

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

THIS SEVENTH AMENDMENT (the "SEVENTH AMENDMENT"), entered into July 15, 2019, 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 Department and the Contractor have mutually agreed to update the Contract for purposes of Additional Deployment Services and to put in place a Statement of Work to specify the Additional Deployment Services.

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

1. Append the Contract with the included Statement of Work that includes additional terms to govern the Additional Deployment Services which are to be performed outside of the scope of the Additional Development and Support Services as set forth in the FIFTH AMENDMENT.

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

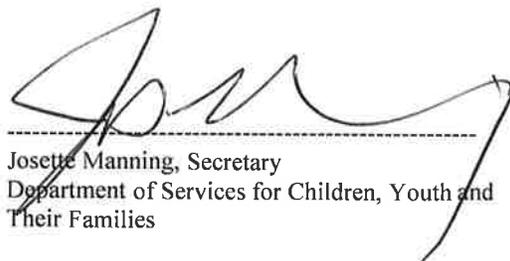
IN WITNESS THEREOF, the parties hereto have caused this Amendment to be executed by their duly authorized officials as to the date first above written.

FOR THE CONTRACTOR

FOR THE DEPARTMENT



Authorized Contractor Signatory
Managing Director
Deloitte Consulting LLP



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

Statement of Work

For the Additional Deployment Services

I. Section 1 Overview

This SEVENTH AMENDMENT adds Additional Deployment Services that include deployment and support services from July 15, 2019 through July 26, 2020. The Additional Deployment Services in the scope of this SEVENTH AMENDMENT will be performed outside the scope of Additional Development and Support Services as set forth in the FIFTH AMENDMENT.

The scope of this SEVENTH AMENDMENT will cover:

- Additional Deployment Services to be provided by one FTE to perform the scope of deployment and support services as covered in Section 2 of this document commencing July 15, 2019 and ending on July 26, 2020.

II. Section 2 Additional Deployment Services for the CONTRACTOR

The CONTRACTOR will perform the following activities between July 15, 2019 and July 26, 2020:

Support Services Scope

- Conduct Deployment activities during four business days per week, except for Deloitte recognized holidays, from July 15, 2019 through July 26, 2020.
 - The Deployment activities will be performed by a US India Deployment resource.
 - The below is the list of Deloitte US India holidays from July 15, 2019 through July 26, 2020 when no Deployment activities will be performed:

Deloitte US India Holidays		
Thursday	15 Aug 2019	Independence Day
Monday	02 Sep 2019	Ganesh Chaturthi
Wednesday	02 Oct 2019	Gandhi Jayanthi
Tuesday	08 Oct 2019	Dussehra
Friday	01 Nov 2019	Kannada Rajyotsava
Wednesday	25 Dec 2019	Christmas
Thursday	26 Dec 2019	Collective disconnect
Friday	27 Dec 2019	Collective disconnect
Monday	30 Dec 2019	Collective disconnect
Tuesday	31 Dec 2019	Collective disconnect
Wednesday	01 Jan 2019	New Year's Day
Monday	13 Jan 2019	Lohri / Sankranti
Monday	9 Mar 2019	Holi

Deloitte US India Holidays

Wednesday

01 May 2019

Labor Day

- Deployment support will be provided for the following environments:
 - Development
 - System Test (ST)
 - User Acceptance Test (UAT)
 - Pre-Production
 - Production
- Deployment to Development and System Test environments will be conducted by Deloitte team on as-needed basis. No approval will be required from the Department to deploy in these environments.
- Deployment to User Acceptance Test environment will be conducted by Deloitte Team based on the agreed to Deployment Cadence. No approval will be required from the Department to deploy in this environment. If needed, there may be additional deployments to User Acceptance Test environment such as due to migration of an urgent fix or during the UAT week for an ongoing development sprint.
- Deployment to UAT, Pre-Production and Production will follow the cadence outlined below unless the Department and the Contractor mutually agrees to otherwise.
 - Monday – Pre-Production
 - Tuesday – Production
 - Wednesday – UAT
 - Thursday – No scheduled deployments
 - Friday – UAT
- Deployments to UAT, Pre-Production and Production environment will be conducted between 11:00 PM EST and 7:00 AM EST.
- All deployments to Pre-Production and Production environments will require prior approval by the Department.
- Deployments to the Pre-Production environment will be supported until the environment is available.
- Hot fix deployments will be conducted by the MIS Team during business hours, as needed and approved by the DEPARTMENT.
- A report of any deployment failures, if applicable, from deployments to UAT, Pre-Production and Production, will be provided to the Department and the MIS team after the deployment is conducted.
- Project Tracker will be updated to facilitate deployment process on a need basis.
- The CONTRACTOR will support the MIS team who will conduct deployments to PRODUCTION environment every five weeks as per an agreed upon schedule.
- The CONTRACTOR will support full environment refreshes for UAT and Pre-Production environments from the Production environment. The shortest period of time between refreshing is the four weeks allowance defined by Salesforce. The DEPARTMENT and CONTRACTOR will determine the frequency. The CONTRACTOR will perform the refresh for the Pre-Production and the UAT environments. Any specific data migration effort will be conducted by the MIS team (e.g. AFCARS data migration activity in UAT).

- Knowledge Transfer for Deployment activities have been conducted and no additional knowledge transfer support will be provided by the CONTRACTOR.

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, 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, fee, expenses, level of effort or otherwise impact the CONTRACTOR’s performance of the Services, and any adjustments to the Services and/or pricing for such services as a result thereof will require to go through a new amendment. Unless otherwise mentioned, the assumptions as set forth in the FIFTH AMENDMENT, where applicable, apply to the scope of services in this SEVENTH AMENDMENT.

3.1 The DEPARTMENT Staff

- The DEPARTMENT must provide timely approval to all deployment requests prior to any deployments to Pre-Production and Production environments.
- The MIS team will be responsible to conduct deployment of “Hot Fix” items during business hours.

3.2 The CONTRACTOR Personnel

- There will be one additional resource added to the existing contract to provide Additional Deployment services on a level of effort basis from July 15, 2019 through July 26, 2020
- The CONTRACTOR staff (Support Services and Additional Deployment), including offshore resources, will be provided appropriate access to all environments in order to conduct deployment activities.
- The additional Deployment resource will only support Additional Deployment activities and will not provide any support to activities Environment creation, management and upkeep (which are to be performed by MIS Team) and services related to tickets, system enhancements or change requests.

3.4 Licensing

- The DEPARTMENT will continue to provide licenses and support for all the required software listed below throughout the duration of the Agreement and subsequent amendments including this SEVENTH AMENDMENT.

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

Product Name	Vendor Name
Salesforce Community (for CHU and Hotline Portals)	Salesforce
CopyStorm Copy	CapStorm
CopyStorm Restore	CapStorm
Eclipse ¹	Eclipse Foundation (Public License)
GitHub – Cloud Hosting User License	GitHub, Inc.
Jenkins ¹ (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 UI ¹ (EURL – SOAP UI Open Source)	Smartbear Software (Open Source)
WinSCP ¹	GNU (General Public License)
Putty ¹ (Open Source)	MIT License (Open Source)
Talend Open Studio for Data Integration version 6.2.1 ¹	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
Selenium ¹	Apache License 2.0 (Freeware)
SOLR	Apache License 2.0 (Freeware)
Apache Ant ¹	Apache License 2.0 (Freeware)

¹Freeware, no license cost involved.

²Amazon EC2 subscription is required.

IV. Section 4 Team Resourcing

The deployment and support services in the scope of this SEVENTH AMENDMENT will be performed by one FTE (1 Offshore Deployment Specialist)

Role	Phase 2 – Release 3 to 11	
	Support Team	Enhancement Team
Offshore Deployment Specialist	0.5	0.5
Totals	0.5	0.5
FTE	1.0	

Table 1

V. Section 5 Pricing

The CONTRACTOR fixed fee to provide the in-scope Additional Deployment Services as specified herein is set out below:

Scope of Services	Pricing
Additional Deployment Services	\$60,000
TOTAL:	\$60,000

Table 2

- Additional Deployment Services will be invoiced to the Department on a monthly basis at the rate of \$5,000 per month over 12 months starting August 2019 through July 2020.