

**Exhibit A-3 Deliverables**

**Acceptance Type Definitions - Level of County Acceptance**

**Formal Acceptance: Contractor will develop and deliver the Deliverable and review with County during structured sessions. The County will review the Deliverable in accordance with the Acceptance Criteria defined in Exhibit A-9 of the Statement of Work.**

S.No	Project Phase	Revised Stage	Deliverable	Formal Acceptance (Yes/No)?
1	Definition	Activate	DELIVERABLE: Contractor ValuePath methodology orientation Document - Salesforce PaaS Orientation for County staff - Getting Started Salesforce Workbook - Getting Started Salesforce Implementation Guide	No
2	Definition	Activate	DELIVERABLE: Project Kickoff Deck & Presentation	No
3	Definition	Activate	DELIVERABLE: APAS Project Organization and Staffing Plan - Collective County and Contractor staffing organization	Yes
4	Definition	Activate	DELIVERABLE: Project Management Plan Including Standard and Methodology - Communication Plan and Templates - Weekly Status Reports - Templates - Executive Monthly Status Documents - Templates - Master Availability Plan (time out calendar) - Material/equipment requirements - Project Team Organization Plan - Project Methodology - High Level Scope - Initial Project Schedule - Logistic - Escalation Plan - Risk Management - Deliverables	Yes
5	Definition	Activate	DELIVERABLE: Develop Plan/schedule for the DEFINITION Phase	Yes
6A	Definition	Activate	DELIVERABLE: Phase 1 - Detailed Business Requirements Document - Business context map - Vision Document - Business Process & Journey Documentation - Low Fidelity Wireframes - Level 0 Business Process Flow s - Reporting Requirements Document	Yes

6B	Definition	Activate	DELIVERABLE: Phase 2 - Detailed Business Requirements Document <ul style="list-style-type: none"> <li>- Business context map</li> <li>- Vision Document</li> <li>- Business Process &amp; Journey Documentation</li> <li>- Low Fidelity Wireframes</li> <li>- Level 0 Business Process Flow s</li> <li>- Reporting Requirements Document</li> </ul>	Yes
6C	Definition	Activate	DELIVERABLE: Phase 3 - Detailed Business Requirements Document <ul style="list-style-type: none"> <li>- Business context map</li> <li>- Vision Document</li> <li>- Business Process &amp; Journey Documentation</li> <li>- Low Fidelity Wireframes</li> <li>- Level 0 Business Process Flow s</li> <li>- Reporting Requirements Document</li> </ul>	Yes
7	Definition	Activate	DELIVERABLE: Requirements Traceability Plan	Yes
8	Definition	Activate	DELIVERABLE: Gap Analysis	Yes
9	Definition	Innovate	DELIVERABLE: Usability Plan (UI standards)	Yes
10	Definition	Innovate	DELIVERABLE: Solution Design Document - Architecture <ul style="list-style-type: none"> <li>- Conceptual Architecture Diagram</li> <li>- Standards and Best Practices (UML, TOGAF, Coding, Design, Architecture etc.)</li> <li>- Application and Data Architecture</li> <li>- Technology Architecture</li> <li>- Interface Specifications and Design Document (Interface Requirements Document)</li> <li>- Entity Relationship Diagram</li> <li>- Deployment Model</li> <li>- Security Model</li> <li>- Third Party AppExchange Apps (if any)</li> </ul>	Yes
11	Definition	Innovate	DELIVERABLE: Technical Requirements <ul style="list-style-type: none"> <li>- Conceptual Interface Architecture Diagram</li> <li>- System Landscape Model</li> <li>- Technical Specification</li> <li>- Non Functional Requirements</li> </ul>	Yes
12	Definition	Innovate	DELIVERABLE: Environment Management Plan <ul style="list-style-type: none"> <li>- Environment and Migration Plan</li> <li>- Configuration Management Plan</li> </ul>	Yes
13	Definition	Innovate	DELIVERABLE: Master Testing Strategy (inclusive of County testing) <ul style="list-style-type: none"> <li>- UAT template</li> <li>- Master Test Strategy should address all types of testing identified in Section 3.1.4 - Testing of Exhibit A (SOW) including Functional Feature Testing, Day in the Life Testing, Security Testing, Functional Scenario Testing, E2E Scenario Testing, Operational Testing, Data Certification Testing, Cutover Dry Runs, Endurance</li> </ul>	Yes
14	Definition	Innovate	DELIVERABLE: Organizational Change Mgmt. Plan (OCM) <ul style="list-style-type: none"> <li>- Change Mgmt. Program Success Metric Framework</li> <li>- Change Management Executive and Management Interview s (OCM)</li> <li>- Success Path Change Management Methodology</li> </ul>	Yes

15A	Definition	Innovate	DELIVERABLE: Phase 1 - Software Requirement Specifications (SRS) <ul style="list-style-type: none"> <li>- Detailed Functional Requirements for Business Requirement (including business rules)</li> <li>- Level 1-3 Business Process flows</li> <li>- High Fidelity Wireframes</li> <li>- Logical Data Model and Dictionary</li> <li>- Data Conversion and Design Document (including Data Transformation and Load Strategy)</li> <li>- Security Requirements Document</li> <li>- Correspondence templates</li> <li>- Forms and Surveys</li> </ul>	Yes
15B	Definition	Innovate	DELIVERABLE: Phase 2 - Software Requirement Specifications (SRS) <ul style="list-style-type: none"> <li>- Detailed Functional Requirements for Business Requirement (including business rules)</li> <li>- Level 1-3 Business Process flows</li> <li>- High Fidelity Wireframes</li> <li>- Logical Data Model and Dictionary</li> <li>- Data Conversion and Design Document (including Data Transformation and Load Strategy)</li> <li>- Security Requirements Document</li> <li>- Correspondence templates</li> <li>- Forms and Surveys</li> </ul>	Yes
15C	Definition	Innovate	DELIVERABLE: Phase 3 - Software Requirement Specifications (SRS) <ul style="list-style-type: none"> <li>- Detailed Functional Requirements for Business Requirement (including business rules)</li> <li>- Level 1-3 Business Process flows</li> <li>- High Fidelity Wireframes</li> <li>- Logical Data Model and Dictionary</li> <li>- Data Conversion and Design Document (including Data Transformation and Load Strategy)</li> <li>- Security Requirements Document</li> <li>- Correspondence templates</li> <li>- Forms and Surveys</li> </ul>	Yes
16A	Definition	Innovate	DELIVERABLE: High Level Design Document (HLD) for Phase 1	Yes
16B	Definition	Innovate	DELIVERABLE: High Level Design Document (HLD) for Phase 2	Yes
16C	Definition	Innovate	DELIVERABLE: High Level Design Document (HLD) for Phase 3	Yes
17	Definition	Innovate	DELIVERABLE: Project Plan/Schedule for Phase 1, 2 & 3 <ul style="list-style-type: none"> <li>- System Design and Development Strategy</li> <li>- System Implementation Strategy</li> <li>- Maintenance and Operations Plan</li> </ul>	Yes
18	Definition	Innovate	DELIVERABLE: Release Plan	Yes
19	Definition		DELIVERABLE: PoC Component Implementation (Including complete documentation) if applicable	Yes
20	Definition	Innovate	Key Milestone: County Acceptance of DEFINITION Phase	
21		Build	DELIVERABLE: System Development Plan <ul style="list-style-type: none"> <li>- Test Plan</li> <li>- Cutover Plan</li> <li>- End-User Rollout Plan</li> </ul>	Yes
22		Build	DELIVERABLE: Warranty Support Plan	Yes
23		Build	<b>Phase 1 START (Each Phase will commence with this item)</b>	

24	Definition	Build	DELIVERABLE: Revised Release Plan/Schedule for Phase 1 - Release Scope Definition	Yes
25	Implementation	Build	DELIVERABLE: Data Transformation & Load, Synchronization, and Reporting for Phase 1 - Tested conversion of legacy data for Phase 1 - Validated and approved converted legacy data for Phase 1	Yes
26	Implementation	Build	DELIVERABLE: Education and Curriculum Strategy / Training Plan for Phase 1	Yes
27	Implementation	Build	Release 1.x Execution (Each release in a Phase will commence at this item)	
28	Implementation	Build	DELIVERABLE: User Stories included in Release 1.x	Yes
29	Implementation	Build	DELIVERABLE: Release Acceptance Criteria for Release 1.x	Yes
30	Implementation	Build	DELIVERABLE: Documented Test Scenarios, Test Cases and Results for Release 1.x - Unit Test - Functional Test (County review and Approval required) - System Test - Integration Test	Yes (FT cases)
31	Implementation	Build	DELIVERABLE: Release Notes for Release 1.x	Yes
32	Implementation	Build	DELIVERABLE: Deployment Plan Release 1.x	Yes
33	Implementation	Build	DELIVERABLE: Updated documentation based on discovery and feedback (end of each release)	Yes
34	Implementation	Build	Key Milestone: County Testing and Acceptance of Release 1.x in Phase 1	
35	Implementation	Build	<b>Final Phase 1 Release Complete:</b>	
36	Implementation	Build	DELIVERABLE: Phase 1 Test Scenarios, Test Cases and Results - Interface/Integration - Functional/Feature Results - Scenario Testing - Day in Life testing - System Results - Operation testing results - Security Testing results - Regression testing Results	Yes
37	Implementation	Build	DELIVERABLE: Updated documentation based on discovery and feedback (Each Phase)	Yes
38	Implementation	Adapt	DELIVERABLE: Validated and approved converted legacy data for Phase 1	Yes
39	Implementation	Adapt	Key Milestone: County Testing and Acceptance of Phase 1 UAT	
40	Implementation	Adapt	<b>Go Live - Phase 1:</b>	
41	Implementation	Build	DELIVERABLE: Implement data backup of County Data in Salesforce and AWS to County hardware.	Yes
42	Implementation	Adapt	DELIVERABLE: End-User and Admin Training Curriculum - Train-the-Trainer Curriculum - Training Manuals, Guides and Materials - Knowledge Transfer Plan	Yes
43	Implementation	Adapt	DELIVERABLE: Documented Evidence of Successful End-User Training	Yes
44	Implementation	Adapt	DELIVERABLE: System Maintenance, Support and Transition Plan - Phase 1 Run Book/Operations Manual	Yes
45	Implementation	Adapt	DELIVERABLE: Documented Implementation Phase Closeout - Release (Deployment) Readiness Evaluations and Reports - System Defect Resolution Reports - Complete and Finalized all Phase artifacts	Yes
46	Implementation	Adapt	DELIVERABLE: Go-Live Contingency (Roll-Back) Plan	Yes

47	Implementation	Adapt	Key Milestone: Phase 1 System Deployed to Production	
48	Warranty	Warranty	<b>Phase 1 Warranty and M&amp;O:</b>	
49	Warranty	Warranty	DELIVERABLE: System Incident Reports - M&O Support	Yes
50	Warranty	Warranty	DELIVERABLE: Adaptive Maintenance Reports – M&O Support	Yes
51	Warranty	Warranty	DELIVERABLE: System Enhancements Reports – M&O Support	Yes
52	Warranty	Warranty	KEY MILESTONE: Completion of Phase 1 Warranty and M&O Period	
53	Warranty	Adapt	<b>REPLICATE PHASE 1 FOR PHASES 2 &amp; 3</b>	
54	Warranty	Warranty	DELIVERABLE: Project Close-Out	Yes
55	Warranty	Warranty	DELIVERABLE: Health Check	Yes