

Your Logo

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Your Company Name

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# FACILITIES MANAGEMENT QUALITY CONTROL PLAN

Origination Date: (month year)

Document Identifier:	Facility Management Plan
Date:	Latest Revision Date
Project:	Customer, Unique ID, Part Number
Document Status:	Draft, Redline, Released, Obsolete

**Facility Name**  
**Street Address**  
**City, State and Zip**

**SOLICITATION NO. Your #**

Abstract:

This document describes the quality control plan for facilities management.

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### REVISION LOG

Issue	Date	Comment	Author
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### DOCUMENT CHANGE RECORD

Issue	Item	Reason for Change

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## 1.0 SCOPE

The Company performs all work and provides all services consistent with building design, construction, codes, regulations and terms and conditions of the contract.

The Company performs tasks at required frequencies that include daily and periodic tasks for custodial, operation and maintenance (O & M) and elevator services.

The Company defines and performs inspections that include:

- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]

The Company maintains job descriptions including tasks and staffing levels and supervision with job classifications and a roster by name and job title. The Company also describes [REDACTED]

The Company provides Customers with samples of all quality control forms, records, reports and files as well as any other written matter used to control quality of services.

The Company has a training program that includes [REDACTED]

The Company maintains a self evaluation report that details quality of service.

The Company prepares a Strike Contingency Plan (SCP) that addresses support personnel and license and certification requirements as well as a contingency plan for employee absenteeism and separation.

The Company also prepares [REDACTED]

The Company is responsible for providing management and supervision for:

- [REDACTED]
- [REDACTED]
- Facility management
- [REDACTED]

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- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]

The Company plans, schedules, coordinates and assures effective performance of all requirements and services including [REDACTED]

The Company's quality system has been fully documented and implemented and is maintained as needed to meet the requirements of the Company vision and governing policies.

The Company has adopted a process-oriented method of management. This approach emphasizes the importance of:

- a) [REDACTED]
- b) [REDACTED]
- c) [REDACTED]
- d) [REDACTED]

The sequence and interaction of processes has been determined and are controlled by specific criteria and methods. Objectives are set for each process and then measured and monitored with appropriate data gathered and analyzed to ensure process effectiveness. During Management Review, process resources are [REDACTED]

**2.0 RESPONSIBILITY AND AUTHORITY**

All employees are empowered to request corrective or preventive action to prevent the occurrence of nonconformities relating to operating and maintenance services or the quality management system. The QC Manager oversees this effort and makes sure [REDACTED]

**Facility Manager**

The Facility Manager oversees all aspects of the job - responsibilities include:

- [REDACTED]

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- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]

The Facility Manager has the authority to [REDACTED]

**QC Manager**

The Company's QC Manager verifies conformance to all Plans and Specifications - responsibilities include but are not limited to:

- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]

The Facility Manager and QC Manager have the authority to [REDACTED]

**Alternative Company Quality Control Representative**

In the event the QC Manager is not present at the jobsite, the Alternate Quality Control Representative assumes all responsibilities and authorities.

See Attachment 1 organization chart that shows lines of authority with the QC Manager reporting to the Facility Manager. See Attachment 2 qualifications in resume format for the duties, responsibilities and authorities of each person assigned a QC function.



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- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]
  - [Redacted]
  - [Redacted]
  - [Redacted]
  - [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]

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**Company Prepared Submittal Register**

The Submittal Register is tailored to meet project schedules and is used as a checklist to assure [Redacted]

**General Submittal Procedure**

Prior to submittal, all items are checked and approved by the QC representative and each item is [Redacted]

The Submittal Register may not be all-inclusive and additional submittals may be required. The approved submittal register [Redacted]

[Redacted] The submittal register and the progress schedules are coordinated. A transmittal form [Redacted]

**Scheduling Procedure**

The Company uses software program (your software name) to assure delivery of submittals according to [Redacted]

**4.0 INSPECTION SYSTEM**

Technical documentation and identified critical items including key characteristics provides the requirements for all work. In all cases, this must include [Redacted]

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Incoming materials are inspected by Quality to ensure [REDACTED]

Inspection consists of Preparatory, Initial and Follow-up Inspections and applicable records for each Inspection.

**Preparatory Inspections**

This inspection are conducted prior to beginning all definable segments of work as well as at the beginning of all of the Phases of the Contract. The Customer/Inspector and other involved personnel are notified twenty-four (24) hours in advance of this inspection.

Preparatory Inspections may include:

- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]

RECORD THE RESULTS OF THIS INSPECTION ON SEPARATE SHEETS AND ATTACH THEM TO THE DAILY REPORT.

**Initial Inspections**

This inspection are held after a representative portion of the work has been accomplished. The Customer/Inspector and other involved personnel are notified twenty-four (24) hours in advance of this inspection.

Initial Inspections may include:

- [REDACTED]
- [REDACTED]
- [REDACTED]

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- [Redacted]
- [Redacted]

RECORD THE RESULTS OF THIS INSPECTION ON SEPARATE SHEETS AND ATTACH THEM TO THE DAILY REPORT.

**Follow-up Inspections**

This inspection are performed as required. The Customer/Inspector and other involved personnel may arrange with the QC Manager to be present for this inspection.

Follow-up Inspections may include:

- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]

**Documentation and Control**

- [Redacted]
- [Redacted]
- [Redacted]

**5.0 TESTING**

The Testing Plan for the (your project name) is as follows:

- [Redacted]
- [Redacted]
- [Redacted]

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Control, verification and acceptance testing procedures for each specific test will include [REDACTED]

## 6.0 DOCUMENTS AND RECORDS

Records are controlled to provide evidence of conformity to requirements. Documents are controlled so that the information on them is [REDACTED]

Previous versions are [REDACTED]

## 7.0 CONTROL OF NONCONFORMANCES

Work elements that are found to be nonconforming against specified requirements are [REDACTED]

Necessary corrective and preventive actions are taken to contain the effect of the nonconformity on other services and actions are verified to [REDACTED]

### REWORK PROCEDURES

The Company has a long standing successful Noncompliance Management Program to ensure all deficiencies are [REDACTED]

Upon identification of a deficiency, a noncompliance report are initiated by the QC Manager and forwarded to the appropriate subcontractor Responsible Authority for notification of deficiency.

A narrative [REDACTED] describing the deficiency, its proposed corrective action, time frame for correction, required testing and [REDACTED]

The deficiency [REDACTED] tracked daily until corrective action has been completed. The QC Manager will insure [REDACTED]

The Noncompliance Program [REDACTED] for review by the Customer/Inspector as well as any subcontractor involved in the deficiency.

The Noncompliance Log [REDACTED]

## 8.0 DOCUMENTATION

All reportable records shall include names of attendees.

All submittals of records are maintained at the facility.

Test Reports are attached to the Daily Report as they are received by the QC Manager.

The QC Manager will submit all Inspection Reports not more than one (1) working day after each inspection.

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**Registers / Files Maintained at Facility**

- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]

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**9.0 WORKMANSHIP**

The Company plans and carries out services that include workmanship requirements for:

- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]

**10.0 DEFINABLE FEATURES OF WORK**

The Company will operate, maintain and repair equipment and systems that includes all building mechanical, electrical, utility systems and fire protection systems and all equipment associated with HVAC systems within the property limits. Inspections are recorded on the designated form.



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The Company will maintain and repair elevator equipment. Inspections are recorded on the designated form.

**General Requirements**

The Company plans, schedules, coordinates and ensures effective completion of all work and services specified in the contract. The Company's primary goal is to maintain facilities in an efficient, economical and satisfactory manner. To ensure timely operations, the Facility Manager is directed to respond with on-site presence within one hour of notification.

The Company provides all the management, administrative, technical functions and supervision necessary for [REDACTED]

The Company has developed appropriate management and operational plans for submission to GSA. To ensure compliance with the approved plans, the Company provides [REDACTED]

The Company has a plan for managing the orderly transition of facilities management and training requirements for replacement personnel.

C. The Company provides all needed supplies, materials, equipment, vehicles and services not listed as Government-furnished property.

D. The Company develops and implements a system to receive, record, respond and track all service calls, trouble calls or other operational problems.

E. The Company is responsible for [REDACTED]

F. The Company is responsible for [REDACTED]

G. The Company develops and maintains a level of record keeping sufficient to accomplish the above functions and provide [REDACTED]

H. The specifics of the data collection and preparation are left to the Company; however, the accounting and reporting procedures and systems are performed according to generally accepted accounting principles, as appropriate.

I. The Company is also notified that activities, functions and reports either directly or indirectly in support of the contract are subject to [REDACTED]

J. The Company is responsible for raising, lowering and flying the United States Flag at the designated location(s) and times. The Company is responsible for replacing the Flag being flown with a suitable appearing Flag when its appearance is such that it detracts from the respect and dignity the Flag should have. The Company is responsible for supplying the replacement flags. The Company is responsible for raising, lowering and flying other flags as may be necessary or required as authorized by the COR.

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K. The Company is responsible for performing miscellaneous work for tenant agencies or for [REDACTED]

C.1.0 SAFETY AND HEALTH

Hazardous and toxic materials/substances are defined according to Subparts H and Z of 29 CFR 1910 and others as additionally defined in Fed. Std. 313. The most commonly encountered include asbestos, [REDACTED] but may include others. The most likely products to contain asbestos [REDACTED]

(4) Compliance with Regulations:

All work, including contact with and handling of hazardous materials, the disturbance or dismantling of structures containing hazardous materials and/or the disposal of hazardous materials complies with the applicable requirements of 29 CFR 1926/1910 and 40 CFR 761. Work involving the disturbance, dismantling of asbestos or asbestos containing materials, the demolition of structures containing asbestos and/or the disposal and removal of asbestos, also complies with the requirements of 40 CFR, Part 61, Subparts A and M. All work complies with [REDACTED]

(5) Company Responsibility:

The Company assumes full responsibility and liability for compliance with all applicable regulations pertaining to the health and safety of personnel during the execution of work and holds the Government harmless for any action on his/her part or that of his/her employees or subcontractors, which results in illness, injury or death.

(6) Submittals:

(a) Accident Reporting: A copy of each accident report, which the Company or subcontractors submit to their insurance carriers, is forwarded to the COR as soon as possible but in no event later than seven (7) calendar days after the day the accident occurred. The Company expects the COR to [REDACTED]

(b) Permits: If hazardous materials are disposed of offsite, the Company maintains copies of permits from applicable, federal, state or municipal authorities and necessary certificates that the material has been disposed of as per regulations.

(c) Other Submittals: If agreed to in writing at the safety meeting, other submittals are maintained.

One such submittal that may be included is a plan of action for handling hazardous materials, which contains the following:

1. [REDACTED]
2. [REDACTED]
3. [REDACTED]

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4. [Redacted]
5. [Redacted]
6. [Redacted]
7. [Redacted]
8. [Redacted]
9. [Redacted]
10. [Redacted]

(7) Confined Spaces:

Entry into a confined space is not permitted until the space has been evaluated and the information required herein submitted and all applicable OSHA requirements are met.

(a) For the purposes of this Section, a confined space is defined as [Redacted]

Confined spaces include, but are not limited to:

- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]

(b) If work [Redacted] in confined spaces, the Company utilizes trained and competent personnel to perform the necessary monitoring, documenting the atmospheric condition of the confined spaces and submits one copy of a report to both the CO and the COR addressing:

- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]

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(8) Products:

(a) Materials and Equipment: [REDACTED]

(b) Hazardous Materials: [REDACTED]

(9) Execution:

Stop Work Orders:

When the Company or their subcontractors are notified by the COR of any noncompliance with the provisions of the contract and the action(s) to be taken, the Company immediately, if so directed or within 48 hours after receipt of a notice of violation, corrects the unsafe or unhealthy condition. If the Company fails to comply promptly, all or any part of the work being performed may be stopped by the CO with a "Stop Work Order." When, in the opinion of the CO or COR, satisfactory corrective action has been taken to correct the unsafe and unhealthy condition, the Company expects [REDACTED]

(10) Protection:

(a) The Company takes all necessary precautions to prevent injury to the public, building occupants or damage to property of others. For the purpose of the contract, the public or building occupants includes [REDACTED]

(b) The Company prohibits storing, positioning or use of equipment, tools, materials, scraps and trash in a manner likely to present a hazard to the public or building occupants by its accidental shifting, ignition or other hazardous qualities.

(c) Obstructions. No corridor aisle, stairway, door or exit are obstructed or used in such a manner as to [REDACTED]

(d) Work is not performed in any area occupied by the public or Federal employee unless [REDACTED]

(e) Wherever practicable, the work area [REDACTED] or otherwise blocked off from the public or building occupants to prevent unauthorized entry into the work area.

(f) Alternate Precautions. When the nature of the work prevents isolation of the work area and the public or building occupants may be in or pass through, under or over the work area, alternate precautions such as [REDACTED]

[REDACTED] are used as appropriate.

(g) Public Thoroughfare. When work is to be performed over a public thoroughfare such as a

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sidewalk, lobby or corridor, the thoroughfare is [REDACTED]

(h) Fences and barricades are removed upon completion of the project according to local ordinance and to the satisfaction of the COR or their representative(s).

C.1.1 SUBCONTRACTING

Except for the following services, the Company performs all work required by the contract with their own personnel:

- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]

The Government reserves the right to approve or disapprove any subcontract and any subcontractor selected. Therefore, the Company obtains the COR's approval of all subcontractors and provides copies of subcontracts for any work required by the contract.

The Company does not subcontract [REDACTED]

The Company is responsible for certifying to the COR, in writing prior to contract performance, that all of its subcontractors involved in the performance of the contract have been made aware of the provision to report to the COR any recommended maintenance and/or repair items that are necessary to maintain the physical integrity of the interior or exterior of the facility and to ensure that it is free of missing components or defects.

All subcontracted work covered by this specification is subject to [REDACTED]

C.1.2 CHANGES

Changes to the contract necessitated by subsequent additions or deletions of equipment, systems or operating requirements are negotiated pursuant to the "Changes - Fixed Price" clause contained on the Supplemental Contract Clauses for Building Service Contracts. This clause does not apply to [REDACTED]

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C.1.3 THE ENERGY POLICY ACT OF 2005

When the Company purchases energy consuming products, procurements are limited to

[REDACTED] unless:

(A) [REDACTED]

(B) [REDACTED]

In the case of electric motors of 1 to 500 horsepower, only premium efficient motors are installed.

The Company takes action to maximize the efficiency of air conditioning and refrigeration equipment, including

[REDACTED]

Any such treatment or additive is:

(A) [REDACTED]

(B) [REDACTED]

(C) [REDACTED]

The Company complies with, all Federal, State, interstate and local requirements, both substantive and procedural (including any requirement for permits or reporting or any provisions for injunctive relief and such sanctions as may be imposed by a court to enforce such relief), respecting underground storage tanks in the same manner and to the same extent, as any person is subject to such requirements, including

[REDACTED]

C.1.4 REFERENCE MATERIALS- DRAWINGS,WIRING DIAGRAMS, MANUALS

A The Company is solely responsible to determine which materials are required to effectively perform the job and inform the COR thereof. The Company expects the Government to make available to the Company,

[REDACTED]

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B. Any and all drawings and wiring diagrams used by the Company for work under the contract are considered [REDACTED]

C. The Company updates and maintains in good condition all as built drawings of the building, systems and equipment. Whenever a change or alteration is made to the building, systems or equipment, the Company [REDACTED]

C.1.5 PROTECTION AND DAMAGE

A. Company Responsibility:

The Company provides all labor materials and equipment necessary for the protection of Government personnel, equipment, furnishings, buildings and building accessories (such as parking lots, fences, sidewalks, grounds, etc.) from damage caused by Company's negligence. Equipment, furnishings, building and building accessories damaged due to work performed by the Company or their subcontractor are [REDACTED]

B. Moving Materials: The route of moving materials or equipment within the building and the point of delivery of these materials or equipment to the building are approved by the COR and the applicable tenant agency(s) within the first thirty (30) days of the contract start date. The Company repairs all damage done by the movement of materials or equipment at no additional cost to the Government.

The finished repaired surface matches the original construction and existing finish.

C.1.6 QUALITY CONTROL PLAN - FOR ALL SERVICES

A. COMPLETE QUALITY CONTROL PLAN (QCP) [REDACTED]

The Company has prepared and implemented a written quality control plan as described below. The Company maintains continuity of services, without interruption, throughout the entire term of the contract. To maintain these critical services, the Company [REDACTED] Plans (deliverables) are described as follows:

This paragraph establishes the minimum requirements for a quality control system to be provided and maintained by the Company. The Company ensures that the required services specified in the contract meet the quality standards outlined in the contract. All work performed under the contract are of the highest quality, consistent with best industry practices, to assure timely provision of services, optimum tenant agency satisfaction and adequate protection of Government assets. The Company is responsible for [REDACTED]

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[REDACTED] The results of all quality control inspections conducted by the Company is documented on inspection reports (warranted as presented) and provided to the COR as required or on the last workday of each week. It is also applicable for [REDACTED]

The Company revises the plan at no additional cost to the Government during the life of the contract as necessary to ensure that contract objectives are met. All revisions must first be accepted by the COR.

The Quality Control Plan includes but not be limited to:

(1) Task and Frequencies: A plan that indicates tasks to be performed and the frequency associated with each task for all services, facility management, janitorial and related services, insect and rodent control, grounds & landscaping maintenance, snow removal, trash removal, operation & maintenance, elevator maintenance and engineering, including [REDACTED]

(2) Inspection Methods and Frequencies: An inspection system, which includes all requirements listed in the Performance Work Statement and inspection procedures such as some or all of the following methods:

- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]

The QCP identifies how the Company immediately corrects noted deficiencies. Changes to the inspection systems during the life of the contract must be approved by the COR. The Company uses administrative methods for identifying, correcting and preventing defects in the quality of service performed before such level of performance becomes unacceptable to the COR. Critical equipment is [REDACTED]

(3) Roles and Responsibilities of Key Personnel: [REDACTED]

Roles and responsibilities of key personnel [REDACTED]

The remainder of demo is truncated. See Table of Contents for details about the scope of this plan.