**General Services Administration**

Office of Professional Services and Human Capital Categories (PSHC)

Office of Contract Operations (QRAD)

for the

**GSA Center for Charge Card Management (CCCM)**

GSA SmartPay Agile Development Services

Attachment F

Performance Work Statement Template

# 1.0 Background and Purpose

**{See SOO - 1.0}**

# 2.0 Scope and Objectives

**{See SOO - 2.0}**

### **2.1 Technical approach**

At time of award, the awardee’s technical approach will be added to this section.

## 2.2 Quality Assurance Surveillance Plan (QASP) Deliverables

The Quality Assurance Surveillance Plan (QASP, pronounced “kwasp”) establishes what must be surveilled, how it must be surveilled, and when surveillance must occur. The government uses the QASP Deliverables to monitor the quality of the contractor’s performance and deliverables throughout the contract.

Because there are many acceptable approaches to this project’s objectives, the QASP Deliverables (See Exhibit 1 below) provides high-level performance standards and describes their purpose.

The Contracting Officer's Representative (COR) will assess the contractor’s performance against the standards of the QASP Deliverables, though they may choose to delegate the assessment to another government personnel if the other staff member has relevant subject matter expertise. It’s expected that assessment intervals will be frequent (i.e., every sprint).

The QASP and QASP Deliverables are living elements of the contract and reflect the working standards and processes of the team. While the QASP itself will not be part of the contract award and may be changed by the Government at any time, the QASP Deliverables will be included as part of the PWS and any changes may be made by modification to the task order by mutual agreement of the government and the contractor.

Contractor deliverables may be measured against each element of the QASP Deliverables at the interval listed for each element (e.g., every sprint). The contractor is expected to pass each element of the QASP when assessed to avoid unacceptable or deficient performance.

The QASP Deliverables are used to inspect and accept all deliverables within each interval (typically two weeks). The COR is the only authorized personnel to accept or reject the contract deliverables. The COR will accept or reject the deliverables in writing.

The following chart sets forth the performance standards and quality levels the code and documentation, that is provided by the Contractor, must meet. It also outlines the methods CCCM will use to assess the standard and quality levels of that code and documentation.

| **Deliverable** | **Performance Standard(s)** | **Acceptable Quality Level** | **Method of Assessment** |
| --- | --- | --- | --- |
| Tested Code | Code delivered under the order must have substantial test code coverage | Minimum of 90% test coverage of all code. All areas of code are meaningfully tested | Combination of manual review and automated testing |
| Properly Styled Code | [18F Coding Styles](https://engineering.18f.gov/frontend/#js-style) Reference Guide | 0 linting errors and 0 warnings | Combination of manual review and automated testing |
| Accessible | [Web Content Accessibility Guidelines 2.1 AA standards](https://www.w3.org/TR/WCAG21/)  [Section 508 Compliance](https://www.section508.gov/develop/applicability-conformance/) | 0 errors reported using an automated scanner and 0 errors reported in manual testing | Combination of manual review and automated testing (such as [pa11y](https://github.com/pa11y/pa11y)) |
| Deployed | Code must successfully build and deploy into staging environment | Successful build with a single command | Combination of manual review and automated testing |
| Documented | Summary of user stories completed every sprint. All dependencies are listed and the licenses are documented.  Major functionality in the software/source code is documented. Individual methods are documented inline in a format that permits the use of tools such as JSDoc. System diagram is provided.  Relevant security controls are documented and kept up to date. | Combination of manual review and automated testing, if available | Manual review |
| Secure | Code is free of known static and runtime vulnerabilities | Code submitted must be free of medium- and high-level static and dynamic security vulnerabilities | Tests free of medium- and high-level vulnerabilities from a static testing SaaS (such as Snyk or npm audit), from dynamic testing tools like OWASP ZAP (with documentation explaining any false positives), and ongoing code review informed by OWASP or similar standards |
| User research | Features and functionality developed should be driven by user insights and data analytics. Usability testing and other user research methods must be conducted at regular intervals throughout the development process (not just at the beginning or end). | Research plans and artifacts from usability testing and/or other research methods with end users are available at the end of every applicable sprint, in accordance with the Contractor’s research plan. | SmartPay will manually evaluate the artifacts based on a research plan provided by the contractor at the end of the second sprint and every applicable sprint thereafter. |

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Exhibit 1. QASP Deliverables

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# 3.0 Operating Constraints (Non-functional Requirements)

**{See SOO - 3.0}**

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# 4.0 Contractor roles and responsibilities

**{See SOO - 4.0}**

The contractor must designate who will fill these two key personnel roles: Project Manager and Technical Lead.  **4.1 Roles and responsibilities**

The Project Manager will be a direct liaison to the Government product team, and will be responsible for the supervision and management of all of the Contractor’s personnel.

The Technical Lead must have a full understanding of the technical approach to be used by the Contractor’s team and will be responsible for ensuring that the Contractor’s team follows that approach.

Key Personnel substitutions must be approved by the Government in writing, and will only be justified by the Government request, sudden illness, death, change of employment, or termination of employment for cause. Contractor requests for a substitution of Key Personnel must include a detailed explanation of the justifying circumstances, and a complete résumé for the proposed substitute or addition, including skills, experience, education, training, and security level. The Government’s failure to approve a proposed substitution will not constitute grounds for non-performance by the Contractor, or form a valid basis for any claim for money or any equitable adjustment.

# 5.0 Government roles and responsibilities

## 5.1 Makeup of team

The Government team consists of the

* GSA SmartPay Contracting Officer (CO)
* GSA SmartPay Contracting Officer’s Representative (COR)
* GSA SmartPay Product Owner (PO)

## 5.2 Contracting personnel

### 5.2.1 Contracting Officer

The CO for this buy is identified on the cover page. Questions, comments, issues, or responses must be submitted through the methods outlined in the solicitation. Any other forms of communication will not be considered. After award, the CO will delegate most of the day-to-day tasks to the GSA SmartPay COR and PO.

### 5.2.2 Other members

A delegation letter for the COR will be provided to the awardee, outlining the contractual roles and responsibilities of the COR. The roles and responsibilities of the PO will be provided no later than the kickoff meeting that will follow awarding the task order. The names and email addresses of the entire team will also be provided no later than the kickoff meeting.

The COR will receive, for the Government, all work called for by the TO and will represent the CO in the technical phases of the work. The COR will provide no supervisory or instructional assistance to contractor personnel. The COR is not authorized to change any of the terms and conditions, scope, schedule, and price of the Contract or the TO. Changes in the scope of work will be made only by the CO by properly executed modifications to the Contract or the TO. The COR is the only authorized personnel to accept or reject the deliverables. The COR will accept or reject the deliverables in writing.

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# 6.0 Terms and conditions

## 6.1 Period and place of performance

**{See SOO - 4.0}**

## 6.2 Contract administration Payment and invoicing procedures

The labor mix and level of effort specified in the contractor’s quote and incorporated into this TO are for estimation purposes. With prior notification to the GSA SmartPay COR, Product Owner, and CO, the contractor may reallocate the number of hours by labor category within the labor CLIN as needed to manage the project provided the total funding obligation amount is not exceeded. Any additional labor categories or increases to total hours required during performance may occur but must be communicated to the GSA SmartPay COR, PO, and CO prior to implementing.

**{See SOO - 5.0}**

## 6.3 Other direct costs (ODC) and Order level materials (OLM)

Other direct costs and/or order level materials are permitted and can be added to this task order with written consent of the CO.