

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

THIS SIXTEENTH AMENDMENT (the “Sixteenth 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. Support Services for Data Conversion Analysis to support DSCYF in the ongoing analysis of the legacy tables that have been identified as not converted to the FOCUS application.
2. Support Services to Enhance Assessment Types in FOCUS solution for Division of Youth Rehabilitative Services (DYRS) and integrate with ORBIS’ Youth Assessment Screening Instrument (YASI), a new third-party vendor system.
3. Additional Development and support services for the Foster Care Portal to add an additional 30 screens and custom front-end screens for public facing portal.

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.

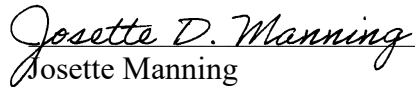
IN WITNESS THEREOF, the Parties hereto have caused this Sixteenth Amendment to be executed by their duly authorized officials as of the date of signature below.

FOR THE CONTRACTOR



Authorized Contractor Signatory
Managing Director
Deloitte Consulting, LLP

FOR THE DEPARTMENT



4/13/23

Josette Manning
Secretary
State of Delaware - Department

Date of Signature: 11th April, 2023

Statement of Work

for the Additional Development and Support Services

I. Overview

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

1. **Support Services for Data Conversion Analysis** to support DSCYF in the ongoing analysis of the legacy tables that have been identified as not converted to the FOCUS application.
2. **Support Services for Integration and Development of new functionality and modification of Assessment Types** (Risk Assessment and Risk Screener) in FOCUS solution for Division of Youth Rehabilitative Services (DYRS) and to integrate with ORBIS, a third-party vendor system covered in Section II-B of this document.
3. **Additional Development and support services for the Foster Care Portal**, to include additional screens and custom front-end build for public facing portal.

The overall duration of the Sixteenth Amendment will span 15 months commencing in March 2023 and continuing through June 2024. The scope of services in the Sixteenth 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 Sixteenth Amendment will cover:

- Additional 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

A. Scope of Additional Support Services for Data Conversion Analysis:

The Contractor will perform the additional support services over 8 months to conduct analysis and mapping of the remaining tables, discussed below in Table 1, for the data conversion from FACTS to FOCUS as follows:

1. **Support Services for Data Conversion Analysis and Mapping:** to support DSCYF in the ongoing analysis and mapping of the legacy tables that have been identified as not converted to FOCUS application. DSCYF will focus on analyzing the remaining FACTS tables to determine what should be converted to FOCUS and what should be transferred to the historical framework. The scope of this amendment is limited to the

analysis work and helping DSCYF with review of identified FACTS tables yet to be converted into FOCUS.

- a. The implementation of the conversion of the FACTS Tables to the FOCUS screens is not in the scope of this amendment.
- b. Tables for historical framework will be converted fully, i.e., all columns.
- c. Contractor will support up to 30 analysis and mapping working sessions with the Department over the 8 month period and will provide monthly status reports to the Department on data conversion support activities and progress.

Support Area	DSCYF Activity	Contractor Activity	Required DSCYF Participants or Subject Matter Expert (SME)
Conversion Analysis	Conversion Analysis on the 404 remaining tables + Grouping of the 213 tables to respective Screens and Functional Areas	Provide technical support sessions lead by DSCYF; Provide SME input	Deb Flad
Conversion Mapping	Conversion Mapping on the 213 tables where Stage 1 analysis is partially completed, and the 404 remaining tables pending Stage 1 analysis.	Provide technical support sessions lead by DSCYF; Provide SME input	Deb Flad, Product Owners (PO)

Table 1

The below list of activities includes matters in which the Department engagement and participation is required and expected:

1. The Contractor will collaborate with the Department Product Owners to schedule and facilitate sessions to finalize the implementation approach.
2. The Department will be responsible for identifying all participants for the analysis and design sessions and ensuring their attendance.
3. The updated documents and templates will be reviewed and approved by the Department.
4. The Department will complete the above analysis and provide required information in the established Contractor analysis template.

The above scope of Additional Development and Support Services will be performed by Contractor resources as provided below in “Section IV Team Resourcing.”

B. Scope of Additional Support Services for ORBIS Integration:

The Contractor will perform the additional support services over 6 months between May 1, 2023 and October 20, 2023 to integrate with ORBIS as follows:

1. Modification of existing functionalities on Risk Assessment, Risk-Needs Screener and Trauma Screener for different case types in Division of Youth Rehabilitation Services (DYRS), based on the requirements mentioned in the user stories in Change Request (CR)-1177.

2. Integrate FOCUS solution with ORBIS to allow designated DYRS users to access the ORBIS system to view and complete Risk Assessment and Risk-Needs Screener assessments. Upon completion of the Assessments, the results get stored back to FOCUS. This is a bi-directional interface.
3. High Level business functions to be implemented include:
 - a. Updating the existing logic of Risk Assessment work listing for different DYRS Cases
 - b. Creation of New Legal Status for Assessment Case
 - c. New logic for work listing the Final Risk Assessment based on Maximum Discharge Date (MDD) for the following case types: Community, Interstate Compact (IC) Treatment and Contracted Provider
 - d. Updating existing functionalities for DYRS Case Plan and Case Plan Reviews
 - e. Integration of FOCUS Application with ORBIS Caseworks (YASI) to allow users to access ORBIS system to view and complete Risk Assessment and Risk Needs Screener. On completion of records in Caseworks, all results get stored back in FOCUS based on below:
 - The first interface is a Real-Time Interface which will only carry over the results of the Risk Assessment and Screener to FOCUS from Caseworks.
 - The second interface is a nightly batch which will deliver the full assessment results to FOCUS for every Assessment and Screener completed the day before the batch job.
 - f. Historical information that is present within FOCUS should remain accessible and users should be able to pull the data into reports. New data from the new interface will be mapped during design sessions so that data from the Risk Assessments and Risk Needs Screener will be accessible to the users and for reporting.
4. The scope of this development work will include:
 - a. Design, Development, System Testing, System Integration Testing, User Acceptance Testing (UAT) Support and Code Promotions.
 - b. The additional Development Services as covered above in Section II-B will be performed by additional resources over 3 sprints. “Exhibit B High-Level Timeline” provides the anatomy of this sprint and the proposed high-level schedule of the development services as covered above in Section II-B. “Section IV Team Resourcing” provides the additional resources to support the additional Development Services.

The below list of activities includes items where the Department engagement and participation is required and expected:

1. The Contractor will collaborate with the Department Product Owners to schedule and facilitate sessions to finalize the implementation approach.
2. The Department will be responsible for identifying all participants for the analysis and design sessions and ensuring their attendance.

3. The Department will be responsible for coordinating meetings with the Contractor and ORBIS Team.
4. The updated Design Documents and templates will be reviewed and approved by the Department.

The above scope of Additional Development Services will be performed by resources as provided below in “Section IV Team Resourcing.”

C. Scope of Additional Development for the Foster Care Inquiry and Application Portal

The Contractor will perform the additional services over 8 months between April 1, 2023 and December 1, 2023. The details of the additional scope are listed below:

1. Development of additional screens to accommodate the additional features and functionality identified by the Department during the Amendment 14 requirement sessions.
2. Development of custom front-end screens to improve user experience given this is a public-facing portal.

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 Sixteenth 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 Sixteenth 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 (C) above.

5. 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.
6. 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 attached Exhibit A - ORBIS High Level Timeline.
7. 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.
8. The Contractor must cooperate with third parties to provide support and documentation as necessary.
9. The Contractor will have no responsibility for the performance of any third-party software or hardware.
10. 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 identifying a point of contact for this effort who can dedicate time to the design sessions and other key tasks to complete this work.
2. The Department will be responsible for availability of subject matter specialists and product owners to attend meetings and to execute UAT in accordance with the attached Exhibit A – ORBIS High Level Timeline.
3. The High Level Timeline may be revised, as mutually agreed to by the Department and the Contractor, as part of the finalization of the details before implementation starts.
4. 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.
5. The Department must provide timely approval to all deployment requests prior to any deployments to Production environment when necessary.

6. The Department must provide required training and, when requested, knowledge transfer to the Data Conversion, ORBIS Integration, and Foster Care Support teams to adequately perform the required duties within the scope mentioned in Section II (A - C).
7. The Department must review and provide feedback in a timely manner on the work products created by Data Conversion, ORBIS Integration, and Foster Care Support Integration Support teams.
8. The Department is responsible for populating any manually captured questionnaire or responses after the implementation of CR-1176 as it relates to discontinuing Vant4ge from FOCUS.

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 Data Conversion, ORBIS Integration, and Foster Care Support Integration support services in Section II (A - C) 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 Data Conversion and ORBIS Integration Support services will only support activities specific to Data Conversion, ORBIS Integration, and Foster Care Support Integration activities and will not provide any support for activities outside of the scope outlined in Section II (A - C).
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

The scope of development services in this Sixteenth Amendment, as outlined in Section II (A - C) above, to support the implementation of the Data Conversion Analysis, ORBIS Integration, and additional support services for Foster Care Portal, will be performed by the below resources over the duration of this amendment as set out in Table 2 below:

Scope of Development Services	Role and # of Resources	Location	Duration	Full Time/Part-Time (FT/PT)	Story Points Value
Implementation of Data Conversion Analysis	1 Data Conversion Lead	Offshore	8 months	PT	
	1 Data Conversion and FOCUS SME	Onsite	8 months	PT	

Scope of Development Services	Role and # of Resources	Location	Duration	Full Time/Part-Time (FT/PT)
-------------------------------	-------------------------	----------	----------	-----------------------------

Additional Support Services for ORBIS Integration	1 Senior Manager	Onsite	6 months	PT
	1 Manager	Onsite	6 months	PT
	1 Business Analyst	Onsite	6 months	FT
	1 Salesforce Developer	Offshore	5 months	FT
	1 Mulesoft Developer	Offshore	5 months	FT
	1 Mulesoft Developer	Offshore	2 months	FT
	1 Tester	Offshore	5 months	FT
Foster Care Inquiry and Application Portal Additions	Salesforce Developer (Extension)	Offshore	2 months	FT
	Salesforce Developer (Extension)	Offshore	2 months	FT
	QA/Tester (Extension)	Offshore	2 months	FT
	Business Analyst (Extension)	Onshore	2 months	PT
	Salesforce Developer	Offshore	8 months	FT
	QA/Tester	Offshore	8 months	FT
	Front End Developer	Offshore	8 months	FT
	Front End Developer	Offshore	6 months	FT
	Visual Designer	Offshore	5 weeks	FT

Table 2

V. Level of Effort and Pricing

The Contractor fixed fee to provide the in-scope Additional Development Services to support services for Data Conversion, ORBIS Integration, and Foster Care Support Integration as specified in Section II (A - C), above, is set out in Table 3 below.

- a. The fixed fees included in Table 3 below is based on high-level efforts, included under “Level of Effort/User Story Points” column. The estimates to deliver and deploy this initiative is based on the initial understanding of the requirements and the scope included in Section II 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.
- b. If the adjusted level of effort is higher than the initial estimate provided in Table 3 below, the Department will be invoiced using the Cost Per User Story Points provided below in Table 3.
- c. If the adjusted level of effort is lower than the initial estimate provided in Table 3 below 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 upon or returned to the Department as a monetary refund.
- d. The user story point rate provided in Table 3 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 3 below cannot stand alone and only holds true while Amendment 10 is in place and active. Similarly, the pricing provided in this section for other scope of services in Sections II (A - C), are discounted and only hold true while Amendment 10 is in place and active.
- e. The additional development services for the Data Conversion Analysis, ORBIS Integration, and Foster Care Support Services will be invoiced to the Department on a monthly basis covering delivery of services beginning March 15, 2023 and completing on or before June 2024 as 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
Data Conversion Analysis	\$70,000	155	\$450	8	\$8,750
ORBIS Integration	\$316,132	703	\$450	6	\$52,689
Foster Care Portal	\$286,834	636	\$450	8	\$35,854
TOTAL	\$672,966	1,494	\$450	22 total	(see above)

Table 3

Exhibit A – ORBIS High Level Timeline

This Exhibit provides the high-level schedule for the delivery of Additional Development and Support Services related to the ORBIS Integration (Section II-B) in the scope of this Sixteenth Amendment.

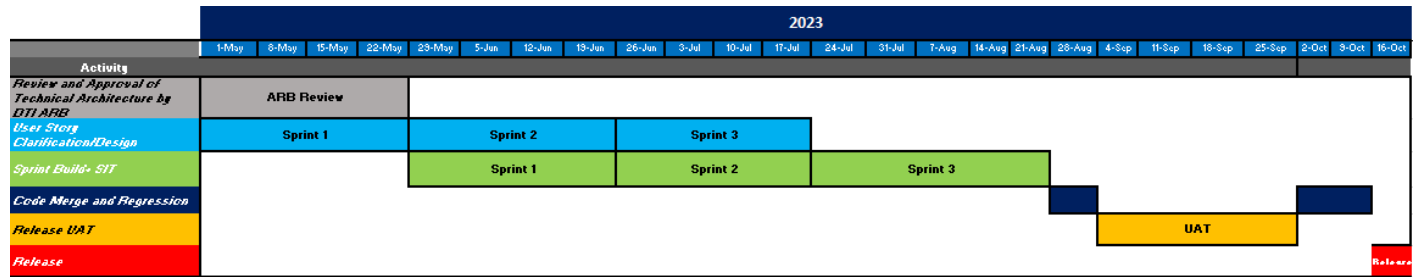


Exhibit B: Software List

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 SmartyStreets)
Selenium¹	Apache License 2.0 (Freeware)
SOLR	Apache License 2.0 (Freeware)
Apache Ant¹	Apache License 2.0 (Freeware)

¹Freeware, no license cost involved.

²Amazon EC2 subscription is required.

Exhibit C – User Stories

The below user stories, uploaded on the respective Change Request(s) in Tracker, provide the requirements for the Additional Development Services and integration with ORBIS, the third-party vendor system.

Change Request	Change Request Title	User Story Title	Upload Date in Tracker
CR-1177	YASI (ORBIS Partners) Interfacing - DYRS Contract	ORBIS Integration - Business flow - Updated 3-3-2023 1. Assessment Case type 2. Community Case type, Contracted Provider Case type & IC Treatment case type 3. Residential Case type 4. Pre-Trial Case type 5. Diversions ORBIS User Story - Interface - Update 3-3-2023 1. Call User Profile Information 2. Call Subject Information 3. Legal History Information 4. Return YASI Assessment results from caseworks.com – Real time interface & nightly batch interface	3/3/2023

*****Rest of Page Blank*****