

Appendix X –Startup Plan Milestone Deliverables

Mandatory Tasks

The Start-Up plan must include a detailed proposed Start-Up schedule to complete all of the requirements of this RFP. All critical milestones, deliverables, tasks, resources, timeframes, dependencies and the schedules' critical path must be clearly delineated within the Start-Up project schedule. The Start-Up project must include, at a minimum, the milestone deliverable specified below. Bidders are expected to use their experience with similar projects to make recommendations on the required tasks and schedule.

- Business Process and Workflow Details Documentation
- Staffing Plan
- Staff Background Checks and Mandated Training
- Contractor Phone system/IVR/ACD configuration
- Network connectivity to New York State
- Remote access setup and credentials
- Configure Roles and Permissions in ServiceNow
- Configure required SLR reports in ServiceNow and Call Management System (CMS)
- New York State specific application training
- Systems and Process Test planning
- Systems and Process Testing and acceptance
- Standard procedures
- Emergency Task Order Form and procedures