

Attachment 5 Deliverables

Respondent must provide the following deliverables during the project which shall be inclusive of the unit costs in Attachment 3 – Pricing Cost Worksheet.

No.	Deliverable Name	Deliverable Description	Acceptance Criteria	Estimated Timeline or Due Date
1	Project Kick-Off Meeting	Successful Respondent will initiate a kick-off meeting formally initiating the project and introduce key stakeholders. The meeting will cover the implementation strategy, project plan, and communication protocols.	1. An agenda agreed upon by both parties delivered at least 24 hours before the kick-off meeting. 2. A list of attendees indicating present or absent. 3. Meeting minutes delivered within 72 hours of the kick-off meeting.	To be scheduled within five (5) business days after Contract award.
2	Detailed Project Management Plan	Successful Respondent will provide a Detailed Project Management Plan outlining the project's scope, objectives, tasks, timelines, resources, communication plan, and risk management strategy. It will also detail the change management approach.	1. Defines a comprehensive project scope and objectives. 2. Lists all tasks, dates, effort estimates, resources, and artifacts, with clear responsibilities assigned. 3. Includes a Risk Management and Contingency Plan with a Risks, Action Items, Issues, and Decisions Register. 4. Aligns with TWC's goals.	Version 0.01 within thirty (30) calendar days after Contract award.

3	Implementation of Strategy Document	Successful Respondent will provide a comprehensive Implementation Strategy Document outlining the approach to implementing ORC and checklist/Journeys, including rationale, benefits, risks, costs, and a detailed schedule	1. Identifies all activities to be performed during each phase of the implementation. 2. Includes a detailed schedule for implementing the solution. 3. Includes a strategy and schedule for implementing data migration from Taleo and integrating with existing TWC systems. 4. Detailed Change Management Plan included.	Version 0.01 within thirty (30) calendar days after Contract award.
4	Weekly Project Status Reports	Successful Respondent will provide Weekly Project Status Reports to all key project stakeholders, reporting project progress, milestones achieved, risks, issues, and planned activities for the upcoming week.	1. Describes all work performed and completed during the week. 2. Presents the work to be performed in the subsequent week. 3. Includes the percent complete for each deliverable and an updated Project Milestone table. 4. Provides dashboard views of schedule performance. 5. Includes risks with mitigation strategies and issues with actions to manage	Due by Friday of each week by close of business.
5	Configuration Documentation	Successful Respondent will provide detailed configuration documentation for all configured modules (ORC and Checklists/Journeys), including system settings, security roles, and workflow definitions.	1. Complete and accurate documentation of all configuration settings. 2. Clear explanations of the purpose and functionality of each configuration element. 3. Documentation delivered in a TWC- approved format.	Delivered at bi-weekly increments throughout the configuration phase, and finalized before User Acceptance Testing (UAT)

6	Data Migration Plan	Successful Respondent will provide a Detailed Data Migration Plan outlining the approach to migrating data from Taleo Enterprise to ORC, including data mapping, cleansing, validation, and testing procedures.	1. A comprehensive data mapping document identifying the source and target fields for all data being migrated. 2. A detailed timeline for data migration activities. 3. Includes a Data Validation Plan.	Within sixty (60) calendar days of Contract award, or as agreed upon with TWC.
7	Data Migration Execution	Successful Respondent will execute the Data Migration Plan, including the extraction, transformation, and loading of data from Taleo Enterprise to ORC, ensuring data integrity and completeness.	1. Successful migration of up to 20,000 Active Requisitions from Taleo Enterprise to ORC. 2. Successful migration of up to 100,000 Candidate Profiles from Taleo Enterprise to ORC. 3. Successful migration of up to 200,000 Attachments to Candidate Records from Taleo Enterprise to ORC. 4. Successful migration of Candidate Applications (Matching Candidate to Requisition and Moving to appropriate Step / Status) – Import into ORC on migrated and active requisitions.	No later than 30 calendar days prior to User Acceptance Testing (UAT).
8	System Integration Testing Plan	Successful Respondent will provide a detailed System Integration Testing (SIT) Plan outlining the testing scope, test cases, and acceptance criteria for all system integrations (e.g., PeopleSoft, WorkInTexas, background check provider).	1. A comprehensive SIT plan covering all system integrations. 2. Detailed test cases with clear pass/fail criteria. 3. Identifies all integration interfaces required for the system.	Two weeks prior to System Integration Testing (SIT).

9	System Integration Testing Execution	Successful Respondent will perform System Integration Testing (SIT) based on the approved SIT Plan, documenting test results and resolving any integration issues.	1. Successful completion of all SIT test cases without critical defects. 2. A detailed test results report documenting the outcome of each test case.	Immediately following approval of the System Integration Testing (SIT) Plan (Deliverable #8) and will be completed no later than two weeks prior to User Acceptance Testing (UAT).
10	User Acceptance Testing (UAT) Support	Successful Respondent will support User Acceptance Testing (UAT) by providing test environments, test data, and assistance to TWC personnel during UAT execution.	1. Availability of a stable and representative test environment for UAT, confirmed via signoff that the environment meets the agreed-upon specifications. 2. Provision of adequate test data for UAT execution, confirmed via signoff that the test data meets the defined requirements. 3. Prompt resolution of issues encountered during UAT, evidenced by a log of issues resolved and confirmation that resolution efforts met agreed-upon timelines and severity levels. This will be confirmed via signoff.	Throughout User Acceptance Testing (UAT).
11	Training Materials	Successful Respondent will provide comprehensive training materials for TWC end-users and system administrators on how to use ORC and Checklists/Journeys, tailored to TWC's specific configurations and processes.	1. Training Materials will be tailored to TWC's specific configurations and processes. 2. The training materials must be complete and approved by TWC prior to use. 3. A detailed curriculum, trainer's guide, and participant materials.	Two months prior to User Training Delivery.

12	User Training Delivery	Successful Respondent will deliver user training to TWC personnel on how to use ORC and Checklists/Journeys, covering all key functionalities and workflows. The training should be offered in a variety of styles, including virtual and on-site.	1. User training sessions are well- organized and effectively delivered. 2. TWC personnel are able to effectively use the system to perform their job functions after training. 3. Delivery in line with Acuity's Training Methodologies (page 32).	No later than Thirty (30) calendar days prior to Go-Live.
13	Go-Live Support	Successful Respondent will provide Go-Live Support to TWC personnel during the initial Go-Live period, addressing any issues or defects encountered and ensuring a smooth transition to the new system.	1. Prompt and effective resolution of any issues or defects encountered during Go-Live. 2. Minimal disruption to TWC's recruiting operations during the Go-Live period.	During the initial Go-Live period of four (4) weeks (as defined in the Detailed Project Management Plan (Deliverable #2)).
14	System Documentation	Successful Respondent will provide comprehensive system documentation, including as-built documentation, configuration guides, operational procedures, and troubleshooting guides, enabling TWC to maintain and operate the system independently.	1. As built and configuration documents describing the completed system 2. Operational procedures for key activities. 3. Documentation is comprehensive and accurate.	Delivered concurrent with Knowledge Transfer (KT) (Deliverable #15), beginning post Go-Live and continuing for a period of four(4) weeks.

15	Knowledge Transfer (KT)	Successful Respondent will provide knowledge transfer to TWC personnel, enabling TWC to maintain and operate the system independently after the implementation project is complete.	1. TWC personnel are able to independently maintain and operate the system after the knowledge transfer. 2. All required documentation is delivered and understood. 3. Successful Respondent performs knowledge transfer and KT materials are available for staff.	Post Go-Live, for a period of four(4) weeks.
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