

<b>Appendix A Contractor Deliverables</b>
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[Appendix A.1 EBT and EPC Deliverables](#)

[Appendix A.2 Wireless EBT Project Deliverables](#)

## Appendix A.1 EBT and EPC Deliverables

The ID# column provides the requirement where the EBT and EPC Deliverables were discussed in Section 5.4 Deliverables.

The Deliverable column identifies the title of the Deliverable.

For the EBT, EPC, or Integrated column, the following applies:

- One for EBT indicates there will be one EBT-specific deliverable (i.e., an EBT Training Plan)
- One for EPC indicates there will be one EPC-specific deliverable (i.e., an EPC Training Plan)
- Integrated signifies that there will be one deliverable that includes both EBT and EPC.

Initial Delivery references when the initial delivery of the document is due. Final Deliverables are due within five (5) business days following the receipt of the Agency's feedback, unless the Agency agrees to a longer period in writing.

ID#	Deliverable	EBT, EPC, or Integrated	Initial Delivery
<b>Project Management.</b>			
5.4.1.7	Planning, Design, Development, and Transition/Database Conversion Phases Weekly Status Reports and Meetings	One for EBT One for EPC	Two (2) business days prior to the scheduled meeting.
5.4.1.8	Operations and Contract Close Out Phases Bi-Weekly Status Reports and Meetings	One for EBT One for EPC	Two (2) business days prior to the scheduled meeting.
<b>Planning Phase.</b>			
5.4.1.9	Project Work Plan	One for EBT One for EPC	In the proposal.
5.4.1.10	Project Kick-off Meeting	Integrated	No later than 10 business days after the Contract effective date.
5.4.1.11	Project Kick-Off Meeting Report	Integrated	No later than three (3) business days after the meeting.
5.4.1.12	Project Management Process	One for EBT One for EPC	No later than five (5) business days after the Contract effective date.
5.4.1.13	Communications Plan	One for EBT One for EPC	No later than five (5) business days after the Contract effective date.
5.4.1.14	Change Management Plan	One for EBT One for EPC	No later than 15 business days after the Contract effective date.
5.4.1.15	Issue Management Process	One for EBT One for EPC	No later than 15 business days after the Contract effective date.
5.4.1.16	Transition/Database Conversion Plan	One for EBT One for EPC	Per the schedule in the Agency-approved project work plan.

ID#	Deliverable	EBT, EPC, or Integrated	Initial Delivery
5.4.1.17	Requirements Traceability Matrix (RTM)	One for EBT One for EPC	Per the schedule in the Agency-approved project work plan.
5.4.1.18	Software Testing Lifecycle Approach	One for EBT One for EPC	Per the schedule in the Agency-approved project work plan.
5.4.1.19	Business Continuity and Disaster Recovery Plan	One for EBT One for EPC	Per the schedule in the Agency-approved project work plan.
5.4.1.20	Training Plan	One for EBT One for EPC	Per the schedule in the Agency-approved project work plan.
5.4.1.21	System Security Plan	One for EBT One for EPC	Per the schedule in the Agency-approved project work plan.
5.4.1.22	Evidence of Compliance with PCI DSS Standards	One for EPC	Prior to Contract execution and annually per the schedule in the Agency-approved project work plan.
5.4.1.23	Evidence of SOC-1 Compliance.	One for EBT One for EPC	Prior to Contract execution and annually per the schedule in the Agency-approved project work plan.
5.4.1.24	Evidence of SOC-2 Compliance.	One for EBT One for EPC	Prior to Contract execution and annually per the schedule in the Agency-approved project work plan.
5.4.1.25	Disaster SNAP Card Delivery Plan	One for EBT	Per the schedule in the Agency-approved project work plan.
5.4.1.26	EBT Fraud Monitoring Plan	One for EBT	Per the schedule in the Agency-approved project work plan.
5.4.1.27	EPC Fraud Monitoring Plan	One for EPC	Per the schedule in the Agency-approved project work plan.
<b>Design Phase.</b>			
5.4.1.28	Business Requirements Document (BRD)	One for EBT One for EPC	Per the schedule in the Agency-approved project work plan.
5.4.1.29	Functional Design Document (FDD)	One for EBT One for EPC	Per the schedule in the Agency-approved project work plan.
5.4.1.30	Detailed Design Document (DDD)	One for EBT One for EPC	Per the schedule in the Agency-approved project work plan.
5.4.1.31	Interface Control Document (ICD)	One for EBT One for EPC	Per the schedule in the Agency-approved project work plan.
5.4.1.32	Data Warehouse Design Document	One for EBT	Per the schedule in the Agency-approved project work plan.
5.4.1.33	Test Plans	One for EBT One for EPC	Per the schedule in the Agency-approved project work plan.

ID#	Deliverable	EBT, EPC, or Integrated	Initial Delivery
5.4.1.34	Test Scripts	One for EBT One for EPC	Per the schedule in the Agency-approved project work plan.
5.4.1.35	User Acceptance Test Scripts	One for EBT One for EPC	Per the schedule in the Agency-approved project work plan.
<b>Development and Testing Phase.</b>			
5.4.1.36	Functional Demonstration Report	One for EBT One for EPC	Per the schedule in the Agency-approved project work plan.
5.4.1.37	Test Reports	One for EBT One for EPC	Per the schedule in the Agency-approved project work plan.
5.4.1.38	Systems Operations/Interface Procedures Manual	One for EBT One for EPC	Per the schedule in the Agency-approved project work plan.
5.4.1.39	Reports Manual	One for EBT One for EPC	Per the schedule in the Agency-approved project work plan.
5.4.1.40	Settlement/Reconciliation Manual	One for EBT One for EPC	Per the schedule in the Agency-approved project work plan.
5.4.1.41	Administrative Terminal User's Manual	One for EBT One for EPC	Per the schedule in the Agency-approved project work plan.
5.4.1.42	Customer Service Scripts and Procedures Document	One for EBT One for EPC	Per the schedule in the Agency-approved project work plan.
5.4.1.43	Retailer Operations Manual	One for EBT	Per the schedule in the Agency-approved project work plan.
5.4.1.44	Stand-In Processing Process	One for EBT	Per the schedule in the Agency-approved project work plan.
<b>Transition/Database Conversion Phase.</b>			
5.4.1.45.1	Retailer Transition/Database Conversion Notifications	One for EBT	Per the schedule in the Agency-approved project work plan.
5.4.1.45.2	Recipient Transition/Database Conversion Notifications	One for EBT One for EPC	Per the schedule in the Agency-approved project work plan.
<b>Operations Phase.</b>			
5.4.1.46	Monthly Contractor Performance Meeting	One for EBT One for EPC	Per the schedule in the Agency-approved project work plan.
5.4.1.47	Monthly Operational Report	One for EBT One for EPC	Monthly per the mutually agreed upon schedule.
<b>Contract Close Out.</b>			
5.4.1.48	Contract Close Out Plan	One for EBT One for EPC	Delivered 12 months prior to expiration of the Contract or within 30 calendar days of

ID#	Deliverable	EBT, EPC, or Integrated	Initial Delivery
			notification of Contract termination, whichever comes first.

<b>Appendix A.2                  Wireless EBT Project Deliverables</b>
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The ID# column provides the requirement where the Wireless EBT Project Deliverable was discussed in Section 8.3 Wireless EBT Project Deliverables.

The Deliverable column identifies the title of the Deliverable.

Initial Delivery references when the initial delivery of the document is due. Final Deliverables are due within five (5) business days following the receipt of the Agency's feedback, unless the Agency agrees to a longer period in writing.

ID#	Deliverable	Initial Delivery
8.3.6	Project Work Plan	In the Bid Proposal
8.3.7	Project Kick Off Meeting	No later than ten (10) business days after the Contract start date
8.3.8	Communications Plan	No later than five (5) business days after the Contract effective date.
8.3.9	Issue Management Plan	No later than fifteen (15) business days after the Contract effective date
8.3.10	Customer Service process	Per the schedule in the Agency-approved project work plan.
8.3.11	Promotional Video	Per the schedule in the Agency-approved project work plan.
8.3.12	Wireless EBT Project Marketing and Outreach	Per the schedule in the Agency-approved project work plan.
8.3.13	Monthly Contractor Performance Meeting	Per the schedule in the Agency-approved project work plan.