

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

THIS FOURTH AMENDMENT ("Amendment"), entered into upon signature, between the State of Delaware, Department of Services for Children, Youth and Their Families (the "Department"), and Deloitte Consulting LLP (the "Contractor"), is an amendment to the Amended and Restated Contract, dated as of 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.

WHEREAS, the Department and the Contractor have mutually agreed to add functionality to the current Contract; and

WHEREAS, the Department and the Contractor have agreed to extend the Contract end date under the above referenced contract.

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

Effective upon execution of this Amendment are the following modifications:

1. Append the Contract with the included Change Request #5 that: moves the go live date from January 8, 2018 to February 5, 2018; and (b) outlines the scope of work and financial responsibilities for the 25 week Additional Development and Operations Support.
2. Append the Contract with the included Attachment #1 Additional Development and Operations Support for Change Request #5 Overview
3. Change the contract end date from June 30, 2018 to July 28, 2018

All other terms and conditions remain the same.

IN WITNESS THEREOF, the parties hereto have caused this Amendment to be executed by their duly authorized officials as to the date first above written.

FOR THE CONTRACTOR

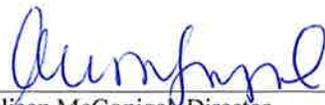


Authorized Contractor Signatory
Principal
Deloitte Consulting, LLP

FOR THE DEPARTMENT

 1/2/18

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



Alison McGonigal, Director
Division of Management Support Services

State of Delaware DSCYF - FOCUS

Change Request No. 5

FOCUS Project Change Request Form

Date (MM/DD/YY format)	11/1/17	Short Description	The change order covers additional services to the FOCUS project: 1) Additional Services – Additional Development and Operations Support of the initial implementation for 25 weeks beginning February 6, 2018 and completing on July 28, 2018.
Change Request #	5	Requestor (first name- last name)	Secretary Josette Manning

Requestor completes Sections 1-8
Section 1. Reason(s) for the Change Request

This change request:

- a) Moves the go live date from January 8, 2018 to February 5, 2018; and
- b) Adds Additional Development and Operations Support Services for a period of 25 weeks following go-live, February 6, 2018 through to July 28, 2018. The Development team will produce up to 1,600 Story Points of work over two releases. An Operations Support team of one person, for MuleSoft administration and Salesforce administration, will provide Operations Support. Eighteen (18) High Priority Change Requests will also be completed and implemented by February 6, 2018 for a fixed fee of \$179,141.

The supporting details of the Development and Operations Support team is outlined in Attachment 1.

Section 2. Requested Change Request Priority

Scheduled to be added to the backlog	N/A	High Priority
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Section 3. Description of the Requested Change (describe the change as specifically as possible)

Move the go live date of January 8, 2018 to February 5, 2018.

The CONTRACTOR fixed fee to provide services for the Development and Operations Support team of 13 people (i.e., a 12-person Development team and a 1-person operations support team) for 25 weeks is \$1,000,000. Contractor fixed fee for the 18 High Priority Change Requests will be \$179,141.

Section 4. Impacts (Requestor to complete if known)

This change impacts the following

FOCUS Project Change Request Form		
Area of Impact or Documentation Impact	Yes/No/Not Known	Description of impact and potential mitigation approach, if assessed
Core Application	Yes	Additional functionality implemented by the CONTRACTOR during the 25-week period following go-live on February 6, 2018 will update the FOCUS system based on the requested user story functionality added into the backlog. Conducting User Acceptance Testing and approval of the additional functionality is necessary to mitigate impacts from the development.
Interfaces	Yes	Additional functionality implemented by the CONTRACTOR during the 25-week period following go-live on February 6, 2018 could update the FOCUS Interfaces based on the requested user story functionality added into the backlog. Conducting User Acceptance Testing and approval of the additional functionality is necessary to mitigate impacts from the development.
Workflow	Yes	Additional functionality implemented by the CONTRACTOR during the 25-week period following go-live on February 6, 2018 could update the FOCUS Workflow based on the requested user story functionality added into the backlog. Conducting User Acceptance Testing and approval of the additional functionality is necessary to mitigate impacts from the development.
Reporting	Yes	Additional functionality implemented by the CONTRACTOR during the 25-week period following go live on February 6, 2018 could update the FOCUS Reports based on the requested user story functionality added into the backlog. Conducting User Acceptance Testing and approval of the additional functionality is necessary to mitigate impacts from the development.
Security	Yes	Additional functionality implemented by the CONTRACTOR during the 25-week period following go live on February 6, 2018 could update the FOCUS Security based on the requested user story functionality added into the backlog. Conducting User Acceptance Testing and approval of the additional functionality is necessary to mitigate impacts from the development.
Training	Yes	Additional functionality implemented by the CONTRACTOR during the 25-week period following go live on February 6, 2018 will update the FOCUS system based on the requested user story functionality added into the backlog. Training Materials will need to be updated by the DEPARTMENT for each release provided.

FOCUS Project Change Request Form

Conversion	Yes	To the extent any of the Change Requests (CRs) require data that resides in the framework to be migrated to transactional data, then the DEPARTMENT will identify the requirement and CONTRACTOR shall provide an itemized estimate of the associated effort to make the migration from framework to transactional as part of the Change Request including updated documentation.
Communications	No	
DSCYF Business Impact	No	
Providers/Third Party	No	
Schedule Impact	Yes	The go live date is moved from January 8, 2018 to February 5, 2018. The Integrated Project Plan will be updated accordingly.
Cost Impact	Yes	The fixed fee for the CONTRACTOR is identified.
Contract Impact	Yes	No change in responsibilities except as set out herein.
Resource Impact	Yes	Resources required to work on the Development and Operations Support have been outlined herein Attachment 1.

Section 5. Deliverables / User Stories Impacted (Requestor to complete if known)

No impact to existing Deliverables and User Stories. A detailed list of deliverables and responsibilities have been outlined for the Development and Operations Support herein as Attachment 1.

Section 6. Change Request Assumptions (Requestor to complete if known)

The following is an outline of the assumptions:

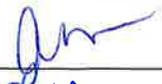
- a) The DEPARTMENT will complete all UAT by January 12, 2018. Failure to complete UAT by this date may impact the February 5, 2018 go live date.
- b) The updated Integrated Project Plan to achieve the February 5, 2018 go live date will be updated through the existing process and confirmed by the DEPARTMENT on or before January 5, 2018.

Section 7. Change Request Timeframe Estimates (Additional time / No Additional time)

- a) The changes in timeframe for this Change Request are: The go live date is moved from January 8, 2018 to February 5, 2018.
- b) Twenty five (25) weeks of Development and Operations support. Attachment 1 sets out the timeline of activities from February 6, 2018 through to July 28, 2018.
- c) Eighteen (18) High Priority Change Requests completed by February 6, 2018.

Section 8. Review and Approval Schedule (to be completed by PMO)

Review and Approval					
Approved	Approved but deferred (Included estimated)	Declined (Summarized reason(s))	Name	Signature	Date

FOCUS Project Change Request Form					
	implementation date)				
			Alison McGonigal		1/2/18
			Laura Miles		1/2/18
			Sanjay Shah		01/02/18
Section 9. Change Request Resources or Price Estimate (if applicable) (PMO and/or Technical team will complete)					

FOCUS Project Change Request Form

Labor Category	Staff	Cost	Total Cost
Additional Development / Production Operations Support	Identified Team Roles Extended	<p>The fee for the Development team cost will be \$870,580. The fee will be split into 4 equal payment points at the end of each 4 week sprint, except in the case of sprint 1a and 1b, whereby the combination of the two will equal a single sprint. Each payment point will be \$217,645. The CONTRACTOR will work collaboratively through clarification sessions, in the period between the prior sprint ending and the targeted sprint starting, to assist the DEPARTMENT in its efforts to get the user stories to the Definition of Ready. In the event CONTRACTOR fails to meet the Definition of Done for any User Stories included in the applicable Release, due to reasons solely attributable to CONTRACTOR's failure to perform its obligations, the DEPARTMENT shall receive a credit of \$544.11 per Story Point for any such User Stories that remain undelivered as of the completion of this Change Request. As detailed in Attachment 1, Section 2 below, the fees to be paid in the fourth (4th) payment point above may be withheld by the Department until the "Confirmed Defects" (as defined in Attachment 1, Section 2 below) have been corrected by CONTRACTOR.</p> <p>The fixed fee for the Operations support team for 25 weeks will be \$129,420 (a monthly fee of \$21,570) and will be invoiced on a monthly basis, starting February 28, 2018 and completing on July 28, 2018</p> <p>The fixed fee for the eighteen (18) Change Requests will be \$179,141 and will be invoiced following delivery on February 6, 2018</p>	\$1,000,000
Total			\$1,179,141

Attachment 1: Additional Development and Operations Support for Change Request #5

Section 1

The Additional Development and Operations Support services will be provided during the period of February, 6 to July 28, 2018 as further detailed herein:

- Additional releases will cover the scope of services defined in Section 2 of this document.
- Operation Support services for Salesforce and MuleSoft platforms are detailed in Section 2 of this document.

Section 2 Additional Development and Operations Support Scope of Services

Scope of Services

The CONTRACTOR will perform the following activities from February 6, 2018 to July 28, 2018:

Operations Support Scope

- Provide a resource to perform Salesforce administration activities as follows: monitoring logs, communicating system level issues, releasing updated software, lower tier (e.g. testing and development environments) and production environment management.
- Provide a resource to perform FOCUS MuleSoft administration activities: monitoring logs, communicating system level issues, releasing updated software, lower tier, production environment management and operational activities: Batch job monitoring and production reruns for failed items.

Additional Development Scope

- Deliver and deploy two (2) releases, Release 1 and Release 2, up to 800 Story Points each. This will include estimation of proposed design, development, associated framework data migration (if any), system testing, and code promotions.
- Work with the DEPARTMENT team to make assignments of proposed sprint development.
- Work with the DEPARTMENT business and MIS teams on change control processes which include Product Backlog Management, Change Review Board reviews, and making updates in Tracker.
- The CONTRACTOR will extend the Article V Warranty to Releases 1 and 2 subject to the following:
 1. The Warranty Period shall be 6 months for each Release, commencing upon deployment of the respective Release into production, except that in the event the 18 month Additional Functionality and Break Fix Support Agreement is not mutually agreed to and in effect as of July 20, 2018, then the CONTRACTOR shall have no obligation to correct any Defects not identified and entered into

Tracker on or before July 8, 2018 that were introduced/caused by Releases 1 (the "Confirmed Defects"); Any Defects identified and entered into Tracker after this date, will be the responsibility of the DEPARTMENT. For those Confirmed Defects, the fees to be paid in the fourth (4th) payment point as specified in Section 9 above, may be withheld by the Department until the Confirmed Defects have been corrected by CONTRACTOR.

2. If the Additional Functionality and Break Fix Support agreement is in effect as of July 22, 2018, the CONTRACTOR will utilize the break fix support team to provide the warranty support as expanded by Section 4 of this Attachment.
 3. If the Additional Functionality and Break Fix Support agreement is **not** in effect as of July 22, 2018, the DEPARTMENT can procure support for a two-month Warranty Period, from July 29, 2018 through to September 30, 2018 for a cost of \$275,000. During that two-month period, the CONTRACTOR shall correct Defects per this Amendment No. 4, but CONTRACTOR'S obligations shall terminate on the last day of the two-month Warranty period as described above. In the event the DEPARTMENT elects this two-month Warranty Period, the Department will not withhold the final payment in Section 9.
- In order for the CONTRACTOR to perform this scope of services the DEPARTMENT will:
 - Prioritize the Product Backlog
 - Assign user stories from the backlog to Sprints (in coordination with the CONTRACTOR)
 - Develop User Stories that meet the Definition of Ready (DOR) prior to Sprint start
 - Write UAT scripts and execute UAT in accordance with the schedule in Diagram 2
 - Support the change review board process

Support Knowledge Transfer – Salesforce Administrator

The CONTRACTOR will provide knowledge transfer with the goal of assisting the DEPARTMENT MIS in developing a primary DEPARTMENT Salesforce Administrator for the FOCUS application. It is expected that this knowledge transfer will begin following the completion of the Salesforce Training by the DEPARTMENT Salesforce Administrators. The knowledge transfer will be complete by July 28, 2018, or a mutually agreed upon Change Request will be executed to extend these services.

The CONTRACTOR's knowledge transfer approach includes the following stages and activities.

- Stage I – A comprehensive list of administration duties will be clearly defined and approved by the DTI overall administrators for Salesforce, the CONTRACTOR and the DEPARTMENT. The list will be prioritized, based on the people's skill base, in order for the DEPARTMENT and the CONTRACTOR to prioritize the knowledge transfer.

This will assist in the second stage which is creating a role-based transfer plan based on specific objectives. It is expected that the people performing as the DEPARTMENT Salesforce Administrators have taken the necessary salesforce training and will be technically qualified as a pre-requisite to starting this knowledge transfer.

- Stage II – During Stage II, the DEPARTMENT individuals will engage in targeted knowledge transfer activities including shadowing, both where the DEPARTMENT individual shadows the CONTRACTOR counterpart and where the CONTRACTOR shadows the DEPARTMENT individual as well as sharing of documentation. Periodic checkpoints will be used to assess progress against plan to assist in determining ability to independently support the systems.
- Stage III – During Stage III, the DEPARTMENT will conduct final assessments and sign off on the level of achievement against a set target. If the DEPARTMENT determines that target levels of knowledge have not been achieved, the DEPARTMENT can extend Salesforce administrator support with the CONTRACTOR via a mutually agreed to Change Request.

Operations Support Roles and Activity Responsibilities

The table below outlines, by role, the responsibilities and the core key activities for each role of the operations support team. These roles and responsibilities are aligned to the support scope of work outlined in section 3.

Role	Who	Role Description	Activity Responsibilities
DSCYF Project Management	DEPARTMENT	The project management group has overall responsibility for the successful completion and delivery of the support work representing the DEPARTMENT They are responsible for coordination of activities for the DEPARTMENT on a daily basis and the initial point of escalation for the CONTRACTOR Project Management	Oversee and report Support related Metrics and , SLA's, ensure adherence to the agreed processes, serve as an escalation point for support issues raised through the CONTRACTOR or DEPARTMENT teams.
Deloitte Consulting Project Management/Delivery Lead	CONTRACTOR	The project management group has overall responsibility for the successful completion of the support work. They oversee project teams, work streams, quality management, financial management, and the methods, standards and guidelines for the project. The project manager works closely with the Delivery lead to ensure that the support process is adhering to the metrics and standards defined.	Oversee and report Support related Metrics and SLA's, adherence to the agreed processes, serve as an escalation point for support issues raised through the CONTRACTOR or DEPARTMENT teams.
Salesforce Administrator	CONTRACTOR	The Salesforce administrator is responsible for the salesforce production environment monitoring logs, communicating system level issues, and releasing updated software to lower tier and production environments. Assumption: By July 28, 2018 the Knowledge Transfer has been	Salesforce (Monitoring Production Logs, Communicating System Issues, Release Management and Version Control).

		conducted and the DEPARTMENT will assume these responsibilities or a mutually agreed to Change Request will be executed to extend CONTRACTOR'S support.	
MuleSoft Administrator	CONTRACTOR	The MuleSoft administrator is responsible for the MuleSoft production environment monitoring logs, communicating system level issues, releasing updated software, lower tier and production environment management and code consistency.	MuleSoft (Monitoring Production Logs, Communicating System Issues, Release Management and Version Control)
MIS Salesforce Administrator Trainee(s)	DEPARTMENT	The three trainees are responsible for taking the necessary Salesforce training as a pre-requisite to starting knowledge transfer and it is expected that each of these trainees will be technically qualified. Trainee also shadows the Deloitte Consulting counterpart to learn the Salesforce administrator duties. Shadowing and knowledge transfer sessions will be coordinated for attendance of all three trainees at the same time as opposed individual trainee sessions.	Obtain Salesforce training and certifications and shadow counterpart. Would be responsible for Monitoring Production Logs, Communicating System Issues, Release Management and Version Control following completion of Knowledge Transfer.
DSCYF MIS and DTI Management	DEPARTMENT	Responsibility for the overall management of the MIS and DTI teams involved within support, act as an escalation point for technical elements and overall responsibility for review and acceptance of the technology focused support reports	Oversight and review of the support reports

Table 1

Operations Support Deliverables

The deliverables outlined in the table below are applicable for the operations support process only.

Deliverable Name	Deliverable Description	Review Timeframe / Submission	Reviewer (Sign off Owner)
System Monitoring – Availability and Performance Report	Report confirming system uptime and availability for the prior week period and identifying any system governor limits hit over the course of the week.	1 Day Produced Weekly on Friday	MIS and DTI Management
Interface Failure* Report	A report outlining any interface failures created as an output of the Error Handling within the solution.	1 Day Produced Weekly on Friday	MIS and DTI Management

Release Package	Release Notes, Release Runbook and Configured and Signed off Application Ready for a given Release. Releases will align with development releases unless deemed an Emergency release	2 Business Days Produced as part of agreed release schedule	Sign off (MIS and DTI Management)
Knowledge Transfer Report	A final report with an assessment of the knowledge and skills gained by the designated DSCYF salesforce administrator	5 Days Produced by July 13, 2018	Sign off (MIS and DTI Management)

Table 2

Additional Development Roles and Activity Responsibilities

The table below outlines, by role, the responsibilities and the core key activities for each role of the CONTRACTOR support team. These roles and responsibilities are aligned with the current FOCUS project and well established for the existing people within those roles. For any new personnel from the DEPARTMENT taking on the role in place of an existing DEPARTMENT employee, the expectation is that the respective knowledge transfer will be completed as part of the transition of project resource. For any changes to resources in roles for the CONTRACTOR team, the appropriate knowledge transfer will be done by the CONTRACTOR team to promote a smooth transition.

Role	Who	Role Description	Activity Responsibilities
DSCYF Project Oversight	DEPARTMENT	The project management group has overall responsibility for the successful completion and delivery of the project representing DSCYF. They are responsible for coordination of activities for DSCYF on a daily basis and the initial point of escalation for the Deloitte Consulting Project Management	Product Backlog, Release Planning, Impediment Escalation, Sprint Reviews
Deloitte Consulting Project Oversight	CONTRACTOR	The project management group has overall responsibility for the successful completion and delivery of the project. They oversee project teams, work streams, quality management, financial management, and the methods, standards and guidelines for the project. The project manager works closely with the integration and technical leads and the Scrum Masters on the project to ensure that the project solution is meeting its business, functional, and technical requirements.	Product Backlog, Release Planning, Impediment Escalation, Sprint Reviews
Business Lead (Executive Product Owner)	DEPARTMENT	The Executive Product Owner is the owner of the Product backlog and the prioritization of the user stories and selection of user stories for sprints. This shall include the acceptance of functionality and story points for final releases into production. He or She will oversee the other product owners and be the single point of contact and escalation point for the other product owners	All team daily stand-ups, Product Backlog, Sprint Deliverables, Regression Testing, UAT Reports, Knowledge Transfer Reports
Product Owner(s)	Division Business Leads / Liaisons	<p>A product owner is responsible for identifying and prioritizing what needs to be built and ensuring the project success. A product owner prioritizes the backlog for the team before they go into a sprint planning meeting and makes sure that the highest priority works gets done first.</p> <p>A product owner is also responsible for:</p> <ul style="list-style-type: none"> •Negotiating work with the team, by discussing the priority and team's capacity •Facilitating the sprint review meeting and accepting/rejecting user stories completed by the team •Removing any impediments that prevents the team from making progress •Communicating directly with the team leading the development effort by discussing vision/goals •Re-prioritizing the backlog on an ongoing basis depending upon the changing business needs •Being available to the team to answer any questions/discuss open items •Accepting functionality and story points for final release into production 	Product Backlog, Project Roadmap, Sprint Planning, Daily Stand-up, Sprint Review, Sprint Retrospective
Scrum Master		The scrum master serves as a facilitator between the product owner and the team. A scrum master has no	Sprint Planning, Sprint Backlog, Daily Stand-up,

		management authority and cannot commit to sprint work on behalf of the team. The scrum master's role is to make sure the team/project stays true to the Agile principles:	Sprint Review, Sprint Retrospective
	Deloitte Consulting Functional Lead	The scrum master is also responsible for: <ul style="list-style-type: none"> • Planning and facilitating the sprint planning session, so that the team can focus on estimating stories • Ensuring that the team's progress and success is visible to the stakeholders all the time • Resolving any open impediments that the team faces during sprint execution • Helping the team in becoming more efficient by improving processes, communication, and so on 	
Tech Analyst	The CONTRACTOR	The Tech Analyst is responsible for technical design approach, development activities around additional development. They will also be responsible for analyzing and fixing build defects as they are identified by the business.	Technical design, Build, Defect validation
Developers	The CONTRACTOR	The developers, Application, Conversion and Integration Developers are responsible for conducting the development activities around additional development and unit testing prior to moving it to the system test environment. They will also be responsible for validating build defects as they are identified by the business during UAT.	Confirm additional development build, fix build defects and unit test build defects
Primary Client Stakeholder(s)	Division Director	The primary client stakeholders are the Division Directors who will be the authoritative decision maker for the division they are representing and be the escalation point for the product owner of that division. He or she must assume ownership and accountability for final deliverables to realize benefits.	Sprint Review, Steering Meetings
Testers	The CONTRACTOR	The testing lead has overall responsibility for coordinating the testing activities that fall under the responsibility of Deloitte Consulting (System, Integration, Regression and Performance for Deloitte Consulting built features).	Testing Strategy and Plan, Testing Reports and Test Execution for the Deloitte Consulting owned test phases
Division SME	The DEPARTMENT	The SME will provide business context and insight to the team specifically around the Child Welfare processes within their representative Division. They will be involved throughout all phases of the project, with their heaviest involvement being in creating the user stories and collaborating with the scrum team during the sprint review	Supporting the project throughout and acting in a subject matter expert capacity to provide business context. Expected to provide significant input to the User Stories
MIS and DTI Management	The DEPARTMENT	Responsibility for the overall management of the MIS and DTI teams involved within the project, act as an escalation point for technical elements and overall responsibility for review and acceptance of the technology focused deliverables	Accountable for the technology deliverables on the project (Integration, Conversion and Data needs)

Table 3

Additional Development Team Deliverables

The deliverables outlined in the table below are applicable for the additional development. The deliverables that are repeatable will be completed every sprint and the submission and review timeframes will follow the below table.

Type	Deliverable Name	Deliverable Description	Repeatable/	Review Timeframe/ Submission	Sign-off (Owner)
Sprint Management	Product Backlog	Defined User Stories for the system to be developed and loaded into a prioritized list. The product backlog is constantly updated as additional developments are identified. The product backlog meeting will determine which user stories are prioritized for the following sprint. This will be a living deliverable within the Tracker tool		Reviewed During Weekly Product Backlog Meeting	Executive Product Owner
	Sprint Backlog	Creation during the sprint planning meeting and then management of the Sprint Backlog after a sprint has officially started. The deliverable will be submitted on the third day of the sprint	Yes	1 day (submitted day 1 of the sprint)	Executive Product Owner
	Burn down Chart	Establish and maintain a daily Burn down Chart that an Agile project team will use to graphically present and track the estimated work remaining in the sprint. The burn down can be reviewed in tracker. A final report will be produced as part of the sprint deliverable package on the final day of the sprint.	Yes	2 days (submitted on the final day of the sprint)	Executive Product Owner
Design and Develop Features	Design Specifications	A specification of the configuration, customization (where required) report or interface based on an agreed template for each applicable specification	Yes	2 days Submitted on day 5 of the sprint)	Product Owners

		category. The design will be submitted for review and approval on the fifth day of the sprint.			
		Elicit, analyze, and specify user stories that define the capabilities of the system to be developed. This is a DEPARTMENT deliverable which must be produced to meet the definition of ready by sprint planning session. The initial user stories should be ready for review and clarification meetings 4 weeks in advance of the sprint starting.	Yes/	Deloitte Consulting to review and ask questions through period when story meets definition of ready to the start of the associated sprint	Executive Product Owner/Scrum Master
	User Stories	Implemented code for the subsystems within the enterprise application. This is the completed and developed user story meeting the definition of done.	Yes	Review during the sprint and at the Sprint Review (submitted on final day of sprint)	Executive Product Owner
	Developed Components	A representation of the solution's persistent data store at the entity level. The Logical Data Model specifies data groupings, relationships, and data definitions at a high level. It also defines applicable data-related business rules for the solution.	Yes	2 days (submitted on final day of sprint)	DSCYF to Obtain DTI Management Approval
	Logical Data Model	Report of Executed System Tests conducted during the sprint	Yes	2 days (submitted on final day of sprint)	Executive Product Owner
Testing and Approval	Testing Report	Executed Regression Test Scripts for the Integrated components and Report on the Results for a given Sprint	No	2 days (report submitted at the end of regression testing for a given release)	Product Owners
	Executed and Regression Test Scripts	Output from a demonstration of what was completed during the sprint and feedback gathered from the product owner and key stakeholders.	Yes	2 days (submitted on final day of sprint)	Division Directors
	Sprint Review				

	Sprint Retrospective	Documented lessons learned from the current sprint prior to moving forward with the next sprint. This task is performed after the sprint review and prior to the next sprint or sprint planning meeting.	Yes	1 days (submitted following the retrospective meeting)	NA
Deployment	User Acceptance Testing Report	This is the summary report of the User Acceptance Testing Period at the completion of the 2 sprints comprising a release. The UAT will run for a period of 2 weeks prior to the release as a final acceptance of the additional development release prior to deploying to production.	No	2 days (submitted on the final day of user acceptance testing for a given release)	Executive Product Owner
	Release Runbook	A prepared release runbook for the up and coming additional development release	No	2 days (submitted at the start of user acceptance testing for a given release)	DTI Management

Table 4

Additional Development Deliverable Approval Process

Deliverables that are repeatable will follow the same cadence every sprint and adhere to the submission (per the sprint cadence diagram) and review timings outlined above. For the non-repeatable deliverables, they will be produced at the timeframes, for a given release, outlined above. All deliverables will follow the same approval process outlined below:

- 1) Deliverable submitted by the CONTRACTOR to agreed reviewers and sign-off owner, per the allocated owner in table 4, where the formal review process will begin.
- 2) Feedback comments will be provided by the DEPARTMENT, in a consolidated manner, to the submission owner within the review timeframe.
- 3) The CONTRACTOR will review and provide feedback comments and updates within two full business days of receiving all the consolidated review comments
- 4) The DEPARTMENT will review the updated deliverables and comments and within two full business days provide a formal approval or comments on any outstanding items that need to be addressed.
- 5) The sign-off owner will send an email to the deliverable submission owner, copying in the CONTRACTOR project oversight lead once all comments are addressed and approval is granted.
- 6) A copy of the final document will be stored on the project SharePoint site
- 7) If the deliverables are part of a milestone payment point, the CONTRACTOR will submit an invoice along with the deliverable package.

Additional Development Sprint Cadence

The diagram below outlines the cadence that will be followed for each 4-week sprint. The Sprint Planning will occur on the first day of the sprint and all of the user stories that meet the Definition of Ready, up to the applicable Story Points for the given sprint, will be accepted and included in the sprint. All user stories should be completed and ready for clarification sessions as specified on Diagram 2 in the Operations Support and Additional Development Timeline section. Upon entry to the sprint, the formal design process for the user stories will be conducted for the first week of the sprint, with submission at the end of week 1 for review and approval. Weeks 2, 3 and 4 of the sprint will be an iterative process of development, unit and system testing and sprint review and approval. Sprint reviews will be conducted daily, starting week 3 of the sprint, with acceptance for developed user stories that meet the Definition of Done. On the Thursday of week 4 of the sprint a final sprint review will be conducted to showcase the accepted user stores to the wider stakeholders who have a vested interest in the developed solution. Product backlog refinement will be conducted on a weekly basis. The sprint will end with a sprint retrospective to identify any opportunities for process improvements in the following sprints. In addition, user acceptance test scripts will be written by the product owners and SME's on the second week of the sprint, which will be an input into the formal UAT execution for a given release.

The definition of ready and definition of done will remain as per the existing contract. UAT will be for a period of 10 days following the completion of one week's regression testing after the sprints for a given release. It is expected that UAT will be managed and coordinated by the DEPARTMENT, including creation of an execution plan and scheduling of testers as required to complete UAT within the 10-day period. All scenarios for a given UAT should be completed fully in the first 5 days with the second 5 days utilized for retesting of defects.

The only deviations from the above cadence will be as follows:

- 1.) The period February 6, 2018 through March 5, 2018, will be a three week build sprint, followed by a one week UAT and release to production, where the team will begin work on the 14 change requests confirmed as high priority prior to go live. The details for each of the assigned numbers are available in tracker (CR213, CR255, CR291, CR292, CR297, CR308, CR320, CR324, CR379, CR383, CR384, CR397, CR399, CR417).
- 2.) Sprint 1 b will be a three week sprint from March 5, 2018 through to March 23, 2018. The Sprint Planning will occur on the first day of the sprint and all of the user stories that meet the Definition of Ready, up to 200 Story Points, will be accepted and included in the sprint. All user stories for sprint 1b should be ready for clarification sessions by February 12th. Upon entry to the sprint, the formal design process for the user stories will be conducted for the first week of the sprint, with submission at the end of week 1 for review and approval. Weeks 2 and 3 of the sprint will be an iterative process of development, unit and system testing and sprint review and approval Sprint reviews will be conducted daily, starting week 3 of the sprint, with acceptance for developed user stories that meet the Definition of Done.

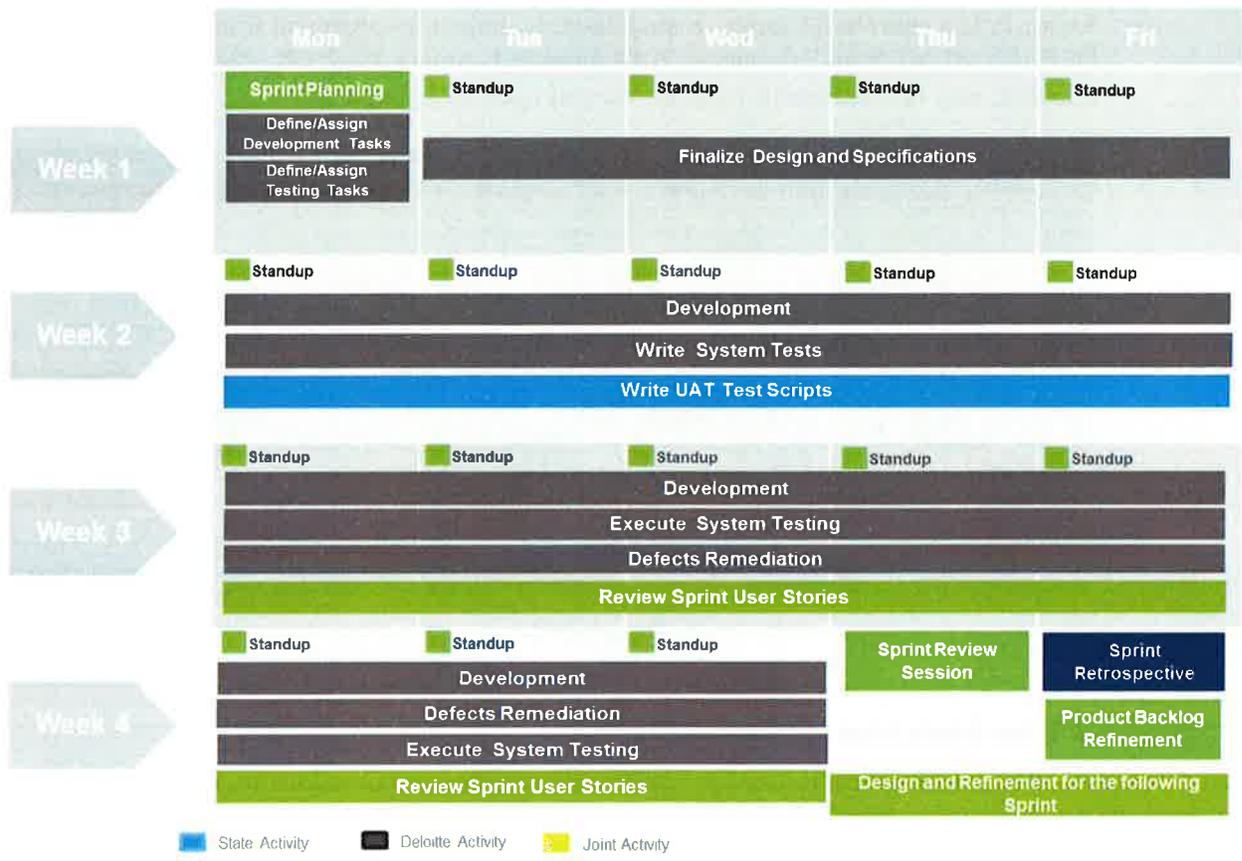


Diagram 1

Operations Support and Additional Development Timeline

Diagram 2 depicts the timeline for the 25 weeks of this change order:

- During this change order, there will be three releases, one containing one sprint and two containing two sprints.
- This change order will cover functionality up to 1,600 Story Points spread across three releases
 - Release 1a will cover functionality of up to 200 Story Points. Release 1a will be 4 weeks. 3 weeks build and test and 1 week of UAT and Deployment
 - Release 1b will cover functionality up to 600 Story Points. Release 1b will be 10 weeks and will contain one sprint of 3 weeks followed by one sprint of 4 weeks. There will then be a 3-week period of regression testing, UAT and Deployment following this prior to the migration to production. From February 19, 2018, through to March 2, 2018 there will be a 2-week user story clarification and finalization period for sprint 1b, which The DEPARTMENT is primary on this activity with support from the CONTRACTOR
 - Release 2 will cover functionality up to 800 Story points. Release 2 will be 11 weeks, and will contain two sprints to cover up to 400 Story Points functionality in each sprint.

- Sprint 1a is a short build sprint, as such there is limited involvement from the DEPARTMENT from February 6, 2018 through February 19, 2018. The Release schedule may be modified if mutually agreed upon by both parties.

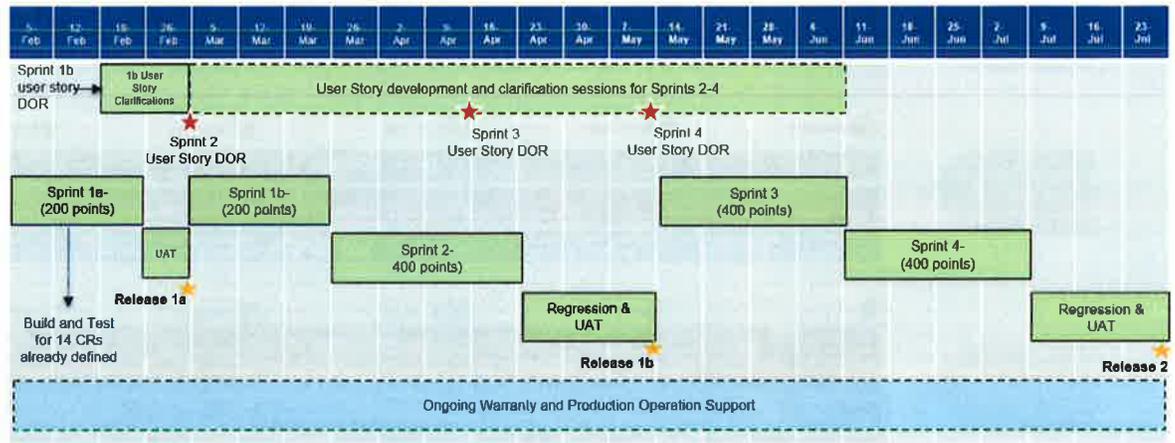


Diagram 2

Section 3 Team Resourcing

There will be two distinct teams: one for implementing additional functionality through sprints, and another to provide Operations Support.

Role	Operations Support	Development Team
Leadership	0.25	0.75
Scrum Master		0.5
Scrum Analyst		1.0
Tech Analyst		1.0
Integration Developer	1.0	
Onsite Developers		
Onsite Testers		
Offshore Developers		5.0
Offshore Testers		3.0
Totals	<u>1.25</u>	<u>11.25</u>
FTE		<u>12.5</u>

Table 5

Section 4 Service Level Agreements (SLA)

The following SLA's will apply during the Warranty Period for Release 1 and 2, and during the Warranty Period for the base Product to the extent specified in this section. It is expected that The CONTRACTOR will be responsible for providing reports, on a monthly basis, for the SLA's outlined below. It is expected that The DEPARTMENT, will be responsible for monitoring the SLA's based on the provided reports.

SLA Definitions

Measure	Definition
Response Time	Time to initially respond to a Service Incident once the ticket is dispatched to the CONTRACTOR support team
Resolution Time	The elapsed time between when the Service Incident is initially responded to and when the Defect has been fixed and tested by the CONTRACTOR. Validation of the fix by DSCYF and the release to production are outside of this SLA and will be scheduled accordingly as part of the resolution planning.

Table 6

SLA Response Time Metrics

The following metrics are specific to Response Times:

Severity	Response Times (SLT)
1 - Critical	Not greater than 120 Minutes
2 - High	Not greater than 240 Minutes
3 - Medium	Not greater than 1 Business Day
4 - Low	Not greater than 2 Business Days

Table 7

SLA Resolution Time Metrics

The following metrics are specific to Resolution Times:

Severity Level	Description
1 Critical	<p>Because of a Defect, a critical service in production is unavailable or very seriously impaired whereby the DEPARTMENT is unable to deliver mission critical services to a large group(s) of users. There is a serious, adverse business/financial impact. The users have no readily available alternative way of performing the mission critical services.</p> <p>Resolution Time for Severity 1 Defects is 24 hours.</p>
2 High	<p>Because of a Defect, an important service is unavailable or very seriously impaired whereby the DEPARTMENT is unable to deliver important services to a material group of users using the Product. The impact on business is significant but a workaround is available and there is no serious adverse business/financial impact.</p> <p>Resolution Time for Severity 2 Defects is 48 hours.</p>
3 Medium	<p>Because of a Defect, a non-critical service is unavailable or there is a moderate impact to functionality whereby the DEPARTMENT is impaired in its ability to deliver some services to some users, but there is no direct impact on business. The users have the ability to use the application system without some functions that are not critical to overall operations and a workaround is available. There is a moderate adverse business/financial impact.</p> <p>Resolution Time for Severity 3 Defects is 5 business days.</p>
4 Low	<p>Because of a Defect, there is a non-critical impact to functionality which causes a negligible impact, or no impact on the DEPARTMENT's ability to deliver services which are non-critical in nature.</p> <p>Resolution Time for Severity 4 Defects will be based upon a mutually agreeable schedule to be determined within 5 business days.</p>

Table 8

Application of the SLA's to Additional Development Releases 1 and 2

Response Time and Resolution Time will apply to Defects that are identified and confirmed as being caused or introduced by either Additional Development Release 1 or Release 2. The CONTRACTOR's SLA obligations will only apply to Additional Development Releases 1 and 2 during the Warranty Period as made applicable to Release 1 and 2 via Section 2, Scope of Services above.

Application of the SLA's to Base Product

The Severity 1 Critical and Severity 2 High Response Time and Resolution Time will apply to Defects that are identified and confirmed as being caused by the Base Product during the Base Product Warranty Period. All other severity Response Times and Resolution Times will not apply to the Base Product.

End of Attachment 1

Attachment 2: 18 high priority change requests identified.

The list of change requests below are all confirmed within the project management tool Tracker.

Change Request Number	Change Request Title	Story Point Value
CR-0309	TKT-006484 DFS Intake Family Report - Reporter Narrative field Conversion	10
CR-0348	IUAT: TKT-3373. Assessment Persons	10
CR-0356	OCCL Reports Facility Type	6
CR-0322	IUAT: TKT-7943 Close CAM PI and Case	10
CR-0293	IUAT: TKT-007176, TKT-007175 PBH Ongoing issue - not being able to transfer a case, change owner.	13
CR-0392	IUAT: TKT-7885 Provider Reportable Events Parent Org	24
CR-0323	IUAT: TKT-8162 Child Care Review Plan Printing	12
CR-0319	IUAT: TKT-7662, 7048 CAN Intake Hotline Reports	9
CR-0394	Conv: TKT-8830 OCCL Facility Visit Cited Date Conversion	10
CR-0224	Interstate Compact Case Data Conversion	14
CR-0378	Mixing Review Conversion	7
CR-0404	Foster Care Board Run Placement Pick-Up Logic	24
CR-0406	Cost Total Fields Field Type Change	31
CR-0405	Dynamic Account Coding based on Payment Type	28
CR-0351	CPRB Historical Information	11
CR-0424	TEDS Conversion Mapping	18
CR-0430	Provider Contacts Data Conversion	4
CR-0399	FSF Payment Voucher Extract Description Field	4

End of Attachment 2

