

Appendix 2 - BPOC Deliverables

No.	Req.	Deliverable Title	Recipient	Media	Frequency	Due Date	Notes
1	3.1	System Outage Notification	COR, Alt COR	E-mail notification	As needed	Within 30 minutes after outage.	
2	3.1	Call Center Schedule	COR, Alt COR	Electronic copy	As needed	20 business days after award of the contract	Must be posted for external and internal customers after CMS approval.
3	3.1.4	TFTS Corrective Action Plan	COR, Alt COR	Electronic copy	As necessary	Within 5 business days of occurrence	
4	3.2.4	Documentation, User, System Administrator, and System Manuals	COR, Alt COR	Electronic copy	With implementation or upgrade	60 business days after each implementation and/or upgrade/change	
5	3.2.7.1	Retrievability and Readability Report	COR, Alt COR	Electronic copy	Monthly	15th business day of each month	
6	3.2.9	Workload Prioritization Plan	COR, Alt COR	Electronic copy	As needed	Required if correspondence backlog develops	
7	3.2.9	Workload Prioritization Report	COR, Alt COR	Electronic copy	Weekly	Required if correspondence backlog develops	
8	3.3.1	Monthly Status Report	COR, Alt COR, CO	Electronic copy	Monthly	15th business day of each month	
9	3.3.1	Bi-weekly Status Agenda	COR, Alt COR	Electronic copy	Bi-weekly		
10	3.3.2	Quality Assurance Guidelines and Operating Procedures	COR, Alt COR	Electronic copy	As requested		
11	3.3.2.1	Draft Quality Improvement Plan	COR, Alt COR	Electronic copy	Annual	Draft due 40 business days after contract award; Final due 10 business days after receipt of CMS comments. Thereafter, 40 business days after effective date of the exercise of an option year.	
12	3.3.2.2	Process Improvement Plan	MSPIC, COR, Alt COR	Electronic copy	Annual	Draft due to MSPIC 60 business days after award of contract.	MSPIC will create Project Improvement Plan for all COB&R contractors.
13	3.3.2.2	Process Improvement Report	COR, Alt COR	Electronic copy	Quarterly		

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14	3.3.2.3	Future Enhancements Report	COR, Alt COR	Electronic copy	Annual	Last business day of the seventh month after the effective date of the contract. Annually, thereafter.	
15	3.3.4	Training Plan	COR, Alt COR	Electronic copy	Annual	40 business days after award of the contract	
16	3.3.6	FOIA Request Log	RO FOIA Coordinator, COR, Alt COR	Hard Copy; plus electronic copy	Monthly	Fifth business day of the month for all requests received the previous month.	Note: Contractor is allowed by the CPS System a 30 day window for report comments starting the date CMS provides report text. Prime contractor is responsible for registering primary and secondary contractor CORs.
17	3.3.7	ICD-10 Diagnosis Conversion Status	COR, Alt COR	Electronic copy	Monthly	15th business day of each month	
18	3.4.4	Call Center Improvement Plan	COR, Alt COR	Electronic copy	As needed	Required if call center SLAs not met	
19	3.5.2.4	Data Match Quarterly Non-Compliance Report	COR, Alt COR	Electronic copy	Quarterly	10th business day after the last business day of each Federal Fiscal Quarter	
20	3.5.3	Employer VDSA Voluntary Reporting Marketing Plan (Annual Update)	COR, Alt COR	Electronic copy	Annual	20 business days after effective date of the exercise of an option contract	
21	3.5.3	Employer Voluntary Reporting (Quarterly Progress Report)	COR, Alt COR	Electronic copy	Quarterly	10th business day after the last business day of each Federal Fiscal Quarter	
22	3.5.12	COBA Reports	COR, Alt COR	Electronic copy	Monthly	15th business day of each month	
23	3.5.12.1	Active Trading Partners Report	COR, Alt COR	Electronic copy	Quarterly	Quarterly, 15 days after quarters end	
24	3.5.12.3	COBA Marketing Plan	COR, Alt COR	Electronic copy	Annual	120 business days after contract award. Annually thereafter.	
25	3.5.12.9	COBA Bank Fees Report	COR, Alt COR	Electronic copy	Monthly	15th business day of each month	
26	3.5.12.12	COBA Daily and Weekly Crossover Workload Report	COR, Alt COR	Electronic copy	Daily; Weekly	Daily; Weekly - Due on Monday	

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27	3.5.12.12	COBA Disbursement to Medicare Contractors	COR, Alt COR	Electronic copy	Twice per month	7th and 21st Calendar days of the month.	
28	3.5.12.12	COBA Aging Report	COR, Alt COR	Electronic copy	Monthly	15th business day of each month	
29	3.5.12.12	Monthly COBA Activity Report	COR, Alt COR	Electronic copy	Monthly	15th business day of each month	
30	3.5.12.12	CAFMI or Workload Report	COR, Alt COR	Electronic copy	Monthly	15th business day of each month	
31	3.5.12.12	COBA Ad Hoc Reports	COR, Alt COR	Electronic copy	As needed		
32	3.7.3	QIC Referrals	COR, Alt COR	Electronic copy	Monthly	5 calendar days after receipt.	
33	3.7.4	Bankruptcy Status Report	COR, Alt COR	Electronic copy	Quarterly	October 15th; January 15th; April 15th; July 15th	
34	3.9.1	Joint Operating Agreements (JOA)	COR, Alt COR	Electronic copy	Annual	Initial JOAs to be developed 120 business days after the award of the contract. JOAs may be requested by CMS as necessitated. JOAs shall be reviewed and updated on an annual basis.	
35	3.9.1.5	WCCCS Issues Log	WCRC	Electronic copy	As needed		
36	3.10.1	Validated copy of the Monthly Schedule of Itemized Bank Services Provided Report	e-mail to: Banking2009@cms.hhs.gov; COR; Alt COR	Electronic copy	Monthly	Fifteenth day of the month for the previous month	
37	3.10.1	CAFM, Form CMS-1521/1522	CAFM System	CAFM System	Monthly	Fifteenth day of the month for the previous month	
38	3.10.2	Issued Refunds Report	COR, Alt COR	Electronic copy	Weekly	Every Monday	
39	3.10.2	Outstanding Refunds Report	COR, Alt COR	Electronic copy	Monthly	Fifteenth day of the month for the previous month	
40	3.10.3	Letter of Credit Change Request	COR, Alt COR	Electronic copy	As Requested	No later than 20 calendar days before the end of the month	
41	3.10.3	Letter of Credit Use Report	COR, Alt COR	Electronic copy	As Requested	With-in 24 hours of being notified of a Letter of Credit draw down event.	
42	3.10.5.1	CMS Required CFO Reports	COR, Alt COR	Electronic copy	As directed in IOM Pub. 100-6		
43	3.10.5.3	Banking Reconciliation Report	COR, Alt COR	Electronic copy	Monthly	Fifteenth day of the month for the previous month	

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44	3.10.5.4	CAP Response Report	COR, Alt COR	Electronic copy	As Requested	Within 45 Calendar days of receiving final audit report	
45	3.10.5.5	MSP Savings Report	COR, Alt COR	Hard Copy; plus electronic copy	Monthly	Fifth business day of the month for the previous month.	
46	3.10.5.6	A/R Trend Analyses	COR, Alt COR	Electronic copy	in accordance with IOM Pub. 100-6, Chapter 5, Section 400.21	in accordance with IOM Pub. 100-6, Chapter 5, Section 400.22	
47	3.10.5.7	Financial Management Report	CO, COR, Alt COR	Electronic copy	Monthly	In the form of a graph, the contractor shall relate the reporting month's incurred costs to projected expenditures and shall include: The contractor's name and contract number and the month being reported; A vertical axis representing the actual cumulative costs incurred to date by month; A horizontal axis representing the current estimated cost to contract completion.	
48	3.11.3.3	CAP Status Report	COR, Alt COR	Electronic copy	Quarterly	Fifteenth (15) Business day of each Quarter	
49	4	Project Management Plan	COR, Alt COR, CO	Electronic copy	Annual	October 15th	
50	4.1	Implementation Project Plan	COR, Alt COR	Electronic copy	As Requested	As Requested	
51	4.1.1	Letter of Readiness	COR, Alt COR	Hard Copy; plus electronic copy	As required	First day after completion of transition period	
52	4.1.3	Transition Project Plan	COR, Alt COR	Electronic copy	Once	120 business days before implementation	
53	4.2	Cost Management Report	CO, Alt COR	Electronic copy	Monthly		
54	4.2	Cost Management Reports	COR, Alt COR	Electronic copy	Monthly	Fifteenth day of the month for the previous month	
55	4.2.1	Incurred Cost Expenditures Package (ICE)	CO	Electronic copy	Annual		
56	4.2.2	Bidding & Billing Rates	CO	Electronic copy	Once	2 months before start of the period of performance	
57	4.2.3	Contractor Award Fee Self-Evaluation	CO, COR, Alt COR	Electronic copy	Annual	10 business days after end of award fee period.	

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58	4.3	Risk Management Plan	COR, Alt COR	Electronic copy	Annual	Draft due 40 business days after contract award; Final due 10 business days after receipt of CMS comments. Thereafter, 40 business days after effective date of the exercise of an option year.	
59	4.4	Disaster Recovery Plan	COR, Alt COR	Electronic copy	Once	40 business days after award of contract	
60	4.5.1	Meeting Minutes	COR, Alt COR	Electronic copy	As required	Within 2 business days of meeting.	
61	N/A	75% Period of Performance Report	CO, COR, Alt COR	Electronic copy	75 % Completion of the Project		75% Period of Performance Report: A contractor is required by FAR to track these costs on any type of cost type contract. These costs may result from direct labor, indirect costs, purchases, subcontracts, and allocations from other divisions. When the contract is being incrementally funded, The contract shall follow FAR 52.232-22. (Limitation of Funds) for incrementally funded contracts. When a contract is fully funded, at the Contractor shall follow FAR 52.232-20 (Limitation of Costs) for fully funded contracts. The contractor shall capture and charge work accounts monthly, and report actual vs. budget dollars IAW report format provided

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No.	Req.	Deliverable Title	Recipient	Media	Frequency	Due Date	Notes
							separately.
62	N/A	Annual Small Contracting Business Report Summary Subcontracting Report (SSR)	http://www.esrs.gov	Electronic copy	Annual	October 30th of each year	http://www.esrs.gov
63	N/A	Semi-Annual Small Business Sub-Contracting Report Individual Subcontracting Report (ISR)	http://www.esrs.gov	Electronic copy	Semi-annual	April 30th and October 30th of each year	http://www.esrs.gov