Deliverables at a Glance

OFFICE OF FLORIDA
FINANCIAL EDUCATION
PROVIDING KNOWLEDGE; BUILDING SUCCESS

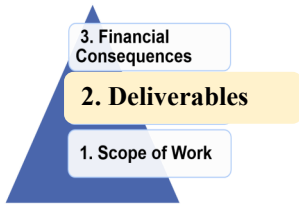## What are Deliverables?

3. Financial Consequences
2. Deliverables
1. Scope of Work

Deliverables are what a provider must perform or provide in order to trigger payment. They identify the provider's tasks, services and milestones, as well as due dates for completion and payment amounts.

Deliverables set the performance criteria for agreements and identify the documentation to be used for verification. They are directly related to the scope of work and are defined in Florida Statute 287.058 and 215.971.

Deliverables must be…

Quantifiable and Measurable: Services are not tangible items that can be counted and measured; therefore, they must be divided into measurable units of completed events.
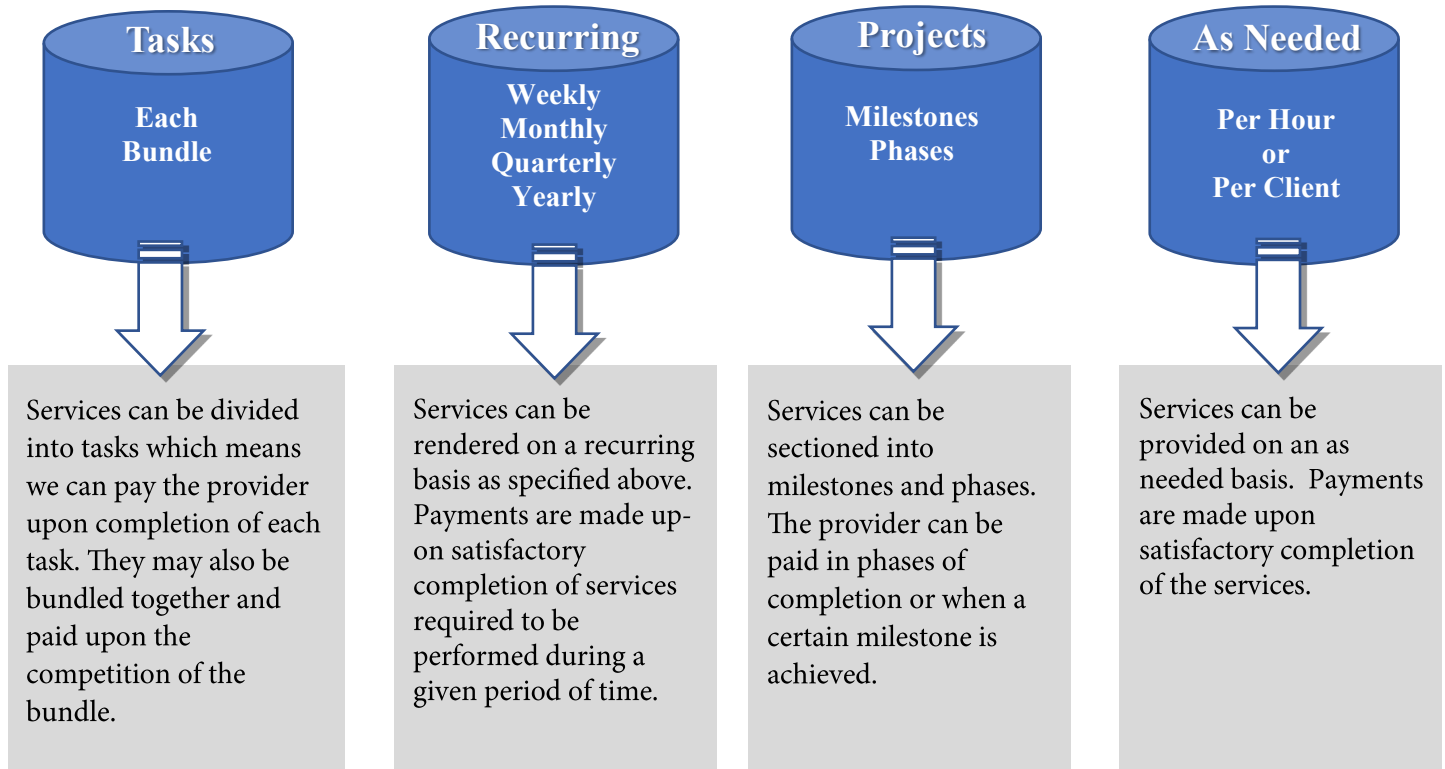
Verifiable: Deliverables must be documented to provide evidence of successful completion of the performance levels.

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Did you know?

You can visit the Florida Accountability Contract Tracking System (FACTS) to review agency's contracts.

https://facts.fldfs.com/Search/ContractSearch.aspx
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It may be easy to quantify, measure, and verify commodities; however, services must be divided into measurable units:

Tasks	Recurring	Projects	As Needed
Each Bundle	Weekly Monthly Quarterly Yearly	Milestones Phases	Per Hour or Per Client
Services can be divided into tasks which means we can pay the provider upon completion of each task. They may also be bundled together and paid upon the competition of the bundle.	Services can be rendered on a recurring basis as specified above. Payments are made upon satisfactory completion of services required to be performed during a given period of time.	Services can be sectioned into milestones and phases. The provider can be paid in phases of completion or when a certain milestone is achieved.	Services can be provided on an as needed basis. Payments are made upon satisfactory completion of the services.

Scope of Work Example

There are seven attributes of a deliverable. Each attribute is directly related to the scope of work example listed below:

*Training USA, LLC will provide a 12-part Desktop Support training program for 25-50 eligible participants on a full-time basis (as defined in **Attachment A**). Staff will consist of 1 program director and 3 instructors that meet the minimum qualifications (as defined in **Attachment A**).*

25-50 eligible participants will be provided 120-minute group sessions facilitated by a minimum of 2 Training USA, LLC instructors. Group sessions will take place 4 times per month, Monday-Friday, between the hours of 2:00 pm and 6:00 pm. Each session must be held at the provider's location (123 Heartland Lane, Tallahassee, Fl. 32222).

Training USA, LLC. is required to maintain and produce the following documentation upon request: Training Curriculum, Participant Sign-in Sheets (including date, start time and end time, students and instructors' name, and location) and a monthly Service Level Expectation Performance Report.

Please note: Deliverables are directly related to the scope of work; however, they are outlined in separate sections within the agreement.

Deliverable Example:

Deliverable Attributes	Description	Example
Measurable unit	Services are not tangible items that can be counted and measured; therefore, they must be divided into measurable units of completed events (tasks, recurring, projects, as needed).	Recurring monthly
Required tasks	Each deliverable must state the specific tasks that are to be rendered to consider it complete.	Four 12-part Desktop Support training group sessions provided to eligible participants (as defined in **Attachment A**)
Performance criteria	Performance criteria are identified to make sure the state is getting the level of effort needed for the success of the program.	4 group sessions 120-minute minimum per group session facilitated by a minimum of 2 Training USA, LLC instructors 25-50 eligible participants 1 program director and 3 instructors
Verifiable (Documentation)	Service deliverables must be documented to provide evidence of completion and meet performance levels.	Training Curriculum Participant Sign-in Sheets (including date, start time and end time, students and instructors' name, and location) Monthly Service Level Expectation Performance Report
Completion due date	State when each deliverable must be completed.	The last business day of each month during the 2016-2017 fiscal year (July 1, 2016- June 30, 2017)
Payment method and compensation amount	The three payment methods are: fixed price, fixed rate, and cost reimbursement. A set payment amount should be stated.	$25,000 each month
Submission requirements	Tell the provider when the deliverable and supporting documentation are to be submitted, along with the address for delivery.	Send to agency by 5th of the month following completion Invoice must meet requirements of 69I-40.002, Florida Administrative Code (FAC)