

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

THIS FIFTEENTH AMENDMENT (the "Fifteenth 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 custom Field Audit Trail capability,
2. Additional Support Services for the Comprehensive Child Welfare Information System (CCWIS) compliance related items,
3. Additional Analytics Development and Support Services, and
4. Additional Development Services to implement a new supplemental file to comply with the Adoption and Foster Care Analysis and Reporting System (AFCARS) 2020 Final Rule.

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, which are mentioned above and will be performed in addition to the scope of the additional development and support services which are described in the Tenth Amendment and other subsequent amendments of the Agreement.

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

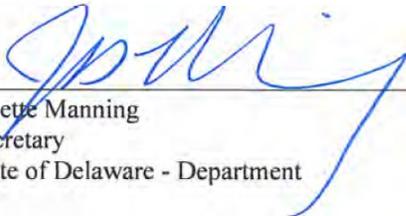
IN WITNESS THEREOF, the Parties hereto have caused this Fifteenth Amendment to be executed by their duly authorized officials as to the date of signature below.

FOR THE CONTRACTOR

FOR THE DEPARTMENT



Authorized Contractor Signatory
Managing Director
Deloitte Consulting, LLP



Josette Manning
Secretary
State of Delaware - Department

Date of Signature:

Statement of Work **for the Additional Development and Support Services**

I. Overview

This Fifteenth Amendment adds the below additional development and support services:

- 1) Implementation of a custom Field Audit Trail capability to track data edit history on more than twenty fields per object, which is the current limit for the Salesforce out-of-the-box (008) Field Audit Trail capability. The additional development services will be delivered between July 01, 2022, and October 28, 2022.
- 2) Additional support services for CCWIS compliance related items that will occur between July 01, 2022, and June 30, 2024.
- 3) Implementation of the Analytics Dashboards and Reports in the FOCUS Application specific to different programs, and support services for the Department reporting team with development of reports using Salesforce reporting tools. These development and support services will be provided between August 15, 2022, and July 12, 2024.
- 4) Implementation of a supplemental file containing 19 data elements to comply with the AFCARS 2020 Final Rule (referred to as AFCARS 2.0 in this amendment &om hereon). These development services will be provided between May 23, 2022, and July 1, 2022.

The overall duration of the Fifteenth Amendment will span 24 months commencing on July 1, 2022 and continuing through July 12, 2024. The scope of services in the Fifteenth Amendment is additive to the additional development and support services as set forth in the Tenth Amendment and all subsequent amendments.

The scope of this Fifteenth Amendment will cover:

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

II. Additional Development and Support Services for the Contractor

A. Scope of Additional Development Services to implement custom Field Audit Trail capability:

The Contractor will perform additional development services over 4 months between July 1, 2022 and October 28, 2022 to implement a new custom Field Audit Trail capability. The bullets below provide the details of the implementation of the new custom Field Audit Trail capability that will allow tracking of data edits on more than twenty fields per object:

- I. Field Audit Trail is a detailed log of every action or activity taken in a chronological order related to data in FOCUS, where Field Audit Trail has been enabled. This includes any time data is created, modified, or deleted.
2. The current OOB Field Audit Trail in Salesforce supports tracking of up to twenty (20) fields per object. However, it has been determined additional fields are needed to support the DSCYF business needs. The current limit per object is limiting to DSCYF,
3. The contractor will implement a custom Field Audit Trail solution to complement the OOB Salesforce Field Audit Trail capability within FOCUS solution and to allow the Department to track data edit history on more than twenty (20) fields for a given object.
4. The new custom Field Audit Trail capability is proposed to replace the OOB capability for the list of objects provided in Section II (A) (4), as part of the scope of this amendment
5. Below is the list of objects in the scope of this amendment and the corresponding number of fields currently being tracked by the OOB Field Audit Trail capability:
 - a. Case (20 fields)
 - b. Contact (13 fields)
 - c. Cost (19 fields)
 - d. Court Order (14 fields)
 - e. DMES Authorization (16 fields)
 - f. DMES Member (13 fields)
 - g. Findings (15 fields)
 - h. Intake Person (15 fields)
 - i. Intake (13 fields)
 - j. Legal Status Master (15 fields)
 - k. Medicaid Billing (17 fields)
 - l. Person Involved (18 fields)
 - m. Person Type (16 fields)
 - n. Placement (18 fields)
 - o. Reportable Events (20 fields)
 - p. RMTS (14fields)
 - q. Support (17 fields)
6. The OOB Salesforce field audit trail feature will be the default option for any new objects being identified as needing field level audits.
7. Post implementation of the custom Field Audit Trail capability in the scope of this amendment. if the Department has a need to track more than twenty (20) fields on any additional objects that are not listed in Section II (A) (4) above, then all such requests will go through the standard change request process.
8. As part of the scope of this amendment, for the list of objects in Section II (A) (4) above,
 - a. the OOB Field Audit Trail capability will be disabled, and the standard data history related list will be removed from the respective page layouts in FOCUS,

- b. a new custom history related list will be added in the respective page- layouts to collect and display Field Audit Trail details with no to minimal change in the user experience,
 - c. the data edit history collected in the custom history related lists will be synced up with the Backup Oracle database on the Department network as is the case with the current OOB Field Audit Trail capability,
 - d. the new custom implementation will mimic the OOB Field Audit Trail capability in displaying only up to 18 months of the data edit history to provide a consistent user experience, and all data over 18 months old will continue to be maintained in the backup Oracle database,
 - e. the new custom implementation will be integrated with the existing custom "View Record History" button that was implemented to allow users to view entire history of data edits,
 - f. existing field audit trail data for the list of objects provided in Section II (A) (4) above will be converted into the new custom history objects both within Salesforce and within the backup Oracle Database to maintain continuity to the field audit trail information for these objects.
9. The overall user experience from the custom implementation is expected to have either no change or minimal change compared to the OOB capability.
10. The scope of services to be provided by the Contractor as part of this implementation include:
- a. Design finalization with the Department Product Owners,
 - b. Development,
 - c. System testing,
 - d. User Acceptance Testing (UAT) support and
 - e. Code promotions.
11. The below list of activities includes items where the Department engagement and participation is expected:
- a. Design Sessions:
 - i. The Contractor will collaborate with the Department Product Owners to schedule and facilitate design sessions .to finalize the implementation approach.
 - ii. The Department will be responsible to identify all participants for the design sessions and ensure their attendance.
 - iii. 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 and should be used for reference in the future by both teams.
 - b. UAT Execution:
 - i. The Department will execute UAT and provide signoff in accordance with the agreed upon schedules in Attachment 1 - Amendment 15: High Level Timelines.
 - ii. 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.
 - c. Change Management and User Training

- i. The Department will be responsible for all activities associated with change management and training the end users in relation to the scope of implementation in section (I (A) above.

The scope of Additional Development Services in section II (A) above for implementation of the custom Field Audit Trail capability will be performed by resources as provided below in Section IV (A) (Team Resourcing).

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

The Contractor will perform the following activities over 6 months between July 1, 2022 and December 31, 2022.

1. Provide Business Analysis Services including activities that are coordinated and facilitated with the Department to support preparation activities for upcoming CCWIS Review by the Administration for Children and Families (ACF).
 - a. Support the Department in submitting the final documentation required for the CCWIS Design Requirements Self-Assessment Scoring Sheet and responding to the list of included criteria for compliance with CCWIS Design Requirements. Specifically, attend bi-weekly team meetings with the Department and Deloitte team, provide documentation tracking and collect required documents and save information in project SharePoint folder.
 - b. Assist the Department in responding to ACF as it pertains to the completion of the CCWIS Review and ensure ACF feedback is incorporated, and necessary documentation shared with ACF for completion of the CCWIS Assessment by ACF.
 - c. Assist the Department with preparing communications and responses to ACF as it pertains to the upcoming submission of the above-mentioned documents.

The Contractor will perform the following activities over 12 months between July 1, 2022 through June 30, 2023 to support CCWIS compliance related items:

2. Provide Business Analysis Services that include activities that are coordinated and facilitated with the Department to support implementation of Data Quality Plan (DQP) and engagement with Child Welfare Contributing Agencies (CWCAs).
 - a. Monitor DQP implementation and ensure the Department remains on track to address its data priorities and proposed actions.
 - b. Support the Continuous Quality Improvement (CQI) team by attending monthly CQI meetings as it leads DQP implementation and

- document completed actions from the DQP or changes in the proposed actions as implementation proceeds.
- c. Support DQP annual progress reporting and updates as required by ACF, including preparing the first draft DQP update for submission to ACF. Incorporate revisions from the Department and prepare the final DQP for submission.
- d. Support preparation for the Biennial Review covering 2021-2023 as outlined in the DQP. Specifically, assist in developing an appropriate timetable, actions steps, review requirements and documentation required to prepare and complete the Biennial Review.
- e. Assist the Department in refining the subjects, standards, and methods for the Biennial Review.
- f. Assist the Department with prioritizing action items resulting from CWCA engagements through June 2022 and support as needed with follow up related to completing these actions items.
- g. Identify additional CWCA outreach needed related to the provider portal, policy and training needs and support these additional interactions between DSCYF and CWCA's including the scheduling, preparation, and implementation of this outreach initiative.

The Contractor will perform the following activities over 12 months between July 1, 2023 and June 30, 2024. (Comprehensive Child Welfare Information System)

3. Provide Business Analysis Services that include activities that are coordinated and facilitated with the Department to support implementation of the Data Quality Plan (DQP) and ongoing engagement with Child Welfare Contributing Agencies (CWCAs).
 - a. Monitor DQP implementation and ensure the Department remains on track to address its data priorities and proposed actions.
 - b. Support the CQI team by attending monthly CQI meetings as it leads DQP implementation and document completed actions from the DQP or changes in the proposed actions as implementation proceeds.
 - c. Support DQP annual progress reporting and updates as required by ACF, including preparing the first draft DQP update for final submission to ACF. incorporate revisions from the Department and prepare the final DQP for submission.
 - d. Assist the Department with conducting the Biennial Review including supporting once or twice a week meetings during the time of the Review, tracking action steps, and documenting and sharing information related to the subjects and standards of the Biennial Review.
 - e. Support the Department's interactions with ACF regarding the Biennial Review and ensure ACF feedback is incorporated into action steps and standards as directed by the Department.
 - f. Continue to assist the Department with annual CWCA engagements

- including once or twice a week meetings over the course of five months and strategy sessions that support the continuous improvement of the Department's CCWTS.
- g. Identify additional CWCA outreach needed during this annual outreach to CWCA's related to any CCWIS updates, policy and training needs and support these additional interactions between DSCYF and CWCA's. The support for this outreach initiative can include the scheduling, preparation, meeting notes and summaries and facilitation of this outreach initiative.
- h. Proactively provide insights and best practices regarding national child welfare trends and opportunities for the Department to continue to innovate its CCWIS and serve as a national model for CCWIS implementation.

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

C. Scope of Additional Analytics Development and Support Services:

The Contractor will perform the following Analytics Development and Support activities between August 15, 2022 and July 12, 2024.

1. Coordinate with Department to identify and implement Application Dashboards using Salesforce reporting tools (Tableau CRM, Tableau Server, and Salesforce Reporting) 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.
2. Support the Department Reporting Team with building complex reports using Salesforce reporting tools (Tableau CRM, Tableau Server, and Salesforce Reporting) and conduct knowledge transition about Salesforce reporting capabilities in continuation of the cadence established as part of Amendment 13 as below:
 - a. Bi-weekly reporting knowledge transition session to DSCYF Report Developers, and
 - b. Bi-weekly support session for Reporting Administrator team.
3. Support the Department and the Contractor's Application Support Team in developing and employing strategies for the Department to be able to monitor specific data quality items, such as through creation of reports and dashboards. to help guide corrective actions as needed.
4. Work with the Department to agree on a cadence of activities and processes to support the Analytics Services during the duration of this Amendment.
5. Project Tracker tool (hereinafter called "Tracker") will be used as the tool to document, track and manage all identified Analytics development and support items, including data issues.

Below are additional details to support the scope of Analytics services provided above in Section II (C):

1. The scope of Analytics services as covered in Section I (C) will be provided by one full time onsite Analytics consultant and two full time offshore Analytics developers over the duration of this Amendment.
2. Given the fixed team in place for Analytics services as covered above in Section II (C), the Contractor team will deliver 15 Sprints of 6 weeks each and 100 User Story Points each over the duration of this Fifteenth Amendment.
3. The scope of work to be performed by the Contractor team in each Sprint will include the below:
 - a. 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,
 - b. Estimation of the finalized requirements,
 - c. Development,
 - d. System testing,
 - e. UAT support, and
 - f. Code promotions.
4. The below durations and milestones will apply to each Sprint:
 - a. 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:
 - i. **Product Backlog:** The Contractor Team will coordinate with the Department to build a backlog of Application dashboards and other reports in an order of priority as determined by the Department.
 - ii. **Sprint Design Sessions:** Each Sprint will have four weeks for clarification and design finalization before the Sprint Backlog is finalized for 100 User Story Points and Sprint Development starts.
 1. 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.
 2. The Department Product Owners will be responsible to identify SME(s) and ensure their availability and attendance for requirements clarification and finalization sessions.
 3. The Contractor will produce meeting minutes from the requirements clarification and finalization sessions to include all finalized business rules and action items.
 4. 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 Sessions.

5. The updated Design Documents will be reviewed and approved by the Department within five business days from submission by the Contractor.
 - iii. **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.
 - iv. **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.
 - v. The Department Product Owners will be responsible to identify testers and ensure their availability to execute UAT within the specified timelines.
5. "Attachment I: Amendment 15 Proposed Timelines" provides the high-level schedule of the Analytics development Sprints as covered above in Section II (C).

For the Contractor to perform the scope of services as covered above in Section II (C), the Department will:

- a. Coordinate with the Contractor to develop and maintain the Backlog of Application Dashboards and other reports in an order of priority as determined by the Department,
- b. 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 I - Amendment 15 Proposed Timelines".

D. Scope of Additional Development Services to implement a new AFCARS 2.0 supplemental file:

The Contractor will perform the following Development activities between May 23, 2022 and July 1, 2022.

1. The CONTRACTOR will implement the supplemental file of 19 data elements identified under the scope of the expanded reporting requirements for AFCARS as a result of AFCARS 2020 Final Rule.
2. The scope of this development work will include Design, Development, System Testing, UAT Support and Code Promotions for the identified file and integration with Salesforce Batch screen.
3. The additional development services as covered above in section II (D) will be performed by the Contractor over one sprint of 6 weeks - 4 weeks of development followed by 2 weeks of UAT.
4. "Attachment 1 - Amendment 15 High Level Timelines" provides the proposed high-level schedule for this development service.

III. Assumptions

The following is a list of assumptions and expectations that, together with 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 Fifteenth Amendment.

A. Project Management

1. 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.
2. Management of the activities in the scope of services, as outlined in Section II above, will be a shared responsibility between the Department and the Contractor.
3. The Department and any 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 amendment.
4. The Department and the Contractor will finalize the schedule for the activities involved in the scope of services as outlined in Section II above, inclusive of meetings, draft Deliverable target dates, review cycles, and sign-off milestones in 2 weeks advance of the beginning the activities for the scope of services covered in Section II (A) through (D) above.
5. The Department will be responsible for identifying additional state resources outside of the Department for participation as necessary.
6. 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.
7. 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 Attachment 1 - Amendment 15: High Level Timelines.
8. 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 amendment.
9. The Contractor must cooperate with third parties to provide support and documentation as necessary.

10. The Contractor will have no responsibility for the performance of any third-party software or hardware.
11. 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 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.

B. The Department Staff

1. 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 Fifteenth High-Level Timelines."
2. 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.
3. 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.
4. The Department must provide timely approval to all deployment requests prior to any deployments to Production environment when necessary.
5. The Department must provide required training and, when requested, knowledge transfer to the CCWIS Support team to adequately perform the required duties within the scope mentioned in Section II (B).
6. The Department must review and provide feedback in a timely manner on the work products created by the CCWIS Support team.

C. The Contractor Personnel

1. The Contractor staff, including offshore resources, will be provided appropriate access to all environments in order to conduct development and deployment activities.
2. 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 in the UAT or Support environment and will continue concurrently with the Contractor's warranty obligations.

3. 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.
4. The expected resources needed to provide the identified CCWIS support services in Section II (B) is outlined in Section IV Team Resourcing. If applicable, the Parties will mutually agree to any additional resource requirements and the pricing of such additional resources during the service duration.
5. 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 outlined in Section II (B).
6. The contractor resources needed to support the scope of all services outlined in this amendment will work during five business days per week, except for any Deloitte recognized holidays.

D. Licensing

1. The Department will continue to provide licenses and support for all the required software listed in this amendment throughout the duration of the Agreement, and as needed in connection with this amendment.
2. The Contractor will identify all third-party software required during design phase of the project. The third-party software and infrastructure must be vetted and approved by the DTI ARB prior to installation.
3. The Contractor will work with the Department and MIS teams to obtain DTI ARB approval, if required, for the implementation of the custom Field Audit Trail capability. 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.

E. Change Management and Ongoing Training

1. 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 amendment.

IV. Team Resourcing

- A. The scope of development services in this Fifteenth Amendment, as outlined in Section II (A) above, to support the implementation of the custom Audit Trail capability, will be performed by the resources over the duration of this amendment as set out in Table 1 below:

Scope of Services	Role	Location	Duration	Full Time/Part-Time (FT/PT)
Implementation of custom Field Audit Trail Capability	Salesforce Developer 1	Offshore	4 months	FT
	Salesforce Developer 2	Offshore	4 months	FT
	Tester 1	Offshore	4 months	FT
	Onsite Coordinator & Overall Delivery Oversight 1	US (Remote)	4 months	PT*

Table 1

* As required to support the finalization of design and technical approach as well as support the development and testing teams.

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

Scope of Services	Role	Location	Duration	Full Time/Part-Time (FT/PT)
CCWIS Support Services	Subject Matter Expert 1	US (Remote)	24 months	PT**
	Business Analyst 1	US (Remote)	24 months	PT**
	Business Analyst 2	US (Remote)	24 months	PT**

Table 2

** Time for CCWIS Support resources is based on the scope of deliverables and meetings as outlined in Section II (B)

C. The Additional Analytics Development and Support Services as provided in Section II (C) will be performed by the resources as set out in Table 3 below.

Scope of Services	Role	Location	Duration	Full Time/Part-Time (FT/PT)
Analytics Development and Support Services	Reporting Subject Matter Expert I	US (Remote)	23 months	FT
	Developer 1	Offshore	23 months	FT
	Developer 2	Offshore	23 months	FT

Table 3

D. The Additional Development Services to implement AFCARS 2.0 Supplemental file as provided in Section II (D) will be performed by the resources as set out in Table 4 below.

Scope of Services	Role	Location	Duration	Full Time/Part-Time
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				(FT/PT)
Implementation of AFCARS 2.0 Supplemental File	Mulesoft Developer I	Offshore	6 weeks	FT
	Salesforce Developer I	Offshore	6 weeks	FT
	Tester I	Offshore	6 weeks	FT

Table 4

V. Level of Effort and Pricing

The Contractor fixed fee to provide the in-scope Additional Development Services to implement the custom Field Audit Trail capability as specified in Section II (A) above is set out in Table 5 below.

- A. The fixed fee included in Table 5 below is based on high-level efforts, included under "Level of Effort/User Story Points" column. The estimates effort to deliver and deploy this initiative is based on the initial understanding of the requirements and the set of objects included in Section II (A) (4) above. If the detailed design sessions, conducted with subject matter experts, determine the actual level of effort to vary by more than 5% of the estimated level of effort, adjustment in the level of effort will be discussed and mutually agreed upon with the Department and then priced accordingly.
 - i) If the adjusted level of effort is higher than the initial estimate provided in Table 5 below, the Department will be invoiced using the Cost Per User Story Point provided below in Table 5.
 - ii) If the adjusted level of effort is lower than the initial estimate provided in Table 5 below, the Department will be provided User Story Point credits equaling the difference between the estimated level of effort and the actual level of effort. The credits can be used to deliver additional services to the Department as mutually agreed upon or returned to the Department as a monetary refund.
- B. The user story point rate provided in Table 5 below is 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 5 below cannot stand alone and only holds true while Amendment 10 is in place and active. Similarly, the other pricing provided in this section below for the scope of services in Sections II (B), II (C), and II (D) are discounted and only hold true while Amendment 10 is in place and active.
- C. The additional development services for the custom Field Audit Trail will be invoiced to the Department on a monthly basis covering delivery of services beginning July 01, 2022 and completing on October 28, 2024 as provided in Table 5 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
Custom Field Audit Trail	\$159,790	290	\$551	4	\$39,947.50

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.

- A. The additional support services in Table 6 below will be invoiced to the Department on a monthly basis covering delivery of services beginning July 1, 2022 and completing on June 30, 2024.

Scope of Services	Pricing	Monthly Invoice Amount
Additional Services to support CCWIS compliance related items between July 2022 and June 2023	\$220,308	\$18,359
Additional Services to support CCWIS compliance related items between July 2023 and June 2024	\$224,668	\$20,389

Table 6

The Contractor fixed fee to provide the in-scope Additional Analytics Development and Support Services between August 15, 2022 and July 12, 2024 is \$1,230,000 with details set out in Table 7 below.

- A. For Analytics Development and Support services, the payment points will be following the acceptance and final review of each Sprint using the rate per sprint outlined in Table 7 below.
- B. The invoice for an Analytics Sprint will be submitted along with the Monthly FOCUS Invoice for regular Development and Support Services following the acceptance of the Sprint.

Scope of Analytics Services	Total Sprints	Total Story Points per Sprint	Story Point Value	Total Story Point Cost per Sprint	Total Cost
Analytics Development and Support Services	15	100	\$820	\$82,000	\$1,230,000

Table 7

The Contractor fixed fee to provide the in-scope Additional Development Services to implement AFCARS 2.0 supplemental file between May 23, 2022 and July 1, 2022 is \$19,040 with details set out in Table 8 below.

- A. For Development services to implement AFCARS 2.0 Supplemental file, the payment point will be following the acceptance and final review of the sprint.
- B. The invoice for the Sprint will be submitted along with the Monthly FOCUS Invoice for regular Development and Support Services following the acceptance of the Sprint.

Scope of Services	Total Sprints	Total Story Points per Sprint	Story Point Value	Total Cost
AFCARS 2.0 Supplemental file	1	35	\$544	\$19,040

Table 8

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Exhibits

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

Exhibit A: High Level Timelines for the scope of services in the Fifteenth Amendment

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

Exhibit A - High Level Timelines

"Attachment 1 -Amendment 15: High Level Timelines" provides the high-level schedule for the delivery of Additional Development and Support Services in the scope of this Fifteenth 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 (EURL- SOAP UI Open Source)	Smartbear Software (Open Source)
WinSCP¹	GNU (General Public License)
Putty¹ (Open Source)	MIT (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 SmartyStreets)
Selenium¹	Apache License 2.0 (Freeware)
SOLR	Apache License 2.0 (Freeware)
Apache Ant¹	Apache License 2.0 (Freeware)
Twilio MessagingX	Twilio

¹ Freeware, no license cost involved.

² Amazon EC2 subscription is required.