

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

THIS THIRTEENTH AMENDMENT (the "Thirteenth 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. Additional analysis and support services to assist the Department with Data Quality initiative in alignment with the CCWIS data quality requirements,
2. Additional development and support services to implement efficiency-oriented Dashboards in FOCUS Application specific to programs and to extend the support to the Department reporting team with development of reports using Salesforce reporting tools, and
3. Additional development services to implement efficiency enhancements for MuleSoft.

WHEREAS, the Department and the Contractor have mutually agreed to update the Agreement for purposes of additional development and support services, as mentioned above, and to put in place a Statement of Work (SOW) 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 development and 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 and subsequent amendments.

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

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

FOR THE CONTRACTOR



Authorized Contractor Signatory
Managing Director
Deloitte Consulting, LLP

FOR THE DEPARTMENT

Josette Manning 7/28/21

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

Date of Signature: 7/20/2021

Statement of Work for the Additional Development and Support Services

I. Overview

This Thirteenth Amendment adds additional development and support services that include supporting the Department with Data Quality initiative, development of Program Area specific efficiency dashboards within FOCUS Application, and implementation of efficiency enhancements for MuleSoft. The duration of the Thirteenth Amendment will span 52 weeks (1 year) commencing on August 1, 2021 and continue through July 31, 2022. The scope of services in the Thirteenth Amendment is additive to the additional development and support services as set forth in the Tenth Amendment and subsequent amendments.

The scope of this Thirteenth Amendment will cover:

- Additional development and support services 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. Additional Development and Support Services for the Contractor

The Contractor will perform the following activities, using the fixed capacity of the resources identified herein, between August 1, 2021 and July 31, 2022:

1. The Contractor will perform the following activities for the **Data Quality** initiative:
 - Coordinate with the Department in identifying data quality issues in FOCUS Application that are reported through application usage, generation of various reports and from other sources such as tickets on data conversion, and building a backlog of data cleanup items in a priority order as determined by the Department.
 - Work with the Department to categorize the data cleanup items into what can be cleaned through cleanup scripts (to be created by the Contractor team) and what can be cleaned through manual effort (to be performed by the Department).
 - Coordinate with the Department in performing the actual data cleanup activities either through scripts or through manual cleanup effort.
 - Coordinate with the Department to identify and implement system enhancements to prevent or reduce the occurrences of the identified data quality issues as applicable.
 - Coordinate with the Department to develop and employ strategies for the Department to be able to monitor the identified areas in FOCUS for post-cleanup recurrences of data issues, such as through creation of reports, and take corrective actions as needed.
 - Work with the Department to agree on a cadence of activities and processes to support the Data Quality Initiative during the duration of the Thirteenth Amendment.

- Project Tracker tool (hereinafter called “Tracker”) will be used as the tool to document, track and manage all identified FOCUS related data issues in the form of tickets through the ticket lifecycle.

2. The Contractor will perform the following activities for implementation of FOCUS **Dashboards and extended reporting support:**

- Coordinate with Business to identify and implement Application Dashboards consisting of Charts/Graphs/Timelines aligned to Program Areas to help staff and leadership track relevant Key Performance Indicators (KPIs) as part of their daily work in FOCUS to help serve children and families better.
- Support the Department with generating complex reports using Salesforce reporting tools and aid the Department Reporting Team with knowledge transition about Salesforce reporting capabilities.

Below are additional details to support the scope of services for items 1 and 2 above:

- The scope of services for Data Quality initiative and Reporting related services as covered above will be provided by one full-time Salesforce Reporting resource, two full-time offshore Salesforce developers, and one full-time offshore tester over one year covering the duration of this Amendment.
- Given the fixed team in place for the Data Quality initiative and Reporting related services as covered above, the Contractor team will be responsible to deliver only the scope of services that can be accommodated across 8 Sprints of 6 weeks each and for 120 user story points each over the duration of this Thirteenth Amendment.
- The scope of work to be performed by the Contractor team in each Sprint will include the below:
 - Requirements clarification and finalization with the Department Product Owners and Subject Matter Experts (SMEs) for the proposed backlog items to be addressed as part of the sprint,
 - Estimation of the finalized requirements,
 - Development,
 - System testing,
 - UAT support, and
 - Code promotions.
- The below durations and milestones will apply to each Sprint:
 - Each 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:
 - **Product Backlog:** The Contractor Team will coordinate with the Department to build a backlog of data quality items and Application dashboards in an order of priority as determined by the Department that will include details on the specific data quality item as well as the reports to be developed for a given dashboard.
 - **Sprint Design Sessions:** Each Sprint will have four weeks for clarification and design finalization before the Sprint Backlog is finalized for 120 user story points and Sprint Development starts.

- The Contractor will collaborate with the Department Product Owners to schedule and facilitate requirements clarification and finalization sessions for the backlog items being prioritized in the next Sprint.
 - The Department Product Owners will be responsible to identify SME(s) and ensure their availability and attendance for requirements clarification and finalization sessions.
 - The Contractor will produce meeting minutes from the requirements clarification and finalization sessions to include all finalized business rules and action items on respective parties.
 - The Contractor will produce updated design documents to reflect the agreed upon requirements for a given backlog item. The updated design will include a consolidated list of all business rules from the requirements shared by the Department as well as the meeting minutes from the Clarification
 - The updated Design Documents will be reviewed and approved by the Department within five business days from submission by the Contractor.
 - **Sprint Development:** Following four weeks of requirements finalization and acceptance of the Sprint Backlog, each Sprint will have four weeks of development and system testing by the Contractor team to make the finalized sprint backlog items 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 delivered items in UAT environment and provide sign off based on the approved design documents.
 - The Department Product Owners will be responsible to identify testers and ensure their availability to execute UAT within the specified timelines.
- “Attachment 1: Amendment 13 Proposed Timelines” provides the high-level schedule of the development Sprints as covered above in Section II.
3. The Contractor will perform the following activities between August 1, 2021 and January 31, 2022 (six months) for the scope of Services for **Implementation of MuleSoft**
- Technical Enhancements:**
- Implement and deploy the technical efficiency enhancements for MuleSoft as recommended by the outcome of the MuleSoft Assessment conducted by DTI and a third-party vendor which include the below items:
 - Encrypt Property values using Credential Vault / MuleSoft Secrets
 - Mask PII and any other sensitive data stored as part of MuleSoft logs over a temporary duration

- Improve Code versioning and overall Release Management as recommended by the assessment report
- Implement Maven and Implement continuous integration / continuous delivery framework
- The scope of services for MuleSoft Technical Enhancements as covered above will be provided by and subject to the capacity of one full-time offshore MuleSoft technical resource over six months duration.
- The scope of work to be performed by the Contractor include the below:
 - Accomplishing the development and/or configuration change as it relates to the identified MuleSoft technical enhancements
 - System testing, and
 - Code promotions.
- The Department will validate and provide signoff on the delivered functionality in UAT before the changes are applied to Production.
- “Attachment 1: Amendment 13 Proposed Timelines” provides the high-level schedule of the development Sprints as covered above in Section II.

For the Contractor to perform the scope of services as covered in items 1, 2 and 3 above, the Department will:

- Coordinate with the Contractor to develop and maintain the Backlog of Data Quality items, Application Dashboards, and other reports in an order of priority as determined by the Department
- Ensure the availability of the Product Owners and Subject Matter Experts to attend Clarification and Design sessions and to execute UAT in accordance with the agreed upon schedules as outlined in “Attachment 1 - Amendment 13 Proposed Timelines”.

III. Assumptions

The following is a list of some of the additional assumptions and expectations that, together with the information provided to the Contractor as of the date of this Thirteenth 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. Unless otherwise mentioned, the assumptions as set forth in the Tenth Amendment, where applicable, apply to the scope of services in this Thirteenth Amendment.

4.1 Project Management

- The Department Project Management will have the overall responsibility and authority for driving all decisions, reviewing and approving all deliverables, facilitating discussion and

communication among the Parties as needed, and securing any required Department or third-party resources as it pertains to the scope of Services covered in Section II above.

- Management of activities in the scope of services, as covered in Section II above, will be shared responsibility between the Department and the Contractor.
- 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 Thirteenth Amendment.
- The Department and the Contractor will finalize the schedule for the activities involved in the scope of services as covered in Section II, inclusive of meetings, draft Deliverable target dates, review cycles, and sign-off milestones in advance of the beginning the activities for the scope of services covered in Section II.
- The Department will be responsible for identifying additional state resources outside of the Department for meeting attendance, and participation as necessary.
- 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 Thirteenth 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 Thirteenth 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.
- 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 Thirteenth 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.

4.2 The Department Staff

- The Department will be responsible for availability of subject matter specialists and product owners to attend meetings and to execute UAT in accordance with “Attachment 1 - Amendment 13 Timelines”.
- 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 this Amendment to address the highest valued items earliest in the Sprints.
- The Department must provide timely approval to all deployment requests prior to any deployments to Production environment when necessary.

4.3 The Contractor Personnel

- The scope of Deployment services as covered in Section II above will be provided by U.S. and U.S. India resource for the duration of this Amendment.
- The CONTRACTOR staff, including offshore resources, will be provided appropriate access to all environments in order to conduct development and deployment activities.
- The CONTRACTOR staff including offshore resources 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 Licensing

- The Department will be responsible for the procurement of the relevant licenses (such as Additional Salesforce Einstein license, and new Tableau licenses) for all types of users as well as the infrastructure components required to support the scope of services in this Thirteenth Amendment.
- The Department will continue to provide licenses and support for all the required software listed in this Thirteenth Amendment throughout the duration of the Agreement and as needed in connection with this Thirteenth 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.

4.5 Change Management and Ongoing Training

- The Department will be responsible for change management and training the end users in relation to the scope of services in this Thirteenth Amendment.

IV. Team Resourcing

The services in the scope of this Thirteenth Amendment, as covered above in Section II, will be performed by the below resources over the duration of the Amendment:

- 1 Full-time Salesforce Reporting Lead (for 12 months from August 1, 2021 to July 31, 2022)
- 2 Full-time Offshore Salesforce Developers (for 12 months from August 1, 2021 to July 31, 2022)
- 1 Full-time Offshore Tester (for 12 months from August 1, 2021 to July 31, 2022)
- 1 Full-time Offshore MuleSoft Developer (From August 1, 2021 to January 31, 2022)

V. Pricing

The Contractor fixed fee to provide the services specified in Section II is \$499,000. Contractor will invoice for and the Department will pay Contractor \$ 41,583.33 per month, starting August 31, 2021 and completing on July 31, 2022.

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Exhibits

The Updated Agreement Exhibits for purposes of the Thirteenth Amendment are detailed below and set out in their order of precedence as follows:

Exhibit A: High Level Timeline for the scope of services in the Thirteenth Amendment

Exhibit B: Software List for the scope of the Thirteenth Amendment's services

Exhibit A – High Level Timelines

“Attachment 1 – Amendment 13 Proposed Timelines” provides the high-level schedule for the delivery of Additional Development and Support Services in the scope of this Thirteenth Amendment.

Exhibit B: Software List

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

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 Plus (Analytics & Reporting)	Salesforce
Tableau Creator (Analytics & Reporting)	Salesforce
Tableau Server (Analytics & Reporting)	Salesforce
Tableau Training – ELearning: Creator (Analytics & Reporting)	Salesforce
Salesforce Community (for Intake 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.