General Services Administration

Federal Acquisition Service

Technology Transformation Services

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TTS BPA for Software Development, Design, and Research

Quality Assurance Surveillance Plan

Introduction

The Federal Acquisition Service (FAS, Technology Transformation Service (TTS), Office of Acquisition (OA), has developed this Quality Assurance Surveillance Plan (QASP) to evaluate contractor actions while implementing the Performance Work Statement (PWS) at the order level. It is designed to provide an effective surveillance method of monitoring contractor performance for each listed objective on the Performance Requirements Summary at the order level. It also provides a systematic method to evaluate the services the contractor is required to furnish.

1.0 Standard

The contractor is responsible for management and quality control actions to meet the terms of the agreement. The contractor shall perform all work required in a satisfactory manner in accordance with the requirements of the PWS. The COR shall notify the CO for appropriate action if it is likely that the contractor will not achieve successful final delivery of the software code in accordance with the performance objectives and acceptable quality levels identified below.

2.0 The Contracting Officer

The contracting officer (CO) is responsible for monitoring contract compliance, contract administration, cost control, and for resolving any differences between the observations documented by the contracting officer's representative (COR) and the contractor. The CO will

designate one full-time COR as the government authority for performance management. The number of additional representatives serving as technical inspectors depends on the complexity of the services measured, as well as the contractor's performance, and must be identified and designated by the CO.

3.0 The Contracting Officer's Representative

The contracting officer's representative (COR) is designated in writing by the CO to act as his or her authorized representative to assist in administering a contract. COR limitations are contained in the written appointment letter. The COR is responsible for technical administration of the project and ensures proper government surveillance of the contractor's performance. The COR is not empowered to make any contractual commitments or to authorize any contractual changes on the government's behalf. Any changes that the contractor deems may affect contract price, terms, or conditions shall be referred to the CO for action. The COR will have the responsibility for completing Quality Assurance (QA) monitoring forms used to document the inspection and evaluation of the contractor's work performance. Government surveillance may occur under the inspection of services clause for any service relating to the contract.

4.0 Performance Requirements Summary

The COR will evaluate the performance objectives through surveillance as reflected below by reviews and acceptance of work products and services. As indicated, the COR will assess progress towards the final delivered software code. Note that the performance requirements listed below are required for the final deliverable. However, the sprints and incremental delivery of code will be assessed by the government to ensure that the contractor is on a path to successful final delivery.

The following table sets forth the performance standards and quality levels the code and documentation provided by the Contractor must meet, and the methods the TTS will use at the order level 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 and a clean code base Version-controlled Court GitHub repository of code that comprises product that will remain in the government domain	Minimum of 90% test coverage of all code	Combination of manual review and automated testing
Properly Styled Code	GSA 18F Front End Guide	0 linting errors and 0 warnings	Combination of manual review and automated testing
Accessible	Web Content Accessibility Guidelines 2.1 AA (WCAG 2.1 AA) standards	0 errors reported for WCAG 2.1 AA standards using an automated scanner and 0 errors reported in manual testing	http://squizlabs.github.io/HTML_CodeSniffer/ or 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
Documentation	All dependencies are listed and the licenses are documented. Major functionality in the software/source code is documented. Individual methods are documented inline using comments that permit the use tools such as JsDoc. System diagram is provided.	Combination of manual review and automated testing, if available	Manual review

Secure	OWASP Application Security Verification Standard 3.0	Code submitted must be free of medium- and high-level static and dynamic security vulnerabilities	Clean tests from a static testing SaaS (such as Gemnasium) and from OWASP ZAP, along with documentation explaining any false positives
User research	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 vendor's research plan.	TTS will evaluate the artifacts based on a research plan provided by the vendor at the end of the second sprint and every applicable sprint thereafter.