

QUALITY ASSURANCE SURVEILLANCE PLAN (QASP)

FOR

Supplier Portal Agile Development Services

**A procurement by the
U.S. General Services Administration, Region 5 Contracts Division
on behalf of
GSA Federal Acquisition Services (FAS) Office of Strategy and
Innovation**

Introduction

This QASP (Quality Assurance Surveillance Plan) has been developed in accordance with FAR 46.4.

This QASP has been developed to provide an effective and systematic method for monitoring, evaluating, and documenting contractor performance of the requirements in the Statement of Objectives (SOO) of this contract/task order. The government will monitor contractor performance to assess the acceptability of the services provided and not the details of how the contractor accomplishes the work.

The Government retains the right to inspect all services and supplies furnished under this contract / order in accordance with the provisions of the contract regardless of their specific inclusion in this QASP.

Contractor Responsibility

The contractor, and not the government, is responsible for managing work, ensuring that performance is satisfactory and compliant with contract provisions and performing quality control and quality assurance functions to ensure that products and/or services meet contract requirements. Additionally, the contractor is responsible for taking all actions necessary to correct unsatisfactory, deficient, or non-compliant work.

Surveillance Monitoring

Contractor performance under this contract / task order will be monitored by the GSA Contracting Officer's Representative (COR) assisted by client technical representatives, if applicable.

Primary surveillance methods will be manual review and automated testing. The specific performance expectations are listed and described in the Service Delivery Summary found in the attached SURVEILLANCE OBJECTIVES, STANDARDS, AND QUALITY LEVELS.

Responsibilities of the Contract Monitors

A. The Contracting Officer's Representative (COR) is responsible for monitoring, evaluating, and documenting contractor performance. The COR may be assisted by the agency's technical representatives. They shall work jointly to perform the following functions.

1. Discuss performance requirements with the contractor during the pre-performance conference.
2. Establish a schedule for routine monitoring events, if applicable.
3. Review, monitor, and evaluate all items (services performed, work products, and/or delivered items) as listed in the SOO in accordance with the stated performance measures. Verification of the level of performance compliance shall be performed by analysis, demonstration, inspection, or test. The evaluator shall determine the degree to which contractor performance meets the established performance standards.
4. Verify timeliness of deliveries.
5. Hold performance assessment meetings with the requiring agency's technical

representative.

6. Complete and/or compile performance documents for each evaluation period. These documents include—
 - a. The Contractor's Monthly Project Status Reports, if applicable.
 - b. The Contractor's Monthly Labor Hour and Expenditure Report, if applicable.
 - c. The Contractor Performance Report (using the CPARS (Contractor Performance Assessment Reporting System) Standard Contractor Performance Report, or other approved reporting document) - The Contractor Performance Report should be completed by the COR within two weeks after the end of each evaluation period. The Contractor Performance Report is to include the following information.
 - (1) Contract / Order number
 - (2) Dates of the evaluation period.
 - (3) The standards and measures used to make performance evaluations.
 - (4) Input from the requiring activity's technical representative, including--
 - (a) Observations of performance in each of the areas listed on the SURVEILLANCE OBJECTIVES, STANDARDS, AND QUALITY LEVELS. This can include observations and input from stakeholders and those reliant upon or recipients of the contractor's performance.
 - (b) Notation of deficiencies or non-compliance with contract / delivery order provisions, statement of work requirements, or task directives. These notations will include a narrative describing the deficiencies or non-compliance, a reference to the contractual provisions or requirement related to the deficient or non-compliant performance, and date the deficiency or non-compliance was discovered or became known.
 - (5) Observations of performance (positive, acceptable, negative, unacceptable) by the COR.
 - (6) The date and signature of the COR on each entry.
 - d. Documentation of the date and time the contractor is notified of any deficiency. This documentation shall include a copy of the written deficiency notification sent to and acknowledged by the contractor.
 - e. Documentation of the date and time the contracting officer is notified of any contractor deficiency.
 - f. Documentation of the action(s) or inaction(s) taken by the contractor to correct any deficiency.
7. Ensure that the narrative of all observations is accurate and factual in every respect. The narrative shall be legible and provide the evaluator's observations, evaluation, and conclusions in precise descriptive language. Generalities, personal opinions and vague or ambiguous statements are not acceptable.
8. Provide an updated copy of the Contractor Performance Report to the requiring agency's program manager and to the contracting officer upon completion of the evaluation.
9. Meet with the contracting officer to—
 - a. Report the results of contractor surveillance.
 - b. Report the requesting agency's acceptance of services.
 - c. Determine the government's plan of action in the event of unacceptable, unsatisfactory, deficient, or non-compliant contractor performance.
10. Recommend needed changes to the QASP to the Contracting Officer.

- B. The requiring activity's technical representative(s) shall promptly notify the GSA COR should any significant contractor performance problem arise or become known between scheduled evaluation events.
- C. The contract monitors are to be objective, fair, and consistent in evaluating contractor performance.
- D. Upon completion of the contract services, all surveillance documentation shall be included in the contract file along with all other contract documents, i.e., Statement of Objectives and addenda, Contract / Task Order and all modifications, meeting reports and minutes, correspondence pertaining to this contract or order, etc.
- E. Contractor performance and surveillance documentation can be used to complete Contractor performance evaluations that are submitted to the past performance data base.

Taking Corrective Actions.

The government will promptly notify the contractor of any unsatisfactory, unacceptable, deficient, non-conforming, or non-compliant performance. The contractor shall have the opportunity to review the government's determination and provide comments.

Any contractor performance problems that result from the failure of the government to fulfill any of its obligations under the contract or order, upon which contractor performance is dependent, will not be assessed and documented as contractor deficiencies or non-compliance, to the extent of Government liability.

The contractor shall be responsible for correcting all unsatisfactory, unacceptable, deficient, or non-compliant performance.

Disputes between the Contractor and the COR / Agency Representative regarding surveillance results should be referred to the Contracting Officer.

Failure of the contractor to take appropriate and timely corrective action will result in the government's issuance of cure or show-cause notices or pursue other remedies set forth in the provisions of the contract or as provided by law.

When unsatisfactory work is not corrected or unacceptable work is not re-performed to the Government's satisfaction, in addition to other available remedies, the Government may negotiate a reduction in the contract / task order price to reflect the reduced value received. Additionally, the government reserves the right to include any incidents of unsatisfactory, unacceptable, deficient, or non-compliant performance, especially if uncorrected, in the contractor's past performance record.

Revisions to this QASP

This QASP and its accompanying SURVEILLANCE OBJECTIVES, STANDARDS, AND QUALITY LEVELS, and Contractor Performance Report format shall remain unchanged during the life of this contract or order unless modified to provide clarification or to reflect changes in the SOO or other contractual provisions. The Government reserves the unilateral right to change the QASP at any time during contract performance provided the changes are communicated to the

Contractor by the effective date of the change. All modifications to this QASP will be implemented by a contract or order modification signed by the Contracting Officer. Revisions to this QASP are the joint responsibility of the Contracting Officer, COR, and requiring activity's representative(s).

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SURVEILLANCE OBJECTIVES, STANDARDS, AND QUALITY LEVELS

PERFORMANCE OBJECTIVE

The Contractor shall perform the services necessary to perform the work set forth in the SOO.

PERFORMANCE STANDARDS AND QUALITY LEVELS

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 OSI 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 automated 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 Reference Guide	0 linting errors and 0 warnings	Combination of manual review and automated testing
Accessible	Web Content Accessibility Guidelines 2.2 AA standards Section 508 Compliance	0 errors reported using an automated scanner and 0 errors reported in manual testing	Combination of manual review and automated testing (such as pa11y)

Deployed	Code must successfully build and deploy into staging environment	Successful build with a single command	Combination of manual review and automated testing
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Documented	<p>Summary of user stories completed every sprint.</p> <p>All dependencies are listed.</p> <p>Major functionality in the software/source code, as well as purchased tools required, must be documented. Individual methods are documented inline in a format that permits the use of tools such as JSDoc. System diagram is provided.</p> <p>Relevant security controls are documented and kept up to date.</p>	Combination of manual review and automated testing, if available	Manual review
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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
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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.	OSI 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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PERFORMANCE EVALUATION

The COR, or other Government representative responsible for evaluating Contractor performance, shall complete a contractor performance evaluation at least on an annual basis using the CPARS evaluation form. The report shall address each of the applicable performance measures as they specifically apply to the work described and deliverables furnished in conjunction with this contract/task order. Performance ratings will be based on the degree to which the contractor fails to meet, meets, or exceeds the above stated satisfactory performance expectations. Evaluation results will be provided to the contractor as part of the annual CPARS evaluation process.