

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

THIS TWELFTH AMENDMENT (the "Twelfth 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 requires the below additional services:

1. Extending the time and cost associated with the Additional Support Services to assist the Department in CCWIS Review process.

**WHEREAS**, the Department and the Contractor have mutually agreed to update the Agreement for purposes of Additional Support Services, as mentioned above, and to put in place a Statement of Work to specify these Services.

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

1. Append the Agreement with the included Statement of Work that includes additional terms to govern the Additional Support Services, as mentioned above, which are to be performed in addition to the scope of the Additional Development and Support Services as set forth in the TENTH AMENDMENT.

All other terms and conditions of the Agreement and subsequent amendments remain the same.

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

FOR THE CONTRACTOR



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Authorized Contractor Signatory  
Managing Director  
Deloitte Consulting LLP

FOR THE DEPARTMENT

 4/22/21  
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Josette Manning, Secretary  
Department of Services for Children, Youth and  
Their Families

Date of Signature: 3/25/2021

# Statement of Work

## For the Additional Business Analysis Service and Additional Support Services

### **I. Section 1 Overview**

This TWELFTH AMENDMENT adds Additional Support Services that include assisting the Department from December 26, 2020 through December 31, 2021 to support the identified CCWIS Review related tasks for FOCUS solution. These Additional Support Services will be performed in addition to the Additional Development and Support Services as set forth in the TENTH AMENDMENT.

The scope of this TWELFTH AMENDMENT will cover:

- Additional Support Services to be provided by two FTE resources and three PTE resources to perform the scope of activities to assist the Department in the CCWIS compliance review process for FOCUS solution as covered in Section 2 of this document commencing December 25, 2020 and ending on December 31, 2021.

### **II. Section 2 Additional Support Services for the CONTRACTOR**

#### Additional Support Services Scope

The CONTRACTOR will perform the following activities between December 26, 2020 and December 31, 2021:

- The Additional Support Services to support CCWIS Review process will be performed during five business days per week, except for Deloitte recognized holidays, from December 26, 2020 through December 31, 2021.
- The Additional Support Services will be performed by a US-based team of two full-time analysts and three part-time subject matter experts.
  - The list of the CONTRACTOR recognized holidays will be shared with the DEPARTMENT on a yearly basis as they are confirmed.
- Business Analysis Services include activities such as:
  - Conducting research on specific CCWIS Regulations and sharing findings to assist the Department with interpretation of the regulations and help drive informed actions.
  - Assisting the Department with preparation of CCWIS Review specific documents
  - Reviewing documents prepared and shared by the Department to support CCWIS Review process and providing timely feedback.
  - Assisting the Department with preparing communications/responses to the Children Bureau as it pertains to the CCWIS Review process

- Helping the Department organize the effort to performing CCWIS Review activities and maintaining a timeline of identified actions and goals

**III. Section 3 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 Amendment, the nature and scope of the Services, the expected Resource requirements, and other commitments from the DEPARTMENT, 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, fee, expenses, level of effort or otherwise impact the CONTRACTOR’s performance of the Services, and any adjustments to the Services and/or pricing for such services as a result thereof will require to go through a new amendment. Unless otherwise mentioned, the assumptions as set forth in the TENTH AMENDMENT, where applicable, apply to the scope of services in this TWELFTH AMENDMENT.

**3.1 The DEPARTMENT Staff**

- The DEPARTMENT must provide required training and/or knowledge transfer to the CCWIS Review Support team to adequately perform the required duties within the scope mentioned in Section 2.
- The DEPARTMENT must review and provide feedback in a timely manner on the deliverables created by the CCWIS Review Support team.

**3.2 The CONTRACTOR Personnel**

- There will be one FTE resources and three PTE resources added to the existing contract to provide Additional Support Services from December 26, 2020 through December 31, 2021. Should the level of effort required is more than the standard working hours for one FTE resource, and as indicated in Section 4 Team Resourcing, then the parties will mutually agree if any additional resource is required.
- The CONTRACTOR staff (The CCWIS Review Support team members), will be provided appropriate access to all environments, SharePoint, Tracker and other relevant documents, as required, in order to perform the scope of activities as detailed in Section 2.
- The additional resources for CCWIS Review process will only support activities specific to CCWIS activities and will not provide any support for activities outside of the scope mentioned in Section 2.

**IV. Section 4 Team Resourcing**

The Additional Support Services in the scope of this TWELFTH AMENDMENT will be performed by one FTE and three PTE resources as provided in the table below.

Role	Location	Full/Part Time (FT/PT)	Hours of Service
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Subject Matter Expert 1	US (Remote)	PT	• 1 hour per week from December 26, 2020 to March 31, 2021
Subject Matter Expert 2	US (Remote)	PT	• 5 hours per week from December 26, 2020 to March 31, 2021
Subject Matter Expert 3	US (Remote)	PT	• 10 hours per week from December 26, 2020 to March 31, 2021
Analyst 1	US (Remote)	FT	• 45 hours per week from December 26, 2020 to March 31, 2021
Analyst 2	US (Remote)	FT	• 45 hours per week from December 26, 2020 to March 31, 2021

**Table 2**

**V. Section 5 Pricing**

The CONTRACTOR fixed fee to provide the in-scope Additional Business Analysis Services as specified herein is set out below for the duration of December 26, 2020 through March 31, 2021.

<b>Scope of Services</b>	<b>Pricing</b>
Additional Support Services for CCWIS review	\$130,000
<b>TOTAL:</b>	<b>\$130,000</b>

**Table 3**

The CONTRACTOR fixed fee to provide the in-scope Additional Support Services for CCWIS Review process will be \$130,000. The Additional Support Services will be invoiced to the Department on a monthly basis at the rate of \$43,333.33 per month for three months.

The DEPARTMENT shall continue to request the Additional Support Service for CCWIS review beyond March 31<sup>st</sup>, 2021 at the rate of \$43,333.33 per month. In order to continue the services The CONTRACTOR would require 10 business days notice period to lock in the resources for the subsequent month(s).