

## Sample Contract Deliverables Exception Chart

This Sample Contract Deliverable Exception Chart MUST be included with the proposal response. Below, is an example Exception Chart, which is included for illustrative purposes only.

ITEM NO.	CONTRACT SECTION	CONTRACT LANGUAGE*	REVISED LANGUAGE IN RED-LINE FORMAT	EXPLANATION
1	Project Events and Tasks	Minimum requirements include weekly status reports and iterative reviews of the solution. Further events and tasks may be defined at the kick-off.	Minimum requirements include <del>weekly</del> monthly status reports and iterative reviews of the solution. Further events and tasks may be defined at the kick-off.	Contractor's system is set up to bill on a monthly basis.

Unless a Proposer agrees with and can fulfill all of the conditions and requirements in a contract clause, Proposer must state the exceptions to the clause in this chart and suggest proposed modifications to the specific contract language with which the Proposer disagrees or for which Proposer is unable to satisfy the condition or requirement, including an explanation of the revision (if any).

**Explanation Box:** Proposer should include an explanation to accompany the exception (e.g. the revised language), unless the revision is self-explanatory. Explanations may address a variety of matters, including, but not limited to:

- Distinguishing attributes or benefits associated with the response;
- Rationale for Proposer's revisions;
- Limitations, special conditions or deviations requested by Proposer;
- Additional descriptive information;
- Suggestions for services or features in addition to those requested by City of Houston; and
- Any matter that Proposer believes would be helpful to the City in reviewing the exception.

## 1.0 **PROJECT EVENTS AND TASKS**

1.1 Minimum requirements include weekly status reports and iterative reviews of the solution. Further events and tasks may be defined at the kick-off.

## 2.0 **IMPLEMENTATION / SERVICE REQUIREMENTS**

2.1 Implementation of the solution will occur **within 18 months** of execution of this Scope of Work. This includes delivery and installation of all the products and services necessary to implement the solution, training, and any support, other than on-going maintenance services.

## 3.0 **DELIVERABLES**

3.1 Milestones, Deliverables, Schedule and Payment Schedule

3.1.1 The following table identifies possible milestone events and deliverables, the associated schedule, and any associated payments.

<b>Milestone Event</b>	<b>Deliverable</b>
Project Kick-Off Meeting & Project Plan	<ul style="list-style-type: none"><li>• Project Overview</li><li>• Project Objectives</li><li>• Project Schedule (high-level)</li><li>• Roles and Responsibilities</li><li>• Next Steps</li></ul>
Project Planning & Management	<ul style="list-style-type: none"><li>• Project Schedule (detailed)</li></ul>
Design Workshops	<ul style="list-style-type: none"><li>• Business Requirements Document</li><li>• Use Case Documents</li><li>• Solution Design Document</li><li>• Templates</li><li>• Requirements Sign-Off</li></ul>
Development	<ul style="list-style-type: none"><li>• Working Pilot</li></ul>
Quality Assurance/User Acceptance Testing	<ul style="list-style-type: none"><li>• User Acceptance Sign-Off</li></ul>

Deployment/“Go-Live”	<ul style="list-style-type: none"> <li>• Post-Deployment Verification</li> </ul>
Project Wrap-Up	<ul style="list-style-type: none"> <li>• Knowledge transfer documentation</li> <li>• Final Sign-off and acknowledgements</li> </ul>

3.1.2 Deliverables must be provided on the dates specified. Any changes to the delivery date must have prior approval (in writing) by the Project Manager/Contract Manager or designate.

3.1.3 All deliverables must be submitted in a format approved by the Project Manager/Contract Manager.

3.1.4 All deliverables must have **acceptance criteria established and a time period for testing or acceptance.**

3.1.5 If the deliverable cannot be provided within the scheduled time frame, the Vendor is required to contact the Project Manager/Contract Manager in writing with a reason for the delay and the proposed revised schedule. The request for a revised schedule must include the impact on related tasks and the overall project.

3.1.6 A request for a revised schedule must be reviewed and approved by the Project Manager/Contract Manager before placed in effect. [Contract Terms and Conditions](#) may dictate penalties, costs, and other actions based on the facts related to the request for a revised schedule.

3.1.7 The Project Manager will complete a review of each submitted deliverable within 5 working days from the date of receipt.

3.1.8 A kickoff meeting will be held at a location and time selected by the Project Manager where the Vendor and its staff will be introduced to the Customer.

#### **4.0 ACCEPTANCE TESTING**

4.1 Applicable to software/hardware, engineering products, structural mechanisms, models, design/build projects, etc. Identification of specific procedures or criteria will need to be applied to test the end product or ensure that it functions in accordance with established

design specifications or technical requirements or verify the integrity of the deliverable. Vendor must provide criteria for acceptance.

## **5.0 ACCEPTANCE CRITERIA**

5.1 Acceptance Criteria for this Solution will be based on the City of Houston [PO acceptance language](#). Each deliverable created under this Scope of Work will be delivered to the Project Manager with a Deliverable Acceptance Receipt. This receipt will describe the deliverable and provide the project manager with space to indicate if the deliverable is accepted, rejected, or conditionally accepted. Conditionally Accepted deliverables will contain a list of deficiencies that need to be corrected in order for the deliverable to be accepted by the Project Manager.

## **6.0 ASSUMPTIONS, PROJECT ROLES AND RESPONSIBILITIES**

### 6.1 Assumptions

- 6.1.1 The Vendor will deliver the implementation for a fixed price broken into measurable deliverables over the duration of the project.
- 6.1.2 Management will foster support and “buy-in” of project goals and objectives.
- 6.1.3 There will be adequate staff available from all City of Houston departments during the planning, implementation, and testing phases of the project.
- 6.1.4 A technological infrastructure that can support the chosen technology will exist or will be built.
- 6.1.5 Vendor will make a recommendation on the integration of back-end systems for automation.
- 6.1.6 The project plan may change as new information and issues are revealed.
- 6.1.7 Software licensing for subscription based services will not start until system Go-Live or production date.

### 6.2 Recommended Roles for City of Houston Project Team

#### 6.2.1 Project Manager

- 6.2.1.1 Marshals the client resources to meet the assigned project tasks and deliverables.
- 6.2.1.2 Manage overall scope of deliverables through scheduled project reviews and weekly status meetings:

- 6.2.1.3 Define and propose project scope.
- 6.2.1.4 Finalize and manage the project plan.
- 6.2.1.5 Define and propose strategies and procedures for efficient implementation.
- 6.2.1.6 Manage the project milestones and schedules Communicate progress and status.
- 6.2.1.7 Communicate progress and status.
- 6.2.1.8 Develop and maintain the rollout schedule.
- 6.2.1.9 Escalate strategic issues to Steering Committee for resolution.
- 6.2.1.10 Conduct weekly team meetings.
- 6.2.1.11 Prepare and attend the Steering Committee meetings.

#### 6.2.2 Business Administrator (Power User)

- 6.2.2.1 Represents the department or city-wide oversight on overall project objectives.
- 6.2.2.2 Tasks include:
- 6.2.2.3 Defines the Business Requirements, Business Rules and Business Processes for the project.

#### 6.2.3 System Administrator

- 6.2.3.1 Technical role focused on infrastructure, including database & web servers
- 6.2.3.2 Tasks include application availability, DB back-ups, and resource monitoring (Servers, Networks, etc.), webpage changes
- 6.2.3.3 Provide content “know-how” and knowledge transfer documentation
- 6.2.3.4 Tasks include: Hardware sizing, Deliver system’s infrastructure according to project milestones
- 6.2.3.5 Monitor and support performance tuning
- 6.2.3.6 Support network establishment
- 6.2.3.7 Maintain the current system environment and landscape
- 6.2.3.8 Provide technical settings documentation

### **7.0 REPORTS AND MEETINGS**

- 7.1 The Vendor is required to provide the Project Manager/Contract Manager with weekly written progress reports for this project. These are due to the Project Manager/Contract Manager by the close of business on Friday each week throughout the life of the project.
- 7.2 The progress reports shall cover all work performed and completed during the week for which the progress report is provided and shall present the work to be performed during the subsequent week.

7.3 The progress report shall identify any problems encountered or still outstanding with an explanation of the cause and resolution of the problem or how the problem will be resolved.

7.4 The Vendor will be responsible for conducting weekly status meetings with the Project Manager/Contract Manager. The meetings will be held on specify day of each week - at a time and place so designated by the Project Manager/Contract Manager - unless revised by the Project Manager/Contract Manager. The meetings can be in person or over the phone at the discretion of the Project Manager/Contract Manager.

## **8.0 FURNISHED EQUIPMENT AND WORK SPACE**

8.1 Vendor is responsible to provide all equipment for the duration of the project, such as personal computers, and must comply with the City's standards. The City will provide workspace for all vendor staff.

## **9.0 TRAVEL**

9.1 City of Houston will not cover any travel related expenses.

## **10.0 PILOTS CONDUCTED:**

10.1 Option to conduct pilot tests to ensure that the tool has been properly configured to meet GSD D&C's needs is favorable.