

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

THIS FIFTH AMENDMENT (the "Fifth Amendment"), entered into August 3, 2018, 2018, between the State of Delaware, Department of Services for Children, Youth and Their Families (the "Department"), and The CONTRACTOR 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 and subsequent amendments.

WHEREAS, the Product was deployed into production (Go-Live) on February 5, 2018;

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

WHEREAS, the Department requires Additional Development and Support Services to include operations, break-fix from the original deployment, and additional development work for additional functionality;

WHEREAS, the Department and the Contractor have mutually agreed to update the Contract for purposes of the Additional Development and Support Services and to put in place a Statement of Work to specify the Additional Development and Support Services;

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

1. Change the contract end date from July 28, 2018 to July 26, 2020;
2. The period of this Agreement may be extended for up to two (2) two-year terms at the option of the Department, should the Department elect that Contractor continue to perform additional development and support services. Any such extension shall be subject to written mutual agreement at the time of the extension.
3. Append the Contract with the included Statement of Work that includes additional terms to govern the Additional Development and Support Services.

To the extent that there is any conflict between this Fifth Amendment document and any attachment or exhibit or between any of the foregoing, the Parties agree that the order of priority of the documents and the order in which they shall be controlling on the Parties is set out below as follows:

1. The text of the of the Fifth Amendment (including the SOW); and
2. The Exhibits in the order as set out below:
Exhibit AA: Additional Development and Support Services Definitions

Exhibit C: RASCI Mapping

Exhibit D: High Level Timeline

Exhibit H: DE - FOCUS Software Delivery Methodology--updated and amended

Exhibit K: Software List

Exhibit L: DEPARTMENT Service Locations

Exhibit M: Prioritization and Release Management Process

Exhibit N: Release Migration Process

All other terms and conditions remain the same.

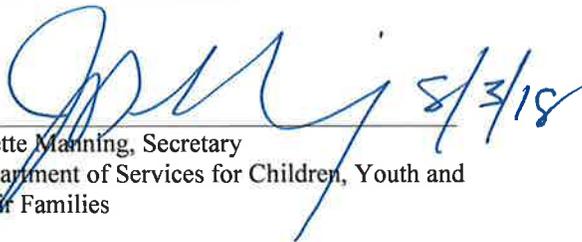
IN WITNESS THEREOF, the parties hereto have caused this Amendment to be executed by their duly authorized officials as to the date first above written.

FOR THE CONTRACTOR



Authorized Contractor Signatory
Principal
Deloitte Consulting, LLP

FOR THE DEPARTMENT



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

Statement of Work

For the Additional Development and Operations Support Services Support Services

I. Section 1 Overview

This Fifth Amendment adds Additional Development and Support Services that include development and support services for a period of 104 weeks commencing on August 3, 2018, 2018 and continuing through to July 26, 2020. The development team will produce up to 4,000 Story Points of work over 20 sprints comprising five (5) releases of 800 points. The final two sprints, 19 and 20, totaling 400 story points can be leveraged for final support closure and transition services if mutually agreed to by February 10, 2020.

The scope of this Fifth Amendment will cover:

- Additional Development releases to cover the scope of services defined in Section 2 of this document.
- Support Services for production break/fix for delivered components of FOCUS as are defined in Section 2 of this document.

II. Section 2 Additional Development and Support Services for the CONTRACTOR

The CONTRACTOR will perform the following activities from August 3, 2018 through July 26, 2020:

Support Services Scope

- Provide a break/fix team to support break/fix analysis, tracker documentation on corrective measures and fixes for the functionality deployed into the FOCUS production environment.
- Tracker support will continue to be provided by the CONTRACTOR.
- Provide a support team of three identified resources working Business Days onsite from 8 am – 5 pm EST. These resources will be available to triage and fix confirmed Defects, based on priorities. Outside of these times there will be a dedicated-on call number for raising Severity 1 issues.
- Support will be available during scheduled change control migrations to production as may be mutually agreed to in writing by the parties. The maintenance window for production changes will initially be every two weeks on Sunday morning 6 am – 9 am EST with a goal to reach changes once a month based on the volume and severity of code changes.
- Mulesoft support will be provided in the following manner:

- The CONTRACTOR will provide 10 hours of Mulesoft support services each week to fix identified production support Defect tickets.
- The CONTRACTOR will provide technical support with a focus on tuning for CPU/RAM usage during operations as the 10 hours permits, break/fix is the primary role.
- The CONTRACTOR will be the resource for DEPARTMENT personnel to go to for assistance as the 10 hours permits, break/fix is primary role.
- Any additional hours over the 10 hours that are mutually agreed to be provided by CONTRACTOR will be charged on a time and materials basis at a fixed hourly rate of \$100 per hour.
- The foregoing production operations support will be the responsibility of the DEPARTMENT (e.g., log checking, re-running jobs, providing error notifications to the business and technical team and writing up defects that require production support).
- The CONTRACTOR will track and log all activities for 3 months to assist identifying future support role definitions
- The role to provide Mulesoft services will be re-evaluated after three months

Additional Development Scope

- Deliver and deploy five (5) releases, where up to 800 Story Points per release will be allocated across the four associated sprints within the release. The release scope will also include estimation of proposed design, development, associated framework data migration (if any), system testing, UAT Support and code promotions. A given release will be made up of multiple deployments, namely after each given sprint, which is outlined for reference in Exhibit D
- 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.
- If mutually agreed to by February 10, 2020, support a transition of the final releases and overall product during the (10) week period following the fifth release, The 10 week period will be used for closure of open defects and to support transition of the solution to the DEPARTMENT or another third party. This transition shall include the operations documentation, schedules, diagrams and other items supporting the solution. CONTRACTOR will work with the DEPARTMENT in support of the transition of FOCUS components and Tracker. Where a DTI Standard tools are identified to replace Tracker CONTRACTOR will support the export of the Tracker data (in its given structure). Should additional time be required to complete transition activities, this can be mutually agreed between the DEPARTMENT and the CONTRACTOR through the change request process.
- The CONTRACTOR will extend the Article V Warranty to Releases 3 - 7 subject to the following:
 - The Warranty Period shall be 6 months for each Release, commencing upon deployment of the respective Release into production and subject to the following:

1. If an extension agreement is not mutually agreed to and in effect as of April 10th, 2020, then the CONTRACTOR shall have no obligation to correct any Defects identified after April 17, 2020 that were introduced/caused by Releases 3 – 7 and any Defects arising after this date will be the responsibility of the DEPARTMENT.
 2. If the extension agreement referenced in item 3 below is in effect as of April 10th, 2020, the CONTRACTOR will utilize the break fix support team to provide the warranty support as expanded by Section 5 of this Attachment.
 3. If an extension agreement is **not** in effect as of April 10th, 2020, the DEPARTMENT can procure support for a two-month Warranty Period, from July 25, 2020 through to September 25, 2020 for a cost of \$275,000. During that two month period, the CONTRACTOR shall correct Defects per this Amendment No. 5, but CONTRACTOR'S obligations to make Defect corrections shall terminate on the last day of the two month Warranty period.
- Mutually agreed upon Defect density is 10%. This threshold should then be used to benchmark quality and where there is a deviation in quality to the adverse The CONTRACTOR agrees to course correction measures to bring back in line the quality metric. If the quality level does not improve, the parties will mutually agree on the necessary course of action.
 - Change Requests - There should not be more than 1 defect for every 10 story points
 - The CONTRACTOR will produce defect reports for the CRs implemented in a sprint.
 - The CONTRACTOR will include defect re-open statistics as part of the report
 - Defect Resolution – The percentage of re-opens for production defects should be less than 7%.
 - The CONTRACTOR will produce defect reports for the defects implemented per deployment to production
 - The CONTRACTOR will include defect re-open statistics as part of the report
 - The percentage of re-opens for production defects will be reviewed on an annual basis and mutually agreed upon

In order for The CONTRACTOR to perform this scope of services the DEPARTMENT will:

- Prioritize the Product Backlog for Additional Development
- 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 the Sprint start date
- Write UAT scripts, within the User Story Template at the time of User Story creation, and execute UAT in accordance with the schedule in Diagram 2
- Support the change review board process

III. Section 3 Assumptions

The following is a list of some of the assumptions and expectations that, together with the information provided to the CONTRACTOR as of the date of this 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 into a Change Request to reflect any adjustments to the Services and/or pricing for such services as a result thereof.

3.1 Project Management

- The DEPARTMENT Project Management (outlined in Exhibit C) will have overall responsibility and authority for driving all Project decisions, reviewing and approving all Deliverables, facilitating discussion and communication among the Parties as needed, and securing any required DEPARTMENT or third-party resources
- The CONTRACTOR is not responsible for Project delays or additional scope that results from other initiatives the DEPARTMENT may have in progress
- Project management will be a shared responsibility between the DEPARTMENT and the CONTRACTOR
- A standard work week of 37.5 hours is assumed for all full-time DEPARTMENT staff
- A standard work week of 45 hours is assumed for all full-time CONTRACTOR resources.
- The DEPARTMENT shall obtain all consents necessary from third parties required for The CONTRACTOR to perform its obligations hereunder
- 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 Project
- The CONTRACTOR must cooperate with third parties to provide support and documentation as necessary.
- The DEPARTMENT is responsible for the contractual relationship with third parties and for ensuring that they cooperate with The CONTRACTOR
- The CONTRACTOR will have no responsibility for the performance of any third party software or hardware.
- The DEPARTMENT will be responsible for DEPARTMENT resources, ensuring attendance, and participation.
The DEPARTMENT will be responsible for identifying additional state resources outside of the DEPARTMENT for meeting attendance, and participation as necessary.
- The CONTRACTOR and the DEPARTMENT will finalize the sprint schedule, inclusive of meetings, draft Deliverable target dates, review cycles and sign-off milestones in advance of beginning any sprint. Together, the DEPARTMENT and the CONTRACTOR will identify DEPARTMENT stakeholders for each sprint and define the acceptance criteria and review cycle time in advance of beginning any sprint should there be a deviation from what’s outlined for the sprint cadence here in.

- Each Sprint will not exceed 200 user story points except as provided for below. If 200 points of clarified user stories are not provided to the CONTRACTOR by the first day of each Sprint, the DEPARTMENT will have the ability to, by way of written mutual agreement, to re-allocate 50 story points while not exceeding the total of 4,000 story points. Unless otherwise mutually agreed to, Story Points that are not consumed shall be forfeited. The re-allocated story points may be distributed over more than one sprint based on the Contractor's capacity to deliver the story points in that sprint.

3.2 The DEPARTMENT Staff

- The DEPARTMENT will identify and provide qualified and knowledgeable staff members to the Project Team at the staffing levels and according to the timeline, with the business skills required as defined by the Project roles
- The DEPARTMENT will confirm subject matter specialists and super users are available when needed to attend meetings and workshops
- The CONTRACTOR team members will have appropriate access to The DEPARTMENT's corporate executives, Project leadership, managers, and employees
- The DEPARTMENT is responsible for delays or additional costs associated with the unavailability of required DEPARTMENT resources and for ensuring performance of its third parties.
- The DEPARTMENT is responsible for providing the Executive Product Owner and Product owners. These persons know the business, can define/change features, negotiates work with the team, has authority to make decisions and is responsible for the overall project success.
- The DEPARTMENT is responsible for determining and communicating the business value for the purpose of setting priorities associated with each of the sub processes and/or requirements in the scope of the Project to address the highest valued features earliest in the sprint cycles.

3.3 The CONTRACTOR Personnel

- The CONTRACTOR staff typically perform the Services on-site at 1825 Faulkland Road, Wilmington DE. Monday through Thursday and work remotely on Friday. For Support Services, there will be personnel available onsite on Fridays. For Severity 1 issues identified outside of these timeframes a person will be made available on call.
- The CONTRACTOR staff (Support Services and Additional Development) will have access to the production environment, the Support UAT environment, and any additional environments that are created that will contain production data, for example training environments. The DEPARTMENT is responsible for obtaining all approvals or waivers, including from DTI, to allow The CONTRACTOR's staff such access. This access will remain in place for release deployments until such time that The DEPARTMENT takes over formal release deployments to environments containing production data. This access will also remain in place for the purposes of defect triage and correction, where such access is required to the UAT/Support environment, and will continue concurrently with the CONTACTORS warranty obligations.

3.4 Data

- The CONTRACTOR will identify data required for system Integration and regression testing. Data used for UAT will be copied from production utilizing the Salesforce

Copy/Restore process. The copy/restore will be performed by the DEPARTMENT based on a schedule agreed upon with the business

- The CONTRACTOR will utilize test data stored in FOCUS environments for system testing. Stub testing will not be utilized for system or integration testing.
- The DEPARTMENT will work with partners to provide, if required, data in a predefined format. The CONTRACTOR will adapt to work with the format available, where such adaptation is technically viable and the parties' mutually agree. and provided by the partner for loading according to the enhancement project timeline
- The DEPARTMENT will be responsible for all impacts of data changes to legacy and boundary systems.
- The DEPARTMENT will limit sensitive information, such as PII, PHI, trade secrets and other information that it considers sensitive or highly confidential, it makes available to the CONTRACTOR to only that which is reasonably necessary to allow The CONTRACTOR to provide the Services. The CONTRACTOR will provide The DEPARTMENT with a list of CONTRACTOR personnel who are authorized to access to DEPARTMENT sensitive information. Such list may be updated as needed. Any disclosure of sensitive information by The DEPARTMENT to The CONTRACTOR will utilize levels of information security and data encryption appropriate to maintain security of DEPARTMENT sensitive information being accessed by or transferred to The CONTRACTOR, and as required by applicable information protection laws.
- The DEPARTMENT will establish a contingency plan to address inadvertent disclosure of DEPARTMENT sensitive information to The CONTRACTOR. The DEPARTMENT will promptly notify The CONTRACTOR's Lead Engagement Partner in the event it becomes aware that sensitive information has been disclosed to The CONTRACTOR inadvertently or otherwise.
- The CONTRACTOR personnel will sign the previously executed User Acceptance Policy, the DSCYF Employee/Contractor non-disclosure and confidentiality agreement annually.
- The CONTRACTOR will provide electronic notification of personnel departure at least one week in advance of the departure as part of the weekly Project Status Report.

3.5 Licensing

- The DEPARTMENT will be responsible for the procurement of the relevant licenses for all additional users as well as the infrastructure components required for the execution of the interfaces
- The CONTRACTOR will identify all third-party software required as part of a solution during design. The third-party software and infrastructure must be vetted and approved by the DTI ARB prior to installation. The time to vet potential vendors must be taken into consideration. DTI ARB will provide its approval as soon as reasonably possible so as to not impact the release schedule and no later than 21 calendar days of CONTRACTORs request unless a longer period is mutually agreed to by the parties.

3.6 Solution

- If the DEPARTMENT desires a Salesforce expert services review, The DEPARTMENT will contract separately with Salesforce for the expert services review. The CONTRACTOR will support the expert services review by working with Salesforce

- Development of complex analytics will be identified as part of the CR process and where a report is needed the CONTRACTOR will require two sprints scheduling notice in order to onboard the skillsets needed to support the effort.
- Development of MuleSoft interfaces may be identified as part of the CR process. Where a new/updated interface is identified as needed, the CONTRACTOR will require two sprints scheduling notice in order to onboard the skillsets needed to support the effort. Any such CR requires written mutual agreement on the CR.
- The CONTRACTOR shall develop and maintain written operating procedures for the daily support of the solution for the outstanding areas, identified below, which were not developed or handed over through the base contract and/or fourth contract amendment. These additional procedures will be provided to the DEPARTMENT no later than six months after contract signing. Where additional components are developed that require new operational procedures, these will be created and updates to the additional operating procedures and/or new ones will be made by the CONTRACTOR as support of the solution evolves. An updated copy (both physical and electronic) will be reviewed with and provided to DEPARTMENT on a six-month interval, following deliver of the first completed version.

List of Operational Procedure

Operational Activity	Description	Supporting Documentation
1) Environment Management and Deployment	Configuring new Sandbox Production Deployment UAT Deployment Tracking Release IDs, Migration IDs, and Components in Tracker	End to end Deployment handover document and video provided as part of Salesforce Administrator KT sessions to MIS
2) Monitoring Batch Jobs	Daily monitoring of Batch Jobs Dashboard in Salesforce and tracking Batches that failed or completed with errors	List of Batches with details including Business point of contacts and steps of what needs to occur in case of failure
3) Monitoring Interface Jobs	Daily monitoring of Interface Dashboard in Salesforce and tracking Interfaces that failed or completed with errors	Interface Inventory shared with MIS on SharePoint in Tracker MIS Interface Spreadsheet
4) System Monitoring	OOTB System Overview report on counts for Schemas, API Usage, Business Logic, User Interfaces, and Licenses Salesforce Availability	OOTB System Overview report
5) Master Data Management	Managing various master data files, migration of master data, and updates to master data	Artifacts, Trailhead links and videos provided as part of Salesforce Administrator KT sessions to MIS
6) Salesforce Recycle Bin	Data Restore: Salesforce Recycle Bin permanent delete and undelete	Artifacts, Trailhead links and videos provided as part of

		Salesforce Administrator KT sessions to MIS
7) Data Loader	Data loader executions: inserts, updates, upsets, delete and export data for Data Fixes	Artifacts, Trailhead links and videos provided as part of Salesforce Administrator KT sessions to MIS
8) Enabling/Disabling Debug Logs	Enable/Disable debug logs on users, Tracking activities using logs, Interpreting logs to identify errors; Custom IA_Error Log framework to track errors	Artifacts, Trailhead links and videos provided as part of Salesforce Administrator KT sessions to MIS

- Reports created by the CONTRACTOR will be supported by The CONTRACTOR and modification to the reports built by the CONTRACTOR will be completed by The CONTRACTOR after following the standard CR process.

3.7 Change Management and Ongoing Training

- The DEPARTMENT will provide subject matter specialists, super users, and trainers as required to complete updates to materials for existing and new functionality, courseware reviews, identify specific exercise scenarios, support data identification, and prepare the training system
- The DEPARTMENT will deliver any additional end user training and will provide timely identification and onboarding of resources who will serve as trainers
- The DEPARTMENT will administer all additional training logistics and related compliance activities, inclusive of enrollment/registration, attendance tracking, and reporting
- The DEPARTMENT will reproduce and distribute communication materials and courseware components as required
- The DEPARTMENT will provide all necessary training facilities and equipment, including training rooms, hardware, network access, audio-visual equipment, and classroom supplies in accordance with the associated and agreed timelines and milestones

3.8 Technology/Infrastructure

- The DEPARTMENT is responsible for providing facilities for the Project Team, including sufficient work space, system and network access, and phone access
- The DEPARTMENT will manage the contracts with 3rd parties to support any integration or mash ups with external sites or vendor systems
- The DEPARTMENT will provide SMEs for any additional legacy systems that Salesforce needs to integrate with
- Integration with external systems will be dependent on the capability of external systems. External systems should allow Application Programming Interface (API) access or have a structured manner to call the external web sites
- The DEPARTMENT will define the interface specifications for any integration via Mulesoft to identified boundary systems to meet a given interface CR.

- The DEPARTMENT will manage the exception conditions for the integrations (e.g. when Salesforce servers are not available)
- Outlook integration will utilize the standard Salesforce plug-in

3.9 Testing

- The CONTRACTOR will conduct code promotion from development sandboxes to Production environment during final cut-over for configuration related items. This will continue for production until the time where The DEPARTMENT takes over the deployment releases to UAT and Production.
- The CONTRACTOR will conduct Unit, System, and Integration testing for functions developed by the CONTRACTOR and / or modified and Regression and workflow testing on related portions of FOCUS. The CONTRACTOR will provide the DEPARTMENT, in Tracker, with Test scripts and results from each test.
- The DEPARTMENT will create separate UAT test cases to be executed during the UAT phase prior to each formal release. It is expected that these cases will be added to the user story template at time of user story creation.

IV. Section 4 Team Resourcing

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

Role	Phase 2 – Release 3 to 11	
	Support Team	Enhancement Team
Leadership	0.5	0.5
Scrum Master	0.5	0.5
Mulesoft Support	0.25	
Tech Analyst		1.0
Onsite Developers	1.0	
Onsite Testers	1.0	
Offshore Developers	2.0	3.0
Offshore Testers	1.0	2.0
Totals	6.25	7.0
FTE	13.25	

Table 1

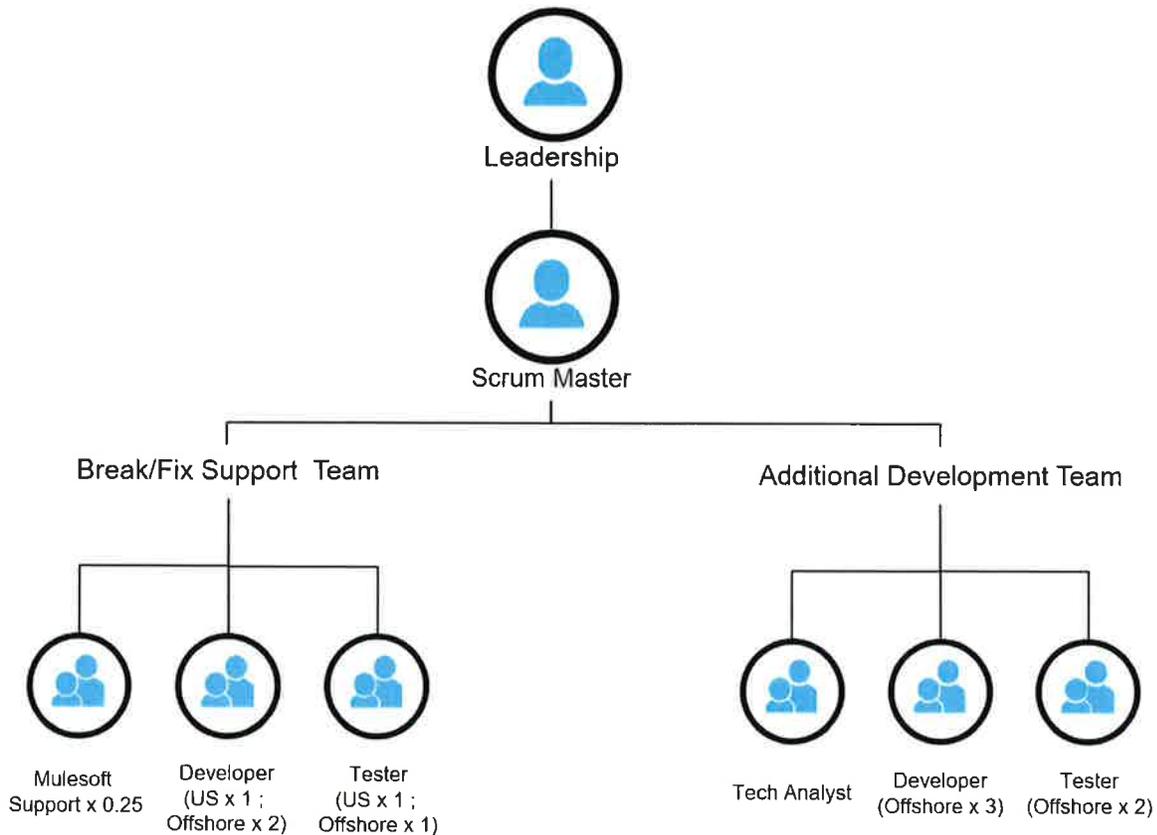


Diagram 1

The Development team is structured to achieve a capacity of 200 story points for a given sprint. Inclusion of more than 200 story points, in a given sprint, will require mutual written agreement to estimate and agree on additional resources and scrum team capacity needs dependent on the required points.

V. Section 5 Service Level Agreements (SLA)

As further detailed below, the following SLA's will apply to each release for a period of six months following the deployment of each of the 5 releases into production. 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.

Each release will be supported by the Support Services team upon deployment into production. Defects identified through the ticket creation and triage process will be subject to the SLA's for a six month period for that release. The SLAs will determine the prioritization of the team's activities utilizing the Support Services team. The Support Services team will continue to support all releases and fix Defects for the term of the Fifth Amendment, subject to SLA prioritization process and the support team's capacity.

Adherence to the Severity Level classifications set below is critical so that the support team’s work activity can be timely and efficiently prioritized. The parties will implement a mutually agreed to escalation process to address classification issues and to promote ongoing adherence.

In addition to The CONTRACTOR’s rights as provided elsewhere in the Updated Agreement the CONTRACTOR is excused from noncompliance with a SLA resulting from third party product defects or bugs and from the DEPARTMENT’s acts or omissions, including any Impacting Events or other failure to perform its Duties.

5.1 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 by CONTRACTOR as validated by CONTRACTOR’s system and integration testing. The DEPARTMENT’s migration to UAT and Production is outside of this SLA and will be scheduled accordingly as part of the DEPARTMENTS release cadence.

Table 2

5.2 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 3

5.3 SLA Resolution Time Metrics

The following metrics are specific to Resolution Times:

Severity Level	Description
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<p>1 Critical</p>	<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>
<p>2 High</p>	<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>
<p>3 Medium</p>	<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>
<p>4 Low</p>	<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 4

* Measurement of the Resolution Time shall commence upon receipt of notice by the CONTRACTOR per the agreed upon process.

** Measurement of the Resolution Time, where the identification of Severity 2,3 and 4 defects fall outside of the core support hours, shall commence between the hours of 8:00 a.m. to 5:00 p.m. on the first business day following the DEPARTMENT's issuance of notice per the agreed upon process.

5.4 Application of the SLA's to Additional Development Releases

The CONTRACTOR's SLA obligations under this Fifth Amendment will also apply to Additional Development Releases 1 and 2 (deployed under Amendment 4) during the period between August 3, 2018 and 140 days from their respective release.

VI. Section 6 Pricing

The CONTRACTOR fixed fee to provide services for the Additional Development and Support team of 13.25 FTE (i.e., a 7-person Development team and a 6.25-person support team) for 104 weeks is \$5,412,516 as follows:

Contract Year	Additional Development Story Point Value	200 stories per sprint x 10 sprints per year*	Support Monthly Fee	Support Annual Cost	Mulesoft Break/Fix(for 12 weeks)	TOTAL Additional Development and Support Annual Cost
1 - FY19	\$685	\$1,370,000	\$105,387	\$1,264,644	\$12,000	\$2,646,644
2 - FY20	\$719	\$1,438,000	\$110,656	\$1,327,872		\$2,765,872
TOTAL:		\$2,808,000		\$2,592,516	\$12,000	\$5,412,516

Table 5

The fee for the Additional Development team will be \$2,808,000. Each payment point will be following the acceptance and final review of each 200-point sprint and based on the story point value for a given year (5% increase year over year), outlined in table 5 below, multiplied by 200 story points. The final two sprints, 19 and 20, totaling 400 story points can be leveraged for final support closure and transition services if mutually agreed to by February 10, 2020.

Should any additional high priority project requirements be determined which require additional points to be added to the sprint, both the CONTRACTOR and DEPARTMENT will review the requirements, associated estimations and impact to the enhancement team resourcing/capacity to meet the additional requirements.

Contract Year	Story Point Value
1	\$685
2	\$719

Table 6

The fixed fee for the Support team (6 resources) for 104 weeks will be \$2,592,516 and a monthly fee will be charged, per the fee table 6 below, for a given fee year. The monthly fee will be invoiced at the end of each month, starting August 28, 2018 and completing on July 26, 2020. Where efficiencies in support are gained year over year and opportunities for productivity increases arise, the support resources will work on additional development change requests at no cost to the DEPARTMENT. Each given sprint, within year 2 of the contract, will allocate a number of mutually agreed points to be worked on at no additional cost. The number determined will be based on the prior months support ticket amounts as an input to planning. Where there is

a contention for a support resources time the support tickets will take priority over additional development work.

Contract Year	Monthly Fee
1	\$105,387
2	\$110,656

Table 7

Over and above the support cost outlined in table 5 and 7 The CONTRACTOR will provide 10 hours of Mulesoft production break/fix services at a cost of \$1,000 per week. Where additional time is required, this will be agreed in writing in advance between the DEPARTMENT and the CONTRACTOR and each given additional hour will be charged at a rate of \$100. If the DEPARTMENT wish to reduce or stop these additional support services, this will be mutually agreed to after the first 3 months of the services being provided, on October 29, 2018.

Additional Development Pricing Assumptions

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 per Story Point not delivered, (based on story point value for the year associated with the user story entering the sprint) for any such User Stories that remain undelivered as of the completion of this Amendment. Where a User Story does not meet the Definition of Done for reasons solely attributable to CONTRACTOR’s failure to perform its obligations, such User Story shall be added to the Product Backlog for the next release except as otherwise agreed to by the parties.

VII. Additional Terms

In accordance with 45 CFR § 95.617 Software and ownership rights, the following shall apply:

- The DEPARTMENT will have all ownership rights in software or modifications thereof and associated documentation designed, developed or installed with Federal financial participation (FFP) under this subpart, under this Fifth Amendment.
- The Federal Government reserves a royalty-free, nonexclusive, and irrevocable license to reproduce, publish, or otherwise use and to authorize others to use for Federal Government purposes, such software, modifications, and documentation.
- Proprietary operating/vendor software packages which are provided at established catalog or market prices and sold or leased to the general public shall not be subject to the ownership provisions in paragraphs (a) and (b) of this section. FFP is not available for

proprietary applications software developed specifically for the public assistance programs covered under 45 CFR § 95.617.

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Exhibits

The Updated Agreement Exhibits are detailed below and set out in their order of precedence as follows:

Exhibit AA: Additional Development and Support Services Definitions

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Exhibit K: Software List

Exhibit L: DEPARTMENT Service Locations

Exhibit M: Prioritization and Release Management Process

Exhibit N: Release Migration Process

The following Agreement Exhibits are no longer applicable to the Additional Development and Support Services and are not included as part of the Fifth Amendment:

Exhibit E: Deliverable Expectation Document

Exhibit F: Early Termination Fee Schedule

Exhibit G: Propose PMO Methodologies

Exhibit I: Product Training

Exhibit J: Core Principles

Exhibit AA – Definitions

For purposes of this Fifth Amendment, the following terms shall have the meanings specified or referred to, which are over and above or changed from the original contract.

Additional Development – means new functionality built per the documented change requests and supporting user stories allocated to a given sprint.

Business Day – means any day other than a Saturday, a Sunday or any other day that is either (a) a legal holiday in Delaware pursuant to 1 *Del. C.* §501, or (b) a day on which the Department Service Locations are closed due to a weather-related event or similar emergency event.

Change Request - documentation of additional development work needed to meet the business goals.

Defect – means a failure by a User Story Deliverable to materially meet its Acceptance Criteria or any applicable DTI Standard that has been triaged and confirmed.

FOCUS – For Our Children’s Ultimate Success the State of Delaware’s Comprehensive Child Welfare Information System (CCWIS)

Knowledge Transfer The transfer of documentation and or the functions of an activity from a CONTRACTOR employee to a DEPARTMENT employee.

Release – means the Deliverable(s) designated collectively for a single deployment and implementation into the production environment for the System.

Release Date – means the date on which a Release is implemented into the production environment for the System.

Release Migration Process – means the process with respect to each Release, as set forth on Exhibit N.

Defect Density – Defects per delivered story point. The number of defects divided by the number of points in a sprint equals the ratio.

Exhibit C - RASCI Mapping

Effective August 3, 2018 the below roles and responsibilities and deliverables take place of the original EXHIBIT C RASCI Mapping.

Section 1 Support Roles and Activity Responsibilities

The table below outlines, by role, the responsibilities and the core key activities for each role of the 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.
The CONTRACTOR 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 October 26, 2018 the additional reverse shadowing Knowledge Transfer will have been conducted. Where process efficiencies are identified around the deployment process, over the 3 month period, these will be updated accordingly in the supporting documentation and provided to the DEPARTMENT.	Salesforce (Monitoring Production Logs, Communicating System Issues, Release Management and Version Control).

		The DEPARTMENT will assume these responsibilities or a mutually agreed to Change Request will be executed to extend CONTRACTOR'S support.	
MuleSoft Administrator	DEPARTMENT	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. And the development of New interfaces in MuleSoft as necessary.	MuleSoft (Monitoring Production Logs, Communicating System Issues, Release Management and Version Control)
MuleSoft Support Staff	CONTRACTOR	The MuleSoft Support staff is responsible for the MuleSoft defect fixes.	MuleSoft defect fix MuleSoft enhancements per agreed upon timeline in section 3.6
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 CONTRACTOR 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 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

Section 2 Support Deliverables

The deliverables outlined in the table below are applicable for the 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
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)

Table 2

Section 3 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 CONTRACTOR Consulting Project Management	Product Backlog, Release Planning, Impediment Escalation, Sprint Reviews
The CONTRACTOR 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 CONTRACTOR	The scrum master serves as a facilitator between the product owner and the team. A scrum master	Sprint Planning, Sprint Backlog, Daily Stand-up,

	Consulting Functional Lead	<p>has no 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:</p> <p>The scrum master is also responsible for:</p> <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 • Support the management of the UAT process in conjunction with the DEPARTMENT 	Sprint Review, Sprint Retrospective
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, and documentation specified in table 4.
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 Document Fixes
Primary The DEPARTMENT Stakeholder(s)	Division Director	The primary DEPARTMENT 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 The CONTRACTOR Consulting (System, Integration, Regression and Performance for The CONTRACTOR Consulting built features).	Testing Strategy and Plan, Testing Reports and Test Execution for the CONTRACTOR 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)
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Table 3

Section 4 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. Where a deliverable has a location outlined as Tracker, these deliverables will be validated through tracker as a report versus a published document submitted for review.

Type	Deliverable Name	Deliverable Description	Repeatable/	Location / 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		Tracker / 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	Tracker / 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	Yes	Tracker / 2 days (submitted on the final day of the sprint)	Executive Product Owner

		produced as part of the sprint deliverable package on the final day of the sprint.			
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 category. The design will be submitted for review and approval on the fifth day of the sprint.	Yes	2 days Submitted on day 5 of the sprint)	Product Owners
	User Stories	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/	The CONTRACTOR 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
	Developed Components	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
Testing and Approval	Testing Report	Report of Executed System Tests conducted during the sprint	Yes	2 days (submitted on final day of sprint)	Executive Product Owner
	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	Internal CONTRACTOR and process improvements posted to Tracker	NA

Deployment	User Acceptance Testing Report	This is the summary report of the User Acceptance Testing Period at the completion of the 4 sprints that make up 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
Quality	Delivered Defect Density	A ratio of Defects to delivered story points		Following the Completion of UAT	Executive Product Owner DEPARTMENT Leadership or their Designee DTI Leadership or their Designee
	Production Defect Density	A ratio of Defects to Accepted story points found within the first Month		1 month after then release is put into production	Executive Product Owner DEPARTMENT Leadership or their Designee DTI Leadership or their Designee

Table 4

Section 5 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 (of five business Days).
- 3) The CONTRACTOR will review and provide feedback comments and updates within two business days of receiving all the consolidated review comments
- 4) The DEPARTMENT will review the updated deliverables and comments and within two business days provide a formal approval or comments on any outstanding items that need to be addressed.

- 5) The Executive Product 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

Section 6 Additional Deployment Support

The CONTRACTOR will provide Salesforce (FOCUS) deployment support to UAT and production for a period of 3 months July 29th through October 26th. During this 3 month period, up to 4 hours a week can be utilized from the Tech Analysts resource time to support MIS in a reverse shadowing capacity. This reverse shadowing will be specifically for practice UAT and Production deployments.

If the DEPARTMENT is not in a position to take over the deployments from October 26th, a mutually agreed upon change request will need to be initiated to provide Salesforce (FOCUS) deployment services to UAT and Production beyond this point.

Exhibit D – High Level Timeline

Effective August 3, 2018; the below High Level Timeline takes place of the original Exhibit D High Level Timeline.

Section 1 Support and Additional Development Timeline

Diagram 2 depicts the timeline for the 104 weeks of this change order from July 28, 2018 to July 26, 2020:

- During this change order, there will be five releases, with the first four containing 4 sprints and the fifth release containing 2 sprints
- This change order will cover functionality up to 4,000 Story Points spread across the five releases, with each sprint containing 200 story points

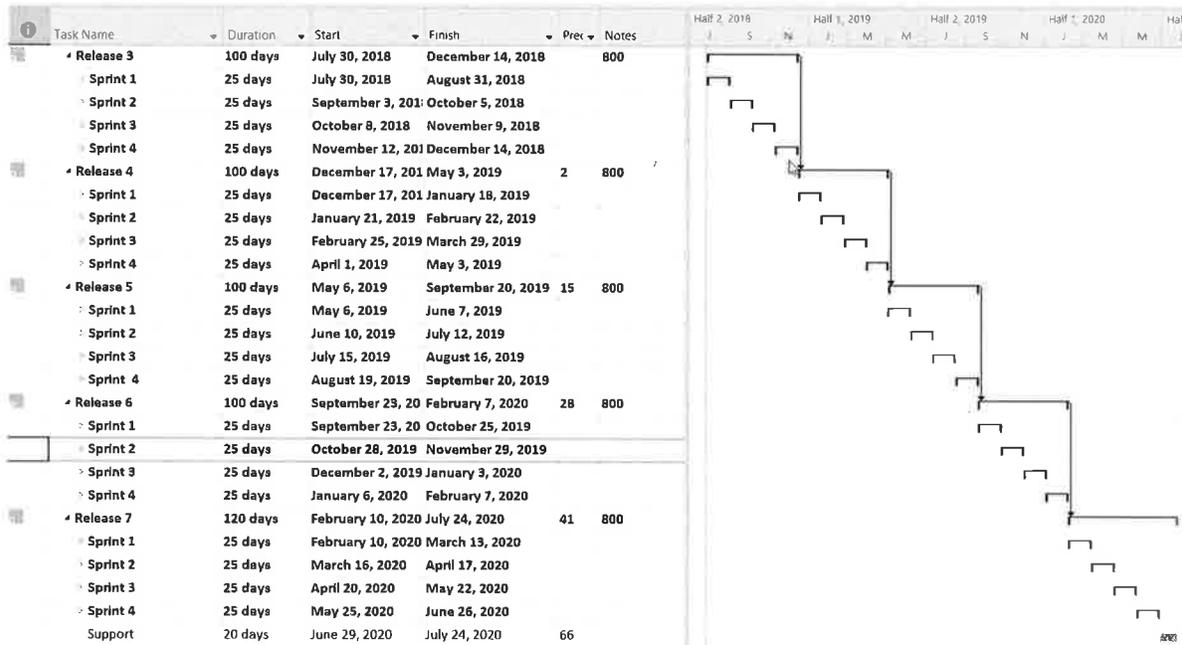


Diagram 2 – Additional Development Timeline

Exhibit H: FOCUS Software Delivery Methodology.

The agile methodology followed for the project will remain intact with changes outlined herein.

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 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 5 days following the completion of the sprint. It is expected that UAT will be managed and coordinated by the CONTRACTOR with the DEPARTMENT Support, including creation of an execution plan and scheduling of testers as required to complete UAT within the 5-day period. All scenarios for a given UAT should be completed fully in the first 3 days with the final 2 days utilized for retesting of defects. The below outlines the steps and ownership for a given UAT activity.

- Create UAT Test Case in User Story – The DEPARTMENT
- Create Execution Plan – Joint CONTRACTOR and the DEPARTMENT
- Produce UAT Execution and Defect Reports – The CONTRACTOR
- Create Users and Data Setup – The DEPARTMENT
- Coordinate with end users on progress – The DEPARTMENT
- Create defects identified through testing in Tracker – The DEPARTMENT

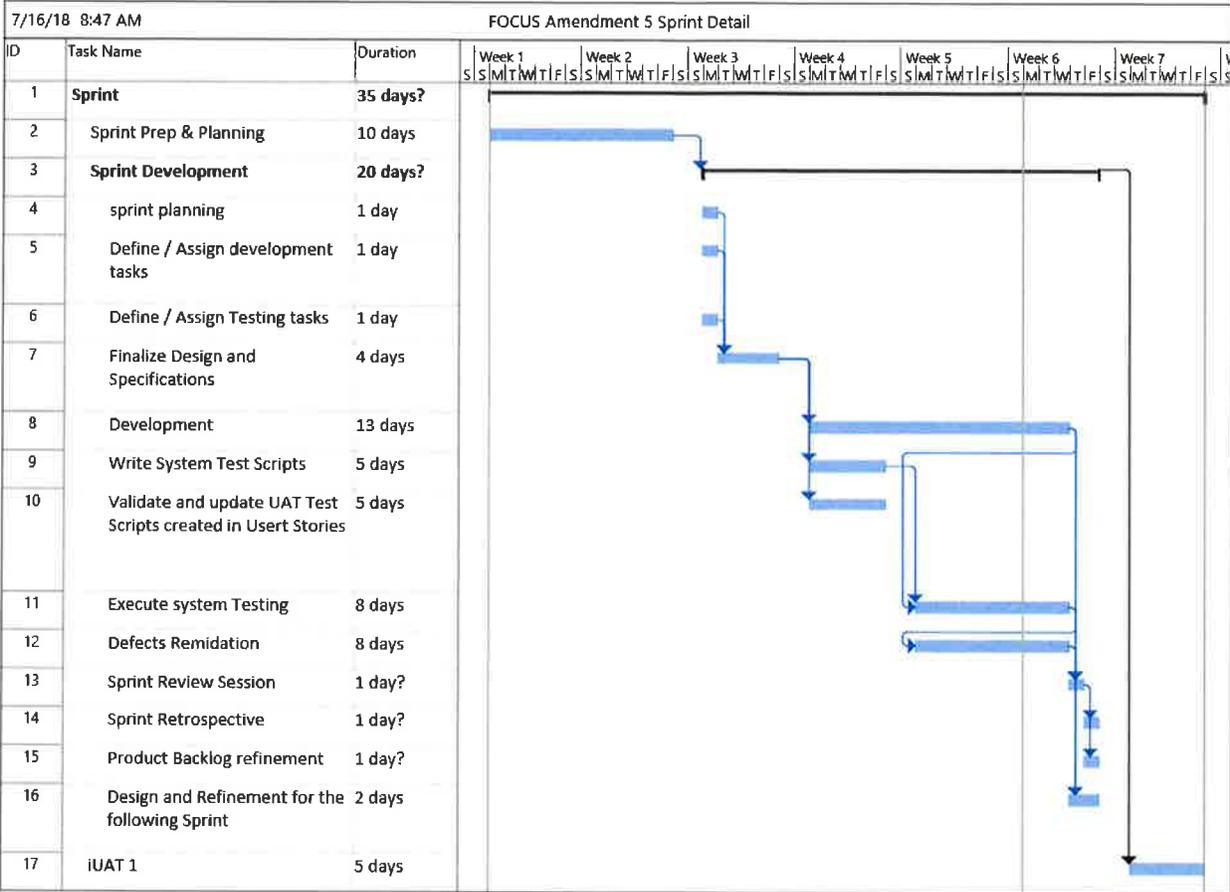


Diagram 3 – Sprint Cadence and UAT

Exhibit K: Software List

The below is a list of agreed software that will be required for use in either execution of the amendment 5 or part of the base solution itself.

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 (Analytics & Reporting)	Salesforce
CopyStorm Copy	CapStorm
CopyStorm Restore	CapStorm
Eclipse¹	Eclipse Foundation (Public License)
GitHub – Cloud Hosting User License	GitHub, Inc.
Jenkins¹ (w/ Amazon EC2 Hosting)²	MIT (General Public License)
Notepad++¹	GNU (General Public License)
Anypoint Studio 3.8.5	MuleSoft
Cloudhub – (2 PROD, 4 non-PROD CPU Core)	MuleSoft
SOAP UI¹ (EUPL – SOAP UI Open Source)	Smartbear Software (Open Source)
WinSCP¹	GNU (General Public License)
Putty¹ (Open Source)	MIT License (Open Source)
Talend Open Studio for Data Integration version 6.2.1¹	Talend (Open Source)
PLSQL Developer 12	Oracle
Oracle DB 11g	Oracle
Adobe Reader	Adobe
Chrome	Google Inc. (Freeware)
JAWS	Freedom Scientific
Smarty Street (Address Verification Service)	SmartySteets
Selenium¹	Apache License 2.0 (Freeware)
SOLR	Apache License 2.0 (Freeware)
Apache Ant¹	Apache License 2.0 (Freeware)

¹Freeware, no license cost involved.

²Amazon EC2 subscription is required.

Exhibit L: Department Service Locations

Production Support Onsite Location – 1825 Faulkland Road, Admin 2 Bldg, Wilmington, DE
19805

Exhibit M: Prioritization and Release Management Process

1. Scope of the Change Request Prioritization and Release Management Process

The Change Request (CR) Prioritization and Release Management Process sets forth the processes, procedures and accountable parties with their respective roles and responsibilities for prioritization of Change Requests and for production release management.

A Change Request enters the prioritization process either through a ticket or new business need. The Change Request Prioritization Process does not include a Production Ticket/Production Requests.

Throughout CR prioritization and Release Management Process Department and The CONTRACTOR will follow impediment resolution process to overcome any obstacles and to meet the planned release scope and story point count of a Sprint.

2. Change Request Prioritization and Release Management Process Overview

The three phases of the Change Request Prioritization and Release Management Process are set forth below:

(i) Prioritization Phase: This phase, as further described in Section 3(i), below, includes the process to plan with a comprehensive view of the Change Requests queue. During the prioritization phase, Change Requests reviewed by Department and added to product backlog by assessing any associated mandatory timelines. The Product backlog will be reviewed between The CONTRACTOR and Department on weekly basis for product backlog refinement for upcoming releases. The Department will use the foregoing and other relevant information for prioritization of all existing Change Requests. This Change Request prioritization should be done at least 8 weeks prior to Sprint execution cycle. This will allow State to document the user stories for prioritized CRs. User stories all the prioritized CR for a particular must be completed at least 6 weeks before the start of sprint execution cycle.

(ii) Release Planning Phase: This phase, as further described in Section 3(ii), below, includes the process to select and plan which Change Requests, as applicable, are to be contained in the next and future Releases using the assigned priorities and priority sequence. This is determined in accordance with the prioritization phase, including maintaining a runway of 6 to 12 months of planned future Releases based on the anticipated capacity of the resources of The CONTRACTOR and the Department during such period.

During Release planning, State is responsible for proposing the scope of a Release based on priority and priority sequence. The scope of the release must be finalized at least 6 weeks before the start of sprint execution cycle. The CONTRACTOR will work with Department for providing a high level effort estimate of hours allocable to a proposed Release, for the Change Requests with completed user stories, 4 weeks before start of the Sprint Execution cycle. The CONTRACTOR and Department will work together to finalize design approach for Change Requests related upcoming sprint starting 4 weeks before the Sprint execution start through beginning of the Release Execution Phase.

The Department may reprioritize or de-rank a Change Request. Considerations for reprioritizing an item that was already prioritized and was already confirmed for Release by 4 weeks before

Release execution phase of the Sprint. In the event, Department realized need to re-prioritize or de-rank a CR, department will work with The CONTRACTOR team to identify CRs from future release scope to maintain the total story point delivery count for a Sprint from upcoming release.

(iii) Release Execution Phase: This phase, as further described in Section 3(iii), below, executes the steps in the Software Development Life Cycle (SDLC). This Exhibit does not describe the SDLC methodologies and services described in other Exhibits used by The CONTRACTOR. Rather, this Exhibit sets forth the coordination and communication of key milestones and events during the execution of the Release.

3. Change Request Prioritization and Release Management Process

(i) Phase 1: Prioritization Process.

The prioritization process facilitates the collaborative prioritization of Change Requests based on the Department’s priorities, including input from relevant State stakeholders. Prioritization is a discrete point in time event, but the process is a continuous iterative process. New Change Requests are continuously introduced into the Change Request queue, and Change Requests leave the Change Request queue as they are implemented as part of Releases. As new Change Requests enter the Change Request queue, they are prioritized with respect to existing Change Request priorities (which may result in reprioritization of the existing Change Request) which can affect the content of the current or future Releases.

The following table describes the key steps in the prioritization process along with the respective responsibility of The CONTRACTOR and the Department for each such step. The CONTRACTOR shall perform its responsibilities utilizing the available maintenance hours.

Step	Process Description	Ownership
Change Request Identification	<p>In this phase a Change Request is identified and logged into TRACKER.</p> <p>The Department Product Owners are accountable for updating a specific set of fields in the CR: CR status, CR Title, Description, Requestor, Division, Source, and Priority. CR must have corresponding CR form and user story. The CR status for CR without user stories must stay in Draft status until user stories are completed. Once the user stories are completed and attached to the CR the CR status will be changed to Submitted by Department.</p>	Department
Product Backlog Refinement	<p>A weekly Product Backlog Refinement (PBR) process is conducted to confirm the validity of the Change Requests. This process escalates any items that must be brought to the top of the priority list for an expedited resolution.</p> <p>The PBR process filters out any invalid or incomplete TRACKER Entries or those that do not require any System changes or are not covered under the scope of The CONTRACTOR’s maintenance Services in the Maintenance SLA.</p>	Joint between the Department and the CONTRACTOR Additional Development and Support Services Team.

Business Prioritization and Ranking

The Department prioritizes items in the 1-N List in a ranking order, where the smallest number indicates the top priority.

The Department may reprioritize or de-rank a Change Request. Considerations for reprioritizing an item that was already prioritized and was already confirmed for Release in its execution phase are discussed in the Release Planning Phase below.

Department Business and MIS Team

(ii) Phase 2: Release Planning Process.

The Release planning process assigns prioritized Change Requests into Releases, including future Releases up to 6 months in the future.

The following table describes the key steps in the release planning process along with the respective responsibility of The CONTRACTOR and the Department for such steps.

Step	Process Description	Ownership
<p>Release Dates and Release Scope Proposals</p>	<p>In the Release planning phase, The CONTRACTOR generates a Release schedule for upcoming Releases for the next 3 to 6 months and distributes to the Department. Release dates are determined by the Department collaboratively with The CONTRACTOR. This Release schedule includes;</p> <ul style="list-style-type: none"> • <u>Deployment Release Dates</u> – The date the Release will be deployed into the production environment. • <u>Release Scope Finalization Date</u> – The date by which the content of the Release is agreed upon and confirmed by The CONTRACTOR and the Department. • <u>Target UAT Start Date</u> – The date by which User Acceptance Testing should begin, as determined by the CONTRACTOR and Department, to meet the target Release deployment schedule. • <u>Release Deployment</u> – CRs that go through successful round of UAT will be deployed to Production at the end of UAT. <p>Based on the defined Release schedule and the list of prioritized and ranked items, each Department business unit recommends its requests of Change Requests for inclusion in up to the next 6 planned Releases. The requests are denoted by updating the “Proposed Release #” field in TRACKER. These proposed release date for Change Requests are included in the 1-N List to assist in determining final Release assignment decisions by the Department. Notwithstanding the foregoing, the final scope of each Release is determined according to the processes described in the next three steps.</p>	<p>Joint between the Department and The CONTRACTOR Additional Development and Support Services Team</p>
<p>Clarification and Design</p>	<p>The CONTRACTOR team will work with Department PO and SMEs to clarify the user stories from prioritized CRs starting during 4 week</p>	<p>Joint between the Department</p>

Approach Finalization	<p>period prior to start of the release execution phase. The CONTRACTOR will work with department to prepare CR clarification schedule for upcoming release. The schedule will be published to POs as directed by Department. The schedule will include weekly planning of the CRs to be clarified and proposed placeholder session times for the CR clarification sessions. Department is accountable to make POs and SMEs available for clarification sessions. The CONTRACTOR team will check availability of POs at least 24 hours prior to the clarification session. Additional clarification sessions, outside of the proposed planned schedule, will be held as agreed upon by Department POs and The CONTRACTOR team.</p>	and The CONTRACTOR Additional Development and Support Services Team
Detailed Level Estimates (DLE); Release Management Estimate	<p>For each Release, no later than 2 days in advance of the Release Execution Date of the Sprint, the CONTRACTOR Team analyses the Change Requests and provides a DLE for each Change Request, and updates the corresponding “Estimated Story Points” field in TRACKER,</p>	The CONTRACTOR Additional Development and Support Services Team
Release Scope Confirmation	<p>Upon finalization of the DLEs for each TRACKER Ticket, the CONTRACTOR Team creates the list of Change Requests that it can confirm for the Release based on the capacity of the CONTRACTOR Team.</p> <ul style="list-style-type: none"> • If the proposed list of Work Items exceeds the capacity of the CONTRACTOR Team, the Department and The CONTRACTOR look at various factors, such as mandate dates, The DEPARTMENT impact, operational impact, funding impact, etc. and, upon mutual agreement: <ul style="list-style-type: none"> ○ Certain proposed Change Requests may be deferred to a future Release as prioritized by the Department; and ○ If Change Requests cannot be deferred, as prioritized by the Department, these Change Requests are escalated to the Steering Team for review and the Steering Team may choose to defer these items or invoke the contract change control board to add additional capacity to address these items in a timely fashion. 	Joint between the Department and The CONTRACTOR Additional Development and Support Services Team
Publish Confirmed Release	<p>Once the Release Scope is finalized and confirmed, the final Release schedule is generated by The CONTRACTOR and distributed as directed by the Department.</p>	Joint between the Department and The CONTRACTOR Additional Development

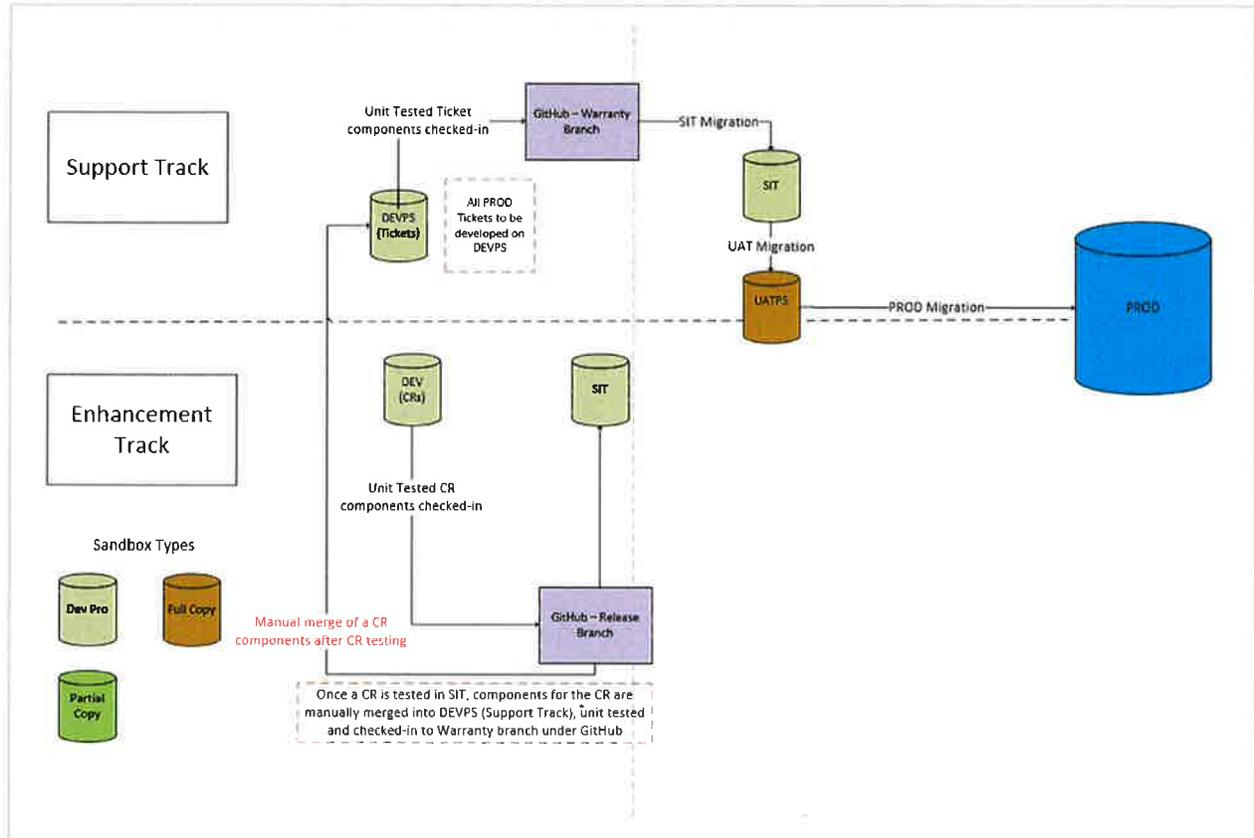
(iii) Phase 3: Release Execution Process

The Release execution process defines the major steps a Release moves through as it is constructed under the SDLC and implemented into the production environment. The Release execution process is defined in Exhibit E, Service Level Agreement (SLA) Maintenance. The CONTRACTOR shall perform its Exhibit E responsibilities utilizing the available maintenance hours.

Step	Process Description	Ownership
Sprint Planning	<p>In the Sprint planning phase, The CONTRACTOR formally accepts the CRs into the Sprint execution phase. All the clarification sessions and design approach must be completed before Sprint planning day of the Release Execution Phase of a Sprint.</p> <p>CRs with outstanding clarifications may conditionally be accepted into the Sprint with mutual agreement between State and the Department. All the outstanding clarification for conditionally accepted CRs must be completed by third business day of the Release Execution Phase of a Sprint.</p>	Joint between the Department and The CONTRACTOR Additional Development and Support Services Team
Sprint Build	<p>The CONTRACTOR team will build the system based on the agreed upon design approach with Department. Through the build process additional clarification from Department may be needed by The CONTRACTOR team. Department will be available to provide clarification on such items on need basis during regular business hours.</p>	The CONTRACTOR as Primary, Department as Support
System Test	<p>The CONTRACTOR team will test the system based on the agreed upon design approach with Department to confirm the scenarios defined in the user stories.</p>	The CONTRACTOR as Primary, Department as Support
UAT	<p>Approved design will be used as source of truth to confirm the acceptance of the stories. The UAT will be executed to confirm scenarios defined in the user story by Department. The CONTRACTOR will support Ticket resolution for the tickets logged in the UAT phase of a release.</p>	Department as Primary, The CONTRACTOR as Support

Exhibit N: Release Migration Process

Below diagram provides a visual of the Release Migration Process during FOCUS Additional Development and Support Services phase.



The Release Migration process will use two separate tracks to support Production Tickets resolution and a Change Request (Additional Development) implementation.

- Tickets found in Production will be fixed on the DEVPS sandbox in the Support Track. Once successfully unit tested, components will checked-in to the Warranty Branch in GitHub and then will be migrated to System Integration Testing (SIT), User Acceptance Testing (UAT) and Production.
- Change Requests will be implemented on the DEV sandbox in the Enhancement Track. Once successfully unit tested, components will be checked-in to the respective Release Branch in GitHub and migrated to SIT. Components for CR's that are successfully validated in SIT will be manually merged into the Warranty branch and will follow the Support Track migration path to SIT, UAT and Production.