

TENTH AMENDMENT TO AMENDED AND RESTATED CONTRACT
BETWEEN
THE DEPARTMENT OF SERVICES FOR CHILDREN, YOUTH AND THEIR FAMILIES
AND
THE CONTRACTOR DELOITTE CONSULTING LLP

THIS TENTH AMENDMENT (the “Tenth Amendment”), entered into upon signature, between the State of Delaware, Department of Services for Children, Youth and Their Families (the “Department”), and The CONTRACTOR Deloitte Consulting LLP (the “Contractor”)(sometimes referred to as “Parties”), is an amendment to the Amended and Restated Contract, dated March 29, 2016, between the Parties (the “Agreement”). Unless otherwise specifically defined herein, each term used herein shall have the meaning ascribed to such term in the Agreement and subsequent amendments.

WHEREAS, the Department and the Contractor have mutually agreed to extend the Agreement end date under the above referenced Agreement for continued Additional Development and Support Services as and only to the extent as specified herein;

WHEREAS, the Department and the Contractor have mutually agreed to update the Agreement and to put in place a Statement of Work (SOW) to specify the Additional Development and Support Services;

NOW, THEREFORE, in consideration of the foregoing recitals and mutual covenants contained herein, the Parties hereby agree as follows:

1. Change the Agreement end date from July 26, 2020 to July 19, 2024;
2. Append the Agreement with the included SOW that includes additional terms to govern the Additional Development and Support Services.

To the extent that there is any conflict between this Tenth Amendment document and any attachment or exhibit or between any of the foregoing, the Parties agree that the order of priority of the documents and the order in which they shall be controlling on the Parties is set out below as follows:

1. The text of the Tenth Amendment (including the SOW); and
2. The attached Exhibits in the order as set out below:

Exhibit AA: Additional Development and Support Services Definitions

Exhibit C: RASCI Mapping

Exhibit D: High Level Timelines

Exhibit H: DE - FOCUS Software Delivery Methodology - updated and amended

Exhibit K: Software List

Exhibit L: Department Service Locations

Exhibit M: Prioritization and Release Management Process

Exhibit N: Release Migration Process

All other terms and conditions remain the same.

IN WITNESS THEREOF, the Parties hereto have caused this Tenth Amendment to be executed by their duly authorized officials as to the date of signature below.

FOR THE CONTRACTOR

FOR THE DEPARTMENT



Authorized Contractor Signatory
Managing Director
Deloitte Consulting, LLP



5/2/20

Josette Manning, Secretary
Department of Services for Children, Youth and
Their Families

Date of Signature: 05/01/2020

Statement of Work for the Extended Additional Development and Operations Support Services

I. Overview

This Tenth Amendment adds Extended Additional Development and Support Services in continuation to the Additional Development and Support Services as set out in the Fifth Amendment of the Agreement. The duration of the Tenth Amendment will span 208 weeks (4 years) commencing on July 27, 2020 and continuing through July 19, 2024. The Department has the option to terminate the Agreement after two years (i.e. to be effective on July 23, 2022) depending on availability of adequate state funds for performance after July 22, 2022, by providing written notice to the CONTRACTOR by February 10, 2022. In the event of such termination, the CONTRACTOR shall be paid for all work performed as of the effective termination date. This option to terminate the Agreement after two years is in addition to the termination for convenience per Agreement Article IX.B by providing 30-day advance written notice.

The scope of this Tenth Amendment will cover:

- Additional Development Releases due to implementation of enhancements and change requests for DE FOCUS solution as set out in Section II,
- Support Services for production break/fix for delivered components of DE FOCUS solution as set out in Section II,
- Related Assumptions as set out in Section III,
- Resourcing as set out in Section IV, and
- Pricing as set out in Section V.

II. Extended Additional Development and Support Services for the CONTRACTOR

The CONTRACTOR will perform the following activities as part of the Additional Development and Support Services for the duration of this Tenth Amendment as specified above:

Support Services –

- Project Tracker tool (hereinafter called “Tracker”) will continue to be used to document all FOCUS related issues found in different environments, including UAT and Production, in the form of tickets and to track and manage tickets through the ticket lifecycle.
- **DE FOCUS Solution Support** will be provided by the CONTRACTOR in the following manner:

- A team of three onsite resources working business days will collaborate with Product Owners to support ticket triage, ticket prioritization, ticket break/fix analysis, ticket fixing, and documentation on corrective measures in Tracker as applicable.
- A team of four offshore developers and two offshore testers will perform ticket break/fix analysis, ticket fixing/testing and documentation on corrective measures in Tracker as applicable.
- The CONTRACTOR team will work with the Department Product Owners to categorize and prioritize tickets for resolution per ticket prioritization process described below.

- **Ticket Prioritization Process** –

- During triage, DEPARTMENT Product Owners will update the Ticket Priority field along with other applicable fields in Tracker for tickets based on the severity of the issue and business impact, which will then be used to generate the Weekly Ticket Backlog using a standard report setup in Tracker.
- On a weekly basis the CONTRACTOR Support team, using the Tracker, generates and shares with the Department the Weekly Ticket Backlog for the next week that the CONTRACTOR Support team will target to analyze and fix during the week. The Weekly Ticket Backlog for a given week is point-in-time based on the latest ticket priorities and ticket statuses in the Tracker.
- The CONTRACTOR Support team will analyze and fix an average of 25 tickets of medium-equivalent complexity per week per month from the Ticket Backlog and make the fixes available in User Acceptance Test (UAT) environment for the Department to validate.
- The complexity weightage for calculating weekly ticket output is as below:

Complexity of Ticket	Equivalent to
1 complex ticket	2 medium-complexity tickets
1 high-complexity ticket	1.5 medium-complexity ticket
1 low-complexity ticket	0.75 medium-complexity ticket

- Where tickets are complex, or schedules are altered, the CONTRACTOR will communicate the same in advance to the Executive Product Owner.
- If a ticket from the previous week’s Ticket Backlog is still undergoing fix process by a CONTRACTOR Support team developer when the next Ticket Backlog becomes effective for fixing by the CONTRACTOR Support team, the CONTRACTOR developer will complete the in-progress ticket fix from the previous Ticket Backlog before taking up a ticket from the new Ticket Backlog for analysis and fixing.

- **Support Tickets Resolution Process** –

- All Support tickets will be resolved through the ticket prioritization process described above in Section II.
- Tickets successfully fixed and system tested by the CONTRACTOR Support team will be migrated to UAT environment in the next scheduled UAT deployment for the Department to validate the fixes.
- On successful validation in UAT by the DEPARTMENT, the validated ticket fixes will be applied to Production in the next scheduled weekly Production Deployment by the CONTRACTOR.
- **Severity 1 Tickets** – For a Severity 1 ticket, the below process will be followed to support triage, analysis and resolution of the issue:
 - When a new Severity 1 ticket is created in Tracker, the Tracker sends a notification to the CONTRACTOR team to prompt an immediate initial root cause analysis of the issue.
 - Upon analysis, if additional information is required, the onsite CONTRACTOR team will coordinate with the DEPARTMENT to triage the ticket immediately during business hours.
 - When no additional clarification from the DEPARTMENT is required or when triage is complete, whichever comes later, the CONTRACTOR team will prioritize the Severity 1 ticket for immediate fixing. Depending on the complexity of the ticket and the time it takes for fixing and testing by the CONTRACTOR team, the fix will be made available in UAT either the same business day or by the next business day for validation by the business.
 1. Upon successful UAT validation of the Severity 1 ticket by the DEPARTMENT, the CONTRACTOR will perform the urgent deployment (Hotfix) in Production upon approval by the DEPARTMENT Executive Product Owner either during business hours or after business hours as agreed.
- Barring delays from the DEPARTMENT or the complexity of the ticket, Severity 1 tickets will be resolved and fixed by the CONTRACTOR in Production within 24-hours of the ticket being logged in Tracker by the DEPARTMENT.
- In some scenarios, a ticket can be identified by the DEPARTMENT to be deployed in Production without undergoing validation by the business in UAT. The DEPARTMENT will identify such tickets, including Severity 1 tickets, by updating the relevant indicator in Tracker.
- The CONTRACTOR will include the weekly statistics on tickets deployed to UAT and Production in the Weekly Status Reports.
- The CONTRACTOR will include ticket re-open statistics for a given week in the Weekly Status Reports. The statistics will include number of tickets re-opened by the DEPARTMENT in Production during a given week, number of valid re-opens, and number of invalid re-opens. The reasoning behind a re-open being valid or invalid will be updated in ticket comments in Tracker by the CONTRACTOR.

- The percentage of valid re-opens for tickets deployed in Production should be less than 7%.
- The percentage of valid re-opens for tickets deployed in Production will be reviewed on a monthly basis. If the percentage of valid re-opens is found above 7%, the Parties will mutually agree upon corrective measures to bring this metric under 7%.
- **End of Agreement terms for Tickets Support:**

If an extension agreement is not mutually agreed to and in effect as of April 30th, 2024, then the CONTRACTOR shall have no obligation to triage and/or correct any Support tickets created after April 30, 2024 in Tracker. After April 30, 2024, the CONTRACTOR Support Services Team will continue to resolve Support Tickets following the Weekly Ticket Prioritization process with tickets created until April 30, 2024 as priority over tickets created after April 30, 2024. The CONTRACTOR's obligations to support ticket resolution shall terminate on the effective date of termination. Any Support tickets, including Defects, created after April 30, 2024, that are not addressed by the CONTRACTOR by the effective date of termination will be the responsibility of the DEPARTMENT.

 - In case, the DEPARTMENT opts to terminate the Agreement after 2 years by providing written notice to the CONTRACTOR by February 10, 2022, then the CONTRACTOR shall have no obligation to triage and/or correct any Production tickets created after April 30, 2022 in Tracker. After April 30, 2022, the CONTRACTOR Support Services Team will continue to resolve Support Tickets following the Weekly Ticket Prioritization process with tickets created until April 30, 2022 as priority over tickets created after April 30, 2022. The CONTRACTOR's obligations to support ticket resolution shall terminate on the effective date of termination. Any Support tickets, including Defects, created after April 30, 2022, that are not addressed by the CONTRACTOR by the effective date of termination will be the responsibility of the DEPARTMENT.
 - In both the scenarios, whether the DEPARTMENT does not extend the Agreement after 4 years or opts to terminate the Agreement after 2 years, the DEPARTMENT shall procure a two-month additional Break/Fix Support from the Agreement End Date for a cost of \$280,000. During that two-month period, the CONTRACTOR shall continue to support triage, analysis and resolution of Support tickets as prioritized by the DEPARTMENT and depending on the Support Team's Bandwidth. The CONTRACTOR's obligations to support ticket resolution shall terminate on the last day of the two-month extended Support period.
- **MuleSoft Support** will be provided in the following manner by the CONTRACTOR:
 - Provide operational support monitoring daily jobs by:
 - Utilizing and reviewing
 - FOCUS dashboard

- MuleSoft logs
 - MuleSoft generated e-mails
 - Perform problem identification and resolution
 - Perform defect fixes
 - Restart production and/or UAT jobs
 - Re-run MuleSoft jobs as applicable and sending error notifications to the Department when an email notification is not sent by the system.
 - When required, upload files on or remove files from the DTI FTP servers to support re-running MuleSoft jobs in UAT and Production environments. This task will be completed by the CONTRACTOR contingent upon receiving adequate access from DTI to perform the task. If adequate access is not provided, the DEPARTMENT will be responsible for performing the task.
 - Implement new development and development changes
 - Perform analysis and resolution of tickets and implementation of change requests for MuleSoft related work. The CONTRACTOR will collaborate with the Department to prioritize MuleSoft related changes associated with change requests and tickets.
 - Implement change requests per agreed upon timeline in “Attachment 1 - Amendment 10 Additional Development Timeline”
 - Maintain and update job documentation as part of all implementations for review by the DEPARTMENT prior to implementation
 - Job scheduling after review with Administrator to ensure resource and load balancing
 - Communicating system level issues to the Administrator
 - Ensure updated software and code consistency in compliance to current security policy
 - Adhering to established FOCUS practices regarding change control, version control and deployment procedures
 - Remaining in compliance with MuleSoft Software versions and releases as defined by the DEPARTMENT. All upgrades to newer versions and releases of MuleSoft will be tracked in Tracker as tickets or change requests and will be prioritized by the DEPARTMENT and the CONTRACTOR along with other MuleSoft related change requests and tickets for implementation.
 - Provide technical support for performance tuning if needed. A performance tuning related issue or request will be created and tracked as a ticket in Tracker and will be resolved following Weekly Ticket Backlog Prioritization process explained above.
- **MuleSoft Administration Support** will be provided in the following manner by the CONTRACTOR:
 - The CONTRACTOR will perform all environment configuration changes including:
 - The addition and reallocations of vCore resources in collaboration with the DEPARTMENT.

- The addition, deletion or changes to Business Groups in collaboration with the DEPARTMENT.
 - Monitoring production performance including CPU and memory allocation and usage
 - Identify resource constraints
 - Recommend changes for performance improvements
 - Communicating system platform issues to MuleSoft technical support and follow through to resolution
 - Recommend environment upgrades to core resources based on input from the development team, system logs and other tools. All recommendations must be approved by the DEPARTMENT before implementation.
 - The CONTRACTOR will collaborate with the DEPARTMENT on Release Management activities including identifying timeframe for MuleSoft release upgrades
 - Remain up to date on MuleSoft version and release schedules
 - Recommend updates to MuleSoft versions and releases based on functionality and efficiencies
 - Ensure the MuleSoft environment remains in compliance with MuleSoft software lifecycle for versions and releases
 - The DEPARTMENT will have oversight for MuleSoft related deployments including: approval, and notification
 - User add, deletes and permission modifications
 - Provide technical support for performance tuning as needed. A performance tuning related issue or request will be created and tracked as a ticket in Tracker and will be resolved following Weekly Ticket Backlog Prioritization process explained above.
- **Deployment Support** will be provided in the following manner by the CONTRACTOR:
 - A full-time offshore Deployment resource will support Deployment activities during five business days per week, except for the CONTRACTOR recognized holidays for the duration of this Tenth Amendment. The list of the CONTRACTOR recognized holidays, when no Deployment activities will occur, will be shared with the DEPARTMENT on a yearly basis at the start of the calendar year.
 - The CONTRACTOR will produce a Deployment calendar per Sprint to include proposed deployments per cadence and any changes in schedule such as due to holidays and other events such as UAT refresh.
 - Deployment support will be provided by the CONTRACTOR for the following environments:
 - Development
 - System Test (ST)
 - User Acceptance Test (UAT)
 - Production

- Deployment to Development and System Test environments will be conducted by the CONTRACTOR team on as-needed basis to support break/fix related activities and additional development related activities. No communication will be sent out to the DEPARTMENT regarding deployments in these environments. Also, no approval will be required from the DEPARTMENT to deploy in these environments.
- Deployment to UAT and Production environments will follow the cadence outlined below unless the DEPARTMENT and the CONTRACTOR mutually agree to otherwise.
 - Tuesday – Production
 - Wednesday – UAT
 - Thursday – Production (Critical fixes only)
 - Friday – UAT
- The Thursday Production Deployment by the CONTRACTOR will be conducted only for tickets that are identified by the DEPARTMENT to be critical and that cannot wait until the next Tuesday Production Deployment.
- Deployments to UAT and Production environment per established cadence above will be conducted after business hours between 11:00 PM EST and 7:00 AM EST of the following day by the CONTRACTOR.
- No approval will be required from the DEPARTMENT to deploy in UAT environment per the established cadence.
- Additional deployments to UAT environment may be conducted on weekdays after business hours between 11:00 PM EST and 7:00 AM EST of the following day by the CONTRACTOR team, as and when needed, without needing DEPARTMENT approval, such as during a Sprint to support the UAT testing of change requests or to support migration of an urgent fix to UAT for user validation. The CONTRACTOR will inform the DEPARTMENT about these out-of-cadence deployments to UAT.
- During business hours, the CONTRACTOR will perform urgent deployments for critical fixes (Tickets identified for Hotfix) , as needed and upon approval by the DEPARTMENT Executive Product Owner.
- All Production Deployments outside of business hours will be carried out by the CONTRACTOR offshore Deployment resource.
- All CONTRACTOR deployments to Production environment will require prior approval by the DEPARTMENT.
- If mutually agreed to, the DEPARTMENT MIS team will conduct periodical full deployments to UAT environment as per an agreed upon schedule.
- A report of deployment failures, if applicable, from deployments to UAT and Production, will be provided by the CONTRACTOR to the DEPARTMENT after the deployment is completed.
- Project Tracker will be updated by the CONTRACTOR to facilitate deployment process on as-needed basis.
- The CONTRACTOR will support full environment refreshes for UAT from the Production environment.

- The shortest period of time between two consecutive UAT refreshes is the four-week allowance defined by Salesforce.
 - The DEPARTMENT and the CONTRACTOR will determine the frequency of UAT refresh.
 - Any DEPARTMENT requirement around preservation and restoration of test data in UAT or UAT-like environment will be discussed with the CONTRACTOR in advance for feasibility analysis. When feasible, such activity will need to be prioritized by the CONTRACTOR AND the DEPARTMENT along with other Support activities given the effort estimation of the activity and the fixed capacity of the Support team.
- The CONTRACTOR will update the existing documentation on Deployment process on the Project SharePoint as and when applicable.
 - When changes are introduced in the established Deployment processes, additional knowledge transfer support will be provided to the DEPARTMENT.

Additional Development Services –

- The CONTRACTOR will deliver and deploy 34 Sprints of 200 Story Points each for a total of 6800 Story Points over four years of Agreement extension.
 - If the DEPARTMENT opts to terminate the Agreement after 2 years as provided in Section I above, the scope of Additional Development Services will include 17 Sprints of 200 Story Points each for a total of 3400 Story Points over 2 years of Agreement Extension.
- The scope of work to be performed by the CONTRACTOR in each Sprint will include the below:
 - User Story clarification and design finalization with the DEPARTMENT Product Owners and Subject Matter Experts (SMEs),
 - Estimation of proposed design, associated data fixes to be done through data scripts (if any) and associated data conversion (if any),
 - Development,
 - System testing,
 - UAT support and
 - Code promotions.
- The below durations and milestones will apply to each Development Sprint:
 - Each Development Sprint will be of six weeks duration, four weeks of Development and System Testing by the CONTRACTOR team followed by two weeks of UAT by the DEPARTMENT, with additional details provided below.
 - **Sprint User Stories**: Detailed User Stories will be created by the DEPARTMENT and will include the targeted UAT scripts within the User Story template. The detailed User Stories will be made available to the CONTRACTOR

Team six weeks prior to the Sprint development start date (or two weeks prior to the Sprint clarification and design start date as detailed below) of the targeted Sprint to allow sufficient time for the CONTRACTOR team to review the user stories, including UAT scripts, and prepare for the design sessions with the DEPARTMENT SMEs.

- The DEPARTMENT will share the User Story documents by uploading under the respective Change Requests (CR) in Tracker.
- If a CR has a missing or incomplete user story(s) then such a CR may need to be moved out of the Sprint Backlog by the CONTRACTOR after discussion with the DEPARTMENT.
- **Sprint Design Sessions**: Each Sprint will have four weeks for user story clarification and design finalization before the Sprint Backlog is finalized and Sprint Development starts.
 - The CONTRACTOR will collaborate with the DEPARTMENT Product Owners to schedule and facilitate user story clarification and design sessions for the CRs being prioritized in the next development Sprint.
 - The DEPARTMENT Product Owners will be responsible to identify SME(s) for a CR, share their availability with the CONTRACTOR and ensure attendance for clarification and design sessions.
 - The CONTRACTOR will produce meeting minutes from the user story clarification and design sessions to include any additional business rules or updated business rules with respect to the user stories uploaded in Tracker by the DEPARTMENT.
 - The meeting minutes will be emailed to the designated recipients as well as uploaded on the respective CRs in Tracker by the CONTRACTOR.
 - The DEPARTMENT will review, provide any feedback or email approval for the meeting minutes within two business days after meetings minutes are shared. If no feedback or email approval is received within two business days, the set of updated and new business rules captured in the meeting minutes will be considered auto-approved by the CONTRACTOR.
 - The DEPARTMENT will be responsible to make any required updates to the User Stories, including UAT scripts, to meet the Definition of Ready (DOR) prior to the Sprint Development start date. If mutually agreed to, the most updated version of the User Stories, including UAT scripts, uploaded by the DEPARTMENT and the meeting minutes uploaded by the CONTRACTOR together can meet the Definition of Ready (DOR).
 - The CONTRACTOR will produce updated design documents to reflect the agreed upon requirements for a given CR. The updated design will include a consolidated list of all business rules from the User Stories as well as the meeting minutes from the User Story Clarification and Design sessions.
 - The updated Design Documents will be reviewed and approved by the DEPARTMENT within five business days from submission by the

CONTRACTOR. The approved Design Documents will be used by the CONTRACTOR team for development of the CRs and should be used for references in future by both teams.

- **Sprint Development:** Following four weeks of design and acceptance of the Sprint Backlog, each Sprint will have four weeks of development and system testing by the CONTRACTOR team to make the CRs available in UAT for the Department to validate.
- **Sprint UAT:** Following four weeks of development and system testing by the CONTRACTOR, each Sprint will have two weeks of UAT by the DEPARTMENT to validate the CRs in UAT environment and provide sign off on the CRs based on the approved design documents.
 - The two weeks of UAT validation by the DEPARTMENT will be supported by the CONTRACTOR in terms of triaging and fixing any identified deviations (Defects) from the approved design. The DEPARTMENT will create tickets in Tracker and associate to the relevant CRs if a functionality is found to be working incorrectly relative to the approved design. The CONTRACTOR Team will triage these tickets with the DEPARTMENT, if required, and fix the documented issues to support successful end-to-end validation of and signoff on the CRs by the DEPARTMENT during the two-week UAT duration.
 - If an issue documented in a ticket is not in alignment with the approved design rules for the linked CR, then such a ticket will be categorized as a new CR or design change item or another appropriate category and unlinked from the CR during triage by the CONTRACTOR. Resolution of such tickets will not be in the scope of the ongoing Sprint and the DEPARTMENT sign-off on the CRs and the overall Sprint will not depend on the resolution of such tickets.
 - The code promotion to Production for each Sprint is planned to be performed after the end of the Sprint and signoff on all the CRs as provided in the High-Level Timelines by the CONTRACTOR.
 - If mutually agreed to and after written approval by the DEPARTMENT, a CR in a Sprint may get deployed in Production by the CONTRACTOR earlier than the planned Production Deployment for the overall Sprint after the CR has been validated and signed off by the DEPARTMENT.
 - If mutually agreed to and after written approval by the DEPARTMENT, a CR in a Sprint may be delayed for deployment in Production.
 - Table 4 under Exhibit C – RASCI Mapping provides a list of CONTRACTOR Additional Development Team Deliverables and related timeframes for deliverable submission by the CONTRACTOR team and for deliverable review and approval by the DEPARTMENT.
- **Defect Resolution post implementation of a Sprint –**
 - Each Sprint will be supported by the CONTRACTOR Additional Development Services team upon deployment into Production. The CONTRACTOR Additional Development Services team along with the CONTRACTOR onsite team will support triage, analysis and resolution of

Production Defects for all implemented Sprints for the warranty duration post deployment in Production per Article V in the Agreement.

- **Defect Density** –
 - The mutually agreed upon Defect Density threshold is 10% for Defects identified during UAT validation of a Sprint (Delivered Defect Density) and 10% for Defects identified up to 4 weeks after deployment of a Sprint to Production (Production Defect Density). This threshold should be used to benchmark quality and where there is a deviation in quality to the adverse the CONTRACTOR agrees to undertake correction measures to bring the quality metric back in line. If the quality level does not improve, the Parties will mutually agree on the necessary course of action.
 - There should not be more than one Defect for every 10 Story Points delivered in a Sprint during UAT.
 - There should not be more than one Defect for every 10 Story Points delivered in a Sprint after deployment to Production.
 - The CONTRACTOR will produce Defect reports for the CRs implemented in a Sprint and include the calculated Delivered Defect Density and Production Defect Density as part of the Sprint Package deliverable.
- **Warranty** – The CONTRACTOR will extend the Article V Warranty to the Additional Development Sprints executed and delivered within the duration of this Tenth Amendment subject to the following:
 - The Warranty Period shall be 6 months for each Sprint, commencing upon deployment of the respective Sprint into Production and subject to the following:
 1. If an extension agreement is not mutually agreed to and in effect as of April 30th, 2024, then the CONTRACTOR shall have no obligation to correct any Warranty Defects/Tickets created after April 30, 2024 that were introduced/caused by CRs developed and deployed as part of the Additional Development Sprints. Any Warranty Defects and other non-Defect tickets created after April 30, 2024 will be the responsibility of the Department.
 2. In case, the DEPARTMENT opts to terminate the Agreement after 2 years by providing written notice to the CONTRACTOR by February 10, 2022, then the CONTRACTOR shall have no obligation to correct any Warranty Defects identified after April 30, 2022 that were introduced/caused by CRs developed and deployed as part of the Additional Development Sprints. Any Warranty Defects and other non-Defect tickets created after April 30, 2022 will be the responsibility of the DEPARTMENT.
 3. If another extension agreement is agreed to and in effect as of April 30th, 2024, the CONTRACTOR will utilize the CONTRACTOR Additional Development Services team to continue providing the warranty support until July 31, 2024 and thereafter per the new extension agreement.
 4. In both cases, if the DEPARTMENT does not agree to extend the Agreement after 4 years or opts to terminate the Agreement after 2 years,

the DEPARTMENT shall procure a two-month additional break fix support from the Agreement End Date for a cost of \$280,000 as covered in Section II above under Support Services. During that two-month period, the CONTRACTOR shall support triage, analysis and resolution of Production Support tickets, including Warranty Defects, as prioritized by the DEPARTMENT and depending on the Extended Support Team's bandwidth. The CONTRACTOR's obligations to support ticket resolution shall terminate the last day of the two-month extended Support period.

- The CONTRACTOR will work with the DEPARTMENT to make assignments of proposed Sprint development in the form of Sprint Backlog.
- The CONTRACTOR will work with the DEPARTMENT on change control processes that include Product Backlog Management and Change Review Board reviews.
- Project Tracker tool ("Tracker") will continue to be used to document, track and manage Change Requests and to support change control processes.
- "Attachment 1: Amendment 10 Additional Development Timelines" provides the high-level schedule of the development Sprints as covered above in Section II.
- For the CONTRACTOR to perform the scope of the Additional Development Services, the DEPARTMENT will:
 - Prioritize the Product Backlog for planning the Additional Development Sprints
 - Assign user stories from the backlog to Sprints in coordination with the CONTRACTOR
 - Develop User Stories, including UAT scripts within the User Story Template, at the time of User Story creation, and make user stories available to the CONTRACTOR 6 weeks prior to the Sprint Development Start Date by uploading the User Story documents to Change Requests in Tracker
 - Update User Stories, including UAT scripts, to meet the Definition of Ready (DOR) prior to the Sprint Development start date as described above
 - Execute UAT in accordance with the agreed upon schedule as outlined "Attachment 1 - Amendment 10 Additional Development Timeline"
 - Support the change review board process

Transition Support –

- If the DEPARTMENT and the CONTRACTOR mutually agree to not extend the Agreement by Feb 10 2024, or the DEPARTMENT opts to terminate the Agreement after two years by providing written notice to the CONTRACTOR by February 10, 2022, the CONTRACTOR Additional Development team will support a transition of the final Sprints and the overall product utilizing the 400 user Story Points from the final two Sprints.
 - The duration for the final two Sprints until the end of the Agreement will be used to support transition of the solution to the DEPARTMENT or another third party.
 - This transition shall include the operations documentation, schedules, diagrams and other items supporting the solution. The CONTRACTOR will work with the DEPARTMENT in support of the transition of FOCUS components and Tracker. Where a DTI Standard tool is identified to replace Tracker, the CONTRACTOR

will support the export of the Tracker data (in its given structure) in the form of csv extracts. Should additional time be required to complete transition activities, this can be mutually agreed between the DEPARTMENT and the CONTRACTOR through a new amendment.

- Where the CONTRACTOR provides transition support as provided for herein, the CONTRACTOR will be paid for the 400 story points at the rate defined in Section VI, below, for the transition services.
- Alongside the transition activities, the CONTRACTOR Support Team will continue to provide support services such as ticket break/fix, MuleSoft support and deployment support as provided above in Section II.

Efficiency Initiatives –

The below list of Efficiency Initiatives has been identified in the scope of services of this Tenth Amendment over and above the Additional Development and Support Services covered above in Section II. The implementation of the list of Efficiency Initiatives below is contingent upon funding approval for the Efficiency Initiatives. To implement the Efficiency Initiatives, the additional Services are detailed below, related Assumptions are set out in Section IV and Pricing is set out in Section VI.

- **Efficiency Initiative 1: Transition FOCUS to Salesforce Lightning Experience**
 - The CONTRACTOR will transition the FOCUS application and all FOCUS users to Salesforce Lightning Experience for continued Salesforce Support.
 - The scope of this development work, to be completed by the CONTRACTOR, includes switching the FOCUS users to Salesforce Lightning Experience and resolving FOCUS application issues that are found to prevent the Lightning Experience users from being able to use any existing FOCUS functionality or feature.
 - The scope of this development work, to be completed by the CONTRACTOR, does not include making any additional UI changes or implementing any enhancements of any kind in addition to what will be the out of the box changes resulting from switching the FOCUS Application to Lightning Experience for the users. All existing custom developed screens or components using Visual Force are expected to remain unchanged in terms of User Interface (UI) and will not be updated to Salesforce Lightning Experience styling.
 - Any enhancements beyond the scope of enabling users on Lightning Experience and fixing issues preventing users from using FOCUS features as mentioned above will be accomplished through CRs. This includes updating custom Visual Force pages and custom Visual Force components in FOCUS Solution to Lightning Experience styling. The functionality of the solution is expected to remain unchanged due to this transition.
 - The scope of this development work completed by the CONTRACTOR will include Design, Development, System Testing, UAT Support and Code Promotions.
 - The additional development services as covered in the above bullets will be performed by the CONTRACTOR in 12 Sprints. Each Sprint will involve three

weeks of development followed by either two weeks of Sprint UAT and six weeks of Release UAT. The proposed plan includes migrating users in groups of business actors across four releases to Production.

- “Attachment 2 - Amendment 10 Efficiency Initiatives Timelines” provides the proposed high-level schedule for this additional development service.
- Efficiency Initiative 2: Training Support for FOCUS Lightning Experience Transition
 - The CONTRACTOR will provide training support to the Department for transitioning of FOCUS users to Salesforce Lightning Experience for a high user adoption rate.
 - The CONTRACTOR will provide a team of three resources (one onsite and two offshore) to work with the DEPARTMENT to provide train-the-trainer support by training the designated DEPARTMENT staff (“Training staff”) on the relevant Lightning Experience features and the navigation in the FOCUS application for Lightning Experience users. The DEPARTMENT will be responsible for providing training to the end users.
 - The CONTRACTOR Training Support for FOCUS Lightning Transition will be focused on Salesforce Lightning specific changes in user experience and is not meant to be a training on core FOCUS functionality.
 - The CONTRACTOR onsite training team resource will provide training support to the CONTRACTOR on full-time/incremental/as-needed basis over the duration of upgrade to Salesforce Lightning Experience.
 - The two CONTRACTOR full-time offshore training resources will work to update the existing training manuals to incorporate Lightning features and navigation changes and to create additional training manuals specific to Lightning upgrade, where applicable over the timeline of Salesforce Lightning Experience migration of FOCUS users.
 - The DEPARTMENT will plan and own all Change Management activities such as preparing users for the anticipated changes and other user communications for transition of FOCUS users to Salesforce Lightning Experience.
 - “Attachment 2 - Amendment 10 Efficiency Initiatives Timelines” provides the proposed high-level schedule for this support service.
- Efficiency Initiative 3: Salesforce 1 Mobile App Enablement
 - The CONTRACTOR will enable fieldwork specific FOCUS functionality on Salesforce 1 Mobile App to support caseworkers across the four Divisions working in the field.
 - The CONTRACTOR will enable up to 40 screens on Salesforce 1 Mobile App as identified by the Department across the four divisions. These screens are in addition to the screens enabled as part of Salesforce 1 app pilot effort for the DFS case workers.
 - The scope of this development work by the CONTRACTOR will include Design, Development, System Testing, UAT Support and Code Promotions.
 - The additional development services as covered in the above bullets will be performed by the CONTRACTOR over six Sprints.

- “Attachment 2 - Amendment 10 Efficiency Initiatives Timelines” provides the proposed high-level schedule for this development service.
- Efficiency Initiative 4: Expanded AFCARS Reporting
 - The CONTRACTOR will implement the expanded reporting requirements for AFCARS as a result of 2016 Final Rule and 2019 Notice of Proposed Rulemaking.
 - The scope of this development work by the CONTRACTOR will support Design, Development, System Testing, UAT Support and Code Promotions for adding up to 150 new data elements.
 - The additional development services as covered in the above bullets will be performed by the CONTRACTOR over six Sprints.
 - “Attachment 2 - Amendment 10 Efficiency Initiatives Timelines” provides the proposed high-level schedule for this development service.
 - Timeline is contingent on ruling by the federal agency
- Efficiency Initiative 5: Six-month Reporting Support
 - The scope of this service includes providing one CONTRACTOR full-time on-site Einstein/Tableau/Salesforce Reporting technical resource for six months to work with the DEPARTMENT to support creation of complex reports and to aid the DEPARTMENT Reporting Team with knowledge transition about Einstein/Tableau/Salesforce Reporting capabilities.
 - “Attachment 2 - Amendment 10 Efficiency Initiatives Timelines” provides the proposed high-level schedule for this support service.
- Efficiency Initiative 6: Custom Audit Trail
 - The CONTRACTOR will implement Custom Audit Trail in FOCUS application to support retention and viewing of audit trail data on a long-term basis compared to the out of the Box Audit Trail functionality that currently tracks and displays audit data for up to 18 months.
 - The scope of this development work by the CONTRACTOR will support Design, Development, System Testing, UAT Support and Code Promotions for existing FOCUS screens where out of the box audit trail is enabled.
 - The additional development services as covered in the above bullets will be performed by the CONTRACTOR over three Sprints.
 - “Attachment 2 - Amendment 10 Efficiency Initiatives Timelines” provides the proposed high-level schedule for this development service.
- Efficiency Initiative 7: External Provider Portal
 - The CONTRACTOR will implement an external Provider Portal to migrate select DEPARTMENT provider users from FOCUS solution to the external portal that supports specific FOCUS activities, which are performed by these providers. This initiative will result in:

- Realized savings in terms of reducing regular Salesforce licensing costs per year for these provider users who currently are setup as users in the FOCUS application.
- Removing access for non-Department users from the core FOCUS application and confining their access to limited functionality they need by migrating to external portal.
- The use cases for this development service will be mutually identified and agreed to by the DEPARTMENT and the CONTRACTOR
- The CONTRACTOR will Design, Development, System Testing, UAT Support and Code Promotions for up to 100 FOCUS objects.
- The additional development services as covered in the above bullets will be performed by the CONTRACTOR over nine Sprints.
- “Attachment 2 - Amendment 10 Efficiency Initiatives Timelines” provides the proposed high-level schedule for this development service.

For the CONTRACTOR to perform the scope of services for the Efficiency Initiatives, the DEPARTMENT will:

- Where applicable, develop User Stories, including writing UAT scripts within the User Story Template at the time of User Story creation, and make user stories available to the CONTRACTOR two weeks prior to the Sprint Clarification and Design start date by uploading to Change Requests in Tracker per the timeline in the below Exhibit D and its included Attachment 1: Amendment 10 Additional Development Timelines.
- Update User Stories, including UAT scripts, to meet the Definition of Ready (DOR) prior to the Sprint start date as described above.
- Execute UAT in accordance with the agreed upon schedules as outlined in “Attachment 2 - Amendment 10 Efficiency Initiatives Timelines”.
- Support the change review board process.

Additional scope to support the revised payment process implementation for Medicaid eligible services authorized in DE FOCUS through DMES as provided in Amendment Nine of the Agreement

The Development services provided by the CONTRACTOR as covered in the bullets below is to support the additional scope of work identified for the revised payment process for providers who provide Medicaid eligible services for the Department and are authorized in DE FOCUS. The additional scope of work identified is over and above the scope of work as covered in the Ninth Amendment of the Agreement due to extended implementation schedule of the partner system, DMES (Delaware Medicaid Enterprise System). The additional scope of the Development services includes the following provided by the CONTRACTOR:

- Develop and deploy six new interfaces between DE FOCUS and DHSS DMES.
- Modifications in existing three interfaces between DE FOCUS and DHSS DMES that support the current Medicaid claiming process in DE FOCUS.
- Modifications in existing DE FOCUS screens associated to Medicaid payment and claiming process.
- Development of new reports to support the business with the revised payment process.

- Design, Development, System Testing, UAT Support and Code Promotions.
- The additional development services as covered in the above bullets extend beyond July 2020, the previously proposed end date for this effort in the Ninth Amendment of the Agreement, and continue until September 2020 to overlap with the proposed extended implementation timeline for the partner system, DMES.
- “Attachment 3 - Extended DMES Timeline” provides the proposed high-level extended schedule of the DMES implementation development services as covered above.
- “Section IV Team Resourcing” below, provides the in-scope resources to support the additional scope of development services.
- The terms of Warranty and Transition services as set forth in the Fifth Amendment of the Agreement will extend to the scope of the overall development services for this implementation.

In order for the CONTRACTOR to perform this scope of services, the DEPARTMENT will:

- Work with the CONTRACTOR in accordance with the high-level extended timelines included in “Attachment 3 - Extended DMES Timeline” for delivery and deployment of the new DMES functionality.
- The DEPARTMENT will create the User Stories, including UAT scripts within the User Story Template, prior to the design start date, as included in “Attachment 3 - Extended DMES Timeline” and execute UAT in accordance with the high-level schedules.
- The DEPARTMENT will update the User Stories for the additional development scope to meet the Definition of Ready (DOR) prior to the development start dates as included in “Attachment 3 - Extended DMES Timeline”.

III. Assumptions

The following is a list of some of the assumptions and expectations that, together with the information provided to the CONTRACTOR as of the date of this Tenth Amendment, the nature and scope of the Services, the expected resource requirements and other commitments from the Department, and the anticipated duration of the Services., form the “Assumptions” for this Amendment and the basis of the CONTRACTOR pricing. A deviation from the Assumptions may cause changes to the CONTRACTOR’s schedule, fees, expenses, level of effort or otherwise impact the CONTRACTOR’s performance of the Services, and the Parties will enter an amendment to reflect any adjustments to the Services and/or pricing for such services as a result thereof.

4.1 Project Management

- The DEPARTMENT Project Management (outlined in the attached Exhibit C) will have overall responsibility and authority for driving all Project decisions, reviewing and approving all Deliverables, facilitating discussion and communication among the Parties as needed, and securing any required DEPARTMENT or third-party resources.
- Project management will be a shared responsibility between the DEPARTMENT and the CONTRACTOR.

- A standard work week of 37.5 hours is assumed for all full-time DEPARTMENT staff.
- A standard work week of 45 hours is assumed for all full-time CONTRACTOR resources.
- Any delays by the DEPARTMENT in performing its responsibilities, including but not limited to timely agreement on changes, updated schedules, ARB Review and Approval of proposed approach, completion of UAT etc. could delay the completion of the services per the pre-agreed upon schedule in this Tenth Amendment. The CONTRACTOR is not responsible for Project delays or additional scope that results from other initiatives the DEPARTMENT may have in progress. Any required adjustments in schedule or scope due to delays on behalf of the DEPARTMENT will go through an amendment process.
- The DEPARTMENT will be responsible for DEPARTMENT resources, ensuring attendance, and participation.
- The DEPARTMENT will be responsible for identifying additional state resources outside of the DEPARTMENT for meeting attendance, and participation as necessary.
- The CONTRACTOR and the DEPARTMENT will finalize the Sprint schedule, inclusive of meetings, draft Deliverable target dates, review cycles and sign-off milestones in advance of beginning any Sprint. Together, the DEPARTMENT and the CONTRACTOR will identify DEPARTMENT stakeholders for each Sprint and define the acceptance criteria and review cycle time in advance of beginning any Sprint should there be a deviation from what's outlined for the Sprint cadence here in.
- Each regular Sprint will not exceed 200 user Story Points except as provided for below. If 200 points of clarified user stories are not provided to the CONTRACTOR by the first day of each Sprint, the DEPARTMENT will have the ability, by way of written mutual agreement, to re-allocate up to 50 Story Points while not exceeding the total of 6800 Story Points over 4 years of Agreement extension (3400 Story Points in case of 2-year Agreement extension). The re-allocated Story Points may be distributed over more than one Sprint based on the CONTRACTOR's capacity to deliver the Story Points in that Sprint.
- Unless otherwise mutually agreed to, any remaining Story Points shall be forfeited that are not consumed by the time transition of the solution begins to the DEPARTMENT or another third party.
- The DEPARTMENT is responsible to obtain all consents, approvals and waivers necessary from third parties and external partners required for the CONTRACTOR to perform its obligations hereunder.
- The DEPARTMENT is responsible for the contractual relationship with third parties and for ensuring that they cooperate with the CONTRACTOR in a timely manner, where applicable, in accordance with the Timelines associated with the services in the scope of this Tenth Amendment and in accordance with Exhibit D High Level Timelines.
- The DEPARTMENT and the third-party vendors will provide necessary resources to complete their tasks in a timely manner to support and complete any scope of work, where applicable, within the scope of services in this Tenth Amendment.
- The CONTRACTOR will have no responsibility for the performance of other contractors or vendors engaged by the Department, or delays caused by them, in connection with the scope of services in this Tenth Amendment.
- The CONTRACTOR must cooperate with third parties to provide support and documentation as necessary.

- The CONTRACTOR will have no responsibility for the performance of any third-party software or hardware.
- All consents, approvals and waivers in effect for performance of services by the CONTRACTOR in the scope of the Fifth Amendment of the Agreement will continue to remain in effect for performance of services in the scope of this Tenth Amendment.
- Neither the CONTRACTOR nor DEPARTMENT shall be held liable for non-performance under the terms and conditions of this Agreement due, but not limited to, government restriction, strike, flood, fire, or unforeseen circumstances beyond either party's reasonable control. The affected party shall promptly notify the other party in writing of any situation that may prevent performance under the terms and conditions of this Agreement. Upon such notification, the Parties shall devise a mutually agreed upon plan to address the non-performance.

4.2 The Department Staff

- The DEPARTMENT will identify and provide qualified and knowledgeable staff members to the Project Team at the staffing levels and according to the timeline, with the business skills required as defined by the Project roles.
- The DEPARTMENT is responsible for providing the Executive Product Owner and Product Owners. These persons know the business, can define/change features, negotiate work with the team, have authority to make decisions and are responsible for the overall project success.
- The DEPARTMENT will be responsible for availability of subject matter specialists and super users when needed to attend meetings and workshops.
- The CONTRACTOR team members will have appropriate access to the DEPARTMENT's corporate executives, Project leadership, managers, and employees.
- The DEPARTMENT is responsible for delays or additional costs associated with the unavailability of required Department resources and for ensuring performance of its third parties.
- The DEPARTMENT is responsible for determining and communicating the business value for the purpose of setting priorities associated with each of the sub processes and/or requirements in the scope of the Project to address the highest valued items earliest in the Sprint and weekly ticket resolution cycles.
- The DEPARTMENT must provide timely approval to all deployment requests prior to any deployments to Production environment and UAT environment when necessary.

4.3 The CONTRACTOR Personnel

- The US-based CONTRACTOR staff typically perform the Services onsite at 1825 Faulkland Road, Wilmington DE. Monday through Thursday and work remotely on Friday. For Support Services, there will be personnel available onsite on Fridays.
- The scope of Deployment services as covered in Section II above will be provided by an U.S. India resource for the duration of this Tenth Amendment.
- The CONTRACTOR staff (Support Services and Additional Deployment), including offshore resources, will be provided appropriate access to all environments in order to conduct deployment activities.

- The offshore Deployment resource will only support Additional Deployment activities and will not provide any support to activities such as new Environment creation or management and upkeep of existing environments which were created by the MIS Team.
- The CONTRACTOR staff (identified for Support Services, Additional Development, and Efficiency Initiatives as specified in Section II above) will have access to the Production environment, the UAT environment, and any additional environments that are created and that may contain production data, where such access is required for the CONTRACTOR to be able to perform Services in the scope of this Tenth Amendment. The Department is responsible for obtaining all approvals or waivers, including from DTI, to allow the CONTRACTOR's staff such access.
- The CONTRACTOR staff (Support Services and Additional Development) will have access to the Production environment, the Support UAT environment, and any additional environments that are created that will contain production data. The DEPARTMENT is responsible for obtaining all approvals or waivers, including from DTI, to allow The CONTRACTOR's staff such access. This access will remain in place for release deployments until such time that The DEPARTMENT takes over formal release deployments to environments containing production data. This access will also remain in place for the purposes of defect triage and correction, where such access is required to the UAT/Support environment and will continue concurrently with the CONTACTORS warranty obligations.

4.4 Data

- The CONTRACTOR will use Development environment to perform development activities and to perform unit testing with test data. The Development environment will not contain any Production data.
- The CONTRACTOR will use System Test environment for performing system integration and regression testing by creating/utilizing test data. The System Test environment will not contain any Production data.
- The CONTRACTOR will identify data required for system integration and regression testing.
- UAT environment will contain Production data to aid the DEPARTMENT with validation of Change Requests and tickets. The Production data for UAT will be copied from the Production environment utilizing the Salesforce Copy/Restore process. The copy/restore will be performed by the CONTRACTOR based on a schedule agreed upon with the business.
- The DEPARTMENT will work with external partners to provide, if required, data in a predefined format for design and development for an interface to progress according to the associated schedule. The CONTRACTOR will adapt to work with the format available, where such adaptation is technically viable, and the Parties mutually agree until UAT begins. The external partners are expected to make the data exchanges work end to end by UAT start date for a successful UAT validation of the interface by the DEPARTMENT and the partner.
- The DEPARTMENT will limit sensitive information, such as PII, PHI, trade secrets and other information that it considers sensitive or highly confidential, it makes available to the CONTRACTOR to only that which is reasonably necessary to allow the CONTRACTOR to provide the Services. The CONTRACTOR will provide the DEPARTMENT with a list of the CONTRACTOR personnel who are authorized to access to DEPARTMENT sensitive information. Such list may be updated as needed. Any disclosure of sensitive information by the DEPARTMENT to the CONTRACTOR will utilize levels of information security and

data encryption appropriate to maintain security of DEPARTMENT sensitive information being accessed by or transferred to the CONTRACTOR, and as required by applicable information protection laws.

- The DEPARTMENT will establish a contingency plan to address inadvertent disclosure of DEPARTMENT sensitive information to the CONTRACTOR. The DEPARTMENT will promptly notify the CONTRACTOR's Lead Engagement Partner in the event it becomes aware that sensitive information has been disclosed to the CONTRACTOR inadvertently or otherwise.
- The CONTRACTOR personnel, including offshore resources, will sign the previously executed User Acceptance Policy, the DSCYF Employee/CONTRACTOR non-disclosure and Confidentiality Agreement annually.
- The CONTRACTOR will provide electronic notification of personnel departure at least one week in advance of the departure as part of the weekly Project Status Report.

4.5 Licensing

- The DEPARTMENT will be responsible for the procurement of the relevant licenses (such as Salesforce license, Salesforce Einstein license, Salesforce Community license and MuleSoft license) for all types of users as well as the infrastructure components required for the different components of overall FOCUS solution including those required by interfaces and local backup solution.
- The DEPARTMENT will continue to provide licenses and support for all the required software listed in this Tenth Amendment throughout the duration of the Agreement and as needed in connection with this Tenth Amendment.
- The CONTRACTOR will identify all third-party software required as part of a solution during design. The third-party software and infrastructure must be vetted and approved by the DTI ARB prior to installation. The time to vet potential vendors must be taken into consideration.
- DTI ARB will provide approval as soon as reasonably possible so as not to impact the Sprint schedule and no later than 21 calendar days from the handover of the Technical Architecture document to the DEPARTMENT by the CONTRACTOR for submission to DTI for ARB review unless a longer period is mutually agreed to by the Parties.

4.6 Solution

- If the DEPARTMENT desires a Salesforce expert services review, the DEPARTMENT will contract with Salesforce for the expert services review. The CONTRACTOR will support the expert services review by working with Salesforce.
- Development of complex analytics will be identified as part of the CR process and where a report is needed the CONTRACTOR will require two Sprints scheduling notice in order to onboard the skillsets (such as Salesforce Einstein) needed to support the effort.
- The CONTRACTOR shall maintain existing written operating procedures for the daily support of the solution for the areas identified below, which were developed and handed over through the Fifth Amendment of the Agreement. Where additional components are developed that require new operational procedures, these will be created and updates to the additional operating procedures and/or new ones will be made by the CONTRACTOR as

support of the solution evolves. An updated copy, maintained electronically on project SharePoint, will be reviewed by the DEPARTMENT on a six-month interval, following delivery of the first completed version.

List of Operational Procedures conducted by the CONTRACTOR:

Operational Activity	Description	Supporting Documentation
1) Environment Management and Deployment	Configuring new Sandboxes to support Additional Development and Support activities Production Deployment UAT Deployment Tracking Release IDs, Migration IDs, and Components in Tracker	End to end Deployment handover document and video provided as part of Salesforce Administrator KT sessions to MIS, Installation and operating documents on Solr and Event Monitoring
2) Monitoring Batch Jobs	Daily monitoring of Batch Jobs Dashboard in Salesforce and tracking Batches that failed or completed with errors	List of Batches with details including Business point of contacts and steps of what needs to occur in case of failure
3) Monitoring Interface Jobs	Daily monitoring of Interface Dashboard in Salesforce and tracking Interfaces that failed or completed with errors	Interface Inventory shared with MIS and maintained on SharePoint
4) System Monitoring	OOTB System Overview report on counts for Schemas, API Usage, Business Logic, User Interfaces, and Licenses Salesforce Availability	OOTB System Overview report
5) Master Data Management	Managing various master data files, migration of master data, and updates to master data	Artifacts, Trailhead links and videos provided as part of Salesforce Administrator KT sessions to MIS
6) Salesforce Recycle Bin	Data Restore: Salesforce Recycle Bin permanent delete and undelete	Artifacts, Trailhead links and videos provided as part of Salesforce Administrator KT sessions to MIS
7) Data Loader	Data loader executions: inserts, updates, upsets, delete and export data for Data Fixes	Artifacts, Trailhead links and videos provided as part of Salesforce Administrator KT sessions to MIS
8) Enabling/Disabling Debug Logs	Enable/Disable debug logs on users, Tracking activities using logs, Interpreting logs to identify errors; Custom Error Log framework to track errors	Artifacts, Trailhead links and videos provided as part of Salesforce Administrator KT sessions to MIS

- Reports created by the CONTRACTOR will be supported by the CONTRACTOR and modification to the reports built by the CONTRACTOR will be completed by the CONTRACTOR after following the standard CR process.

4.7 Change Management and Ongoing Training

- The DEPARTMENT will provide subject matter specialists, super users, and trainers as required to complete updates to materials for existing and new functionality, courseware reviews, identify specific exercise scenarios, support data identification, and prepare the

training system associated with the scope of Additional Development services as provided in Section II above.

- The DEPARTMENT will identify staff in a timely manner that will receive train the trainer services. End user training is the DEPARTMENT responsibility.
- The CONTRACTOR provided Training Support for the transitioning of FOCUS to Salesforce Lightning Experience will include, as covered in Section II above, providing training to the DEPARTMENT's Training staff as designated by the DEPARTMENT (i.e. train-the-trainer) and updating the existing training manuals to incorporate Lightning features and navigation changes and to create new Salesforce Lightning Experience related training manuals, where applicable. The DEPARTMENT will be responsible for training the end users in relation to the transition of FOCUS to Lightning.
- The DEPARTMENT will administer all additional training logistics and related compliance activities, inclusive of enrollment/registration, attendance tracking, and reporting.
- The DEPARTMENT will reproduce and distribute communication materials and courseware components as required.
- The DEPARTMENT will provide all necessary training facilities and equipment, including training rooms, hardware, network access, audio-visual equipment, and classroom supplies in accordance with the associated and agreed timelines and milestones.
- The DEPARTMENT will plan and own all Change Management activities, which include but is not limited to preparing users for the anticipated changes, documentation of changes, other user communications such as newsletters, related to implementation of Change Requests and other Additional Development efforts.

4.8 Technology/Infrastructure

- The DEPARTMENT is responsible for providing facilities for the Project Team, including sufficient workspace, system and network access, and phone access.
- The Department will manage the contracts with third parties to support any integration or mash ups with external sites or vendor systems.
- The DEPARTMENT will provide SMEs for any additional legacy systems that Salesforce needs to integrate with.
- Integration with external systems will be dependent on the capability of external systems. External systems should allow Application Programming Interface (API) access or have a structured manner to call the external websites.
- The DEPARTMENT and the external partners will define the interface specifications for any integration via MuleSoft to identified boundary systems to meet a given interface CR. The CONTRACTOR will use the interface specifications to develop the design documents and build the interfaces.
- The DEPARTMENT will manage the exception conditions for the integrations (e.g. when Salesforce servers are not available).
- Outlook integration will utilize the standard Salesforce plug-in.

4.9 Testing

- The CONTRACTOR will conduct code promotion from development sandboxes to Production environment during final cut-over for configuration related items.

- The CONTRACTOR will conduct Unit, System, and Integration testing for functions developed and/or modified by the CONTRACTOR and Regression and workflow testing on related portions of FOCUS. The CONTRACTOR will create, update and execute test scripts in Tracker and update the outcomes of the Test scripts and results from each test. The results for System and Integration testing for a Sprint will also be uploaded on Project SharePoint as part of the Sprint Package deliverable.
- The DEPARTMENT will create separate UAT test cases to be executed during the UAT phase prior to each formal release. It is expected that these cases will be added to the user story template at time of user story creation.

IV. Team Resourcing

There will be two distinct teams to provide Maintenance and Operations services: one for Additional Development Services to implement additional functionality through Sprints, and another to provide Support Services.

Role	Location	Full/Part Time (FT/PT)	Support Team	Enhancement Team
Leadership	Onsite	PT	0.5	0.5
Project Manager	Onsite	PT	0.5	0.5
Advisory	Onsite	PT	0.5	0.5
Enhancement Lead	Onsite	FT		1.0
Support Lead	Onsite	FT	1.0	
Enhancement Tech Analyst	Onsite	FT		1.0
Support Tech Analyst	Onsite	FT	1.0	
Business Analyst/PMO*	Onsite	FT	0.5	0.5
USI Leadership	Offshore	PT	0.5	0.5
Project Delivery Lead	Offshore	FT	0.5	0.5
Offshore Developers	Offshore	FT	4.0	4.0
Offshore Testers	Offshore	FT	2.0	2.0
Offshore MuleSoft Developer	Offshore	FT	1.0	1.0
Offshore Deployment Lead	Offshore	FT	0.5	0.5
Totals			12.5	12.5

Table 1

Overall, 20 full-time and 4 part-time resources are identified in the above table to provide the scope of additional development and support services identified in Section II over the duration of this Tenth Amendment. The one full-time onsite Business Analyst is to provide additional support to the onsite team during year one of this Tenth Amendment when Efficiency Initiatives are proposed to be implemented. The team for Additional Development Services is structured to achieve a capacity of 200 Story Points for a given Sprint over 4 weeks of development. Should any additional high priority project requirements be determined which require additional points to be added to the Sprint, both the CONTRACTOR and DEPARTMENT will review the requirements, associated estimations and impact to the enhancement team resourcing/capacity to meet the additional requirements.

In addition to the resources identified above for Additional Development Services and Support Services, a separate team of resources will support the fixed-priced efficiency initiatives.

As identified in the scope of the Ninth Amendment of the Agreement, the below resources to perform the development services will be extended to cover the extended schedule for DMES implementation until September 2020 as provided in Attachment 1: Amendment 10 Additional Development Timelines:

- 1 Full-time Offshore MuleSoft Developer
- 1 Full-time Offshore Salesforce Developer
- 1 Full-time Offshore Tester

V. Pricing

The CONTRACTOR fixed fee to provide services for the Additional Development and Support team for 208 weeks (4 years of Agreement extension) is \$12,750,276 as follows:

Agreement Year	Story Point Value	Total Story Point Cost per Sprint	Additional UAT Week Cost	Per Sprint Invoice	Additional Development Annual Cost	Support Monthly Fee	Overall Support Annual Cost	TOTAL Enhancements and Support Annual Cost
1 – FY21	\$728	\$145,600	\$29,120	\$174,720	\$1,572,480 (9 Sprints)	\$124,809	\$1,497,708	\$3,070,188
2 - FY22	\$749	\$149,800	\$29,960	\$179,760	\$1,438,080 (8 Sprints)	\$136,894	\$1,642,728	\$3,080,808
3 - FY23	\$770	\$154,000	\$30,800	\$184,800	\$1,663,200 (9 Sprints)	\$140,416	\$1,684,992	\$3,348,192
4 - FY23	\$793	\$158,600	\$31,720	\$190,320	\$1,522,560 (8 Sprints)	\$144,044	\$1,728,528	\$3,251,084
TOTAL:					\$6,196,320		\$6,553,956	\$12,750,276

Table 5

For Additional Development services, the payment points will be following the acceptance and final review of each 200-story point Sprint and based on the Story Point value for a given year (3% increase year over year), outlined in table 5 above, multiplied by 200 Story Points and the cost of additional UAT week support. The invoice for a Sprint will be submitted along with the Support Monthly Cost following the acceptance of the Sprint. The final two Sprints, per the granted Extension Agreement, totaling 400 Story Points can be leveraged for final support closure and transition services if mutually agreed to by February 10, 2024 (4-year Extension) or by February 10, 2022 (2-year Extension).

The fixed fee for the CONTRACTOR Support team for 208 weeks (4 years of Agreement extension) will be \$6,553,956 and a monthly fee will be charged, per the fee table 5 below, for a given fee year (3% increase year over year). Table 5 includes the yearly cost for an additional full-time MuleSoft Support resource starting Year 2 of this Tenth Amendment at the rate of \$104,000 per year. The monthly fee will be invoiced at the end of each month, starting August 28, 2020. Where efficiencies in support are gained year over year and opportunities for productivity increases arise, the support resources will work on additional development CRs at no cost to the Department. The DEPARTMENT and the CONTRACTOR will mutually evaluate efficiency gains in support after years 1, 2 and 3 and will allocate a number of mutually agreed Story Points to be worked on at no additional cost in each Sprint starting year 2 of the Agreement if applicable. The number of Story Points to be allocated will be determined based on the overall size of the Ticket Backlog that is unresolved, rate of ticket creation and rate of ticket resolution as an input to planning whether any and how many Story Points can be worked on at no additional cost to the Department. Where there is a contention for a support resource's time the support tickets will take priority over additional development work.

The CONTRACTOR fixed fee to provide the in-scope Development and Support Services for Efficiency Initiatives is \$1 million.

- The Efficiency Initiatives as detailed in Section II above will be invoiced to the Department on a monthly basis, starting August 28, 2020 and completing on July 28, 2021.

The CONTRACTOR fixed fee to provide the in-scope Development Services for the extended scope of DMES implementation is \$68,665.

- \$62,912 will be invoiced to the Department as part of the last invoice sent after acceptance of the final Sprint and before start of the overall UAT. The remaining balance will be invoiced as part of the final invoice sent to the department after the sign-off on the overall UAT.

Additional Development Pricing Assumptions

The CONTRACTOR will work collaboratively with the DEPARTMENT through user story clarification sessions, in the 4-week period prior to the targeted Sprint start, to assist the DEPARTMENT in its efforts to get the user stories to the Definition of Ready. In the event CONTRACTOR fails to meet the Definition of Done for any User Stories included in an applicable Sprint, due to reasons solely attributable to CONTRACTOR's failure to perform its obligations, the DEPARTMENT shall receive a credit per Story Point not delivered, (based on Story Point value for the year associated with the user story entering the Sprint) for any such User Stories that remain undelivered as of the completion of this Tenth Amendment. Where a User Story does not meet the Definition of Done for reasons solely attributable to CONTRACTOR's failure to perform its obligations, such User Story shall be added to the Sprint Backlog for the next Sprint except as otherwise agreed to by the Parties.

VI. Additional Terms

In accordance with 45 CFR § 95.617 Software and ownership rights, the following shall apply:

- The DEPARTMENT will have all ownership rights to the software or modifications thereof and associated documentation designed, developed or installed with Federal financial participation (FFP) under this subpart, under this Tenth Amendment.
- The Federal Government reserves a royalty-free, nonexclusive, and irrevocable license to reproduce, publish, or otherwise use and to authorize others to use for Federal Government purposes, such software, modifications, and documentation.
- Proprietary operating/vendor software packages which are provided at established catalog or market prices and sold or leased to the general public shall not be subject to the ownership provisions in paragraphs (a) and (b) of this section. FFP is not available for proprietary applications software developed specifically for the public assistance programs covered under 45 CFR § 95.617.

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Exhibits

The Updated Agreement Exhibits are detailed below and set out in their order of precedence as follows:

Exhibit AA: Additional Development and Support Services Definitions

Exhibit C: RASCI Mapping

Exhibit D: High Level Timelines

Exhibit H: DE - FOCUS Software Delivery Methodology--updated and amended

Exhibit K: Software List

Exhibit L: Department Service Locations

Exhibit M: Prioritization and Release Management Process

Exhibit N: Release Migration Process

The following Agreement Exhibits are no longer applicable to the Additional Development and Support Services and are not included as part of the Tenth Amendment:

Exhibit E: Deliverable Expectation Document

Exhibit F: Early Termination Fee Schedule

Exhibit G: Proposed PMO Methodologies

Exhibit I: Product Training

Exhibit J: Core Principles

Exhibit AA – Definitions

For purposes of this Tenth Amendment, the following terms shall have the meanings specified or referred to, which are over and above or changed from the original Agreement.

Additional Development – means new functionality built per the documented CRs and supporting user stories allocated to a given Sprint.

Business Day – means any day other than Saturday, Sunday or (a) a legal holiday in Delaware pursuant to 1 *Del. C.* §501, or (b) a day on which the Department Service Locations are closed due to a weather-related event or similar emergency event.

Change Request – documentation of additional development work needed to meet the business goals.

Defect – means a system failure by an approved Design Document Deliverable to materially meet its documented business rules or any applicable DTI Standard that has been triaged and confirmed.

Delivered Defect Density – Defects per delivered Story Point found during the UAT of a Sprint. The number of UAT Defects divided by the number of points in a Sprint equals the ratio for the Sprint.

FOCUS – For Our Children’s Ultimate Success, DSCYF’s integrated case management solution to integrate the business processes and operations for DFS, DYRS, DPBHS and DMSS.

Hotfix Ticket – A ticket that has been identified and approved by the Executive Product Owner for deployment into Production during Business Hours upon resolution by the CONTRACTOR and validation by the business.

Knowledge Transfer The transfer of documentation and the functions of an activity from a CONTRACTOR employee to a Department employee.

Product Defect Density – Defects per delivered Story Point found in Production within four weeks post deployment of the Sprint’s CRs. The number of Production Defects divided by the number of points in a Sprint equals the ratio for the Sprint.

Release – means the Deliverable(s) designated collectively for a single deployment and implementation into the production environment for the System.

Release Date – means the date on which a Release is implemented into the production environment for the System.

Release Migration Process – means the process with respect to each Release, as set forth in Exhibit N below.

Re-Open – A ticket will be considered re-opened for a valid reason (“valid re-open”) based on 1) the scope of the original issue(s) documented in the ticket and 2) any additional elaboration of the scope from triage, before being deployed to Production.

Subject Matter Expert (SME) – a person who has special skills or knowledge on a particular job or topic.

Ticket Prioritization process – generation and management of the weekly list of prioritized Production tickets prioritized by the Department for resolution by the CONTRACTOR Support Team.

Weekly Ticket Backlog – A list of tickets prioritized for analysis and resolution by the Contractor during a given week.

Exhibit C - RASCI Mapping

Effective July 27, 2020 the below roles and responsibilities and deliverables take the place of the original EXHIBIT C RASCI Mapping.

Section 1 Support Roles and Activity Responsibilities

The table below outlines, by role, the responsibilities and the core key activities for each role of the support team. These roles and responsibilities are aligned to the support scope of work outlined in Section II above.

Role	Who	Role Description	Activity Responsibilities
DSCYF Project Management / Executive Product Owner (EPO)	Department	The project management group has overall responsibility for the successful completion and delivery of the support work representing the Department. They are responsible for coordination of activities for the Department on a daily basis and are the initial point of escalation for the CONTRACTOR Project Management	Oversee and report Support related Metrics, ensure adherence to the agreed processes, serve as an escalation point for support issues raised through the Contractor or Department teams.
The Contractor Consulting Project Management/Delivery Lead	Contractor	The project management group has overall responsibility for the successful completion of the support work. They oversee project teams, work streams, quality management, financial management, and the methods, standards and guidelines for the project. The project manager works closely with the Delivery Lead to ensure that the support process is adhering to the metrics and standards defined.	Oversee and report Support related Metrics, adherence to the agreed processes, serve as an escalation point for support issues raised through the Contractor or Department teams.
Business Lead (Executive Product Owner)	Department	The Executive Product Owner is the owner of the Product backlog and the prioritization of the user stories and selection of user stories for Sprints. This shall include the acceptance of functionality and Story Points for final releases into production. He or she will oversee the other product owners and be the single point of contact and escalation point for the other product owners.	Product Backlog, Sprint Deliverables, Sprint UAT oversight, Weekly Support Reports, Weekly Status Report

Division Product Owners	Division Business Leads	The Division Product Owners (POs) are responsible for ticket creation/management in Tracker on behalf of their divisions, ticket triage, ticket prioritization, collaborating with Department SMEs to support ticket validation in UAT and Production, and communication and escalation of Support issues.	Ticket creation, ticket triage, ticket prioritization, UAT/Production validation of tickets. Communication/Escalation of support issues
Contractor Salesforce Administrator(s)	Contractor	Contractor Salesforce administrator is responsible for the salesforce production environment monitoring logs and communicating system level issues in a supporting role to MIS Salesforce Administrator. Contractor Salesforce administrator is also responsible for generating Debug Logs as part of triage sessions and releasing updated software to lower tier and production environments.	Monitoring Salesforce Production Logs, Communicating System Issues, Generating Debug Logs, Release Management and Version Control.
MIS Salesforce Administrators(s)	Department	MIS Salesforce administrators are responsible for Monitoring Production Logs, Communicating System Issues, and oversight for Release Management and Version Control.	Monitoring Salesforce Production Logs, Communicating System Issues, Oversight of Release Management and Version Control.
MuleSoft Administrators(s)	Contractor	The MuleSoft administrator is responsible for the MuleSoft environments including daily overview, planning and configuration	<ul style="list-style-type: none"> • Perform all environment configuration changes • Addition and reallocations of vCore resources in collaboration with Department • Addition, deletion or changes to Business Groups in collaboration with Department • Monitor production performance including CPU and memory allocation and usage • Identify resource constraints • Recommend changes for performance improvements • Communicate system platform issues to MuleSoft technical support and follow through to resolution • Recommend environment upgrades to core resources based on input from the development team, system logs and other tools. All recommendations must be approved by the Department. • Collaborate with the Department on Release Management

			<ul style="list-style-type: none"> • Remain up-to-date on MuleSoft version and release schedules • Recommend updates to MuleSoft versions and releases based on functionality and efficiencies • Ensure MuleSoft environment remains in compliance with MuleSoft software lifecycle for versions and releases • Department will have oversight for MuleSoft related deployments including approval and notification • User add, deletes and permission modifications • Provide technical support for performance tuning as needed
MuleSoft Support Staff	Contractor	The MuleSoft Support staff is responsible for the daily overview for production jobs. The support staff will provide successful completion for daily processing.	<ul style="list-style-type: none"> • Daily job monitoring • Job documentation • Job scheduling • Problem identification and resolution • Defect fixes • Restarting jobs • Development • Implementation of change requests per agreed upon timeline in section 3.6 • Communicating system level issues to the Administrator • Ensure updated software and code consistency in compliance to current security policy • Adhering to state practices regarding change control, version control and deployment procedures <p>Remaining in compliance with MuleSoft Software versions and releases as defined by DTI</p>
DSCYF MIS and DTI Management	Department	Responsibility for the overall management of the MIS and DTI teams involved within support, act as an escalation point for technical elements.	Oversight and review of the Support reports

Table 1

Section 2 Support Deliverables

The deliverables outlined in the table below are applicable for the support process only.

Deliverable Name	Deliverable Description	Review Timeframe / Submission	Reviewer (Sign off Owner)
System Monitoring – Availability and Performance Report	Report confirming system uptime and availability for the prior week period and identifying any system governor limits hit over the course of the week.	1 Day Produced Weekly on Friday	EPO / MIS and DTI Management

Release Package	Release Notes, Release Runbook and Configured and Signed off Application Ready for a given Release. Releases will align with development releases unless deemed an Emergency release	2 Business Days Produced as part of agreed release schedule	EPO / MIS and DTI Management
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Table 2

Section 3 Additional Development Roles and Activity Responsibilities

The table below outlines, by role, the responsibilities and the core key activities for each role of the Contractor Additional Development team. These roles and responsibilities are aligned with the current FOCUS project and well established for the existing people within those roles. For any changes to resources in roles for the Contractor team, the appropriate knowledge transfer will be completed by the Contractor team to promote a smooth transition.

For any changes to Department resources in the roles below, the expectation is that the respective knowledge transfer will be completed as part of the transition.

Role	Who	Role Description	Activity Responsibilities
DSCYF Project Management / Executive Product Owner (EPO)	Department	The Department project management group has overall responsibility for the successful completion and delivery of the project representing DSCYF. They are responsible for coordination of activities for DSCYF on a daily basis and the initial point of escalation for the Contractor Consulting Project Management	Product Backlog Management, Release Planning, Sprint UAT oversight, Sprint Reviews, Impediment Escalation, Steering Meetings
The Contractor Consulting Project Oversight	Contractor	The Contractor project management group has overall responsibility for the successful completion and delivery of the project. They oversee project teams, work streams, quality management, financial management, and the methods, standards and guidelines for the project. The project manager works closely with the integration and technical leads and the Scrum Masters on the project to ensure that the project solution is meeting its business, functional, and technical requirements.	Product Backlog, Release Planning, Sprint UAT oversight, Impediment Escalation, Steering Meetings
Business Lead (Executive Product Owner)	Department	The Executive Product Owner is the owner of the Product backlog and the prioritization of the user stories and selection of user stories for Sprints. This shall include the acceptance of functionality and Story Points for final releases into production. He or she will oversee the other product owners and be the single point of contact and escalation point for the other product owners. Executive Product Owner supports Product Owners in: <ul style="list-style-type: none"> •Negotiating work with the team, by discussing the priority and team's capacity •Facilitating Sprint UAT and accepting/rejecting change requests completed by the team •Removing any impediments that prevents the team from making progress •Communicating directly with the team leading the development effort by discussing vision/goals •Re-prioritizing the backlog on an ongoing basis depending upon the changing business needs •Being available to the team to answer any questions/discuss open items •Accepting functionality and Story Points for final release into production 	Product Backlog, Sprint Deliverables, Sprint UAT oversight, Sprint Signoff, Sprint Retrospective, Weekly Support Reports, Weekly Status Report, Steering Meetings
Product Owner(s)	Division Business Leads	A product owner is the decision maker for the division they are representing and responsible for identifying and prioritizing what needs to be built and ensuring the project success. A product owner prioritizes the backlog for the team before they go into a Sprint planning meeting and makes sure that the highest priority works gets done first. He or she must assume ownership and accountability for final deliverables to realize benefits. <p>A product owner is also responsible for:</p> <ul style="list-style-type: none"> •Negotiating work with the team, by discussing the 	Product Backlog, Project Roadmap, Sprint Planning, Sprint UAT, Signoff on Change Requests, Sprint Retrospective, Steering Meetings

		<p>priority and team's capacity</p> <ul style="list-style-type: none"> •Facilitating Sprint UAT and accepting/rejecting change requests completed by the team •Removing any impediments that prevents the team from making progress •Communicating directly with the team leading the development effort by discussing vision/goals •Re-prioritizing the backlog on an ongoing basis depending upon the changing business needs •Being available to the team to answer any questions/discuss open items •Accepting functionality and Story Points for final release into production 	
Enhancement Lead/Scrum Master	The Contractor Consulting Functional Lead	<p>The scrum master serves as a facilitator between the product owner and the team. A scrum master has no management authority and cannot commit to Sprint work on behalf of the team. The scrum master's role is to make sure the team/project stays true to the Agile principles:</p> <p>The scrum master is also responsible for:</p> <ul style="list-style-type: none"> • Planning and facilitating the Sprint planning session, so that the team can focus on estimating stories • Ensuring that the team's progress and success is visible to the stakeholders all the time • Resolving any open impediments that the team faces during Sprint execution • Helping the team in becoming more efficient by improving processes, communication, and so on • Support the management of the UAT process in conjunction with the Department 	<p>Sprint Planning, Sprint Backlog, Sprint UAT, Sprint Retrospective, Coordination with Product Owners and Scrum Teams on overall Sprint activities, Process improvements, Impediment Resolution/Escalation</p>
Tech Analyst	The Contractor	<p>The Tech Analyst is responsible for technical design approach and development activities around additional development. They will also be responsible for analyzing and fixing build defects as they are identified by the business.</p>	<p>Technical design, Build, Defect validation, and documentation specified in Table 4 below.</p>
Developers	The Contractor	<p>The developers, Application, Conversion and Integration Developers are responsible for conducting the development activities around additional development and unit testing prior to moving it to the system test environment. They will also be responsible for validating build defects as they are identified by the business during UAT.</p>	<p>Confirm additional development build, fix build defects and unit test build defects, Document Fixes</p>
Testing Lead / Testers	The Contractor	<p>The testing lead has overall responsibility for coordinating the testing activities that fall under the responsibility of the Contractor Consulting (System, Integration, Regression and Performance for the Contractor Consulting built features).</p> <p>The testers have the responsibility to perform System, Integration, Regression and Performance</p>	<p>Testing Strategy and Plan, Testing Reports and Test Execution for the Contractor Consulting owned test phases, Defect Management</p>

		testing activities and support Defect lifecycle to support Additional Development Sprints.	
Division SME(s)	The Department	A Subject Matter Experts (SME) will provide business context and insight to the team specifically around the Child Welfare processes within their representative Division. They will be involved throughout all phases of the project, with their heaviest involvement being in creating the user stories and collaborating with the scrum team during the Sprint Clarification and Design phase and Sprint UAT	Supporting the project throughout and acting in a subject matter expert capacity to provide business context. Expected to provide significant input to the User Stories, support Sprint Clarification and Design sessions, perform Sprint UAT
MIS and DTI Management	The Department	Responsibility for the overall management of the MIS and DTI teams involved within the project, act as an escalation point for technical elements and overall responsibility for review and acceptance of the technology focused deliverables	Accountable for the technology deliverables on the project (Integration, Conversion and Data needs)

Table 3

Section 4 Additional Development Team Deliverables

The deliverables outlined in the table below are applicable for the additional development. The deliverables that are repeatable will be completed every Sprint and the submission and review timeframes will follow the below table. Where a deliverable has a location outlined as Tracker, these deliverables will be validated through tracker as a report versus a published document submitted for review.

Type	Deliverable Name	Deliverable Description	Repeatable/	Location / Submission Timeframe/ Review Timeframe	Sign-off (Owner)
Sprint Management	Product Backlog	Overall backlog of all the defined User Stories for the system to be developed and loaded into a prioritized list. The product backlog is constantly updated as additional developments are identified. The product backlog meeting will determine which user stories are prioritized for the following Sprint (Sprint Backlog). This will be a		Tracker / Submission – N/A; Living Document / Reviewed During Weekly Product Backlog Meeting	NA

Type	Deliverable Name	Deliverable Description	Repeatable/	Location / Submission Timeframe/ Review Timeframe	Sign-off (Owner)
		living deliverable within the Tracker tool			
	Sprint Backlog	Created during the Sprint planning meeting and then managed after a Sprint has officially started. The Sprint Backlog deliverable will be submitted on the first day of the Sprint.	Yes	Tracker / Submitted on day 1 of the Sprint / 1 day	Executive Product Owner
	Burn down Chart	Establish and maintain a daily Burn down Chart that an Agile project team will use to graphically present and track the estimated work remaining in the Sprint. The burn down can be reviewed in tracker. A final report will be produced as part of the Sprint deliverable package on the final day of the Sprint.	Yes	SharePoint / Submitted on day 1 after the Sprint closure / 5 days	Executive Product Owner
Design and Develop Features	Design Specifications	A written description of FOCUS features, capabilities and components, as applicable, that the CONTRACTOR Team generates using user stories and design session notes, to give development team overall guidance for the development activities to be completed. A design document contains all relevant business rules as well as detailed specification about data elements. The design will be submitted for review and approval on the second day of the Sprint.	Yes	SharePoint / Submitted on day 2 of the Sprint / 5 days	Product Owners

Type	Deliverable Name	Deliverable Description	Repeatable/	Location / Submission Timeframe/ Review Timeframe	Sign-off (Owner)
	User Stories	A user story is a requirements document and contains description of one or more features of a component to be built or updated in FOCUS. User stories are written from the perspective of an end user. This is a Department deliverable which must be produced to meet the definition of ready by Sprint planning session. The initial user stories should be ready for review and clarification meetings 6 weeks in advance of the Sprint starting.	Yes/	The Contractor to review and ask questions through the design and clarification sessions to help a user story meet definition of ready before the start of the associated Sprint	Product Owners/Scrum Team
	Developed Components	Updated FOCUS solution codebase with all Sprint change requests implemented and signed off.	Yes	SharePoint / Submitted on day 1 after the Sprint closure / NA	NA
Testing and Approval	Testing Report	Report of Executed System Tests conducted during the Sprint	Yes	SharePoint / Submitted on day 1 after the Sprint closure / 5 days	Executive Product Owner
	Sprint Retrospective	Documented lessons learned from the current Sprint prior to moving forward with the next Sprint. This task is performed after the Sprint review and prior to the next Sprint or Sprint planning meeting.	Yes	SharePoint / Submitted on day 1 after the Sprint closure / 5 days	Executive Product Owner
Deployment	User Acceptance Testing Report	This is the summary report of the User Acceptance Testing Period at the completion of a Sprint that makes up a release. The UAT will run for a period of 2 weeks prior to the Sprint release as a final acceptance of the	No	SharePoint / Submitted on day 1 after the Sprint closure / 5 days	Executive Product Owner

Type	Deliverable Name	Deliverable Description	Repeatable/	Location / Submission Timeframe/ Review Timeframe	Sign-off (Owner)
		additional development release prior to deploying to production.			
	Release Runbook	A prepared release runbook for the up and coming additional development release	No	SharePoint / Submitted on day 1 after the Sprint closure / 5 days	Executive Product Owner
Quality	Delivered Defect Density	A ratio of Sprint UAT Defects to delivered Story Points		SharePoint / Submitted on day 1 after the Sprint closure / 5 days	Executive Product Owner
	Production Defect Density	A ratio of Production Defects to Accepted Story Points found within the first Month after a Sprint is deployed into Production		SharePoint / Submitted on day 1 after the <u>next</u> Sprint closure / 5 days	Executive Product Owner

Table 4

Section 5 Additional Development Deliverable Approval Process

Deliverables that are repeatable will follow the same cadence every Sprint and adhere to the submission and review timings outlined above. For the non-repeatable deliverables, they will be produced at the timeframes, for a given release, outlined above. All deliverables will follow the same approval process outlined below:

- 1) Deliverable submitted by the Contractor to agreed reviewers and sign-off owner, per the allocated owner in table 4, where the formal review process will begin.
- 2) Feedback comments will be provided by the Department, in a consolidated manner, to the submission owner within the review timeframe (respective business days after submission).
- 3) The Contractor will review and respond to the Department provided feedback comments and updates within two business days of receiving all the consolidated review comments
- 4) The Department will review the updated deliverables and Contractor responses and within five business days provide a formal approval or comments on any outstanding items that need to be addressed.
- 5) The Executive Product owner will send an email to the deliverable submission owner, copying in the Contractor project oversight lead once all comments are addressed and approval is granted.
- 6) A copy of the final deliverables along with the deliverable approval email will be stored on the project SharePoint site

Exhibit D – High Level Timelines

Effective July 27, 2020; the attached High-Level Timelines are added to the original Exhibit D High Level Timeline.

Section 1 Support and Additional Development Timeline

“Attachment 1: Amendment 10 Additional Development Timeline” provides the high-level schedule of 208 weeks of this Amendment from July 27, 2020 to July 19, 2024:

- During this change order, there will be 34 Sprints, each Sprint followed by Sprint Release into Production
- This change order will cover functionality up to 6800 Story Points spread across the 34 Sprints, with each Sprint containing 200 Story Points

Section 2 Efficiency Initiatives Timeline

“Attachment 2: Amendment 10 Efficiency Initiatives Timeline” provides the high-level schedule for the delivery of Efficiency Initiatives over the duration of this Tenth Amendment.

Section 3 Extended DMES Implementation Timeline

“Attachment 3: Extended DMES Timeline” provides the high-level extended schedule for the delivery of DMES implementation to support the revised payment process for Medicaid eligible services through DMES.

Exhibit H: FOCUS Software Delivery Methodology

The agile methodology followed for the project will remain intact with changes outlined herein.

Additional Development Sprint Cadence

Diagram 3 below outlines the cadence that will be followed for each six-week Sprint. The Sprint Planning will occur on the first day of the Sprint and all the user stories that meet the Definition of Ready, up to 200 Story Points, will be accepted and included in the Sprint. All user stories, including UAT test scripts, should be completed and ready two-weeks before the clarification and design finalization process starts as specified on Diagram 2.

The formal design process for the user stories in a Sprint will be conducted over four weeks before the Sprint starts, with submission of the finalized design at the end of the fourth week for review and approval by the Product Owners. Weeks one through four of the Sprints will be an iterative process of development, unit and system testing by the Contractor team. Weeks five and six will be for division Product Owners and SMEs to perform UAT validation of the delivered change requests with acceptance for developed user stories that meet the Definition of Done. When all change requests in a Sprint are accepted by the Product Owners, the Executive Product Owner will provide the final acceptance for the Sprint. The Sprint will end with a Sprint retrospective to identify any opportunities for process improvements in the following Sprints.

The definition of ready and definition of done will remain as per the existing Agreement. It is expected that UAT will be coordinated by the Contractor with the Department Support. The DEPARTMENT will be responsible for scheduling of testers as required to complete UAT within the two-week period. All scenarios for a given UAT should be completed fully within 1.5 weeks with the final two days utilized for retesting of defects and final execution of end-to-end scenarios. When CR delivery by the CONTRACTOR is delayed, the UAT timeframe specified in the Sprint Cadence will be extended to accommodate testing by the DEPARTMENT to validate the CR. The below outlines the steps and ownership for a given UAT activity.

- Create UAT Test Cases in User Story – The Department
- Create Execution Plan – Joint Contractor and the Department
- Produce UAT Execution and Defect Reports – The Contractor
- Create Users and Data Setup – The Department and Contractor (as needed)
- Load/update master data to support UAT - The Contractor
- Coordinate with end users on progress – The Department
- Create defects identified through testing in Tracker – The Department

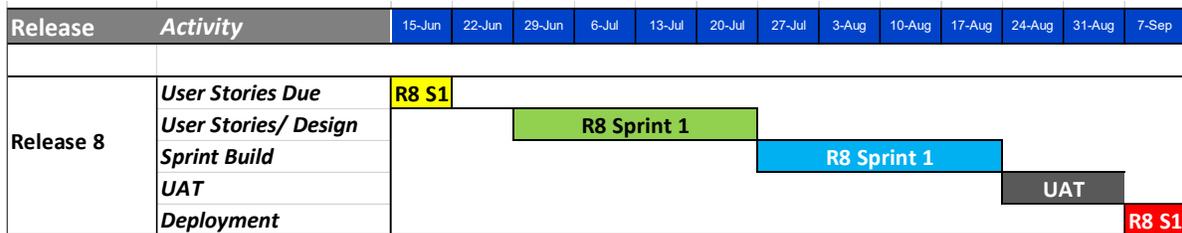


Diagram 3 – Sprint Cadence and UAT

Exhibit K: Software List

The Department will continue to provide licenses and support for all the required software listed below throughout the duration of the Tenth Amendment.

Product Name	Vendor Name
Windows	Microsoft
MS Office	Microsoft
Salesforce Platform Licenses for developers and users	Salesforce
Salesforce Platform Licenses for Tracker	Salesforce
Salesforce Event Monitoring (for Audit purpose)	Salesforce
Salesforce Einstein (Analytics & Reporting)	Salesforce
Salesforce Community (for Portal)	Salesforce
CopyStorm Copy	CapStorm
CopyStorm Restore	CapStorm
Eclipse¹	Eclipse Foundation (Public License)
GitHub – Cloud Hosting User License	GitHub, Inc.
Jenkins¹ (w/ Amazon EC2 Hosting)²	MIT (General Public License)
Notepad++¹	GNU (General Public License)
AnyPoint Studio 3.8.5	MuleSoft
Cloudhub – (2 PROD, 4 non-PROD CPU Core)	MuleSoft
SOAP UI¹ (EUPL – SOAP UI Open Source)	Smartbear Software (Open Source)
WinSCP¹	GNU (General Public License)
Putty¹ (Open Source)	MIT License (Open Source)
Talend Open Studio for Data Integration version 6.2.1¹	Talend (Open Source)
PLSQL Developer 12	Oracle
Oracle DB 11g	Oracle
Adobe Reader	Adobe
Chrome	Google Inc. (Freeware)
JAWS	Freedom Scientific
Smarty Street (Address Verification Service)	SmartySteets
Selenium¹	Apache License 2.0 (Freeware)
SOLR	Apache License 2.0 (Freeware)
Apache Ant¹	Apache License 2.0 (Freeware)

¹Freeware, no license cost involved.

²Amazon EC2 subscription is required.

Exhibit L: Department Service Locations

Production Support Onsite Location – 1825 Faulkland Road, Admin 2 Bldg, Wilmington, DE 19805

Exhibit M: Prioritization and Release Management Process

1. Scope of the Change Request Prioritization and Release Management Process

The Change Request (CR) Prioritization and Release Management Process sets forth the processes, procedures and accountable Parties with their respective roles and responsibilities for prioritization of Change Requests and for production release management.

A Change Request enters the prioritization process either through a ticket or new business need. The Change Request Prioritization Process does not include a Production Ticket/Production Request.

Throughout CR prioritization and Release Management Process, the Department and the Contractor will follow impediment resolution process to overcome any obstacles and to meet the planned release scope and Story Point count of a Sprint.

2. Change Request Prioritization and Release Management Process Overview

The three phases of the Change Request Prioritization and Release Management Process are set forth below:

(i) Prioritization Phase: This phase, as further described in Section 3(i), below, includes the process to plan with a comprehensive view of the Change Requests queue. During the prioritization phase, Change Requests reviewed by Department and added to product backlog by assessing any associated mandatory timelines. The Product backlog will be reviewed between the Contractor and Department on a weekly basis for product backlog refinement for upcoming releases. The Department will use the foregoing and other relevant information for prioritization of all existing Change Requests. This Change Request prioritization should be done at least eight weeks prior to Sprint execution cycle. This will allow Department to document the user stories for prioritized CRs. User stories for all the prioritized CRs for a Sprint must be completed at least six weeks before the start of Sprint execution cycle.

(ii) Release Planning Phase: This phase, as further described in Section 3(ii), below, includes the outcome of the weekly Product Backlog review process to select and plan which Change Requests are to be contained in the next and future Releases.

During Release planning, DEPARTMENT is responsible for proposing the scope of a Release based on priority and priority sequence. The scope of the release must be finalized at least six weeks before the start of Sprint execution cycle. The Contractor and Department will work together to finalize design approach for Change Requests related to the upcoming Sprint starting 4 weeks before the Sprint execution start through beginning of the Release Execution Phase. The Contractor will work with Department for providing a high-level effort estimate of hours allocable to a proposed Release, for the Change Requests with completed user stories, during the last week of the 4-week design before start of the Sprint Execution cycle.

The Department may reprioritize a Change Request. Considerations for reprioritizing a Change Request that was already confirmed for a Release, the Department will work with the Contractor team to identify Change Requests from a future release scope as to maintain the total Story Point delivery count.

(iii) Release Execution Phase: This phase, as further described in Section 3(iii), below, executes the steps in the Software Development Life Cycle (SDLC). This Exhibit does not describe the SDLC methodologies and services described in other Exhibits used by the Contractor. Rather, this Exhibit sets forth the coordination and communication of key milestones and events during the execution of the Release.

3. Change Request Prioritization and Release Management Process

(i) Phase 1: Prioritization Process.

The prioritization process facilitates the collaborative prioritization of Change Requests based on the Department’s priorities, including input from relevant Department stakeholders. Prioritization is a discrete point in time event, but the process is a continuous iterative process. New Change Requests are continuously introduced into the Change Request queue, and Change Requests leave the Change Request queue as they are implemented as part of Releases. As new Change Requests enter the Change Request queue, they are prioritized with respect to existing Change Request priorities (which may result in reprioritization of the existing Change Request) which can affect the content of the current or future Releases.

The following table describes the key steps in the prioritization process along with the respective responsibility of the Contractor and the Department for each such step. The Contractor shall perform its responsibilities utilizing the available maintenance hours.

Step	Process Description	Ownership
Change Request Identification	A Change Request is identified and logged into Tracker. The Department Product Owners are accountable for updating the Change Request in Tracker, as applicable. Change Request must have corresponding Change Request form and user story. The status for a Change Request without user stories must stay in Draft status until user stories are completed with test scripts and attached in Tracker. Once the user stories are attached, the status will be changed to Submitted by Department.	Department
Product Backlog Refinement	A weekly Product Backlog Refinement (PBR) is the act of adding detail, estimates, and order to items in the Product Backlog. This is an ongoing process in which the EPO and Product Owners along with the Contractor team collaborate on the details of Product Backlog items. The PBR process filters out invalid or incomplete Change Requests or those that do not require any system changes or are not covered under the scope of the Contractor’s Maintenance Services as detailed in Section II above.	Joint between the Department and the Contractor Additional Development and Support Services Team.
Business Prioritization and Ranking	The DEPARTMENT prioritizes items in a decreasing order of priority, where the more priority items are on top and priority goes down as one moves down the list. The Department may reprioritize a Change Request. Considerations for reprioritizing an item that was already prioritized and was already confirmed for Release in its execution phase are discussed in the Release Planning Phase below.	Department Business

(ii) Phase 2: Release Planning Process.

The Release planning process assigns prioritized Change Requests into Releases, including future Releases up to 6 months in the future.

The following table describes the key steps in the release planning process along with the respective responsibility of the CONTRACTOR and the DEPARTMENT for such steps.

Step	Process Description	Ownership
Release Dates and Release Scope Proposals	<p>In the Release planning phase, the Contractor generates a Release schedule for upcoming Releases for the next 3 to 6 months and distributes to the DEPARTMENT. Release dates are determined by the DEPARTMENT collaboratively with the Contractor. This Release schedule includes;</p> <ul style="list-style-type: none"> • <u>Deployment Release Dates</u> – The date the Release will be deployed into the production environment. • <u>Release Scope Finalization Date</u> – The date by which the content of the Release is agreed upon and confirmed by the CONTRACTOR and the DEPARTMENT. • <u>Target UAT Start Date</u> – The date by which User Acceptance Testing should begin, as determined by the Contractor and Department, to meet the target Release deployment schedule. • <u>Release Deployment</u> – CRs that go through successful round of UAT will be deployed to Production at the end of UAT. <p>Based on the defined Sprint schedule and the list of prioritized and ranked items, each DEPARTMENT business unit recommends its requests of Change Requests for inclusion in up to the next six planned Sprints. The requests are denoted by updating the “Proposed Release #” and “Proposed Sprint #” fields in Tracker. These priority sequence of the Change Requests are included in the 1-N List, 1 to N being Priority Sequence numbers on the change requests, to assist in determining final Sprint Log decisions by the DEPARTMENT. Notwithstanding the foregoing, the final scope of each Sprint is determined according to the processes described in the next three steps.</p>	Joint between the Department and the Contractor Additional Development and Support Services Team
Clarification and Design Approach Finalization	<p>The Contractor team will work with the DEPARTMENT POs and SMEs to clarify the user stories from prioritized CRs during four-week period prior to start of the release execution phase. The Contractor will work with department to prepare CR clarification schedule for upcoming release. The schedule will be published to POs as directed by Department. The schedule will include weekly</p>	Joint between the Department and the Contractor Additional Development

	<p>planning of the CRs to be clarified. The DEPARTMENT is accountable to make POs and SMEs available for clarification sessions. The Contractor team will check availability of POs at least 48 hours prior to the clarification session. Additional clarification sessions, outside of the proposed planned schedule, will be held as agreed upon by Department POs and the Contractor team.</p>	and Support Services Team
Estimates; Release Management Estimate	<p>For each Sprint, no later than two days in advance of the Sprint Development Start Date of the Sprint, the CONTRACTOR Team provides an Estimate for each Change Request in the Sprint Backlog to be finalized by the DEPARTMENT, and updates the corresponding “Estimated Story Points” field in Tracker.</p>	The Contractor Additional Development and Support Services Team
Release Scope Confirmation	<p>Upon finalization of the Estimates for each Change Request in Tracker, the Contractor Team in collaboration with the DEPARTMENT Product Owners creates the list of Change Requests that are confirmed for the Sprint based on the 200 User Story point limit for a Sprint.</p> <ul style="list-style-type: none"> • If the proposed list of Work Items exceeds 200 User Story point limit, the DEPARTMENT and the CONTRACTOR review various factors, such as mandate dates, the DEPARTMENT impact, operational impact, funding impact, etc. and, upon mutual agreement: <ul style="list-style-type: none"> ○ Certain proposed Change Requests may be deferred to a future Release as prioritized by the DEPARTMENT; and ○ If Change Requests cannot be deferred, as prioritized by the DEPARTMENT, these Change Requests are escalated to the Steering Team for review and the Steering Team may choose to defer these items or invoke the Agreement change control board to add additional capacity to address these items in a timely fashion. 	Joint between the Department and the Contractor Additional Development and Support Services Team
Publish Confirmed Release	<p>Once the Release Scope is finalized and confirmed, the final Release schedule is generated by the CONTRACTOR and distributed as directed by the DEPARTMENT.</p>	Joint between the Department and the Contractor Additional Development and Support Services Team

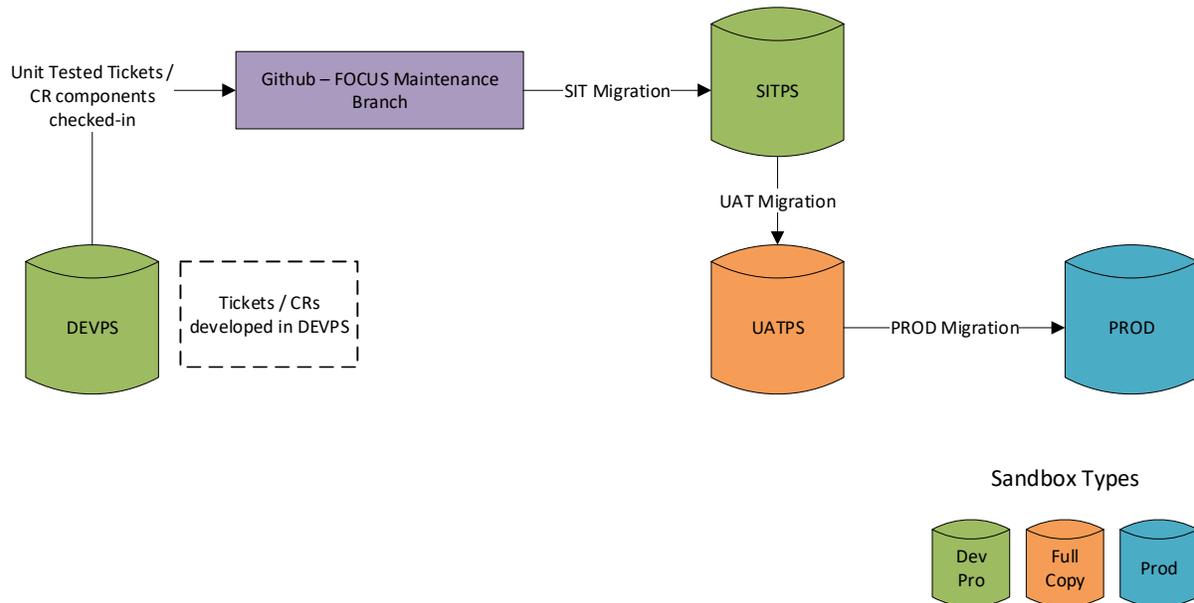
(iii) Phase 3: Release Execution Process

The Release execution process defines the major steps a Release moves through as it is constructed under the SDLC and implemented into the production environment. The Release execution process is defined in Section II, Additional Development Services.

Step	Process Description	Ownership
Sprint Planning	<p>In the Sprint planning phase, the Contractor formally accepts the CRs into the Sprint execution phase. All the clarification sessions and design approach must be completed before Sprint planning day of the Release Execution Phase of a Sprint.</p> <p>CRs with outstanding clarifications may conditionally be accepted into the Sprint with mutual agreement between the Parties. All the outstanding clarification for conditionally accepted CRs must be completed by third business day of the Release Execution Phase of a Sprint.</p>	Joint between the Department and the Contractor Additional Development and Support Services Team
Sprint Build	<p>The Contractor team will build the system based on the agreed upon design approach with Department. Through the build process additional clarification from Department may be needed by the Contractor team. Department will be available to provide clarification on such items on need basis during regular business hours.</p>	The Contractor as Primary, Department as Support
System Test	<p>The Contractor team will test the system based on the agreed upon design approach with Department to confirm the scenarios defined in the user stories.</p>	The Contractor as Primary, Department as Support
UAT	<p>Approved design will be used as source of truth to confirm the acceptance of the stories. The UAT will be executed to confirm scenarios defined in the user story by Department. The Contractor will support ticket resolution for the tickets logged in the UAT phase of a release.</p>	Department as Primary, the Contractor as Support

Exhibit N: Release Migration Process

Below diagram provides a visual of the Release Migration Process during FOCUS Additional Development and Support Services phase.



The Release Migration process supports Production Ticket resolution and Change Request (Additional Development) implementation.

For Production Tickets support, the prioritized Tickets are fixed in the DEVPS sandbox by the Support Services Team. Components with changes for a Ticket are checked-in to GitHub and also attached to a new migration request created in Tracker which in turn is associated to the Ticket. As scheduled deployments occur for higher environments, the deployment process picks up targeted Tickets for migration based on Ticket Status in Tracker and ensures all right components are migrated for these Tickets using the Migration Requests associated to these Tickets. A successful deployment updates the respective indicator on the migration request as a history of the migration and to ensure the same migration request is not picked up by another deployment in the same environment in future such as in case of Ticket Reopens. Tickets that are successfully deployed to and validated in UAT by the Department testers are applied to the Production Deployment following the process as described.

Change Requests (CR) follow a similar Deployment and Validation cycle as do Ticket. CRs are built in the DEVPS sandbox by the Additional Development team. Once successfully unit tested, the components with changes for a CR are checked-in to the FOCUS Maintenance Branch in GitHub and associated to a migration request. Based on the CR status in Tracker, the respective components of CRs are picked up and deployed to System Integration Testing (SIT), User Acceptance Testing (UAT) and Production environments after being successfully validated by different testing team.