

AHCA Florida Health Care Connections (FX)

<Deliverable #: Deliverable Name> Deliverable Expectations Document (DED)

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Author: <Author Name>

Submitted To: <AHCA Contract Manager>





Revision History

DATE	VERSION	DESCRIPTION	AUTHOR
M/D/YYYY	001	<Deliverable #: Deliverable Name> Deliverable Expectations Document Development Draft Version	Your name here
M/D/YYYY	002	<Deliverable #: Deliverable Name> Deliverable Expectations Document Final Draft Version	Your name here
M/D/YYYY	100	<Deliverable #: Deliverable Name> Deliverable Expectations Document Development Approved Baseline Version	Your name here

Modifications to the approved baseline version (100) of this artifact must be made in accordance with the FX Artifact Management Standards (AMS).

Quality Review History

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SECTION 1 INTRODUCTION

The following sections describe the deliverable expectations agreed upon between <FX Vendor> and the Florida Agency for Health Care Administration (AHCA or Agency) for the Florida Health Care Connections (FX) Program <Deliverable #: Deliverable Name>.

1.1 FX PROGRAM BACKGROUND

The Florida Agency for Health Care Administration (AHCA or Agency) is adapting to the changing landscape of healthcare administration and increased use of the Centers for Medicare and Medicaid Services (CMS) Medicaid Information Technology Architecture (MITA) to improve the administration and operation of the Florida Medicaid Enterprise. The current Florida Medicaid Enterprise is complex; it includes services, business processes, data management and processes, technical processes within the Agency, and interconnections and touchpoints with systems necessary for administration of the Florida Medicaid program that reside outside the Agency. The future of the Florida Medicaid Enterprise integration is to allow the Agency to secure services that can interoperate and communicate without relying on a common platform or technology.

The Florida Medicaid Management Information System (FMMIS) has historically been the central system within the Florida Medicaid Enterprise; functioning as the single, integrated system for claims processing and information retrieval. As the Medicaid program has grown more complex, the systems needed to support the Florida Medicaid Enterprise have grown in number and complexity.

The Medicaid Enterprise System (MES) Procurement Project was re-named Florida Health Care Connections (FX) in the summer of 2018. FX is a multi-year transformation to modernize the current Medicaid technology using a modular approach, while simultaneously improving overall Agency functionality and building better connections to other data sources and programs.



SECTION 2 DELIVERABLE EXPECTATIONS

2.1 DELIVERABLE EXPECTATIONS DOCUMENT PURPOSE

The Deliverable Expectations Document (DED) is a tool used to record service requirements for a deliverable and establish clear expectations and acceptance criteria for the scope and content of a deliverable.

The DED will be used to achieve the following:

- Work with the Agency and FX Project Team to define the table of contents and identify the FX Deliverable Review Team for the deliverable
- Identify the proposed format
- Include a high-level description of the content for each section of the deliverable
- Define the expectations for the approach for developing the deliverable
- Identify the acceptance criteria for the entire deliverable to be used during the deliverable review and approval process
- Identify the deliverable review period based on the anticipated size and complexity of the deliverable

This will help confirm at the onset of the FX Project that all stakeholders have a clear understanding of the approach the project team will take to develop the deliverable.

Once agreement is reached on the expectations and acceptance criteria, and the DED is approved, work on the deliverable shall commence.

2.2 PURPOSE – THE DELIVERABLE EXPECTATIONS REVIEW AND ACCEPTANCE PROCESS

The purpose of the deliverable expectations review and acceptance process is to define how the development, review, and approval of the FX Project deliverables will be performed and managed. The deliverable expectations review and acceptance process identifies the steps, processes, and resources necessary to efficiently develop and effectively review and accept the project deliverable.

2.3 GOAL AND OBJECTIVES FOR THE DELIVERABLE REVIEW AND ACCEPTANCE

Goal – To minimize Agency review and FX Project Team revision times and provide an efficient and effective method for the development, review, and acceptance of FX Project deliverables. This will be accomplished by:

- **Objective #1** – Identify all steps necessary to support the efficient and effective review and acceptance of project deliverables.
- **Objective #2** – Establish agreement as to the content and layout of the FX Project deliverable.



- **Objective #3** – Streamline and develop an efficient review process to minimize impact on staff workload.
- **Objective #4** – Establish clear roles and responsibilities throughout the process.
- **Objective #5** – Establish guidelines for the appropriate assignment of roles.
- **Objective #6** – Establish a standard format for review comments.
- **Objective #7** – Provide for timely deliverable acceptance (i.e., within pre-determined timeframes).
- **Objective #8** – Provide timely, accurate, and complete comments.
- **Objective #9** – Establish a collaborative working relationship between project teams during development to facilitate deliverable quality and accuracy with the first submission.

2.4 NUMBER AND TITLE FOR THIS DELIVERABLE EXPECTATIONS DOCUMENT

The <Deliverable #: Deliverable Name> is the deliverable defined by this deliverable expectations document. This deliverable provides the required components of the <Deliverable #: Deliverable Name> as deemed necessary to accomplish the scope of services as defined in the contract.

2.5 DELIVERABLE FORMAT

The draft and final versions of the <Deliverable #: Deliverable Name> and any supporting files will be developed and delivered electronically using FX Templates and Microsoft (MS) Office Suite (e.g., Word, Excel, and Visio) compatible with FX Office 365 standards. <If an additional format is deemed necessary to complete a deliverable, state the format to be used and for which portion of the deliverable for Agency consideration.>

2.6 CONTRACT/TASK ORDER REQUIREMENTS MAPPING

The requirements for this <Deliverable #: Deliverable Name> are established in <contract and/or task order number> as follows:

Exhibit 2-1: <Deliverable #: Deliverable Name> <Contract/Task Order> Requirements Mapping includes where the <contract and/or task order number> will be satisfied in the DED for the deliverable.

<FX VENDOR NAME> <CONTRACT OR TASK ORDER ###>	<DELIVERABLE #: DELIVERABLE NAME> DELIVERABLE SECTION
<Cite a clause or requirement from the contract or task order>	<The <Deliverable #: Deliverable Name> and Deliverable Section that satisfies the mentioned segment from the contract or task order>
<Cite a clause or requirement from the contract or task order>	<The <Deliverable #: Deliverable Name> and Deliverable Section that satisfies the mentioned segment from the contract or task order>

Exhibit 2-1: <Deliverable #: Deliverable Name> <Contract/Task Order> Requirements Mapping

2.7 DELIVERABLE OBJECTIVE AND SCOPE

<This section is for establishing objective and scope of the deliverable.

Note: This is a generic template, but for a Project Schedule deliverable the specific scope of the DED for this deliverable shall cover the following:

- MS Word document to include:
 - › Description of the FX Project including an explanation of the Project Schedule Structure, Work Breakdown Structure (WBS), including describing the project phases, stages or workstreams, deployments, use of Agile or iterative approaches, and identifying external project dependencies. Define or explain any terminology unique to the project. (See the FX Project Schedule Approach template for specifics and located at FX-HUB > Templates > Category: EPMO > FX-TMPL-Project-Schedule-Approach-[current version]).
 - › Schedule Assumptions and Constraints Document (as Appendix A)
 - › Project Schedule MS Project MPP File (as Appendix B)
 - › Project Schedule PDF file (as Appendix C)>

2.8 DELIVERABLE TABLE OF CONTENTS (TOC)

Exhibit 2-2: <Deliverable #: Deliverable Name> TOC below describes the TOC for the <Deliverable #: Deliverable Name>. This section of the DED is used to establish the scope and planned content of the deliverable.

No.	SECTION TITLE	SECTION DESCRIPTION
1	Section 1 Title	Section 1 description with enough detail to describe to the reader what to expect in the section while meeting any specific requirements outlined in the scope of services for this deliverable.
2	Section 2 Title	Same guidance as above.
n	Section n Title	Same guidance as above.

Exhibit 2-2: <Deliverable #: Deliverable Name> TOC

2.9 DELIVERABLE REVIEW TIMELINE

Exhibit 2-3: Deliverable Review and Approval Timeline below represents the planned deliverable review and acceptance timeline for the <Deliverable #: Deliverable Name>. The deliverable review and approval activities will be executed according to the schedule outlined in the baselined project schedule. Task durations in the table below represent the suggested time allotted (in business days) to complete the tasks in accordance with the AMS.



DELIVERABLE SUBMISSION PROCESS	TASK DURATION
AHCA Contract Manager conducts deliverable receipt criteria review of <Deliverable #: Deliverable Name>. If the deliverable meets minimum quality criteria, the AHCA Contract Manager submits to the FX Deliverable Review Team Lead and FX Deliverable Review Team	1 day
FX Deliverable Review Team Conducts First Review of <Deliverable #: Deliverable Name>	10 days
<FX Vendor> remediates issues from FX Deliverable Review Team of <Deliverable #: Deliverable Name>	5 days
AHCA Contract Manager conducts deliverable receipt criteria review of <Deliverable #: Deliverable Name>. If the deliverable meets minimum quality criteria, the AHCA Contract Manager submits to the FX Deliverable Review Team Lead and FX Deliverable Review Team	1 day
FX Deliverable Review Team Conducts Second Review of <Deliverable #: Deliverable Name>	5 days
<FX Vendor> remediates issues from FX Deliverable Review Team of <Deliverable #: Deliverable Name>	3 days
AHCA Contract Manager conducts deliverable receipt criteria review of <Deliverable #: Deliverable Name>. If the deliverable meets minimum quality criteria, the AHCA Contract Manager submits to the FX Deliverable Review Team Lead and FX Deliverable Review Team	1 day
FX Deliverable Review Team Conducts Final Review of <Deliverable #: Deliverable Name>	3 days
Final draft review and approval of <Deliverable #: Deliverable Name>	x days

Exhibit 2-3: Deliverable Review and Approval Timeline

2.10 FX DELIVERABLE REVIEW TEAM

Once a deliverable has been submitted from the <FX Vendor> to the AHCA Contract Manager, the AHCA Contract Manager will determine if the <Deliverable #: Deliverable Name> meets its contractual requirements and minimum quality criteria. The AHCA Contract Manager will submit the receipt accepted <Deliverable #: Deliverable Name> to the FX Deliverable Review Team Lead and the FX Deliverable Review Team members for their review.

The FX Deliverable Review Team Lead or designee will:

- Coordinate the review and approval of the deliverable
- Be responsible for supporting definition of expectations and acceptance criteria
- Coordinate the FX Project Team members who will support the FX review and remediation process, as well as make assignment to conduct Quality Control (QC) activities

Exhibit 2-4: FX Deliverable Review Team Roles and Responsibilities below defines the FX Deliverable Review Team for the FX Project deliverable review and acceptance process for the <Deliverable #: Deliverable Name>.



The FX Deliverable Review Team will consist of the following Agency and Vendor staff:

TEAM MEMBER	FX DELIVERABLE REVIEW TEAM ROLE	RESPONSIBILITY
<First Name Last Name>	FX Deliverable Review Team Lead or designee	<p>The FX Deliverable Review Team Lead is responsible for facilitating proper communication among deliverable stakeholders and ensuring stakeholder questions are addressed as they conduct their reviews.</p> <p>The FX Deliverable Review Team Lead is also responsible for maintaining and adhering to the deliverable review timeline and task durations through coordination with the AHCA Contract Manager.</p> <p>The FX Deliverable Review Team Lead is responsible for coordinating process activities and ensuring the FX Deliverable Review Team follows the processes described in this document.</p> <p>The FX Deliverable Review Team Lead will work with the AHCA Contract Manager and the FX Deliverable Review Team to help ensure the details of the requirements are correct and address any issues with conflicting comments from the FX Deliverable Review Team. The FX Deliverable Review Team Lead shall resolve any conflicting comments.</p>
<First Name Last Name of each reviewer>	FX Deliverable Review Team	<p>These individuals are qualified to review the <Deliverable #: Deliverable Name> content based on their subject matter expertise, and their understanding of the FX Project objectives. These individuals must also review the <Deliverable #: Deliverable Name> for correctness, completeness, and appropriate level of detail and ensure the <Deliverable #: Deliverable Name> adheres to DED.</p> <p>QC activities (e.g., spelling, grammar, and format) for the <Deliverable #: Deliverable Name> will be assigned by the FX Deliverable Review Team Lead.</p>

Exhibit 2-4: FX Deliverable Review Team Roles and Responsibilities

2.11 DELIVERABLE ACCEPTANCE CRITERIA

The FX Deliverable Review Team Lead and AHCA Contract Manager will accept the <Deliverable #: Deliverable Name> deliverable upon confirmation of the acceptance criteria documented below in **Exhibit 2-5: Deliverable Acceptance** Criteria.



DELIVERABLE No.	DELIVERABLE NAME	ACCEPTANCE CRITERIA
<Deliverable Unique ID (e.g., T-7)>	<Deliverable Name>	<ul style="list-style-type: none"> ▪ The <Deliverable #: Deliverable Name> meets the Agency's requirements for timeliness, meaning the deliverable is completed and submitted by the required due date. ▪ The <Deliverable #: Deliverable Name> contains the sections and content as described in the Table of Contents (Exhibit 2-2) above and meets the Agency's requirement for completeness. ▪ Any revisions requested by the Agency from the review of the initial draft of the deliverable have been incorporated into the final version of the deliverable. ▪ [Add additional acceptance criteria for the deliverable or remove this line prior to submission.]

Exhibit 2-5: Deliverable Acceptance Criteria



SECTION 3 DED APPROVAL

The AHCA Contract Manager accepts the DED for the <Deliverable #: Deliverable Name> deliverable with their dated email sent to the <FX Vendor>. An approval email will be provided for the DED, and the email sent date is the date of the approval.

The approval email will contain the following details:

- **Subject:** <Deliverable #: Deliverable Name> DED – Approved
- **Email Body:** The <Deliverable #: Deliverable Name> DED is approved by the Agency for Health Care Administration.