

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

THIS FOURTEENTH AMENDMENT (the "Fourteenth 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 Development Services to implement a set of nine new efficiency enhancements in the areas of FOCUS application, MuleSoft and the Code Deployment process,
2. Additional Business Analysis Services to support the Department in creation of User Stories and other related services during implementation of the approved efficiency enhancements,
3. Additional Development Services to implement an enhancement for the Office of Child Care Licensing to support licensing Youth Camps, and
4. Additional Support Services to support CCWIS compliance related items.

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 of the Agreement.

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

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

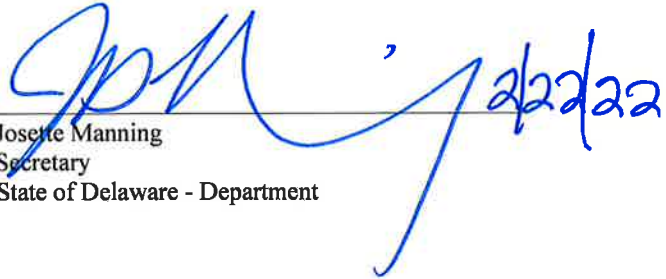
FOR THE CONTRACTOR



Authorized Contractor Signatory
Managing Director
Deloitte Consulting, LLP

Date of Signature: 02/18/2022

FOR THE DEPARTMENT



Joseette Manning
Secretary
State of Delaware - Department

Statement of Work

for the Additional Development and Support Services

I. Overview

This Fourteenth Amendment adds additional development for a set of nine efficiency initiatives that have been identified to be implemented over a duration of two years from February 01, 2022 to January 31, 2024 in the areas of FOCUS application, MuleSoft and Code Deployment process as listed below:

- Implementation of a new DFS Foster Care Inquiry and Application Portal,
- Upgrade of all FOCUS MuleSoft Applications that are on MuleSoft Version 3 to MuleSoft Version 4,
- Extension of External Provider Portal implemented as part of the Tenth Amendment,
- Extension of Salesforce Mobile App implemented as part of the Tenth Amendment,
- Integration with NEICE,
- Implementation of a new Batch Jobs Dashboard in FOCUS application,
- Integration of GovConnect Communication Hub, a Deloitte accelerator to enhance messaging capabilities, within FOCUS application,
- Implementation of a new user feedback form within FOCUS application, and
- Deployment Process Automation and Enhancement.

This amendment also adds additional business analysis services to support the Department in implementation of the efficiency initiatives, as mentioned above, over a duration of two years from February 01, 2022 to January 31, 2024 and includes user story creation and related support services to cover the duration of the implementation of the above-mentioned efficiency initiatives.

In addition, this amendment adds additional development services that will occur between February 01, 2022 and May 31, 2022, to implement an enhancement for the Office of Child Care Licensing (OCCL) to support licensing Youth Camps.

This amendment also adds additional support services that will occur between February 01, 2022 and June 30, 2022, to support CCWIS (Comprehensive Child Welfare Information System) compliance related items as detailed in Section II.

The overall duration of the Fourteenth Amendment will span 24 months commencing on February 1, 2022 and continuing through January 31, 2024. The scope of services in the Fourteenth Amendment is additive to the additional development and support services as set forth in the Tenth Amendment and subsequent amendments.

The scope of this Fourteenth Amendment will cover:

- Additional Development and Support Services as set out in Section II of this document,
- Related Assumptions as set out in Section III of this document,
- Resourcing as set out in Section IV of this document, and
- Pricing as set out in Section V of this document.

II. Additional Development and Support Services for the Contractor

Additional Development Services Scope

The Contractor will implement the below list of nine Efficiency Initiatives between February 1, 2022 and January 31, 2024:

1. **Implementation of a new DFS Foster Care Inquiry and Application Portal**
 - Description of the initiative and expected outcomes:
 - i. This initiative is to implement a new self-service portal that will allow citizens and families of the State of Delaware to apply online to become a foster care provider.
 - ii. This portal will help streamline the process and centralize the data collection for individuals and families inquiring about and completing the application process related to becoming a foster care parent.
 - iii. The portal will support families and individuals interested in either becoming State Foster Parents or registering with one of the Private Agencies.
 - iv. The portal will support Private Agencies, Training Contractors and Home Assessment Contractors in directly entering data into the portal as part of the foster care application process.
 - v. The expected benefits of this implementation include:
 - Streamlined foster care application process,
 - Centralized data collection and maintenance, including collection of documentation,
 - Automated communication between Department, supporting contractors and foster care applicants, and
 - Overall gain in efficiencies for Foster Care Coordinators by eliminating current manual and paper-based practices to support a more streamlined and digitalized foster care application process.
 - High level business functions to be implemented in the scope of this initiative include:
 - i. Self-registration on the portal by foster care applicants and other types of users, such as Private Agencies, Training Contractors and Home Assessment Contractors, involved in the foster care application process,
 - ii. Online Inquiry and Orientation Scheduling by foster care applicants,
 - iii. Completely digitalized process to support the foster care applicants, supporting contractors and Department staff with functions such as online

Application packet download, online Application completion, document upload including finger-printing background results, Training schedule maintenance, scheduling of Training sessions and Home Assessment, Training attendance tracking, Agreement review and e-sign, and license renewals.

- iv. Private agencies can enter and maintain data for newly licensed providers and perform license renewals for existing providers.
- v. Supporting contractors can enter and update data related to Training and Home Assessment.
- The scope for the implementation of this initiative will include enabling of up to 30 screens on Salesforce Community platform to support the business functions called out above and integration with existing FOCUS provider module.
- The scope of services to be provided by the Contractor as part of this implementation include:
 - i. User Story clarification and design finalization with the Department Product Owners and Subject Matter Experts (SMEs),
 - ii. Development,
 - iii. System testing,
 - iv. User Acceptance Testing (UAT) support and
 - v. Code promotions.
- The below list of activities includes items where the Department engagement and participation is expected:
 - i. User Story Creation:
 - The Department will provide detailed User Stories for the business requirements that 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) 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.
 - ii. User Story Clarification and Design Sessions:
 - The Contractor will collaborate with the Department Product Owners to schedule and facilitate User Story clarification and design sessions for the User Stories to be prioritized in a development sprint.
 - The Department will be responsible to identify any Subject Matter Experts (SMEs) and ensure their attendance for clarification and design sessions.
 - 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.
 - 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 in a sprint and should be used for reference in future by both teams.

iii. UAT Execution:

- The Department will execute UAT and provide signoff in accordance with the agreed upon High-Level schedules.
- The Department will identify business testers and ensure their participation in sprint level UAT activities as well as the overall UAT in accordance with the agreed upon High-Level schedules.

iv. Change Management and User Training

- The Department will be responsible for all activities associated with change management and training the end users.

2. Upgrade FOCUS MuleSoft Applications from MuleSoft Version 3 to MuleSoft Version 4

- Description of the initiative and expected outcomes:
 - i. This initiative includes upgrading FOCUS MuleSoft Applications and the included Interfaces that are currently implemented on MuleSoft Version 3 to the latest MuleSoft Version 4.
 - ii. This initiative is expected to result in the below benefits:
 1. Avoiding any platform specific issues that may affect FOCUS interfaces that are on Version 3.9 after the extended support by MuleSoft for Version 3.9 ends in March 2024,
 2. Improved application development, configuration and management supported by MuleSoft Version 4,
 3. Simplified Event Processing and Messaging in MuleSoft Version 4,
 4. More integrated and configurable error handling mechanisms in MuleSoft Version 4,
 5. Ability to better meet State and Department policy and recommendation on data security & best practices using enhanced features in MuleSoft Version 4, and
 6. More flexibility to the Department to support ad-hoc reporting and other interface needs that are identified to be implemented using MuleSoft.
- High level business functions to be implemented in the scope of this initiative include:
 - i. All current interfaces on MuleSoft Version 3.9 will be implemented in MuleSoft Version 4 retaining the current business functionality. No change in business functionality is expected as part of the scope of this work.
- The scope for this initiative will include migration of the ten FOCUS MuleSoft Applications currently on Version 3 to MuleSoft Version 4. The list of the ten FOCUS MuleSoft Applications and the included interfaces is provided as an attachment to this amendment. Any decommissioned interfaces that were initially implemented on MuleSoft Version 3 will not be in the scope of this amendment.

- The scope of services to be provided by the Contractor as part of this implementation include:
 - i. User Story clarification and design finalization with the Department Product Owners and Subject Matter Experts (SMEs),
 - ii. Development,
 - iii. System testing,
 - iv. UAT support and
 - v. Code promotions.
- The below list of activities includes items where the Department engagement and participation is expected:
 - i. User Story Creation:
 - 1. Existing User Stories created during implementation phase will be leveraged for the Interfaces in the scope of this implementation and the Department is not expected to create new User Stories.
 - 2. The Department will provide support in revalidating the existing User Stories for the Interfaces in the scope of this implementation and making updates as required, including addition of UAT scripts within the User Story template.
 - ii. User Story Clarification and Design Sessions:
 - 1. The Contractor will collaborate with the Department Product Owners to schedule and facilitate User Story clarification and design sessions for the User Stories to be prioritized in a development sprint.
 - 2. The Department will be responsible to identify any Subject Matter Experts (SMEs) and ensure their attendance for clarification and design sessions.
 - 3. The Department will 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.
 - 4. 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 in a sprint and should be used for references in future by both teams.
 - iii. UAT Execution:
 - 1. The Department will execute UAT and provide signoff in accordance with the agreed upon High-Level schedules.
 - 2. The Department will identify business testers and ensure their participation in sprint level UAT activities as well as the overall UAT in accordance with the agreed upon High-Level schedules.
 - 3. The Department will engage partner agencies and ensure their participation to help validate connectivity as well as overall business functionality of the exchanges with the partner agencies as part of UAT execution in accordance with the agreed upon High-Level schedules.

4. The Delaware Department of Technology and Information (DTI) and Management Information Systems (MIS) teams will support with timely Architecture Review Board (ARB) approvals and setup of technical components and resolution of issues on the State side related to establishing connections with State resources such as items related to DTI Firewall, State Secure File Transfer Protocol (SFTP) servers etc. The Contractor will give DTI and MIS at least thirty (30) days written notice of when the above-referenced work will need to be performed.

3. Extension of External Provider Portal implemented as part the Tenth Amendment

- Description of the initiative and expected outcomes:
 - i. This initiative includes implementation of the additional scope of work identified for DFS (Division of Family Services) as part of the Tenth Amendment to implement an External Provider Portal to either migrate select external provider users from FOCUS solution to the external portal or to grant access to new external provider users so they can perform specific FOCUS related activities.
 - ii. This initiative is expected to result in:
 - Realized savings in terms of reducing regular Salesforce licensing costs per year for provider users who are either currently setup as users in the FOCUS application or would have been created as users in the FOCUS application in the future.
 - Removing access for non-Department users from the core FOCUS application and confining their access to limited functionality and related data they need by migrating these users to the external portal.
- High level business functions to be implemented in the scope of this implementation include:
 - i. Migrating additional existing provider and contractor users to, and enabling supported business functions on, the External Provider Portal identified as an additional scope to the work performed as part of the Tenth Amendment, and
 - ii. Enabling new provider users and implementing the related business functions identified as additional scope to the work performed as part of the Tenth Amendment.
- The scope for this initiative will include enabling of up to 50 existing or new screens on Salesforce Community platform to support the business functions called out above and integration with existing FOCUS functionality.
- The scope of services to be provided by the Contractor as part of this implementation include:
 - i. User Story clarification and design finalization with the Department Product Owners and Subject Matter Experts (SMEs),
 - ii. Development,
 - iii. System testing,

- iv. UAT support and
- v. Code promotions.
- The below list of activities includes items where the Department engagement and participation is expected:
 - i. User Story Creation:
 - The Department will provide detailed User Stories for the business requirements that 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) 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.
 - ii. User Story Clarification and Design Sessions:
 - The Contractor will collaborate with the Department Product Owners to schedule and facilitate User Story clarification and design sessions for the User Stories to be prioritized in a development sprint.
 - The Department Product Owners will be responsible to identify any Subject Matter Experts (SMEs) and ensure their attendance for clarification and design sessions.
 - 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.
 - 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 in a sprint and should be used for references in future by both teams.
 - iii. UAT Execution:
 - The Department will execute UAT and provide signoff in accordance with the agreed upon High-Level schedules.
 - The Department will identify business testers and ensure their participation in sprint level UAT activities as well as the overall UAT in accordance with the agreed upon High-Level schedules.
 - iv. Change Management and User Training
 - The Department will be responsible for all activities associated with change management and training the end users.

4. Extension of Salesforce Mobile App Initiative implemented as part of the Tenth Amendment

- Description of the initiative and expected outcomes:
 - i. This initiative includes implementation of the additional scope of work identified as part of the Tenth Amendment to enable fieldwork specific

FOCUS functionality on Salesforce 1 Mobile App, to support Department caseworkers working in the field.

- ii. The mobile devices in the scope of this amendment are the Department issued iPhones to FOCUS users running the latest DTI-approved version of iOS.
- iii. This initiative is expected to result in the below benefits:
 - Case workers get access to the information they need and when they need it via their Department issued mobile devices,
 - Case workers can do more while in the field with access to extended functionality on their mobile devices,
 - Ability to enter and update data through mobile devices eliminates or reduces duplicate data entry efforts.
 - User-friendly features such as voice to text and phone camera make workers more effective in the field and more productive overall.
- High level business functions to be implemented in the scope of this implementation include:
 - i. Enable up to 20 existing FOCUS Events identified for DFS on Mobile App with specific functionality required to support field work.
 - ii. Enable up to 20 existing FOCUS Events identified for other divisions on Mobile App with specific functionality required to support field work.
- The scope of services to be provided by the Contractor as part of this implementation include:
 - i. Design finalization with the Department Product Owners and Subject Matter Experts (SMEs),
 - ii. Development,
 - iii. System testing,
 - iv. UAT support and
 - v. Code promotions.
- The below list of activities includes items where the Department engagement and participation is expected:
 - i. Design Sessions:
 - The Department will identify and provide the list of events and associated functions to be enabled on mobile devices.
 - The Contractor will collaborate with the Department Product Owners to schedule design sessions for the events prioritized in a development sprint.
 - The Department will be responsible to identify any Subject Matter Experts (SMEs) and ensure their attendance for design sessions.
 - ii. UAT Execution:
 - The Department will execute UAT and provide signoff in accordance with the agreed upon High-Level schedules.
 - The Department will identify business testers and ensure their participation in sprint level UAT activities as well as the overall UAT in accordance with the agreed upon High-Level schedules.

iii. Change Management and User Training

- The Department will be responsible for all activities associated with change management and training the end users.

5. Integration with NEICE

- Description of the initiative and expected outcomes:
 - i. Integrate FOCUS with NEICE (National Electronic Interstate Compact Enterprise), which is a national electronic system for quickly and securely exchanging the data and documents required by the Interstate Compact on the Placement of Children (ICPC) to place children across state lines.
 - ii. The expected benefits of this implementation include:
 - Data exchange for timely and efficient Interstate Placement of children in foster care or adoptive settings,
 - Child welfare workers can communicate and provide timely updates to courts, relevant private service providers, and families, and
 - Reduction in paperwork and faster decision making.
- High level business functions to be implemented in the scope of this implementation include:
 - i. Development of a new Extract interface file to send to NEICE and development of another interface to load any response received from NEICE, and
 - ii. Enhancement of related FOCUS application functionality to enable integration with NEICE.
- The scope of services to be provided by the Contractor as part of this implementation include:
 - i. User Story clarification and design finalization with the Department Product Owners and Subject Matter Experts (SMEs),
 - ii. Development,
 - iii. System testing,
 - iv. UAT support and
 - v. Code promotions.
- The below list of activities includes items where the Department engagement and participation is expected:
 - i. User Story Creation:
 - The Contractor will collaborate with the Department to develop detailed User Stories for the business requirements that will include the targeted UAT scripts within the User Story template.
 - The detailed User Stories will be made available to the Contractor Design Team six weeks prior to the sprint development start date (or two weeks prior to the sprint clarification and design start date) 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.
 - ii. User Story Clarification and Design Sessions:

- The Contractor will collaborate with the Department Product Owners to schedule and facilitate user story clarification and design sessions for the user stories to be prioritized in a development sprint.
- The Department Product Owners will be responsible to identify any Subject Matter Experts (SMEs) and ensure their attendance for clarification and design sessions.
- 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.
- 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 in a sprint and should be used for references in future by both teams.

iii. UAT Execution:

- The Department will execute UAT and provide signoff in accordance with the agreed upon High-Level schedules.
- The Department will identify business testers and ensure their participation in sprint level UAT activities as well as the overall UAT in accordance with the agreed upon High-Level schedules.
- The Department will help engage partner agency and ensure their participation to help validate connectivity as well as overall business functionality of the exchanges with the partner agency as part of UAT execution in accordance with the agreed upon High-Level schedules.

iv. Change Management and User Training

- The Department will be responsible for all activities associated with change management and training the end users.

6. Implementation of a new Dashboard for Salesforce Batch Jobs

- Description of the initiative and expected outcomes:
 - i. Development of a user-friendly Dashboard within FOCUS application to monitor scheduled & unscheduled Salesforce jobs in a centralized fashion and take corrective actions for job failures to improve overall data quality.
 - ii. The expected benefits of this implementation include:
 - Easy monitoring of batch jobs,
 - Centralized tracking of job execution, job success and job failures,
 - Centralized error logging,
 - Automated notifications by the system to related technical and business personnel, and
 - Identification and execution of corrective measures in a timely manner.
- High level business functions to be implemented in the scope of this implementation include:

- i. Application Dashboard that tracks the status of daily batch job executions
 - ii. History of executions of a given batch job
 - iii. Details on eligible records that are processed, successful and failures
 - iv. Details on job failures or business errors at the record level
 - v. Automated notification to respective personnel depending on the batch job and nature of failure
- The scope of development of this Batch Jobs Dashboard is development of a set of up to 6 screens to track the below items for all existing Salesforce Batch jobs:
 - i. Track all existing Batch jobs as a consolidated list under FOCUS application,
 - ii. Track each execution and overall status for a given batch job along with number of records processed, number of records successful and number of records failed for the execution,
 - iii. Generate error logs identifying technical errors or data errors that are encountered as part of a batch job execution, and
 - iv. Send automated notifications to respective business and technical personnel in case of a failure.
- The scope of services to be provided by the Contractor as part of this implementation include:
 - i. Design finalization with the Department Product Owners and Subject Matter Experts (SMEs),
 - ii. Development,
 - iii. System testing,
 - iv. UAT support and
 - v. Code promotions.
- The below list of activities includes items where the Department engagement and participation is expected:
 - i. Design Finalization:
 - The Contractor will collaborate with the Department Product Owners to schedule and facilitate design finalization sessions.
 - ii. UAT Execution:
 - 1. The Department will participate in UAT and provide signoff in accordance with the agreed upon High-Level schedules.
 - 2. The Department will identify business testers and ensure their participation in UAT activities.
 - iii. Change Management and User Training
 - The Department will be responsible for all activities associated with change management and training the end users.

7. Integration of GovConnect Communication Hub, a Deloitte accelerator to enhance messaging capabilities of FOCUS solution

- Description of the initiative and expected outcomes:
 - i. Integrate GovConnect Communication Hub, a Deloitte accelerator for Salesforce solutions, into FOCUS application to enhance messaging and notification capabilities.

- ii. The expected benefits of this implementation include:
 - Timely and enhanced communication from within FOCUS, generated manually or by the system,
 - Communication via multiple channels such as email, in-app message (Chatter), or text, and
 - Use of pre-saved message templates.
- High level business functions to be implemented in the scope of this implementation include:
 - i. Integration of the accelerator in FOCUS.
 - ii. Enabling of manual notification functions across FOCUS as identified by business
 - iii. Configuration of the tool for automated messaging as part of the identified business functions.
- The accelerator uses Twilio as the third-party messaging service provider to enable mobile messaging. The Department or DTI, as applicable, will be responsible to procure necessary Twilio licenses to support this initiative.
- The scope of services to be provided by the Contractor as part of this implementation include:
 - i. Design finalization with the Department Product Owners and Subject Matter Experts (SMEs),
 - ii. Development,
 - iii. System testing,
 - iv. UAT support and
 - v. Code promotions.
- The below list of activities includes items where the Department engagement and participation is expected:
 - i. Design Finalization:
 - The Contractor will collaborate with the Department Product Owners to schedule and facilitate design finalization sessions to identify specific functions where Communication Hub can be leveraged.
 - ii. UAT Execution:
 - 1. The Department will participate in UAT and provide signoff in accordance with the agreed upon High-Level schedules.
 - 2. The Department will identify business testers and ensure their participation in UAT activities.

8. Deployment Process Enhancement

- Description of the initiative and expected outcomes:
 - i. Enhance current FOCUS Application deployment process to make it automated to the extent practical with current tools and infrastructure in place. Refine current processes that support code versioning, Release Management, and overall tracking and reporting.
 - ii. The expected benefits of this implementation include, faster Development and Deployment, Improved code versioning, Improved Error handling and

Improved performance, Improved tracking of deployment status and errors.

- The scope of services to be provided by the Contractor as part of this implementation include:
 - i. Streamlining current Deployment process,
 - ii. Development of Automation scripts for applicable Deployment steps,
 - iii. Improvement of Code Versioning,
 - iv. Automated Notifications to stakeholders,
 - v. Deployment dashboard within Salesforce to track all deployments centrally, and
 - vi. Providing the Department with necessary understanding of the overall updated deployment process by conducting knowledge transition sessions and providing the documentation on the updated deployment process.
- The below list of activities includes items where the Department engagement and participation is expected:
 - i. There is no UAT Execution identified on the Department's part for this initiative because all deployments across all environments are currently performed by the Contractor team. The overall signoff for this initiative will be completed through a demonstration of the updated deployment process by the Contractor and completion of the transition activities and supporting documentation as mentioned above.

9. Implementation of User Feedback Form in FOCUS

- Description of the initiative and expected outcomes:
 - i. Develop and enable a Feedback Form within FOCUS application that will extend a user-friendly platform to FOCUS users and that will help collect issues, concerns, feedback, and ideas directly from the users.
 - ii. Users can see the various issues logged by other users, add to the details if needed through comments, and upvote an idea to push up in priority.
 - iii. The expected benefits of this implementation include:
 - Direct feedback can be collected from users using a highly intuitive user-friendly platform, and
 - Helps identify, prioritize and meet individual division needs better in terms of issues, changes and enhancements to prioritize.
- High level business functions to be implemented in the scope of this implementation include:
 - i. An Application form accessible to FOCUS users globally to document issues, concerns, feedback etc. while they are working in FOCUS,
 - ii. Ability to upvote an idea or issue,
 - iii. Ability to add additional details through comments, and
 - iv. Track estimated timelines and status of implementation and resolution for an idea or issue as updated by FOCUS liaisons.
- The scope of services to be provided by the Contractor as part of this implementation include:

- i. Design finalization with the Department Product Owners and Subject Matter Experts (SMEs),
 - ii. Development,
 - iii. System testing,
 - iv. UAT support and
 - v. Code promotions.
- The below list of activities includes items where the Department engagement and participation is expected:
 - i. Design Finalization:
 - The Contractor will collaborate with the Department Product Owners to schedule and facilitate design finalization sessions.
 - ii. UAT Execution:
 - The Department will participate in UAT and provide signoff in accordance with the agreed upon High-Level schedules.
 - The Department will identify business testers and ensure their participation in UAT activities.
 - iii. Change Management and User Training
 - The Department will be responsible for all activities associated with change management and training the end users.

Additional Business Analysis Services Scope

The CONTARCTOR will perform the following activities between February 01, 2022 and January 31, 2024:

- Conduct Business Analysis activities during five business days per week, except for Deloitte recognized holidays, from February 01, 2022 to January 31, 2024 in support of the applicable efficiency initiatives as mentioned above.
 - The Business Analysis activities will be performed by a US-based (On-site) resource.
 - 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:
 - Working with Division Product Owners and identified Subject Matter Experts to create and update User Stories based on inputs from the Department,
 - Supporting Design Team to translate User Stories into Design Documents,
 - Documenting Meeting Minutes from the meetings conducted with the Department,
 - Uploading and maintaining User Stories and Design Documents on Project SharePoint,
 - Assist with testing activities as needed,
 - Sending communications as needed to Department users, and
 - Work with Division Product Owners and identified Subject Matter Experts to create and update training documents.

Additional Development Services to implement licensing for Youth Camps by OCCL

The Contractor will implement the below Change Request in FOCUS application for OCCL between February 01, 2022 and May 31, 2022:

- Change Request ID: CR-1072
- Change Request Title: New OCCL licensing for Youth Camps beginning in 2022
- Change Request Description: OCCL needs to start licensing Youth Camps beginning in 2022 and needs FOCUS application to be enhanced to support documentation and tracking of the same.
- Initial Level of Effort: A high-level effort to deliver and deploy the Change Request is estimated at 24 user story points based on the initial requirements uploaded on the Project Tracker tool under the Change Request.
- The underlying assumptions to support the above-mentioned estimation are documented under the Change Request on the Project Tracker tool. This user story points estimation is subject to be adjusted, upon mutual agreement between the Department, OCCL and Contractor, if the detailed design sessions conducted with OCCL subject matter experts determine the underlying assumptions are no longer fully or partially applicable, or the final scope of the work varies from the scope estimated initially.. The difference between the actual user story points and the initial estimate will be addressed as outlined in Section V below.
- The Scope of Work to be performed by the Contractor for the implementation of this Change Request will include the below:
 - User Story clarification and design finalization with OCCL Subject Matter Experts (SMEs),
 - Re-estimation of the finalized 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.
- All other terms and conditions that apply to delivery and deployment of standard change requests as covered by Amendment 10 will apply to this Change Request and include the below items:
 - Overall cadence for user story clarification and design, development, UAT validation and support, and deployment,
 - Process for Defect Resolution post implementation of a Sprint, and
 - Warranty terms.

Scope of Additional Business Analysis Services to support CCWIS compliance related items:

The Contractor will perform the following activities over 12 weeks between February 7, 2022 and April 30, 2022 to support CCWIS (Comprehensive Child Welfare Information System) compliance related items:

- Assist the Department in preparation of Application Plan Document Updates (APDU) and Cost Allocation Model (CAM) for upcoming submission to Administration for Children & Families (ACF) due by April 30, 2022.

- Review draft versions of APDU and CAM documents prepared and shared by the Department and provide timely feedback tracking to the identified action items and goals.
- Assist the Department with preparing communications/responses to ACF as it pertains to the upcoming submission of the above-mentioned documents in April 2022.

The Contractor will perform the following activities over 22 weeks between January 31, 2022 and June 30, 2022:

- Provide Business Analysis Services that include activities that are coordinated and facilitated with the Department to support implementation of Data Quality Plan (DQP).

- Monitor DQP implementation and ensure the Department remains on track to address its data priorities and proposed actions. Based on the feedback received from the Administration for Children and Families (ACF) provide a calendar that supports implementation of the DQP and facilitates the monitoring of actions required.
- Document completed actions from the DQP or changes in the proposed actions as implementation proceeds to archive status updates for future DQP revisions.
- As part of DQP implementation, support Department leadership interviews with Child Welfare Coordinating Agencies (CWCAs) to solicit key information, data points, data exchange information and training needs in order to have CWCAs successfully utilize the External Provider Portal. This may include defining key terms, configuring interview scripts, interview schedules, developing collection and feedback tracking tools.
- Collect and organize CWCA interview responses, advise on any follow up information and data that may be important and regularly share a summary of CWCA interview results with Department leadership and staff.
- Utilizing interview information, identify data, data exchange issues, policy and training needs, and gaps in order to inform Department training, communication plans and strategies to conduct trainings for CWCAs to use the Provider Portal.

The Contractor will perform the following activities over 22 weeks between January 31, 2022 and June 30, 2022:

- Provide Business Analysis Services include activities that are coordinated and facilitated with the Department to support preparation activities for upcoming CCWIS Review by ACF during the latter half of year 2022.

- Support the Department in reviewing the CCWIS Design Requirements Self-Assessment Scoring Sheet and responding to the list of included criteria for compliance with CCWIS Design Requirements.
- Support the Department in preparing identified documentation in support of the responses to the compliance criteria in the CCWIS Design Requirements Self-Assessment Scoring Sheet.
- Assist the Department in preparing communications/responses to ACF as it pertains to the completion of the CCWIS Design Requirements Self-Assessment Scoring Sheet.

The above scope of Additional Support Services for CCWIS related items as provided above will be performed by resources as provided below Section IV Team Resourcing.

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 Fourteenth 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 or pricing for such services as a result thereof. Unless otherwise mentioned, the assumptions as set forth in the Tenth Amendment, apply to the scope of services in this Fourteenth 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 Fourteenth Amendment.
- The Department and the Contractor will finalize the schedule for the activities involved in the scope of services as covered in Section II above, 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 above.
- 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 Fourteenth 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 Fourteenth 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 Fourteenth 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 14 High-Level Timelines.”
- The High-Level Timelines may be revised, as mutually agreed to by the Department and the Contractor, as part of the finalization of the details before implementation starts for an initiative.
- 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 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.
- The Department must provide required training and knowledge transfer to the Business Analyst to adequately perform the required duties within the scope mentioned in Section II.
- The Department must provide required training and/or knowledge transfer to the CCWIS Support team to adequately perform the required duties within the scope mentioned in Section II.
- The Department must review and provide feedback in a timely manner on the work products created by the CCWIS Support team.

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 may 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 or Support environment and will continue concurrently with the CONTRACTORS warranty obligations.
 - There will be one Full-Time Employee (FTE) resource added to the existing Agreement to provide Additional Business Analysis Services from February 01, 2022 through January 31, 2024. Should the level of effort required be more than the standard working hours for one FTE resource, then the Parties will mutually determine if any additional resource is required.
 - The Contractor staff 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 II.
 - The additional Business Analysis resource will only support Business Analysis activities and will not provide any support for activities outside of the scope mentioned in Section II above.
 - The expected resources to provide the identified CCWIS support services in Section II is provided in Section IV Team Resourcing. If applicable, the Parties will mutually agree to any additional resource requirements and the pricing during the service duration.
 - The Contractor staff to support CCWIS compliance items, 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 II.
 - The additional resources for CCWIS Support services will only support activities specific to CCWIS activities and will not provide any support for activities outside of the scope mentioned in Section II.
 - The contractor resources to support the scope of services in this amendment will work during five business days per week, except for any Deloitte recognized holidays.

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 Fourteenth Amendment.

- The Department will continue to provide licenses and support for all the required software listed in this Fourteenth Amendment throughout the duration of the Agreement, and as needed in connection with this Fourteenth 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 approval is expected for initiatives such as Upgrade of MuleSoft Architecture to MuleSoft Version 4 and implementation of NEICE interface. DTI ARB will provide their decision 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 all activities associated with change management and training the end users in relation to the scope of services in this Fourteenth Amendment.

IV. Team Resourcing

The scope of development services in this Fourteenth Amendment, as covered above in Section II above, to support the implementation of nine initiatives and the business analyst services to support these initiatives will be performed by the below resources over the duration of the Amendment as set out in Table 1 below:

Scope of Development Services	Role and # of Resources	Location	Duration	Full Time/Part-Time (FT/PT)
Implementation of a new DFS Foster Care Inquiry and Application Portal	2 Salesforce Developers	Offshore	6 months	FT
	1 Tester	Offshore	6 months	FT
	1 Business Analyst	Onsite	6 months	PT
Upgrade of MuleSoft Applications from MuleSoft Version 3 to MuleSoft Version 4	2 MuleSoft Developers	Offshore	24 months	FT
	1 Tester	Offshore	24 months	FT
Extension of Salesforce Mobile App implemented as part the Tenth Amendment	1 Developer	Offshore	6 months	FT
	1 Tester	Offshore	6 months	FT
	1 Business Analyst	Onsite	6 months	PT

Extension of External Provider Portal implemented as part the Tenth Amendment	3 Salesforce Developers	Offshore	6 months	FT
	2 Testers	Offshore	6 months	FT
	1 Business Analyst	Onsite	6 months	PT
Implementation of a new Batch Jobs Dashboard	1 Salesforce Developer	Offshore	12 months	FT
	1 Tester	Offshore	12 months	FT
Integration with NEICE	1 MuleSoft Developer	Offshore	6 months	FT
	1 Salesforce Developer	Offshore	6 months	FT
	1 Tester	Offshore	6 months	FT
	1 Business Analyst	Onsite	6 months	PT
Integration of Communication Hub	1 Salesforce Developer	Offshore	3 months	FT
	1 Tester	Offshore	3 months	PT
Implementation of a new feedback form within FOCUS application for direct access and feedback by FOCUS end users	1 Salesforce Developer	Offshore	1 month	FT
	1 Tester	Offshore	1 month	PT
Deployment Process Enhancement	1 Deployment Resource	Offshore	12 months	FT
1 Additional Business Analysis Services	1 Business Analyst	Onsite	24 months	FT

Table 1

The above set of initiatives will be supported by 1 Part-time Deloitte Security Specialist to review the end-to-end setup supporting these implementations to validate for any security vulnerabilities and help implement necessary remedies.

The Scope of Work for Change Request CR-1072 as covered in Section II, above, will be delivered using the current Enhancement team who support standard change requests covered under Additional Development Services, as defined in Amendment 10.

The Additional Support Services to support CCWIS compliance related items as provided in Section II will be performed by the resources as set out in Table 2 below.

Role	Location	Full Time/Part-Time (FT/PT)
Subject Matter Expert 1	US (Remote)	PT

Subject Matter Expert 2	US (Remote)	PT
Business Analyst 1	US (Remote)	PT
Business Analyst 2	US (Remote)	PT

Table 2

V. Level of Effort and Pricing

The Contractor fixed fee to provide the in-scope Additional Development Services to implement the nine efficiency initiatives as specified in Section II, above, is set out in Table 3 below.

- The fixed fees included in Table 3 are based on high-level efforts, also included in the Table 3 Level of Effort/User Story Points, to deliver and deploy these initiatives based on initial understanding of the requirements. If, the detailed design sessions conducted with subject matter experts determines the actual level of effort will vary by more than 5% of the estimated level of effort, adjustment in the level of effort will be discussed and mutually agreed with the Department and priced accordingly.
- If the adjusted level of effort is higher than the initial estimate provided in Table 3 below for an initiative, the Department will be invoiced using the Cost Per User Story Points provided in Table 3.
- If the adjusted level of effort is lower than the initial estimate provided in Table 3 for a given initiative, the Department will be provided User Story Point credits equaling the difference between the initial level of effort estimate and the actual level of effort. The credits can be used to deliver additional services to the Department as mutually agreed, or to offset the difference of an underestimated level of effort for another initiative. Any credits not able to be applied to other services shall be returned to the Department as a monetary refund.
- The user story point rate provided in Table 3 is highly discounted compared to the user story point rate for delivering regular enhancements and change requests as part of Amendment 10. This is due to efficiencies gained by using the existing onsite and offshore management and technical oversight, as well as other Support structures in place such as use of existing Deployment and Design team members which are covered by Amendment 10. Therefore, the pricing provided in Table 3 below cannot stand alone. They only hold true while Amendment 10 is in place. This is applicable to pricing for other services too in the scope of this amendment.
- The additional development services for the nine initiatives will be invoiced to the Department on a monthly basis covering delivery of services beginning February 1, 2022 and completing on January 31, 2024. The duration of service and monthly amounts to be invoiced to the Department for each initiative during the service duration are provided in Table 3 below.

Scope of Development Services	Pricing	Level of Effort (LOE)/User Story Points	Cost per User Story Point	Duration of Service (months)	Monthly Invoice Amount
DFS Foster Care Inquiry and Application Portal	\$210,672.00	456	\$462	6	\$35,112.00
Extension of Provider/Contractor User Portal	\$224,994.00	487	\$462	6	\$37,499.00
Extension of Salesforce Mobile App	\$115,500.00	250	\$462	6	\$19,250.00
Upgrade of MuleSoft Applications from Version 3 to Version 4	\$498,960.00	1080	\$462	24	\$20,790.00
Implementation of a new Batch Jobs Dashboard	\$194,040.00	420	\$462	12	\$16,170.00
Integration of Communication Hub	\$23,100.00	50	\$462	3	\$7,700.00
Implementation of Feedback Form	\$9,240.00	20	\$462	1	\$9,240.00
Enhancement of Deployment Process	\$112,728.00	244	\$462	12	\$9,394.00
Integration with NEICE	\$175,560.00	380	\$462	6	\$29,260.00
TOTAL:	\$1,564,794.00	3387			

Table 3

The Contractor fixed fee to provide the in-scope Additional Business Analysis Services to support the nine efficiency initiatives as specified in Section II is set out in Table 4 below:

Scope of Services	Pricing
Additional Business Analysis Services – Year 1	\$ 300,000
Additional Business Analysis Services – Year 2	\$ 300,000
TOTAL:	\$600,000

Table 4

Additional Business Analysis Services will be invoiced to the Department on a monthly basis at the rate of \$25,000 per month, covering the delivery of in-scope services between February 1, 2022 and completing on January 31, 2024.

The Contractor fee to provide the in-scope Additional Development Services to implement Change Request CR-1072, based on initial estimation is set out in Table 5 below.

- The fixed fees included in Table 5 are based on high-level efforts to deliver, provide UAT Support and deploy this change request based on the understanding of the requirements uploaded on the Project Tracker tool. Should the actual level of effort is

estimated to vary based on the detailed design sessions conducted with subject matter experts at the time of delivery, any adjustment in the effort will be discussed and mutually agreed with the Department.

- The difference between the actual estimate and the initial estimate provide in Table 5 below will be adjusted in the invoice to the Department using the rate provided in Table 5 upon the Department UAT sign off is received for the change request.

Scope of Services	LOE/User Story Points	Pricing	Cost per User Story Point
Additional Development Services – CR-1072	24	\$17,976	\$749

Table 5

The Contractor fixed fee to provide the in-scope Additional Support Services to support CCWIS Compliance related items as specified herein is set out in Table 6 below.

Scope of Services	Pricing	Monthly Invoice Amount
Additional Services to support CCWIS compliance related items	\$115,000	\$23,000

Table 6

The additional services in Table 6 above will be invoiced to the Department on a monthly basis covering delivery of services beginning February 1, 2022 and completing on June 30, 2022. Continuation of any support services beyond June 30, 2022 to assist the Department with CCWIS compliance items will be scoped and priced accordingly through a separate amendment.

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Exhibits

The Updated Agreement Exhibits for purposes of the Fourteenth 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 Fourteenth Amendment

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

Exhibit C: List of MuleSoft Applications and Interfaces on Version 3

Exhibit A – High Level Timelines

“Attachment 1 - Amendment 14: High Level Timelines” provides the high-level schedule for the delivery of Additional Development and Support Services in the scope of this Fourteenth 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 Agreement.

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 external Portals)	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 (Current Installed Version)	Oracle
Adobe Reader	Adobe
Chrome	Google Inc. (Freeware)
JAWS	Freedom Scientific
Smarty (Address Verification Service)	Smarty (Formerly SmartySteets)
Selenium¹	Apache License 2.0 (Freeware)
SOLR	Apache License 2.0 (Freeware)
Apache Ant¹	Apache License 2.0 (Freeware)
Twilio MessagingX	Twilio

¹Freeware, no license cost involved.

²Amazon EC2 subscription is required.

Exhibit C: FOCUS MuleSoft Version 3 Applications

“Attachment 2 – Amendment 14: FOCUS MuleSoft Version 3 Interfaces” provides the list of FOCUS interfaces that are currently implemented on MuleSoft Version 3 and are in the scope of services for this Fourteenth Amendment to be implemented on MuleSoft Version 4.