ATTACHMENT 2, EXHIBIT 3 –
Deliverable Expectation Document Template
For [Deliverable Title]

This template provides a sample of the required contents of a Deliverable Expectation Document (DED). Work plans that support the activity summary can be attached, and may be referenced to support the methodology and schedule summary.

Each DED will contain the following:

a. An introduction of the Deliverable;

b. Table of contents;

c. Deliverable objectives, methodology, standards, requirements, resources required, format and sample pages;

d. Deliverable Schedule for activities related to the Deliverable, including without limitation, dates for the Deliverable consistent with the Secretary of State-approved Project Schedule and Project Management Plan and with this Statement of Work and proposed Secretary of State review timeframes for the Deliverable consistent with the Secretary of State-approved Project Schedule and Project Management Plan and with this Statement of Work;

e. Deliverable Acceptance Criteria which are consistent with the Specifications and other requirements of this Contract and prior Deliverables and communications between the parties;

f. Contractor correction time frames for the Deliverable;

g. Deliverable Payment; and

h. Deliverable Expectation Document Approval.

1. Introduction

[A brief overview defining the purpose of the deliverable and how it fits within the overall completion of the project should be here. Indicate if there are pre-requisite tasks and subsequent tasks.]

2. Table of Contents

[List the table of contents or outline of the document. Discuss the content of each major section. Where appropriate or as requested by the project, provide a sample of this document from other engagements/projects or sample content, level of detail and format of key sections.]

(1) Section 1 – Introduction

[This section will provide a high-level overview of the deliverable, its scope and purpose.]

(2) Section 2 –

(3) Section 3 –

(4) Section 4 –
3. **Deliverable Objectives**

[Describe the deliverable’s objectives and scope. Discuss the level of detail to be provided such as “will describe the rationale for design decisions, will provide a textual summary of the design with detailed design pseudocode in the appendices, will include database schema diagrams and database table relationships, field sizes and descriptions, and indices and keys.”

Discuss Deliverable dependencies, and if subsequent deliverables are dependent upon this deliverable. If such dependency exists, include acknowledgement that if Contractor proceeds with subsequent deliverables dependent upon this deliverable, Contractor proceeds at Contractor’s risk.

Discuss the intended audience. If the document assumes a specific knowledge level, list the key concepts that must be understood (e.g., understanding of backup rotation schedules, understanding of registry editing, etc.). Do not use vague terms such as “basic knowledge of system administration”.

(a) **Methodology for Creating the Deliverable**

[Provide a brief explanation of tasks, activities, and methods to be used to develop the deliverable. If appropriate, include a process flow diagram. Do not duplicate methodologies described elsewhere (e.g., if the design methodology was described in detail in the proposal and project management plan, reference the appropriate document section). Indicate if there are any assumptions or constraints on the development of the deliverable.

In cases where the Contractor’s methodologies differ significantly from the State’s, it may be appropriate to require the Contractor to provide a mapping of its methodology to the State’s methodology (as an appendix to the DED and/or the deliverable).

(b) **Applicable Standards**

[List the specific industry and/or government standards that must be observed. Standards and methodologies include, but are not limited to: IEEE, PMBOK, CMMI, SEI, ISO, CA-PMM and other industry best practices. Do not simply list “industry standards” or “IEEE.” Indicate the format/order of the standards that are applicable or will be observed or if the contractor will provide a mapping of their format to the standard to show compliance.

(c) **Deliverable Requirements**

[List the specific requirements for this deliverable from the Request for Proposal, Statement of Work, and/or contract. List the specific source of the requirement, including document name, document date/version, paragraph or page number,
and requirement number (from the Requirements Traceability Matrix/Database). Comments may include, but are not limited to: frequency of the requirements, timeframe, dependencies, constraints, etc.]

Table 1 - Deliverable Requirements

<table>
<thead>
<tr>
<th>REQMT #</th>
<th>REQUIREMENT DESCRIPTION</th>
<th>SOURCE OF THE REQUIREMENT</th>
<th>COMMENT</th>
</tr>
</thead>
</table>

(d) Resources Required

[List the specific resources involved in the deliverable preparation and review. Estimate the amount of time required from each key resource, particularly for any sponsor, user, or stakeholder staff involved. If appropriate, list the specific skill or knowledge required, such as knowledge of case management policy or experience with current system’s financial reports. It is not necessary to list all contractor staff involved in the preparation, only the key staff or required skills.]

This list is not intended to replace the work plan resources, but to identify specific individuals/skills needed to ensure successful completion of the deliverable.]

Table 2 - Required Resources

<table>
<thead>
<tr>
<th>ROLE</th>
<th>NAME(S)</th>
<th>RESPONSIBILITIES</th>
<th>ESTIMATED NEED (example)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Deliverable Lead</td>
<td></td>
<td></td>
<td>2 months</td>
</tr>
<tr>
<td>Deliverable Approver</td>
<td></td>
<td></td>
<td>5 days</td>
</tr>
<tr>
<td>Deliverable Reviewers</td>
<td></td>
<td></td>
<td>7 days</td>
</tr>
<tr>
<td>Subject Matter Experts</td>
<td></td>
<td></td>
<td>10 days</td>
</tr>
<tr>
<td>Policy Representative</td>
<td></td>
<td></td>
<td>10 days</td>
</tr>
<tr>
<td>IV&amp;V</td>
<td></td>
<td></td>
<td>5 days</td>
</tr>
</tbody>
</table>

(e) Deliverable Format

[List any required templates, diagrams, tables or specific content required for this deliverable. For instance in design and test deliverables, an updated requirements traceability matrix should be included in the final deliverable.]

Indicate the format of the document and any associated diagrams, spreadsheets (e.g., MS Word, MS Visio, MS Project, etc.). Estimate the length/size of the document, and number of copies to be delivered.]

(f) Sample Deliverable or sample pages
4. **Deliverable Schedule**

(a) **Key Deliverable Dates**

[List the key activities and due dates in the preparation and review of this deliverable. If appropriate, list key meetings, walkthroughs, inspections, and reviews. These tasks should be consistent with the activities and dates in the work plan and contractual timeframes regarding deliverable delivery, review, and approval/rejection.

Include time for state review of the deliverable and contractor incorporation of comments. Indicate if any activities/dates are on the critical path or have significant dependencies. The following is a sample.]

<table>
<thead>
<tr>
<th>Table 3 - Key Deliverable Dates</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>KEY ACTIVITY</strong></td>
</tr>
<tr>
<td>DED Approval</td>
</tr>
<tr>
<td>Draft Deliverable Submitted</td>
</tr>
<tr>
<td>State Review</td>
</tr>
<tr>
<td>Contractor Correction of Deficiencies</td>
</tr>
<tr>
<td>Final Deliverable Submitted</td>
</tr>
<tr>
<td>State Review of Final</td>
</tr>
<tr>
<td>Deliverable Approval</td>
</tr>
<tr>
<td>Contractor Incorporation of Final Corrections (if necessary)</td>
</tr>
</tbody>
</table>

*Critical Date

(b) **Schedule for Deliverable Updates**

[If the deliverable is expected to be updated on a periodic basis, list the proposed schedule of updates and tentative time frames. Dates may be either “hard dates” (e.g., May 5, 2014) or “soft dates” (30 days prior to System Test). If appropriate, reference the appropriate RFP/SOW requirement for the update.]

<table>
<thead>
<tr>
<th>Table 4 - Deliverables Update Schedule</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>REASON FOR DELIVERABLE UPDATE</strong></td>
</tr>
<tr>
<td>Incorporate any changes from Code/Unit Test phase</td>
</tr>
<tr>
<td>Incorporate any changes from the Integration and System Test phase</td>
</tr>
<tr>
<td>Incorporate any changes from the Acceptance Test phase</td>
</tr>
</tbody>
</table>
5. **Deliverable Acceptance Criteria**

[List the specific acceptance criteria for the deliverable. The first criteria should always be “Were the requirements met?” The criteria should be specific to the deliverable and indicate key needs of the project (e.g., must include detailed description of database sizing, growth considerations, performance considerations, and de-/normalization considerations).]

Other general review criteria (which are primarily the same for all deliverables) may be referenced or attached. The following are the minimum acceptance criteria.]

- Did the deliverable comply with the applicable standards from Section 3 (above)?
- Were all requirements from Section 3 (above) met?
- Did the deliverable comply with the stated format requirements from Section 3 (above)?
- Does the deliverable comply with stated industry standards and/or best practices from Section 3 (above)?
- Is the deliverable consistent within itself (all acronyms, terms, roles, etc. are consistent) and consistent with other deliverables already approved?
- Did the deliverable meet the general review criteria (e.g., pages numbered, free of formatting and spelling errors, clearly written, no incomplete sections, etc.)?
- Does the deliverable serve the purpose and objectives stated?

6. **Contractor correction time frames for the Deliverable**

[Define minor and substantial corrections, and the time frames necessary to complete each type of correction.]

7. **Deliverable Payment**

[If applicable, indicate if this is a payment deliverable.]

8. **Deliverable Expectation Document Approval**

[The Contractor may recommend changes to the DED as warranted to improve a particular deliverable, subject to approval by SOS. SOS may also propose changes to the DED to improve its content relative to a particular deliverable, subject to the agreement by the Contractor.]