

Exhibit S

Deliverables

Exhibit S, Deliverables identifies the anticipated Deliverables and suggested schedules for completion. DFPS reserves the right to request additional analyses, as needed. Likewise, the Contractor may suggest development of additional Deliverables in specific areas.

PLEASE NOTE: The Deliverables schedule provided in the table below shall be used as a baseline.

Written Deliverables

Deliverables must be published in a manner that enables visibility, collaboration, and ease of use for DFPS. The Contractor shall:

1. Make all written Deliverables available electronically.
2. Use the DFPS approved solution to publish the written Deliverables online (e.g., Microsoft SharePoint or another DFPS approved collaboration tool) to be provided during initial Contract meetings.
3. Provide Deliverables that show DFPS approved branding and are free of any copyrights; and
4. Update written Deliverables throughout the Contract term as changes occur to DFPS and available resources.

A. Deliverable Acceptance

1. Deliverable Acceptance Criteria must be specified for each Deliverable in the Project Work Plan as described in **Section 5.2(b) (IV&V Project Work Plan)** of the Solicitation and in the executed Contract. This includes a review period for DFPS staff before acceptance and approval of Deliverables. Reference **Exhibit G, Deliverable Acceptance Form** and **Exhibit G-1, Deliverable Acceptance Form Instructions**.
2. All written Deliverables will be phrased in terms and language that can be easily understood by non-technical personnel (e.g., laypersons without subject matter expertise).

3. Deliverables will be provided on the dates specified in the Project Work Plan. Any changes to the delivery date must have prior approval (in writing) by DFPS.
4. All Deliverables will be submitted in a format approved by DFPS which includes accessibility requirements as referenced in **Section 2.1.3 (Accessibility) of the Solicitation**. Reference **Exhibit G, Deliverable Acceptance Form** and **Exhibit G-1, Deliverable Acceptance Form Instructions**.
5. Deliverables will have an established time period for review and acceptance by DFPS.
6. DFPS shall provide Contractor with the **Exhibit G, Deliverable Acceptance Form** for Deliverable Acceptance sign-off. Reference **Exhibit G-1, Deliverable Acceptance Form Instructions**.
7. When the Contractor considers a Deliverable is complete and meets the agreed upon acceptance criteria, the Contractor may provide DFPS with a notice of completion, in which the Contractor represents, based on their review, that the Deliverable complies with all applicable requirements.
8. DFPS shall inspect each Deliverable within the agreed timeframe and accept it as complete if it meets agreed upon acceptance criteria.
9. Deliverables will be considered complete when DFPS has submitted **Exhibit G, Deliverable Acceptance Form** confirming services have met each of the acceptance criteria.
10. Any Deliverables not in compliance with applicable requirements nor meeting Deliverable acceptance criteria will be the responsibility of the Contractor to rectify. The Contractor shall correct any deficiencies at no additional cost to DFPS.
11. If DFPS submits a list of deficiencies, the Contractor shall resolve, correct, and resubmit **Exhibit G, Deliverable Acceptance Form** for DFPS's reconsideration within five (5) Business Days. This procedure may continue until the Deliverable is considered complete and accepted in writing or the Deliverable is rejected in writing by DFPS. Any dispute by the Contractor regarding DFPS's non-acceptance of a Deliverable must be made within five (5) Business Days after DFPS's notice of non-acceptance to DFPS Project Manager and/or Contract Manager.

12. If the Deliverable cannot be provided within the scheduled timeframe, the Contractor is required to contact DFPS Project manager and contract manager in writing with a reason for the delay and the proposed revised schedule. The request for a revised schedule must include the impact on related tasks.

13. A request for a revised schedule will be reviewed and approved by DFPS Project manager and Contract manager before placed in effect. Contract terms and conditions may dictate remedies, costs, and other actions based on the facts related to the request for a revised schedule.

B. Deliverable Due Dates

All Deliverables requested by DFPS will be provided on the dates specified in the scope of work; **Exhibit R, Service Requirements**; and **Exhibit S, Deliverables**; or as specified in the Contractor's DFPS approved Project Work Plan. Failure to provide Deliverables on the due dates may result in the assessment of Liquidated Damages as listed in **Exhibit T, Key Performance Measures and Liquidated Damages**.

Deliverable ID	Deliverable Name	Deliverable	Due Date	Update Frequency
DEL-01	Develop and Maintain Project Work Plan	Contractor shall develop, maintain and provide an IV&V Project Work Plan that includes the following: 1. Identification of key internal and external stakeholders to be engaged in this effort. 2. Assumptions, dependencies, and constraints associated with the Project. 3. Templates that Contractor intends to use during Contractor's delivery of the Services, where applicable, including checklists. Templates must be agreed upon by Contractor and DFPS. Project Work Plan requires DFPS approval to proceed with implementation of work plan.	Within thirty (30) Business Days of Contract award	a. Throughout the initial year of Contract Term as changes occur or b. As requested by DFPS throughout initial year of Contract Term

Deliverable ID	Deliverable Name	Deliverable	Due Date	Update Frequency
DEL-02	Develop and Maintain an updated Project Schedule	Contractor shall develop, maintain and provide a detailed IV&V Project schedule that includes the following: 1. All tasks and Deliverables as outlined in the RFO Article II Scope of Work section 2. Review and approval tasks for all Deliverables 3. Executive leadership briefings 4. Milestones 5. IV&V Project schedule will include the following columns: a. Assigned resources b. Duration of tasks c. Baselined start and finish dates d. Actual start and finish dates e. Percentage completed	Within thirty (30) Business Days of the Contract award	a. Weekly throughout Contract Term or b. As requested by DFPS throughout Contract Term
DEL-03	Assessment of Project Performance Service Level Agreements (SLAs) and Adherence to SLAs	Contractor shall provide a report on the SLAs associated with the Project and its overall performance and progress. Project performance SLAs include metrics related to Project milestones, adherence to agreed upon Project timelines and the general alignment of Project execution with contractual obligations. SLAs to be assessed by Contractor are those developed and finalized by DFPS, SI and other DFPS Vendors associated with the Project.	Month after Contract award and SLAs established	a. Monthly reporting on the previous month or b. As requested by DFPS throughout Contract Term

Deliverable ID	Deliverable Name	Deliverable	Due Date	Update Frequency
DEL-04	Initial IV & V Report	Contractor shall provide an Initial IV&V report that includes the following: 1. Schedule of review activities to be performed with the Project and DFPS, SI and other DFPS Vendors associated with the Project. 2. List Project team and stakeholder interviews to be performed. 3. List of documentation required for the reviews. 4. List of Project meetings to be attended and observed by the Contractor.	Sixty (60) Business Days after the IV & V Project Work Plan is submitted	NA

Deliverable ID	Deliverable Name	Deliverable	Due Date	Update Frequency
DEL-05	Weekly IV & V Reports	Contractor shall provide weekly IV&V reports that includes the following: 1. All work performed and completed during the week for which the weekly IV&V report is provided and state the work to be performed during the subsequent week. 2. Identification of any issues encountered or still outstanding with an explanation of the root cause and the resolution of the issue or how the issue will be resolved.	Monday, or the next following Business Day, following Contract award	a. Weekly on Monday's reporting on the previous week's activities or b. As requested by DFPS throughout Contract Term
DEL-06	Ad-Hoc Reports	Contractor shall provide ad hoc IV&V reports as identified and requested by DFPS.	As requested by DFPS	As requested by DFPS throughout Contract Term
DEL-07	Meeting Notes	Contractor shall provide meeting notes from any IV&V related meetings or sessions scheduled with DFPS staff, SI or other DFPS Vendors or project stakeholders. Meeting notes will be provided by the IV&V Contractor to the DFPS project manager and contract manager.	Within two (2) Business Days from the date of the meeting or session	As requested by DFPS throughout Contract Term

Deliverable ID	Deliverable Name	Deliverable	Due Date	Update Frequency
DEL-08	Monthly Executive IV&V Briefings	Contractor shall prepare monthly executive IV&V briefings, that contain at a minimum: 1. All work performed and completed during the month for which the report is provided and statement of the work to be performed during the subsequent month. 2. Identification of any issues encountered or still outstanding with an explanation of the root cause and the resolution of the issue or how the issue will be resolved. 3. Summary of findings, risks, issue reporting, tracking, escalations and resolution procedures, and recommendations related to the month's activities.	First of each month reporting on the previous month	a. Monthly reporting on the previous month or b. As requested by DFPS throughout Contract Term

Deliverable ID	Deliverable Name	Deliverable	Due Date	Update Frequency
DEL-09	Final IV&V Report	Contractor shall provide final IV&V report that consolidates all findings, assessments, and recommendations from the Project verification and validation activities including: 1. Identification of risks and recommended mitigation measures 2. Identification of critical issues, including any Project delays 3. Identification of and recommendations for addressing any findings 4. Status of compliance with processes and SLAs 5. Identification of action items and corrective actions 6. Overall System quality	Adherence to Advance Planning Document requirements	Adherence to Advance Planning Document requirements

Deliverable ID	Deliverable Name	Deliverable	Due Date	Update Frequency
DEL-010	Assessment Report on the Project Risk and Issue Management Plan	Contractor shall assess and provide a report on the Project risk and Issue management plan. The assessment report must include at a minimum, evaluation of the following: 1. Risk/issue identification 2. Evaluation methodology for risk identification 3. Process for documenting key issues for the Project 4. Development of mitigation strategies for each risk 5. Management and resolution of risks 6. Effective communication of the risk or issue 7. Process of risk and issue entry to resolution	Within thirty (30) Business Days of SI onboarding	a. Monday of each week reporting on the previous week until Project closure or b. As requested by DFPS throughout Contract Term
DEL-011	Assessment Report on Scope Management Plan	Contractor shall assess and provide a report on the Project's scope management plan. The assessment must, at a minimum: 1. Provide details on how the Project scope will be defined, developed, and verified 2. Clearly identify who is responsible for managing Project scope 3. Acts as a guide for controlling the scope	Within thirty (30) Business Days of SI onboarding	a. Monday of each week reporting on the previous week until Project closure or b. As requested by DFPS throughout Contract Term

Deliverable ID	Deliverable Name	Deliverable	Due Date	Update Frequency
DEL-012	Assessment Report on Change Management Plan and Processes	Contractor shall assess and provide a report on the Project's Change management plan. The Change management plan must include evaluation of: 1. The processes for the submission, prioritization, and dispensation of requests for changes on Project Deliverables. 2. The template for Project change requests to ensure it includes but is not limited to: a. Business case for the change. b. Impact on the budget, schedule, or quality. c. Any barriers to processing the change request and possible resolutions. d. Cost-benefit analysis of the change. e. Sections to comment on why the change was approved or denied.	Within thirty (30) Business Days of SI onboarding	a. Monday of each week reporting on the previous week until Project closure or b. As requested by DFPS throughout Contract Term
DEL-013	Assessment Report on Quality Assurance Plan(s)	Contractor shall assess, provide a report and make recommendations on the Project's Quality Assurance (QA) plan(s). The Contractor shall at a minimum: 1. Verify that the SI and each applicable DFPS Vendor, along with DFPS, maintains respective Project QA plans with an appropriate level of independence.	Within thirty (30) Business Days of SI onboarding	a. Monday of each week reporting on the previous week until Project closure or

Deliverable ID	Deliverable Name	Deliverable	Due Date	Update Frequency
		2. Ensure that the QA organizations (SI and other DFPS Vendors) monitor the fidelity of all defined QA processes in all phases of the Project. 3. Confirm that the quality of all products produced by the Project are monitored by formal QA reviews with DFPS and subsequent DFPS approvals. 4. Evaluate and make recommendations on whether appropriate processes are in place for Project self-evaluation and process improvement. 5. Assess the effectiveness of Project self-evaluations for performance measures and make recommendations to continually improve the self-evaluation process. 6. Monitor the performance of the Project QA plans by continuously reviewing the associated plans, processes and reports and performing spot checks of System documentation, assessing findings and performance, and presenting findings to DFPS. 7. Independently verify that QA reviews have an appropriate level of independence to evaluate and make recommendations on the Project's QA plans, procedures, and organization.		b. As requested by DFPS throughout Contract Term

Deliverable ID	Deliverable Name	Deliverable	Due Date	Update Frequency
DEL-014	Assessment Report on Organizational Change Management (OCM) Plan	Contractor shall assess and provide a report on the Project's Organizational Change Management (OCM) plan and associated Project communication plans and strategies. The assessment report must, at a minimum: 1. Evaluate the OCM plan and any associated communication plans' strategies to ensure they are effective, understood, implemented, monitored, and completed. 2. Verify that the OCM plan is followed and that it supports communications and work product sharing among all Project stakeholders. 3. Monitor OCM plan and stakeholder engagement activities and report on any risks or barriers and provide recommendations for mitigation of such.	Within thirty (30) Business Days of SI onboarding	a. Monday of each week reporting on the previous week until Project closure or b. As requested by DFPS throughout Contract Term

Deliverable ID	Deliverable Name	Deliverable	Due Date	Update Frequency
DEL-015	Assessment Report on Project Management Plan(s) (PMP)	Contractor shall assess and provide a report on Project Management Plans (PMPs). The following assessment components are required for the report, though others may be added upon mutual agreement between Contractor and DFPS: 1. Scope statement 2. Project objectives 3. Tasks and Deliverables 4. Critical success factors 5. Schedule 6. Budget 7. Communication 8. Resources 9. Risk and issue management	Thirty (30) Business Days after receiving PMP	a. Monthly until Project closure or b. As requested by DFPS throughout Contract Term

Deliverable ID	Deliverable Name	Deliverable	Due Date	Update Frequency
DEL-016	Assessment Report on DFPS Integrated Project Schedule (IPS) and Other DFPS Vendors' Project Schedules	Contractor shall assess and provide a report on the Project schedules associated with the Project, managed both internally and by other DFPS Vendors. The report must also include an evaluation of the following qualitative and quantitative measures: 1. Proper execution and follow up; 2. Tracking of the addition of work and whether processes are followed to ensure no additional costs are added without DFPS and Contractor approval; 3. Validation that no changes are made without the express approval of DFPS; 4. Verification of milestones and completion dates; 5. Assessment of the System Integrator's (SI) Project schedule to ensure compliance with the IPS.	Thirty (30) Business Days after receiving the IPS and any other Project Schedules	a. Monthly until Project closure or b. As requested by DFPS throughout Contract Term

DEL-017	Assessment Report on Project Staffing	Contractor shall assess and provide a report on Project staffing including that of DFPS, SI, and other DFPS Vendors, in support of the Project. The report on Project staffing must at a minimum, provide the following: 1. Examination of the job assignments, skills, training, and experience of the personnel involved in the Project to verify that they are adequately qualified to work on the Project. 2. Evaluation of DFPS's hiring plan for the Project to verify that adequate human resources will be available for implementation efforts and future maintenance and operations. 3. Conclusions on the assessment of SI's recurring staffing reports and assistance in determining SI's adherence to the contracted staffing levels and final retention rate. 4. Evaluation of the use of subcontractors or other external sources of Project staff (such as IT staff from other State of Texas agencies) in Project development. 5. Verification that the obligations of subcontractors and external staff (terms, conditions, statements of work, requirements, standards, development milestones, acceptance criteria, delivery dates, etc.) are clearly defined. 6. Verification that all subcontractors have and maintain the required skills, personnel, plans, resources, procedures, and standards to meet their commitment. This will include examining the feasibility and responsibility of any offsite support of the Project.	Within thirty (30) Business Days of SI onboarding	a. Monday of each week reporting on the previous week until Project closure or b. As requested by DFPS throughout Contract Term
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Deliverable ID	Deliverable Name	Deliverable	Due Date	Update Frequency
DEL-018	Assessment Report on Project Organizational Structure	Contractor shall assess and provide a report on Project organizational structure including that of DFPS, SI, and other DFPS Vendors, in support of the Project. The report on Project organizational structure must at a minimum provide the following: 1. Verification that lines of reporting and responsibility provide adequate technical and managerial oversight of the Project. 2. Evaluation of coordination, communication, and management activities to verify the Project's resources (SI and other DFPS Vendors) and DFPS are not working independently of one another but rather in cooperation and coordination with each other and are following the communication plan. 3. Evaluation of the Project reporting plans and actual Project reports to verify Project status is accurately traced using appropriate metrics.	Within thirty (30) Business Days of SI onboarding	a. Monday of each week reporting on the previous week until Project closure or b. As requested by DFPS throughout Contract Term
DEL-019	Assessment Report on Maintenance and Operations Plan(s) and Processes	Contractor shall assess and provide a report on the Project's maintenance and operations plan(s) and processes. The report must at a minimum, include the following: 1. Verification that maintenance and operations requirements for the System are completely and accurately specified and documented. Documentation must include a review of identified measurements against defined performance metrics and applicable standards (e.g., ITIL, NIST, ISO, or DFPS policy).	Within thirty (30) Business Days of Project Go live	a. Monthly on the first Business Day of the month reporting on the previous month until Project closure or

Deliverable ID	Deliverable Name	Deliverable	Due Date	Update Frequency
		2. Evaluation of the maintenance and operations plan(s) and processes, including backup, disaster recovery, monitoring and day-to-day operations of the System, to verify they are being followed. Contractor shall provide evidence of periodic testing of backup, disaster recovery, and failover procedures; 3. Verification that maintenance and operations plans and processes are in place to manage and implement System repairs (defect corrections) as necessary. Reports must identify any deficiencies, recommended corrective actions, responsible parties, and target remediation dates; 4. Verification that maintenance and operations plans and processes are in place to manage technology changes including upgrades and technology product replacements; 5. Verification that planning and processes are in place to ensure a clean transition from development to ongoing maintenance and operations support of the System, including management of the System over its full product lifecycle, allowing for continuous enhancement as business and technical requirements change; 6. Evaluation of the maintenance and operations plan(s) and processes to transition to a replacement supplier (state team or alternative vendor).		b. As requested by DFPS throughout Contract Term

Deliverable ID	Deliverable Name	Deliverable	Due Date	Update Frequency
DEL-020	Assessment Report on Documentation to be Submitted to Federal and State Entities	Contractor shall review, assess and report on all Project documentation to be submitted to federal and state entities and provide feedback with recommendations.	As required by Federal and State reporting requirements	a. As required by Federal and State reporting requirements or b. As requested by DFPS throughout Contract Term
DEL-021	Assessment Report on Requirements Management Plan	The Contractor shall assess and provide a report on the Project requirements management plan. The report must include at a minimum, the following: 1. Verification that the identified new case management system requirements meet DFPS policy, processes, procedures, and administrative rules. 2. Verification that the requirements meet the CCWIS compliance requirements. 3. Verification that the requirements meet the business needs, objectives and business process changes identified with Programs. 4. Verification that System architectural standards are following DFPS architectural standards and non-functional requirements.	Within sixty (60) Business Days of SI onboarding	a. Monthly on the first Business Day of the month reporting on the previous month until Project closure or b. As requested by DFPS throughout Contract Term

Deliverable ID	Deliverable Name	Deliverable	Due Date	Update Frequency
		5. Confirmation that all stakeholders have been consulted on the desired functionality of the System and that users have been involved in providing input for the planned System design of the user interface as applicable. 6. Verification that all stakeholders support all requirements which impact Project objectives, cost, or schedule. 7. Verification that requirements (e.g., timing, response time and throughput) satisfy documented user needs. 8. Verification that maintenance and operations requirements for the System are comprehensively specified and meet the requirements of SI's Service Level Agreement(s) (SLAs). 9. Verification that approved interface documents are available and that appropriate relationships (such as interface working groups) are in place with all agencies and organizations supporting the interfaces. 10. Verification that an analysis of client, DFPS, and federal needs and objectives has been performed to verify that requirements of the System are well understood, well defined, and satisfy all federal regulations. 11. Evaluation and recommendations on the processes and procedures for gathering and managing requirements. 12. Assessment of the process outlining how system requirements are distributed down to different levels of the System, including platform, software, modules, and individual components, to ensure all requirements are met		

Deliverable ID	Deliverable Name	Deliverable	Due Date	Update Frequency
		and that the System is properly designed, tested and implemented. 13. Verification that software requirements can be traced through design, code, and test phases to ensure that the System performs as intended and contains no unnecessary software elements. 14. Consistently updated performance tracking measures and metrics maintain a robust Requirements Traceability Matrix (RTM), while also diligently reporting on any requirement changes and their impact, guaranteeing that all agreed upon requirements are completed to a high-quality standard. 15. Verification that requirements are under formal configuration control. 16. Verification that all new case management system requirements have been documented and allocated to a software or platform subsystem for federal claiming purposes.		

DEL-022	Assessment Report on Training Plan and Training Documentation	Contractor shall assess and provide a report on the Project training plan and training documentation and include the following: 1. New policies and procedures: a. Policies and procedures are updated to the future state prior to the SI beginning training for each Release; b. Proper communication of the role-based use case training on the revised processes, policies and procedures; c. Communications to ensure that training audiences are prepared before training begin. 2. Customized Training Format: a. Instructor-led, hands-on, and role-based; b. Utilizes use cases; c. Directly related to the business processes of the Project; d. Uses appropriate methodology and training tools; e. Sufficient in length; f. User-friendly; g. On-time; h. Evaluated and monitored for effectiveness by DFPS Vendors. 3. Training Feedback includes: a. Issues and concerns	Six (6) months before Project Go Live of System module	a. Quarterly on the first Business Day of the Quarter reporting on the previous Quarter until conclusion of IV&V services - or b. As requested by DFPS throughout Contract Term
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Deliverable ID	Deliverable Name	Deliverable	Due Date	Update Frequency
		b. Questions c. Positive and negative feedback d. Categorization by level of complexity and impact to user acceptance and CCWIS compliance.		

Deliverable ID	Deliverable Name	Deliverable	Due Date	Update Frequency
DEL-023	Assessment Report on Test Plans and Results	Contractor shall assess and provide a report on the Project test plans and results as produced iteratively by DFPS, SI and other DFPS Vendors, including: 1. Configurations, validations, and object relationships associated to the Project to include applicable cloud services; 2. Validation that all object restrictions, PaaS limitations and Governor limits are considered; 3. Verification that all System interfaces required by Project are developed as described by method (e.g., batch vs. API) and by function with information on input/output control codes, data format, polarity, range, units, and frequency, prior to release of each module and after final release of the System. For each set of tests, the assessment report must include an evaluation of the following: 1. Plans, requirements, environment, tools, and procedures used for testing. 2. Level of automation and the availability of the System test environment. 3. Level of independence from the SI. 4. Results from hands-on testing by the Contractor using a random sample from each test area.	Within sixty (60) Business Days of requirement and design sign-off date	a. Monthly on the first Business Day of the month reporting on the previous month until Project closure or b. As requested by DFPS throughout Contract Term

DEL-024	Assessment Report on User Acceptance Test Plans and Processes	Contractor shall assess and provide a report on the Project user acceptance test plans and processes to help ensure clarity, comprehensiveness, usability, and accuracy. The report must at a minimum include the following: 1. Verification that the User Acceptance Testing (UAT) is based on defined acceptance criteria. 2. Confirmation that the DFPS UAT organization has an appropriate level of independence from the development program. 3. Validation that training using the SI-supplied software is ongoing throughout the development process, especially if the software is to be turned over to DFPS staff for operation. 4. Verification that the UAT plans and execution are thorough and effective in controlling warranty defects found after each Release. 5. Validation that UAT processes and criteria for each product are defined, reviewed, and approved prior to testing, and the results of the tests are documented. 6. Confirmation that the UAT processes address the process by which any software product that does not pass acceptance testing will be corrected. 7. Results from hands-on testing by the Contractor using a random sample from each test area.	Within thirty (30) Business Days of QA/System Testing start date	a. Monthly on the first Business Day of the month reporting on the previous month until Project closure or b. As requested by DFPS throughout Contract Term
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DEL-025	Assessment Report on Configuration Management Processes and Documentation	Contractor shall assess and provide a report on the Project configuration management processes and documentation. The report on the configuration management processes and documentation must evaluate whether: 1. Plans and procedures associated with the development process are in place. 2. Configuration management changes such as the number and type of corrective maintenance actions, disposition, etc. are reported. 3. All critical development documents, including requirements, design, and code are maintained under an appropriate level of control. 4. Processes and tools are in place to identify code versions and to rebuild System configurations from source code. 5. Appropriate source and object libraries are maintained for training, test, and production environments and that formal sign-off procedures are in place for approving Deliverables. This includes verifying that the SI is depositing and updating all source code in Trust as required by the Escrow Agreement. 6. Appropriate processes and tools are in place to manage System changes, including formal logging of configuration change requests and the review, prioritization, approval, and timely scheduling of maintenance actions.	Within thirty (30) Business Days of SI onboarding	a. Monthly on the first Business Day of the month reporting on the previous month until Project closure or b. As requested by DFPS throughout Contract Term
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Deliverable ID	Deliverable Name	Deliverable	Due Date	Update Frequency
		7. Mechanisms are in place to prevent unauthorized changes being made to the System and to prevent authorized changes from being made to the wrong version.		
DEL-026	Assessment Report on Project Defect Management Plan and Processes	Contractor shall assess and provide a report on the Project defect management plan and related processes. The report must include an evaluation of whether the plan includes how defects will be: 1. Identified and recorded 2. Categorized and prioritized 3. Assigned for defect resolution 4. Tested, including UAT 5. Tracked and monitored for resolution 6. Inspected for follow up and closure The assessment report must also include an evaluation of the effectiveness of tracking, prioritization, and resolution of System defects.	Within thirty (30) Business Days of QA/System Testing start date	a. Monthly on the first Business Day of the month reporting on the previous month until Project closure or b. As requested by DFPS throughout Contract Term
DEL-027	Assessment Report on Coding Processes and Documentation	The Contractor shall assess and provide a report with an analysis of the Project coding processes and documentation used by the SI and DFPS to develop the new case management system. The report must include an analysis of the following:	Within thirty (30) Business Days of requirement and design sign off date	a. Monthly on the first Business Day of the month reporting on the previous month until Project closure

Deliverable ID	Deliverable Name	Deliverable	Due Date	Update Frequency
		1. Standards and processes currently in place for code development. 2. Existing code base for maintainability and reviewing software metrics for modularity, low coupling, security awareness, complexity, and source and object size. 3. Code documentation for quality, completeness (including maintenance history) and accessibility according to agreed-upon level of documentation. 4. Coding standards and guidelines and Project compliance with these standards and guidelines, to include SDLC and CCWIS standards. This includes: a. Structure b. Documentation c. Modularity d. Naming conventions e. Format f. Mobility g. Workflow Management h. Business rules independence 5. Periodic code reviews conducted by the Contractor. 6. Developed code being kept under appropriate configuration control and accessible by developers.		or b. As requested by DFPS throughout Contract Term

Deliverable ID	Deliverable Name	Deliverable	Due Date	Update Frequency
DEL-028	Assessment Report on Data Cleansing Processes and Documentation	Contractor shall assess and provide a report on the Project data cleansing processes and documentation, including its adherence to CCWIS standards. The report must evaluate at a minimum, that the: 1. Project data cleansing plan(s) includes adequate processes, procedures and automation for cleansing, transferring, validating, and synchronizing the data throughout the entire Project. 2. Data sources are confirmed, analyzed, and determinations are made regarding what data elements need to be cleansed, what data needs to be migrated, and how. 3. Data maps between old and new systems are sufficiently detailed. 4. Pre-conversion data cleanup requirements are met based on impact analysis and data mapping. 5. Testing is performed to confirm details between the old and new systems agree. 6. Information from old data elements without an equivalent new data element are preserved. 7. New data elements are populated accurately in the System. 8. An adequate error resolution process has been developed. 9. Staff assisting with data cleansing are adequately trained. 10. Adequate security controls over the System are implemented.	Within sixty (60) Business Days of Contract award	a. Monthly on the first Business Day of the month reporting on the previous month until Project closure or b. As requested by DFPS throughout Contract Term

Deliverable ID	Deliverable Name	Deliverable	Due Date	Update Frequency
		11. An adequate data back-up and recovery plan is in place. 12. Adequate service-level agreements are in place. 13. Data cleansing strategies follow agency administrative rules, statutes, policies, and business rules including data governance framework, DFPS policies, etc. 14. Data archival strategy is in place for data that is not converted. 15. Procedures are in place and are being followed to review the cleansed data for completeness and accuracy and to perform additional data cleansing as required.		
DEL-029	Assessment Report on Data Conversion and Migration Plan and Processes	Contractor shall assess and provide a report on the SI's Project data conversion and migration plan and processes. The report must include evaluation findings on the following: 1. SI's existing Project data conversion and migration plan, processes, procedures, and software for data conversion. 2. Conversion error rates and if the error rates meet pre-defined criteria as determined by DFPS and the SI. 3. Data conversion results documentation to ensure concerns, issues, risks, and recommendations have met the requirements of the data conversion plan and to ensure data integrity is maintained.	Within sixty (60) Business Days of Contract award	a. Monthly on the first Business Day of the month reporting on the previous month until Project closure or b. As requested by DFPS throughout Contract Term

Deliverable ID	Deliverable Name	Deliverable	Due Date	Update Frequency
		4. Data integration plan and databases to verify strategy, processes, and controls for validating data integration is successful, and responds to learning as the Project progresses. 5. Risk management strategy for data integration to verify data integration plan is being implemented adequately and risks are being actively managed throughout the lifecycle of the Project. 6. Data security strategies during all stages of data integration. 7. Strategies and processes for testing the System thoroughly before implementation to verify that data quality rules and data mappings have been implemented correctly. 8. Data migration process via inspections, walkthroughs, and checks of documentation and code and verifying data cleansing progress. 9. Data integration supports data sharing with service providers, health and human service systems, education and court systems, and others as per CCWIS Final Rule 1355.52. 10. Data backup plan to verify that it has been executed successfully, and that controls are in place to validate all periodic data back-ups. 11. Data recovery plan to verify that specific recovery procedures are clearly stated to restore data from backup repositories and that the data recovery plan is tested on a periodic basis.		

Deliverable ID	Deliverable Name	Deliverable	Due Date	Update Frequency
		The report must also include recommendations on making the data conversion process more efficient and maintaining the integrity of data during the conversion.		
DEL-030	Assessment Report on Database Design and Software	Contractor shall assess and provide a report on the Project database design and software. The database design and software report must include evaluations of the following: 1. Project database designs to determine if they meet existing and proposed System requirements. 2. Recommendations for improvements to database designs to improve data integrity and system performance after implementation of the new System. 3. The design for maintainability, scalability, refresh-ability, concurrence, normalization (where appropriate) and any other factors affecting performance and data integrity. 4. The Project's process for administering the database(s), including backup, recovery, performance analysis, and control of data item creation. 5. The adequacy of Project databases, architecture, and design to meet current and future DFPS needs. 6. On-going training and support of DFPS staff is addressed sufficiently to enable DFPS to support the System after implementation.	Within thirty (30) Business Days of requirement and design sign off date	a. Monthly on the first Business Day of the month reporting on the previous month until Project closure or b. As requested by DFPS throughout Contract Term

Deliverable ID	Deliverable Name	Deliverable	Due Date	Update Frequency
DEL-031	Assessment Report on Detailed Design Processes, Products and Documentation	Contractor shall assess and provide a report on SI's detailed design processes, products, and documentation for the Project. The report on the Project's detailed design processes, products and documentation must include at a minimum, evaluation of the following: - Existing detailed design products to verify that the design is workable, efficient, and satisfies all high-level design requirements for the Project. - The design products for adherence to Project design methodology and standards. - The design standards, analysis processes, and methodology used to develop the Project design. - Traceability of design requirements to System requirements and high-level design. - Configuration control and approval of design products before coding begins.	Within thirty (30) Business Days of requirement and design sign off date	a. Monthly on the first Business Day of the month reporting on the previous month until Project closure or b. As requested by DFPS throughout Contract Term

Deliverable ID	Deliverable Name	Deliverable	Due Date	Update Frequency
DEL-032	Assessment Report on Release Management Plan and Processes	Contractor shall assess and provide a report on the Project release management processes, plans, and schedules as proposed by the SI. The report must: 1. Verify adherence to identified and agreed upon methodologies for releases from development through user acceptance testing. 2. Confirm there is adequate gatekeeping and governance throughout the release management process. 3. Provide recommendations for improvement as needed.	Within thirty (30) Business Days of requirement and design sign off date	a. Monthly on the first Business Day of the month reporting on the previous month until Project closure or b. As requested by DFPS throughout Contract Term

Deliverable ID	Deliverable Name	Deliverable	Due Date	Update Frequency
DEL-033	Assessment Report on System Security	Contractor shall assess and provide a report on system security requirements, policies and procedures. The report must include the following, along with recommendations for improvements as identified: 1. Project policies and procedures to ensure that the System is secure, and that the privacy of client data is maintained. 2. The Project's restrictions on System and data access. 3. The Project's security and risk analysis. 4. Validation that the appropriate processes and equipment are in place to back up client and Project data and files and archive them safely at appropriate intervals.	Within thirty (30) Business Days of requirement and design sign off date	a. Monthly on the first Business Day of the month reporting on the previous month until Project closure or b. As requested by DFPS throughout Contract Term
DEL-034	Assessment Report on System Capacity and Platform	Contractor shall assess and report on the processing capacity of the implemented System. The report on System capacity, performance and platform must include assessments of the following: 1. The processing capacity of the implemented System. 2. System is meeting current statewide needs for both batch and on-line processing. 3. Capability for System capacity expansion.	Within (30) Business Days of requirement and design sign off date	a. Monthly on the first Business Day of the month reporting on the previous month until Project closure or b. As requested by DFPS throughout Contract Term

Deliverable ID	Deliverable Name	Deliverable	Due Date	Update Frequency
		4. Availability and reliability of the System, including the frequency and criticality of System failure. 5. Compliance by SI and DFPS Vendors involved in the System development effort with SLA requirements. 6. Results of all System performance testing, volume testing, and stress testing. 7. Relevant System platform configurations to determine if their performance is adequate to meet existing and proposed System requirements and CCWIS compliance requirements. 8. Platform compatibility with DFPS' existing processing environment, if it is maintainable, and if it is upgradeable. 9. DFPS and projected vendor support of the platform sandbox, as well as DFPS' platform configuration management plans and procedures.		

Deliverable ID	Deliverable Name	Deliverable	Due Date	Update Frequency
DEL-035	Assessment Report on System Performance, System Performance SLAs, and Adherence to System Performance SLAs	Contractor shall conduct assessments and provide quarterly reports after implementation of the first System module through final implementation. The report(s) must include: 1. Recommendations made quarterly on changes in processing platform, storage, network systems, operating systems, COTS software, and software design to meet future growth and improve System performance. 2. Opportunities to continuously optimize Total Cost of Ownership (TCO) and Return on Investment (ROI). 3. Review of SLAs focused on the critical performance metrics of the System itself, including the following: a. Average response time per transaction type b. System availability and uptime c. Scalability to handle maximum user load d. Performance of key System components within defined governance limits e. API response times and batch job completion performance f. Other System and application performance metrics as identified by DFPS, SI, and other DFPS Vendors	Within 30 Business Days of requirement and design sign-off date	a. Quarterly on the first Business Day of the month reporting on the previous quarter until Project closure or b. As requested by DFPS throughout Contract Term

Deliverable ID	Deliverable Name	Deliverable	Due Date	Update Frequency
		4. SLAs to be assessed by Contractor are those developed and finalized by DFPS, SI and other DFPS Vendors associated with the Project.		
DEL-036	Additional IV & V Tasks and Deliverables	As referenced in Section 2.1.4 (Supplemental Services) of this Solicitation, DFPS has identified additional tasks as outlined below. Additional tasks and Deliverables include the following: 1. Transition support and monitoring as new DFPS Vendors for the Project are added. 2. Facilitating “lessons learned” sessions on an as-needed basis to address issues that are identified. 3. Gap analysis and transition support for applications being subsumed within the System and/or for systems to be integrated with the System. 4. Providing ad-hoc reports related to activities in IV&V and special projects that might arise in support of the new case management system development. Corresponding Deliverables will be decided upon once Task Order requests are agreed upon by both DFPS and Contractor.	To be defined within the requested Task Order	To be defined within the requested Task Order

Deliverable ID	Deliverable Name	Deliverable	Due Date	Update Frequency
DEL-037	Annual Project Work Plan	Contractor shall update the existing IV&V Project Work Plan to include: 1. Identification of key internal and external stakeholder changes over the past year. 2. Assumptions, dependencies, and constraints associated with the Project that have arisen in the past year. 3. Any updates to templates that Contractor intends to use during Contractor's delivery of the Services, where applicable, including checklists.	One year after the Contract award date	a. Annually on October 1st or the next Business Day or b. Throughout Contract Term as changes occur or c. As requested by DFPS throughout Contract Term