

OUTPUT

The Contractor shall submit reports of analysis, policies, procedures and reports to the Project Authority.

All work must be submitted in hard copy and electronic format using WordPerfect 5.2 for Windows, where applicable, as per the SIGNET standard presentation.

Original documents must be delivered in English.

DELIVERABLES

- 1) Planning meeting. **Responsible:** Contractor and DFAIT. **Completion date:** October 10, 19XX.
- 2) Define requirements and provide preliminary design of Request Tracking System. Define requirements and provide preliminary design of Problem Tracking System. **Responsible:** Contractor. **Completion date:** October 31, 19XX.
- 3) Review requirements and preliminary design (step 2). **Responsible:** DFAIT. **Completion date:** November 3, 19XX.
- 4) Provide detailed design of Request Tracking System. **Responsible:** Contractor. **Completion date:** November 10, 19XX.
- 5) Review and comment detailed design (step 4). **Responsible:** DFAIT. **Completion date:** November 14, 19XX.
- 6) Review, analyze and evaluate operational policies and procedures. **Responsible:** Contractor. **Completion date:** November 15, 19XX.
- 7) Submit report on evaluation of operational policies and procedures. **Responsible:** Contractor. **Completion date:** November 17, 19XX.
- 8) Review and comment report (step 7). **Responsible:** DFAIT. **Completion date:** November 21, 19XX.
- 9) Develop, implement and maintain Request Tracking System. **Responsible:** Contractor. **Completion date:** On going.
- 10) Provide detailed design of Problem Tracking System. **Responsible:** Contractor. **Completion date:** November 22, 19XX.
- 11) Review and comment detailed design (step 10). **Responsible:** DFAIT. **Completion date:** November 24, 19XX.