s. TOTAL PAYMENT	\$ 1769.40	\$ 192.30
<b>Rqmt Total Deductions:</b>	\$ 38.30	
<b>Rqmt Total Payments:</b>	\$ 1961.70	

**Legend of Work Requirements**  
A Quality Work  
B Timely Completion

QUALITY ASSURANCE PLAN #7  
SERVICE CALLS

1. Contract Requirement. Service Calls

Work Requirements

Standards of Performance

- |                 |   |
|-----------------|---|
| a. Timeliness   | Work begins within !INSERT TIME! hours for cleaning service calls and !INSERT TIME! hours for lighting service calls; cleaning service calls prosecuted to completion once work has begun (Paragraph C.7.b) |
| b. Quality Work | Quality standards, Section C (Paragraph C.7.b)  |

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

3. Maximum Allowable Defect Rate (MADR)

- |                 |    |
|-----------------|----|
| a. Timeliness   | 5% |
| b. Quality Work | 5% |

4. Quantity of Work. The quantity of work 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 initially for the contract. Go to or retain minimum surveillance if the DR for quality work is less than or equal to the MADR. If at minimum surveillance the DR for quality work exceeds the MADR, return to normal surveillance.

6. Sample Size. The following sample sizes are established for each level of surveillance.

Minimum - 10% of the service calls completed  
Normal - 25% of the service calls completed

7. Sampling Procedure. The QAE will choose the appropriate number of samples based on the level of surveillance being used during the evaluation period. Two populations will be sampled; one for cleaning service calls and one for lighting service calls. As the Contractor completes calls, the QAE will arbitrarily select every fourth call for inspection if at normal surveillance level, and every tenth call if at minimum surveillance.

8. Evaluation Procedures. The QAE will visit the selected service locations as soon as possible after the work has been performed to insure the evaluation isn't biased by changed conditions. The appropriate, attached FSC Surveillance Calendar will be used to record the field performance observations. For all services rate "F" (failed), indicate the reason for the failure in the space marked "remarks". Notify the Contractor of unsatisfactory performance that can be corrected by rework.

a. Validated Customer Complaints. The QAE will document all complaints received from building monitors using the form provided as page QA-12. Complaints should be validated as soon after receipt as possible to insure daily



operations haven't affected site conditions. The QAE will notify the Contractor via facsimile of complaints received, or make arrangements for the Contractor to pick up copies of complaints at a prescribed location and time. Request building monitors call back if the Contractor does not satisfactorily complete rework within the allowed time period. If called, the QAE will inform the Contractor of any corrective action required, and update the Customer Complaint Record.

b. Unscheduled Inspections. Unscheduled inspections may be conducted at any time, but should be limited to service locations of particular importance, or service locations where performance problems have been noted in the past. Defective conditions may also be discovered at other than selected service locations.

9. Analysis of Results. At the end of the month, the QAE will summarize the results of the month's inspections; calculate DRs, compare to MADRs, and recommend the level of surveillance be modified accordingly; calculate recommended payment deductions for each work requirement; and assess the Contractor's overall performance.

a. The defect rate will be calculated as follows:

$$DR = \frac{\text{Number in Sample Rejected}}{\text{Number of Services Sampled}} \times 100$$

b. The QAE will compare DRs to MADRs and take the following action:

(1) If the DR for quality work is less than or equal to the MADR, the QAE should recommend minimum surveillance for the coming evaluation period. If the DR for quality work is greater than the MADR, normal surveillance should be used for the coming evaluation period.

(2) If the DR for any work requirement exceeds its MADR, the QAE should recommend to the FSCM that a CDR be issued to the Contractor, or that stronger action be taken.

c. Recommended payment deductions will be taken for all documented defects (see attached sample Payment Analysis form).

d. The QAE will monitor the Contractor's overall performance and recommend appropriate administrative actions to the FSCM when performance is less than satisfactory. CPAR form *Services, Information Technology, and Operations Support* shall be used for evaluation and reporting, and is completed/submitted electronically. Access instructions and logon procedures for the CPARS database can be obtained through the CPARS website at <http://cpars.navy.mil/>.

A Timeliness  
B Quality Work

A Timeliness  
B Quality Work

# **PAYMENT ANALYSIS FOR Jul 2001**

**Contract:** N62467-01-D-1000  
**Contract Requirement:** F 7 Cleaning Service Calls  
**Sampling:** PLANNED

	<b>Work Requirements</b>	
	A	B
a. Price for Work Requirement	\$ 100.00	\$ 400.00
b. Population	20	20
c. Price per service	\$ 5.00	\$ 20.00
d. No. of services sampled	5	5
e. No. in sample rejected	1	0
f. Defects observed outside sample	0	0
g. Total observed defects	1	0
h. Defect rate	20.00%	0.00%
i. Rework by Contractor	N/A	0
j. Rework by Gov't or Others	N/A	0
k. Net No. Svcs ded. at sched pr.	1	0
l. Net Svcs ded. at sched pr.	\$ 5.00	\$ 0.00
m. Deduct Gov't Rework Actual Cost	\$ 0.00	\$ 0.00
n. LD's Contractor Defects (10%)	\$ 0.50	\$ 0.00
o. LD's Gov't Rework (20%)	\$ 0.00	\$ 0.00
p. Other Adjustments	\$ 0.00	\$ 0.00
q. Retention	\$ 0.00	\$ 0.00
r. Total Deductions	\$ 5.50	\$ 0.00
s. TOTAL PAYMENT	\$ 94.50	\$ 400.00
<b>Rqmt Total Deductions:</b>	\$ 5.50	
<b>Rqmt Total Payments:</b>	\$ 494.50	

**Legend of Work Requirements**  
A Timeliness  
B Quality Work

# **PAYMENT ANALYSIS FOR Jul 2001**

**Contract:** N62467-01-D-1000  
**Contract Requirement:** F 8 Lighting Service Calls  
**Sampling:** PLANNED

	<b>Work Requirements</b>	
	A	B
a. Price for Work Requirement	\$ 100.00	\$ 900.00
b. Population	40	40
c. Price per service	\$ 2.50	\$ 22.50
d. No. of services sampled	10	10
e. No. in sample rejected	2	2
f. Defects observed outside sample	0	0
g. Total observed defects	2	2
h. Defect rate	20.00%	20.00%
i. Rework by Contractor	N/A	0
j. Rework by Gov't or Others	N/A	0
k. Net No. Svcs ded. at sched pr.	2	2
l. Net Svcs ded. at sched pr.	\$ 5.00	\$ 45.00
m. Deduct Gov't Rework Actual Cost	\$ 0.00	\$ 0.00
n. LD's Contractor Defects (10%)	\$ 0.50	\$ 4.50
o. LD's Gov't Rework (20%)	\$ 0.00	\$ 0.00
p. Other Adjustments	\$ 0.00	\$ 0.00
q. Retention	\$ 0.00	\$ 0.00
r. Total Deductions	\$ 5.50	\$ 49.50
s. TOTAL PAYMENT	\$ 94.50	\$ 850.50
<b>Rqmt Total Deductions:</b>	\$ 55.00	
<b>Rqmt Total Payments:</b>	\$ 945.00	

**Legend of Work Requirements**  
A Timeliness  
B Quality Work

QUALITY ASSURANCE PLAN #8  
INDEFINITE QUANTITY WORK

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

Work Requirements

Standards of Performance

- |                      |  |
|----------------------|--|
| a. Timely Completion | Work completed within time period specified<br>(Paragraph C.7.c and Attachment J-C9) |
| b. Quality Work      | Quality standards, Section C (Paragraph C.7.c)                                       |

2. Primary Method of Surveillance. One hundred percent inspection

3. Maximum Allowable Defect Rate (MADR)

- |                      |    |
|----------------------|----|
| a. Timely Completion | 3% |
| b. Quality Work      | 3% |

4. Quantity of Work. The quantity of work will be based on the number of task orders completed, and the number of service locations per task order. Historically, an average of six task orders have been completed per month with ten service locations per task 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 indefinite quantity work is complete, and not later than the workday following scheduled work completion, the QAE will visit each service location specified on the task order and evaluate quality work and timely completion as "P" (pass) or "F" (failed) on the attached form. A brief but complete description of any noted defects will be recorded, including the quantity of work considered defective, even if quality work passes inspection.

a. Rework will normally be required. Record all appropriate rework information on the attached form.

b. When determining the quality 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 "P" 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 quality work for a service location is considered "F", timely completion must also be considered "F". The QAE should discuss questionable grades with the FSCM prior to notifying the Contractor of performance deficiencies.

(1) For example, if stripping and rewaxing of 20 SF of an 800 SF room was considered defective, quality work for that service location would likely be considered "P" since only 2.5% of the total work was defective. However, the

quantity of defective square footage would still be recorded on the attached form since the Contractor would either be required to satisfactorily rework those 20 SF before submitting the applicable task order for payment, or payment deductions would be taken.

(2) On the other hand, if stripping and rewaxing of 80 SF of an 800 SF room was considered defective, quality work for that service location would likely be considered "F" since 10% of the total work was defective. Again, the quantity of defective square footage would be recorded. Payment deductions would be taken if the Contractor did not satisfactorily perform rework.

9. Analysis of Results. At the end of the month, the QAE will calculate DRs and recommended payment deductions, compare DRs to MADRs, and assess the Contractor's overall performance.

a. The defect rate will be calculated as follows:

$$\text{DR} = \frac{\text{Number of "F" Grades}}{\text{Service Locations Inspected}} \times 100$$

For example:

Number of "F" grades for quality work = 3  
Service locations inspected = 60

$$\text{DR for quality work} = 3 \div 60 \times 100 = 5.00\%$$

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

c. Recommended payment deductions, if any, will be subtracted from each indefinite quantity task order invoiced by the Contractor, and will be calculated on the attached form.

d. The QAE will monitor the Contractor's overall performance and recommend appropriate administrative actions to the FSCM when performance is less than satisfactory. CPAR form *Services, Information Technology, and Operations Support* shall be used for evaluation and reporting, and is completed/submitted electronically. Access instructions and logon procedures for the CPARS database can be obtained through the CPARS website at <http://cpars.navy.mil/>.

SURVEILLANCE/PAYMENT ANALYSIS FOR Jul 2001

Contract: N62467-01-D-1000  
Contract Requirement: F 9 Indefinite Quantity Work  
Sampling: 100%  
Task Order Number: 0105

[illegible]



IV. CONTRACTOR'S OVERALL PERFORMANCE EVALUATION. NAVFAC MO-327 provides 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.

A. Monthly Payment Analysis Forms. 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 PRS Table, and surveillance results are used in calculating the total payment due for each contract requirement. The user should tailor forms not generated using AQAS; other sample formats may be found in NAVFAC MO-327.

B. Analysis of Results. The monthly inspection process results in the overall evaluation of the Contractor's performance for the services inspected. Such an evaluation provides a summary for 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 service areas which require greater QAE and Contractor QC emphasis during the coming evaluation period. Therefore, the QAE should complete the following report: PRS Table TD the B.1 most vera

IV.h contraDis depilly of imp (re )lts

