Deliverable Expectation Document

For [Deliverable Title]

This template is for a deliverable expectation document ("DED"). The intent of DEDs will be to help foster a mutual understanding of each deliverable between the selected Respondent ("Contractor") and NYCERS, ensure NYCERS has sufficient opportunities to provide informal deliverable feedback to the Contractor throughout deliverable development, and reduce risk (e.g., “surprises”) when deliverables are submitted for formal review.

While NYCERS may consider DEDs when performing formal deliverable reviews, the purpose of DEDs are not to establish deliverable acceptance criteria. Regardless of the content of any given DED, all deliverables are required to meet, at minimum, any relevant standards and requirements set forth in the Agreement and other contractual documentation (e.g., SOW) as well as any commercially reasonable leading practices.

NYCERS may, at its sole option, require the selected Respondent to use this template, alternatively work with the Contractor to refine the template, or a combination of both.

1. Deliverable Description

   Describe the deliverable’s objectives and scope, the level of detail to be provided, and the intended audience. Be as specific as possible and do not provide any ambiguous or generic information.

2. Deliverable Format

   Describe the specific format(s) the deliverable will be provided in (e.g., MS Office, software code). Deliverables are required to be provided in their original raw format(s). However, NYCERS may require the Contractor to provide multiple formats of the same deliverable at its discretion (e.g., MS Word version and PDF version of the same deliverable).

3. Deliverable Components

   List the major components of the deliverable and provide a detailed description of each. For example, for documentation deliverables this may be a table of contents with a detailed description of each section. For software code deliverables, this may be a list of modules with a detailed description of the nature of the code to be provided for each one.

4. Representative Deliverable Samples

   List the representative deliverable samples attached to this DED and provide a detailed description of each, including discussing the elements of the samples most relevant to the given deliverable for NYCERS. Samples are intended to help foster a mutual understanding of the minimum NYCERS can expect from the deliverable (e.g., type of content, level of detail, deliverable organization). NYCERS may require, or the Contractor may offer to provide, one or more actual similar sample deliverables from the Contractor’s prior work with other customers.

5. Deliverable Drafts and Key Milestones

   Describe when deliverable drafts will be available to NYCERS and other key milestones related to the development of the deliverable using the table below, accompanied by any supporting information. Deliverables are expected to be created iteratively, and wherever practical, draft deliverables are to be incorporated into project activities involving NYCERS (e.g., incorporating draft design deliverables into design sessions). For all deliverables, the Contractor will be required to provide NYCERS draft
deliverables and walkthrough presentations, with Q&A for NYCERS stakeholders at agreed upon deliverable development milestones. The Contractor will then subsequently document and address any informal NYCERS’ feedback (it may also be appropriate to revise the DED as a result of such feedback). Note that information provided must align with the approved project plan. In addition, NYCERS is not obligated to provide complete informal draft deliverable feedback. Contractors shall not assume any actions or inactions of NYCERS pertaining to draft deliverables constitutes formal acceptance of any portion of any given deliverable, or the deliverable as a whole.

NYCERS reserves the right to reject for formal deliverable review any deliverables received that NYCERS determines are materially different that previously received drafts and/or do not appear to thoughtfully address any prior NYCERS informal feedback. NYCERS then may subsequently require the Contractor to provide NYCERS additional draft deliverables and walkthrough presentations prior to agreeing to perform a formal deliverable review.

Table 1  Summary of Deliverable Drafts and Key Milestones

<table>
<thead>
<tr>
<th>Draft Deliverable / Milestone Description</th>
<th>% of deliverable drafted at milestone</th>
<th>Due Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Draft 1 Completed</td>
<td>20%</td>
<td>mm/dd/yyyy</td>
</tr>
<tr>
<td>Draft 2 Completed</td>
<td>40%</td>
<td></td>
</tr>
<tr>
<td>Draft 3 Completed</td>
<td>60%</td>
<td></td>
</tr>
<tr>
<td>Draft 4 Completed</td>
<td>80%</td>
<td></td>
</tr>
<tr>
<td>Deliverable Submitted for Formal Review</td>
<td>100%</td>
<td></td>
</tr>
</tbody>
</table>