

DeCAH 70-7



**Quality Assurance Surveillance Plan
for
Commissary Shelf Stocking,
Receiving/Storage/Holding area
and
Custodial Services**



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October 1999

Office of the Comptroller

**QUALITY ASSURANCE SURVEILLANCE PLAN FOR COMMISSARY
SHELF STOCKING, RECEIVING/STORAGE/HOLDING AREA AND
CUSTODIAL SERVICES**

BY ORDER OF THE DIRECTOR



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AUTHORITY: Defense Commissary Agency Directives Management Program is established in compliance with DoD Directive 5105.55, Defense Commissary Agency (DeCA), November 1990, and the Federal Information Resources Management Regulations (FIRMR).

MANAGEMENT CONTROLS: The OPR has determined that this handbook does not contain Management Control provisions that are subject to evaluations, testing, and other requirements of DeCAD 70-2, Management Control Program and DeCAD 70-3, Management Control Plan, and as specified by the Federal Management Financial Integrity Act.

APPLICABILITY: This handbook applies to the Regions and Commissaries.

HOW TO SUPPLEMENT: This handbook may not be supplemented.

HOW TO OBTAIN COPIES: Stores needing additional copies will submit requirements on DeCA Form 30-21 to Region/IM. Regions will consolidate requirements.

SUMMARY: This handbook provides the Quality Assurance Evaluator (QAE) with methods to implement quality assurance for performance requirements required in Commissary Shelf Stocking, Receiving/Storage/Holding Area (RSHA) and Custodial contracts. This handbook is used by the QAE and Contracting Officer.

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Chapter 1

GENERAL

1-1. **PURPOSE.** The purpose of the Quality Assurance Surveillance Plan (QASP) is to provide the Quality Assurance Evaluator (QAE) with methods to implement quality assurance for performance requirements contained in Commissary Shelf Stocking, Receiving/Storage/Holding Area (RSHA) and Custodial contracts. The QASP is based on the premise that the Contractor, not the Government, is responsible for management and quality control actions that produce service outputs in accordance with (IAW) the contract standards. Government quality assurance assesses the effectiveness of the Contractor's quality controls.

1-2. **DEFINITIONS.** The purpose of this paragraph is to define acronyms and terms used in this QASP.

Acceptable Quality Level (AQL) – The maximum allowable degree of deviation from a service output standard that the Government will allow before a Contractor's performance becomes subject to contract discrepancy reporting.

Checklist Method of Surveillance – A method of surveillance in which 100% of a service output is measured.

Contract – An agreement between two parties, enforceable by law, under which one party to the contract provides goods and services in exchange for financial or other consideration by the other party to the contract. The contract to which this QASP relates is a contract for services.

Contract Discrepancy Report (CDR) – A form (DeCAF 70-60) used to document instances in which a Contractor's performance during a surveillance period exceeds an AQL shown on the Performance Requirements Summary (PRS) Charts.

Contract Specialist – A person in a Contracting Office with the responsibility to perform all actions required for administration of a contract, including but not limited to, negotiation and preparation of contract modifications, performance of staff assistance visits, and training of QAEs.

Contracting Officer – A person with the sole authority to enter into, modify, and terminate contracts on behalf of the United States Government.

Contractor – The party to a contract who is responsible for providing the contracted services and for establishing and maintaining a quality control program to ensure that service outputs are IAW the contract standards. When the term "Contractor" is used elsewhere in this QASP, it includes any member of the Contractor's work force.

Lot – The total number of service outputs in a surveillance period as defined in Column C of the PRS Charts.

Lot Size – The number of service outputs in a lot.

Observation – A QAE assessment of service outputs that is based on contract requirements and standards other than those specifically listed on the PRS Charts.

Performance Requirements Summary (PRS) – The portion of the contract that identifies the service outputs that the Government will surveil to ensure the Contractor performs IAW the contract standards.

Project Manager (PM) – The Contractor employee designated to act with full authority for the Contractor on all contract matters relating to daily operations under the contract. When the term “Project Manager (PM)” is used elsewhere in this QASP it includes the PM and any alternate PM whom the Contractor may employ.

Quality Assurance – Those actions taken by the Government to ensure that the Contractor’s quality controls are adequate to produce service outputs that are IAW the contract standards.

Quality Assurance Evaluator (QAE) – The Government point of contact with the Contractor who observes, surveils, and reports on Contractor performance of service outputs.

Quality Assurance Surveillance Plan (QASP) – A document that describes the methods QAEs will use to implement quality assurance.

Quality Control – Those actions taken by the Contractor to ensure that service outputs are IAW the contract standards.

Random Sample Method of Surveillance – A statistical method that assesses a portion, but not 100%, of a Contractor service output. The portion assessed predicts whether or not the entire service output is IAW the contract standards.

Service Output – Performance by a Contractor of a requirement specified in the contract.

Shall – Denotes the imperative; expresses what is mandatory.

Surveillance – A QAE assessment of service outputs that is based directly on contract requirements and standards listed on the PRS Charts.

1-3. **ROLES/RESPONSIBILITIES.** The purpose of this paragraph is to describe the roles and responsibilities of key personnel involved in the contracting and contract administration processes.

a. **CONTRACTING OFFICER.** The Contracting Officer **is the only individual authorized to:**

- enter into, sign, and terminate contracts on behalf of the Government;
- obligate Government funds;
- sign contract modifications that incorporate changes to contract terms and conditions.

b. **CONTRACTING OFFICER/CONTRACT SPECIALIST.** The Contracting Officer or Designated Contract Specialist:

- conducts pre-performance conferences for new contract awards and for contracts that are transferred from one NISH Work Center to another. The purpose of these conferences is to review all aspects of the contract with the Contractor and commissary personnel to ensure understanding of all contract terms and conditions;

- provides QAE training through either formal group training sessions, individual site visits, or written feedback on monthly inspection submissions;
- is responsible for providing official interpretation of contract terms and conditions;
- provides copies of the contract and modifications to the Store Director/QAE when required;
- performs Staff Assistance visits, and conducts meetings with the Contractor and commissary personnel when required or scheduled;
- performs all contract administration functions, which include, but are not limited to, reviewing all QAE monthly inspection documents, and notifying Contractors of defective performance;
- tracks funding to ensure sufficient funds are available on the contract through each performance period;
- provides input for QAE performance appraisals, if requested.

c. STORE DIRECTOR.

The STORE DIRECTOR:

- has overall responsibility for the operation and appearance of the commissary. The Store Director has numerous tools at his/her disposal to ensure that the commissary is up to established standards. One of these tools is the QASP. The QAE is responsible for executing this plan. The Store Director has the ultimate responsibility for the surveillance of services at the commissary and should be considered the team leader; the QAE acts as the representative of the Store Director in performing surveillance for a particular contract. Accordingly, the Store Director is also responsible for monitoring QAE performance;
- is responsible for the selection of highly qualified QAEs and alternates, considering individual technical knowledge and experience;
- is responsible for ensuring that each QAE receives both formal and informal QAE training and for documenting this training;
- shall be familiar with the contents of the contract, review monthly reports, review and sign receiving reports, and perform unannounced spot checks on the QAE;
- meets with and advises the Contracting Officer/Contract Specialist concerning contract performance, problems, questions, etc;
- shall ensure that commissary and Contractor personnel maintain a proper contractual working relationship;
- shall ensure that, during the overall operation of the commissary, the Contractor is not prevented from performing required tasks, e.g., by not allowing vendor stockers on the floor while the Contractor is performing custodial tasks, by not scheduling the QAE's

tour of duty in a way that is inconsistent with the Contractor's authorized work schedule, etc;

- when requested, will assist the Contracting Office in obtaining documentation or data to validate Contractor claims;
- shall certify acceptance **only** for services actually received.

The STORE DIRECTOR shall NOT:

- expect, require or allow the Contractor to perform tasks or services that are not included in the contract. **This may constitute an unauthorized commitment for which the Store Director could be held financially liable;**
- require the Contractor to perform at standards higher or other than IAW the contract standards;
- allow the QAE to perform scheduled inspections improperly;
- deliberately withhold performance information from the Contractor as a means of contributing to Contractor failure;
- restrict Contractor reperformance of checklist service outputs as a means of penalizing the Contractor;
- assign the QAE any duties or responsibilities which interfere with the QAE's ability to perform the required surveillance and documentation.

d. **QUALITY ASSURANCE EVALUATOR (QAE):**

The QAE:

- attends post-award/pre-performance meetings and performance evaluation meetings, and prepares minutes for performance evaluation meetings;
- performs fair and impartial inspections, in accordance with the QASP, in a professional and businesslike manner;
- maintains liaison and direct communications with both the Contractor and Contracting Officer/Contract Specialist and provides technical assistance to all parties;
- consults with the Contracting Officer/Contract Specialist for interpretation/clarification on any contract issues;
- obtains a hand receipt for Government Furnished Equipment (GFE) specifically used to perform contracted RSHA services. Any changes in GFE will require submission of a request to modify the contract;
- verifies whether or not the Contractor has corrected all correctable defects;

- evaluates and documents Contractor performance. The QAE shall maintain detailed records to substantiate services received. Documentation is a key element; generating false documents is a felony (fraud);
- prepares inspection/receiving reports of monthly contract services and prepares monthly surveillance reports for submission to the Contracting Officer;
- functions as the Government representative in case of emergencies, e.g., accidents, disasters, etc.;
- identifies changes needed in the contract and forwards recommendations for contract modification to the Store Director;
- posts all contract modifications upon receipt. If the QAE does not post each modification, the contract will not be current and the QAE may require performance that does not conform to the contract. Posting is done by reading the modification, doing exactly what it describes, and filing the modification with the contract. The modification may direct a QAE to change wording, substitute pages, or add or delete material from the contract. If a QAE has any questions concerning posting the modifications, the QAE shall contact the designated Contracting Officer/Contract Specialist.

The QAE shall NOT:

- make or imply any agreement with a Contractor relating to commencement of work not included in the contract or expenditure of Government funds;
- encourage a Contractor by words, actions, or a failure to act, to begin work either on a new proposed effort or on an extension of work beyond the period set forth in the contract;
- agree to “trade-offs” of performance requirements, e.g., cases stocked for tasks not included in the contract;
- act in any way with a Contractor which may create the impression of or imply favoritism;
- monitor a contract so closely and rigidly that the Contractor loses direction of the work;
- interfere with the Contractor’s management prerogative by supervising Contractor employees or directing the Contractor’s work effort;
- give preferential treatment, arrange site visits, or provide information concerning future contracts, changes, or options to the incumbent or any potential Contractor;
- include derogatory comments about the Contractor or the Contractor’s work effort in the documentation of the Contractor's performance. This includes verbal comments concerning comparison of current and previous Contractor or Government performance.

1-4. COMMUNICATION/WORKING RELATIONSHIP.

a. As previously stated, the QASP is based on the premise that the Contractor, not the Government, is responsible for management and quality control actions to meet the terms of the contract. QAEs are to be objective, fair, impartial, consistent, and apply common sense rationale in evaluating Contractor performance against the contract standards.

b. QAEs shall maintain an open line of communication with both the Contractor and the Contracting Officer and shall always be professional and courteous in dealing with the Contractor. However, becoming too friendly with any Contractor employee can lead to the appearance of favoritism or wrongdoing.

1-5. QAE FILE MAINTENANCE. In order to set up proper files, the QAE must understand the terms and conditions of the contract and the surveillance plan. QAEs shall organize their files so they can readily locate essential information. These records are subject to inspection and can be used as supporting documentation in litigation of contract claims against the Government. QAEs shall keep records in a locked file cabinet or desk located in an area that is not accessible to Contractor personnel.

a. Suspense System. The QAE shall establish a suspense system for inspections under the surveillance plan.

b. Files. QAEs shall maintain files that contain the following:

(1) A copy of the contract to include all attachments, technical exhibits and specifications.

(2) A copy of all modifications to the contract.

(3) Copies of all receipt/acceptance documents and the DD 250s, Material Inspection and Receiving Reports.

(4) Correspondence to and from the Contracting Officer/Contract Specialist. This correspondence could include special instructions from the Contracting Officer, interpretations of the terms and conditions of the contract, clarifications of specifications to the Contractor, or questions on interpretations of terms, conditions, and specifications from the Contracting Officer/Contract Specialist.

(5) Copies of memoranda for record which may document:

(a) Pre-performance conference/post award meetings.

(b) Telephone conversations, or any other conversations or meetings with the Contractor's representatives and/or Contracting Officer/Contract Specialist.

(6) Copies of the Contractor's custodial work schedule.

(7) Records of QAE inspections/observations in accordance with the surveillance plan/contract describing how, when and where the inspections were accomplished and results.

(8) Samples, photographs, witness statements and other factual data, if required, to support documentation and condition of the commissary.

(9) Records of unusually severe weather conditions and other unusual situations or circumstances. For example, if employees or distributors are delayed or prevented from getting to the commissary due to weather, special traffic conditions, etc.

(10) Test reports, if applicable.

(11) Copies of CDRs.

(12) Copy of the QASP.

(13) Copies of any other data required by contract provisions.

c. Document Retention.

(1) Except as described in paragraph 1-5c.(2), the QAE shall retain all items listed in 1-5b. on file for one year following the contract expiration/termination date.

(2) The QAE shall also maintain on file any **ORIGINALS** of documentation that supports either payment to the Contractor or the surveillance record, and that the QAE is not required to forward monthly to the Contracting Officer, e.g., daily tally of cases stocked, etc. **The QAE shall retain any such ORIGINAL documents on file for 6 years and 3 months after contract closeout.**

Chapter 2

SURVEILLANCE GUIDE

2-1. **THE PURPOSE OF SURVEILLANCE.** Under DeCA Commercial Activities contracts, the Contractor is responsible for establishing quality controls to ensure that the service outputs required in the contract are delivered IAW the contract standards. The Government develops a QASP to provide QAEs a systematic means of observing, surveilling, and reporting on a Contractor's performance. Using the QASP as a guide, QAEs inspect the results of a Contractor's performance to determine if these results are IAW the contract standard.

2-2. **METHODS OF INSPECTING OR MONITORING SERVICE OUTPUTS.** The QASP makes provisions for monitoring contract requirements through a combination of random sampling (sampling), surveillance activity checklists (checklists), observation, and customer complaints.

a. Throughout this chapter, surveillance refers to QAE inspections that are accomplished by sampling or checklists. These inspections are based directly on elements in the PRS. Only documentation of these surveillance inspections shall be used as a basis for considering payment deductions for unacceptable Contractor performance. When a QAE evaluates a Contractor's service output, the QAE must determine whether the Government or the Contractor is responsible for producing the result found before assessing the Contractor's performance as unsatisfactory (UNSAT). The QAE shall record comments on the **DEFECT DOCUMENTATION/OBSERVATIONS FORM (DDO Form)** that support each assessment of UNSAT. The QAE shall offer the PM the opportunity to initial each UNSAT that the QAE records on random sample lists and checklists. The QAE shall also offer the PM the opportunity to initial each day's comments shown on **DDO Form** to indicate that the QAE has made the PM aware of these comments. In any situation in which a PM is either unavailable or refuses to initial, the QAE shall annotate the time, and, as appropriate, "PM Unavailable to Initial" or "PM Refused to Initial" in the surveillance documentation.

b. Any nonconformance with contract requirements included in the PRS is a "defect." The term "defective" is used in reference to a Contractor's service output that is included in the PRS, and that does not meet the standard indicated in the PWS. If, at the end of a surveillance month, the surveillance record for a PRS element indicates a number of defects greater than the number of defects allowed by the AQL, the QAE shall prepare a proposed **CDR** and forward it to the Contracting Officer. If the Contracting Officer approves a **CDR**, money is deducted from the Contractor's payment for that surveillance month, in proportion to the degree of the Contractor's defective service.

c. A QAE also has the authority and obligation to inspect the results of Contractor performance in connection with any requirement stated in the PWS portion of the contract that is not included in the PRS. Throughout this Chapter, the terms "observe," "observed," or other forms of this word, are used to refer to QAE inspection actions that are not based directly on PRS elements, but are based on a PWS requirement, i.e., inspection actions that will not result in Contractor performance being assessed as UNSAT. Patron complaints that relate to areas of commissary operation that are within the scope of a Contractor's responsibility are a form of observation. The QAE shall document observations with comments on the **DDO Form** regarding conditions observed or reported in patron complaints. The QAE shall offer the PM an opportunity to initial each day's comments shown on the **DDO Form** to indicate that the QAE has made the PM aware of these comments. In any situation in which a PM is either unavailable

or refuses to initial, the QAE shall annotate the time, and, as appropriate, “PM Unavailable to Initial” or “PM Refused to Initial” in the observation documentation.

d. Within three working days after the end of each month, the QAE shall forward monthly surveillance and observation documentation and any proposed **CDRs** and a copy of the **DD Form 250** to the Contracting Officer for review and further administrative action.

2-3. **SURVEILLANCE AND ADMINISTRATIVE FORMS.** The forms that a QAE shall use to document surveillance, observations, and other information are described below. Samples of each form are included as a part of the discussion of individual PRS items in paragraph 2-13. Blank forms and instructions are contained in the Appendices. The instructions for each form include disposition and retention guidance.

NOTE: WHEN PLACING DATES THAT REFER TO A CONTRACTOR’S WORK SHIFT ON ANY OF THE FORMS DESCRIBED BELOW, OR IN ANY OTHER PART OF A MONTHLY SURVEILLANCE RECORD, QAES SHALL USE THE DATE ON WHICH A CONTRACTOR’S WORK SHIFT STARTED. FOR INSTANCE, ANY DATE REFERENCE TO DAY OR RSHA OPERATIONS THAT TAKE PLACE DURING A CONTRACTOR’S WORK SHIFT ON AUGUST 5 WILL BE DATED AUGUST 5; ANY REFERENCE TO NIGHT OPERATIONS THAT TAKE PLACE DURING A CONTRACTOR’S WORK SHIFT THAT BEGINS ON THE EVENING OF AUGUST 4 AND ENDS ON THE MORNING OF AUGUST 5 WILL BE DATED AUGUST 4.

a. **PRS (1)**

Surveillance: Shelf Stocking Random Sample Surveillance Checklist (produced by POS-M Random Sampling Program)

Support/Administrative: Defect Documentation/Observations*

Daytime Stocking Sheet

Shelf Stocking Cases Stocked

Display Schedule-Contractor Responsibility (where applicable)

Contractor Damaged/Expired Merchandise Worksheet

b. **PRS (2)**

Surveillance: Contract Surveillance Checklist--PRS(2)

Support/Administrative: Defect Documentation/Observations*

c. **PRS (3)**

Surveillance: Contract Surveillance Checklist--PRS(3)

Support/Administrative: Defect Documentation/Observations*

d. **PRS (4)**

Surveillance: Contract Surveillance Checklist--PRS(4)

Support/Administrative: Defect Documentation/Observations*

(Checklists for PRSs 2,3 and 4 are all on one form.)

e. **PRS (5)**

Surveillance: Contract Surveillance Checklist--PRS(5)
Support/Administrative: Defect Documentation/Observations*
Daily RSHA Report/Support Report
Monthly RSHA Report/Support Report

f. **PRS (6)**

Surveillance: Contract Surveillance Checklist--PRS(6)
Support/Administrative: Defect Documentation/Observations*
PRS 6 Sales Floor Care Square Footage Discrepancies

g. **PRS (7)**

Surveillance: Contract Custodial Surveillance Checklist--PRS(7)
Support/Administrative: Defect Documentation/Observations*
PRS 7 Floor Care Task Square Footage Discrepancies

h. **PRS (8)**

Surveillance: Contract Surveillance Checklist--PRS(8)
Support/Administrative: Defect Documentation/Observations*

***The DEFECT DOCUMENTATION/OBSERVATIONS FORM is a general purpose form on which QAEs shall record comments to support UNSAT assessments, observation comments, and any other comments that may be necessary to support the surveillance record for any month. QAEs shall record comments daily, rather than attempt to reconstruct the surveillance record weekly or monthly.**

2-4. SURVEILLANCE PLAN. The QAE shall develop a monthly plan for surveilling all Contractor service outputs included in the PRS. QAEs shall base these monthly plans on the custodial schedule that the Contractor has provided to the Government IAW PWS requirements, and on how the Contractor has scheduled work other than custodial to accomplish contract requirements. QAEs may develop such plans by setting up each month's surveillance documentation in advance to be consistent with each month's surveillance plan. The QAE shall develop each monthly plan to include both sampling and checklist surveillance. To ensure the integrity of the surveillance process, the QAE shall carefully follow each monthly plan when actually doing surveillance inspections. However, as conditions dictate, the QAE and Contractor may mutually agree to minor and temporary changes in scheduled performance and surveillance of certain custodial functions, e.g., because of inclement weather in a particular month, agree to perform/surveil outside window cleaning in that month a day or two later than originally planned. The QAE shall provide an explanation of any such plan changes that may occur in the course of a month in the surveillance documentation for that month.

2-5. PROCEDURES FOR SURVEILLING SERVICE OUTPUTS.

a. **Random Sampling.**

(1) Each QAE shall use the procedures for extracting random sample lists described in the instructions for the POS-M Random Sampling Program at Appendix A. **NOTE**

THAT FOR THIS PROGRAM TO WORK PROPERLY, POS-M CATEGORY FILE MAINTENANCE MUST BE IN GOOD ORDER. IF ITEMS ARE NOT CLASSIFIED IN CORRECT POS-M CATEGORIES, THIS PROGRAM WILL PRODUCE RANDOM SAMPLE LISTS THAT ARE FILLED WITH SELECTIONS THAT A QAE WILL HAVE TO EDIT OUT BEFORE MAKING USE OF THESE LISTS. FACED WITH SUCH A SITUATION, A QAE SHOULD SEEK ASSISTANCE IN RESOLVING THIS MATTER FROM COMMISSARY PERSONNEL RESPONSIBLE FOR POS-M FILE MAINTENANCE, OR, IF NECESSARY, FROM COMMISSARY MANAGEMENT. EACH COMMISSARY SHOULD HAVE ON HAND A CROSS REFERENCE FROM DIBS COMMODITY CODES TO POS-M CATEGORY CODES. THIS CROSS REFERENCE SHOWS THE POS-M CATEGORIES INTO WHICH NEW ITEMS IDENTIFIED ONLY WITH DIBS COMMODITY CODES SHOULD BE CLASSIFIED. IF ITEMS ARE ALREADY MISCLASSIFIED IN POS-M CATEGORIES, PROCEDURES FOR CHANGING ITEMS FROM ONE POS-M CATEGORY TO ANOTHER MAY BE FOUND IN POS-M NOTES II-UPDATES, VOLUME 1, ISSUE 1, JULY 1999. IF COMMISSARY PERSONNEL REQUIRE ADDITIONAL ASSISTANCE IN GETTING POS-M FILES IN ORDER, THEY SHOULD CONTACT THEIR DESIGNATED REGION POS-M POC.

NOTE ALSO THAT THE INSTRUCTIONS FOR USING THIS PROGRAM ARE WRITTEN TO APPLY TO CURRENT CA CONTRACT SITUATIONS, SOME OF WHICH RELY ON MIL-STD-105E TO DETERMINE SAMPLE SIZE, AND SOME OF WHICH USE THE 11 DAYS PER MONTH/3 SAMPLES PER DAY APPROACH TO RANDOM SAMPLING. ALTHOUGH DERIVED FROM MIL-STD-105E, THE RANDOM SAMPLING PROCEDURE IN THE “PROTOTYPE PWS 2000” USES PROCEDURES TO DETERMINE SAMPLE SIZE THAT ARE DIFFERENT THAN THOSE DESCRIBED IN PROGRAM INSTRUCTIONS. THESE PROCEDURES ARE DESCRIBED BELOW, AND MUST BE USED WHEN THE POS-M RANDOM SAMPLING PROGRAM IS USED IN CONJUNCTION WITH A CA CONTRACT BASED ON THE “PROTOTYPE PWS 2000.”

(a) Because this random sampling program has to rebuild files each time that the program is started, the most efficient procedure for using this program is to produce random sample lists for a number of days during one program run. The recommended procedure is to run the number of random sample lists that a QAE will need for the first half of a month during a single program run late in the previous month, and to run the number of random sample lists that a QAE will need for the latter half of a month during a single program run about the 13th or 14th of a month. Producing random sample lists for an entire month has the disadvantage that, because of item adds/deletes during the month, the random sample lists may not accurately reflect the actual stock selection available at the time the lists are used. Whatever approach a QAE decides to take to obtain random sample lists, the QAE shall coordinate with commissary personnel who manage the POS-M system to make certain that they are given the opportunity to build random sampling program runs into the schedule of day to day POS-M operations.

(b) When requesting random sample lists, QAEs should request that each list produced contain about 50 percent more items than the actual number of items needed for the sample. Having this “cushion” built into each list will automatically provide substitute items in the event that some items on the list are unusable. If POS-M file maintenance at a commissary is in disarray, the QAE may have to request more items than the 50 percent “cushion”. The QAE shall use each sampling surveillance in the order that items appear on a random sample list. If a QAE has to use any replacement items on a random sample list, the QAE shall select replacement

items in the order that the items appear on the list, and shall provide a rationale for each original item not used.

(c) To preserve the integrity of the sampling surveillance process, each QAE shall take precautions to make certain that a Contractor does not gain access to or have knowledge of any random sample item in advance of QAE surveillance. If a Contractor knows exactly which items the QAE is going to surveil, the Contractor could give special attention to only those items and defeat the purpose of the sampling surveillance process.

(d) The QAE shall record the results of each sampling surveillance directly on the form that contains the list of randomly selected items that was the basis for the surveillance (see sample form that follows this discussion and Instructions at Appendix A). The QAE shall record an "S" if a service output is assessed as satisfactory, i.e., IAW the PWS standards; or a "U" if a service output is assessed as unsatisfactory, i.e., not IAW the PWS standards.

(e) The QAE shall record comments that support each assessment of UNSAT on the **DDO Form**. The QAE shall offer the PM the opportunity to initial each UNSAT and related comment. These initials indicate that the PM is aware of this information. In each situation in which a PM is either unavailable or refuses to initial, the QAE shall annotate the time, and, as appropriate, "PM Unavailable to Initial" or "PM Refused to Initial" in the surveillance documentation.

(f) If a QAE is not able to do the required number of samples in any month, the QAE shall explain this situation on the **DDO Form** and shall assess any such missed surveillance as SAT. The QAE shall make every effort to avoid these situations, as assessing unsurveilled performance as SAT puts the Government at risk of accepting a deficient service output.

(g) At the end of each month, the QAE shall total the number of UNSATs recorded in the surveillance record throughout the month. If the total number of UNSATs for the month is greater than the AQL for a PRS element (see discussion on Table 1 below), the QAE shall prepare a proposed **CDR**.

(2) Table 1, which is also shown in the PRS, indicates the sample size that a QAE shall use for each day that sampling surveillance is done. Because PRS (1), Perform Shelf Stocking Operations, is the only PRS item that is surveilled by sampling, this discussion addresses shelf stocking specifically. On Table 1, "Comsy Op Days Per Week" refers to the commissary operating schedule. Thus, a QAE in a commissary that has a normal operating schedule of five days per week will randomly sample 16 items on each day that the Contractor performs night shelf stocking. A QAE in a commissary that has a normal operating schedule of six days per week will randomly sample 20 items on each day that the Contractor performs shelf stocking. A QAE in a commissary that has a normal operating schedule of seven days per week will randomly sample 27 items on each day that the Contractor performs night shelf stocking. As this relates to the guidance above about how to use the random sampling program, QAES in five day operations should request that each random sample list contain 16 plus 50% = 24 items; in six day operations about 30 items per sampling list; in seven day operations about 41 items per sampling list. The lot size for a month is the number of samples per day times the number of days that the Contractor performs night shelf stocking operations in a month. For instance, for a commissary with a six day operating schedule, a lot size in one month could be 20 samples per day x 25 days in a month that a Contractor performs shelf stocking = lot size of 500 for that month. In another month, the sample size per day would not change, but the days that the

Contractor performs night shelf stocking in that month might be 26. The lot size for this month would be $20 \times 26 = 520$. The lot size for a month may change from month to month. But the number of samples per day will not change from month to month, nor from day to day.

TABLE 1.

COMSY OP DAYS PER WEEK	SAMPLES PER STOCKING DAY	MONTHLY AQL	
		ACCEPT	REJECT
5 day	16	7	8
6 day	20	10	11
7 day	27	14	15

(3) The “Monthly AQL Accept” column in Table 1 shows the number of defects (UNSATs) the Contractor may have in the course of a month without being issued a **CDR** for the month. If, at the end of any month, the QAE has assessed a Contractor’s performance as UNSAT at least the number of times indicated in the “Monthly AQL Reject” column, the QAE will prepare a proposed **CDR**. For instance, if, in a commissary with a six day operating schedule, a QAE assessed a Contractor’s shelf stocking performance as UNSAT a cumulative total of 11 times throughout a month, at the end of that month, the QAE shall prepare a proposed **CDR** for PRS (1), Perform Shelf Stocking Operations.

b. Surveillance by Checklist.

(1) Surveillance by checklist means inspecting 100% of a service output rather than just a randomly selected portion of the service. **With the exception of PRS (1), Perform Shelf Stocking Operations**, the QAE shall surveil every service output by checklist each time that surveillance of these service outputs is required.

(2) The QAE shall record the results of checklist surveillance of any particular service output on the checklist form designed specifically for surveilling that service output. Paragraph 2-13. includes a discussion of these forms.

(3) The QAE shall record the results of each checklist surveillance directly on the specific checklist form that relates to the service outputs surveilled. The QAE shall record an “S” if a service output is assessed as satisfactory, or a “U” if a service output is assessed as unsatisfactory.

(4) The QAE shall record comments that support each assessment of UNSAT on the **DDO Form**. The QAE shall offer the PM the opportunity to initial each UNSAT and related comment. These initials indicate that the PM is aware of this information. In each situation in which a PM is either unavailable or refuses to initial, the QAE shall annotate the time, and, as appropriate, “PM Unavailable to Initial” or “PM Refused to Initial” in the surveillance documentation.

(5) If a QAE is not able to perform the required number of checklist surveillances in any month, the QAE shall assess any missed surveillances as SAT. The QAE shall explain the reasons for the missed surveillance(s) on the **DDO Form**. The QAE shall make every effort to avoid these situations, as assessing unsurveilled performance as SAT puts the Government at risk of accepting a deficient service output.

(6) At the end of each month, the QAE shall total the number of UNSATs recorded in the surveillance record for each service output throughout the month. If the total

number of UNSATs for the month is greater than the AQL for any PRS element, the QAE shall prepare a proposed **CDR** for that PRS element.

2-6. REPERFORMANCE OR LATE PERFORMANCE BY A CONTRACTOR.

a. At the sole election of the QAE, the Contractor may be required to reperform or to perform late, at no additional cost to the Government, any or all defective or incomplete work disclosed by inspection. The QAE shall notify the Contractor promptly after inspection that specified defective services are required to be reperformed or performed late, and completed within a reasonable time as specified by the QAE. In such cases, the QAE shall reinspect corrected services and the Contractor may be held liable for any damages sustained by the Government including, for example, the costs associated with reinspection.

b. If the QAE assesses a Contractor service output **surveilled by sampling** as UNSAT, but also determines that circumstances will permit the Contractor to reperform to correct deficiencies, the QAE shall notify the Contractor that the Government wishes to have the services reperformed to the extent necessary to correct deficiencies noted. Upon reperformance, the QAE shall reinspect only the portion of the service output that the QAE had originally assessed as UNSAT. **However, for service outputs surveilled by sampling, even if the Contractor reperforms and in so doing corrects deficiencies, the QAE shall NOT change the original inspection results from UNSAT to SAT.** The QAE shall annotate the results of each satisfactory reperformance on the **DDO Form**.

c. If the QAE assesses a Contractor service output **surveilled by checklist** as UNSAT, but also determines that circumstances will permit the Contractor to reperform to correct deficiencies, the QAE shall notify the Contractor that the Government wishes to have the services reperformed to the extent necessary to correct the deficiencies noted. Upon reperformance, the QAE shall reinspect only the portion of the service output that the QAE had originally assessed as UNSAT. **For service outputs surveilled by checklist, if the Contractor reperforms and in so doing corrects deficiencies, the QAE shall line* through the original inspection result of UNSAT and enter SAT next to the lined-out UNSAT entry.** The QAE shall explain each such change from UNSAT to SAT on the **DDO Form**.

***NOTE THAT QAES SHALL MAKE ANY SUCH CHANGE FROM UNSAT TO SAT BY LINING THROUGH THE "U" AND THEN ANNOTATING AN "S" CLOSE BY. QAES SHALL NOT WHITE OUT THE "U" AND REPLACE WITH AN "S," OR WRITE AN "S" OVER A "U," etc. THE SURVEILLANCE RECORD SHALL CLEARLY SHOW THAT THE QAE ORIGINALLY ENTERED A "U," THEN RECORDED AN "S" UPON REINSPECTION.**

d. Whenever possible, a QAE shall offer the Contractor the opportunity to reperform any service output assessed as UNSAT to correct whatever deficiencies the QAE may have noted. **A QAE should not expect absolute perfection from a Contractor.** Contractors will sometimes fail to precisely achieve a desired result. Offer a Contractor the opportunity to correct as many "deficiencies" as possible; particularly in instances in which a Contractor's "deficiency" is relatively minor in proportion to the total Contractor work effort expended. However, a QAE shall not allow a Contractor to take advantage of this "reasonable" approach to reperformance. If a Contractor **continually fails** to achieve results IAW the contract standards, however slight these failures might be, the QAE shall make comments on any such situation to call these matters to the attention of the Contracting Officer.

2-7. OBSERVATIONS/CUSTOMER COMPLAINTS.

a. A QAE also has the authority and obligation to inspect the results of Contractor performance in connection with any requirement stated in the PWS portion of the contract that is not included in the PRS. Patron complaints that relate to areas of the commissary operation that are within the scope of a Contractor's responsibility are a form of observation. The QAE shall document observations in each monthly observation record with comments on conditions observed or reported in patron complaints, but shall NOT make an assessment of UNSAT in conjunction with observations/customer complaints. The QAE shall offer the PM an opportunity to initial each observation comment to indicate that the PM acknowledges being made aware of this information. In each situation in which a PM is either unavailable or refuses to initial, the QAE shall annotate the time, and, as appropriate, "PM Unavailable to Initial" or "PM Refused to Initial" in the observation documentation.

b. A QAE's responsibility with regard to recording observations extends to the areas of Safety and Security. The contract contains a number of provisions that require a Contractor to comply with certain safety and security requirements, without discussing these requirements in detail. **A QAE does not have to be a safety or security "expert," nor shall QAEs conduct safety or security inspections.** However, if a QAE detects a flagrant or obvious violation of safety or security requirements by a Contractor, the QAE shall notify the Contractor to cease and desist immediately, and shall make a record of any such incident on the **DDO Form**. A few examples of such violations are Contractor personnel driving a loaded forklift with load lifted six feet above the floor, blocking emergency exits with pallet loads of stock, parking personal vehicles in areas other than those designated, or violating commissary purchase restrictions. Additionally, if a QAE has reason to believe that a Contractor is not complying with all provisions of specialized safety and security requirements, the QAE shall notify the Contracting Officer, and shall seek assistance from the Commissary Safety or Security coordinator, Store Director, or from Region, HQ DeCA or installation safety or security personnel.

2-8. DOCUMENTING THE SURVEILLANCE RECORD. Regardless of whether surveillance is done by sampling or checklist, the QAE shall record comments to explain/support each UNSAT assessment. The QAE shall describe conditions associated with any changes of UNSAT to SAT assessments. The QAE shall also record comments in conjunction with observations/patron complaints. QAEs shall use the **DDO Form**, a sample of which is shown as a part of the discussion of each PRS element in paragraph 2.13., to record comments to support UNSAT assessments or changes of UNSAT to SAT assessments, to describe observations, and to document other issues which arise during the surveillance process.

a. Any comments that a QAE records in the surveillance/observation record shall be objective in nature and focus directly on conditions that a QAE finds during a surveillance/observation inspection. Include in the surveillance/observation record only comments that are objective, professional, and relevant to the issue being addressed. For instance:

"Labels on three cans hanging loose;"

"Black stains on sales floor near checkout #7;"

"Meat particles found in hopper of grinding machine."

b. The QAE shall not direct comments to the Contractor's background/personality, work habits or methods, or to anything not connected with results found during an inspection/observation. For instance, the QAE **SHALL NOT** record surveillance/observation comments such as:

"This Contractor never has enough people to do the work required;"

"This Contractor is a real jerk;"

"The Contractor needs to strip (or buff) the floor more often;"

"This Contractor runs the most grossly inefficient operation that I have ever seen;"

"These disabled people whom the Contractor hires are real losers;"

"My seven year old daughter could clean a floor better than this guy."

2-9. PROJECT MANAGER ROLE IN SURVEILLANCE.

a. The QAE and PM shall arrive at a mutual agreement under which the PM will notify the QAE when the Contractor's work has been completed and is ready for QAE surveillance/observation inspection. The QAE shall begin inspection as soon as possible after notification by the PM that the Contractor has completed work. The QAE shall strongly encourage the PM to accompany the QAE during each surveillance/observation inspection. If the PM does not accompany the QAE during an inspection, the QAE shall write a short note in the surveillance/observation documentation, e.g., "The PM declined to accompany me during the inspection"; "The PM was unavailable to accompany me during the inspection", etc. Following completion of each inspection and of documentation associated with the inspection, the QAE shall, **only upon the PM's request**, provide a copy of the inspection documentation to the PM.

b. Paragraph 1.4.3. of the PWS makes provision for either the Contractor or the Government to request meetings, as either party deems necessary, to discuss the Contractor's performance. The Store Director and QAE should take full advantage of the opportunity to hold such meetings as one means of establishing a clear and direct line of communication with the Contractor regarding any aspect of the Contractor's performance.

2-10. DETERMINING THE NUMBER OF DEFECTS THAT WILL CAUSE LESS THAN MAXIMUM PAYMENT.

a. When the **number of defects** found by a QAE during a surveillance month is **less than the AQL** percentage or the number of defects allowed in Column C of the PRS for a particular PRS item, the Government will accept and pay for the service output surveilled under that PRS at the maximum payment percentage of the monthly contract line item price specified in Column E of the PRS.

b. When the **number of defects** found by a QAE during a surveillance month is **greater than the AQL** percentage or number of defects allowed in Column C of the PRS for a particular PRS item:

(1) For service outputs **surveilled by sampling**, the monthly contract line

item amount is multiplied by the payment percentage (Column E, PRS) to determine the maximum payment for acceptable service or the maximum deduction for unacceptable service. This payment is multiplied by the percentage of the sample found unacceptable to determine the amount of deduction for unacceptable services. The total number of defects found, not just those in excess of the reject level, are used to determine the percentage of the sample found unacceptable. The amount of deduction determined for unacceptable performance is subtracted from the maximum payment amount to determine the total payment due for acceptable services.

(2) For services **surveilled by checklist**, the maximum payment percentage for the services in Column E of the PRS is multiplied by the monthly contract line item amount to determine the maximum payment the Contractor can be paid for the listed services. The total number of defects found, not just the defects in excess of the reject level, are used to determine the percentage of the lot found unacceptable. To determine the amount of reduction in payment for unacceptable services, multiply the percentage of the lot found unacceptable by the maximum payment for the listed service. The amount of reduction in payment subtracted from the maximum payment for acceptable service determines the payment to be made to the Contractor.

(3) Sample computations for each PRS item that illustrate the procedures described above are included in a detailed description of PRS items in paragraph 2.13. QAEs shall follow Region/Area Contracting Office guidance regarding whether QAEs or Contracting Officers do these computations.

2-11. **CONTRACT DISCREPANCY REPORTING.** If, at the end of a surveillance month, the surveillance record for a PRS item for that surveillance month indicates a number of defects greater than the number of defects allowed by the AQL, the QAE shall prepare a proposed **CDR** for that PRS item. No later than three working days after the end of a surveillance month, the QAE shall submit each proposed **CDR**, together with all supporting documentation, to the Contracting Officer. The QAE shall retain copies of all proposed **CDRs** on file. See sample **CDR Form** in Chapter 3.

2-12. **CONTRACTOR DAMAGE TO COMMISSARY MERCHANDISE.** Paragraphs 4.2.1. and 4.2.2. of the PWS establish the Contractor's responsibility to control damage to commissary merchandise. At the end of each Contractor night stocking shift, the QAE shall check for merchandise damaged by the Contractor by examining merchandise in the damage control area and elsewhere for evidence of damage caused by the Contractor. If the QAE finds any items, damage to which can be attributed to the Contractor, the QAE shall record the item nomenclature, UPC, a brief description of the type of damage, e.g., cut, expired, etc., quantity and adjusted or full retail value of each item found on the **CONTRACTOR DAMAGED/EXPIRED MERCHANDISE WORKSHEET**. If an item that a Contractor has damaged is a total loss, record the full retail value of the item. If an item that a Contractor has damaged can be sold at a reduced price, record only the "lost value" as Contractor-caused damage. For instance, if an item that a Contractor has damaged has an original retail value of \$1.00, and cannot be sold at a reduced price, record the full retail value of \$1.00 as Contractor-caused damage. If an item with an original retail value of \$1.00 is marked down to sell at 0.60, record only the "lost value" of 0.40 as Contractor-caused damage. A sample of the **CONTRACTOR DAMAGED/EXPIRED MERCHANDISE WORKSHEET** is included in the discussion of PRS (1) in paragraph 2.13. At the end of each month, the QAE shall total the value of damaged items for the month on the Worksheet, and forward the Worksheet to the Contracting Officer as a part of the monthly surveillance documentation. The Contracting Officer will compare the sales and damage value information shown on the Worksheet to Columns (A) and (B) on Table 2 to determine whether or not to make a deduction from the Contractor's payment.

TABLE 2

TOTAL CURRENT MONTH'S SALES (A)	MONTHLY MAXIMUM DAMAGE ALLOWANCE (B)	DEDUCTION FOR DAMAGE (C)
0 - \$2,000,000	\$100	Dollar for dollar in excess of value shown in Column B.
\$2,000,001 – above	\$200	

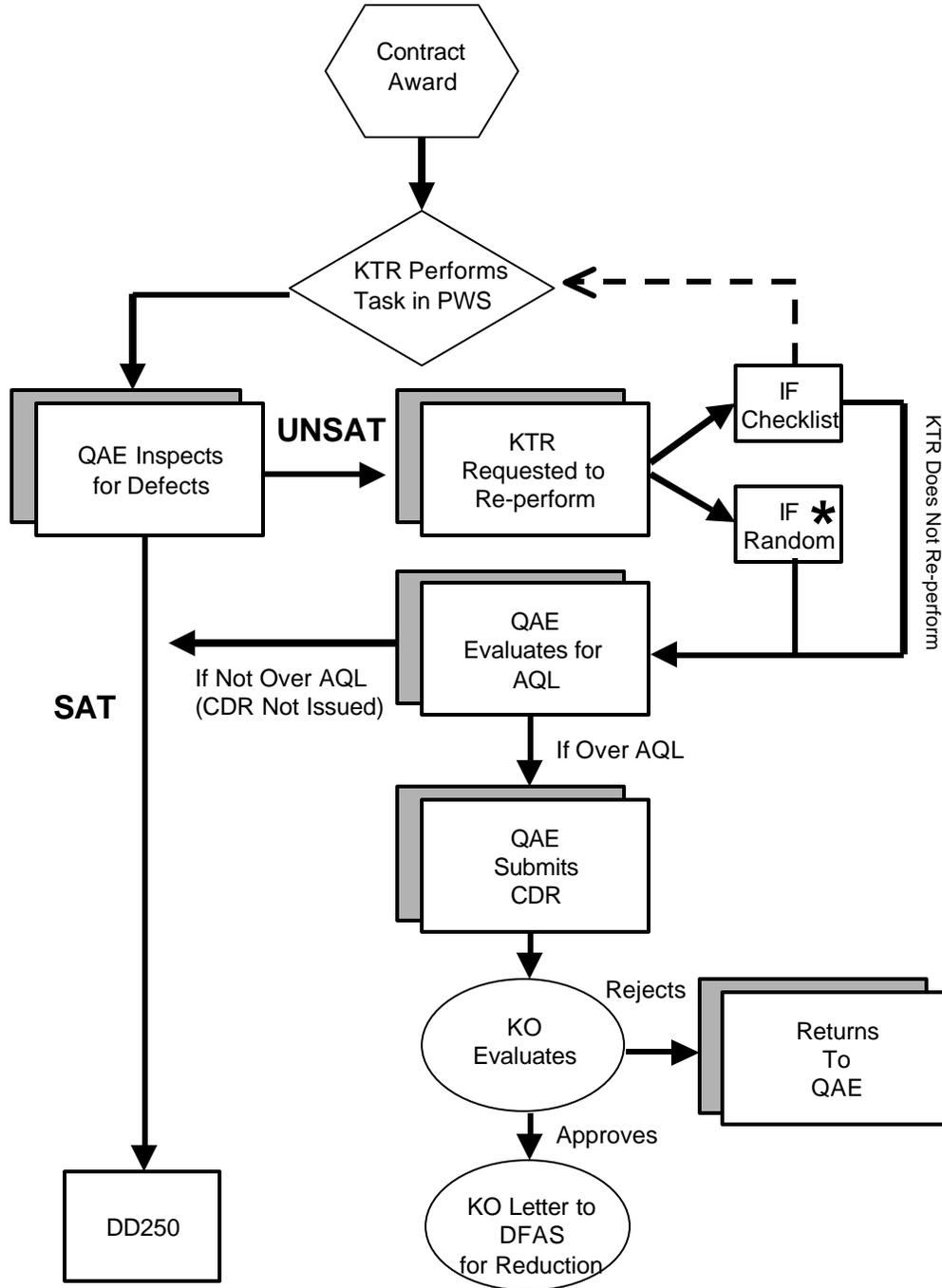
2-13. DETAILS OF SURVEILLANCE. The following section of this Chapter contains guidance specific to each PRS. Discussion of each PRS includes PRS number, description, method of surveillance, AQL, and a brief description of the intent of surveillance, samples of forms, and a sample CDR computation. The samples of forms throughout have been typed to enhance legibility. This is also meant to imply that QAEs shall prepare forms legibly, but **IS NOT MEANT TO IMPLY THAT QAES ARE REQUIRED TO PREPARE AND FORWARD TYPEWRITTEN FORMS.**

The discussion of each PRS also includes guidance regarding:

- What to Surveil;
- When to Surveil;
- How to Surveil;
- Determining Satisfactory or Unsatisfactory Performance;
- Other Considerations;
- Documenting Surveillance/Observations;
- Conditions Under Which to Prepare a Proposed CDR;
- Submission of the Proposed CDRs and Other Administrative Requirements.

The “QUALITY ASSURANCE PROCESS” diagram that follows depicts the QA process as it has been generally described thus far in this Chapter, and also depicts the QA process as described for each of the PRS items in the following text.

The Quality Assurance Process



* Under Random the Contractor may re-perform but the defect is not changed

Legend

KO = Contracting Officer
 KTR = Contractor
 DFAS = Defense Finance Accounting Service

PRS 1 → (a) and (b) ← PERFORM SHELF STOCKING OPERATIONS

IAW: PWS Paras 4.3.3.1., 4.3.3.2., 4.3.3.2.1.3., 4.3.3.2.2., 4.3.3.2.4., and 4.3.3.3.-4.3.3.3.1.

Method of Surveillance: Random Sampling

AQL: As shown on the Table 1 for PRS 1

Intent of Surveillance: To determine whether or not the Contractor has established and implemented quality controls that achieve the results required by the contract for performance of Shelf Stocking Operations.

Surveillance Tool: Random Sample Lists produced by POS-M Random Sampling Program (See the discussion at paragraph 2-5a. and Appendix A)

What to Surveil: For each line item/UPC in the random sample, surveil → 6 elements that comprise the stocking operation. The elements are divided into two separate groups. These are identified as 1(a) Cleaning & Dusting, Rotation, Nearest Case Stocking and 1(b) Methods of Stocking and Placement (Location, Allocation and Arranged). Each group is considered separate for the purpose of inspection. For instance, a contractor can fail PRS 1(a) and pass PRS 1(b) for the same item/UPC.

Elements for Group 1(a) of the shelf stocking operation are:

- (1). stocked to the nearest full or half (as applicable) case (as defined in 4.3.3.2.1.1.);
- (2). with merchandise in the item locations rotated IAW procedures described in 4.3.3.3. and 4.3.3.3.1.
- (3). For the presence of dust or dirt build-up on shelving (as defined in 4.3.3.1.) or merchandise in the item location;

Elements for Group 1(b) of the shelf stocking operation are :

- (1). items in the assigned shelf location (as defined in 4.3.3.2.1.);
- (2). with units in the item location arranged as described in 4.3.3.2.2., 4.3.3.2.2.1., 4.3.3.2.3., and 4.3.3.2.3.1. (depicted on Exhibit 4-2);
- (3). within limits of the space allocation (as defined in 4.3.3.2.1.); ←

The QAE shall **NOT surveil** Contractor performance IAW 4.3.3.2.1.5., 4.3.3.16.1.2.1., 4.3.3.4., 4.3.3.5., or 4.3.3.6., but **shall make observations** regarding Contractor performance IAW these PWS requirements.

***When surveilling the requirement for a Contractor to stock all cases available for stocking to the nearest full (or, if applicable, half) case, the QAE shall first determine if a random sample item allocation is not full to the nearest full case. For any random sample item not full to the nearest full case, the QAE shall check to determine if there are any cases of this item that the Contractor did not stock. If in such situations the QAE finds any cases that the Contractor did not stock (defined as cases not stocked), the QAE shall assess the Contractor's performance for that random sample element → as not properly performed. The QAE will annotate an overall UNSAT for Group 1(a) ←.**

If the Contractor performs the RSHA functions, “stock all cases available for stocking” includes any cases that are available on the sales floor or in the RSHA, to include the overwrite area.

If the Government performs the RSHA functions, “stock all cases available for stocking” includes any cases that are available on the sales floor and in the overwrite area, and that the Government has issued to the Contractor for stocking.

Regarding half cases, the Store Director will specifically identify those line items that a Contractor will be permitted to stock IAW the half case rule stated in 4.3.3.2.1.1., and will do so to correlate as closely as possible with the estimate of half cases stocked in PWS estimated workload. One method of identifying items that a Contractor may stock to the nearest half case is that of placing a stick-on colored dot next to the shelf label for each of these items. Selection of these items will **NOT** be left to the Contractor’s discretion. Per the payment rule stated in 4.3.3.2.1.1., the QAE will record a case stocked each time that a Contractor stocks the first half of these cases, but will not record a case stocked when a Contractor stocks the remaining half of these cases. This approach to half-case stocking/payment should eliminate the need to keep half cases in a designated sub-area of the overwrite area, separate from full cases. The purpose of allowing half case stocking is to accommodate getting maximum shelf pack out for items that have high unit packs relative to space allocation available. The number of line items identified for half case stocking will generally be quite small. In all instances in which item shelf allocations are sufficient to support stocking to the nearest full case, the Store Director or the QAE must not require a Contractor to stock half cases, or to stock items in less than half case increments, simply because the desired effect of requiring anything less than full case stocking is to make shelves appear to be more esthetically pleasing, i.e., “can-tight.” If during surveillance of a random sample item, the QAE finds that the Contractor has stocked fewer units than a complete half case of an item designated for half case stocking, the QAE shall assess the Contractor’s performance for that random sample element (Half Cases) → **as not properly performed. The QAE will annotate an UNSAT in the assessment column for 1(a).** ←

The QAE shall NOT surveil Contractor performance regarding disposition of cases under 4.3.3.2.1.5., but shall make observations regarding these requirements as necessary. With regard to overwrites, the QAE shall also make observations IAW 4.3.3.16.1.2.1., as necessary, regarding the levels of overwrite stock on hand.

When to Surveil: At the end of each night stocking shift*, when the Contractor reports to the QAE that night stocking has been completed.

*As used here, and in the PWS, “night stocking shift” means that stocking shift when the Contractor does “high production” stocking during hours that a commissary is not open for business. The “window of opportunity” during which a Contractor is required to perform all night shelf stocking operations is specified in each PWS both in terms of days to perform and a from/to hours “window” for each day the Contractor is required to perform. However, this “window of opportunity” for night stocking might not always include nighttime hours. For instance, in a small commissary that opens at 1000 each operating day, a Contractor might have a “window of opportunity” of 0500-0900 during which to do “night stocking.” Be sure to base your surveillance schedule for PRS (1) on the night stocking “window of opportunity” specified in your PWS.

How to Surveil: Using **lists of random samples drawn from POS-M** IAW procedures described in paragraph 2-5.a. and Appendix A, proceed to the shelf location for each item shown on the random sample list for a particular night. Check for the results described above in “What to Surveil”.

NOTE THAT THE QAE SHALL SURVEIL ITEMS IN THE ORDER THAT THEY APPEAR ON THE RANDOM SAMPLE LIST, AND SHALL SURVEIL AN ITEM THAT IS ON THE RANDOM SAMPLE LIST, WHETHER OR NOT THE CONTRACTOR ACTUALLY STOCKED THE ITEM ON THE NIGHT THAT SAMPLING IS DONE. IF AN ITEM INCLUDED ON THE RANDOM SAMPLE LIST FOR SURVEILLANCE IS NIS (no units of the item are present in the shelf location), THE QAE SHALL ANNOTATE THE LIST "NIS" FOR THAT ITEM, AND

SHALL SELECT THE NEXT ITEM, NOT SCHEDULED FOR INSPECTION, AS THE REPLACEMENT ITEM.

→ **Determining Satisfactory or Unsatisfactory Performance:** The PRS is divided into two separate groups. These are identified as 1(a) Cleaning & Dusting, Rotation, Nearest Case Stocking and 1(b) Methods of Stocking and Placement (Location, Allocation and Arranged). If a contractor fails any of the elements in a particular group, the line item in that group is considered unsatisfactory.

Elements for Group 1(a) of the shelf stocking operation are:

- (1). stocked to the nearest full or half (as applicable) case as defined in 4.3.3.2.1.1. ;
- (2). with merchandise in the item locations rotated IAW procedures described in 4.3.3.3. and 4.3.3.3.1.
- (3). For the presence of dust or dirt build-up on shelving (as defined in 4.3.3.1.) or merchandise in the item location;

Elements for Group 1(b) of the shelf stocking operation are:

- (1). items in the assigned shelf location (as defined in 4.3.3.2.1.);
- (2). with units in the item location arranged as described in 4.3.3.2.2., 4.3.3.2.2.1., 4.3.3.2.3., and 4.3.3.2.3.1. (depicted on Exhibit 4-2);
- (3). within limits of the space allocation (as defined in 4.3.3.2.1.);

If any element in a random sample is not properly performed, the QAE will assess Contractor performance as UNSAT for that item. The QAE shall assess each of the six elements individually as SAT or UNSAT.

If any element in Group 1(a) in a random sample is not properly performed, the QAE will annotate unsatisfactory in the assessment column for that group labeled 1(a). For instance, if surveillance of the first item/UPC in the random sample reveals that the Contractor has met all requirements except those for cleaning, dusting, and rotation, the QAE shall indicate that the Contractor's performance of these elements did not meet contract standards by annotating "U" in the element location. For each item/UPC, an overall rating shall be given for each group.

If any element in Group 1(b) in a random sample is not properly performed, the QAE will annotate unsatisfactory in the assessment column for that group labeled 1(b). For instance, if surveillance of the first item in the random sample reveals that the Contractor has met all requirements except those for location, the QAE shall indicate that the Contractor's performance of these elements did not meet contract standards by annotating "U" in the element location. For each item/UPC, an overall rating shall be given for each group.

At the end of the month, the QAE will total all the defects ("U" ratings) for PRS #1(a) and for PRS #1(b). Each of these totals determine whether or not the contractor is within the acceptable quality level for PRS #1(a) or PRS #1(b). (See TE1 for monthly AQL and sample CDR computations.) ←

If the QAE finds expired units of an item on the shelf during random sampling surveillance of an item, the QAE shall assess Contractor performance → as not properly performed in Group 1(a) ← based on the standard in 4.3.3.3.1., that requires the Contractor to remove units from the shelf before expiration. If the QAE establishes that the units found have expired as a result of the failure of the Contractor to properly rotate units, the QAE shall also record the value of these expired units on the CONTRACTOR DAMAGED/EXPIRED MERCHANDISE WORKSHEET.

If the QAE finds, or other commissary personnel, patrons or vendor representatives report having found, expired units of any item that the Contractor is responsible for stocking and rotating on the shelf outside of random sampling surveillance, the QAE shall record an observation comment regarding the Contractor's failure to perform IAW 4.3.3.3.1., but shall NOT assess Contractor performance → **that was not properly performed.** ← If the QAE establishes that the units found have expired as a result of the failure of the Contractor to properly rotate units, the QAE shall also record the value of these expired units on the CONTRACTOR DAMAGED/EXPIRED MERCHANDISE WORKSHEET.

SPECIAL NOTE REGARDING ROTATION: The POS-M Random Sampling Program that produces random sample lists keys on items in POS-M categories that have been identified as containing primarily Contractor-stocked items. The POS-M categories for baby formula have been identified as containing primarily vendor-stocked items. Because of this, baby formula (unless misclassified in POS-M) will never appear on a random sample list. Therefore, in commissaries in which the Contractor stocks baby formula, the QAE shall check daily on Contractor rotation of the baby formula that the Contractor stocks, make observation comments, as necessary, on the DEFECT DOCUMENTATION/OBSERVATION Form, and advise the Contractor of any deficiencies in rotation of baby formula.

Other Considerations: If, during surveillance, a QAE finds a result that appears to indicate deficient Contractor performance, make certain that the conditions you find are a result of Contractor performance, and were not caused by the Government or by others, e.g., baggers, delivery personnel, patrons, vendor stockers, etc., or by conditions outside the Contractor's control. Two such examples that might apply here are that DSD delivery personnel and vendor stockers sometimes "steal" shelf space and children sometimes move shelf labels around. These conditions might make it appear that a Contractor is manipulating the item locations or allocations, and thus not conforming with the shelf stocking requirements.

Documenting Surveillance/Observations: To obtain random sample lists use the POS-M Random Sample Program, instructions for which are at paragraph 2-5a., and Appendix A. Use the **COMMISSARY SHELF STOCKING RANDOM SAMPLE SURVEILLANCE CHECKLIST** Forms produced by this program to record surveillance results. Record comments to support surveillance results, together with any observations, on a **DDO Form**. The QAEs need not prepare a separate **DDO Form** for each PRS, but shall record comments in sequence by date throughout a surveillance month, as described in instructions for this form. Samples of both of these forms follow this narrative.

Conditions Under Which to Prepare a Proposed CDR: If, at the end of a surveillance month, the surveillance record for PRS → **1 (a) and/or (b)** ← for that surveillance month indicate a number of defects greater than the number of defects allowed by the AQL (as shown on the Table → **1 for PRS 1** ←), the QAE shall prepare a proposed **CDR(s)**. Sample **CDR** computations for PRS 1 → **(a) and (b)** ← follow this discussion. The QAEs shall follow Region Contracting Office guidance regarding whether the QAEs or Contracting Officers do these computations. A completed sample **CDR Form** is in Chapter 3.

Forwarding Proposed CDRs and Other Administrative Requirements: No later than three working days after the end of a surveillance month, the QAE shall submit the original of each proposed **CDR**, together with supporting documentation, to the Contracting Officer.

Forms, other than those discussed above, required to support the surveillance record or other administrative requirements for PRS 1 → (a) and (b) ← are:

DAYTIME STOCKING SHEET
SHELF STOCKING CASES STOCKED
CONTRACTOR DAMAGED/EXPIRED MERCHANDISE WORKSHEET
DISPLAY SCHEDULE-CONTRACTOR RESPONSIBILITY (if contracted)

(Typically, the commissary personnel who will fill out some of these forms and provide the information to the QAE will be personnel, other than a QAE, who have been designated by the Store Director to assist the QAE. This being the case, the QAE shall instruct personnel who will have the responsibility for completing these forms about what they should record on these forms.)

Samples of each of these forms follow this narrative.

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SAMPLE

Additional information at Appendix A and Para 2.5a.

COMMISSARY SHELF STOCKING RANDOM SAMPLE SURVEILLANCE CHECKLIST

Contract No.: DeCA01-00-C-1000 Surveillance Date: July 1, 2000

Date refers to date on which Contractor's night stocking shift started, e.g., Sat night, July 1. Surveillance actually done on Sun, July 2 morn, at end of night stocking shift.

Commissary: CAMP SWAMPY Number of days of Contractor performance may vary from month to month

Consistent with 6-day commissary operating schedule and Table 1, described in Para 2.5a.2., the number of samples per day of Contractor performance is 20. Use the first 20 items listed for sample. If necessary, use 21st item listed as first substitute item, 22nd item listed as second substitute item, etc. For commissary with 5-day operating schedule, the number of samples per day of Contractor performance would be 16; for a 7-day commissary operation, the number of samples per day of Contractor performance would be 27. This number of samples will NOT change from day to day, nor from month to month.

Sample Size: 520 #Work Days/Mo.: 26 Items Surveilled/Work Day: 20

QAE: Joseph Oversight Signature: Joseph Oversight

QAE

Total sample size for month may vary from month to month, based on differences in number of days of Contractor performance from month to month.

UPC/ RANDOM #	SAMPLE ITEM NOMENCLATURE	Rating & PM Initials		PRS #1						
		(a)	(b)	PRS #1(a)			PRS #1(b)			
				Dust/Dir 4.3.3.1.	Rotation 4.3.3.3.- 4.3.3.3.1.	Half Case 4.3.3.2.1.1.	Location 4.3.3.2.1.	Allocation 4.3.3.2.1.	Arranged 4.3.3.2.2.- 4.3.3.2.2.1.	
7239213265 6178	MIX DRINK GRAPE FLA VOR AID /000001500Z	U	S	Y	N	Y	Y	Y	Y	Y
3000001820 2217	OATMEAL INST STRAWBERRY CREA QUAKER /000123000Z	S	S	Y	Y	Y	Y	Y	Y	Y
8244412803 6711	COFFEE GROUND FOGLEIFTER BROTHERS /000017500Z	S	S	Y	Y	Y	Y	Y	Y	Y
9742147002 6935	POWERBAR HARVEST CRUNCH POWERFOOD /000023000Z	S	S	Y	Y	Y	Y	Y	Y	Y
7110000839 6008	DRESSING FF REWINE HIDDEN VALLEY /000160000Z	S	U	Y	Y	Y	Y	N	Y	Y
2100060840 1296	NATURAL SHARP CHEESE KRAFT /000160000Z									
30065041815 6958	NATURALE TEARS EYE DROPS NO BRAND NUM! /0000005000Z									
3500047941 2669	DISH LIQUID ULTRA PALMOLIVE /000420000Z									
4126125370 3595	FUNNY BONES CAKES SCHMIDT /000125000Z									
6414404709 5606	MEAL RAVIOLI BEEF MICR CBAD /000068000Z									
3400025730 2592	HOT COCOA NO BRAND NUM! /000000000									
3871830016 3242	PRUNES PITTED EXTRA FANCY ANNS HOUSE NUTS /000160000Z									
2200012811 1463	GUM SPEARMINT EXTRA NO BRAND HO! /000080000CT									
4650000057 4378	CANDLE HAWAIIAN BREEZE GLADE /000040000Z									
3700032106 2865	SOAP BATH WHITE 5 OZ SAFEGUARD /000150000Z									

Edit list to eliminate vendor stocked items, or items that should not be part of random sample for other reasons.

Report prints with three "PRS" columns. Manually divide each of these columns in half, and label to indicate the requirements to be surveilled for each randomly sampled item/UPC. Indicate the first three requirements as PRS 1(a) and the remaining as PRS 1(b). ALL requirements are surveilled under PRS #1. See description and PWS paragraph references in narrative. Develop a local method to assess Contractor's performance on each element, e.g., Yes/No as shown here, or the procedure of your choice. If a QAE finds defective performance of any one or a combination of elements for a randomly sampled item/UPC, the QAE shall assess contractor performance for that item/UPC as UNSAT "U" in the appropriate column designated (a) or (b).

QAE shall record "S" or a "U" in the appropriate columns, (a) and (b) to indicate assessment of Contractor's performance with regard to each item/UPC surveilled. Each item/UPC surveilled will have two final assessments of "S" or "U". PM shall initial in this column to acknowledge any "U". The QAE shall record comments to support "U" ratings or observation comments, on the DEFECT DOCUMENTATION/FORM OBSERVATION FORM.

Days/dates shown are actual for July 2000. Sample premised on 6-day (TUE through SUN) commissary ops schedule: Day Stocking/Custodial TUE through SUN; Night Stocking/Custodial MON night-TUE morn through SAT night-SUN morn. RSHA ops MON through SAT; and Meat Custodial TUE through SUN.

This sample report contains 25 items. Program is designed so that lists may be run, at local option, with any number of items. See program instructions at Appendix A.

SAMPLE

		PRS #1						
UPC/ RANDOM #	SAMPLE ITEM NOMENCLATURE	Rating & PM Initials		PRS #1(a)			PRS #1(b)	
				Dust/Dirt 4.3.3.1.	Rotation 4.3.3.3.- 4.3.3.3.1.	Half Case 4.3.3.2.1.1.	Location 4.3.3.2.1.	Allocation 4.3.3.2.1.
(a)	(b)							
7673712253 6516	JUICE ORANGE MANDARIN EVERFRESH /00016000OZ							
7252104976 6208	RASPBERRY SELTZER WATER NOBRAND DESC /00001000LT							
5100002523 5021	SPAGHEITTIOS FRANCO AMERICAN /00026000OZ							
4460001157 4274	CLEANER CLEAN UP SPRAY CLOROX /00022000OZ							
1313006060 480	APPLE CRANBERRY COBBLER NABISCO /00011900OZ							
4610030627 4364	POTATO SKIN WESTERN SARGENTO /00018000OZ							
4137600868 3678	EASTER BUNNY BANK NO BRAND NUM! /00003000OZ							
4470002966 4315	REAL BACON BITS OSCAR MAYER /00003000OZ							
2400000165 1581	PINEAPPLE IN JCE CRUSHED DEL MONTE /00020000OZ							
1690001786 875	SELTZER RASPBERRY CANADA DRY /00001000LT							

Defect Calculation (accomplished on a monthly cumulative basis):

Total UNSATs for PRS #1 (a): _____

Total UNSATs for PRS #1 (b): _____

At the end of the month, the OAE will total all the defects ("U" ratings) for PRS #1(a) and for PRS #1(b). Each of these totals will determine whether or not the contractor is within the acceptable quality level for PRS #1(a) or PRS #1(b). (See TE1 for monthly AQL and sample CDR computations.)

SAMPLE

CONTRACTOR DAMAGED/EXPIRED MERCHANDISE WORKSHEET

COMMISSARY: CAMP SWAMPY CONTRACT NUMBER: DECA01-00-C-1000 Month: JULY Year: 2000

MONTHLY STORE SALES: \$ Enter total commissary sales for month TOTAL MONTHLY DAMAGED/EXPIRED MERCHANDISE: \$ Enter total for month Page 1 of

(1) DAY	(2) NOMENCLATURE	(3) UPC	(4) NO. OF UNITS	(5) LOSS PER UNIT	(6) TOTAL LOSS TO GOV'T	(7) INITIALS QAE/PM	
1	2# Domino Granulated Sugar (cut)	XXXXXX XXXXXX	4	.69	\$2.76	JO	AC
1	32 oz. Vlasic Kosher Dills (dropped case)	XXXXXX XXXXXX	4	1.49	\$5.96	JO	AC
10	20 oz. Cheerios (cut)	XXXXXX XXXXXX	6	2.69	\$16.14	JO	AC
10	32 oz. Enfamil w/Iron (expired)	XXXXXX XXXXXX	7	2.99	\$20.93	JO	AC
<div style="border: 1px solid black; padding: 5px; width: fit-content; margin: 0 auto;"> Enter the adjusted or full retail value of the item. If an item that a contractor has damaged is a total loss, record the full retail value of the item. If an item that a contractor has damaged can be sold at a reduced price, record only the "lost value" as contractor-caused damage. For instance, if an item that a contractor has damaged has an original retail value of \$1.00, and cannot be sold at a reduced price, record the full retail value of \$1.00 as contractor-caused damage. If an item with an original retail value of \$1.00 is marked down to sell at 0.60, record only the "lost value" of 0.40 as contractor-caused damage. </div>							
<div style="border: 1px solid black; padding: 5px; width: fit-content; margin: 0 auto;"> Days/dates shown are actual for July 2000. Sample premised on 6-day (Tuesday through Sunday) commissary ops schedule, with Day Stocking/Custodial Tuesday through Sunday; Night Stocking/Custodial Monday night/Tuesday morning through Saturday night/Sunday morning; RSHA ops Monday through Saturday, and Meat Custodial Tuesday through Sunday. </div>							
<div style="border: 1px solid black; padding: 5px; width: fit-content; margin: 0 auto;"> This form (as many pages as necessary per month) is used to record the value of damaged resale merchandise that is directly attributable to Contractor operations. Regardless of the total value of Contractor-caused damage for a month, the QAE shall forward to the Contracting Officer each month. If the value of Contractor-caused damage in a month is greater than value allowed in PRS, the Contracting Officer may seek reimbursement from the Contractor. Blank form and instructions at Appendix B. </div>							
<div style="border: 1px solid black; border-radius: 50%; padding: 10px; width: fit-content; margin: 0 auto;"> This shows each page total. Enter Grand total for a month on Total Monthly line at top of form. </div>							
(8) PAGE TOTAL							

SAMPLE

SHELF STOCKING CASES STOCKED

SAMPLE

COMMISSARY: CAMP SWAMPY

CONTRACT NO: DECA01-00-C-1000

MONTH: JULY

YEAR: 2000

Date	(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)	(11)	(12)	(13)	(14)	(15)	(16)	
	Night FDS/CDC +	Night Overwrite (-)	Night Vendor +	Night Display +	Night Other +	Not Stocked (-)	Day FDS Cases (-)	Night Total =	Day Vendor +	Day FDS/CDC +	Day Display +	Day Other +	Day Total =	Special Cases +	Total Cases (8)+(13)+(14)	QAE	PM
SAT 1	1,200	100	210	175	0	0	3	1482	4	3	1	5	13	0	1495	JO	AC
SUN 2	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----		
MON 3																	
TUE 4	HOLIDAY	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----		
WED 5																	
THU 6																	
FRI 7																	
SAT 8																	
SUN 9	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----		
MON 10																	
TUE 11																	
WED 12																	
THU 13																	
FRI 14																	
SAT 15																	
SUN 16	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----		
MON 17																	
TUE 18																	
WED 19																	
THU 20																	
FRI 21																	
SAT 22																	
SUN 23	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----		
MON 24																	
TUE 25																	
WED 26																	
THU 27																	
FRI 28																	
SAT 29																	
SUN 30	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----		
MON 31																	

Days/dates shown are actual for July 2000. Sample premised on 6-day (Tuesday through Sunday) commissary ops schedule, with Day Stocking/Custodial Tuesday through Sunday; Night Stocking/Custodial Monday night/Tuesday morning through Saturday night/Sunday morning; RSHA ops Monday through Saturday, and Meat Custodial Tuesday through Sunday.

This form is used to record the total number of cases that a Contractor stocks per month. It includes both day and night cases stocked, including display cases where applicable, and serves as the basis for payment of the Shelf Stocking portion of contract to Contractor each month. This is the only form that a QAE has to submit to the Contracting Officer to support the number of cases that a Contractor stocks each month. Blank form and instructions at Appendix D.

When the QAE has entered all totals, the PM and QAE shall reconcile totals and sign the form in the spaces provided. The QAE shall provide a copy of the completed form to the PM.

Sum of 18 + 19 + 20

PM and QAE sign completed form at end of month.

Total of column 2 for month

Total of column 8 for month

Total of column 13 for month

Total of column 14 for month

PM: _____ QAE: _____ (17) _____ (18) _____ + (19) _____ + (20) _____ = (21) _____
 (Signature) (Signature) Overwrite Total Night Total Day Total Special Cases Monthly Total

SAMPLE

Where display building is included in contract, this form is used to provide advance notice to the Contractor about display building/dismantling requirements, so that the Contractor can plan accordingly. Blank form and instructions at Appendix E.

DISPLAY SCHEDULE – CONTRACTOR RESPONSIBILITY

COMMISSARY: CAMP SWAMPY **CONTRACT NUMBER: DeCA01-00-C-1000 **DATE: June 26, 2000****

Give Contractor some advance notice; e.g., notify June 26 for July 3 requirements.

1. **Date Display will be Built:** During night stocking shift-Monday night/Tuesday morning, July3/July4.

2. **Location of Display:** End cap located at ends of aisles 3B/4A.

If you have display locations "mapped", attach a copy of diagram/map to show location.

3. **Name and UPC of Display Item(s):** 64 oz. Ocean Spray Cranberry Juice Cocktail, XXXXX XXXXX.

If more space is needed for multiple items, attach a list with names, UPCs, and number of cases.

4. **Estimated Number of Cases to be used in the Display:** 50

This is just an estimate. The QAE shall count actual number of cases stocked when Contractor builds display, and will record cases in Display column of Shelf Stocking Cases Stocked form. The QAE shall also enter cases that a Contractor stocks to replenish the display in Disolav column of Shelf Stocking Cases Stocked form.

5. **Special Instructions for Building and Maintaining Display:** Build on step display piece. Hand stack all units, using plexiglass sheets as stabilizers between layers. Save 25 empty cases in which to repack residual stock when display comes down.

6. **Date Display is to be Dismantled:** During night stocking shift-Monday night/Tuesday morning, July 17/18.

7. **Disposition of cases to be Removed from Display:** *Work as much as possible to shelf. Repack residual stock and place in rack in residual display stock area of RSHA. Pull as needed to replenish shelf stock. Do not order until residual stock is gone.

8. **Number of Cases Removed from Display:** _____

Enter actual number of cases that Contractor removes from display when display is dismantled. QAE shall enter these cases as "cases stocked" in Display column of Shelf Stocking Cases Stocked form.

9. **QAE** _____ **PM** _____

***For example: Return to storage/holding/staging area; put in display holding area; segregate for vendor pickup; put on shelf, repack, etc.**

QAE and PM initial when display is dismantled

Days/dates shown are actual for July 2000. Sample premised on 6 day (Tuesday through Sunday) commissary ops schedule; Day Stocking/Custodial Tuesday through Sunday; night Stocking/Custodial Monday night-Tuesday morning through Saturday night-Sunday morning; RSHA ops Monday through Saturday; and Meat Custodial Tuesday through Sunday.

Typically, Display Schedule forms are prepared by the commissary person who is responsible for merchandising the commissary; e.g., Store Manager, Grocery Manager, Ass't Grocery Manager, etc., and not by the QAE. Those who prepare Display Schedule forms will provide these completed forms to the QAE, and the QAE, in turn, will provide to the Contractor. The QAE will act as liaison to get any additional information that the Contractor might need.

DEFECT DOCUMENTATION/OBSERVATIONS

SAMPLE

(QAEs shall use this form to record comments on all PRSs and on all observations.

QAEs shall record comments daily, rather than attempt to reconstruct the surveillance record weekly or monthly)

(1) COMMISSARY: Camp Swampy			(2) CONTRACT NO.: DeCA01-00-C-1000		
(3) CONTRACTOR: ABC Company			(4) QAE: Joseph Oversight		
(5) DATE	(6) PRS#	(7) REMARKS			
7/1/00	1	RANDOM SAMPLE ITEM UPC #7239213265 UNSAT. → #1(a) STOCK NOT PROPERLY ROTATED IAW 4.3.3.3. RANDOM SAMPLE ITEM UPC #7110000839 UNSAT #1(b) STOCK NOT ALIGNED IAW 4.3.3.2.2. ←	JO	AC	
7/1/00	2	FOUND 25 MISPLACED ITEMS. OVER LIMIT OF 20 PER DAY + THUS UNSAT			
7/1/00	7	FLOOR CARE TASK UNSAT. DETAILS ON PRS7 "BREAKDOWN"FORM.			
7/1/00	-	DURING RANDOM SAMPLE CHECKS OF ITEM #6 ON RANDOM SAMPLE LIST, OBSERVED THAT THIS ITEM (LOCATED ON TOP SHELF) WAS STACKED ABOVE 6 1/2' HEIGHT LIMIT. CONTRACTOR CORRECTED ON THE SPOT.			
		PM and QAE initial after each day's entries to indicate that QAE has made PM aware of comments →	JO	AC	
7/2/00	4	UNSAT 93.0% STOCK AVAILABILITY. PM SAID THAT HE WOULD REVIEW ORDER PROCEDURES.			
7/2/00	8	PREPARATION AND PRECAUTIONS UNSAT. REPERFORMED AND CHANGED TO SAT. CONTRACTOR HAD NOT MOVED PACKAGES OF TRAYS.			
7/2/00	8	CLEAN & SANITIZE UNSAT. REPERFORMED & CHANGED TO SAT. FOUND MEAT PARTICLES IN GRINDER HOPPER.			
		JO AC			
7/5/00	5	OFFLOAD UNSAT; CONTRACTOR OFFLOADED 20 PALLETS IN 1 HOUR AND 20 MINUTES -SLOWER THAN STANDARD PERMITS.			
7/5/00	5	TRANSPORT UNSAT; DID NOT TRANSPORT FROZEN FOOD IAW THE STANDARD-NOT MOVED FROM RECEIVING AREA UNTIL 45 MINUTES AFTER RECEIVING COMPLETED.			
7/5/00	5	PALLETS UNSAT; REPERFORMED AND CHANGED TO SAT. PALLETS NOT HANDLED IAW THE STANDARD. FAILED TO LOAD EXCHANGE PALLETS ON ABC DISTRIBUTOR TRAILER. LOADED EXCHANGE PALLETS ONLY AFTER I REMINDED CONTRACTOR TWICE TO DO SO.			
		JO AC			
7/6/00	3	FOUND SEVERAL PIECES OF CARDBOARD ON AISLE #3. CONTRACTOR REMOVED IMMEDIATELY. ORIGINAL UNSAT CHANGED TO SAT UPON REPERFORMANCE.			
7/6/00	7	BREAKROOM LOW CLEANING UNSAT; CHANGED TO SAT UPON REPERFORMANCE. FOUND STICKY SUBSTANCE ON TOPS OF SEVERAL TABLES. CONTRACTOR REPERFORMED IMMEDIATELY.			
		JO AC			
7/7/00	2	FOUND 23 "GO BACKS" THAT CONTRACTOR HAD NOT PUT IN PROPER LOCATION. CONTRACTOR RETURNED ITEMS IMMEDIATELY UPON DISCOVERY. UNSAT TO SAT			
Days/dates shown are actual for July 2000. Sample premised on 6-day (Tuesday through Sunday) commissary ops schedule, with Day Stocking/Custodial Tuesday through Sunday; Night Stocking/Custodial Monday night/Tuesday morning through Saturday night/Sunday morning; RSHA ops Monday through Saturday, and Meat Custodial Tuesday through Sunday.					

This form is used to record QAE comments that explain the reasons for UNSATs and the reasons why UNSATs were changed to SATs. It is used to record QAE observation comments about PWS requirements that are not surveilled under the PRS. The QAE may also include appropriate comments on any other matter that is relevant to Contractor performance under the contract. The "rule" for using this form is: "If an event occurs that relates to Contractor performance or that affects Contractor operations under the contract, the QAE shall record comments about that event on this form". Blank form and instructions at Appendix O.

SAMPLE CDR COMPUTATION FOR: PRS 1 - Perform Shelf Stocking Operations (based on commissary with 6 operating days per week)

Services Surveilled by Random Sampling

STORE: Camp Swampy Commissary

FOR: Perform Shelf Stocking Operations (6 operating days per week) → 1(a) Cleaning & Dusting, Rotation and Nearest Case Stocking ←

Sample Size = 500 (# of days the Contractor is required to perform X the # of samples specified in table)

AQL = See → Table for PRS (1) ←

Acceptance Level: 10 or less per month

Reject Level: 11 or more per month

1.	Contract line item cost per month (# cases stocked X contract unit price per case)	\$35,100.00*
2.	Maximum payment % for this service (PRS, Column E)	→ 17.00% ←
3.	Maximum payment for this service (Line 1 X Line 2)	→ \$5,967.00 ←
4.	Total number of defects found by the QAE	18
5.	Percent found unacceptable (Line 4 divided by → sample size = .036 or 3.6 %)	3.6%
6.	Amount of deduction (Line 3 X Line 5)	→ \$214.81 ←
7.	Total payment due for the month (Line 3 minus Line 6)	→ \$5,752.19 ←

*This dollar amount must be the same as the dollar amount for shelf stocking shown on the DD Form 250.

PRS (2)—RETURNING MERCHANDISE TO APPROPRIATE LOCATIONS

IAW: PWS Para 4.3.3.10.

Method of Surveillance: Checklist

AQL: 0 (zero) defects per month. A defect is defined as 21 or more misplaced items found during surveillance on any day that the Contractor performs.

Intent of Surveillance: To determine whether or not the Contractor has established and implemented quality controls that achieve the results required by the contract for performance of Returning Merchandise to Appropriate Locations.

Surveillance Tool: **CONTRACT SURVEILLANCE CHECKLIST PRS (2, 3,4)**

What to Surveil: 4.3.3.10. That the Contractor has returned all misplaced items found throughout the day/night operations by the end of each night stocking shift (see example in 4.3.3.10).

When to Surveil: At the end of each night stocking shift*, when the Contractor reports to the QAE that the Contractor has completed returning the merchandise to the appropriate locations.

*As used here, and in the PWS, “night stocking shift” means that stocking shift when the Contractor does “high production” stocking during hours that a commissary is not open for business. The “window of opportunity” during which a Contractor is required to perform all night shelf stocking operations is specified in each PWS both in terms of days to perform and a from/to hours “window” for each day the Contractor is required to perform. However, this “window of opportunity” for night stocking might not always include nighttime hours. For instance, in a small commissary that opens at 1000 each operating day, a Contractor might have a “window of opportunity” of 0500-0900 during which to do “night stocking.” Be sure to base your surveillance schedule for PRS (2) on the night stocking “window of opportunity” specified in the PWS.

How to Surveil: Visually inspect the entire sales floor/front end/RSHA to look for misplaced items that a Contractor failed to find/return to locations described in 4.3.3.10. An item is defined as one unit of an item in the form that the item is sold (can, bottle, package, multi-pack, carton of cigarettes, etc.). A QAE will count items as “per unit”, whether units are found individually scattered throughout the store, or collected in shopping carts, boxes, etc., e.g., 12 cans of the same or different UPC item found together in a shopping cart, or box will be counted as 12 items.

Determining Satisfactory or Unsatisfactory Performance: If, during any surveillance of this PRS, a QAE finds 21 or more misplaced items that a Contractor has failed to return to appropriate locations, the QAE will assess Contractor performance as UNSAT. This PRS is surveilled only at the end of a Contractor’s night stocking shift (see example in 4.3.3.10).

The Contractor’s day operations in association with this PRS are subject to **observation only**. During the Contractor’s day operations, the Contractor is required to respond to calls from commissary personnel to pick up refrigerated items and return them immediately to designated → **area other than the original stock location, unless otherwise directed by the Store Director**. **If the Store Director or their qualified representative determines that a product still in its desired state (frozen if freeze, chilled if chill), is “Fit for Intended Purposes,” then the Contractor shall immediately return the designated refrigerated items to their original stock location.** ← During day operations, a Contractor is also required to periodically collect non-refrigerated items, but does **NOT** have to return each of these items found immediately to appropriate locations. With regard to the handling of non-refrigerated items during day operations, a

Contractor has to be allowed some latitude to collect these items in shopping carts or other containers, and then return collected items as this can be worked into the Contractor's day operations. With regard to these non-refrigerated items, the Store Director, QAE, and the Contractor should work out a "reasonable" accommodation that allows the Contractor to collect these items during the day, but not to the extent that "collections" are gross eyesores or hamper commissary operations.

Other Considerations : If, during surveillance, you find a result that appears to indicate deficient Contractor performance, make certain that the conditions you find are a result of Contractor performance, and were not caused by the Government or by others, e.g., baggers, delivery personnel, patrons, vendor stockers, etc., or by conditions outside the Contractor's control. Commissary personnel, DSD delivery folks, vendor stockers, patrons, etc., sometimes conceal misplaced items in places where the items are very hard to find. In surveilling a Contractor's performance, don't expect the Contractor to exercise superhuman powers or to tear sections of the store apart in search of misplaced items.

In conjunction with this requirement, the Store Director will designate locations to which the Contractor is to return misplaced chill and frozen items. Because of food safety concerns, these locations will be separate holding/storage areas designated for this purpose, not the original stock locations. These designated locations are the places to which a Contractor is required to return misplaced chill/frozen items → unless otherwise directed by the Store Director. If the Store Director or their qualified representative determines that a product still in its desired state (frozen if freeze, chilled if chill), is "Fit for Intended Purposes," then the Contractor shall immediately return the designated refrigerated items to their original stock location. ←.

Documenting Surveillance/Observations : Use the **CONTRACT SURVEILLANCE CHECKLIST** designed for use in surveilling PRS (2) to record surveillance results associated with items described in "What to surveil." Record comments to support surveillance results and observations on a **DDO Form**. The QAEs need not prepare a separate **DDO Form** for each PRS, but shall record comments in sequence by date throughout a surveillance month, as described in the instructions for this form. Samples of both forms follow this narrative.

Conditions Under Which to Prepare a Proposed CDR: If, at the end of a surveillance month, the surveillance record for PRS (2) for that surveillance month indicates a number of defects greater than the number of defects allowed by the AQL, which is 0 (zero) defects per month, the QAE shall prepare a proposed **CDR**. A sample **CDR** computation for this PRS item follows this discussion. The QAEs shall follow Region/Area Contracting Office guidance regarding whether the QAEs or Contracting Officers do these computations. A completed sample **CDR** Form is in Chapter 3.

Forwarding Proposed CDRs and Other Administrative Requirements : No later than three working days after the end of a surveillance month, the QAE shall submit the original of each proposed **CDR**, together with supporting documentation, to the Contracting Officer.

The forms discussed above are the only documents required to support the surveillance record or other administrative requirements for PRS (2).

SAMPLE

CONTRACT SURVEILLANCE CHECKLIST (PRS 2,3,4)

Blank form at Appendix F

SHELF STOCKING OPERATIONS

COMMISSARY: CAMP SWAMPY CONTRACT #: DeCA01-00-C-1000 Month: July Year: 2000

DAYS (OPTIONAL FOR QAE TO ENTER DAYS OF WEEK IN BLANKS BELOW)

SA	SU	MO	TU	WE	TH	FR	SA	SU	MO	TU	WE	TH	FR	SA	SU	MO	TU	WE	TH	FR	SA	SU	MO	TU	WE	TH	FR	SA	SU	MO
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31

PRs (2), Returning Merchandise to Appropriate Locations. (Reference PARA. 4.3.3.10.) @ 0 defects. A defect is defined as 21 or more units misplaced on any day that the Contractor is required to perform. The Lot size is the number of days that the Contractor is required to perform per Month. ENTER IN THE MIDDLE BLOCK LABELED “ITEMS” THE NUMBER OF MISPLACED ITEMS FOUND BY THE QAE.

RATING

U	**	S	**	S	S	S	U	S	**						**							**							**	
25 Items	**	12	**	8	10	23	15	**							**							**							**	
AC	**		**			AC		**							**							**							**	

CONTRACTOR INITIAL

PRs (3), Disposal of Cardboard, Waste Material. (Reference PARA. 4.3.3.11. & 4.3.3.12.) @ 0 defects. The Lot size is the number of days task is performed during Month.

	**		**					**														**							**	
	**		**					**														**							**	

Days/dates shown are actual for July 2000.
 Sample premised on 6-day (Tuesday through Sunday) commissary ops schedule, with Day Stocking/Custodial Tuesday through Sunday; Night Stocking/Custodial Monday night/Tuesday morning through Saturday night/Sunday morning; RSHA ops Monday through Saturday, and Meat Custodial Tuesday through Sunday.

PRs (4), Replenishment Stocking and Stock Availability. (Reference PARA. 4.3.3.13.) @ 1 defect. The Lot size is the number of days task is performed during Month. The (1. for availability) standard is 95% stock availability @ 1 defect. The Lot size is the number of days task is performed during Month. ENTER IN THE MIDDLE BLOCK LABELED “%” THE STOCK AVAILABILITY PERCENTAGE NUMBER. BE SURE TO ENTER THIS NUMBER TO ONE DECIMAL POINT (e.g. “95.6”)

RATING

		**	**					**						**							**						**			**
%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
		**	**					**						**							**						**			**

CONTRACTOR INITIAL

INSTRUCTIONS: THE QAE SHALL PLACE AN “S” FOR SATISFACTORY, OR A “U” FOR UNSATISFACTORY PERFORMANCE IN THE BLOCKS LABELED “RATING” ABOVE. THE CONTRACTOR SHALL INITIAL EACH “U” RATING IN THE “CONTRACTOR INITIAL” BLOCK.

DISPOSITION/RETENTION: THE QAE SHALL SUBMIT ORIGINALS TO CONTRACTING OFFICER AS PART OF MONTHLY DOCUMENTATION. RETAIN COPIES ON FILE FOR ONE YEAR PAST DATE OF CONTRACT EXPIRATION/TERMINATION.

SAMPLE

DEFECT DOCUMENTATION/OBSERVATIONS

(QAEs shall use this form to record comments on all PRSs and on all observations.

QAEs shall record comments daily, rather than attempt to reconstruct the surveillance record weekly or monthly)

(1) COMMISSARY: Camp Swampy			(2) CONTRACT NO.: DeCA01-00-C-1000
(3) CONTRACTOR: ABC Company			(4) QAE: Joseph Oversight
(5) DATE	(6) PRS#	(7) REMARKS	
7/1/00	1	RANDOM SAMPLE ITEM UPC #7239213265 UNSAT. #1(a) STOCK NOT PROPERLY ROTATED IAW 4.3.3.3. RANDOM SAMPLE ITEM UPC #7110000839 UNSAT #1(b) STOCK NOT ALIGNED IAW 4.3.3.2.2. JO AC	
7/1/00	2	FOUND 25 MISPLACED ITEMS. OVER LIMIT OF 20 PER DAY + THUS UNSAT	
7/1/00	7	FLOOR CARE TASK UNSAT. DETAILS ON PRS7 "BREAKDOWN"FORM.	
7/1/00	-	DURING RANDOM SAMPLE CHECKS OF ITEM #6 ON RANDOM SAMPLE LIST, OBSERVED THAT THIS ITEM (LOCATED ON TOP SHELF) WAS STACKED ABOVE 6 1/2' HEIGHT LIMIT. CONTRACTOR CORRECTED ON THE SPOT.	
		 PM and QAE initial after each day's entries to indicate that QAE has made PM aware of comments → JO AC	
7/2/00	4	UNSAT 93.0% STOCK AVAILABILITY. PM SAID THAT HE WOULD REVIEW ORDER PROCEDURES.	
7/2/00	8	PREPARATION AND PRECAUTIONS UNSAT. REPERFORMED AND CHANGED TO SAT. CONTRACTOR HAD NOT MOVED PACKAGES OF TRAYS.	
7/2/00	8	CLEAN & SANITIZE UNSAT. REPERFORMED & CHANGED TO SAT. FOUND MEAT PARTICLES IN GRINDER HOPPER.	
		JO AC	
7/5/00	5	OFFLOAD UNSAT; CONTRACTOR OFFLOADED 20 PALLETS IN 1 HOUR AND 20 MINUTES -SLOWER THAN STANDARD PERMITS.	
7/5/00	5	TRANSPORT UNSAT; DID NOT TRANSPORT FROZEN FOOD IAW THE STANDARD-NOT MOVED FROM RECEIVING AREA UNTIL 45 MINUTES AFTER RECEIVING COMPLETED.	
7/5/00	5	PALLETS UNSAT; REPERFORMED AND CHANGED TO SAT. PALLETS NOT HANDLED IAW THE STANDARD. FAILED TO LOAD EXCHANGE PALLETS ON ABC DISTRIBUTOR TRAILER. LOADED EXCHANGE PALLETS ONLY AFTER I REMINDED CONTRACTOR TWICE TO DO SO.	
		JO AC	
7/6/00	3	FOUND SEVERAL PIECES OF CARDBOARD ON AISLE #3. CONTRACTOR REMOVED IMMEDIATELY. ORIGINAL UNSAT CHANGED TO SAT UPON REPERFORMANCE.	
7/6/00	7	BREAKROOM LOW CLEANING UNSAT; CHANGED TO SAT UPON REPERFORMANCE. FOUND STICKY SUBSTANCE ON TOPS OF SEVERAL TABLES. CONTRACTOR REPERFORMED IMMEDIATELY.	
		JO AC	
7/7/00	2	FOUND 23 "GO BACKS" THAT CONTRACTOR HAD NOT PUT IN PROPER LOCATION. CONTRACTOR RETURNED ITEMS IMMEDIATELY UPON DISCOVERY. UNSAT TO SAT	

Days/dates shown are actual for July 2000. Sample premised on 6-day (Tuesday through Sunday) commissary ops schedule, with Day Stocking/Custodial Tuesday through Sunday; Night Stocking/Custodial Monday night/Tuesday morning through Saturday night/Sunday morning; RSHA ops Monday through Saturday, and Meat Custodial Tuesday through Sunday.

This form is used to record QAE comments that explain the reasons for UNSATs and the reasons why UNSATs were changed to SATs. It is used to record QAE observation comments about PWS requirements that are not surveilled under the PRS. The QAE may also include appropriate comments on any other matter that is relevant to Contractor performance under the contract. The "rule" for using this form is: "If an event occurs that relates to Contractor performance or that affects Contractor operations under the contract, the QAE shall record comments about that event on this form". Blank form and instructions at Appendix O.

SAMPLE CDR COMPUTATION FOR: PRS-2 Returning Merchandise to Appropriate Locations

Services Surveilled by Checklist

STORE: Camp Swampy Commissary

Lot Size = 25 days (the number of days the Contractor is required to perform)

AQL = 0 defects per month (A defect is defined as 21 or more units misplaced on any day the Contractor is required to perform)

Acceptance Level: 0

Reject Level: 1

1.	Contract line item cost per month (# cases stocked X contract unit price per case)	\$35,100.00*
2.	Maximum payment % for this service (PRS, Column E)	5.00%
3.	Maximum payment for this service (Line 1 X Line 2)	\$1,755.00
4.	Total number of defects found by the QAE	3
5.	Percent found unacceptable (Line 4 divided by the lot size = .12 or 12 %)	12%
6.	Amount of deduction (Line 3 X Line 5)	\$210.60
7.	Total payment due for the month (Line 3 minus Line 6)	\$1,544.40

*This dollar amount must be the same as the dollar amount for shelf stocking shown on the DD Form 250.

PRS (3)—DISPOSAL OF CARDBOARD AND WASTE MATERIALS

IAW: PWS Paras. 4.3.3.11. and 4.3.3.12.

Method of Surveillance: Checklist

AQL: 0 (zero) defects per month

Intent of Surveillance: To determine whether or not the Contractor has established and implemented quality controls that achieve the results required by the contract for performance of Disposal of Cardboard and Waste Materials Operations.

Surveillance Tool: **CONTRACT SURVEILLANCE CHECKLIST PRS (2, 3, and 4)**

What to Surveil:

4.3.3.11. That the Contractor has placed all cardboard generated from the Contractor's night stocking operations, and **only cardboard** (as defined in 4.3.3.11.), in the baler, compactor, or other designated location; has made bales as required; has removed bales from the baler when necessary; has made disposition of the bales as described in 4.3.3.11., and has cleaned up broken bales and rebaled as described in 4.3.3.11.

The requirement to remove cardboard from sales floor areas during day operations is **observable only**, not surveillable.

4.3.3.12. That the Contractor has placed all waste materials (as defined in 4.3.3.12.) generated from the Contractor's night stocking operations, and **not cardboard**, in location(s) designated for disposition of waste materials other than cardboard.

The requirement to remove waste materials from sales floor areas during day operations is **observable only**, not surveillable.

When surveilling the Contractor's performance, keep in mind that PWS requirements call for the Contractor to place only cardboard (not other waste materials) in locations designated for disposition of cardboard, and for the Contractor to place only waste materials (not cardboard) in locations designated for disposition of waste materials. Thus, a Contractor's performance may be UNSAT if the Contractor disposes of waste materials in cardboard disposal locations, or disposes of cardboard in waste material disposal locations.

When to Surveil: During each Contractor day custodial /stocking operation*, and at the end of each night stocking shift, when the Contractor reports to the QAE that night stocking** has been completed, and that the Contractor has properly disposed of all cardboard and waste materials.

*Observable only. If day custodial/stocking is part of a contract, the PWS will specify the days and from/to hours per day during which the Contractor is required to provide day custodial/stocking services.

**As used here, and in the PWS, "night stocking shift" means that stocking shift when the Contractor does "high production" stocking during hours that a commissary is not open for business. The "window of opportunity" during which a Contractor is required to perform all night shelf stocking operations is specified in each PWS both in terms of days to perform and a from/to hours "window" for each day the Contractor is required to perform. However, this "window of opportunity" for night stocking might not always include nighttime hours. For instance, in a small commissary that opens at 1000 each operating

day, a Contractor might have a “window of opportunity” of 0500-0900 during which to perform “night stocking.” Be sure to base your surveillance schedule/observations for PRS (3) on the day custodial/stocking “coverage” requirements and the night stocking “window of opportunity” specified in your PWS.

How to Surveil: Visually inspect the entire sales floor/RSHA to look for cardboard or waste materials that the Contractor may not have placed in locations described in 4.3.3.11. and 4.3.3.12. Check to see if the Contractor has mixed waste materials with the cardboard in cardboard disposal site (or in sites with balers, in bales already made,) or cardboard with the waste materials in waste materials disposal site. In sites with balers, check to see that the Contractor has made bales whenever required; has made disposition of the bales; and has cleaned up and rebaled any broken bales, as described in 4.3.3.11.

Determining Satisfactory or Unsatisfactory Performance: If surveillance inspection on any day reveals that, at the end of night stocking operations, **the Contractor had not disposed of cardboard or waste materials, or both,** a QAE shall assess the Contractor's performance as UNSAT. A QAE shall assess deficient performance under either 4.3.3.11. or 4.3.3.12. as UNSAT, but shall assess **only one UNSAT if Contractor performance is deficient in both cardboard and waste materials handling.**

Other Considerations : If, during surveillance, you find a result that appears to indicate deficient Contractor performance, make certain that the conditions you find are a result of Contractor performance, and were not caused by the Government or by others, e.g., baggers, delivery personnel, patrons, vendor stockers, etc., or by conditions outside the Contractor's control. Because commissary personnel, vendor stockers, and others generate both cardboard and waste materials, apparent defective performance by a Contractor might in actuality be attributable to someone other than the Contractor. Before assessing a Contractor as UNSAT for cardboard/waste disposal, consider whether someone other than the Contractor might have caused the condition that you have found that appears to indicate defective performance by a Contractor.

Documenting Surveillance/Observations : Use the **CONTRACT SURVEILLANCE CHECKLIST** designed for use in surveilling PRS (3) to record surveillance results associated with items described in “What to surveil.” Record comments to support surveillance results and observations on a **DDO Form.** The QAEs need not prepare a separate **DDO Form** for each PRS, but shall record comments in sequence by date throughout a surveillance month, as described in the instructions for this form. Samples of both forms follow this narrative.

Conditions Under Which to Prepare a Proposed CDR: If, at the end of a surveillance month, the surveillance record for PRS (3) for that surveillance month indicates a number of defects greater than the number of defects allowed by the AQL, which is 0 (zero) defects per month, the QAE shall prepare a proposed **CDR.** A sample **CDR** computation for this PRS item follows this discussion. The QAEs shall follow Region/Area Contracting Office guidance regarding whether the QAEs or Contracting Officers do these computations. A completed sample **CDR** Form is in Chapter 3.

Forwarding Proposed CDRs and Other Administrative Requirements : No later than three working days after the end of a surveillance month, the QAE shall submit the original of each proposed CDR, together with supporting documentation, to the Contracting Officer.

The forms discussed above are the only documents required to support the surveillance record or other administrative requirements for PRS (3).

SAMPLE

CONTRACT SURVEILLANCE CHECKLIST (PRS 2,3,4)

Blank form at Appendix F

SHELF STOCKING OPERATIONS

COMMISSARY: CAMP SWAMPY CONTRACT #: DeCA01-00-C-1000 Month: July Year: 2000

DAYS (OPTIONAL FOR QAE TO ENTER DAYS OF WEEK IN BLANKS BELOW)

SA	SU	MO	TU	WE	TH	FR	SA	SU	MO	TU	WE	TH	FR	SA	SU	MO	TU	WE	TH	FR	SA	SU	MO	TU	WE	TH	FR	SA	SU	MO
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31

PRS (2), Returning Merchandise to Appropriate Location. (Reference PARA. 4.3.3.10.) Lot size is defined as 21 or more units misplaced on any day that the Contractor is required to perform. The Lot size is the number of days task is performed during Month. **ENTER IN THE MIDDLE BLOCK LABELED "ITEMS" THE NUMBER OF UNITS MISPLACED PER MONTH. ENTER IN THE MIDDLE BLOCK RATING**

Days/dates shown are actual for July 2000.
 Sample premised on 6-day (Tuesday through Sunday) commissary ops schedule, with Day Stocking/Custodial Tuesday through Sunday; Night Stocking/Custodial Monday night/Tuesday morning through Saturday night/Sunday morning; RSHA ops Monday through Saturday, and Meat Custodial Tuesday through Sunday.

	**		**																			**							**	
items	**		**					**														**							**	
	**		**					**														**							**	

CONTRACTOR INITIAL

PRS (3), Disposal of Cardboard, Waste Material. (Reference PARA. 4.3.3.11. & 4.3.3.12.) @ 0 defects. The Lot size is the number of days task is performed during Month.

RATING

S	**	S	**	S	U	S	S	**							**						**							**	
	**		**		AC			**							**						**							**	

CONTRACTOR INITIAL

PRS (4), Replenishment Stocking and Stock Availability. (Reference PARA. 4.3.3.15.2. for replenishment and 4.3.3.16.1.2.1.1. for availability) standard is 95% stock availability @ 1 defect. The Lot size is the number of days task is performed during Month. ENTER IN THE MIDDLE BLOCK LABELED "%" THE STOCK AVAILABILITY PERCENTAGE NUMBER. BE SURE TO ENTER THIS NUMBER TO ONE DECIMAL POINT (e.g. "95.6")

RATING

		**	**						**						**						**							**	
%	%	**	**	%	%	%	%	%	**	%	%	%	%	%	**	%	%	%	%	%	**	%	%	%	%	%	%	**	%
		**	**						**						**						**							**	

CONTRACTOR INITIAL

INSTRUCTIONS: THE QAE SHALL PLACE AN "S" FOR SATISFACTORY, OR A "U" FOR UNSATISFACTORY PERFORMANCE IN THE BLOCKS LABELED "RATING" ABOVE. THE CONTRACTOR SHALL INITIAL EACH "U" RATING IN THE "CONTRACTOR INITIAL" BLOCK.

DISPOSITION/RETENTION: THE QAE SHALL SUBMIT ORIGINALS TO CONTRACTING OFFICER AS PART OF MONTHLY DOCUMENTATION. RETAIN COPIES ON FILE FOR ONE YEAR PAST DATE OF CONTRACT EXPIRATION/TERMINATION.

DEFECT DOCUMENTATION/OBSERVATIONS

SAMPLE

(QAEs shall use this form to record comments on all PRSs and on all observations.

QAEs shall record comments daily, rather than attempt to reconstruct the surveillance record weekly or monthly)

(1) COMMISSARY: Camp Swampy		(2) CONTRACT NO.: DeCA01-00-C-1000
(3) CONTRACTOR: ABC Company		(4) QAE: Joseph Oversight
(5) DATE	(6) PRS#	(7) REMARKS
7/1/00	1	RANDOM SAMPLE ITEM UPC #7239213265 UNSAT. #1(a) STOCK NOT PROPERLY ROTATED IAW 4.3.3.3. RANDOM SAMPLE ITEM UPC #7110000839 UNSAT #1(b) STOCK NOT ALIGNED IAW 4.3.3.2.2. JO AC
7/1/00	2	FOUND 25 MISPLACED ITEMS. OVER LIMIT OF 20 PER DAY + THUS UNSAT
7/1/00	7	FLOOR CARE TASK UNSAT. DETAILS ON PRS7 "BREAKDOWN"FORM.
7/1/00	-	DURING RANDOM SAMPLE CHECKS OF ITEM #6 ON RANDOM SAMPLE LIST, OBSERVED THAT THIS ITEM (LOCATED ON TOP SHELF) WAS STACKED ABOVE 6 1/2' HEIGHT LIMIT. CONTRACTOR CORRECTED ON THE SPOT.
		PM and QAE initial after each day's entries to indicate that QAE has made PM aware of comments → JO AC
7/2/00	4	UNSAT 93.0% STOCK AVAILABILITY. PM SAID THAT HE WOULD REVIEW ORDER PROCEDURES.
7/2/00	8	PREPARATION AND PRECAUTIONS UNSAT. REPERFORMED AND CHANGED TO SAT. CONTRACTOR HAD NOT MOVED PACKAGES OF TRAYS.
7/2/00	8	CLEAN & SANITIZE UNSAT. REPERFORMED & CHANGED TO SAT. FOUND MEAT PARTICLES IN GRINDER HOPPER.
		JO AC
7/5/00	5	OFFLOAD UNSAT; CONTRACTOR OFFLOADED 20 PALLETS IN 1 HOUR AND 20 MINUTES -SLOWER THAN STANDARD PERMITS.
7/5/00	5	TRANSPORT UNSAT; DID NOT TRANSPORT FROZEN FOOD IAW THE STANDARD-NOT MOVED FROM RECEIVING AREA UNTIL 45 MINUTES AFTER RECEIVING COMPLETED.
7/5/00	5	PALLETS UNSAT; REPERFORMED AND CHANGED TO SAT. PALLETS NOT HANDLED IAW THE STANDARD. FAILED TO LOAD EXCHANGE PALLETS ON ABC DISTRIBUTOR TRAILER. LOADED EXCHANGE PALLETS ONLY AFTER I REMINDED CONTRACTOR TWICE TO DO SO.
		JO AC
7/6/00	3	FOUND SEVERAL PIECES OF CARDBOARD ON AISLE #3. CONTRACTOR REMOVED IMMEDIATELY. ORIGINAL UNSAT CHANGED TO SAT UPON REPERFORMANCE.
7/6/00	7	BREAKROOM LOW CLEANING UNSAT; CHANGED TO SAT UPON REPERFORMANCE. FOUND STICKY SUBSTANCE ON TOPS OF SEVERAL TABLES. CONTRACTOR REPERFORMED IMMEDIATELY.
		JO AC
7/7/00	2	FOUND 23 "GO BACKS" THAT CONTRACTOR HAD NOT PUT IN PROPER LOCATION. CONTRACTOR RETURNED ITEMS IMMEDIATELY UPON DISCOVERY. UNSAT TO SAT
		JO AC

Days/dates shown are actual for July 2000. Sample premised on 6-day (Tuesday through Sunday) commissary ops schedule, with Day Stocking/Custodial Tuesday through Sunday; Night Stocking/Custodial Monday night/Tuesday morning through Saturday night/Sunday morning; RSHA ops Monday through Saturday, and Meat Custodial Tuesday through Sunday.

This form is used to record QAE comments that explain the reasons for UNSATs and the reasons why UNSATs were changed to SATs. It is used to record QAE observation comments about PWS requirements that are not surveilled under the PRS. The QAE may also include appropriate comments on any other matter that is relevant to Contractor performance under the contract. The "rule" for using this form is: "If an event occurs that relates to Contractor performance or that affects Contractor operations under the contract, the QAE shall record comments about that event on this form". Blank form and instructions at Appendix O.

SAMPLE CDR COMPUTATION FOR: PRS-3 Disposal of Cardboard and Waste Materials**Services Surveilled by Checklist****STORE: Camp Swampy Commissary****Lot Size = 25 days (the number of days the Contractor is required to perform)****AQL = 0 defects per month****Acceptance Level: 0****Reject Level: 1**

1.	Contract line item cost per month (# cases stocked X contract unit price per case)	\$35,100.00*
2.	Maximum payment % for this service (PRS, Column E)	5.00%
3.	Maximum payment for this service (Line 1 X Line 2)	\$1,755.00
4.	Total number of defects found by the QAE	7
5.	Percent found unacceptable (Line 4 divided by the lot size = .28 or 28 %)	28%
6.	Amount of deduction (Line 3 X Line 5)	\$491.40
7.	Total payment due for the month (Line 3 minus Line 6)	\$1,263.60

*This dollar amount must be the same as the dollar amount for shelf stocking shown on the DD Form 250.

PRS (4)—REPLENISHMENT STOCKING AND STOCK AVAILABILITY

IAW: PWS Paras 4.3.3.15.2. and 4.3.3.16.1.2.1.1.

Method of Surveillance: Checklist

AQL: 1 (one) defect per month

Intent of Surveillance: To determine whether or not the Contractor has established and implemented quality controls that achieve the results required by the contract for performance of Replenishment Stocking and Stock Availability Operations.

Surveillance Tool: **CONTRACT SURVEILLANCE CHECKLIST PRS (2, 3, and 4)**

What to Surveil: Stock availability as described in:

4.3.3.15.2. The Contractor is required to provide day stocking services that will keep shelves sufficiently well stocked to maintain stock availability of 95% during the Contractor’s day stocking coverage for items that the Contractor orders from FDS Distributors;

4.3.3.16.1.2.1.1. The Contractor is required to order sufficient stock from FDS Distributors to maintain stock availability of 95% during the Contractor’s day stocking coverage for items that the Contractor orders from FDS Distributors.

When to Surveil: About 30 minutes (+/-10 minutes) before the end of the Contractor’s day stocking shift on each day that the Contractor is required to perform day shelf stocking.*

*If day stocking is part of a contract, the PWS will specify the days and from/to hours per day during which the Contractor is required to provide day stocking services. Be sure to base your surveillance schedule for PRS (4) on the day stocking “coverage” requirements specified in your PWS.

How to Surveil: Designated commissary personnel shall use a DIBS PDED in Price Verification mode to scan item locations of items that the Contractor is responsible for ordering from FDS Distributors in which no units of stock are available at the specified shelf location, i.e., scan Contractor-responsible items that are NIS. Run report to find the total number of NIS items scanned. **NOTE THAT ITEM NIS MEANS NO UNITS OF AN ITEM ARE AVAILABLE FOR SALE IN THE SHELF LOCATION DESIGNATED FOR AN ITEM. CASES OF STOCK IN THE RSHA, OR STOCK AVAILABLE ON AN OFFSHELF DISPLAY DO NOT CONSTITUTE STOCK AVAILABILITY FOR AN ITEM THAT IS NOT AVAILABLE AT ITS DESIGNATED SHELF LOCATION.**

The requirements in 4.3.3.15.2. for a Contractor to stock items within 30 minutes of Government notification, and for a Contractor to stock items that are authorized for vendor stocking to avert NIS situations are **observable only**, not surveillable.

Determining Satisfactory or Unsatisfactory Performance: Divide the number of items found to be NIS by the total number of line items that the Contractor is responsible for ordering from FDS Distributors. For example, if a Contractor is responsible for ordering 5,000 line items (Para. 4.3.1.), and the total number of items identified as NIS is 100, the NIS rate is 2.0% and the stock availability rate is 98%. Paragraph 4.3.3.16.1.2.1.1. requires that the Contractor maintain the stock availability of 95% throughout all operating hours on items that the Contractor is responsible for ordering from FDS Distributors. In the example on the previous page, a Contractor exceeds this standard. In such case, a QAE need take no further action other than to record SAT and the stock availability percentage on the checklist surveillance

form. If the scan of NIS items and the computation described on the previous page appears to indicate that the stock availability is below 95%, commissary personnel performing the surveillance shall check the DIBS-FDS Error Report for invalid items, and the Automated FDS Pull Listing for items ordered but not shipped to determine if the initial stock availability rate is entirely attributable to the Contractor. The number of items originally identified as NIS shall be reduced by the number of items that show up on the Error Report, or on the Pull Listing as not shipped. If, after checking these records, and making appropriate adjustments to the original NIS computation, the original below 95% stock availability rate is still valid, the person who performed the surveillance shall advise the QAE that the Contractor's performance is UNSAT for the day.

Other Considerations: If, during surveillance, you find a result that appears to indicate deficient Contractor performance, make certain that the conditions you find are a result of Contractor performance, and were not caused by the Government or by others, e.g., delivery personnel, vendor stockers, etc., or by conditions outside the Contractor's control. The Contractor has the primary responsibility for submitting recommended orders for items to FDS Distributors, and also for determining stocking priorities during day stocking operations. The QAE shall also determine that Government personnel have not intervened in either of these processes to the Contractor's detriment, before assessing the Contractor's performance as UNSAT.

Documenting Surveillance/Observations: Use the **CONTRACT SURVEILLANCE CHECKLIST** designed for use in surveilling PRS (4) to record surveillance results associated with items described in "What to surveil." Record comments to support surveillance results and observations on a **DDO Form**. The QAEs need not prepare a separate **DDO Form** for each PRS, but shall record comments in sequence by date throughout a surveillance month, as described in the instructions for this form. Samples of both forms follow this narrative.

Conditions Under Which to Prepare a Proposed CDR: If, at the end of a surveillance month, the surveillance record for PRS (4) for that surveillance month indicates a number of defects greater than the number of defects allowed by the AQL, which is 1 (one) defect per month, the QAE shall prepare a proposed **CDR**. A sample **CDR** computation for this PRS item follows this discussion. The QAEs shall follow Region/Area Contracting Office guidance regarding whether the QAEs or Contracting Officers do these computations. A completed sample **CDR Form** is in Chapter 3.

Forwarding Proposed CDRs and Other Administrative Requirements: No later than three working days after the end of a surveillance month, the QAE shall submit the original of each proposed **CDR**, together with the supporting documentation, to the Contracting Officer.

The forms discussed above are the only documents required to support the surveillance record or other administrative requirements for PRS (4).

SAMPLE

CONTRACT SURVEILLANCE CHECKLIST (PRS 2,3,4)

Blank form at Appendix F

SHELF STOCKING OPERATIONS

COMMISSARY: CAMP SWAMPY

CONTRACT #: DeCA01-00-C-1000

Month: July

Year: 2000

DAYS (OPTIONAL FOR QAE TO ENTER DAYS OF WEEK IN BLANKS BELOW)

SA	SU	MO	TU	WE	TH	FR	SA	SU	MO	TU	WE	TH	FR	SA	SU	MO	TU	WE	TH	FR	SA	SU	MO	TU	WE	TH	FR	SA	SU	MO
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31

PRS (2), Returning Merchandise to App...
the Contractor is required to perform. T...
Labeled "ITEMS" THE NUMBER C...

Days/dates shown are actual for July 2000.
Sample premised on 6-day (Tuesday through Sunday) commissary ops
schedule, with Day Stocking/Custodial Tuesday through Sunday; Night
Stocking/Custodial Monday night/Tuesday morning through Saturday
night/Sunday morning; RSHA ops Monday through Saturday, and Meat
Custodial Tuesday through Sunday.

... is defined as 21 or more units misplaced on any day that
perform per Month. ENTER IN THE MIDDLE BLOCK

	**		**												**							**						**	
items	**		**												**							**						**	
	**		**					*							**							**						**	

CONTRACTOR INITIAL

PRS (3), Disposal of Cardboard, Waste Material. (Reference PARA. 4.3.3.11. & 4.3.3.12.) @ 0 defects. The Lot size is the number of days task is performed during Month.

RATING

	**		**					**						**						**						**	
	**		**					**						**						**						**	

CONTRACTOR INITIAL

PRS (4), Replenishment Stocking and Stock Availability. (Reference PARA. 4.3.3.15.2. for replenishment and 4.3.3.16.1.2.1.1. for availability) standard is 95% stock availability @ 1 defect. The Lot size is the number of days task is performed during Month. ENTER IN THE MIDDLE BLOCK LABELED "% THE STOCK AVAILABILITY PERCENTAGE NUMBER. BE SURE TO ENTER THIS NUMBER TO ONE DECIMAL POINT (e.g. "95.6")

RATING

S	U	**	**	S	S	S	S	S	**						**						**						**	
95.6	93.0	**	**	96.1	95.8	96.6	95.8	95.3	**						**						**						**	
%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
	AC	**	**						**						**						**						**	

CONTRACTOR INITIAL

INSTRUCTIONS: THE QAE SHALL PLACE AN "S" FOR SATISFACTORY, OR A "U" FOR UNSATISFACTORY PERFORMANCE IN THE BLOCKS LABELED "RATING" ABOVE. THE CONTRACTOR SHALL INITIAL EACH "U" RATING IN THE "CONTRACTOR INITIAL" BLOCK.

DISPOSITION/RETENTION: THE QAE SHALL SUBMIT ORIGINALS TO CONTRACTING OFFICER AS PART OF MONTHLY DOCUMENTATION. RETAIN COPIES ON FILE FOR ONE YEAR PAST DATE OF CONTRACT EXPIRATION/TERMINATION.

SAMPLE

DEFECT DOCUMENTATION/OBSERVATIONS

(QAEs shall use this form to record comments on all PRSs and on all observations.

QAEs shall record comments daily, rather than attempt to reconstruct the surveillance record weekly or monthly)

(1) COMMISSARY: Camp Swampy		(2) CONTRACT NO.: DeCA01-00-C-1000	
(3) CONTRACTOR: ABC Company		(4) QAE: Joseph Oversight	
(5) DATE	(6) PRS#	(7) REMARKS	
7/1/00	1	RANDOM SAMPLE ITEM UPC #7239213265 UNSAT. #1(a) STOCK NOT PROPERLY ROTATED IAW 4.3.3.3. RANDOM SAMPLE ITEM UPC #7110000839 UNSAT #1(b) STOCK NOT ALIGNED IAW 4.3.3.2.2. JO AC	
7/1/00	2	FOUND 25 MISPLACED ITEMS. OVER LIMIT OF 20 PER DAY + THUS UNSAT	
7/1/00	7	FLOOR CARE TASK UNSAT. DETAILS ON PRS7 "BREAKDOWN"FORM.	
7/1/00	-	DURING RANDOM SAMPLE CHECKS OF ITEM #6 ON RANDOM SAMPLE LIST, OBSERVED THAT THIS ITEM (LOCATED ON TOP SHELF) WAS STACKED ABOVE 6 1/2' HEIGHT LIMIT. CONTRACTOR CORRECTED ON THE SPOT	
		PM and QAE initial after each day's entries to indicate that QAE has made PM aware of comments → JO AC	
7/2/00	4	UNSAT 93.0% STOCK AVAILABILITY. PM SAID THAT HE WOULD REVIEW ORDER PROCEDURES.	
7/2/00	8	PREPARATION AND PRECAUTIONS UNSAT. REPERFORMED AND CHANGED TO SAT. CONTRACTOR HAD NOT MOVED PACKAGES OF TRAYS.	
7/2/00	8	CLEAN & SANITIZE UNSAT. REPERFORMED & CHANGED TO SAT. FOUND MEAT PARTICLES IN GRINDER HOPPER.	
		JO AC	
7/5/00	5	OFFLOAD UNSAT; CONTRACTOR OFFLOADED 20 PALLETS IN 1 HOUR AND 20 MINUTES -SLOWER THAN STANDARD PERMITS.	
7/5/00	5	TRANSPORT UNSAT; DID NOT TRANSPORT FROZEN FOOD IAW THE STANDARD-NOT MOVED FROM RECEIVING AREA UNTIL 45 MINUTES AFTER RECEIVING COMPLETED.	
7/5/00	5	PALLETS UNSAT; REPERFORMED AND CHANGED TO SAT. PALLETS NOT HANDLED IAW THE STANDARD. FAILED TO LOAD EXCHANGE PALLETS ON ABC DISTRIBUTOR TRAILER. LOADED EXCHANGE PALLETS ONLY AFTER I REMINDED CONTRACTOR TWICE TO DO SO.	
		JO AC	
7/6/00	3	FOUND SEVERAL PIECES OF CARDBOARD ON AISLE #3. CONTRACTOR REMOVED IMMEDIATELY. ORIGINAL UNSAT CHANGED TO SAT UPON REPERFORMANCE.	
7/6/00	7	BREAKROOM LOW CLEANING UNSAT; CHANGED TO SAT UPON REPERFORMANCE. FOUND STICKY SUBSTANCE ON TOPS OF SEVERAL TABLES. CONTRACTOR REPERFORMED IMMEDIATELY.	
		JO AC	
7/7/00	2	FOUND 23 "GO BACKS" THAT CONTRACTOR HAD NOT PUT IN PROPER LOCATION. CONTRACTOR RETURNED ITEMS IMMEDIATELY UPON DISCOVERY. UNSAT TO SAT	
		JO AC	

Days/dates shown are actual for July 2000. Sample premised on 6-day (Tuesday through Sunday) commissary ops schedule, with Day Stocking/Custodial Tuesday through Sunday; Night Stocking/Custodial Monday night/Tuesday morning through Saturday night/Sunday morning; RSHA ops Monday through Saturday, and Meat Custodial Tuesday through Sunday.

This form is used to record QAE comments that explain the reasons for UNSATs and the reasons why UNSATs were changed to SATs. It is used to record QAE observation comments about PWS requirements that are not surveilled under the PRS. The QAE may also include appropriate comments on any other matter that is relevant to Contractor performance under the contract. The "rule" for using this form is: "If an event occurs that relates to Contractor performance or that affects Contractor operations under the contract, the QAE shall record comments about that event on this form". Blank form and instructions at Appendix O.

SAMPLE CDR COMPUTATION FOR: PRS-4 Replenishment Stocking and Stock Availability

Services Surveilled by Checklist

STORE: Camp Swampy Commissary

Lot Size = 25 days (the number of days the Contractor is required to perform)

AQL = 1 defect per month

Acceptance Level: 1

Reject Level: 2

1.	Contract line item cost per month (# cases stocked X contract unit price per case)	\$35,100.00*
2.	Maximum payment % for this service (PRS, Column E)	20.00%
3.	Maximum payment for this service (Line 1 X Line 2)	\$7020.00
4.	Total number of defects found by the QAE	5
5.	Percent found unacceptable (Line 4 divided by the lot size = .20 or 20 %)	20%
6.	Amount of deduction (Line 3 X Line 5)	\$1,404.00
7.	Total payment due for the month (Line 3 minus Line 6)	\$5,616.00

*This dollar amount must be the same as the dollar amount for shelf stocking shown on the DD Form 250.

PRS (5)—PERFORM RECEIVING/STORAGE/HOLDING AREA (RSHA) OPERATIONS

IAW: PWS Paras 4.4.2.2., 4.4.2.3., 4.4.2.4., 4.4.2.5.-4.4.2.5.1., 4.4.2.7., 4.4.2.8., 4.4.2.11., 4.4.3.2., 4.4.3.3.1., 4.4.3.4., and 4.4.3.4.1.

Method of Surveillance: Checklist

AQL: 5% (five percent) of the total tasks that the Contractor is required to perform during a month

Intent of Surveillance: To determine whether or not the Contractor has established and implemented quality controls that achieve the results required by the contract for performance of RSHA Operations, including maintenance and repair of Government-furnished equipment (GFE).

Surveillance Tool: **CONTRACT SURVEILLANCE CHECKLIST PRS (5)**

What to Surveil: Requirements described in:

4.4.2.2. Offload Trucks.

4.4.2.3. Prepare Merchandise for Government Receipt (PrepGovtRcpt).

4.4.2.4. Transport Merchandise.

4.4.2.5. Segregate Merchandise.

4.4.2.7. Store Merchandise.

4.4.2.8. Pull Merchandise.

4.4.2.11. Pallets.

EQUIPMENT MAINTENANCE AND REPAIR includes:

4.4.3.2. Equipment Service Log.

4.4.3.3.1. Maintenance Schedule.

4.4.3.4. Equipment Repair.

4.4.3.4.1. Repair Parts.

When to Surveil: During each day of the Contractor's RSHA operation as the Contractor completes RSHA tasks, and at the end of each Contractor RSHA shift.*

*If RSHA is part of a contract, the PWS will specify the days and from/to hours per day during which the Contractor is required to provide RSHA services. Be sure to base your surveillance schedule for PRS (5) on the RSHA "coverage" requirements specified in your PWS.

How to Surveil: The QAE shall count **each** of the requirements shown in "What to Surveil" as one task per each day that the Contractor performs the task, e.g., all OFFLOAD that a Contractor performs on a particular day is one task for that day; all TRANSPORT that a Contractor performs on a particular day is

one task for that day; Maintaining Equipment Service Logs and Equipment Maintenance Schedules are parts of the daily task equipment maintenance and repair, etc. If a QAE is not available, the Store Director shall designate commissary personnel to observe the results of the Contractor's performance in operating the RSHA throughout each RSHA operating day. These designated personnel shall submit information about the Contractor's performance to the QAE each day. The QAE or personnel designated to assess the Contractor's performance shall check the results of that performance each time the Contractor OFFLOADS, PREPARES MERCHANDISE FOR GOVERNMENT RECEIPT, TRANSPORTS MERCHANDISE, SEGREGATES MERCHANDISE, STORES or PULLS MERCHANDISE, or handles PALLETS. The QAE or personnel designated to assess the Contractor's performance shall also check the results of Contractor performance regarding EQUIPMENT MAINTENANCE AND REPAIR. For example, if a Contractor OFFLOADS five trucks on a certain day, each of these OFFLOAD operations will be assessed IAW the standard. If any of the five OFFLOAD operations is assessed as not IAW the standard, the QAE shall assess the OFFLOAD task as UNSAT for that day. If a Contractor is required to load exchange PALLETS onto trailers five times on a certain day, each of these PALLET operations will be assessed IAW the standard. If any of the five PALLET operations is assessed as not IAW the standard, the QAE shall assess the PALLET task as UNSAT for that day. As used in the "Determining..." paragraph that follows, the term QAE may mean the QAE personally, or other commissary personnel who will be monitoring Contractor performance, and reporting assessments of that performance to the QAE for inclusion in the surveillance record.

Determining Satisfactory or Unsatisfactory Performance:

4.4.2.2. Offload Trucks. Offloading is a process in which merchandise is removed from a vehicle of transport by pallet loads using a forklift or other MHE, and then placed in a designated receiving area. Prior to offloading a truck using a forklift, the Contractor shall insure that the truck being offloaded is secured by a vehicle restraint system or wheel chocks. A Contractor shall offload deliveries in the sequence that deliveries arrive, i.e., first come, first offloaded. A Contractor shall begin to offload each delivery no later than 5 (five) minutes after having received notification from the Government that a delivery is available for offloading, and shall offload merchandise that arrives already palletized at a productivity rate of at least 30 pallets per hour for all pallets offloaded.

The QAE shall assess the Contractor's OFFLOAD performance based on whether or not the Contractor begins offloading a delivery within five minutes of Government notification to do so, and offloads each delivery at an average productivity rate of 30 pallets per hour.

The QAE shall **not surveil** the Contractor's performance with regard to offloading deliveries in the sequence that they arrive, nor with regard to the requirement to secure trucks with vehicle restraint systems or wheel chocks, but **shall make observations** regarding these requirements.

4.4.2.3. Prepare Merchandise for Government Receipt (PrepGovtRcpt). Preparing merchandise for Government receipt involves rearranging or shifting cases on the same pallets on which merchandise was delivered only to the extent necessary to allow the Government receivers to accurately count cases received. The Contractor shall prepare all cases offloaded for Government receipt. **The QAE shall assess Contractor performance based on whether or not the Contractor has prepared merchandise for Government receipt in a manner that accommodates and expedites Government receiving, i.e., can each case that the Government has to count be seen; are pallets spaced widely enough apart so that the Government receivers can easily see and move around all sides of pallets.**

NOTE THAT THE CONTRACTOR IS NOT REQUIRED TO UNLOAD CASES FROM PALLETS TO DO THIS PREPARATION FOR RECEIVING, BUT ONLY TO SHIFT CASES AROUND SUFFICIENTLY TO ALLOW THE GOVERNMENT RECEIVERS TO GET AN ACCURATE COUNT. ALTHOUGH THERE MAY BE INSTANCES IN WHICH A CONTRACTOR WILL HAVE TO UNLOAD SOME OR ALL CASES FROM A PALLET TO ACCOMMODATE GOVERNMENT RECEIVING, THIS PROCEDURE SHOULD NOT BE

NECESSARY IN MOST PREP SITUATIONS. ADDITIONALLY, IF LOCAL COMMISSARY PROCEDURES CALL FOR THE GOVERNMENT TO COUNT/RECEIVE SEMI-PERISHABLE CASES AFTER THE CONTRACTOR HAS SEGREGATED THESE CASES, THEN THE CONTRACTOR WILL AUTOMATICALLY UNLOAD CASES FROM SHIPPING PALLETS IN THE PROCESS OF SEGREGATING CASES.

4.4.2.4. Transport Merchandise. Transporting merchandise involves moving pallets or cartloads of perishable merchandise, tobacco products, and operating supplies from the receiving area to holding areas, and placing the pallets/cartloads of merchandise in those holding areas. Within 15 minutes of completion of Government receiving of perishable merchandise, the Contractor shall transport perishable items into an appropriate refrigerated storage area for further disposition by commissary personnel or vendor stockers. Within 30 minutes of completion of Government receiving, the Contractor shall transport pallets/cartloads of tobacco products and operating supplies to the holding areas designated by the Store Director. The Contractor shall make no further disposition of tobacco products, but shall store operating supplies, if this contract contains that storing requirement. The Contractor shall transport pallets/cartloads of merchandise at a productivity rate of at least 20 pallets per hour for all pallets/carts transported.

The QAE shall assess Contractor performance based on whether or not the Contractor has moved pallets/cartloads of items described to appropriate holding areas within the required time limits and productivity rate.

NOTE THAT THE CONTRACTOR IS NOT REQUIRED TO UNLOAD PALLETS/CARTS WHEN THE CONTRACTOR HAS DELIVERED PALLETS/CARTS TO APPROPRIATE HOLDING AREAS (except in the case of operating supplies, and then only if the Contractor is required to store operating supplies). THIS MEANS THAT A CONTRACTOR SHALL NOT BE REQUIRED TO “WAREHOUSE” PERISHABLE ITEMS OR TOBACCO PRODUCTS.

4.4.2.5. Segregate Merchandise. Segregate means separating semi-perishable cases by Contractor-stocked cases, vendor-stocked cases, and cases for displays. Following Government receipt of merchandise, the Contractor shall move all semi-perishable cases delivered from FDS and non-FDS suppliers from the receiving area to the area designated for segregating merchandise (if the “segregating” area is different than the receiving area), and shall segregate all semi-perishable cases as described above. The Contractor shall neatly stack vendor-stocked cases and display cases on pallets or carts, as indicated by the Store Director and place the pallets or carts containing vendor-stocked cases and display cases in holding areas designated by the Store Director.

The QAE shall assess Contractor performance based on whether or not the Contractor has separated Contractor-stocked semi-perishable cases from vendor-stocked and display semi-perishable cases, and has neatly stacked vendor-stocked and display cases for further disposition by commissary or vendor-stocker personnel.

NOTE THAT THE CONTRACTOR IS NOT REQUIRED TO SORT VENDOR-STOCKED OR DISPLAY CASES BY VENDOR-STOCKER, BY ACCOUNT, BY AISLE/SECTION, BY DISPLAY AREA, OR BY ANY OTHER MEANS OF CLASSIFICATION.

4.4.2.7. Store Merchandise. Storing means placing full cases in locations that have been specifically assigned by line item, until such time as the cases are needed for stock replenishment. The Contractor shall store only those cases of Contractor-stocked items and operating supply items identified by the Store Director. The Store Director will provide a storage location plan to the Contractor. The Contractor shall manage the storage location plan, submitting proposed changes to be approved by the Store Director. The Contractor shall store all cases within 8 hours after completion of Government receipt of the cases.

The QAE shall assess the Contractor's performance based on whether or not the Contractor stored in proper locations those cases that had to be stored. The number of cases that a Contractor may be

required to store will vary considerably from commissary to commissary and from day to day within the same commissary.

NOTE THAT "STORING" DOES NOT RELATE TO PLACING CASES IN AN OVERWRITE AREA IN WHICH STOCK IS SIMPLY ARRANGED ON PALLETS BY AISLE/SECTION OF SALES FLOOR. "STORING" CASES MEANS "WAREHOUSING" CASES IN THE SENSE THAT CASES "STORED" ARE PLACED IN ITEM LOCATIONS SPECIFICALLY RESERVED FOR PARTICULAR ITEMS, WHETHER THESE ITEM LOCATIONS ARE AT GROUND LEVEL, OR IN RACKS.

4.4.2.8. Pull Merchandise. Pulling means using a manually or electronically generated pull sheet, or other means, to identify cases of merchandise stored by line item location, then selecting cases available, and moving those cases selected to a holding area to await stocking, directly to the sales area for shelf replenishment, or to fill patron "special order" requirements. The Contractor shall pull all cases of Contractor-stocked items and operating supply items as necessary for stock replenishment, or as required by the Store Director.

The QAE shall assess the Contractor's performance based on whether or not the Contractor has pulled cases required to support day or night stocking effort, or other requirements. The number of cases that a Contractor may be required to pull will vary considerably from commissary to commissary and from day to day within the same commissary.

NOTE THAT "PULLING" DOES NOT RELATE TO CASES HELD IN AN OVERWRITE AREA IN WHICH STOCK IS SIMPLY ARRANGED ON PALLETS BY AISLE/SECTION OF SALES FLOOR. "PULLING" CASES MEANS IDENTIFYING AND REMOVING CASES FROM SPECIFIC ITEM LOCATIONS WHERE THESE CASES HAVE BEEN STORED.

4.4.2.11. Pallets. The Contractor shall place excess serviceable pallets in stacks no more than 20 pallets high, in an area designated by the Store Director. A serviceable pallet is a pallet that is sturdy, capable of supporting its load, and free of missing or broken slats or exposed nails. The contractor shall load exchange pallets onto distributors' trucks. Unserviceable pallets shall be turned over to the Government for disposition.

The QAE shall assess the Contractor's performance based on whether or not the Contractor has handled and stacked pallets IAW the standard described above, and has loaded exchange pallets onto "backhaul" trucks as necessary.

EQUIPMENT MAINTENANCE AND REPAIR includes:

4.4.3.2. Equipment Service Log. The Contractor shall establish a "Service Log" for each piece of equipment and shall document all maintenance inspections, service, and repairs in the appropriate service log. Documentation shall include at a minimum: the date/time of service, type and model number and serial number of equipment, time (labor hours) spent to repair the equipment, description of maintenance or repair performed, and parts (if any) installed. The Contractor shall keep equipment service logs in a location where they can be made available for government review at any time. The Contractor shall turn equipment service logs over to the Government at the end of the contract period.

4.4.3.3.1. Maintenance Schedule. The Contractor shall provide a maintenance schedule for each piece of GFE to the Store Director, no later than 2 calendar weeks after assuming possession of the GFE. This schedule shall show the types, duration, and frequencies of maintenance (including operator maintenance) that the Contractor proposes to perform, and shall be based on those prescribed in the OEM or equivalent maintenance manual.

4.4.3.4. Equipment Repair. The Contractor shall repair/replace parts, assemblies, sub-assemblies, and components to maintain all government-furnished equipment in the condition necessary to meet applicable safety standards and to accomplish all work covered by this contract.

4.4.3.4.1. Repair Parts. The Contractor shall furnish all repair parts. Only new commercially available parts or parts equal in performance to new parts shall be used in making equipment repairs. The Contractor shall coordinate with the Store Director prior to purchasing a repair part or repair parts with a total estimated value of more than \$100.00.

The QAE shall assess the Contractor 's performance based on whether or not the Contractor is maintaining Service Logs and Maintenance Schedules for all GFE that the Contractor is required to maintain, and also that the Contractor is taking appropriate action to maintain and repair GFE IAW the standards in 4.4.3.4. and 4.4.3.4.1. Regardless of how many pieces of GFE the Contractor is required to maintain/repair, the QAE shall assess EQUIPMENT MAINTENANCE AND REPAIR as one task each day that a Contractor is required to operate the RSHA. In other words, maintaining records, etc., for the five pieces of GFE is not five tasks; maintenance of these records for five pieces of GFE is part of a single task.

IN CONJUNCTION WITH THIS EQUIPMENT MAINTENANCE/REPAIR REQUIREMENT, THE QAE SHALL NOTIFY THE CONTRACTING OFFICER OF ANY CHANGES TO GFE THAT THE CONTRACTOR IS REQUIRED TO MAINTAIN/REPAIR. THIS NOTIFICATION SHALL INCLUDE, AS APPLICABLE, GFE ADDED TO THE CONTRACTOR'S REQUIREMENT, AND GFE REMOVED FROM THE CONTRACTOR'S REQUIREMENT. THE QAE SHALL INCLUDE THE ITEM DESCRIPTION AND SERIAL NUMBER IN ANY SUCH NOTIFICATION.

Other Considerations : If during surveillance, you find a result that appears to indicate deficient Contractor performance, make certain that the conditions you find are a result of Contractor performance, and were not caused by the Government or by others, e.g., baggers, delivery personnel, patrons, vendor stockers, etc., or by conditions outside the Contractor's control. One example that fits this situation is the scenario in which vendor stockers, anxious to lay their hands on the cases that they stock, root through the vendor stocked cases that a Contractor has stacked neatly on pallets or carts, the end result of which is to make it appear that the Contractor has not performed the Segregate task properly.

Documenting Surveillance/Observations : Use the **DAILY RSHA REPORT/SUPPORT REPORT** and the **CONTRACT SURVEILLANCE CHECKLIST** designed for use in surveilling PRS (5) to record surveillance results associated with items described in "What to surveil." Record comments to support surveillance results and observations on a **DDO Form**. The QAEs need not prepare a separate **DDO Form** for each PRS, but shall record comments in sequence by date throughout a surveillance month, as described in the instructions for this form. Samples of these three forms follow this narrative. (Typically, the commissary personnel who will fill out the **DAILY RSHA REPORT/SUPPORT REPORT** and provide these reports to the QAE will be personnel, other than the QAE, who have been designated by the Store Director to assist the QAE. This being the case, the QAE shall instruct personnel who will have the responsibility for completing this form about how to use this form.)

Conditions Under Which to Prepare a Proposed CDR: If, at the end of a surveillance month, the surveillance record for PRS (5) for that surveillance month indicates a number of defects (UNSATs) greater than the number of defects allowed by the AQL, which is 5% of the total number of tasks that the Contractor is required to perform in a month, the QAE shall prepare a proposed CDR. At the end of each month, the QAE shall total the daily UNSAT entries recorded on the **CONTRACT SURVEILLANCE CHECKLIST** for PRS (5) to find the total number of tasks for the month that the QAE had assessed as UNSAT. Compare the total number of tasks assessed as UNSAT with the total number of tasks that the Contractor was required to perform in a month. For instance, if a Contractor was required to perform 200 tasks in a month, the lot size for this month is that 200 tasks. The AQL for this PRS is 5% of the total number of tasks ($200 \times .05 = 10$) that the Contractor is required to perform in a month. If, in this situation, the QAE assesses more than 10 tasks as UNSAT throughout the month, the QAE shall prepare a proposed CDR. A sample CDR computation for this PRS item follows this discussion. The QAEs shall

follow Region/Area Contracting Office guidance regarding whether the QAEs or Contracting Officers do these computations. A completed sample **CDR** Form is in Chapter 3.

Forwarding Proposed CDRs and Other Administrative Requirements: No later than three working days after the end of a surveillance month, the QAE shall submit the original of each proposed **CDR**, together with supporting documentation, to the Contracting Officer.

Forms, other than those discussed above, required to support the surveillance record or other administrative requirements for PRS (5) are:

MONTHLY RSHA REPORT/SUPPORT REPORT

A sample of this form follows this narrative.

NOTE that IAW 4.4.3.4.2., the Contractor must submit a copy of a parts purchased receipt and an original service ticket as documentation to support reimbursement for repair parts and for installation of these parts. Each original service ticket must be signed by the service technician and the Store Director or designee. The QAE will retain the originals of these service tickets and a copy of parts purchased receipts, and will submit copies of both documents to the Contracting Officer together with the monthly DD 250 Receiving Report.

SAMPLE

CONTRACT SURVEILLANCE CHECKLIST (PRS 5)

Blank form at Appendix G

SHELF STOCKING OPERATIONS

COMMISSARY: CAMP SWAMPY CONTRACT #: DeCA01-00-C-1000 Month: July Year: 2000

DAYS (OPTIONAL FOR QAE TO ENTER DAYS OF WEEK IN BLANKS BELOW)

SA	SU	MO	TU	WE	TH	FR	SA	SU	MO	TU	WE	TH	FR	SA	SU	MO	TU	WE	TH	FR	SA	SU	MO	TU	WE	TH	FR	SA	SU	MO
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31

PRS (5) RSHA, Perform Receiving/Storage/Holding Area Operations. @ 5%. Lot size is the number of tasks the Contractor performs during the month.

PARA. 4.4.2.2., Offload Trucks.

RATING

S	**	S	**	U	S	S	S	**							**							**							**	
	**		**	AC				**							**							**							**	

CONTRACTOR INITIAL

PARA. 4.4.2.3., Prepare Merchandise for Government Receipt.

RATING

S	**	S	**	S	S	S	S	**							**							**						**	
	**		**					**							**							**						**	

CONTRACTOR INITIAL

PARA. 4.4.2.4., Transport Merchandise.

RATING

S	**	S	**	U	S	S	S	**							**							**						**	
	**		**	AC				**							**							**						**	

CONTRACTOR INITIAL

PARA. 4.4.2.5. & 4.4.2.5.1., Segregate Merchandise & Pre-segregated Merchandise.

RATING

S	**	S	**	S	S	S	S	**							**							**						**	
	**		**					**							**							**						**	

CONTRACTOR INITIAL

Days/dates shown are actual for July 2000. Sample premised on 6-day (Tuesday through Sunday) commissary ops schedule, with Day Stocking/Custodial Tuesday through Sunday; Night Stocking/Custodial Monday night/Tuesday morning through Saturday night/Sunday morning; RSHA ops Monday through Saturday, and Meat Custodial Tuesday through Sunday.

INSTRUCTIONS: THE QAE SHALL PLACE AN "S" FOR SATISFACTORY, OR A "U" FOR UNSATISFACTORY PERFORMANCE IN THE BLOCKS LABELED "RATING" ABOVE. THE CONTRACTOR SHALL INITIAL EACH "U" RATING IN THE "CONTRACTOR INITIAL" BLOCK.

DISPOSITION/RETENTION: THE QAE SHALL SUBMIT ORIGINALS TO CONTRACTING OFFICER AS PART OF MONTHLY DOCUMENTATION. RETAIN COPIES ON FILE FOR ONE YEAR PAST DATE OF CONTRACT EXPIRATION/TERMINATION.

SAMPLE

CONTRACT SURVEILLANCE CHECKLIST (PRS 5)

SHELF STOCKING OPERATIONS

COMMISSARY: CAMP SWAMPY CONTRACT #: DeCA01-00-C-1000 Month: July Year: 2000

DAYS (OPTIONAL FOR QAE TO ENTER DAYS OF WEEK IN BLANKS BELOW)

SA	SU	MO	TU	WE	TH	FR	SA	SU	MO	TU	WE	TH	FR	SA	SU	MO	TU	WE	TH	FR	SA	SU	MO	TU	WE	TH	FR	SA	SU	MO
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31

PARA. 4.4.2.7., Store Merchandise.

RATING

S	**	S	**	S	S	S	S	**							**							**							**	
	**		**					**							**							**						**		

CONTRACTOR INITIAL

PARA. 4.4.2.8., Pull Merchandise.

RATING

S	**	S	**	S	S	S	S	**							**						**							**	
	**		**					**							**						**						**		

CONTRACTOR INITIAL

PARA. 4.4.2.11., Pallets.

RATING

S	**	S	**	S	S	S	S	**							**						**							**	
	**		**	U	AC			**							**						**						**		

CONTRACTOR INITIAL

PARA. 4.4.3.2., 4.4.3.3.1., 4.4.3.4., & 4.4.3.4.1., Equipment Maintenance and Repair.

RATING

S	**	S	**	S	S	S	S	**							**						**							**	
	**		**					**							**						**						**		

CONTRACTOR INITIAL

_____	X 5% =	_____	<	_____	= Prepare proposed CDR
Total Tasks		AQL		Total UNSATs	

Find Total Tasks by summing all entries, either "S" or "U", shown on checklist for the month, e.g., 200.
 Multiply number of Total Tasks by 5% (.05) to find AQL level for month, e.g., 200X.05 = 10.
 Find Total UNSATs by summing all "U" entries shown on checklist for the month, e., 12.
 If number of Total UNSATs is greater than AQL number, prepare a proposed CDR, e.g., 12 > 10 = prepare proposed CDR.

SAMPLE

DAILY RSHA REPORT

COMMISSARY: CAMP SWAMPY

CONTRACT NO: DeCA01-00-C-1000

DATE: July 5, 2000

(1) (a) Distributor/Truck & (b) Receiver Name	(2) Time In/Out		(3) Number of Pallets offloaded	(4) Offload			(5) Prepare for Government Receipt			(6) Transport			(7) Segregate	(8) # Contractor/ Vendor Cases		(9) Contractor Perf
	(a) I N	(b) O U T		(a) S E M I P E R	(b) P E R I S H	(c) S U P P L I E S	(a) S E M I P E R	(b) () P E R I S H	(c) S U P P L I E S	(a) P E R I S H	(b) T O B A C C O	(c) S U P P L I E S		(a) C O N T R A C T O R	(b) V E N D O R	
(a) FLEMING #1	0610	0715	20	1000	150	50	1000	150	50	150	50	50	950	700	400	4, 6
(b) FRED																
(a) FLEMING #2	0825	0915	10	--	600	--	--	600	--	600	--	--	--		600	
(b) JACK BROWN																
<p>(a) This form (as many pages as necessary per day) is used to capture RSHA workload information, and also to assess Contractor's performance of RSHA tasks. Contracting Officers may use the workload information to compare with workload estimates in PWS, and as a basis for future PWS submissions. The assessments of Contractor performance are the basis for OAE overall assessment of each of the RSHA tasks each day. Typically, the commissary person who completes this form will be someone other than a OAE. After the Commissary Officer has designated personnel to complete this form, the OAE shall instruct those personnel how to prepare this form, and to forward completed forms each day for OAE use in completing the RSHA surveillance record. Blank form and instructions at Appendix H.</p>																
<p>(a) Days/dates shown are actual for July 2000. Sample premised on 6-day (Tuesday through Sunday) commissary ops schedule, with Day Stocking/Custodial Tuesday through Sunday; Night Stocking/Custodial Monday night/Tuesday morning through Saturday night/Sunday morning; RSHA ops Monday through Saturday, and Meat Custodial Tuesday through Sunday.</p>																
<p>(a) Total of columns 6 & 7 should equal total cases received minus operating supplies and tobacco products.</p>																
<p>(a) An entry in column 9 indicates defective performance of task(s) identified; e.g., 4,6 = defective performance of Offload/Transport for that delivery; 13 indicates defective performance in handling pallets. These entries refer to column/blank numbers for these tasks shown on the form. Explain any such entries, in writing, at the end of the second page of this form.</p>																
(10) Totals	-	-	30	1000	750	50	1000	75	50	750	50	50	950	700	1000	
(11) Stored per day:			(12) Pulled per day:			(13) Pallets			(14) Equipment Maintenance And Repair							
Cases			Cases													
Semi-perishables, (a)			Semi-perishables, (a)													
Operating Supplies, (b)			Operating Supplies, (b)													
Total STORED, (a+b):			Total PULLED, (a+b):													

NOT DONE AT THIS COMMISSARY

DAILY RSHA REPORT

COMMISSARY: _____

CONTRACT NO: _____

DATE: _____

USE THIS PORTION OF FORM ONLY IF COMMISSARY PERFORMS THESE FUNCTIONS UNDER CONTRACT

(15) WorkLoad – Support to Other Commissaries:		CASES
a.	Number of cases per day of Operating supplies	
b.	Number of cases per day of semi-perishable merchandise	
c.	Number of cases per day of Perishable merchandise	
d.	Total number of cases (a+b+c):	
e.	Total number of pallets	
f.	Number of occurrences	

(16) WorkLoad – Support to Club and Other Activities:		CASES
a.	Total number of cases	
b.	Number of occurrences per day	

EXPLANATION OF CONTRACTOR PERFORMANCE CODE ENTRIES:

4 - DELIVERY #1 - CONTRACTOR OFFLOADED 20 PALLETS IN 1 HOUR AND 20 MINUTES --SLOWER THAN STANDARD PERMITS.
6 - DID NOT TRANSPORT FROZEN FOOD IAW THE STANDARD -- NOT MOVED FROM RECEIVING AREA UNTIL 45 MINUTES AFTER RECEIVING COMPLETED.
13 - PALLETS NOT HANDLED IAW THE STANDARD - FAILED TO LOAD EXCHANGE PALLETS ON ABC DISTRIBUTOR TRAILER. LOADED EXCHANGE PALLETS ONLY AFTER I REMINDED CONTRACTOR TWICE TO DO SO.

SAMPLE

MONTHLY RSHA REPORT

COMMISSARY: CAMP SWAMPY

CONTRACT NO: DeCA01-00-C-1000

MONTH: JULY

YEAR: 2000

Date	(3) Number		(4) Off Load			(5) Prepare for Govt Receipt			(6) Transport			(7)	(8) Contractor/Vendor		(11)Cases	(12) Cases	(13) PM										
	Trucks	Pallets	Semi Perish	Perishable	Supplies	Semi Perish	Perishable	Supplies	Perishable	Tobacco	Supplies	Segregate	Contractor	Vendor	Stored	Pulled	Initials										
SAT 1	2	30	1000	750	50	1000	750	50	750	50	50	950	700	1000	50	78	AC										
SUN 2	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—										
MON 3																											
TUE 4	HOLI DAY		—	—	—	—	—	—	—	—	—	—	—	—	—	—	—										
WED 5																											
THU 6																											
FRI 7																											
SAT 8																											
SUN 9	—	—	—	—	—	Days/dates shown are actual for July 2000 Sample premised on 6 day (Tuesday through Sunday) commissary ops schedule, with Day Stocking/Custodial Tuesday through Sunday; night Stocking/Custodial Monday night/Tuesday morning through Saturday night/Sunday morning; RSHA ops Monday through Saturday, and Meat Custodial Tuesday through Sunday.											—	—	—								
MON 10																											
TUE 11																											
WED 12																											
THU 13																											
FRI 14																											
SAT 15																											
SUN 16	—	—	—	—	—	This form is used to summarize data collected on the Daily RSHA Report. Enter totals from the Daily RSHA Report in the appropriate columns of monthly form (column numbers on monthly form are keyed to appropriate column numbers on daily form). The OAE shall offer the PM the opportunity to initial each day's entries to indicate that PM agrees with totals entered. Total all columns for a month, and forward completed form to Contracting Officer with monthly documentation. Blank form and instructions at Appendix I.											—	—	—								
MON 17																											
TUE 18																											
WED 19																											
THU 20																											
FRI 21																											
SAT 22																											
SUN 23	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—										
MON 24																											
TUE 25																											
WED 26																											
THU 27																											
FRI 28																											
SAT 29																											
SUN 30	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—										
MON 31																											
TOTAL																											

MONTHLY RSHA SUPPORT REPORT

Use only if providing Support to other Commissaries, Activities or Clubs

COMMISSARY: _____ **MONTH:** _____

CONTRACT NUMBER NOT DONE AT THIS COMMISSARY **YEAR:** _____

Date	(15) Support to Other Commissaries					(16) Support To Other Activities/Clubs		
	Semi Perish	Perishable	Supplies	Pallets	Occurrence	Cases	Line Items	Occurrence
1								
2								
3								
4								
5								
6								
7								
8								
9								
10								
11								
12								
13								
14								
15								
16								
17								
18								
19								
20								
21								
22								
23								
24								
25								
26								
27								
28								
29								
30								
31								
TOTAL								

USE THIS PORTION OF FORM ONLY IF COMMISSARY PERFORMS THESE FUNCTIONS UNDER CONTRACT

DEFECT DOCUMENTATION/OBSERVATIONS

(QAEs shall use this form to record comments on all PRSs and on all observations.

QAEs shall record comments daily, rather than attempt to reconstruct the surveillance record weekly or monthly)

(1) COMMISSARY: Camp Swampy			(2) CONTRACT NO.: DeCA01-00-C-1000
(3) CONTRACTOR: ABC Company			(4) QAE: Joseph Oversight
(5) DATE	(6) PRS#	(7) REMARKS	
7/1/00	1	RANDOM SAMPLE ITEM UPC #7239213265 UNSAT. #1(a) STOCK NOT PROPERLY ROTATED IAW 4.3.3.3. RANDOM SAMPLE ITEM UPC #7110000839 UNSAT #1(b) STOCK NOT ALIGNED IAW 4.3.3.2.2.	JO AC
7/1/00	2	FOUND 25 MISPLACED ITEMS. OVER LIMIT OF 20 PER DAY + THUS UNSAT	
7/1/00	7	FLOOR CARE TASK UNSAT. DETAILS ON PRS7 "BREAKDOWN"FORM.	
7/1/00	-	DURING RANDOM SAMPLE CHECKS OF ITEM #6 ON RANDOM SAMPLE LIST, OBSERVED THAT THIS ITEM (LOCATED ON TOP SHELF) WAS STACKED ABOVE 6 1/2' HEIGHT LIMIT. CONTRACTOR CORRECTED ON THE SPOT.	
		PM and QAE initial after each day's entries to indicate that QAE has made PM aware of comments	JO AC
7/2/00	4	UNSAT 93.0% STOCK AVAILABILITY. PM SAID THAT HE WOULD REVIEW ORDER PROCEDURES.	
7/2/00	8	PREPARATION AND PRECAUTIONS UNSAT. REPERFORMED AND CHANGED TO SAT. CONTRACTOR HAD NOT MOVED PACKAGES OF TRAYS.	
7/2/00	8	CLEAN & SANITIZE UNSAT. REPERFORMED & CHANGED TO SAT. FOUND MEAT PARTICLES IN GRINDER HOPPER.	
			JO AC
7/5/00	5	OFFLOAD UNSAT; CONTRACTOR OFFLOADED 20 PALLETS IN 1 HOUR AND 20 MINUTES -SLOWER THAN STANDARD PERMITS.	
7/5/00	5	TRANSPORT UNSAT; DID NOT TRANSPORT FROZEN FOOD IAW THE STANDARD-NOT MOVED FROM RECEIVING AREA UNTIL 45 MINUTES AFTER RECEIVING COMPLETED.	
7/5/00	5	PALLETS UNSAT; REPERFORMED AND CHANGED TO SAT. PALLETS NOT HANDLED IAW THE STANDARD. FAILED TO LOAD EXCHANGE PALLETS ON ABC DISTRIBUTOR TRAILER. LOADED EXCHANGE PALLETS ONLY AFTER I REMINDED CONTRACTOR TWICE TO DO SO.	
			JO AC
7/6/00	3	FOUND SEVERAL PIECES OF CARDBOARD ON AISLE #3. CONTRACTOR REMOVED IMMEDIATELY. ORIGINAL UNSAT CHANGED TO SAT UPON REPERFORMANCE.	
7/6/00	7	BREAKROOM LOW CLEANING UNSAT; CHANGED TO SAT UPON REPERFORMANCE. FOUND STICKY SUBSTANCE ON TOPS OF SEVERAL TABLES. CONTRACTOR REPERFORMED IMMEDIATELY.	
			JO AC
7/7/00	2	FOUND 23 "GO BACKS" THAT CONTRACTOR HAD NOT PUT IN PROPER LOCATION. CONTRACTOR RETURNED ITEMS IMMEDIATELY UPON DISCOVERY. UNSAT TO SAT	
			JO AC

Days/dates shown are actual for July 2000. Sample premised on 6-day (Tuesday through Sunday) commissary ops schedule, with Day Stocking/Custodial Tuesday through Sunday; Night Stocking/Custodial Monday night/Tuesday morning through Saturday night/Sunday morning; RSHA ops Monday through Saturday, and Meat Custodial Tuesday through Sunday.

This form is used to record QAE comments that explain the reasons for UNSATs and the reasons why UNSATs were changed to SATs. It is used to record QAE observation comments about PWS requirements that are not surveilled under the PRS. The QAE may also include appropriate comments on any other matter that is relevant to Contractor performance under the contract. The "rule" for using this form is: "If an event occurs that relates to Contractor performance or that affects Contractor operations under the contract, the QAE shall record comments about that event on this form". Blank form and instructions at Appendix O.

SAMPLE CDR COMPUTATION FOR: PRS-5 Receiving/Storage/Holding Area Operations

Services Surveilled by Checklist

STORE: Camp Swampy Commissary

Lot Size = 200 tasks (the total number of RSHA tasks that the Contractor is required to perform in a month)

AQL = 5% of the total number of RSHA tasks that the Contractor is required to perform in a month

Acceptance Level: 10 defects or less per month

Reject Level: 11 defects or more per month

1. Contract line item cost per month	\$30,000.00
2. Maximum payment % for this service (PRS, Column E)	100.00%
3. Maximum payment for this service (Line 1 X Line 2)	\$30,000.00
4. Total number of defects found by the QAE	32
5. Percent found unacceptable (Line 4 divided by the lot size = .16 or 16.0 %)	16%
6. Amount of deduction (Line 3 X Line 5)	\$4,800.00
7. Total payment due for the month (Line 3 minus Line 6)	\$25,200.00

Each of the RSHA requirements is a daily task, e.g., all OFFLOAD that a Contractor performs on a particular day is one task for that day; all TRANSPORT that a Contractor performs on a particular day is one task for that day; all EQUIPMENT MAINTENANCE AND REPAIR that a Contractor performs on a particular day is one task for that day, etc.

PRS (6)—PERFORM SALES AREA FLOOR CARE AS SHOWN ON EXHIBIT 4-6-1

IAW: FREQUENCIES AND STANDARDS SHOWN ON EXHIBIT 4-6-1

Method of Surveillance: Checklist

AQL: 1% (one percent) of the total square footage that the Contractor is required to clean in a month.

Intent of Surveillance: To determine whether or not the Contractor has established and implemented quality controls that achieve the results required by the contract for the performance of Sales Area Floor Care Custodial Operations.

Surveillance Tool: **CONTRACT SURVEILLANCE CHECKLIST PRS (6)**

What to Surveil: **Custodial requirements** identified on **Exhibit 4-6-1**

When to Surveil: At the end of each night custodial shift*, when the Contractor reports to the QAE that night custodial operations have been completed.

*As used here, and in the PWS, “night custodial shift” means that custodial shift when the Contractor does “deep/intensive cleaning” during hours that a commissary is not open for business. The “window of opportunity” during which a Contractor is required to perform all night custodial operations is specified in the PWS, both in terms of days to perform and a from/to hours “window” for each day the Contractor is required to perform. However, this “window of opportunity” for night custodial might not always include nighttime hours. For instance, in a small commissary that opens at 1000 each operating day, a Contractor might have a “window of opportunity” of 0500-0900 during which to do “night custodial.” Be sure to base your surveillance schedule for PRS (6) on the night custodial “window of opportunity” specified in your PWS.

How to Surveil: Visually inspect all areas of the sales floor and observe results of the Contractor’s floor care effort. Measure, to the nearest square foot, any area of sales floor found to be below standard. Check to see if the Contractor has moved all easily moveable items, cleaned floor areas underneath IAW applicable standards, and returned any such items to their original locations. Also check baseboards, moldings along walls, bases of display cases, kickplates, etc., for splash marks or any other condition that may have resulted from the Contractor’s floor care operations.

Determining Satisfactory or Unsatisfactory Performance: The following standards apply to PRS (6) Perform Sales Area Floor Care.

The paragraph numbers for the standards are those used in PWS Exhibit 4-5. The QAE shall surveil Contractor performance only IAW those standards that are consistent with contract requirements.

2. FLOOR MAINTENANCE.

2.1. GENERAL. Floor maintenance is defined to include moving or tilting furniture, trash receptacles, shopping carts, carry-out carts, handicapped carts, mobile merchandisers, and other easily moveable items to permit maintenance of the floor underneath, and returning all items moved to their original locations following completion of the floor care operations. *There is no variance associated with this standard. If during surveillance of completed floor care, a QAE discovers that the Contractor has not returned to the original location(s) an item or items that the Contractor had moved to perform floor cleaning, the*

QAE shall assess as UNSAT that amount of square footage that the item or items not returned to original location(s) occupy.

The entire floor shall be free of debris, streaks or film, scuff or heel marks, dirt/wax buildup, food residue, scratches, or other stains and discolorations ***There is no variance associated with this standard. If during surveillance of completed floor care, regardless of the type of floor covering/surface, a QAE finds any portion of a floor area that the Contractor has not cleaned IAW the standard described above, the QAE shall assess as UNSAT every square foot of floor that Contractor has not cleaned IAW this standard. This standard includes yellowing of any floor covering. If the floor finish is yellowing, the QAE shall assess every square foot of floor that is yellowing as UNSAT.***

In addition, floor maintenance operations include removing splash marks, floor cleaning solutions and mop streaks from baseboards, furniture, trash receptacles, gondolas, display cases, shelf bases, checkout stands, and other store fixtures. ***There is no variance associated with this standard. If during surveillance of completed floor care, a QAE finds any portion of baseboard, furniture, display cases, etc., that the Contractor has not cleaned IAW the standard described above, the QAE shall assess as UNSAT 0.25 (one quarter) square foot for every linear foot of baseboard, furniture base, display case base, kickplates, etc., that the Contractor has not cleaned IAW this standard.***

2.2.1. Vinyl Composition Tile (VCT). A properly maintained VCT floor shall have a uniform coating of non-skid floor finish and present a uniform glossy appearance. ***There is no variance associated with this standard. If during surveillance of completed floor care, a QAE finds any portion of VCT tile floor covering subject to floor care by the Contractor that does not present a uniform glossy appearance, the QAE shall assess as UNSAT every square foot of floor on which the Contractor has not maintained a uniform glossy appearance.***

2.2.2. VCT Slip-Resistant Floors (VCT-SR). A properly maintained VCT-SR floor shall be free of dirt and grit, if consistent with a specific brand, shall have a uniform coating of floor finish designed for use on VCT-SR resistant tile, and shall present a uniform semi-glossy/matte appearance. The QAE will have to know if any portion of the commissary sales floor area is covered with VCT-SR floor covering, and assess that portion of the commissary sales floor IAW the standard for VCT-SR, rather than IAW standard for VCT. ***There is no variance associated with this standard. If during surveillance of completed floor care, a QAE finds any portion of the VCT-SR floor covering subject to floor care by the Contractor that does not present a uniform semi-glossy/matte appearance, the QAE shall assess as UNSAT every square foot of floor on which the Contractor has not maintained a uniform semi-glossy/matte appearance.***

2.2.3. Ceramic/Terrazzo. A properly maintained ceramic/terrazzo floor shall be free of dirt and grit, if consistent with a specific brand shall have a uniform coating of floor finish designed for use on ceramic/terrazzo tile, and shall present a uniform semi-glossy/matte appearance. ***There is no variance associated with this standard. If during surveillance of completed floor care, a QAE finds any portion of the ceramic/terrazzo tile floor covering subject to floor care by the Contractor that does not present a uniform semi-glossy/matte appearance, the QAE shall assess as UNSAT every square foot of floor on which the Contractor has not maintained a uniform semi-glossy/matte appearance.***

2.2.4. Specialty Floors. Standards are under development. (These type floors have currently been installed in only a few commissaries.)

2.2.5. Asbestos Materials. IAW PWS CUSTODIAL STANDARD 2.2.5., IF THE RESULTS OF ASBESTOS TESTING IN A COMMISSARY ARE POSITIVE OR ASPHALT/VINYL FLOOR COVERING WAS INSTALLED BEFORE 1980, THE GOVERNMENT IS REQUIRED TO REPORT THE PRESENCE OF ASBESTOS MATERIALS TO A CONTRACTOR AND

IDENTIFY THE EXACT LOCATION OF SAME. OSHA requirements generally state that (i) sanding of floors containing asbestos materials is prohibited. Sanding is defined as the abrading of asbestos containing materials to even out the surface; (ii) stripping of finishes shall be conducted using low abrasion pads at speeds lower than 300 rpm and wet methods; and (iii) burnishing or dry buffing may be performed only on flooring which has sufficient finish so that the pad cannot contact asbestos containing material. A properly maintained Vinyl Asbestos Tile Floor shall have a uniform coating of non-skid floor finish and present a uniform glossy appearance.

The QAE will have to know if any portion of the commissary floor area has floor covering that contains asbestos. If the QAE finds that the Contractor is not using proper floor care procedures on a floor covering that contains asbestos, the QAE shall request that the Contractor stop floor care operations immediately, and advise the Store Director and Contracting Officer of the situation as soon as possible.

2.3. Carpeted Floors. Carpet cleaning includes techniques of vacuuming, spot removal, and shampooing. A properly cleaned carpet is free from lint, dust, dirt, food particles, gum, and stains. *There is no variance associated with this standard. If during surveillance of completed floor care in carpeted areas subject to floor care by the Contractor, a QAE finds any portion of the carpeted area that the Contractor has not cleaned IAW the standard described above, the QAE shall assess as UNSAT every square foot of the carpeted floor that the Contractor has not maintained IAW this standard.*

2.4. Concrete Floors. Includes techniques of sweeping and wet/damp mopping or machine scrubbing. Items that are easily moveable, e.g., pallets, wheeled and powered equipment, etc., shall be moved as required to clean floors, and returned to the original locations after cleaning is completed. A properly cleaned floor is free of debris, dirt, food residue and gum. *There is no variance associated with this standard. If during surveillance of completed floor care, a QAE finds any portion of the concrete area subject to floor care by the Contractor that the Contractor has not cleaned IAW the standard described above, the QAE shall assess as UNSAT every square foot of the concrete floor that the Contractor has not maintained IAW this standard.*

Other Considerations: If, during surveillance, you find a result that appears to indicate deficient Contractor performance, make certain that the conditions you find are a result of Contractor performance, and were not caused by the Government or by others, e.g., baggers, delivery personnel, patrons, vendor stockers, etc., or by conditions outside the Contractor's control. Between the time that a Contractor completes night sales floor care and the QAE surveillance of the Contractor's performance, make certain that DSD delivery persons, vendor stockers, commissary personnel (early shift receivers or Meat/Produce personnel) etc., are not responsible for apparent UNSAT conditions that you might find during surveillance.

Documenting Surveillance/Observations: Record the breakdown of any areas found to be below standard on the **PRS 6 SALES AREA FLOOR CARE SQUARE FOOTAGE DISCREPANCIES FORM**, together with the appropriate codes indicating conditions found during surveillance. Using the entries on this Form, each surveillance day, summarize the total square footage for all areas of sales floor that are below standard. Enter total square footage found to be below standard on **CONTRACT SURVEILLANCE CHECKLIST FORM for PRS (6)**, and offer the PM the opportunity to initial each of these entries. Daily entries of square footage that is below standard accumulate for a month. The codes on the Floor Care Discrepancies Form explain the details of floor care discrepancies. Record comments regarding the overall assessment of the floor, any observations, and, as necessary, any comments concerning unusual circumstances not accounted for by the codes, on a **DDO Form**. The QAEs need not prepare a separate **DDO Form** for each PRS, but shall record comments in sequence by date throughout a surveillance month, as described in the instructions for this form. Samples of these three forms follow this narrative.

Conditions Under Which to Prepare a Proposed CDR: If, at the end of a surveillance month, the surveillance record for PRS (6) for that surveillance month indicates a number of defects greater than the number of defects allowed by the AQL, which is 1% of the total sales floor square footage that the Contractor is required to clean in a month, the QAE shall prepare a proposed **CDR**. At the end of each month, the QAE shall total the daily square footage entries described above to find the total square footage for the month that the QAE had assessed as being below standard. Compare the square footage found to be below standard with the total square footage that the Contractor was required to clean in a month. For instance, if a Contractor was required to clean 25,000 sq ft per day, and performed floor care 25 days in a month, the lot size/total square footage for this month is $25,000 \times 25 = 625,000$ sq ft. The AQL for this PRS is 1% of this monthly total square footage, or 6,250 square feet. If in this situation, the QAE finds a monthly total of more than 6,250 sq ft of sales floor area that a Contractor had not cleaned IAW standard for sales floor care, the QAE shall prepare a proposed **CDR**. A sample **CDR** computation for this PRS item follows this discussion. The QAEs shall follow Region/Area Contracting Office guidance regarding whether the QAEs or Contracting Officers do these computations. A completed sample **CDR** Form is in Chapter 3.

Forwarding Proposed CDRs and Other Administrative Requirements: No later than three working days after the end of a surveillance month, the QAE shall submit the original of each proposed CDR, together with supporting documentation, to the Contracting Officer.

The forms discussed above are the only documents required to support the surveillance record or other administrative requirements for PRS (6).

SAMPLE

PRS 6-SALES FLOOR CARE SQUARE FOOTAGE DISCREPANCIES

COMMISSARY: **CAMP SWAMPY** CONTRACT NO.: **DeCA01-00-C-1000** SURVEILLANCE WEEK: **July 1**

AREAS (1)	SUN (2)	MON (2)	TUES (2)	WED (2)	THURS (2)	FRI (2)	SAT (2)
FRONT END	(2a)						100
	(2b)						1,3,6,7
QUEUING AREA							
DELI/ BAKERY							
PRODUCE AREA							
MEAT AREA							101
DAIRY AREA							1,3,6,7
FROZEN FOODS							
HB&A AREA							
REGISTER AREA							
FRONT AISLE							
BACK AISLE							
AISLES 1 & 2							
AISLES 3 & 4							
AISLES 5 & 6							
AISLES 7 & 8							20
AISLES 9 & 10							7,8

This form is used to "break down" sales floor square footages found "deficient" each day. The form identifies areas commonly found in all commissaries, but also has blank spaces that a QAE may use to "tailor" the form for use in any commissary facility. Enter "deficient" square footage in top row for each area. Enter codes at bottom of form in bottom row of each area to describe conditions associated with "deficient" square footage. Make additional remarks, as necessary to describe conditions not shown in codes. Blank form and instructions at Appendix K.

Days/dates shown are actual for July 2000
 Sample premised on a 6 day (Tuesday through Sunday) commissary ops schedule, with Day Stocking/Custodial Tuesday through Sunday; Night Stocking/Custodial Monday night/Tuesday morning through Saturday night/Sunday morning; RSHA ops Monday through Saturday, and Meat Custodial Tuesday through Sunday.

QUALITY STANDARD CODES:

1. LACK OF UNIFORM GLOSSY APPEARANCE	12. OTHER SOILING MATERIALS
2. DEBRIS	13. TRASH
3. SCUFF AND HEEL MARKS	14. DIRT
4. WAX BUILD-UP	15. STICKY SUBSTANCE
5. FOOD RESIDUE	16. GUM
6. SCRATCHES	17. DUST
7. STAINS	18. LINT
8. DISCOLORATION	19.
9. SMEAR AND/OR FILM	20.
10. SPLASH MARKS	21.
11. STANDING WATER AND OR LIQUID	22.

DEFECT DOCUMENTATION/OBSERVATIONS

SAMPLE

(QAEs shall use this form to record comments on all PRSs and on all observations.

QAEs shall record comments daily, rather than attempt to reconstruct the surveillance record weekly or monthly)

(1) COMMISSARY: Camp Swampy			(2) CONTRACT NO.: DeCA01-00-C-1000		
(3) CONTRACTOR: ABC Company			(4) QAE: Joseph Oversight		
(5) DATE	(6) PRS#	(7) REMARKS			
7/1/00	1	RANDOM SAMP	The DDO Form will NOT normally be used to record information about defective square footage found when surveilling performance under PRS-6. This information is recorded on the SALES FLOOR SQUARE FOOTAGE DISCREPANCIES Form. However, as necessary, the QAE may record any comments on the DDO Form about unusual conditions found when surveilling performance under PRS-6.		
7/1/00	2	FOUND 25 MIS			
7/1/00	7	FLOOR CARE T			
7/1/00	-	DURING RANDOM SAMPLE CHECKS OF ITEM #6 ON RANDOM SAMPLE LIST, OBSERVED THAT THIS ITEM (LOCATED ON TOP SHELF) WAS STACKED ABOVE 6 1/2' HEIGHT LIMIT. CONTRACTOR CORRECTED ON THE SPOT.			
			PM and QAE initial after each day's entries to indicate that QAE has made PM aware of comments → JO AC		
7/2/00	4	UNSAT 93.0% STOCK AVAILABILITY. PM SAID THAT HE WOULD REVIEW ORDER PROCEDURES.			
7/2/00	8	PREPARATION AND PRECAUTIONS UNSAT. REPERFORMED AND CHANGED TO SAT. CONTRACTOR HAD NOT MOVED PACKAGES OF TRAYS.			
7/2/00	8	CLEAN & SANITIZE UNSAT. REPERFORMED & CHANGED TO SAT. FOUND MEAT PARTICLES IN GRINDER HOPPER.			
			JO AC		
7/5/00	5	OFFLOAD UNSAT; CONTRACTOR OFFLOADED 20 PALLETS IN 1 HOUR AND 20 MINUTES -SLOWER THAN STANDARD PERMITS.			
7/5/00	5	TRANSPORT UNSAT; DID NOT TRANSPORT FROZEN FOOD IAW THE STANDARD-NOT MOVED FROM RECEIVING AREA UNTIL 45 MINUTES AFTER RECEIVING COMPLETED.			
7/5/00	5	PALLETS UNSAT; REPERFORMED AND CHANGED TO SAT. PALLETS NOT HANDLED IAW THE STANDARD. FAILED TO LOAD EXCHANGE PALLETS ON ABC DISTRIBUTOR TRAILER. LOADED EXCHANGE PALLETS ONLY AFTER I REMINDED CONTRACTOR TWICE TO DO SO.			
			JO AC		
7/6/00	3	FOUND SEVERAL PIECES OF CARDBOARD ON AISLE #3. CONTRACTOR REMOVED IMMEDIATELY. ORIGINAL UNSAT CHANGED TO SAT UPON REPERFORMANCE.			
7/6/00	7	BREAKROOM LOW CLEANING UNSAT; CHANGED TO SAT UPON REPERFORMANCE. FOUND STICKY SUBSTANCE ON TOPS OF SEVERAL TABLES. CONTRACTOR REPERFORMED IMMEDIATELY.			
			JO AC		
7/7/00	2	FOUND 23 "GO BACKS" THAT CONTRACTOR HAD NOT PUT IN PROPER LOCATION. CONTRACTOR RETURNED ITEMS IMMEDIATELY UPON DISCOVERY. UNSAT TO SAT			
			JO AC		

Days/dates shown are actual for July 2000. Sample premised on 6-day (Tuesday through Sunday) commissary ops schedule, with Day Stocking/Custodial Tuesday through Sunday; Night Stocking/Custodial Monday night/Tuesday morning through Saturday night/Sunday morning; RSHA ops Monday through Saturday, and Meat Custodial Tuesday through Sunday.

This form is used to record QAE comments that explain the reasons for UNSATs and the reasons why UNSATs were changed to SATs. It is used to record QAE observation comments about PWS requirements that are not surveilled under the PRS. The QAE may also include appropriate comments on any other matter that is relevant to Contractor performance under the contract. The "rule" for using this form is: "If an event occurs that relates to Contractor performance or that affects Contractor operations under the contract, the QAE shall record comments about that event on this form". Blank form and instructions at Appendix O.

SAMPLE CDR COMPUTATION FOR: PRS 6 - Perform Sales Area Floor Care**Services Surveilled by Checklist****STORE: Camp Swampy Commissary****Lot Size: 550,000 SF (22,000 SF X 25 Days the Contractor is required to perform per month)****AQL: 1% (550,000 SF X .01 = 5,500 SF)****Acceptance Level: 5,500 SF or less****Reject Level: 5,501 SF or more**

1.	Contract line item cost per month	\$13,500.00
2.	Maximum payment % for this service (PRS, Column E)	55.00%
3.	Maximum payment for this service (Line 1 X Line 2)	\$7,425.00
4.	Total number of defects found by the QAE per month	9,575 SF
5.	Percent found unacceptable (Line 4 divided by the lot size = .0174 or 1.74%)	1.74
6.	Amount of deduction (Line 3 X Line 5)	\$129.20
7.	Total payment due for the month (Line 3 minus Line 6)	\$7,295.80

PRS (7)—PERFORM ALL CUSTODIAL OPERATIONS EXCLUDING SALES AREA FLOOR CARE AND MEAT AS SHOWN ON EXHIBITS 4-6-2, 4-6-3 AND 4-6-4.

IAW: Frequencies and Standards shown on Exhibits 4-6-2, 4-6-3, and 4-6-4.

Method of Surveillance: Checklist

AQL: 5% (five percent) of total tasks that the Contractor is required to perform during a month

Intent of Surveillance: To determine whether or not the Contractor has established and implemented quality controls that achieve the results required by the contract for performance of Custodial Operations other than Sales Area Floor and Meat.

Surveillance Tool: **CONTRACT SURVEILLANCE CHECKLIST PRS (7)**

What to Surveil: Custodial tasks identified on Exhibits 4-6-2, 4-6-3 and 4-6-4.

When to Surveil: At the end of each night custodial shift*, when the Contractor reports to the QAE that night custodial operations have been completed.

*As used here, and in the PWS, “night custodial shift” means that custodial shift when the Contractor does “deep/intensive cleaning” during hours that a commissary is not open for business. The “window of opportunity” during which a Contractor is required to perform all night custodial operations is specified in the PWS, both in terms of days to perform and a from/to hours “window” for each day the Contractor is required to perform. However, this “window of opportunity” for night custodial might not always include nighttime hours. For instance, in a small commissary that opens at 1000 each operating day, a Contractor might have a “window of opportunity” of 0500-0900 during which to perform “night custodial.” Be sure to base your surveillance schedule for PRS (7) on the night custodial “window of opportunity” specified in your PWS.

How to Surveil:

1) The QAE shall **surveil all custodial tasks included on Exhibits 4-6-2, 4-6-3 and 4-6-4.** The QAE can determine the total number of tasks for a particular month by finding the total of all tasks of every frequency (including floor care as described below) that the Contractor is required to perform in that month. Tasks required at daily, weekly, and monthly frequency are counted every month IAW the custodial schedule that the Contractor has provided to the Government. Tasks required at less than a monthly frequency are counted only in the months in which the Contractor has scheduled performance of these tasks. The computation for any month is as follows: (#daily tasks X # days scheduled)+(#weekly tasks X #instances scheduled)+(monthly tasks X 1)+(tasks required at less than monthly frequency that are scheduled for completion during a particular month)=total tasks/lot size.

2) As part of this surveillance of tasks, the QAE shall **surveil all daily and other frequency floor care and outside clean up that is included in PRS 7 as one daily task.** This floor care task is described on **Exhibit 4-6-2 and Exhibit 4-6-4.** The Contractor will have performed this daily task satisfactorily if the QAE finds no more than 2 percent of the total square footage that the Contractor is required to clean on a day not cleaned satisfactorily. For instance, if on a particular day a Contractor is required to clean 25,000 sq ft in the RSHA, 5,000 sq ft in outside rear of commissary, 5,000 sq ft in outside front of commissary, for a total of 35,000 sq ft, this daily task will be assessed as satisfactory as long as the QAE does not identify more than 2 percent of this 35,000 sq ft ($35,000 \times .02 = 700$ sq ft) as not cleaned IAW the standards for the various areas that make up this 35,000 sq ft total. If, in this situation, a QAE finds more than 700 sq ft that the Contractor had not cleaned properly, the QAE shall issue an UNSAT for this daily task. The total square footage and associated variance for this task could change from day to day if one

day's total includes only square footage done at daily frequency, e.g., 35,000 sq ft; and another day's total includes square footage done at daily frequency plus square footage done at weekly frequency, e.g., 35,000 sq ft plus a combined total of 2,000 sq ft in office space, restrooms, and locker rooms = 37,000 sq ft x .02 = 740 sq ft. If, in this situation, a QAE finds more than 740 sq ft that the Contractor has not cleaned properly, the QAE shall issue an UNSAT for this daily task.

Determining Satisfactory or Unsatisfactory Performance:

PRS-7 FLOOR CARE TASK:

The following PWS custodial standards relate to the floor care task in PRS (7). As indicated on PWS EXHIBITS 4-6-2 and 4-6-4, this task includes floor care in all offices, admin stairways/hallways, break rooms, locker rooms, and restrooms; as well as floor care in the RSHA, and clean up in outside areas. Paragraph numbers for standards are those used in PWS Exhibit 4-5. The QAE shall surveil Contractor performance only IAW those standards that are consistent with contract requirements.

2. FLOOR MAINTENANCE.

2.1. GENERAL. Floor maintenance is defined to include moving or tilting furniture, trash receptacles, and other easily moveable items to permit maintenance of the floor underneath; and returning all items moved to their original locations following completion of floor care operations. *There is no variance associated with this standard. If during surveillance of completed floor care, a QAE discovers that a Contractor has not returned to original location(s) an item or items that the Contractor had moved to perform floor cleaning, the QAE shall assess as UNSAT that amount of square footage that the item or items not returned to the original location(s) occupy.*

The entire floor shall be free of debris, streaks or film, scuff or heel marks, dirt/wax buildup, food residue, scratches, or other stains and discolorations. *There is no variance associated with this standard. If during surveillance of completed floor care, regardless of the type of floor covering/surface, a QAE finds any portion of a floor area that the Contractor has not cleaned IAW the standard described above, the QAE shall assess as UNSAT every square foot of floor that the Contractor has not cleaned IAW this standard. This standard includes yellowing of any floor covering. If the floor finish is yellowing, the QAE shall assess every square foot of floor that is yellowing as UNSAT.*

In addition, floor maintenance operations include removing splash marks, floor cleaning solutions and mop streaks from baseboards, furniture, trash receptacles, and other fixtures. *There is no variance associated with this standard. If during surveillance of completed floor care, a QAE finds any portion of baseboard, furniture, display cases, etc., that the Contractor has not cleaned IAW the standard described above, the QAE shall assess as UNSAT 0.25 (one quarter) square foot for every linear foot of baseboard, furniture base, display case base, kickplates, etc., that the Contractor has not cleaned IAW this standard.*

2.2.1. Vinyl Composition Tile (VCT). A properly maintained VCT floor shall have a uniform coating of non-skid floor finish and present a uniform glossy appearance. *There is no variance associated with this standard. If during surveillance of completed floor care, a QAE finds any portion of the VCT tile floor covering subject to floor care by the Contractor that does not present a uniform glossy appearance, the QAE shall assess as UNSAT every square foot of floor on which the Contractor has not maintained a uniform glossy appearance.*

2.2.2. VCT Slip-Resistant Floors (VCT-SR). A properly maintained VCT-SR floor shall be free of dirt and grit, if consistent with a specific brand, shall have a uniform coating of floor finish designed for

use on VCT-SR resistant tile, and shall present a uniform semi-glossy/matte appearance. The QAE will have to know if any portion of the commissary sales floor area is covered with VCT-SR floor covering, and assess that portion of the commissary sales floor IAW the standard for VCT-SR, rather than IAW the standard for VCT. ***There is no variance associated with this standard. If during surveillance of completed floor care, a QAE finds any portion of the VCT-SR floor covering subject to floor care by the Contractor that does not present a uniform semi-glossy/matte appearance, the QAE shall assess as UNSAT every square foot of floor on which the Contractor has not maintained a uniform semi-glossy/matte appearance.***

2.2.3. Ceramic/Terrazzo. A properly maintained ceramic/terrazzo floor shall be free of dirt and grit, if consistent with a specific brand shall have a uniform coating of floor finish designed for use on ceramic/terrazzo tile, and shall present a uniform semi-glossy/matte appearance. ***There is no variance associated with this standard. If during surveillance of completed floor care, a QAE finds any portion of the ceramic/terrazzo tile floor covering subject to floor care by the Contractor that does not present a uniform semi-glossy/matte appearance, the QAE shall assess as UNSAT every square foot of floor on which the Contractor has not maintained a uniform semi-glossy/matte appearance.***

2.2.4. Specialty Floors. Standards are under development. (These type floors have currently been installed in only a few commissaries.)

2.2.5. Asbestos Materials. **IAW PWS CUSTODIAL STANDARD 2.2.5., IF THE RESULTS OF ASBESTOS TESTING IN A COMMISSARY ARE POSITIVE OR ASPHALT/VINYL FLOOR COVERING WAS INSTALLED BEFORE 1980, THE GOVERNMENT IS REQUIRED TO REPORT THE PRESENCE OF ASBESTOS MATERIALS TO A CONTRACTOR AND IDENTIFY THE EXACT LOCATION OF SAME.** OSHA requirements generally state that (i) sanding of floors containing asbestos materials is prohibited. Sanding is defined as the abrading of asbestos containing materials to even out the surface; (ii) stripping of finishes shall be conducted using low abrasion pads at speeds lower than 300 rpm and wet methods; and (iii) burnishing or dry buffing may be performed only on flooring which has sufficient finish so that the pad cannot contact asbestos containing material. A properly maintained Vinyl Asbestos Tile Floor shall have a uniform coating of non-skid floor finish and present a uniform glossy appearance. ***The QAE will have to know if any portion of the commissary floor area has floor covering that contains asbestos. If the QAE finds that the Contractor is not using proper floor care procedures on a floor covering that contains asbestos, the QAE shall request that the Contractor stop floor care operations immediately, and advise the Store Director and Contracting Officer of the situation as soon as possible.***

2.3. Carpeted Floors. Carpet cleaning includes techniques of vacuuming, spot removal, and shampooing. A properly cleaned carpet is free from lint, dust, dirt, food particles, gum, and stains. ***There is no variance associated with this standard. If during surveillance of completed floor care in carpeted areas subject to floor care by the Contractor, a QAE finds any portion of the carpeted area that a Contractor has not cleaned IAW the standard described above, the QAE shall assess as UNSAT every square foot of the carpeted floor that the Contractor has not maintained IAW this standard.***

2.4. Concrete Floors. Includes techniques of sweeping and wet/damp mopping or machine scrubbing. Items that are easily moveable, e.g., pallets, wheeled and powered equipment, etc., shall be moved as required to clean floors, and returned to the original locations after cleaning is completed. A properly cleaned floor is free of debris, dirt, food residue and gum. ***There is no variance associated with this standard. If during surveillance of completed floor care, a QAE finds any portion of the concrete area subject to floor care by the Contractor, including area under pallets, that the Contractor has not cleaned IAW the standard described above, the QAE shall assess as UNSAT every square foot of the concrete floor that the Contractor has not maintained IAW this standard.***

13. Outside Areas. The Contractor shall clean all outside areas described in the PWS so that all are free of debris, to include cigarette butts and ashes, food residue, gum, (and, if applicable) ice and snow accumulation. *There is no variance associated with this standard. If during surveillance of completed outside clean-up, a QAE finds any portion of the outside area that the Contractor has not cleaned IAW the standard described above, the QAE shall assess as UNSAT every square foot of the outside area that the Contractor has not maintained IAW this standard.*

15. RECEIVING/STORAGE/HOLDING AREA (RSHA). Involves using sweeping, mopping or machine scrubbing, and other techniques to clean the various portions of the RSHA shown on charts that are part of EXHIBIT 4-6-4, CUSTODIAL TASKS, FREQUENCIES, AND QUALITY STANDARDS. During floor cleaning operations, the Contractor shall move items that are not permanently attached to the floor, e.g., pallets, equipment, etc., as necessary to clean the floor to the prescribed standard, and return all items moved to their original locations following completion of the floor care operation. This cleaning requirement includes the cardboard baler/compactor area in the RSHA. Properly cleaned RSHA areas are free of debris, dirt, gum, and food residue.

There is no variance associated with this standard. If during surveillance of completed RSHA floor care, a QAE finds any portion of the RSHA floor area that the Contractor has not cleaned IAW the standard described above, the QAE shall assess as UNSAT every square foot of the RSHA area that the Contractor has not maintained IAW this standard. Additionally, if, upon surveillance of floor care, a QAE discovers that the Contractor has not returned to original location(s) an item or items that the Contractor had moved to perform floor cleaning, the QAE shall assess as UNSAT that amount of square footage that the item or items not returned to original location(s) occupy.

PRS-7 TASKS OTHER THAN FLOOR CARE:

The following PWS custodial standards relate to tasks other than floor care in PRS (7). Each task here is identified in a block on Exhibits 4-6-2, 4-6-3, and 4-6-4 of the PWS. For instance, Low Cleaning in all parts of the Sales Area is counted as one task each time that the Contractor performs this task; Low Glass and Window Cleaning in all Offices is counted as one task each time that the Contractor performs this task; High Cleaning in all Break Rooms is counted as one task each time that the Contractor performs this task; Ash and Trash Removal in the RSHA is counted as one task each time that the Contractor performs this task; Cleaning Light Fixtures in Restrooms is counted as one task each time that the Contractor performs this task; Cleaning Queuing Ropes and Stanchions is counted as one task each time that the Contractor performs this task, Cleaning Underneath Gondolas is counted as one task each time that the Contractor performs this task, etc. Paragraph numbers are those used in PWS Exhibit 4-5. The QAE shall surveil Contractor performance only IAW those standards that are consistent with contract requirements.

3. UNDERNEATH CLEANING:

3.1. Store/Sales Areas. Underneath cleaning applies to the undersides and floor areas beneath shelves/gondolas, end cap and other off shelf displays and non-mobile merchandisers. Gondola is defined as a shelf or group of shelves upon which merchandise is displayed. The Government checks these areas at fixed frequencies; but the Contractor shall also clean these areas as breakage or spillage occurs in these areas. After cleaning, underneath areas shall be free of debris, standing water, dust and other soiling materials.

3.1.1. Cleaning Underneath Gondolas. *The QAE shall determine which of the following is included in the contract and surveil IAW the appropriate standard.*

1 Gondolas without Kickplates. Involves techniques of sweeping and mopping.

2A Gondolas with Kickplates. (KICKPLATES REMOVABLE ONLY AFTER REMOVING THE BOTTOM SHELVES.) The Contractor shall remove merchandise from the bottom shelves of gondola sections to be cleaned; move merchandise, if required, to a temporary holding area as designated by the Store Director; remove bottom shelves and kickplates; sweep and mop the underneath areas; clean and replace the kickplates and shelves; and replace merchandise previously removed.

2B Gondolas with Kickplates. (KICKPLATES REMOVABLE WITHOUT REMOVING THE BOTTOM SHELVES.) The Contractor shall remove the kickplates; sweep and mop the underneath areas; and clean and replace the kickplates.

1, 2A and 2B: *There is no variance associated with these standards. If during surveillance of a completed task, a QAE finds any portion of the area underneath gondolas that the Contractor has not cleaned IAW the standard described in 3.1., the QAE shall assess the Contractor's performance of this task as UNSAT.*

2A ONLY: *The requirement for the Contractor to remove merchandise from the bottom shelves of gondola sections to be cleaned; move merchandise, if required, to a temporary holding area as designated by the Store Director; remove bottom shelves and kickplates; and replace merchandise previously removed is subject to observation only.*

3.1.2. End Cap and Other Off Shelf Displays. The Contractor shall move empty end caps or display pieces, sweep and mop underneath, wax if needed to maintain the floor care standard, return empty end/display pieces to their original locations, and clean the outer surfaces of end caps/display pieces. The Government will coordinate its display dismantling/building schedule with the Contractor, so that the Contractor can perform this task after the display merchandise has been removed from end caps/display pieces. The Contractor is not required to move stock to or from end caps or other display areas if the requirement to build/dismantle displays is not in the contract. *There is no variance associated with this standard. If during surveillance of a completed task, a QAE finds any portion of the area underneath end caps/off shelf displays that the Contractor has not cleaned IAW the standards described in 3.1. and 3.1.2., the QAE shall assess the Contractor's performance of this task as UNSAT. The requirement for the Contractor to clean the outer surfaces of end caps/display pieces is subject to observation only.*

3.1.3. Non-Mobile Merchandisers. Non-mobile merchandisers are those display pieces that are not permanently attached; but which also do not have wheels or are too heavy to move frequently, e.g., produce tables and melon/pumpkin bins, mini coolers for soda, water, etc. The Contractor shall move non-mobile merchandisers, sweep and mop underneath, wax if needed to maintain the floor care standard, return the merchandisers to their original locations, and clean the outer surfaces. The Contractor shall move the merchandise, as needed, from and back to the shelving. *There is no variance associated with this standard. If during surveillance of a completed task, a QAE finds any portion of the area underneath Non-Mobile Merchandisers that the Contractor has not cleaned IAW the standards described in 3.1. and 3.1.3., the QAE shall assess the Contractor's performance of this task as UNSAT.*

The requirement for the Contractor to return merchandisers to their original locations, clean the outer surfaces, and move merchandise, as needed, from and back to the shelving, is subject to observation only.

3.2. Receiving/Storage/Holding Areas. Underneath cleaning applies to the floor areas beneath storage racks in the RSHA. After cleaning, the areas underneath the storage racks shall be free from debris, standing water, dust, food residue, and other soiling materials.

There is no variance associated with this standard. If during surveillance of a completed task, a QAE finds any portion of the area underneath storage racks in the RSHA that the Contractor has not

cleaned IAW the standards described in 3.2, the QAE shall assess the Contractor's performance of this task as UNSAT.

4. CLEANING. Cleaning involves techniques of dusting and damp wiping. A properly cleaned surface is free of dirt, dust, food residue, grease, smudges, marks, streaks, spots, water residue, or other soiling materials.

4.1. Structural Components and Equipment. This task applies to ceilings, walls, wall-mounted fixtures, venetian blinds, pillars, partitions, doors, including frames and jambs, gondolas, exteriors of all display cases (except any glass or mirrored surfaces), and fronts and sides of checkstands. In the RSHA, this includes cardboard baler(s), storage racks and overhead doors.

4.1.1. Low Cleaning. Cleaning all areas/items identified in 4.1. above, to a height of 8 feet above floor level.

4.1.2. High Cleaning. Cleaning all areas/items identified in 4.1. above, to a height between 8 feet and 20 feet above floor level. Areas 20 feet or more above floor level are excluded from custodial requirements.

There is no variance associated with this standard. If during surveillance of a completed task, a QAE finds that the Contractor has not cleaned any portion of the area identified for High or Low Cleaning on Exhibits 4-6-2, 4-6-3, and 4-6-4 IAW the standard described above, the QAE shall assess the Contractor's performance of this task as UNSAT.

4.2. Refrigerator/Microwave Cleaning (Breakroom). A properly cleaned refrigerator and microwave is free of dirt, dust, grease, food particles, streaks, spots, water residue, or other matter both inside and outside. Prior to each scheduled refrigerator cleaning, commissary personnel shall remove all food and beverage items from the refrigerator.*

There is no variance associated with this standard. If during surveillance of a completed task, a QAE finds that the Contractor has not cleaned any portion of the Refrigerator/Microwave IAW the standard described above, the QAE shall assess the Contractor's performance of this task as UNSAT.

**With regard to commissary responsibility for removing the items from refrigerators to accommodate Contractor cleaning, the QAE should post a notice (or arrange to have commissary management post a notice) that advises commissary personnel when the Contractor will perform refrigerator cleaning. If the commissary's personnel do not cooperate by removing the items from refrigerators at appropriate times, the QAE should bring the matter to management's attention for resolution.*

4.3. Restroom Cleaning. This task applies to urinals, toilets, wash basins, floor sinks, any other equipment, partitions, and walls. The Contractor shall not use cloths, sponges, and/or disinfectant solutions used for cleaning restrooms for any other purpose.

4.3.1. Restroom Supply Replenishment. The Contractor shall furnish and replenish toilet tissue, paper towels, liquid soap, deodorizer, air freshener (THE FOLLOWING TWO ITEMS ARE OPTIONAL BY COMMISSARY) toilet seat covers, and diaper change station liners in restrooms. Toilet tissue shall be at least two-ply if used in roll size, one-ply for jumbo-sized dispensers.

There is no variance associated with this standard, including Restroom Supply Replenishment, which is associated with restroom cleaning. If during surveillance of a completed task, a QAE finds that a Contractor has not cleaned any portion of the restrooms other than the floor that a Contractor is required to clean, to the standard described above, or that the Contractor has not replenished restroom supplies during night custodial operations, the QAE shall assess the Contractor's performance of this task as UNSAT. The QAE shall NOT surveil Contractor performance regarding the "use only for

restroom cleaning” requirement stated in 4.3., but shall make observations about Contractor performance IAW with this requirement.

5. SANITIZE. Sanitize means adequate bactericidal treatment of cleaned surfaces by a process that is generally recognized as effective in destroying most microorganisms. The Contractor shall use cleaning agents, utensils, and supplies authorized in U. S. Department of Agriculture (USDA) Publication 1419, List of Proprietary Substances and Nonfood Compounds Authorized for Use Under USDA Inspection and Grading Programs.

5.1. Clean and Sanitize Drinking Fountains. Applying authorized disinfectant materials to all cleaned porcelain and polished metal surfaces, including the orifices and drains. After cleaning, the entire drinking fountain shall be free from streaks, stains, spots, smudges, scale, and other obvious soil. Polished metal shall have a shiny appearance.

There is no variance associated with this standard. If during surveillance of a completed task, a QAE finds that the Contractor has not cleaned and sanitized any portion of a drinking fountain or drinking fountains IAW the standard described above, the QAE shall assess the Contractor's performance of this task as UNSAT.

6. WALK-OFF MATS/RUNNERS/CASHIER AND DISPLAY CASE MAT(S). The Contractor shall clean (remove soil and grit) and restore the resiliency of the pile to carpet-type mats/runners. Rubber or polyester mats/runners shall be swept, vacuumed, or hosed-down outside to remove soil and grit. Floor mats and runners located in front of entrance areas, display cases, cashier areas, and other store/sales areas shall be removed to allow cleaning of the sales floor, cleaned as described above, based on the type of mats used in the store, and replaced in their original locations after the sales floor is cleaned.

There is no variance associated with this standard. If during surveillance of a completed task, a QAE finds that the Contractor has not cleaned one or more mats/runners IAW the standard described above, the QAE shall assess the Contractor's performance of this task as UNSAT.

7. QUEUING ROPES/STANCHIONS. Properly cleaned queuing ropes and stanchions shall be free of dirt, food residue, gummy/sticky substances, and any other soiling materials. Polished metal surfaces shall have a shiny appearance.

There is no variance associated with this standard. If during surveillance of a completed task, a QAE finds that the Contractor has not cleaned one or more of the Queuing Ropes/Stanchions IAW the standard described above, the QAE shall assess the Contractor's performance of this task as UNSAT.

8. ASH AND TRASH REMOVAL AND CLEANING. Ashtrays and smoking urns shall be emptied and damp wiped. Ash receptacles shall be free of visible dirt, dust, cleaning aids, or other soiling materials. Ashes and debris from cigarette butt receptacles shall be placed in a nonflammable container. Waste receptacles shall be emptied at designated waste pick-up stations. Close lids or doors of dumpsters and other waste collection containers when these are not in immediate use. Waste receptacles shall be lined with a plastic bag. The bag should fit the container with sufficient excess to securely close the bag when full.

There is no variance associated with this standard. If during surveillance of a completed task, a QAE finds that the Contractor has not performed Ash and Trash Removal and Cleaning IAW the standard described above, the QAE shall assess the Contractor's performance of this task as UNSAT.

9. AISLE MARKERS. Cleaning of aisle markers includes dusting and/or damp wiping. A properly cleaned aisle marker is free of bugs, dirt, dust, grease, stains, spots, or other soiling materials.

There is no variance associated with this standard. If during surveillance of a completed task, a QAE finds that the Contractor has not cleaned one or more Aisle Markers IAW the standard described above, the QAE shall assess the Contractor's performance of this task as UNSAT.

10. LIGHT FIXTURES. Light fixture cleaning includes opening or removing covers and cleaning both the inside and outside of covers. A properly cleaned light fixture is free of bugs, dirt, dust, grease, stains, spots, or other matter. Light fixtures in excess of 20 feet from the floor are excluded from this contract. *There is no variance associated with this standard. If during surveillance of a completed task, a QAE finds that the Contractor has not cleaned one or more Light Fixtures IAW the standard described above, the QAE shall assess the Contractor's performance of this task as UNSAT.*

11. GLASS AND WINDOW CLEANING. Glass and window cleaning applies to exterior and interior windows, glass partitions, glass in doors (to include entry/exit doors), directory boards, mirrors, etc. Except for glass/mirrors in the meat and produce display cases, both exterior and interior glass surfaces and mirrors on display cases are included as part of glass cleaning in the store/sales areas. Glass and window cleaning includes adjacent trim, screens, frames, transoms, structural glass, and ledges. In the meat processing area, GLASS AND WINDOW CLEANING applies to all glass and mirrored surfaces that are part of doors that open into this area or that are part of walls or other structures that enclose this area. A properly cleaned glass surface/mirror is free of dirt, dust, grease, streaks, spots, fingerprints, or any other soiling matter. Where present, screens are to be removed, cleaned of all soiling materials, and replaced.

11.1. Low Glass and Window Cleaning. Cleaning all glass and windows described in 11.above to a height of 8 ft above floor level. Any glass surface or structure that begins lower than 8 feet above the floor is defined to be low glass even if the glass surface or structure continues above 8 feet.

11.2. High Glass and Window Cleaning. Cleaning all glass and windows described in 11. above to a height of between 8 ft and 20 ft above floor level. Only glass surfaces or structures that begin 8 feet or higher above the floor are high glass. Areas 20 ft or more above floor level are excluded from custodial requirements.

There is no variance associated with this standard. If during surveillance of a completed task, a QAE finds that the Contractor has not cleaned any one or more portions of the Glass/Window area identified for High or Low Glass and Window Cleaning on Exhibits 4-6-2, 4-6-3, and 4-6-4 IAW the standard described above, the QAE shall assess the Contractor's performance of this task as UNSAT.

12. DUCT AND LOUVER CLEANING. The outer surfaces of exposed ducts, louvers, and vents are cleaned to remove all visible dust, dirt, streaks, and other soiling materials. Cleaning of the interior of ducts or conduits is excluded from this contract.

12.1. Low Duct and Louver Cleaning. Cleaning ducts and louvers under 8 feet above the floor to meet the standards in 12. above.

12.2. High Duct and Louver Cleaning. Cleaning ducts and louvers above 8 feet from the floor to meet the standards in 12. above. Ducts and louvers above 20 feet from the floor are excluded from this contract.

There is no variance associated with this standard. If during surveillance of a completed task, a QAE finds that the Contractor has not cleaned one or more Ducts or Louvers identified for High or Low Duct and Louver Cleaning on Exhibits 4-6-2, 4-6-3, and 4-6-4 IAW the standard described above, the QAE shall assess the Contractor's performance of this task as UNSAT.

Other Considerations : If, during surveillance, you find a result that appears to indicate deficient Contractor performance, make certain that the conditions you find are a result of Contractor performance, and were not caused by the Government or by others, e.g., baggers, delivery personnel, patrons, vendor stockers, etc., or by conditions outside the Contractor's control. Given the number of tasks surveilled under PRS (7), there are innumerable examples that could be used to illustrate how circumstances might

conspire against a Contractor. For instance, if the wind is blowing, and carrying bits of paper and other trash from areas adjacent to the commissary that the Contractor is not responsible for cleaning to areas that the Contractor has already cleaned, under these circumstances, it may be virtually impossible for the Contractor to actually perform outside clean-up IAW the standard. When you surveil these various tasks, consider the many and varied ways that the result of Contractor performance might have been affected by persons or circumstances over which the Contractor has little or no control.

Documenting Surveillance/Observations :

For Floor Care Task: Record the breakdown of any areas found to be below standard on the **PRS 7 FLOOR CARE TASK SQUARE FOOTAGE DISCREPANCIES FORM**, together with the applicable codes indicating the conditions found during surveillance. Using the entries on this Form, each surveillance day, summarize the total square footage for all areas of the floor care tasks that are below standard. Determine whether or not the total square footage found deficient is greater/less than two percent of total square footage that the Contractor was responsible for cleaning. As appropriate to the surveillance finding, enter “S” or “U” in the “RATING” block of “FLOOR, ALL OTHER AREAS, CLEANING” portion of the **CONTRACT SURVEILLANCE CHECKLIST FORM for PRS (7)**, and offer the PM the opportunity to initial each of these entries. The codes on the Floor Care...Discrepancies Form explains the details of the floor care discrepancies. Record comments regarding the overall assessment of the floor, any observations, and, as necessary, any comments concerning unusual circumstances not accounted for by the codes, on a **DDO Form**. The QAEs need not prepare a separate **DDO Form** for each PRS, but shall record comments in sequence by date throughout a surveillance month, as described in the instructions for this form.

For All Tasks Other Than Floor Care Surveilled under PRS (7): Use the portions of the **CONTRACT SURVEILLANCE CHECKLIST** designed for use in surveilling tasks under PRS (7) other than floor care to record the surveillance results associated with all the tasks other than floor care. Record comments to support surveillance results and observations on a **DDO FORM**. The QAEs need not prepare a separate **DDO Form** for each PRS, but shall record comments in sequence by date throughout a surveillance month, as described in the instructions for this form.

Samples of all forms discussed above follow this narrative.

Conditions Under Which to Prepare a Proposed CDR: If, at the end of a surveillance month, the surveillance record for PRS (7) for that surveillance month indicates a number of defects greater than the number of defects allowed by the AQL, which is 5% of the total number of tasks that the Contractor is required to perform in a month, the QAE shall prepare a proposed **CDR**. At the end of a month the QAE shall count the total number of tasks that the Contractor was required to perform during that month, as described above in ‘How to Surveil.’ The QAE shall then total the number of UNSATs for all tasks, including floor care, for that month. If the number of UNSAT tasks is greater than 5% of the total number of tasks for the month, the QAE shall prepare a proposed **CDR**. For instance, if the total number of tasks that a Contractor is required to perform in a particular month is 250, the AQL for that month is 5% of 250 = 12.5, rounded up to 13 (round any fractional value of 0.5 or above up to the next whole number). If a QAE assesses the floor care task as UNSAT seven times in this month, and assesses all tasks other than floor care as UNSAT a total of 23 times throughout the month, the total UNSATs for this month would be 30, which is a greater number of UNSATs than the 13 UNSATs that the AQL for this month allows. Because the number of workdays may vary from month to month, and also because the Contractor might perform certain less-than-monthly-frequency tasks in one month, but not in another, the total number of tasks, and the number of tasks that make up the AQL, may vary from month to month. However, in any month, the QAE would determine whether or not to issue a proposed **CDR** IAW the procedures described above. In the example described above, the QAE would prepare a proposed **CDR**. A sample **CDR** computation for this PRS item follows this discussion. The QAEs shall follow

Region/Area Contracting Office guidance regarding whether the QAEs or Contracting Officers do these computations. A completed sample **CDR** Form is in Chapter 3.

Forwarding Proposed CDRs and Other Administrative Requirements: No later than three working days after the end of a surveillance month, the QAE shall submit the original of each proposed **CDR**, together with supporting documentation, to the Contracting Officer.

The forms discussed above are the only documents required to support the surveillance record or other administrative requirements for PRS (7).

SAMP I F

CONTRACT CUSTODIAL SURVEILLANCE CHECKLIST (PRS 7)

COMMISSARY: CAMP SWAMPY

CONTRACT #: DeCA01-00-C-1000

Month: July Year: 2000

DAYS (OPTIONAL FOR QAE TO ENTER DAYS OF WEEK IN BLANKS BELOW)

SAT	SUN	MON	TUE	WED	THU	FRI	SAT	SUN	MON	TUE	WED	THU	FRI	SAT	SUN	MON	TUE	WED	THU	FRI	SAT	SUN	MON	TUE	WED	THU	FRI	SAT	SUN	MON
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31

FLOOR CLEANING TASK. (PARA. 2.1-2.5., 3.2,13.) NOTE: DO NOT ENTER SQ FT HERE. ENTER "S" OR "U" IN RATING BLOCK

DAILY: Break Rooms; Rest Rooms; Locker Rooms; RSHA; Sweep; Outside Areas, Sweep/Pic
WEEKLY: Offices; Stairways/Hallways
MONTHLY: RSHA, Mop/Scrub; Outside Areas, Hose Down/Scrub/Power Wash

Days/dates shown are actual for July 2000.
 Sample premised on 6day (Tuesday through Sunday) commissary ops schedule, with Day Stocking/Custodial Tuesday through Sunday; Night Stocking/Custodial Monday night/Tuesday morning through Saturday night/Sunday morning; RSHA ops Monday through Saturday, and Meat Custodial Tuesday through Sunday.

Floor Cleaning Task	U	**	S	**	S	S	S	S	**								**					**							**
	AC	**		**				**							**					**							**		

All UNSATs recorded under PRS 7 for a month, whether for floor care task, or for any other task, are tallied for a month. If the total of UNSATs for a month is greater than 5% of the total number of tasks that a Contractor performed in a month, the QAE shall prepare a proposed CDR.

Low Cleaning, (PARA. 4. AND 4.1.1.)

Sales Area, Weekly (2)	**	**	**	**	**	S	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**		**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**

Restroom Cleaning, Daily (1)	S	**	S	**	S	S	S	S	**						**				**			**						**
		**		**				**					**			**			**			**					**	

(1) Apply this part of sample to all daily tasks --identified with (1) throughout sample.

Locker Rooms, Weekly (2)	**	**	**	**	**	S	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**		**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**

(2) Weekly tasks will show entries only for the day each week that Contractor performs task. Apply this part of sample to all weekly tasks --identified with (2) throughout sample.

Break Room(s), Weekly (2)	**	**	**	**	**	S	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	U	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**

INSTRUCTIONS: THE QAE SHALL PLACE AN "S" FOR SATISFACTORY PERFORMANCE, OR A "U" FOR UNSATISFACTORY PERFORMANCE IN THE TOP ROW OF BLOCKS OPPOSITE EACH TASK. THE CONTRACTOR SHALL INITIAL IN THE BOTTOM BLOCK BENEATH ANY "U".

DISPOSITION/RETENTION: THE QAE SHALL SUBMIT ORIGINALS TO CONTRACTING OFFICER AS PART OF MONTHLY DOCUMENTATION. RETAIN COPIES ON FILE FOR ONE YEAR PAST DATE OF CONTRACT EXPIRATION/TERMINATION.

SAMPLE

CONTRACT CUSTODIAL SURVEILLANCE CHECKLIST (PRS 7)

COMMISSARY: CAMP SWAMPY

CONTRACT #: DeCA01-00-C-1000

Month: July Year: 2000

DAYS (OPTIONAL FOR QAE TO ENTER DAYS OF WEEK IN BLANKS BELOW)

SAT	SUN	MON	TUE	WED	THU	FRI	SAT	SUN	MON	TUE	WED	THU	FRI	SAT	SUN	MON	TUE	WED	THU	FRI	SAT	SUN	MON	TUE	WED	THU	FRI	SAT	SUN	MON
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31

HIGH CLEANING, (PARA. 4. and 4.1.2.) (Continued)

Offices, Monthly (3)																														

Stairways/ Hallways, Monthly (3)																													

RSHA, Quarterly (4)																													

LOW GLASS AND WINDOW CLEANING, (PARA. 11. - 11.1.)

Sales Area Entry Exit Door only, Daily (1)																													

Sales Area, Weekly (2)																													

Rest Rooms, Daily (1)																													

Locker Rooms, Quarterly (4)	NOT SCHEDULED THIS MONTH																														

SAMPLE

CONTRACT CUSTODIAL SURVEILLANCE CHECKLIST (PRS 7)

COMMISSARY: CAMP SWAMPY

CONTRACT #: DeCA01-00-C-1000

Month: July **Year:** 2000

DAYS (OPTIONAL FOR QAE TO ENTER DAYS OF WEEK IN BLANKS BELOW)

SAT	SUN	MON	TUE	WED	THU	FRI	SAT	SUN	MON	TUE	WED	THU	FRI	SAT	SUN	MON	TUE	WED	THU	FRI	SAT	SUN	MON	TUE	WED	THU	FRI	SAT	SUN	MON
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31

HIGH GLASS AND WINDOW CLEANING, (PARA. 11.- 11.2.) (Continued)

Break Rooms, Annually (4)	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	

Offices, Annually (4)	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**

Stairways and Hallways, Annually (4)	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**

RSHA, Quarterly (4)	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**

LOW DUCT AND LOUVER CLEANING, (PARA. 12. - 12.1.)

Sales Area, Monthly (3)																														

Rest Rooms, Daily (1)																														

Locker Rooms, Monthly (3)																														

SAMPLE

CONTRACT CUSTODIAL SURVEILLANCE CHECKLIST (PRS 7)

COMMISSARY: CAMP SWAMPY

CONTRACT #: DeCA01-00-C-1000

Month: July Year: 2000

DAYS (OPTIONAL FOR QAE TO ENTER DAYS OF WEEK IN BLANKS BELOW)

SAT	SUN	MON	TUE	WED	THU	FRI	SAT	SUN	MON	TUE	WED	THU	FRI	SAT	SUN	MON	TUE	WED	THU	FRI	SAT	SUN	MON	TUE	WED	THU	FRI	SAT	SUN	MON
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31

HIGH DUCT AND LOUVER CLEANING, (PARA. 12. AND 12.2.) (Continued)

Offices, Annually (4)	NOT SCHEDULED THIS MONTH																														

RSHA, Annually (4)	NOT SCHEDULED THIS MONTH																														

ASH AND TRASH REMOVAL, (PARA. 8.)

Sales Area, Daily (1)																															

Rest Rooms, Daily (1)																															

Locker Rooms, Daily (1)																															

Break Rooms, Daily (1)																															

Offices, Daily (1)																															

SAMPLE

CONTRACT CUSTODIAL SURVEILLANCE CHECKLIST (PRS 7)

COMMISSARY: CAMP SWAMPY

CONTRACT #: DeCA01-00-C-1000

Month: July Year: 2000

DAYS (OPTIONAL FOR QAE TO ENTER DAYS OF WEEK IN BLANKS BELOW)

SAT	SUN	MON	TUE	WED	THU	FRI	SAT	SUN	MON	TUE	WED	THU	FRI	SAT	SUN	MON	TUE	WED	THU	FRI	SAT	SUN	MON	TUE	WED	THU	FRI	SAT	SUN	MON
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31

Each QAE will have to "tailor" this checklist item to fit the Underneath Cleaning, Gondolas requirement in the contract. This example illustrates a "No Kickplates" situation.

UNDERNEATH CLEANING, (PARA. 3.1.1.)

Gondolas, D(Sweep) M(Mop)	S	**	S	**	S	S	S	S	**						**						**							**		
		**		**					**						**						**							**		

OPTION 1. No Kick Plates: D (SWEEP) M (MOP); With Kickplates: ~~OPTION 2A: QTR (SWEEP AND MOP); OPTION 2B: M (SWEEP AND MOP)~~

Endcaps and Displays, Monthly (3)																														
-----------------------------------	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

Non-mobile MDSRS, Quarterly (4)																														
---------------------------------	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

RSA, Quarterly (4)																														
--------------------	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

_____ X 5% = _____	<	_____	= Prepare proposed CDR
Total Tasks		AQL	Total UNSATs

Find Total Tasks by summing all entries, either "S" or "U" shown on checklist for the month, e.g., 450.
 Multiply number of Total Tasks by 5% (.05) to find AQL level for month, e.g., 450 x .05 = 22.5 = 23.
 Find Total UNSATs by summing all "U" entries shown on checklist for the month, e.g., 25.
 If number of Total UNSATs is greater than AQL number, prepare a proposed CDR, e.g., 25 > 23 = prepare proposed CDR.

SAMPLE

PRS 7-FLOOR CARE TASK SQUARE FOOTAGE DISCREPANCIES

COMMISSARY: **CAMP SWAMPY** _____ CONTRACT NO.: **DeCA01-00-C-1000** SURVEILLANCE WEEK: **July 1**

AREAS (1)	SUN (2)	MON (2)	TUES (2)	WED (2)	THURS (2)	FRI (2)	SAT (2)	
ADMIN OFFICE	(2a)							
	(2b)							
PRODUCE OFFICE								
MEAT OFFICE								
CUST SVC OFFICE	<div style="border: 1px solid black; border-radius: 15px; padding: 10px;"> This form is used to "break down" square footages other than those for sales floor care found "deficient" each day. The form identifies areas commonly found in all commissaries, but also has blank spaces that a QAE may use to "tailor" the form for use in any commissary facility. Enter "deficient" square footage in top row for each area. Enter codes at bottom of form in bottom row of each area to describe conditions associated with "deficient" square footage. Make additional remarks, as necessary to describe conditions not shown in codes. Blank form and instructions at Appendix M. </div>							
RECEIVING OFFICE								
SD OFFICE								
SA OFFICE								
RSHA OVERWRITE								
RSHA RECEIVING							100	
RSHA DOCK	<div style="border: 1px solid black; border-radius: 50%; padding: 10px;"> Days/dates shown are actual for July 2000. Sample premised on 6-day (Tuesday through Sunday) commissary ops schedule, with Day Stocking/Custodial Tuesday through Sunday; Night Stocking/Custodial Monday night/Tuesday morning through Saturday night/Sunday morning; RSHA ops Monday through Saturday, and Meat Custodial Tuesday through Sunday. </div>							11.
RSHA HOLDING								50
RESTROOM #1								13.
RESTROOM #2							50	
							11.	
							30	
							8.	

QUALITY STANDARD CODES:

1. LACK OF UNIFORM GLOSSY APPEARANCE	12. OTHER SOILING MATERIALS
2. DEBRIS	13. TRASH
3. SCUFF AND HEEL MARKS	14. DIRT
4. WAX BUILD-UP	15. STICKY SUBSTANCE
5. FOOD RESIDUE	16. GUM
6. SCRATCHES	17. DUST
7. STAINS	18. LINT
8. DISCOLORATION	19.
9. SMEAR AND/OR FILM	20.
10. SPLASH MARKS	21.
11. STANDING WATER AND OR LIQUID	22.

DEFECT DOCUMENTATION/OBSERVATIONS

(QAEs shall use this form to record comments on all PRSs and on all observations.

QAEs shall record comments daily, rather than attempt to reconstruct the surveillance record weekly or monthly)

(1) COMMISSARY: Camp Swampy			(2) CONTRACT NO.: DeCA01-00-C-1000
(3) CONTRACTOR: ABC Company			(4) QAE: Joseph Oversight
(5) DATE	(6) PRS#	(7) REMARKS	
7/1/00	1	RANDOM SAMPLE ITEM UPC #7239213265 UNSAT. #1(a) STOCK NOT PROPERLY ROTATED IAW 4.3.3.3. RANDOM SAMPLE ITEM UPC #7110000839 UNSAT #1(b) STOCK NOT ALIGNED IAW 4.3.3.2.2.	JO AC
7/1/00	2	FOUND 25 MISPLACED ITEMS. OVER LIMIT OF 20 PER DAY + THUS UNSAT	
7/1/00	7	FLOOR CARE TASK UNSAT. DETAILS ON PRS7 "BREAKDOWN"FORM.	
7/1/00	-	DURING RANDOM SAMPLE CHECKS OF ITEM #6 ON RANDOM SAMPLE LIST, OBSERVED THAT THIS ITEM (LOCATED ON TOP SHELF) WAS STACKED ABOVE 6 1/2' HEIGHT LIMIT. CONTRACTOR CORRECTED ON THE SPOT.	
		PM and QAE initial after each day's entries to indicate that QAE has made PM aware of comments	JO AC
7/2/00	4	UNSAT 93.0% STOCK AVAILABILITY. PM SAID THAT HE WOULD REVIEW ORDER PROCEDURES.	
7/2/00	8	PREPARATION AND PRECAUTIONS UNSAT. REPERFORMED AND CHANGED TO SAT. CONTRACTOR HAD NOT MOVED PACKAGES OF TRAYS.	
7/2/00	8	CLEAN & SANITIZE UNSAT. REPERFORMED & CHANGED TO SAT. FOUND MEAT PARTICLES IN GRINDER HOPPER.	
			JO AC
7/5/00	5	OFFLOAD UNSAT; CONTRACTOR OFFLOADED 20 PALLETS IN 1 HOUR AND 20 MINUTES -SLOWER THAN STANDARD PERMITS.	
7/5/00	5	TRANSPORT UNSAT; DID NOT TRANSPORT FROZEN FOOD IAW THE STANDARD-NOT MOVED FROM RECEIVING AREA UNTIL 45 MINUTES AFTER RECEIVING COMPLETED.	
7/5/00	5	PALLETS UNSAT; REPERFORMED AND CHANGED TO SAT. PALLETS NOT HANDLED IAW THE STANDARD. FAILED TO LOAD EXCHANGE PALLETS ON ABC DISTRIBUTOR TRAILER. LOADED EXCHANGE PALLETS ONLY AFTER I REMINDED CONTRACTOR TWICE TO DO SO.	
			JO AC
7/6/00	3	FOUND SEVERAL PIECES OF CARDBOARD ON AISLE #3. CONTRACTOR REMOVED IMMEDIATELY. ORIGINAL UNSAT CHANGED TO SAT UPON REPERFORMANCE.	
7/6/00	7	BREAKROOM LOW CLEANING UNSAT; CHANGED TO SAT UPON REPERFORMANCE. FOUND STICKY SUBSTANCE ON TOPS OF SEVERAL TABLES. CONTRACTOR REPERFORMED IMMEDIATELY.	
			JO AC
7/7/00	2	FOUND 23 "GO BACKS" THAT CONTRACTOR HAD NOT PUT IN PROPER LOCATION. CONTRACTOR RETURNED ITEMS IMMEDIATELY UPON DISCOVERY. UNSAT TO SAT	
			JO AC

Days/dates shown are actual for July 2000. Sample premised on 6-day (Tuesday through Sunday) commissary ops schedule, with Day Stocking/Custodial Tuesday through Sunday; Night Stocking/Custodial Monday night/Tuesday morning through Saturday night/Sunday morning; RSHA ops Monday through Saturday, and Meat Custodial Tuesday through Sunday.

This form is used to record QAE comments that explain the reasons for UNSATs and the reasons why UNSATs were changed to SATs. It is used to record QAE observation comments about PWS requirements that are not surveilled under the PRS. The QAE may also include appropriate comments on any other matter that is relevant to Contractor performance under the contract. The "rule" for using this form is: "If an event occurs that relates to Contractor performance or that affects Contractor operations under the contract, the QAE shall record comments about that event on this form". Blank form and instructions at Appendix O.

SAMPLE CDR COMPUTATION FOR: PRS-7 Performs all Custodial Operations, excluding Sales Area Floor Care and Meat

Services Surveilled by Checklist

STORE: Camp Swampy Commissary

Lot Size = 200 tasks (the number of custodial tasks, excluding Sales Floor Care and Meat, that the Contractor is required to perform in a month)

AQL: 5%

Acceptance Level: 10 tasks or less defects per month

Reject Level: 11 tasks or more per month

1.	Contract line item cost per month	\$13,500.00
2.	Maximum payment % for this service (PRS, Column E)	25.00%
3.	Maximum payment for this service (Line 1 X Line 2)	\$3,375.00
4.	Total number of defects found by the QAE	32
5.	Percent found unacceptable (Line 4 divided by the lot size = .16 or 16.0 %)	16%
6.	Amount of deduction (Line 3 X Line 5)	\$540.00
7.	Total payment due for the month (Line 3 minus Line 6)	\$2,835.00

1) The QAE shall surveil all daily and other frequency floor care and outside clean up in PRS 7 as one daily task. The Contractor will have performed this daily task satisfactorily if the QAE finds no more than 2 percent of total square footage that the Contractor is required to clean on a day not cleaned satisfactorily.

2) The QAE shall surveil all custodial tasks included in Exhibits 4-6-2, 4-6-3, and 4-6-4. The QAE shall determine the total number of tasks for a particular month by finding the total of all tasks of every frequency (including floor care as described above) that the Contractor is required to perform in that month. Tasks required at daily, weekly, and monthly frequency are counted every month IAW the custodial schedule that the Contractor has provided to the Government, which the QAE shall use as a guide in scheduling surveillance. Tasks required at less than monthly frequency are counted only in the months in which the Contractor has scheduled performance of these tasks IAW the custodial schedule that the Contractor has provided to the Government. The computation for any month is as follows: $(\# \text{daily tasks} \times \# \text{ days scheduled}) + (\# \text{weekly tasks} \times \# \text{ instances scheduled}) + (\# \text{monthly tasks} \times 1) + (\# \text{tasks required at less than monthly frequency that are scheduled for completion during a particular month}) = \text{total tasks/lot size}$

PRS (8) - PERFORM MEAT CUSTODIAL OPERATIONS AS SHOWN ON EXHIBIT 4-6-5

IAW: Frequencies and Standards shown on Exhibit 4-6-5

Method of Surveillance: Checklist

AQL: 0 (zero) defects per month

Intent of Surveillance: To determine whether or not the Contractor has established and implemented quality controls that achieve the results required by the contract for the performance of Meat Custodial operations.

Surveillance Tool: CONTRACT SURVEILLANCE CHECKLIST PRS (8)

What to Surveil: Custodial tasks identified on Exhibit 4-6-5

When to Surveil: During and following each Contractor meat custodial shift*, when the Contractor reports to the QAE that the Contractor has completed meat custodial operations.

*The “window of opportunity” during which a Contractor is required to perform all meat custodial operations is specified in the PWS, both in terms of days to perform and a from/to hours “window” each day that the Contractor is required to perform. Be sure to base your surveillance schedule for PRS (8) on the meat custodial “window of opportunity” specified in your PWS.

How to Surveil: Visual inspection of all areas identified on Exhibit 4-6-5 and in custodial standards 14. through 14.2, and in 10, 11., and 12. below.

The QAEs must pay very special attention to a Contractor’s performance results under this PRS because of the potential danger to public health if the meat processing areas are improperly cleaned and sanitized. Surveillance under PRS (8) is a multi-step process, and is atypical of general surveillance techniques, because in surveilling under PRS (8) the QAE actually observes the Contractor’s sanitizing process to ensure a proper result, rather than just surveilling the results of Contractor performance.

The QAE shall inform the PM to advise the QAE when the Contractor has completed the PREPARATION AND PRECAUTIONS and CLEANING tasks.

Immediately upon notification that the Contractor has completed the PREPARATION AND PRECAUTIONS TASK, AND BEFORE THE CONTRACTOR BEGINS THE CLEANING OPERATIONS, the QAE shall inspect to make certain that the Contractor has performed the PREPARATION AND PRECAUTIONS task IAW the standard. IF THE QAE FINDS THAT THE CONTRACTOR HAS NOT PERFORMED THE PREPARATION AND PRECAUTIONS TASK IAW THE STANDARD, THE QAE SHALL REQUIRE THE CONTRACTOR TO REPERFORM IMMEDIATELY--BEFORE STARTING CLEANING OPERATIONS.

Immediately upon notification that the Contractor has completed the CLEANING TASK, AND BEFORE THE CONTRACTOR BEGINS THE SANITIZING OPERATIONS, the QAE shall inspect all areas that the Contractor is required to clean to determine whether or not the Contractor has performed IAW the standard. IF THE QAE FINDS ANY AREA THAT A CONTRACTOR HAS NOT CLEANED IAW THE STANDARD, THE QAE SHALL REQUIRE THE CONTRACTOR TO REPERFORM IMMEDIATELY--BEFORE STARTING THE SANITIZING OPERATIONS

(attempting to sanitize unclean surfaces undermines the effectiveness of and defeats the purpose of sanitizing).

Only when the QAE has determined that the Contractor has cleaned all areas IAW the standard shall the QAE allow the Contractor to begin the sanitizing operations. As a preliminary to the start of the Contractor's sanitizing operations, the QAE shall test (with a test strip appropriate to the brand/type of sanitizing product) the Contractor's sanitizing solution for proper concentration IAW the manufacturer's directions. The QAE shall not permit the Contractor to begin the sanitizing operations until test of the solution confirms the proper concentration.

The QAE shall actually observe the Contractor's operation while the Contractor is applying the sanitizer to ensure that the Contractor drenches all surfaces with sanitizer, and does not take any actions during the sanitizing process that contaminates the sanitized surfaces.

Determining Satisfactory or Unsatisfactory Performance:

14. MEAT MARKET PROCESSING, PREPARATION, AND WRAPPING AREAS. The contractor shall clean and sanitize the meat market processing, preparation, and wrapping areas and equipment, using approved degreasers and sanitizers, and techniques that are consistent with use of these chemicals. Cleaning and sanitizing applies to fixtures, equipment, and exposed surfaces inside the meat processing room: floor, walls, ceiling, exteriors of light fixtures, glass and mirrored surfaces, doors, sinks, tables, underneath non-movable structures, drains and grease traps, floor mats, meat rails, meat trays, pans, racks, knives, meat saws, grinders, lugs and attachments, slicers, cubers, and other equipment used in processing meat into retail cuts. [TAILOR to add cooling units.] A properly cleaned and sanitized meat processing area is free of any meat particles, grease, or other residue to sight and touch; and free of most microorganisms.

There is no variance associated with this standard. If during surveillance of a completed task, a QAE finds that the Contractor has not cleaned or sanitized one or more of the areas identified to be cleaned and sanitized IAW the standard described above, the QAE shall assess the Contractor's performance of this task as UNSAT.

14.1. Preparation, Precautions, and Trash Removal. As a preliminary to cleaning operations, the Government will lockout/tagout electrical power and completely dismantle all processing equipment that the Contractor is required to clean. To protect items from contamination or damage, prior to starting cleaning operations, the Contractor shall remove or protect trays and other packaging materials, and shall protect sensitive equipment such as electronic scales, wrapping machines, etc., designated by the Government. The Contractor is not required to clean any of this sensitive equipment. Before beginning cleaning operations, the Contractor shall remove all trash and cardboard from the meat processing area and dispose of these in designated locations. During the cleaning process, the Contractor shall take precautions to prevent clogging drains, such as leaving drain covers in place during cleaning operations and removing drain covers and grease traps for cleaning only after larger chunks of debris that collect during the cleaning process have been removed.

There is no variance associated with this standard. If during surveillance of a completed task, a QAE finds that the Contractor has not made Preparations and taken Precautions IAW the standard described above, the QAE shall assess this task as UNSAT.

(TAILOR 14.2. TO COMMISSARY BASED ON WHETHER THERE IS A CONTRACT FOR BONES & FAT, WITH PICKUP/EXCHANGE OF TRIM BARRELS.)

14.2. Trim Barrels & Trim Barrel Storage Area. Empty trim barrels and the area in which trim barrels are stored shall be cleaned and sanitized IAW the standard in 14.

There is no variance associated with this standard. If during surveillance of a completed task, a QAE finds that the Contractor has not cleaned one or more trim barrels or the area in which trim barrels are stored IAW the standard described in 14., the QAE shall assess the Contractor's performance of this task as UNSAT.

10. LIGHT FIXTURES. Light fixture cleaning includes opening or removing covers and cleaning both the inside and outside of covers. A properly cleaned light fixture is free of bugs, dirt, dust, grease, stains, spots, or other matter. Light fixtures in excess of 20 feet from the floor are excluded from this contract. *There is no variance associated with this standard. If during surveillance of completed task, a QAE finds that the Contractor has not cleaned the interior portion of one or more Light Fixtures identified on Exhibit 4-6-5 IAW the standard described above, the QAE shall assess the Contractor's performance of this task as UNSAT.*

11. GLASS AND WINDOW CLEANING. Glass and window cleaning applies to exterior and interior windows, glass partitions, glass in doors (to include entry/exit doors), directory boards, mirrors, etc. Except for glass/mirrors in meat and produce display cases, both exterior and interior glass surfaces and mirrors on display cases are included as part of glass cleaning in the store/sales areas. Glass and window cleaning includes adjacent trim, screens, frames, transoms, structural glass, and ledges. In the meat processing area, GLASS AND WINDOW CLEANING applies to all glass and mirrored surfaces that are part of doors that open into this area, or that are part of walls or other structures that enclose this area. A properly cleaned glass surface/mirror is free of dirt, dust, grease, streaks, spots, fingerprints, or any other soiling matter. Where present, screens are to be removed, cleaned of all soiling material, and replaced.

11.1. Low Glass and Window Cleaning. Cleaning all glass and windows described in 11. above to a height of 8 ft above floor level. Any glass surface or structure that begins lower than 8 feet above the floor is defined to be low glass even if the glass surface or structure continues above 8 feet.

11.2. High Glass and Window Cleaning. Cleaning all glass and windows described in 11. above to a height of between 8 ft and 20 ft above floor level. Only glass surfaces or structures that begin 8 feet or higher above the floor are high glass. Areas 20 ft or more above floor level are excluded from custodial requirements.

There is no variance associated with this standard. If during surveillance of completed task, a QAE finds that the Contractor has not cleaned any portion of the Glass/Window area identified for High or Low Glass and Window Cleaning on Exhibit 4-6-5 IAW the standard described above, the QAE shall assess the Contractor's performance of this task as UNSAT.

12. DUCT AND LOUVER CLEANING. The outer surfaces of exposed ducts, louvers, and vents are vacuumed and then washed to remove all visible dust, dirt, streaks, and other soiling material. Cleaning of the interior of ducts or conduits is excluded from this contract.

12.1. Low Duct and Louver Cleaning. Cleaning ducts and louvers under 8 feet above the floor to meet the standards in 12. above.

12.2. High Duct and Louver Cleaning. Cleaning ducts and louvers above 8 feet from the floor to meet the standards in 12. above. Ducts and louvers above 20 feet from the floor are excluded from this contract.

There is no variance associated with this standard. If during a surveillance of a completed task, a QAE finds that the Contractor has not cleaned one or more Ducts or Louvers identified for High or Low Duct and Louver Cleaning on Exhibit 4-6-5 IAW the standard described above, the QAE shall assess the Contractor's performance of this task as UNSAT.

Other Considerations : If, during surveillance, you find a result that appears to indicate deficient Contractor performance, make certain that the conditions you find are a result of Contractor performance, and were not caused by the Government or by others, e.g., delivery personnel, vendor stockers, etc., or by conditions outside the Contractor's control. As an example relevant to this situation, make certain that vendor stockers or other commissary personnel have not used equipment in the meat processing area, and by so doing "unprotected" equipment that the Contractor has covered for cleaning, or contaminated areas that the Contractor has already cleaned and sanitized.

Documenting Surveillance/Observations : Use the **CONTRACT SURVEILLANCE CHECKLIST** designed for use in surveilling PRS (8) to record surveillance results associated with the items described in "What to surveil." Record comments to support the surveillance results and observations on a **DDO Form**. The QAEs need not prepare a separate **DDO Form** for each PRS, but shall record comments in sequence by the date throughout a surveillance month, as described in the instructions for this form. Samples of both forms follow this narrative.

Conditions Under Which to Prepare a Proposed CDR : If, at the end of a surveillance month, the surveillance record for PRS (8) indicates a number of defects (UNSATs) greater than the number of defects allowed by the AQL, which is 0 (zero) defects, the QAE shall prepare a proposed **CDR**. A sample **CDR** computation for this PRS item follows this discussion. The QAEs shall follow Region/Area Contracting Office guidance regarding whether the QAEs or Contracting Officers do these computations. A completed sample **CDR Form** is in Chapter 3.

Forwarding Proposed CDRs and Other Administrative Requirements : No later than three working days after the end of a surveillance month, the QAE shall submit the original of each proposed **CDR**, together with supporting documentation, to the Contracting Officer.

The forms discussed above are the only documents required to support the surveillance record or other administrative requirements for PRS (8).

SAMPLE

CONTRACT SURVEILLANCE CHECKLIST (PRS 8)

Blank form at

MEAT CUSTODIAL OPERATIONS

COMMISSARY: CAMP SWAMPY

CONTRACT #: DeCA01-00-C-1000

Month: July

Year: 2000

DAYS (OPTIONAL FOR QAE TO ENTER DAYS OF WEEK IN BLANKS BELOW)

SA	SU	MO	TU	WE	TH	FR	SA	SU	MO	TU	WE	TH	FR	SA	SU	MO	TU	WE	TH	FR	SA	SU	MO	TU	WE	TH	FR	SA	SU	MO
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31

PRS (8)

MEAT PROCESSING, PREP. & WRAP AREAS.

Days/dates shown are actual for July 2000.
 Sample premised on 6day (Tuesday through Sunday) commissary ops schedule, with Day Stocking/Custodial Tuesday through Sunday; Night Stocking/Custodial Monday night/Tuesday morning through Saturday night/Sunday morning; RSHA ops Monday through Saturday, and Meat Custodial Tuesday through Sunday.

SENSITIVE EQUIPMENT & FOOD PACKAGING MATERIALS

Preparation, Precautions and Trash Removal (PARA. 14.1.) (Daily)

RATING

S	S	**	**	S	S	S	S	S	**						**							**							**
	AC	**	**						**						**							**							**

CONTRACTOR INITIAL

Clean and Sanitize (PARA. 14.) (Daily)

RATING

S	S	**	**	S	S	S	S	S	**						**							**						**
	AC	**	**						**						**							**						**

CONTRACTOR INITIAL

High Duct and Louver Cleaning (PARA. 12. and 12.2.) (Quarterly)

RATING

NOT SCHEDULED THIS MONTH																														

CONTRACTOR INITIAL

High Glass and Window Cleaning (PARA. 11. and 11.2.) (Daily)

RATING

S	S	**	**	S	S	S	S	S	**						**						**						**
		**	**						**						**						**						**

CONTRACTOR INITIAL

INSTRUCTIONS: THE QAE SHALL PLACE AN "S" FOR SATISFACTORY, OR A "U" FOR UNSATISFACTORY PERFORMANCE IN THE BLOCKS LABELED "RATING" ABOVE. THE CONTRACTOR SHALL INITIAL EACH "U" RATING IN THE "CONTRACTOR INITIAL" BLOCK.

DISPOSITION/RETENTION: THE QAE SHALL SUBMIT ORIGINALS TO CONTRACTING OFFICER AS PART OF MONTHLY DOCUMENTATION. RETAIN COPIES ON FILE FOR ONE YEAR PAST DATE OF CONTRACT EXPIRATION/TERMINATION.

SAMPLE

CONTRACT SURVEILLANCE CHECKLIST (PRS 8)

MEAT CUSTODIAL OPERATIONS

COMMISSARY: CAMP SWAMPY

CONTRACT #: DeCA01-00-C-1000

Month: July

Year: 2000

DAYS (OPTIONAL FOR QAE TO ENTER DAYS OF WEEK IN BLANKS BELOW)

SA	SU	MO	TU	WE	TH	FR	SA	SU	MO	TU	WE	TH	FR	SA	SU	MO	TU	WE	TH	FR	SA	SU	MO	TU	WE	TH	FR	SA	SU	MO
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31

Low Glass and Window Cleaning (PARA. 11. and 11.1) (Daily)

RATING

S	S	**	**	S	S	S	S	S	**						**							**							**
		**	**						**						**							**							**

CONTRACTOR INITIAL

Low Duct and Louver Cleaning (PARA. 12. and 12.1) (Monthly)

RATING

**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**

CONTRACTOR INITIAL

(T) Trim Barrels, Clean and Sanitize (PARA. 14. and 14.2.) (Daily)

RATING

S	S	**	**	S	S	S	S	S	**						**						**							**
		**	**						**						**						**							**

CONTRACTOR INITIAL

Light Fixtures (PARA. 10.) (Annually)

RATING

NOT SCHEDULED THIS MONTH																														
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CONTRACTOR INITIAL

AQL FOR PRS 8 = 0 DEFECTS PER MONTH. IF THERE ARE ONE OR MORE UNSATs IN A MONTH, PREPARE PROPOSED CDR.

DEFECT DOCUMENTATION/OBSERVATIONS

(QAEs shall use this form to record comments on all PRSs and on all observations.

QAEs shall record comments daily, rather than attempt to reconstruct the surveillance record weekly or monthly)

(1) COMMISSARY: Camp Swampy			(2) CONTRACT NO.: DeCA01-00-C-1000		
(3) CONTRACTOR: ABC Company			(4) QAE: Joseph Oversight		
(5) DATE	(6) PRS#	(7) REMARKS			
7/1/00	1	RANDOM SAMPLE ITEM UPC #7239213265 UNSAT. #1(a) STOCK NOT PROPERLY ROTATED IAW 4.3.3.3. RANDOM SAMPLE ITEM UPC #7110000839 UNSAT #1(b) STOCK NOT ALIGNED IAW 4.3.3.2.2. JO AC			
7/1/00	2	FOUND 25 MISPLACED ITEMS. OVER LIMIT OF 20 PER DAY + THUS UNSAT			
7/1/00	7	FLOOR CARE TASK UNSAT. DETAILS ON PRS7 "BREAKDOWN"FORM.			
7/1/00	-	DURING RANDOM SAMPLE CHECKS OF ITEM #6 ON RANDOM SAMPLE LIST, OBSERVED THAT THIS ITEM (LOCATED ON TOP SHELF) WAS STACKED ABOVE 6 1/2' HEIGHT LIMIT. CONTRACTOR CORRECTED ON THE SPOT.			
7/2/00	4	UNSAT 93.0% STOCK AVAILABILITY. PM SAID THAT HE WOULD REVIEW ORDER PROCEDURES. JO AC			
7/2/00	8	PREPARATION AND PRECAUTIONS UNSAT. REPERFORMED AND CHANGED TO SAT. CONTRACTOR HAD NOT MOVED PACKAGES OF TRAYS.			
7/2/00	8	CLEAN & SANITIZE UNSAT. REPERFORMED & CHANGED TO SAT. FOUND MEAT PARTICLES IN GRINDER HOPPER.			
		JO AC			
7/5/00	5	OFFLOAD UNSAT; CONTRACTOR OFFLOADED 20 PALLETS IN 1 HOUR AND 20 MINUTES -SLOWER THAN STANDARD PERMITS.			
7/5/00	5	TRANSPORT UNSAT; DID NOT TRANSPORT FROZEN FOOD IAW THE STANDARD-NOT MOVED FROM RECEIVING AREA UNTIL 45 MINUTES AFTER RECEIVING COMPLETED.			
7/5/00	5	PALLETS UNSAT; REPERFORMED AND CHANGED TO SAT. PALLETS NOT HANDLED IAW THE STANDARD. FAILED TO LOAD EXCHANGE PALLETS ON ABC DISTRIBUTOR TRAILER. LOADED EXCHANGE PALLETS ONLY AFTER I REMINDED CONTRACTOR TWICE TO DO SO.			
		JO AC			
7/6/00	3	FOUND SEVERAL PIECES OF CARDBOARD ON AISLE #3. CONTRACTOR REMOVED IMMEDIATELY. ORIGINAL UNSAT CHANGED TO SAT UPON REPERFORMANCE.			
7/6/00	7	BREAKROOM LOW CLEANING UNSAT; CHANGED TO SAT UPON REPERFORMANCE. FOUND STICKY SUBSTANCE ON TOPS OF SEVERAL TABLES. CONTRACTOR REPERFORMED IMMEDIATELY.			
		JO AC			
7/7/00	2	FOUND 23 "GO BACKS" THAT CONTRACTOR HAD NOT PUT IN PROPER LOCATION. CONTRACTOR RETURNED ITEMS IMMEDIATELY UPON DISCOVERY. UNSAT TO SAT			
		JO AC			

Days/dates shown are actual for July 2000. Sample premised on 6-day (Tuesday through Sunday) commissary ops schedule, with Day Stocking/Custodial Tuesday through Sunday; Night Stocking/Custodial Monday night/Tuesday morning through Saturday night/Sunday morning; RSHA ops Monday through Saturday, and Meat Custodial Tuesday through Sunday.

This form is used to record QAE comments that explain the reasons for UNSATs and the reasons why UNSATs were changed to SATs. It is used to record QAE observation comments about PWS requirements that are not surveilled under the PRS. The QAE may also include appropriate comments on any other matter that is relevant to Contractor performance under the contract. The "rule" for using this form is: "If an event occurs that relates to Contractor performance or that affects Contractor operations under the contract, the QAE shall record comments about that event on this form". Blank form and instructions at Appendix O.

SAMPLE CDR COMPUTATION FOR: PRS-8 Performs Meat Custodial Operations

Services Surveilled by Checklist

STORE: Camp Swampy Commissary

Lot Size = 101 tasks (the total number of tasks that the Contractor is required to perform per month)

AQL = 0 defects per month

Acceptance Level/AQL: 0

Reject Level: 1

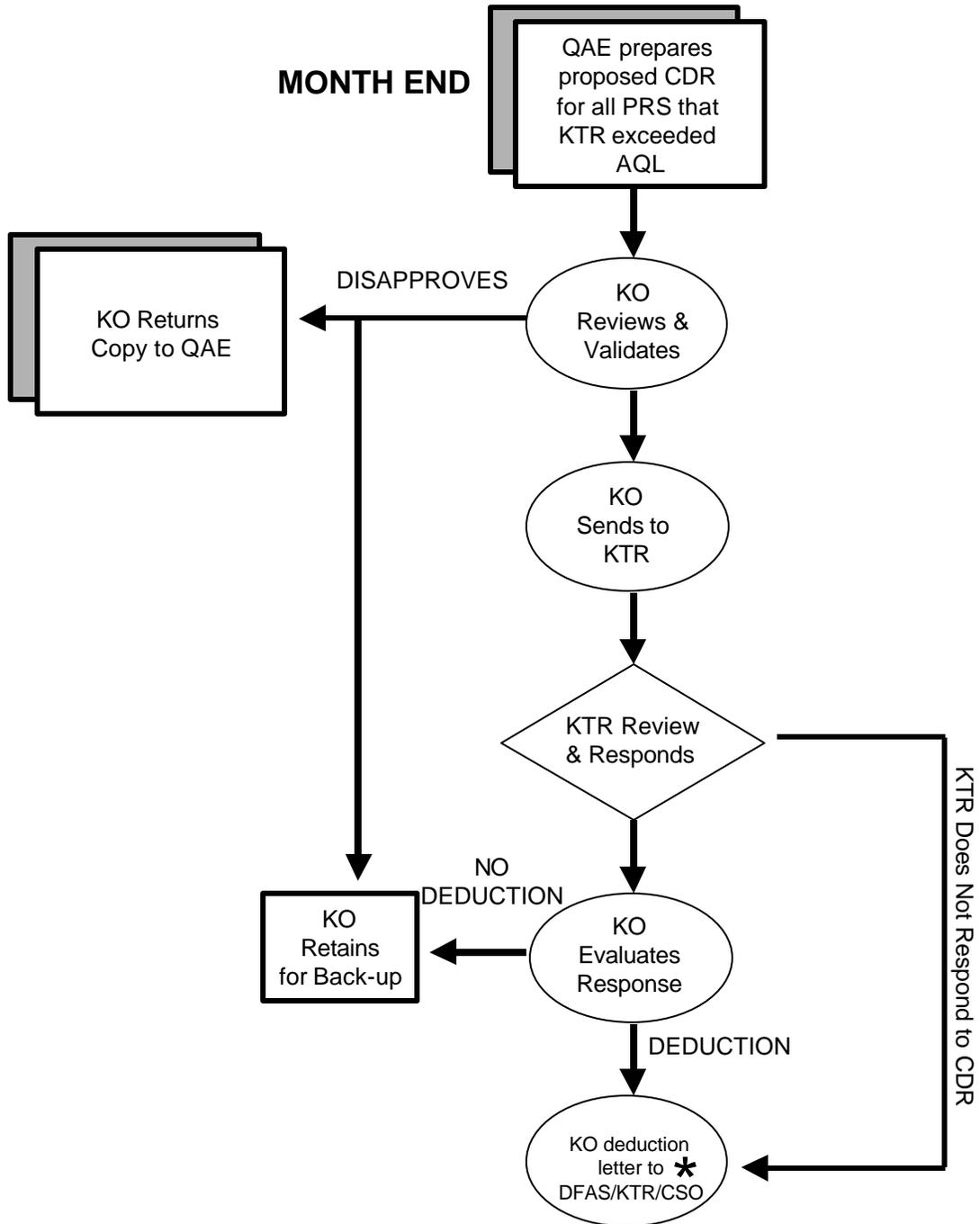
1.	Contract line item cost per month	\$13,500.00
2.	Maximum payment % for this service (PRS, Column E)	20.00%
3.	Maximum payment for this service (Line 1 X Line 2)	\$2,700.00
4.	Total number of defects found by the QAE	4
5.	Percent found unacceptable (Line 4 divided by the lot = .04 or 4 %)	4%
6.	Amount of deduction (Line 3 X Line 5)	\$108.00
7.	Total payment due for the month (Line 3 minus Line 6)	\$2,592.00

Chapter 3

ADMINISTRATIVE REPORTS

- 3-1. **PURPOSE.** The purpose of this chapter is to provide guidance on the use of additional administrative reports, i.e., the Contract Discrepancy Report (CDR) and the Material Inspection and Receiving Report (DD Form 250).
- 3-2. **CONTRACT DISCREPANCY REPORT** (DeCA Form 70-60). At the end of each month, the QAE shall prepare a proposed **CDR** for any PRS for which the Contractor has exceeded the AQL. The QAE shall submit an original proposed **CDR** with the monthly surveillance documentation to the Contracting Officer. Upon validation of any proposed **CDR**, the Contracting Officer will issue the **CDR** to the Contractor for response. The Contractor shall reply, in writing, within 10 working days from the date of receipt of any **CDR**, indicating corrective actions taken to prevent recurrence. The Contracting Officer will evaluate the Contractor's response and determine whether full payment, partial payment, or the contract termination process is applicable. Failure to reply will be considered as concurrence with a **CDR**. The Government specifically reserves the right to make a temporary partial payment for services performed, prior to receipt and evaluation of the Contractor's response to a **CDR**, or if the Contractor fails to respond to a **CDR**. A **CDR** process diagram and sample **CDR Forms** follow this discussion. A blank **CDR Form** is at Appendix P.
- 3-3. **MATERIAL INSPECTION AND RECEIVING REPORT** (DD Form 250). The QAE is responsible for completing a **DD 250** at the end of each month (or bi-monthly, if required by the contract) throughout the life of the contract. The **DD 250** is used to report the services rendered in order for the finance center to make payment to the Contractor. The QAE shall follow the Region/Area Office established procedures for distribution of the **DD 250**. A sample **DD 250** follows this discussion. A blank **DD 250 Form** is at Appendix Q. The QAE shall maintain copies of the **DD Form 250** on file for one year past the date of contract expiration/termination.

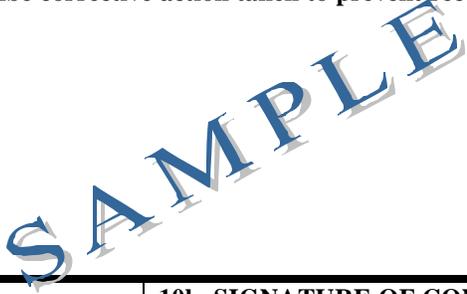
The Contract Discrepancy Report (CDR) Process

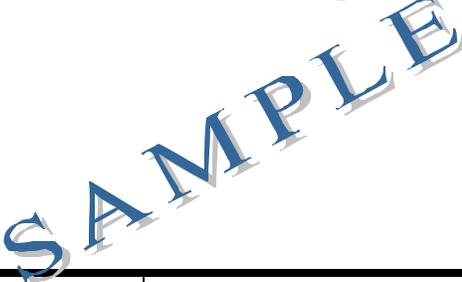


* The KO may decide to deduct full or partial CDR amount from contractor payment

CONTRACT DISCREPANCY REPORT		1. CONTRACT NUMBER: DeCA01-00-C-1000	2. REPORT NUMBER FOR THIS DISCREPANCY: 00-07-01	
3. TO: (Contractor Company and Project Manager Name) ABC Company, Anthony Corona		4. PREPARED BY: (Typed/Printed Name of QAE who prepared form) Joseph Oversight		5. DATE PREPARED: August 01, 2000
6. SUMMARY OF CONTRACT DISCREPANCY:				
a. PRS NUMBER/REQUIRED SERVICE: PRS #1 Perform Shelf Stocking Operations				
b. SURVEILLANCE MONTH: July 2000	c. LOT SIZE: 500 (25 days X 20 samples)		d. AQL: 10	e. NUMBER OF DEFECTS: 18
7a. NAME OF CONTRACTING OFFICER:		7b. CONTRACTING OFFICER SIGNATURE:		7c. DATE:
8a. TO: (Contracting Officer)		8b. FROM: (Contractor Company Name)		
9. CONTRACTOR RESPONSE: (Describe corrective action taken to prevent recurrence. Attach continuation sheet, if necessary.)				
 <div style="border: 1px solid black; border-radius: 15px; padding: 10px; width: fit-content; margin: 0 auto;"> Blank form and instructions at Appendix P </div>				
10a. NAME OF CONTRACTOR REPRESENTATIVE: (Typed or Printed)		10b. SIGNATURE OF CONTRACTOR REPRESENTATIVE:		10c. DATE:
11. DATE RESPONSE RECEIVED FROM CONTRACTOR:				
12. GOVERNMENT EVALUATION: (Acceptance, partial acceptance, rejection; attach continuation sheet if necessary)				
13. GOVERNMENT ACTIONS: (Payment deductions, cure notice, show cause, other)				
14. DATE ACTION COMPLETED:				

CONTRACT DISCREPANCY REPORT		1. CONTRACT NUMBER: DeCA01-00-C-1000	2. REPORT NUMBER FOR THIS DISCREPANCY: 00-07-02	
3. TO: (Contractor Company and Project Manager Name) ABC Company, Anthony Corona		4. PREPARED BY: (Typed/Printed Name of QAE who prepared form) Joseph Oversight		5. DATE PREPARED: August 01, 2000
6. SUMMARY OF CONTRACT DISCREPANCY:				
a. PRS NUMBER/REQUIRED SERVICE: PRS #6 Performs Sales Area Floor Care				
b. SURVEILLANCE MONTH: July 2000	c. LOT SIZE: 550,000 sq ft		d. AQL: 1% (5,500 sq ft)	e. NUMBER OF DEFECTS: 9,575 sq ft
7a. NAME OF CONTRACTING OFFICER:		7b. CONTRACTING OFFICER SIGNATURE:		7c. DATE:
8a. TO: (Contracting Officer)		8b. FROM: (Contractor Company Name)		
9. CONTRACTOR RESPONSE: (Describe corrective action taken to prevent recurrence. Attach continuation sheet, if necessary.)				
 <div style="border: 1px solid black; border-radius: 15px; padding: 10px; width: fit-content; margin: 0 auto;"> Blank form and instructions at Appendix P </div>				
10a. NAME OF CONTRACTOR REPRESENTATIVE: (Typed or Printed)		10b. SIGNATURE OF CONTRACTOR REPRESENTATIVE:		10c. DATE:
11. DATE RESPONSE RECEIVED FROM CONTRACTOR:				
12. GOVERNMENT EVALUATION: (Acceptance, partial acceptance, rejection; attach continuation sheet if necessary)				
13. GOVERNMENT ACTIONS: (Payment deductions, cure notice, show cause, other)				
14. DATE ACTION COMPLETED:				

CONTRACT DISCREPANCY REPORT		1. CONTRACT NUMBER: DeCA01-00-C-1000	2. REPORT NUMBER FOR THIS DISCREPANCY: 00-07-02	
3. TO: (Contractor Company and Project Manager Name) ABC Company, Anthony Corona		4. PREPARED BY: (Typed/Printed Name of QAE who prepared form) Joseph Oversight		5. DATE PREPARED: August 01, 2000
6. SUMMARY OF CONTRACT DISCREPANCY:				
a. PRS NUMBER/REQUIRED SERVICE: PRS #6 Performs Sales Area Floor Care				
b. SURVEILLANCE MONTH: July 2000	c. LOT SIZE: 550,000 sq ft		d. AQL: 1% (5,500 sq ft)	e. NUMBER OF DEFECTS: 9,575 sq ft
7a. NAME OF CONTRACTING OFFICER:		7b. CONTRACTING OFFICER SIGNATURE:		7c. DATE:
8a. TO: (Contracting Officer)		8b. FROM: (Contractor Company Name)		
9. CONTRACTOR RESPONSE: (Describe corrective action taken to prevent recurrence. Attach continuation sheet, if necessary.)				
 <div style="border: 1px solid black; border-radius: 15px; padding: 10px; width: fit-content; margin: 0 auto;"> Blank form and instructions at Appendix P </div>				
10a. NAME OF CONTRACTOR REPRESENTATIVE: (Typed or Printed)		10b. SIGNATURE OF CONTRACTOR REPRESENTATIVE:		10c. DATE:
11. DATE RESPONSE RECEIVED FROM CONTRACTOR:				
12. GOVERNMENT EVALUATION: (Acceptance, partial acceptance, rejection; attach continuation sheet if necessary)				
13. GOVERNMENT ACTIONS: (Payment deductions, cure notice, show cause, other)				
14. DATE ACTION COMPLETED:				

CONTRACT DISCREPANCY REPORT		1. CONTRACT NUMBER: DeCA01-00-C-1000	2. REPORT NUMBER FOR THIS DISCREPANCY: 00-07-04	
3. TO: (Contractor Company and Project Manager Name) ABC Company, Anthony Corona		4. PREPARED BY: (Typed/Printed Name of QAE who prepared form) Joseph Oversight		5. DATE PREPARED: August 01, 2000
6. SUMMARY OF CONTRACT DISCREPANCY:				
a. PRS NUMBER/REQUIRED SERVICE: PRS #5 Perform RSHA Operations				
b. SURVEILLANCE MONTH: July 2000	c. LOT SIZE: 200 Tasks		d. AQL: 5% (10 Tasks)	e. NUMBER OF DEFECTS: 32
7a. NAME OF CONTRACTING OFFICER:		7b. CONTRACTING OFFICER SIGNATURE:		7c. DATE:
8a. TO: (Contracting Officer)		8b. FROM: (Contractor Company Name)		
9. CONTRACTOR RESPONSE: (Describe corrective action taken to prevent recurrence. Attach continuation sheet, if necessary.)				
 <div style="border: 1px solid black; border-radius: 15px; padding: 10px; width: fit-content; margin: 0 auto;"> Blank form and instructions at Appendix P </div>				
10a. NAME OF CONTRACTOR REPRESENTATIVE: (Typed or Printed)		10b. SIGNATURE OF CONTRACTOR REPRESENTATIVE:		10c. DATE:
11. DATE RESPONSE RECEIVED FROM CONTRACTOR:				
12. GOVERNMENT EVALUATION: (Acceptance, partial acceptance, rejection; attach continuation sheet if necessary)				
13. GOVERNMENT ACTIONS: (Payment deductions, cure notice, show cause, other)				
14. DATE ACTION COMPLETED:				

MATERIAL INSPECTION AND RECEIVING REPORT							Form Approved OMB No. 0704-0248		
<small>Public reporting burden for this collection of information is estimated to average 30 minutes per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden, to Department of Defense, Washington Headquarters Services, Directorate for Information Operations and Reports, 1215 Jefferson Davis Highway, Suite 1204, Arlington, VA 22202-4302, and to the Office of Management and Budget, Paperwork Reduction Project (0704-0248), Washington, DC 20503.</small> PLEASE DO NOT RETURN YOUR COMPLETED FORM TO THESE ADDRESSES. SEND THIS FORM IN ACCORDANCE WITH THE INSTRUCTIONS CONTAINED IN THE DFARS, APPENDIX F-401.									
1. PROC. INSTRUMENT IDEN. (CONTRACT) DeCA01-00-C-1000			(ORDER) NO.		6. INVOICE NO. / DATE		7. PAGE 1	OF 1	8. ACCEPTANCE POINT
2. SHIPMENT NO.		3. DATE SHIPPED		4. B/L TCN		5. DISCOUNT TERMS NA			
9. PRIME CONTRACTOR ABC COMPANY 123 UNCLE SAM DRIVE ANYWHERE, AZ 12345				10. ADMINISTERED BY CODE					
11. SHIPPED FROM (If other than 9) CODE				FOB:		12. PAYMENT WILL BE MADE BY CODE DEFENSE FINANCE AND ACCOUNTING SERVICE DFAS-CO-LCOC P.O. BOX 369016 COLUMBUS, OH 43236-9016			
13. SHIPPED TO CODE CAMP SWAMPY COMMISSARY E-1 PRIVATE DRIVE REMOTE, TX 56789				14. MARKED FOR CODE					
15. ITEM NO.	16. STOCK/PART NO. <small>(Indicate number of shipping containers - type of container - container number.)</small>	DESCRIPTION			17. QUANTITY SHIP / REC'D*	18. UNIT	19. UNIT PRICE	20. AMOUNT	
0001 AA		SHELF STOCKING SERVICES			52,300.00	CS	0.5011	26,207.53	
0001 AB		CUSTODIAL SERVICES			1.00	MO	25,000.0000	25,000.00	
0001 AC		RECEIVING/STORAGE/HOLDING AREA SERVICES			1.00	MO	30,000.0000	30,000.00	
		SERVICES FOR THE PERIOD OF: JULY 1-31, 2000							
21. CONTRACT QUALITY ASSURANCE						22. RECEIVER'S USE			
A. ORIGIN <input type="checkbox"/> CQA <input type="checkbox"/> ACCEPTANCE of listed items has been made by me or under my supervision and they conform to contract, except as noted herein or on supporting documents.			B. DESTINATION <input type="checkbox"/> CQA <input checked="" type="checkbox"/> ACCEPTANCE of listed items has been made by me or under my supervision and they conform to contract, except as noted herein or on supporting documents.			Quantities shown in column 17 were received in apparent good condition except as noted. 8-1-2000 <i>Joseph Oversight</i> DATE RECEIVED SIGNATURE OF AUTH GOVT REP			
DATE SIGNATURE OF AUTH GOVT REP TYPED NAME AND OFFICE			DATE SIGNATURE OF AUTH GOVT REP <i>J. M. Charge</i> TYPED NAME AND TITLE I.M. CHARGE Store Director			TYPED NAME AND OFFICE JOSEPH OVERSIGHT QAE			
23. CONTRACTOR USE ONLY ACCOUNTING AND APPROPRIATION DATA 0001AA 97X49405J000046073231100000002528NFG000HQCCAD819801CALPN200S33181 \$26,207.53 0001AB 97X49405J000046073231200000002528NFG000HQCCAD819801CALPN200S33181 \$25,000.00 0001AC 97X49405J000046073231300000002528NFG000HQCCAD819801CALPN200S33181 \$30,000.00						*If quantity received by the Government is the same as quantity shipped, indicate by (✓) mark, if different, enter actual quantity received below shipped and encircle.			

COMMISSARY SHELF STOCKING RANDOM SAMPLE SURVEILLANCE CHECKLIST

Contract No.: _____ Surveillance Date: _____

Commissary: _____

Sample Size: _____ #Work Days/Mo.: _____ Items Surveilled/Work Day: _____

QAE: _____ Signature: _____

QAE

PRS #1

UPC/ RANDOM #	SAMPLE ITEM NOMENCLATURE	Rating & PM Initials	PRS #1						
			PRS #1(a)			PRS #1(b)			
			Dust/Dirt 4.3.3.1.	Rotation 4.3.3.3.- 4.3.3.3.1.	Half Case 4.3.3.2.1.1.	Location 4.3.3.2.1.	Allocation 4.3.3.2.1.	Arranged 4.3.3.2.2. - 4.3.3.2.2.1.	
7239213265 6178	MIX DRINK GRAPE FLA VOR AID /00000150OZ	(a) (b)							
3000001820 2217	OATMEAL INST STRAWBERRY CREA QUAKER /00012300OZ								
8244412803 6711	COFFEE GROUND FOGLIFTER BROTHERS /00001750OZ								
9742147002 6935	POWERBAR HARVEST CRUNCH POWERFOOD /00002300OZ								
7110000839 6008	DRESSING FF REWINE HIDDEN VALLEY /00016000OZ								
2100060840 1296	NATURAL SHARP CHEESE KRAFT /00016000OZ								
30065041815 6958	NATURALE TEARS EYE DROPS NO BRAND NUM! /000000500OZ								
3500047941 2669	DISH LIQUID ULTRA PALMOLIVE /00042000OZ								
4126125370 3595	FUNNY BONES CAKES SCHMIDT /00012500OZ								
6414404709 5606	MEAL RAVIOLI BEEF MICR CBAD /00006800OZ								
3400025730 2592	HOT COCOA NO BRAND NUM! /00000000								
3871830016 3242	PRUNES PITTED EXTRA FANCY ANNS HOUSE NUTS /00016000OZ								
2200012811 1463	GUM SPEARMINT EXTRA NO BRAND HO! /00008000CT								
4650000057 4378	CANDLE HAWAIIAN BREEZE GLADE /00004000OZ								
3700032106 2865	SOAP BATH WHITE 5 OZ SAFEGUARD /00015000OZ								

COMMISSARY SHELF STOCKING RANDOM SAMPLE SURVEILLANCE CHECKLIST

Contract No.: _____ Surveillance Date: _____

Commissary: _____

Sample Size: _____ #Work Days/Mo.: _____ Items Surveilled/Work Day: _____

QAE: _____ Signature: _____

QAE

		PRS #1						
UPC/ RANDOM #	SAMPLE ITEM NOMENCLATURE	Rating & PM Initials	PRS #1(a)			PRS #1(b)		
			Dust/Dirt 4.3.3.1.	Rotation 4.3.3.3.- 4.3.3.3.1.	Half Case 4.3.3.2.1.1.	Location 4.3.3.2.1.	Allocation 4.3.3.2.1.	Arranged 4.3.3.2.2. - 4.3.3.2.2.1.
(a)	(b)							
7673712253 6516	JUICE ORANGE MANDARIN EVERFRESH /00016000OZ							
7252104976 6208	RASPBERRY SELTZER WATER NOBRAND DESC /00001000LT							
5100002523 5021	SPAGHEITIOS FRANCO AMERICAN /00026000OZ							
4460001157 4274	CLEANER CLEAN UP SPRAY CLOROX /00022000OZ							
1313006060 480	APPLE CRANBERRY COBBLER NABISCO /00011900OZ							
4610030627 4364	POTATO SKIN WESTERN SARGENTO /00018000OZ							
4137600868 3678	EASTER BUNNY BANK NO BRAND NUM! /00003000OZ							
4470002966 4315	REAL BACON BITS OSCAR MAYER /00003000OZ							
2400000165 1581	PINEAPPLE IN JCE CRUSHED DEL MONTE /00020000OZ							
1690001786 875	SELTZER RASPBERRY CANADA DRY /00001000LT							

Defect Calculation (accomplished on a monthly cumulative basis):

Total UNSATs for PRS #1(a): _____

Total UNSATs for PRS #1(b): _____



POS – M UPDATES

To meet Y2K compliancy, DeCA has released a new random sample surveillance program. **SHELF STOCKING RANDOM SAMPLE SURVEILLANCE CHECKLIST** allows Quality Assurance Evaluators (QAE) to obtain items for random sample surveillance document contract performance.

1. The new program appears under the POS-M Main Menu as option 6:

```

*****
*
*           WELCOME TO DECA POSM MAIN MENU
*
*
*           Please select your menu options below
*
*
*           1>   FMM - File Maintenance Module
*           2>   CAM - Commissary Accounting Module
*           3>   CMM - Check Maintenance Module
*           4>   Update PLU on Standalone Register
*           5>   Check Network Connection
*           6>   Shelf Stocking Random Sample Surveillance Checklist
*           99>  Exit
*
*****

Please enter your selection here:

```

1. When you select option  and press , the following main heading appears:

```

-----
CURRENT HEADING
COMMISSARY SHELF STOCKING RANDOM SAMPLE SURVEILLANCE CHECKLIST

Contract No: _____ Surveillance Date: _____

Commissary: _____

Sample Size: _____ #Work Days/Mo: _____ Items Surveilled/Work Day: ____

QAE: _____ Signature: _____
                                           QAE

PRS: _____ PRS: _____ PRS: _____

```

Note: The system maintains the information you enter in the header fields; this reduces repeatedly entering the same information.



POS – M UPDATES

2. You may choose from the following options:

```

      MENU
i) Change the # of items for this report - currently = <$LSMPL>
e) Edit Heading information
c) Clear the heading and start over with blank heading
g) GO with current heading and run the report
r) go with current heading and run the report(Redump the plu file)
h) HELP
x) Exit the program

```

➤ If you select  – **Change the # of items for this report** and press , the following screen appears:

```

The current # of samples is set to 40
Enter new sample number or <Enter> to use current

```

- a. Type in the number of samples you wish to collect and press .
- b. The screen will go back to **COMMISSARY SHELF STOCKING RANDOM SAMPLE SURVEILLANCE CHECKLIST.**

➤ If you select  – **Edit Heading information** and press , the following screen appears:

```

COMMISSARY SHELF STOCKING RANDOM SAMPLE SURVEILLANCE CHECKLIST - 40 ITEMS
Contract No: DECA01-98-C-0001           Surveillance Date: _____
Commissary:  City, State
Sample Size: 500      #Work Days/Mo: 25      Items Surveilled/Work Day: 20
QAE: John Doe      Signature: _____
                                 QAE
PRS:#1, STOCK MERCHANDISE  PRS:#2, CLEAN & DUST      PRS:

```

Note: Press  to move from field to field. **DO NOT** try to delete text; typing over the field replaces the current text.



POS – M UPDATES

- a. Press  to move through the fields, making the desired changes (i.e. changing sample size from 200 to 500).

Note: As you enter through the fields, the lower left corner displays messages prompting you for the information to enter in the selected field (i.e. in the Contract No: field, the message in the lower left corner reads “Enter the CONTRACT NUMBER (16 characters max)!”).

- b. When you have made your changes, continue pressing  through the fields. When you enter through the last field, the following message appears in the lower left corner:

“Finished Editing? y/n?”

- c. Press  and . The screen will go back to **COMMISSARY SHELF STOCKING RANDOM SAMPLE SURVEILLANCE CHECKLIST.**

- If you select  – **Clear the heading and start over with blank heading** and press , a blank header screen appears:

```

COMMISSARY SHELF STOCKING RANDOM SAMPLE SURVEILLANCE CHECKLIST
Contract No: _____ Surveillance Date: _____
Commissary: _____
Sample Size: _____ #Work Days/Mo: _____ Items Surveilled/Work Day: _____
QAE: _____ Signature: _____
  
```



POS – M UPDATES

- a. Select **E** - **Edit Heading information** to edit this blank heading. Type in your information, pressing **Enter** to move through the fields. When you have entered through all the fields and “**Finished Editing? y/n?**” message appears in the lower left corner, press **Y** and **Enter**. The screen will go back to **COMMISSARY SHELF STOCKING RANDOM SAMPLE SURVEILLANCE CHECKLIST**.

- If you select **G** – **GO with current heading and run the report** and press **Enter**, the system randomly selects items for the sample. The following message displays:

“Dumping PLU - please be patient & do NOT touch the keyboard!!”

- a. The report is automatically sent to the commissary’s printer and the screen goes back to **COMMISSARY SHELF STOCKING RANDOM SAMPLE SURVEILLANCE CHECKLIST**.

To print the list again within the same day, select **G** and press **Enter**. You will notice that the process is quicker; the PLU does not need to dump again, it simply prints the report.

- If you select **R** - **go with current heading and run the report (Redump the plu file)** and press **Enter**, you will be able to force a PLU re-dump within the same day you have already run the **COMMISSARY SHELF STOCKING RANDOM SAMPLE SURVEILLANCE CHECKLIST**. You may want to perform a re-dump if someone performed file maintenance and you want to make sure that the list reflects these changes.
- If you need further assistance with the program, select **H** - **HELP** and press **Enter**. The help option provides additional information on the other options. To exit **HELP**, press **Q** and **Enter**.

POS – M UPDATES

The **COMMISSARY SHELF STOCKING RANDOM SAMPLE SURVEILLANCE CHECKLIST** printout displays the header, based on your criteria, and the following additional information:

1. **UPC**
The Universal Product Code (UPC) that identifies the product.
2. **RANDOM#**
The system assigned PLU number that has been randomly selected for this report.
3. **SAMPLE ITEM NOMENCLATURE**
The description of the item followed by the brand name and the size/measure.
4. **CONTR INITIAL**
This is a blank space in which the QAE enters “S” or “U” to indicate assessment of Contractor performance, and in which the Contractor initials any “U” entry.

(NOTE: When using this random sampling program in conjunction with a PWS based on the Prototype PWS 1999, and described in this QASP, Instructions 5,6 and 7 below DO NOT APPLY. Refer to the sample Random Sample Surveillance Checklist at page 2-17 of this QASP for Instructions on how to use the “PRS” columns on this form.)

5. **PRS**
PRS stands for Performance Requirements Summary. This is a blank space in which the user would insert the PRS number and a description of the service that requires surveillance by the random sampling method. In the Report Sample, PRS #1, Stock Merchandise, would be the first PRS number in the PRS Charts in TE-1 of the PWS. The QAE would insert an S for satisfactory or U for unsatisfactory performance in the blocks under this column for each item inspected. The same concept would apply for all other PRS requirements identified on this Checklist.
6. **PRS**
PRS stands for Performance Requirements Summary. This is a blank space in which the user would insert the PRS number and a description of the service which requires surveillance by the random sampling method. In the Report Sample, PRS #2, Clean and Dust, would be the second PRS number in the PRS Charts in TE-1 of the PWS.
7. **PRS**
PRS stands for Performance Requirements Summary. This is a blank space in which a third PRS could be added to the Checksheet, if applicable to the contract.

POC: FRANK PENN

Commercial: (804) 765-3268

DSN: 539-3268

RANDOM SAMPLING PROGRAM
Instruction/Information Paper

A new Program has been developed which will provide a random listing of contractor stocked items that currently exist in the store file. The program is being downloaded to the store's main menu where POS-M has been installed. The program will generate a checksheet that contains a heading and the randomly selected items that can be used to document the Quality Assurance Evaluator's (QAE) evaluation of contractor performance.

1) The items selected for the random checksheet or report are based on those items coded in the POSM System as grocery items, departments 10 and 11. Items are coded in the POS-M System by department code, 0010 or 0011; commodity code, i.e., 0002, 0021, etc; and category code, i.e., 020, 020, 040, etc. **IMPORTANT**-----if the item codes in the store PLU file are incorrectly coded or are zero filled, the items **WILL** be listed on the report regardless of whether they are contractor OR vendor stocked items. Those items generally known to be vendor stocked items have been coded as not available for the report.

2) If an item is coded with a category code that has mixed contractor/vendor items, the majority rule will apply. For example, baby formulas, codes 0010/0046/060 were coded as vendor stocked items, but in some stores the contractor stocks some or all baby formula. Because the codes for baby formula are excluded from the random sampling program, **baby formula (unless misclassified) will never appear on a random sample list**. Therefore, in commissaries in which the Contractor stocks baby formula, the QAE shall check daily on Contractor rotation of the baby formula that the Contractor stocks, and make observation comments, as necessary, on the **DEFECT DOCUMENTATION/OBSERVATION Form**.

Note: If any vendor stocked items do appear on the Checksheet, the QAE should line through the item and go to the next item on the Checksheet.

3) Selecting the # of items for the Checksheet. This will depend on the number of items to be inspected each night or each inspection period. Determining the number of items needed for the Checksheet will also be based on how clean the store PLU file is. **IMPORTANT**-----stores should be advised to clean up their PLU file. If not, they may get a Checksheet which is largely vendor stocked items.

4) At the close of each business day, the store system starts the "end of day run". Therefore, the store PC is locked up and cannot be accessed. The Checklist must be run prior to end of day or after end of day run. Each store will have to choose how the Random report will be run.

5) It is recommended that no more than 2 weeks of Checksheets be run at a given time, as PLU file maintenance is an ongoing process. This will allow an opportunity for items added during the first 2 weeks of the month to be available for selection for the Checksheets/reports required for the last 2 weeks of the month. If running more than one day's report, you may leave the date field blank to speed up running the reports and have the QAE fill in the dates when surveillance is required.

(WHEN USING THIS RANDOM SAMPLING PROGRAM IN CONJUNCTION WITH A PWS BASED ON THE PROTOTYPE PWS 1999, AND DESCRIBED IN THIS QASP, THE INSTRUCTIONS IN PARAGRAPHS 6, 7, 8, 9, AND 10 BELOW ARE NOT APPLICABLE. FOLLOW THE INSTRUCTIONS IN PARAGRAPH 2.5.a. AND THOSE SHOWN ON THE SAMPLE RANDOM SAMPLE SURVEILLANCE CHECKLIST AT PAGE 2-17 OF THIS QASP.)

6) Sample Size: This number is determined using the procedures of MIL-STD-105E, based on the lot size identified in Column 3 of the Performance Requirements Summary, Technical Exhibit 1 of the

Performance Work Statement (PWS). For example, in the current prototype PWS, PRS #1 is surveilled by random sampling with a lot size of the number of line items the contractor is responsible for stocking X the number of days the contractor is required to perform services during the month. If that number were 150,000 (6,000 items x 25 days), the Sample Size would be 500, using General Inspection Level N. The Sample Size for each contract will vary based on the number of contractor responsible line items for that store.

It is recommended that each Contracting Division prepare a sample Heading Menu for each contract with each field in the Heading screen completed and forward the document to the store. This will ensure that the store is inserting the correct information in each block in the program Heading.

7) Work Days/Mo.: This block represents the number of work days the contractor performs services during the month.

8) Items Surveilled/Work Day: The number of items the QAE is required to surveil each work night is inserted here. For example: If the lot size is 500 and the contractor works 25 days a month, the QAE should inspect 20 items each night the contractor performs services during the month.

9) For those contracts which require inspection on 33 items a month (3 items per night on 11 random days), it is recommended that the following procedure be applied:

Sample Size: 33 #Work Days/Mo: leave blank Items Surveilled/Work Days: 3

Print 11 Checksheets. Select the appropriate number of items you may need to have available for inspection. If the store PLU file is in good shape, 20 items may be sufficient considering that only 3 items will be inspected and performance documented on each Checksheet.

In selecting the 11 days during the month on which surveillance would be accomplished, it is recommend that you pick the first two figures of the first 11 random numbers on the Checklist to determine which days of the month to do surveillance. For example, on page 5 of the attached POS-M Update in the "Report Sample", the first random number is 10044, so your first number would be 10. The second number is 901, so the second selection would be day 9, as no month has 90 days. The third number is 3934, so your inspection date would be day3, as 39 exceeds the number of days in a month. If any two consecutive numbers are the same, skip the second one and go to the next random number. Any alternative method could be used as long as the process is documented and is used consistently.

10) PRS: There are three available blocks for identifying required services that could be surveilled using the random sampling method. The appropriate PRS number(s) and a short description should be inserted in the PRS blocks. If no more than two requirements are surveilled by the random sampling method, leave the third "PRS" block blank.

11) Once the Checksheets have been printed, these documents should be placed in a secured location as the information is procurement sensitive. In no event such the contractor or a contractor employee be allowed access to these documents, preceding an inspection. During inspection the contractor's PM should initial the Checksheet, if any unsatisfactory performance rating are annotated for any item listed the Checksheet.

CONTRACTOR DAMAGED/EXPIRED MERCHANDISE WORKSHEET

INSTRUCTIONS

HEADER: **COMMISSARY:** ENTER COMMISSARY NAME, e.g. **CAMP SWAMPY COMMISSARY.**

CONTRACT NUMBER: ENTER CONTRACT NUMBER, e.g. DECA01-00-C-1000.

MONTH: ENTER CURRENT SURVEILLANCE MONTH, e.g. **JULY.**

YEAR: ENTER CURRENT YEAR, e.g. **2000.**

MONTHLY STORE SALES: ENTER THE TOTAL MONTHLY SALES OF THE STORE ON THE FIRST SHEET ONLY IF MULTIPLE PAGES ARE USED.

TOTAL MONTHLY DAMAGED/EXPIRED MERCHANDISE: ENTER THE TOTAL OF ALL TOTALS IDENTIFIED IN BLOCK 8. (CALCULATE A MULTI-PAGE TOTAL, IF APPLICABLE)

1. **DAY:** ENTER THE DAY THE DAMAGED OR EXPIRED PRODUCT WAS FOUND, e.g. **10.**
2. **NOMENCLATURE:** ENTER THE PRODUCT NAME WITH A BRIEF DESCRIPTION OF THE TYPE OF DAMAGE OR EXPIRATION DATE, e.g. **DEL MONTE CORN, DENTED CANS, 32 oz. ENFAMIL W/IRON, EXPIRED.**
3. **UPC:** ENTER THE ENTIRE UPC NUMBER, e.g. **24000-16701.**
4. **NO. OF UNITS:** ENTER THE NUMBER OF DAMAGED OR EXPIRED ITEMS PER UPC, e.g. **20.**
5. **LOSS PER UNIT:** ENTER THE ADJUSTED OR FULL RETAIL VALUE OF THE ITEM, e.g., **.49.** IF AN ITEM THAT A CONTRACTOR HAS DAMAGED IS A TOTAL LOSS, RECORD THE FULL RETAIL VALUE OF THE ITEM. IF AN ITEM THAT A CONTRACTOR HAS DAMAGED CAN BE SOLD AT A REDUCED PRICE, RECORD ONLY THE "LOST VALUE" AS CONTRACTOR-CAUSED DAMAGE. FOR INSTANCE, IF AN ITEM THAT A CONTRACTOR HAS DAMAGED HAS AN ORIGINAL RETAIL VALUE OF \$1.00, AND CANNOT BE SOLD AT A REDUCED PRICE, RECORD THE FULL RETAIL VALUE OF \$1.00 AS CONTRACTOR-CAUSED DAMAGE. IF AN ITEM WITH AN ORIGINAL RETAIL VALUE OF \$1.00 IS MARKED DOWN TO SELL AT 0.60, RECORD ONLY THE "LOST VALUE" OF 0.40 AS CONTRACTOR-CAUSED DAMAGE.
6. **TOTAL LOSS TO GOV'T:** MULTIPLY THE "NO. OF UNITS" TIMES THE "LOSS PER UNIT" OF THE ITEM AND ENTER THE TOTAL DOLLAR AMOUNT IN THE BLOCK, e.g. **\$ 9.80.**
7. **INITIALS QAE/PM:** QAE AND PM SHALL INITIAL IN THE APPROPRIATE BLOCK, e.g. JO/RD
8. **PAGE TOTAL:** TOTAL DOWN COLUMN 6. ENTER THE GRAND TOTAL ON ALL PAGES IN THE "TOTAL MONTHLY DAMAGED/EXPIRED MERCHANDISE" SPACE AT TOP OF FIRST PAGE.
9. **DISPOSITION/RETENTION:** THE QAE SHALL SUBMIT THE ORIGINAL TO THE CONTRACTING OFFICER AS PART OF MONTHLY DOCUMENTATION. RETAIN COPIES ON FILE FOR ONE YEAR PAST DATE OF CONTRACT EXPIRATION/TERMINATION.

DAYTIME STOCKING SHEET

COMMISSARY: _____ CONTRACT NUMBER: _____ DATE: _____

(1) Item Description	(2) UPC Code	(3) NO. CASES REQUIRED	(4) VENDOR CASES STOCKED	(5) FDS CASES STOCKED	(6) DISPLAY CASES STOCKED	(7) OTHER CASES STOCKED	(8) GOV'T INITIALS
(9) PAGE _____ OF _____		(10) TOTALS →					

DAYTIME STOCKING SHEET

INSTRUCTIONS

HEADER: COMMISSARY: ENTER COMMISSARY NAME, e.g. **CAMP SWAMPY COMMISSARY.**

CONTRACT NUMBER: ENTER CONTRACT NUMBER, e.g. **DECA01-00-C-1000.**

DATE: ENTER CURRENT DAY, e.g. **JULY 1, 2000.**

1. **ITEM DESCRIPTION:** ENTER A BRIEF DESCRIPTION OF THE ITEMS NEEDED, e.g. **DEL MONTE CORN.**
2. **UPC CODE:** ENTER THE ITEM UPC, e.g. **024000-16701.**
3. **NO. CASES REQUIRED:** ENTER THE NUMBER OF CASES REQUIRED FOR SHELF REPLENISHMENT, NIS ITEMS OR FAST MOVING ITEMS, e.g. **5.**
4. **VENDOR CASES STOCKED:** ENTER THE NUMBER OF VENDOR CASES STOCKED **TO AVOID AN NIS**, e.g. **1***.
5. **FDS CASES STOCKED:** ENTER THE NUMBER OF FDS CASES STOCKED FROM THE TRUCKS RECEIVED THAT DAY, e.g. **3***.
6. **DISPLAY CASES STOCKED:** ENTER THE NUMBER OF CASES STOCKED ONTO DISPLAYS FROM DISPLAY STOCK HELD IN THE RSHA, e.g. **8***.
7. **OTHER CASES STOCKED:** ENTER THE NUMBER OF CASES STOCKED FROM THE RSHA SUCH AS OVERWRITE, STORAGE, RESIDUAL DISPLAY ETC. ENTER CASES HERE THAT ARE NOT ACCOUNTED FOR IN #4, 5, OR 6, e.g. **1***
8. **GOV'T INITIALS:** THE GOVERNMENT EMPLOYEE WHO VERIFIED THE NUMBER OF CASES STOCKED SHALL INITIAL THIS BLOCK, e.g. **JO.**
9. **PAGE _____ OF _____:** ENTER THE CURRENT PAGE NUMBER OF THE DAY STOCKER SHEETS FOLLOWED BY THE TOTAL NUMBER OF ALL PAGES USED, e.g. **PAGE 1 OF 3; PAGE 2 OF 3; PAGE 3 OF 3.**
10. **TOTAL:** ENTER THE TOTALS OF EACH COLUMN FOLLOWING THE **TOTALS** BLOCK, e.g. **4,3,1,5.**
11. **DISPOSITION/RETENTION:** DO NOT FORWARD EITHER ORIGINALS OR COPIES TO CONTRACTING OFFICER AS PART OF MONTHLY DOCUMENTATION. RETAIN ORIGINALS ON FILE FOR 6 YEARS AND 3 MONTHS AFTER CONTRACT CLOSE OUT.

*** IF CASES ARE NOT STOCKED AND ARE RETURNED TO THE RSHA, YOU MUST CHANGE THE NUMBER IN THIS BLOCK TO ACCURATELY REFLECT THE ACTUAL CASES STOCKED.**

SHELF STOCKING CASES STOCKED

COMMISSARY: _____ CONTRACT NO: _____ MONTH: _____ YEAR: _____

Date	(1) Night FDS/CDC +	(2) Night Overwrite (-)	(3) Night Vendor +	(4) Night Display +	(5) Night Other +	(6) Not Stocked (-)	(7) Day FDS Cases (-)	(8) Night Total =	(9) Day Vendor +	(10) Day FDS/CDC +	(11) Day Display +	(12) Day Other +	(13) Day Total =	(14) Special Cases +	(15) Total Cases <small>(8)+(13)+(14)</small>	(16) Initials		
	QAE	PM																
1																		
2																		
3																		
4																		
5																		
6																		
7																		
8																		
9																		
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31																		

PM: _____ QAE: _____ (17) _____ (18) _____ + (19) _____ + (20) _____ = (21) _____
 (Signature) (Signature) Overwrite Total Night Total Day Total Special Cases Monthly Total

SHELF STOCKING CASES STOCKED

INSTRUCTIONS

HEADER: **COMMISSARY:** ENTER COMMISSARY NAME, e.g. **CAMP SWAMPY COMMISSARY.**
CONTRACT NUMBER: ENTER CONTRACT NUMBER, e.g. **DECA01-00-C-1000.**
DATE: ENTER CURRENT SURVEILLANCE MONTH AND YEAR, e.g. **JULY, 2000.**

1. **Night FDS/CDC (+):** Enter the total number of Contractor-responsible cases received that will be taken to the floor to be stocked.
2. **Night Overwrite (-):** Enter the total number of overwrite cases. Overwrite cases are cases ordered either by the Government or by the Contractor that the Contractor cannot stock in space available in item allocations.
3. **Night Vendor (+):** Enter the total number of vendor responsible cases stocked by the Contractor. (Exclude display cases.)
4. **Night Display (+): (If required in PWS)** Enter the total number of cases brought from the RSHA for purposes of building or replenishing displays, and the number of cases that contractor handled in dismantling displays.
5. **Night Other (+):** Enter the total number of Contractor-responsible cases brought from the RSHA to the floor for stocking that were not received that day, e.g., "safety stock", residual display items, etc. Enter any case here that is not accounted for in Columns 1 through 4.
6. **Not Stocked (-):** Enter the total number of cases brought to the floor that could have been stocked but were not stocked. These cases do not include overwrites.
7. **Day FDS Cases (-):** Enter the total number of FDS cases that are stocked during the day that were included in Column 1. Typically, this would apply to stores that receive any FDS deliveries in the morning.
8. **Night Total (=):** Total across columns 1 through 7. Be sure to add or subtract as indicated in each column.
9. **Day Vendor (+):** Enter the total number of cases from column 4 of **DAYTIME STOCKING SHEET.**
10. **Day FDS/CDC (+):** Enter the total number of cases from column 5 of **DAYTIME STOCKING SHEET.**
11. **Day Display (+):** Enter the total number of cases from column 6 of **DAYTIME STOCKING SHEET.**
12. **Day Other (+):** Enter the total number of cases from column 7 of **DAYTIME STOCKING SHEET.**
13. **Day Total (=):** Total across columns 9 through 12.

SHELF STOCKING CASES STOCKED (CONTINUED)

14. **Special Cases (+):** Enter the number of special cases that a Contractor stocked during either day or night operations. Special cases are defined as those cases that a Contractor stocks, removes and transports or relocates because of emergencies such as refrigeration failures, construction/renovation projects, resets, etc. **UNLESS THE CONTRACTING OFFICER HAS MODIFIED THE CONTRACT TO INCLUDE REQUIREMENTS OTHER THAN THAT FOR EMERGENCY STOCKING, DO NOT MAKE ENTRIES FOR ANYTHING OTHER THAN EMERGENCY STOCKING REQUIREMENTS.** Explain briefly in writing the reason(s) for each entry; e.g., July 1--327 cases --freezer failure; July 1--1263 cases --reset; July 7--1355 cases--start of renovation project, etc. Attach the explanation(s) to this form before submitting monthly surveillance documentation to the Contracting Officer.
15. **Total Cases (=):** Total across columns 8, 13, and 14.
16. **Initials:** QAE and PM shall initial in appropriate block.
17. **Overwrite Total:** Enter total of column 2 for the month.
18. **Night Total:** Enter total of column 8 for the month.
19. **Day Total:** Enter total of column 13 for the month
20. **Special Total:** Enter total of column 14 for the month.
21. **Monthly Total:** Enter sum of blocks 18, 19, and 20.
22. **Project Manager and QAE shall sign completed form.**
23. **Disposition/Retention:** The QAE shall provide a copy of each of these completed forms to the PM, send the original to the Contracting Officer as part of the monthly documentation, and retain a copy on file for one year past the date of contract expiration/termination.

DISPLAY SCHEDULE – CONTRACTOR RESPONSIBILITY

COMMISSARY: _____ **CONTRACT NUMBER:** _____ **DATE:** _____

1. Date Display will be Built: _____

2. Location of Display: _____

3. Name and UPC of Display Item(s): _____

4. Estimated Number of Cases to be used in the Display: _____

5. Special Instructions for Building and Maintaining Display: _____

6. Date Display is to be Dismantled: _____

7. Disposition of cases to be Removed from Display:* _____

8. Number of Cases Removed from Display: _____

9. QAE _____ **PM** _____

*** For example: Return to storage/holding/staging area; put in display holding area; segregate for vendor pickup; put on shelf, repack, etc.**

DISPLAY SCHEDULE – CONTRACTOR RESPONSIBILITY

INSTRUCTIONS:

HEADER: COMMISSARY: ENTER COMMISSARY NAME, e.g. **CAMP SWAMPY COMMISSARY.**

CONTRACT NUMBER: ENTER CONTRACT NUMBER, e.g. **DECA01-00-C-1000.**

DATE: ENTER CURRENT DAY, e.g. **JULY 1, 2000.**

1. **Date Display will be Built:** Enter the date the display will be built.
2. **Location of Display:** Enter the store location where the display is to be located e.g. , mass display area, end cap area, or build display next to end cap 6A.
3. **Name and UPC of Display Item(s):** Enter the Brand Name and the UPC of items to be placed in the display area, e.g., Del Monte Green Beans, 2400000631, or attach a separate breakdown sheet and state “see attached sheet”.
4. **Estimated Number of Cases to be used in the Display:** Enter the estimated number of cases to be used in building the display.
5. **Special Instructions for Building and Maintaining Display:** Enter instructions, e.g., build the display in a triangle using 50 cases of Del Monte Green Beans; estimated cases for maintaining is 15 per day.
6. **Date Display is to be Dismantled:** Enter the date.
7. **Disposition of cases to be Removed from Display:** Enter appropriate disposition instructions provided at the asterisk noted on the bottom of the page.
8. **Number of Cases Removed from Display:** Enter the exact number of cases removed from the display when the display is dismantled. **This number must be agreed upon by the QAE or designated Government Representative and the PM.**
9. **QAE and PM shall initial the appropriate blanks upon completion of this form.**
10. **Disposition/Retention:** Do not forward either originals or copies to Contracting Officer as part of monthly documentation. Retain originals on file for 6 years and 3 months after contract close out.

CONTRACT SURVEILLANCE CHECKLIST (PRS 5)

RECEIVING/STORAGE/HOLDING AREA OPERATIONS

COMMISSARY: _____ **CONTRACT #:** _____ **Month:** _____ **Year:** _____

DAYS (OPTIONAL FOR QAE TO ENTER DAYS OF WEEK IN BLANKS BELOW)

1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31
---	---	---	---	---	---	---	---	---	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----

PARA. 4.4.2.7., Store Merchandise.

RATING

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CONTRACTOR INITIAL

PARA. 4.4.2.8., Pull Merchandise.

RATING

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CONTRACTOR INITIAL

PARA. 4.4.2.11., Pallets.

RATING

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

CONTRACTOR INITIAL

PARA. 4.4.3.2., 4.4.3.3.1., 4.4.3.4., & 4.4.3.4.1., Equipment Maintenance and Repair.

RATING

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

CONTRACTOR INITIAL

_____ Total Tasks	X 5% =	_____ AQL	<	_____ Total UNSATs	= Prepare proposed CDR
-----------------------------	--------	---------------------	---	------------------------------	------------------------

Find Total Tasks by summing all entries, either "S" or "U", shown on checklist for the month, e.g., 200.
 Multiply number of Total Tasks by 5% (.05) to find AQL level for month, e.g., 200X.05 = 10.
 Find Total UNSATs by summing all "U" entries shown on checklist for the month, e., 12.
 If number of Total UNSATs is greater than AQL number, prepare a proposed CDR, e.g., 12 > 10 = prepare proposed CDR.

DAILY RSHA REPORT

COMMISSARY: _____ CONTRACT NO: _____ DATE: _____

(1) (a) Distributor/Truck & (b) Receiver Name	(2) Time In/Out		(3) Number of Pallets offloaded	(4) Offload			(5) Prepare for Government Receipt			(6) Transport			(7) Segregate	(8) # Contractor/ Vendor Cases		(9) Contractor Perf
	(a) I N	(b) O U T		(a) S E M I P E R	(b) P E R I S H	(c) S U P P L I E S	(a)) S E M I P E R	(b)) P E R I S H	(c)) S U P P L I E S	(a)) P E R I S H	(b)) T O B A C C O	(c)) S U P P L I E S		(a) C O N T R A C T O R	(b) V E N D O R	
(a)																
(b)																
(a)																
(b)																
(a)																
(b)																
(a)																
(b)																
(a)																
(b)																
(a)																
(b)																
(a)																
(b)																
(10) Totals																
(11) Stored per day:			(12) Pulled per day:				(13) Pallets			(14) Equipment Maintenance And Repair						
	Cases			Cases												
Semi-perishables, (a)			Semi-perishables, (a)													
Operating Supplies, (b)			Operating Supplies, (b)													
Total STORED, (a+b):			Total PULLED, (a+b):													

DAILY RSHA REPORT**INSTRUCTIONS:**

HEADER: COMMISSARY: ENTER COMMISSARY NAME, e.g. **CAMP SWAMPY COMMISSARY.**

CONTRACT NUMBER: ENTER CONTRACT NUMBER, e.g. **DECA01-00-C-1000.**

DATE: ENTER CURRENT DATE, e.g. **JULY 1, 2000.**

1. Distributor/Truck:

- a. Enter Distributor Name. If more than one truck comes from a single Distributor, enter the Distributor's Name followed by a number, e.g., Fleming #1, Fleming #2, etc.
- b. Enter the Name of the Receiver.

2. Time In/Out:

- a. Enter the time the truck arrived. Use military time.
e.g., 0800, 1000, 1300.
- b. Enter the time offloading was completed.

3. Number of Pallets Offloaded: Enter number of pallets offloaded from individual trucks.**4. Offload:** Offloading is a process wherein merchandise is removed from vehicle of transport by pallet loads using forklift, and then placed in a designated receiving area. The total of these three columns should total the number of cases offloaded.

- a. **Semi-perishable:** Enter the number of semi-perishable cases (including tobacco products, if applicable) that the Contractor offloads. A semi-perishable item is one that does **not** normally require controlled temperature or humidity in transportation and storage.
- b. **Perishable:** Enter the number of perishable cases that the Contractor offloads. A perishable item is one that normally requires controlled temperature or humidity in transportation and storage.
- c. **Operating Supplies:** Enter the number of cases of commissary operating supplies that the Contractor offloads.

5. Prepare for Government Receipt: Preparing merchandise for Government receipt involves rearranging or shifting cases on the same pallets on which merchandise was delivered only to the extent necessary to allow Government receivers to accurately count cases received. The Contractor shall prepare all cases offloaded for Government receipt. When the Government has a receiver at the Distributor's Warehouse, this number will be significantly lower than the "offloaded" cases.

DAILY RSHA REPORT (Continued)

- a. **Semi-perishable:** Enter the number of semi-perishable cases (including tobacco products, if applicable) that the Contractor actually prepares for receipt.
 - b. **Perishable:** Enter the number of perishable cases actually prepared for receipt.
 - c. **Operating Supplies:** Enter the number of cases of commissary operating supplies actually prepared for receipt.
6. **Transport:** Transporting merchandise involves moving pallets or cartloads of perishable merchandise, tobacco products and operating supplies from the receiving area to holding areas, and placing the pallets of merchandise in those holding areas.
- a. **Perishables:** Enter the total number of chill/frozen, FDS meat and FDS Produce cases that are moved and placed in designated area by the Contractor. Generally, these cases are transported by pallet.
 - b. **Tobacco Products:** Enter the total cases of tobacco products that are moved and placed in designated area by the Contractor. Generally, these cases are transported by pallet.
 - c. **Operating Supplies:** Enter the total cases of operating supplies that are moved and placed in designated area by the Contractor. Generally, these cases are transported by pallet.
7. **Segregate:** Segregate means separating semi-perishable cases by Contractor-stocked cases, vendor-stocked cases, and cases for displays. Enter the total number of semi-perishable cases manually segregated.
8. **Contractor/Vendor Cases:**
- a. ***Contractor -** Enter the total number of Contractor responsible cases received, semi-perishable cases (and, if applicable, perishable cases).
 - b. ***Vendor-** Enter the total number of Vendor cases received, both semi-perishable and perishable cases.

***DO NOT COUNT TOBACCO PRODUCTS OR OPERATING SUPPLIES CASES IN EITHER OF THESE TOTALS.**

The total of 8a. and 8b. should equal the total number of cases received on each truck, minus the total cases of tobacco products and operating supplies.

9. **Contractor Performance (Contractor Perf):**

a. In blocks above shaded area, enter a 4,5,6, or 7, or some combination of these, if a Contractor's performance for Offload, Prepare for Government Receipt, Transport, or Segregate is not IAW the standard for these tasks. These numerical entries refer to the column headings for these tasks. For instance, if in handling Delivery 1, a Contractor fails to Offload and to Transport IAW the respective standards for these tasks, enter a 4 and a 6 in the row in column 9 for

DAILY RSHA REPORT (Continued)

that delivery. If in handling Delivery 4 that same day, the Contractor fails to Offload and to Segregate Merchandise IAW the respective standards for these tasks, enter a 4 and a 7 in column 9 for that delivery, etc.

b. In the block below shaded area, enter an 11,12,13, or 14, or some combination of these, if a Contractor's performance for Store, Pull, Pallets, or Equipment Maintenance and Repair is not IAW the standard for these tasks. These numerical entries refer to the block numbers for these tasks. For instance, if a Contractor fails to Store cases and handle Pallets IAW the respective standards for these tasks, enter an 11 and a 13 in the block below the shaded area.

c. Briefly explain the reason(s) for each entry in column 9 in the area provided at the bottom of the form for "Explanation of Performance Code Entries". For instance: Delivery 1--Contractor offloaded 20 pallets in 1 hour and 20 minutes--slower than standard permits; did not Transport frozen food IAW the standard--not moved from receiving area until 45 min after receiving completed. Pallets not handled IAW the standard--failed to load exchange pallets on ABC distributor trailer. Loaded exchange pallets only after I reminded Contractor twice to do so.

10. **Total:** Total down all columns.

11. **Number of cases Stored per day:** Storing means placing full cases in locations that have been specifically assigned by line item, until such time as the cases are needed for stock replenishment.

a. **Semi-perishables:** Enter the total number of semi-perishable cases that are actually stored in accordance with the definition above.

b. **Operating Supplies:** Enter the total number of cases of all commissary operating supplies that are actually stored in accordance with the definition above.

12. **Number of cases Pulled per day:** Pulling means using a manually or electronically generated pull sheet, or other means, to identify cases of merchandise stored by line item location, selecting cases available, and moving as necessary for stocking or to fill patron orders.

a. **Semi-perishables:** Enter the total number of semi-perishable cases that are actually pulled in accordance with the definition above.

b. **Operating Supplies:** Enter the total number of cases of all commissary operating supplies that are actually pulled in accordance with the definition above.

13. **Pallets:** Make no entry.

14. **Equipment Maintenance & Repair:** Make no entry.

15. **Workload -Support to Other Commissaries:**

a. **Number of cases per day of operating supplies:** Enter the total number of commissary operating supplies cases that were actually transferred to other commissaries.

DAILY RSHA REPORT (Continued)

- b. **Number of cases per day of semi-perishable merchandise:** Enter the total number of semi-perishable cases that were actually transferred to other commissaries.
- c. **Number of cases per day of perishable merchandise:** Enter the total number of perishable cases that were actually transferred to other commissaries.
- d. **Total number of cases:** Enter total cases.
- e. **Total number of pallets:** Enter the total pallets.
- f. **Number of occurrences:** Enter the number of occurrences.

16. **Workload -Support to Club and Other Activities:**

- a. **Total number of cases:** Enter total cases.
- b. **Number of occurrences:** Enter the number of occurrences.

17. On appropriate day row of MONTHLY RSHA REPORT (and MONTHLY RSHA SUPPORT REPORT, if used):

- a. Enter daily number of trucks from column (1) in column (3) of the MONTHLY RSHA REPORT. Also enter daily number of pallets in column (3) of this report.
- b. Enter daily totals from columns (4), (5), (6), (7), (8), (11), (12), respectively, in columns (4), (5), (6), (7), (8), (11), (12) of the MONTHLY RSHA REPORT.
- c. Enter daily totals from columns (15) and (16), respectively, in columns (15) and (16) of the MONTHLY RSHA SUPPORT REPORT (if used).

18. **Disposition/Retention:** The QAE shall not forward either the originals or copies to the Contracting Officer as part of monthly documentation. Retain originals on file for 6 years and 3 months after contract close out.

MONTHLY RSHA REPORT

COMMISSARY: _____ CONTRACT NO: _____ MONTH: _____ YEAR: _____

Date	(3) Number		(4) Off Load			(5) Prepare for Govt Receipt			(6) Transport			(7) Segregate	(8) Contractor/Vendor		(11)Cases Stored	(12) Cases Pulled	(13) PM Initials
	Trucks	Pallets	Semi Perish	Perishable	Supplies	Semi Perish	Perishable	Supplies	Perishable	Tobacco	Supplies		Contractor	Vendor			
1																	
2																	
3																	
4																	
5																	
6																	
7																	
8																	
9																	
10																	
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25																	
26																	
27																	
28																	
29																	
30																	
31																	
TOTAL																	

MONTHLY RSHA SUPPORT REPORT
Use only if providing Support to other Commissaries, Activities or Clubs

COMMISSARY: _____ **MONTH:** _____

CONTRACT NUMBER _____ **YEAR:** _____

Date	(15) Support to Other Commissaries					(16) Support To Other Activities/Clubs			(17) PM Initials
	Semi-Perish	Perishable	Supplies	Pallets	Occurrence	Cases	Line Items	Occurrence	
1									
2									
3									
4									
5									
6									
7									
8									
9									
10									
11									
12									
13									
14									
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19									
20									
21									
22									
23									
24									
25									
26									
27									
28									
29									
30									
31									
TOTAL									

MONTHLY RECEIVING/STORAGE/HOLDING AREA REPORT

INSTRUCTIONS: (Includes instructions for Monthly RSHA Support Report, if used):

HEADER: **COMMISSARY:** ENTER COMMISSARY NAME, e.g. **CAMP SWAMPY COMMISSARY.**

CONTRACT NUMBER: ENTER CONTRACT NUMBER, e.g. **DECA01-00-C-1000.**

SURVEILLANCE WEEK: ENTER THE DATE FOR THE SUNDAY THAT BEGINS THE CURRENT SURVEILLANCE WEEK, e.g. **JULY 1, 2000.** (Same instructions for **MONTHLY RSHA SUPPORT REPORT**, if used)

1. MAKE ANY DAILY ENTRY AS FOLLOWS:

a. **Column (3):** Enter number of trucks from column (1) of **DAILY RSHA REPORT** and number of pallets from column (3) of this report.

b. **Columns (4), (5), (6), (7), (8), (11), (12):** Enter totals, respectively, from columns (4), (5), (6), (7), (8), (11), (12) of the **DAILY RSHA REPORT**.

c. **Columns (15) and (16) of the MONTHLY RSHA SUPPORT REPORT (if used):** Enter totals, respectively, from columns (15) and (16) of the Daily Report.

2. Offer the PM the opportunity to initial each daily entry in column 13 (and, if used, in column 17 of **MONTHLY RSHA SUPPORT REPORT**).

3. Total all columns at end of month.

4. **DISPOSITION/RETENTION:** THE QAE SHALL SUBMIT THE ORIGINAL TO THE CONTRACTING OFFICER AS PART OF MONTHLY DOCUMENTATION. RETAIN COPIES ON FILE FOR ONE YEAR PAST DATE OF CONTRACT EXPIRATION/TERMINATION

PRS 6-SALES FLOOR CARE SQUARE FOOTAGE DISCREPANCIES

COMMISSARY: _____ CONTRACT NO.: _____ SURVEILLANCE WEEK: _____

AREAS (1)	SUN (2)	MON (2)	TUES (2)	WED (2)	THURS (2)	FRI (2)	SAT (2)
FRONT END	(2a)						
	(2b)						
QUEUING AREA							
DELI/ BAKERY							
PRODUCE AREA							
MEAT AREA							
DAIRY AREA							
FROZEN FOODS							
HB&A AREA							
REGISTER AREA							
FRONT AISLE							
BACK AISLE							
AISLES 1 & 2							
AISLES 3 & 4							
AISLES 5 & 6							
AISLES 7 & 8							
AISLES 9 & 10							
1. LACK OF UNIFORM GLOSSY APPEARANCE				12. OTHER SOILING MATERIALS			
2. DEBRIS				13. TRASH			
3. SCUFF AND HEEL MARKS				14. DIRT			
4. WAX BUILD-UP				15. STICKY SUBSTANCE			
5. FOOD RESIDUE				16. GUM			
6. SCRATCHES				17. DUST			
7. STAINS				18. LINT			
8. DISCOLORATION				19.			
9. SMEAR AND/OR FILM				20.			
10. SPLASH MARKS				21.			
11. STANDING WATER AND OR LIQUID				22.			

PRS-6 SALES FLOOR CARE SQUARE FOOTAGE DISCREPANCIES**INSTRUCTIONS:**

HEADER: **COMMISSARY:** ENTER COMMISSARY NAME, e.g. **CAMP SWAMPY COMMISSARY.**
CONTRACT NUMBER: ENTER CONTRACT NUMBER, e.g. **DECA01-00-C-1000.**
SURVEILLANCE WEEK: ENTER THE DATE OR DATES OF THE WEEK IN WHICH SURVEILLANCE WILL BE DONE, e.g. **JULY 1, 2000, JULY 2-8, 2000, etc.**

1. **AREAS:** This column lists a brief description of floor care areas that need to be evaluated by the QAE. Any of the blank squares may be used for additional surveillance areas not already listed on the form. Enter the Description of any additional areas for surveillance as the QAE determines to be necessary. e.g., Register Area.
2. **COLUMNS WITH DAY LABELS (MON, TUES, WED, etc.):**
 - a. In the upper section of each **AREAS** day block, enter the daily square footage for the area of the floor determined to be defective.
 - b. In the lower block, enter the Quality Standard Code(s) that accurately describes the defect found in the unacceptable square footage. You should use as many codes as necessary to describe your findings, e.g. 1,4,7,11.
3. **DAY TOTAL:** Total down the daily square footage in each column for all "**AREAS**".
4. **INITIAL:** The Contractor shall initial each defective "**SQ FT NUMBER**" in the "**INITIAL**" block
5. **CUMULATIVE TOTAL:** Maintain a running total of the defective square footage in this block.
6. **DISPOSITION/RETENTION:** The QAE shall submit the original to the Contracting Officer as part of monthly documentation. Retain copies on file for one year past date of contract expiration/termination.

NOTES:

- a. A cumulative total of all weekly discrepancy sheets shall be added together for a monthly total. This monthly total will be compared to the AQL to determine if a proposed CDR should be prepared.
- b. In the event the discrepancy is NOT already listed under the **Quality Standard Codes**, blank spaces have been provided for the condition to be added. If there is NOT enough space in the block to properly annotate the discrepancy, write "see reserve side" in the block and then provide the appropriate explanation on the Reverse Side of the Form.

PRS 7-FLOOR CARE TASK SQUARE FOOTAGE DISCREPANCIES

COMMISSARY: _____ CONTRACT NO.: _____ SURVEILLANCE WEEK: _____

AREAS (1)	SUN (2)	MON (2)	TUES (2)	WED (2)	THURS (2)	FRI (2)	SAT (2)
ADMIN OFFICE	(2a)						
	(2b)						
PRODUCE OFFICE							
MEAT OFFICE							
CUST SVC OFFICE							
RECEIVING OFFICE							
SD OFFICE							
SA OFFICE							
RSHA OVERWRITE							
RSHA RECEIVING							
RSHA DOCK							
RSHA HOLDING							
RESTROOM #1							
RESTROOM #2							

QUALITY STANDARD CODES:

1. LACK OF UNIFORM GLOSSY APPEARANCE	12. OTHER SOILING MATERIALS
2. DEBRIS	13. TRASH
3. SCUFF AND HEEL MARKS	14. DIRT
4. WAX BUILD-UP	15. STICKY SUBSTANCE
5. FOOD RESIDUE	16. GUM
6. SCRATCHES	17. DUST
7. STAINS	18. LINT
8. DISCOLORATION	19.
9. SMEAR AND/OR FILM	20.
10. SPLASH MARKS	21.
11. STANDING WATER AND OR LIQUID	22.

PRS 7-FLOOR CARE TASK SQUARE FOOTAGE DISCREPANCIES

COMMISSARY: _____ CONTRACTNO.: _____ SURVEILLANCE WEEK: _____

AREAS (1)	SUN (2)	MON (2)	TUES (2)	WED (2)	THURS (2)	FRI (2)	SAT (2)
LOCKERRM #1	(2a)						
	(2b)						
LOCKERRM #2							
BREAKRM #1							
OUTSIDE FRONT							
OUTSIDE BACK							

QUALITY STANDARD CODES:

1. LACK OF UNIFORM GLOSSY APPEARANCE	12. OTHER SOILING MATERIALS
2. DEBRIS	13. TRASH
3. SCUFF AND HEEL MARKS	14. DIRT
4. WAX BUILD-UP	15. STICKY SUBSTANCE
5. FOOD RESIDUE	16. GUM
6. SCRATCHES	17. DUST
7. STAINS	18. LINT
8. DISCOLORATION	19.
9. SMEAR AND/OR FILM	20.
10. SPLASH MARKS	21.
11. STANDING WATER AND OR LIQUID	22.

PRS-7 FLOOR CARE TASK SQUARE FOOTAGE DISCREPANCIES

INSTRUCTIONS:

HEADER: COMMISSARY: ENTER COMMISSARY NAME, e.g. **CAMP SWAMPY COMMISSARY.**

CONTRACT NUMBER: ENTER CONTRACT NUMBER, e.g. **DECA01-00-C-1000.**

SURVEILLANCE WEEK: ENTER THE DATE OR THE DATES OF THE WEEK IN WHICH SURVEILLANCE WILL BE DONE, e.g. **JULY 1, 2000, JULY 2-8, 2000, etc.**

1. **AREAS:** This column lists a brief description of floor care areas that need to be evaluated by the QAE. Any of the blank squares may be used for additional surveillance areas not already listed on the form. Enter the Description of any additional areas for surveillance as the QAE determines to be necessary, e.g., The Front Sidewalk.
2. **COLUMNS WITH DAY LABELS (MON, TUES, WED, etc.):**
 - a. In the upper section of each AREAS day block, enter the daily square footage for the floor determined to be defective.
 - b. In the lower block, enter the Quality Standard Code(s) that accurately describes the defect found in the unacceptable square footage. You should use as many codes as necessary to describe your findings, e.g. 1,4,7,11.
3. **DAY TOTAL:** Total down the daily square footage in each column for all "AREAS".
4. **AQL:** Enter the Acceptable Quality Level of Square Footage. e.g. (Total Square Footage to be evaluated X 2 % = 6,500 sq.ft.)
5. **RATING:** The QAE shall place an "S", if the day total is less than or equal to the AQL, for satisfactory, or a "U", if the day total is greater than the AQL, for unsatisfactory performance.
6. **INITIAL:** The Contractor shall initial below each "U" entry to acknowledge the "U" rating.
7. **DISPOSITION/RETENTION:** he QAE shall submit the original to the Contracting Officer as part of monthly documentation. Retain copies on file for one year past date of contract expiration/termination.

NOTE: In the event the discrepancy is NOT already listed under the Quality Standard Codes, blank spaces have been provided for the condition to be added. If there is NOT enough space in the block to properly annotate the discrepancy, write "see reserve side" in the block and then provide the appropriate explanation on the reverse side of the form.

DEFECT DOCUMENTATION/OBSERVATIONS

(QAEs shall use this form to record comments on all PRSs and on all observations.

QAEs shall record comments daily, rather than attempt to reconstruct the surveillance record weekly or monthly)

INSTRUCTIONS:

1. **COMMISSARY**: ENTER COMMISSARY NAME, e.g. **CAMP SWAMPY COMMISSARY**.
2. **CONTRACT NO.**: ENTER CURRENT CONTRACT NUMBER, e.g. **DECA01-00-C-1000**.
3. **CONTRACTOR**: ENTER CONTRACTOR COMPANY NAME, e.g. **ABC COMPANY**.
4. **QAE**: ENTER THE QAE'S NAME PERFORMING THE SURVEILLANCE, e.g. **JOSEPH OVERSIGHT**.
5. **DATE**: ENTER THE DATE, MM- DD- YY, e.g. **07-01-00**.
6. **PRS#**: ENTER THE APPLICABLE PRS NUMBER FOR THE NOTED DEFECTIVE SERVICE, e.g. PRS #7. HOWEVER, IF THE QAE IS NOTING AN **OBSERVATION ONLY**, LEAVE THE PRS# BLANK.
7. **REMARKS**: EXPLAIN THE DEFECT OR OBSERVATION IN TERMS THAT WOULD BE UNDERSTOOD BY SOMEONE WHO IS NOT ON SITE OR OBSERVING THE CONTRACTOR'S PERFORMANCE. USE OBJECTIVE LANGUAGE. NO PERSONAL FEELINGS SHOULD BE EXPRESSED ON THIS FORM; e.g., **STORE AREA-LOW GLASS AND WINDOW CLEANING, GLASS WAS LEFT WITH SMEARS, FINGER PRINTS, DUST AND CLEANING AGENT RESIDUE. THE STANDARD IN PARAGRAPH 11. OR 11.2. WAS NOT MET.**
8. **DISPOSITION/RETENTION**: THE QAE SHALL SUBMIT THE ORIGINAL TO THE CONTRACTING OFFICER AS PART OF MONTHLY DOCUMENTATION. RETAIN COPIES ON FILE FOR ONE YEAR PAST DATE OF CONTRACT EXPIRATION/TERMINATION.

NOTE: THE QAE AND PM SHALL INITIAL ON THE BLANK LINE FOLLOWING THE LAST ENTRY FOR EACH DAY TO ACKNOWLEDGE THAT THE QAE HAS MADE THE PM AWARE OF THIS INFORMATION. SHOULD THE PM BE UNAVAILABLE OR REFUSE TO INITIAL, THE QAE SHALL ANNOTATE THE TIME AND, AS APPROPRIATE, "PM UNAVAILABLE TO INITIAL" OR "PM REFUSED TO INITIAL" AND/OR REASON.

CONTRACT DISCREPANCY REPORT		1. CONTRACT NUMBER:	2. REPORT NUMBER FOR THIS DISCREPANCY:	
3. TO: (Contractor Company and Project Manager Name)		4. PREPARED BY: (Typed or Printed Name of QAE who prepared form)		5. DATE PREPARED:
6. SUMMARY OF CONTRACT DISCREPANCY:				
a. PRS NUMBER/REQUIRED SERVICE:				
b. SURVEILLANCE MONTH:	c. LOT SIZE:	d. AQL:		e. NUMBER OF DEFECTS:
7a. NAME OF CONTRACTING OFFICER:		7b. CONTRACTING OFFICER SIGNATURE:		7c. DATE:
8a. TO: (Contracting Officer)	8b. FROM: (Contractor Company Name)			
9. CONTRACTOR RESPONSE: (Describe corrective action taken to prevent recurrence. Attach continuation sheet, if necessary.)				
10a. NAME OF CONTRACTOR REPRESENTATIVE: (Typed or Printed)		10b. SIGNATURE OF CONTRACTOR REPRESENTATIVE:		10c. DATE:
11. DATE RESPONSE RECEIVED FROM CONTRACTOR:				
12. GOVERNMENT EVALUATION: (Acceptance, partial acceptance, rejection; attach continuation sheet if necessary)				
13. GOVERNMENT ACTIONS: (Payment deductions, cure notice, show cause, other)				
14. DATE ACTION COMPLETED:				

**INSTRUCTIONS
DeCA Form 70-60**

BLOCK NUMBER:

1. **CONTRACT NUMBER:** Enter contract number; e.g., DeCA01-00-C-1000.
2. **REPORT NUMBER FOR THIS DISCREPANCY:** Enter last two digits of calendar year (YY), month in which surveillance occurred(MM), and sequence number for CDR in this month(NN). For example: 00-07-01 would be the entry for the first CDR under this contract in July, 2000. Entry for second and third CDRs in July, 2000 would be 00-07-02, 00-07-03, etc. Entry for first CDR under this contract in August 2000 would be 00-08-01, etc.
3. **TO:** (Contractor Company Name/Project Manager Name) Enter typed or printed Contractor Company Name and Project Manager Name; e.g., ABC Company/Anthony Corona.
4. **PREPARED BY:** (Typed or printed name of QAE Who Prepares Form) Enter typed or printed name of the QAE who actually prepares the CDR form; e.g., Joseph Oversight.
5. **DATE PREPARED:** Enter the month, day, and year that the QAE prepares the CDR form; e.g., August 1, 2000.
6. **SUMMARY OF CONTRACT DISCREPANCY:** Enter as indicated in block: 6a. the PRS Number and description of required service to which the CDR pertains (**if necessary, continuation sheets may be used**); 6b. the month in which surveillance occurred; 6c. the lot size for this surveillance month; 6d. the AQL for this PRS; and 6e. the number of defects recorded during this surveillance month; e.g., 6a. PRS #1 Perform Shelf Stocking Operations; 6b. July 2000; 6c. 500; 6d. 10; 6e. 18.

The QAE completes Blocks 1 through 6e., and forwards the CDR Form, together with all backup documentation that pertains to the proposed CDR, to the Contracting Officer no later than the third workday of the month following the surveillance month on which the proposed CDR is based.

The Contracting Officer reviews documentation. If the Contracting Officer determines that the CDR is valid, the Contracting Officer enters name and signature/date in Blocks 7a, 7b., and 7c., and sends the CDR to the Contractor for response.

DISPOSITION/RETENTION: THE QAE SHALL SUBMIT ORIGINALS TO CONTRACTING OFFICER AS PART OF MONTHLY DOCUMENTATION. RETAIN COPIES ON FILE FOR ONE YEAR PAST DATE OF CONTRACT EXPIRATION/TERMINATION.

MATERIAL INSPECTION AND RECEIVING REPORT						Form Approved OMB No. 0704-0248
<p>The public reporting burden for this collection of information is estimated to average 30 minutes per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing the burden, to Department of Defense, Washington Headquarters Services, Directorate for Information Operations and Reports (0704-0248), 1215 Jefferson Davis Highway, Suite 1204, Arlington, VA 22202-4302. Respondents should be aware that notwithstanding any other provision of law, no person shall be subject to any penalty for failing to comply with a collection of information if it does not display a currently valid OMB control number.</p> <p style="text-align: center;">PLEASE DO NOT RETURN YOUR COMPLETED FORM TO THE ABOVE ADDRESS. SEND THIS FORM IN ACCORDANCE WITH THE INSTRUCTIONS CONTAINED IN THE DFARS, APPENDIX F-401.</p>						
1. PROCUREMENT INSTRUMENT IDENTIFICATION (CONTRACT) NO.		ORDER NO.		6. INVOICE NO./DATE		7. PAGE OF
2. SHIPMENT NO.	3. DATE SHIPPED		4. B/L TCN		5. DISCOUNT TERMS	
9. PRIME CONTRACTOR CODE			10. ADMINISTERED BY CODE			
11. SHIPPED FROM (if other than 9) CODE			FOB:		12. PAYMENT WILL BE MADE BY CODE	
13. SHIPPED TO CODE			14. MARKED FOR CODE			
15. ITEM NO.	16. STOCK/PART NO. <small>(Indicate number of shipping containers - type of container - container number.)</small>	DESCRIPTION	17. QUANTITY SHIP/REC'D*	18. UNIT	19. UNIT PRICE	20. AMOUNT
<div style="border-left: 1px dashed black; height: 100%;"></div>						
21. CONTRACT QUALITY ASSURANCE a. ORIGIN <input type="checkbox"/> CQA <input type="checkbox"/> ACCEPTANCE of listed items has been made by me or under my supervision and they conform to contract, except as noted herein or on supporting documents.				b. DESTINATION <input type="checkbox"/> CQA <input type="checkbox"/> ACCEPTANCE of listed items has been made by me or under my supervision and they conform to contract, except as noted herein or on supporting documents.		22. RECEIVER'S USE Quantities shown in column 17 were received in apparent good condition except as noted.
DATE		SIGNATURE OF AUTHORIZED GOVERNMENT REPRESENTATIVE		DATE		SIGNATURE OF AUTHORIZED GOVERNMENT REPRESENTATIVE
TYPED NAME:		TYPED NAME:		TYPED NAME:		TYPED NAME:
TITLE:		TITLE:		TITLE:		TITLE:
MAILING ADDRESS:		MAILING ADDRESS:		MAILING ADDRESS:		MAILING ADDRESS:
COMMERCIAL TELEPHONE NUMBER:		COMMERCIAL TELEPHONE NUMBER:		COMMERCIAL TELEPHONE NUMBER:		COMMERCIAL TELEPHONE NUMBER:
* If quantity received by the Government is the same as quantity shipped, indicate by (X) mark; if different, enter actual quantity received below shipped and encircle.						
23. CONTRACTOR USE ONLY						

**DD FORM 250 INSTRUCTIONS
(TYPE OR PRINT ALL ENTRIES)**

BLOCK NUMBER:

1. **PROC. INSTRUMENT IDEN.(CONTRACT):** Enter contract number; e.g., DeCA01-00-C-1000. (ORDER) NO.: Leave blank.
2. **SHIPMENT NO.:** Leave blank.
3. **DATE SHIPPED:** Leave blank.
4. **B/L TCN:** Leave blank.
5. **DISCOUNT TERMS:** Enter Discount Terms from the Contract, if applicable. Otherwise enter NA.
6. **INVOICE NO/DATE:** Leave blank.
7. **PAGE OF:** Enter applicable page number; e.g., 1 of 1, 1 of 2, etc.
8. **ACCEPTANCE POINT:** Leave blank.
9. **PRIME CONTRACTOR:** Enter contractor's complete company name and address; e.g., ABC Company, 123 Uncle Sam Drive, Anywhere, AZ 12345. CODE: Leave blank.
10. **ADMINISTERED BY:** Leave blank. CODE: Leave blank.
11. **SHIPPED FROM (If other than 9):** Leave blank. CODE: Leave blank. **FOB:** Leave blank.
12. **PAYMENT WILL BE MADE BY:** Enter complete name and address of paying office; e.g., Defense Finance and Accounting Service, ATTN: DFAS-CO-LCOC, P.O. Box 369016, COLUMBUS, OH 43236-9016. CODE: Leave blank.
13. **SHIPPED TO:** Enter complete commissary name and address; e.g., Camp Swampy Commissary, E-1 Private Drive, Remote, TX 56789. CODE: Leave blank.
14. **MARKED FOR:** Leave blank. CODE: Leave blank.
15. **ITEM NO.:** Enter each applicable contract line item number (CLIN); e.g., 0001AA, 0001AB, 0001AC, etc. Ensure the number corresponds with the line item for the current contract year as shown in Section B of the contract or as shown on subsequent modifications for option/follow-on years or items which have been added to the contract.
16. **STOCK/PART NO. DESCRIPTION (Indicate number of shipping containers - type of container - container number):** Enter complete item description for each line item (CLIN) shown in block 15; e.g., for CLIN 0001AA enter Shelf Stocking Services, for CLIN 0001AB enter Custodial Services, for CLIN 0001AC enter Receiving/Storage/Holding Area Services, etc. ALSO: include the following statement: SERVICES FOR THE PERIOD: (Month, Days, Year); e.g., SERVICES FOR THE PERIOD: July 1-31, 2000.

DD FORM 250 INSTRUCTIONS (Continued)

- 17. QUANTITY SHIP/REC'D:** Enter the quantity for each line item (CLIN) shown in block 15; e.g., for CLIN 0001AA enter 52,300 (total number of cases stocked for the month in which this DD 250 is issued), for CLIN 0001AB enter 1 (for one month of service), for CLIN 0001AC enter 1 (for one month of service).
- 18. UNIT:** Enter the unit (unit of issue) for each line item (CLIN) shown in block 15 as indicated in Section B of the contract or as shown on subsequent modifications for option/follow-on years or items which have been added to the contract; e.g., for CLIN 0001AA enter CS (cases stocked during the month), for CLIN 0001AB enter MO (month), for CLIN 0001AC enter MO (month).
- 19. UNIT PRICE:** Enter the unit price for each line item (CLIN) shown in block 15 as indicated in Section B of the contract or as shown on subsequent modifications for option/follow-on years or items which have been added to the contract; e.g., for CLIN 0001AA enter \$.5011*, for CLIN 0001AB enter \$25,000.00, for CLIN 0001AC enter \$30,000.00. *CAUTION: INFORMS CURRENTLY ROUNDS TO TWO DECIMAL PLACES. ENSURE THAT CASE PRICE ON COMPLETED HARD COPY DD FORM 250 SHOWS FOUR DECIMAL PLACES.
- 20. AMOUNT:** Enter the extended amount for each CLIN by multiplying the Quantity by the Unit Price; e.g., for CLIN 0001AA enter \$26,207.53 (52,300 X \$.5011*), for CLIN 0001AB enter \$25,000.00 (\$25,000.00 X 1), for CLIN 0001AC enter \$30,000.00 (\$30,000.00 X 1). *WHEN PERFORMING THIS CALCULATION, ENSURE THAT THIS CASE PRICE EXTENDS TO FOUR DECIMAL PLACES.
- 21. CONTRACT QUALITY ASSURANCE: A. ORIGIN:** Leave blank. **B.DESTINATION:** Leave CQA block blank. Place an "X" in the Acceptance block, enter the date; e.g., August 1, 2000, signature of the Store Director (or designated management representative), type or print the name and title of the individual who signed this block; e.g., I.M. Charge, Store Director or Gomer Pyle, Store Administrator.
- 22. RECEIVER'S USE:** Enter the date; e.g., August 1, 2000, signature of the QAE completing this form, type or print name and title; e.g., Joseph Oversight, QAE.
- 23. CONTRACTOR USE ONLY:** Enter the CLIN number, accounting and appropriation data, and amount for each CLIN as shown in Section B of the contract or as shown on subsequent modifications for option/follow-on years or items which have been added to the contract; e.g., 0001AA 97X49304J000046073231100000002528NFG000HQCCAV819801CALPN600S33181 \$26,207.53.

If two or more CLINs relate to exactly the same accounting and appropriation data, you may show entries for these multiple CLINs as:

(Accounting and Appropriation Data...2311...) CLIN 0001AA
 CLIN 0001AB
 CLIN 0001AC, etc.

However, if the accounting and appropriation information associated with CLINs differs for different CLINs, you must show complete accounting and appropriation data for each CLIN; e.g.,

(Accounting and Appropriation Data..2312...) CLIN 0001XX
 (Accounting and Appropriation Data..2313...) CLIN 0001XY
 (Accounting and Appropriation Data..2314...) CLIN 0001XZ, etc