Attachment E – Deliverables

RFP-23-01-UI

Deliverables

All Deliverables shall require DLIR approval before invoicing and payment. For Deliverables, the percentage allocation of the contract dollars are as follows:

Phase/Milestone	% of Contract Dollars	Description
Analysis and Requirements Finalization	Fifteen (15%)	Covers the detailed analysis and finalization of all functional and technical requirements and associated documentation.
Design, Development, Integration and System Testing	Fifteen (15%)	Covers detail design, coding and configuration, unit testing, quality assurance through Integration testing of all components. Including, System Integration Testing of all system functionality and services such as reports, dashboards, correspondence, interfaces, etc. Also, includes system testing of non-functional requirements
UAT	Fifteen (15%)	Covers DLIR testing of the entire UI System culminating in acceptance to proceed to Production deployment
Go-Live	Thirty (30%)	Covers the final preparation and then deployment of the System
Warranty	Five (5%)	Encompasses the fix of all defects that occur during the warranty period
Hold Back	Twenty (20%)	Hold Back

The contract price percentage allocations above will apply to any overall Phased Implementation as well.

It is paramount and vital that DLIR's modernization project is on time and on budget, and as such the following percentage deduction, see table below, shall be applied and compounded per missed phase/milestone deadline defined in the Project Master Schedule (PMS), unless previously negotiated with DLIR.

Milestone	Percentage Deduction		
	One to Thirty Days	Thirty-One to Sixty Days	Sixty-One to One-Hundred Twenty Days
Analysis and Requirements Finalization	5%	10%	15%
Design, Development, Integration and System Testing	5%	10%	15%

Milestone	Percentage Deduction		
	One to Thirty Days	Thirty-One to Sixty Days	Sixty-One to One-Hundred Twenty Days
UAT	5%	10%	20%
Go-Live	10%	20%	30%

Holdback

The State shall pay all invoiced amounts, less a 20% hold back, following receipt of invoice and a fully completed project milestone sign-off form. The distribution of the accumulation of all hold backs shall occur at the end of warranty when all defects have been fixed per DLIR approval, and all documentation is current at the point in time to the satisfaction and approval of DLIR.

Warranty

Once the system is fully deployed (all benefits, appeals, and tax requirements have been met to DLIR's satisfaction and system is operating within DLIR's SLAs) and accepted by DLIR, the system must deliver continuous performance and functionality. The Contractor shall, deliver a maintenance program that commences with a twelve-month (12) warranty period. The warranty period will continue seamlessly through the optional maintenance periods of the contract, at DLIR's discretion.

If the Contractor chooses to perform a phased deployment operating within DLIR's SLA, then the Contractor shall warranty and maintain each partial deployment. Each partial deployment warranty and maintenance program will cease when the system is fully deployed. A new twelve-month (12) warranty period and maintenance program will then commence for the entire system when full system deployment occurs. Any defect or fix occurring within a phased deployment will be considered under warranty and need to be fixed by the Contractor at no cost. Further, for any subsequently deployed functionality or system requirements that creates a defect in a previously implemented phase, the fix shall be covered.

All defects that arise, or carry forward from go-live, shall be corrected by the Contractor after notification by DLIR to the Contractor. All defects, errors, or deficiencies shall be corrected by the Contractor within the time frames delineated in the Attachment A - Service Level Agreements (SLAs).

#	Work Product Deliverables	Acceptance Criteria	Phases/ Milestone
1	**Kick-off Meeting Agenda, Presentation, and Minutes**	At a minimum, the agenda, presentation materials, and meeting minutes must be approved by DLIR.	Analysis and Requirements Finalization
2	**Implementation Strategy and Plan**	At a minimum, the Strategy must: • Include a strategy and schedule for replacing all in scope applications and for sustaining dependencies between legacy applications and replacement applications until the UI system is fully replaced. • Include a detailed recommended implementation approach. • If presenting a phased approach detail the strategy and schedule for keeping data in sync • Describe how the recommended implementation strategy minimizes overall project risk, streamline costs, provide benefits, including rationale that supports the recommendation.	Analysis and Requirements Finalization
3	**Project Management Plan**	At a minimum, the Project Management Plan must: • Describe techniques for measuring project performance and progress in an objective manner. • Detail all management processes, plans, controls, and reports for management of, including but not limited to: quality, communication, configuration, performance, issue escalation and risk, change management, product road map, correspondence, readiness, and maintenance and operations. • Align with the Implementation Strategy accepted by DLIR.	Analyses and Requirements Finalization
4	**Project Master Schedule**	At a minimum, the Detailed WBS and Project Master Schedule (PMS) must: • Align with the Implementation Strategy accepted by DLIR. • Include all tasks, deliverables, Project Status Reports, milestones, dependencies, and resources.	Analyses and Requirements Finalization

#	Work Product Deliverables	Acceptance Criteria	Phases/ Milestone
		• Identify the project's critical path. • Describe technique for conducting what-if analyses as the project progresses. • Collaborate with DLIR to incorporate State personnel in day-to-day activities for the duration of the project. • Consider the proper sequencing of the work required to result in a successful project that can be completed within the contract time. • Be maintained in Microsoft Project or another software tool and version approved by DLIR. • Be updated at least every two (2) weeks, with any major changes or on an agreed upon time frame, throughout the Project.	
5	**Staffing Plan**	At a minimum, the Staffing Plan must address all project tasks: • Align with the Implementation Strategy accepted by DLIR. • Include both Contractor and DLIR resources. • List all roles, responsibilities, knowledge, skills, abilities. • Include a Project Organization Chart. • Include a RACI Matrix. • Detail the percent of time and duration for each DLIR staff person. • Be updated periodically as agreed.	Analysis and Requirements Finalization

6	**Test Master Plan**	At a minimum, the Plan must:
		• Be stored in the project repository site.
		• Updates must include:
		   ○ Any Test Plan updates to plans for the current or subsequent test process that have been agreed upon.
		   ○ Updated test results reported.
			Analysis and Requirements Finalization

#	Work Product Deliverables	Acceptance Criteria	Phases/ Milestone
		o Load Test results, including the parameters used to validate system performance. o Performance Test results, including the parameters used to validate system performance. o Accessibility Test results, including the volume of unique scripts and pass rate. o Updated requirements traceability matrix tracing all test cases and processes to the relevant DLIR functional and non-functional requirements. o Substantiation that Conduct System Configuration/ Customization phase testing Exit Criteria are achieved o A detailed definition of outstanding issues, if deviations from approved UAT Exit Criteria are approved by DLIR.	
7	**Lessons Learned Collection Process**	At a minimum, the Process must: • Describe how the lessons learned approach supports continuous improvement throughout the project. • Describe how lessons learned will be captured and documented. • Describe at what points in the project lessons learned will be evaluated • Deliver the ongoing lessons learned to the DLIR PMO throughout the project evaluation points.	Analyses and Requirements Finalization

8	**Requirements Management Plan**	At a minimum, the Plan must:
		 • Be stored in the project repository.
		 • Provide detailed definition of processes, approaches, and artifacts employed supporting requirements:
		     o Elicitation.
		     o Decomposition.
		     o Documentation
		     o Change management.
			Analysis and Requirements Finalization

#	Work Product Deliverables	Acceptance Criteria	Phases/ Milestone
		• Ensure that the Requirements Management Plan is implemented at project start and adhered to and incorporated throughout the full lifecycle of the project. • Ensure customers, stakeholders, managers, developers, and users are all involved in the requirements management process. • Ensure that a requirements configuration management process is implemented and that no changes are made to baselined requirements without performing a risk analysis, re-estimating impacts to cost and schedule, validation amongst the stakeholders, and obtain DLIR approval.	
9	**Training on all project tools**	At a minimum, depending on the Contractor's solution, the training must provide a basic training for DLIR to effectively utilize the following but not limited tools: • RTM tool • Defect tracking tool • Testing tools	Analysis and Requirements Finalization
10	**Requirements Workshops**	At a minimum, the Requirements Workshops must: • Be scheduled in a manner that ensures DLIR Subject Matter Expert (SME) attendance. • Be well organized and address business functions that invited SMEs can evaluate and define. • Ensure agendas and supporting materials are distributed prior to the workshop to ensure participants are well prepared. • Have remote capabilities, be recorded and minutes provided timely after each workshop. • Follow the issue escalation plan identified in the Project Management Plan.	Analysis and Requirements Finalization

#	Work Product Deliverables	Acceptance Criteria	Phases/ Milestone
		• Be led by an experienced SME facilitator for the subject being discussed in the workshop. • Include agendas and all supporting materials needed to support effective requirement decisions (solution demonstrations, design/workflow artifacts, etc.) • Confirm, clarify, and document all requirements coming out of said workshops to the RTM.	
11	**Requirements Baseline**	At a minimum, the Requirements Baseline must: • Include "as-is" and "to-be" requirements. • Follow the Requirements Matrix excel spreadsheet. • Be organized by release, iteration, or phase. • Be documented in the project repository or the agreed upon ALM • Be formally reviewed and approved by DLIR.	Analyses and Requirements Finalization
12	**Requirements Traceability Matrix**	At a minimum, the Requirements Traceability Matrix must: • Map requirements to System Detailed Design, test plans, test cases, and implementation/code artifacts. • Support evaluation at each project phase that all requirements are defined and validated and that all design, test, and code artifacts support DLIR needs. • Be organized by release, iteration, or phase. • Be documented in the project repository or the agreed upon ALM. • Include a requirements finalization plan/process and finalized requirements • Be formally reviewed and approved by DLIR.	Analyses and Requirements Finalization

#	Work Product Deliverables	Acceptance Criteria	Phases/ Milestone
13	**System Design Document**	At a minimum, the Document must: • Clearly specify how the current system will be replaced with a new system that provides existing functionality plus new functionality. • Provide high-level logical, technical-level architecture documentation. • Include a mapping of requirements. • Specify all software and hardware to include versions, specifications, and interoperability with other software and hardware products. • Specify the detailed design that comes out of the requirements workshops.	Analyses and Requirements Finalization
14	**Software Purchase and Licensing Plan**	At a minimum, the Plan must: • Specify all types of software licenses required to operate the replacement UI system. • Identify the purpose of each software. • Include the quantity of licenses required to fully operate the replacement UI system. • Include the licenses cost, both initial and on-going, and describe what is included (e.g., permitted use, updates, upgrades, maintenance of software and hosting environment, etc.) • Align acquisition schedule with the PMS.	Analyses and Requirements Finalization
15	**Environment/Infrastructure Plan**	At a minimum, the Plan must detail how the Contractor plans to: • Support the system design document. • Include network device hardware and software inventory. • Include network topology. • Report on performance (utilization, errors, etc.) of network devices and ports. • Identify any issues. • Provide actionable recommendations to optimize infrastructure for the Contractor's solution	Analyses and Requirements Finalization

#	Work Product Deliverables	Acceptance Criteria	Phases/ Milestone
		• Align network update schedule with the PMS.	
16	**Environment/Infrastructure Report**	At a minimum, the Report must contain the Contractor's findings to include: • Ensure the network infrastructure is reliable, secure, and scalable to meet or exceed the expected demands associated with the Contractor's solution. • Network device hardware and software inventory. • Network topology. • Current performance (utilization, errors, etc.) of network devices and ports. • Any issues. • Contain actionable recommendations to optimize infrastructure for the Contractor's solution. • Align network update schedule with the PMS.	Analyses and Requirements Finalization

17	**Data Migration/Conversion Strategy and Plan**	At a minimum, the Strategy and Plan must:
		• Include:
		  o Initial assumptions for migration.
		  o Business rules/transformations logic involved in the migration (Hawaii specific rules).
		  o Dependencies on other systems and data points.
		  o Impact to existing legacy systems during down-stream data extract.
		  o Validation/reconciliation requirements.
		  o Error handling.
		  o Test conditions.
		  o Risks/issues log.
		  o Rollback conditions.
		  o Data file handling
		  o Detailed Cutover Plan.
		• Start data migration activities as early as possible.
			Analyses and Requirements Finalization

#	Work Product Deliverables	Acceptance Criteria	Phases/ Milestone
		• Include all legacy data sources, data analysis, data mapping of all data fields from the current systems to the new system, and conversion methods. • Clearly identify any data that will not be migrated, including an access strategy for non-migrated data. • Include extract, transform, and load (ETL) rules. • Include a data dictionary. • Specify ETL tool and version. • Define default data values. • Specify methods for data cleansing and removing duplicates. • Include a design, configure, and test conversion and migration process with dry runs. • Verify and validate multiple mock end-to-end migrations. • Include regular reports of progress and issues to DLIR. • Include testing and reporting. • Describe how and when converted data will be run through all key processes, analyzed for errors and inconsistencies, and tracked until resolved • Align data migration with the PMS.	
18	**Interface Implementation Strategy**	At a minimum, the Strategy must: • Start interface activities as early as possible. • Identify interfaces already developed for other states. • Define the interface architecture and technical specifications. • Describe the approach for coordinating with stakeholders internal and external to DLIR to ensure they can meet Project deadlines. • Describe the implementing and testing processes in detail.	Analyses and Requirements Finalization

#	Work Product Deliverables	Acceptance Criteria	Phases/ Milestone
		• Emphasize testing as early in development as possible, including using mock data and files. • Validate system interface processes using migrated data defined and planned in Attachment – Requirements Traceability Matrix [Interfaces] and align with the PMS.	
19	**Inventory of all Required Reports and Ad Hoc Queries**	At a minimum, the Inventory must: • Plan and schedule report replacement in WBS to align with implementation schedule. • Include queries which end users may run themselves.	Analyses and Requirements Finalization
20	**Confirm and Document Requirements for Reports and Ad Hoc Queries**	At a minimum, the Requirements must: • Be documented in the project repository. • Include all required reports and queries required by DLIR in approved inventory • Specify the environment for reports and queries.	Analyses and Requirements Finalization
21	**Configuration Management Plan**	At a minimum, the Plan must ensure: • All critical development documents. including but not limited to requirements, design, and code. are maintained under an appropriate level of control. • Processes and tools are in place to identify code versions and to rebuild system configurations from source code. • Processes and tools are in place to manage system changes, including formal logging of change requests and the review, prioritization and timely scheduling of maintenance actions • 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.	Analyses and Requirements Finalization

#	Work Product Deliverables	Acceptance Criteria	Phases/ Milestone
22	**Organizational Change Management Plan**	At a minimum, the Plan must: • Address the change management needs of both the UI Program and IT areas. • Include an Organizational Readiness Assessment, a Change Impact Assessment, and a Gap Analysis. • Include a Communication Plan. • Describe the transition to maintenance plan. • Include release notes. • Include Readiness Checklist and Readiness Kit\ • Identify, in collaboration with DLIR, the OCM's manager/lead. For implementation the Contractor must demonstrate they have: • Reviewed Readiness Kit with DLIR leadership and implemented requested changes • Completed all items on the Readiness Checklist.	Analyses and Requirements Finalization
23	**Technical Documentation Stored**	At a minimum, the Contractor must demonstrate they successfully: • Stored all technical documentation as directed by DLIR.	Analyses and Requirements Finalization
24	**Training Plans for each IT and Business Area**	At a minimum, the Plans must: • Include approach. schedule with all tasks, deliverables, dependencies, and resource requirements. identified risks, issues, and mitigation strategies. • Include a System Configuration Training Plan. • Include a Technical Support Training Plan. • Describe the training materials, resource plan, and timeline in support of the State-wide rollout of the solution to DLIR staff. • Include a Train-the-Trainer approach that leverages the existing DLIR Training Staff for the solution's	Analyses and Requirements Finalization

#	Work Product Deliverables	Acceptance Criteria	Phases/ Milestone
		implementation Identify any Contractor staffing resources that would be needed to supplement DLIR Training staff.	
25	**Transition Plan**	At a minimum, the Plan must include the procedures and schedule under which: • A seamless and transparent transition of data and operations will occur to a subsequent Contractor. • The Contractor and DLIR will meet to review the status of Transition Plan activities and to resolve any issues. • Outside Contractors will be notified of procedures to be followed during the transition. • All DLIR Data and information, documents, mail, instruments, and other relevant information are transferred to DLIR, via secured means. • Financial reconciliation of all funds. • Any interim measures deemed necessary to ensure compliance with Federal and State law and regulations are taken. • The Contractor and DLIR will revisit the plan at least annually or as agreed upon with DLIR.	Analyses and Requirements Finalization
26	**FedRAMP ATO**	Based on the proposal, if available, the Contractor must provide certification from a Federal Agency Sponsor that their cloud hosting solution has FedRAMP ATO for systems with a Moderate risk level. If the Contractor is not FedRAMP certified, and in the cloud, the Contractor shall provide their plan for reaching that certification.	Analyses and Requirements Finalization
27	**System Security Plan**	The Contractor must provide a plan to assess the information security controls implemented to determine whether they are operating as intended and the extent to which they are producing the desired results. This plan must include:	Analyses and Requirements Finalization

#	Work Product Deliverables	Acceptance Criteria	Phases/ Milestone

		• Security monitoring methods.
		• Control measurement methodology.
		• Data analysis/benchmarking.
		• Data Security Plan.
		• Continuous improvement cycle.
		• Compliance with the Hawaii Security Standards.
		• Incident Response Plan.
		• A reliable and timely process that will be taken to detect, respond to, and recover from information security incidents including, but not limited to:
		   o Cybercrime
		   o Data loss
		   o Privacy violations
		   o Malware intrusions
		• Reporting would include business groups impacted and statistical reports on outage impacts and network events. Adverse Events and Security Incidents shall be reported rapidly with notification times subject to DLIR approval.
		• System Security Plan that outlines the preventative, detective, and corrective controls using the current NIST and compliance with IRS Publication 1075.	

28	**Database Plan**	At a minimum, the Plan must: • Include licensing fees. • Data modeling standards. • Conceptual data model including entity classes and relationships, primary attributes, and associations as well as data structure diagram. • Logical data model (LDM), including data integration approach, entity-relationship diagram, primary keys, foreign keys, attribute and relationship data. • Physical data model (PDM), including tables, columns, column properties, keys, data types, validation rules,	Analyses and Requirements Finalization

#	Work Product Deliverables	Acceptance Criteria	Phases/ Milestone
		database triggers, stored procedures, access constraints, indices, views, optimization to meet performance requirements, and security-related components. • DDL and Initialization database scripts for initial database creation.	
29	**Software Development Plan**	At a minimum, the Plan must: • Be stored in the project repository. • Include software configuration and development methodology and processes.	Analyses and Requirements Finalization
30	**Product Quality Metrics for Testing**	At a minimum, the Product Quality Metrics must: • Include MOTS configurations, data migration, and interfaces. • Classify defect severity according to DLIR. • Establish the number of defects allowed in each class to exit each test review gate and enter the next test phase. • Meet agreed-upon quality metrics.	Analyses and Requirements Finalization
31	**Change Management Log**	At a minimum the log must have: • Ongoing tracking for changes approved by the change control board (CCB) • Reporting at agreed upon intervals.	Design, Development, Integration and System Testing
32	**Final Approval of System Architecture**	At a minimum the approval must: • Identify all major architectural changes. • Demonstrate the approvals obtained from DLIR.	Design, Development, Integration and System Testing
33	**Configured Tax System**	At minimum, the Contractor must: • Demonstrate that the design meets the tax functionality requirements using the RTM.	Design, Development, Integration and System Testing
34	**Configured Benefits System**	At minimum, the Contractor must: • Demonstrate that the design meets the benefits functionality requirements using the RTM.	Design, Development, Integration and System Testing
35	**Configured Appeals System**	At minimum, the Contractor must:	Design, Development,

#	Work Product Deliverables	Acceptance Criteria	Phases/ Milestone
		• Demonstrate that the design meets the appeals functionality requirements using the RTM.	Integration and System Testing
36	**Coding adherence**	At a minimum the Contractor must: • Provide code audit report.	Design, Development, Integration and System Testing
37	**Completed Integration Testing Checklist**	At a minimum, the Checklist must: • Document successful completion of all activities necessary to implement the software core system capabilities, simple and complex configurations, and custom developed software necessary to create a UI solution that meets DLIR's requirements. • Report results from all integration testing and prototype(s) that are a prerequisite to UAT. • Demonstrate successful completion of all Technical Acceptance activities and Technical Acceptance Testing Checklist items.	Design, Development, Integration and System Testing
38	**UAT Entry Certification**	At a minimum, the Contractor must meet: • UAT entry criteria.	Design, Development, Integration and System Testing
39	**Migrate Data**	At a minimum, the migrated data must: • Include existing legacy system data • Meet all DLIR retention requirements. • Successfully pass all verification and validation scenarios. • Include testing and reporting. • Align with the PMS in general and provides migrated data for validation during testing phases. At a minimum, the Contractor must demonstrate they successfully: • Conducted all data migration and testing activities. • Tracked and corrected all defects • Verified and validated mock migrations.	Design, Development, Integration and System Testing

#	Work Product Deliverables	Acceptance Criteria	Phases/ Milestone

40	**Test Cases and Scripts**	At a minimum, the Test Cases and Scripts must:
		• Be stored in the project repository.
		• Cover
		    ○ Accessibility
		    ○ DLIR-specific configurations
		    ○ Data migration/mapping/cleansing
		    ○ Interfaces.
		    ○ System performance
		    ○ System security
		• Be complete, with step-by-step procedures, required pre-existing events or triggers, and expected results.
			Design, Development, Integration and System Testing

41	**UI System is Tested to proceed through review gates**	At a minimum, the Contractor must demonstrate they successfully: • Achieved agreed-upon quality metrics to exit one type of testing and enter the next type of testing. Obtained a go-no go decision from DLIR to exit one test phase and enter the next Phase.	Design, Development, Integration and System Testing
42	**Automated Testing Solutions Test Plan and Documentation**	At a minimum, the Plan must: • Be stored in the project repository. • Align with the Implementation Strategy accepted by DLIR. • Describe the automated testing process. • Include recommended tool(s), version number(s). • Define the scope of automation. • Include automation testbed preparation activities. • Describe the schedule and timeline of scripting and script execution. • Include developing and executing automated testing for the UI solution.	Design, Development, Integration and System Testing
43	**UAT Ready Automated Testing Solution**	At a minimum, the Contractor must demonstrate they successfully: • Prepared UAT Ready Automated Testing Solution	Design, Development, Integration and System Testing

#	Work Product Deliverables	Acceptance Criteria	Phases/ Milestone
		• Conducted knowledge transfer sessions with DLIR Staff.	
44	**UAT Ready Interfaces**	At a minimum, the Contractor must demonstrate they successfully: • Conducted all implementation and testing activities for UAT. • Tracked and corrected all defects. • Verified and validated interfaces • Coordinated with stakeholders internal and external to DLIR.	Design, Development, Integration and System Testing
45	**UAT Ready Replacement Reports and Queries**	At a minimum, the Contractor must demonstrate they successfully: • Conducted all report implementation and testing activities for UAT. • Tracked and corrected all defects. • Verified and validated data and results.	Design, Development, Integration and System Testing
46	**UAT Ready Correspondence**	At a minimum, the Contractor must demonstrate they successfully: • Generated all system correspondence, including forms, etc., per DLIR specifications, for UAT.	Design, Development, Integration and System Testing
47	**Completed ETA 9177 Report**	At a minimum, the Contractor must demonstrate they successfully: • Verified that necessary system functions are available and/or that alternative solutions are developed to help avoid major disruption of services to UI customers and to prevent delays in paying UI benefits when due as identified in the ETA 9177 Report. • Obtained certification by DLIR and submitted the Report to the U.S. DOL ETA approximately 180 calendar days (six (6) months) prior to the projected implementation "Go-Live" date.	Design, Development, Integration and System Testing
48	**UI System is Tested to Meet Agreed-Upon Quality Metrics**	At a minimum, the Contractor must demonstrate they successfully: • Met agreed-upon quality metrics before deployment to Production.	UAT

#	Work Product Deliverables	Acceptance Criteria	Phases/ Milestone
		• Ensured test results are verified and documented, including formal logging of errors found in testing • Established separate environments for production, development, and test with production data, not test data.	
49	**Completed Training**	At a minimum, the Contractor must demonstrate they successfully met the following, including but not limited to: • Conducted all Train-the-Trainer training. • System Configuration training • Technical Support training.	Go-Live
50	**Knowledge Transfer**	At a minimum, the Plan must: • Provide DLIR Program business and Technical staff the ability to operate, maintain, configure and modify the System configurable areas with little or no involvement from the Contractor. • Specify methods and metrics for tracking progress in achieving training and knowledge transfer objectives. • Include a plan of action to transfer that knowledge to DLIR Staff.	Go-Live
51	**Annual Software Maintenance and Operations Support Subscriptions**	At a minimum, the Contractor must demonstrate they successfully: • Are hosting and have always hosted, DR facilities, and all Hawaii data within the United States. • Provided annual subscription, maintenance, and support for all environments. • Provided upgrades, releases, and patches. • Conducted Change Management activities. • Provided updates to all System documentation. • Provided updates to Training Materials. • Maintained Training environment capabilities.	Go-Live

#	Work Product Deliverables	Acceptance Criteria	Phases/ Milestone
		• Provided at least one (1) full-time Staff member, to function as a Product Analyst • Submitted Monthly Operations Status Reports.	
52	**Implemented Security Plan**	At a minimum, the Contractor must demonstrate they successfully implemented all tasks outlined in the System Security Plan.	Go-Live
53	**Completed Transition Plan**	At a minimum, the Contractor must demonstrate they successfully: • Cooperated with any subsequent Contractor. • Provided a written plan that details disposition of DLIR Data and hand-off of services. • Transferred the data in its custody to any subsequent Contractor, via secured means. • Complied with audit verification that all data has been transferred that is necessary for record retention, access logging and investigation, confirming that no data is retained once the transfer is complete, received, and usability has been confirmed. • Certified DLIR Data has been removed and sanitized from the Contractor's hosted solution. • Returned any DLIR proprietary documentation to DLIR. • Confirmed that any electronic copies of DLIR proprietary information stored on the Contractor's equipment was transferred back to DLIR before being deleted.	Go-Live
54	**Deployment and Execution**	At a minimum, the Contractor must demonstrate that for each deployment they successfully: • Completed all items on the Readiness Checklist. • Completed all Day of Deployment Action Items. • Conducted dress rehearsal.	Go-Live

#	Work Product Deliverables	Acceptance Criteria	Phases/ Milestone
		• Published UAT results • Acted on Go/No-Go Executive Decision.	
55	**Day of Deployment and Execution**	At a minimum, the Contractor must demonstrate that for each deployment they successfully: • Identified Communications Officer and defined Communications Plan. • Defined Command Center / Bridge Line during each deployment. • Identified day of deployment action items and reported status updates throughout the day. • Enlisted support by DLIR IT team. • Provided end user support. • Created and implemented Help Ticket Management Process • Defined Roll Back Plan.	Go-Live
56	**Go-Live Certification**	At a minimum, the Contractor must demonstrate they successfully completed and executed: • Deployment Plan. • Readiness checklist • All DLIR specifications and approvals.	Go-Live
57	**Warranty**	Acceptance Criteria will be defined in approved Change Requests and their associated Change Orders.	Warranty