

**CBIC RFP  
EXHIBIT 11  
DELIVERABLES**

<b>DELIVERABLE NUMBER</b>	<b>ITEM</b>	<b>DAYS/DATE FROM OSC APPROVAL</b>
1	Detailed workplan as described in Section 4.2.2 of this RFP	30 Days
2	Weekly updates to workplan and schedules	Weekly
3	Copies of all subcontracts for OTDA review/approval	30 Days
4	General design documents.	30 Days
5	Identification of primary mailed card site	30 Days
6	Identification of secondary (backup) location for mailed cards -	30 Days
7	Detailed design documents, database conversion agreements and conversion plan, draft	30 Days
8	All systems, user, and acceptance test plans including the schedules and test scripts	30 Days
9	Detailed equipment list	30 Days
11	Inventory control procedures, draft	60 Days
12	Detailed design documents, database conversion agreements and conversion plan, final	60 Days
13	Detailed listing of consumables, proof of purchase, inventory design documents	60 Days
14	User Test System networked and available for State use	60 Days
15	Test Reports	60 days and Ongoing as needed
16	Backup and recovery plans	60 Days
17	Identify operations staff for mailed card production and for OTC sites in New York City. Submit Organizational Chart	60 Days
18	Appendix E provided to OTDA for the proposed Manhattan and Brooklyn OTC Site Supervisors, and Mailed Card Production Manager for review and approval.	60 Days
19	Training Plans and Training Manuals	60 Days
20	Operations Procedure Manuals and Inventory Control Procedures, final	60 Days
21	Database Conversion Reports	60 Days
22	Equipment proof of delivery and maintenance contracts	70 Days
23	Finalized systems documentation, Quality Assurance and Control Manual	100 Days
24	Issue Escalation Flow Chart and Contact Data	100 Days
25	Written certification that Primary, Back-Up, and OTC sites are ready for card production	100 Days
26	Successful Completion of User Acceptance Test Requirements as specified in RFP Section 2.23	3/15/2013
27	Production Start Date	4/8/2013