

July 13, 2016

TO: ALL OFFERORS

FROM: CARMEN HERRERA
PROCUREMENT OFFICER

SUBJECT: ADDENDUM TO RFP - CONTRACT NO. DTI16630-ITSTFFSVCS,
INFORMATION TECHNOLOGY PROJECT STAFFING

ADDENDUM #3

This addendum is to advise all Offerors of the following:

1. Appendix A is amended to include the seven Job Titles and Descriptions included and beginning on page 2 of this Addendum.
2. Attachment 14 is amended to include the seven Job Titles included in this Addendum and provide as a separate revised Attachment.
3. To further clarify evaluation criterion, "*Capacity to meet the requirements in the scope of work, as demonstrated by the number and qualifications of personnel and other resources (please highlight experience in the specific platforms,*" Delaware proposes the Offeror document a) any vendor certifications and b) list the number and type of individual employee certifications in the relevant technologies. (For example, Salesforce Platinum Certified Partner with 14 Salesforce Certified Administrators or Microsoft Gold Partner with 10 Microsoft Certified Application Developers.)

All other terms and conditions remain the same.

Senior Salesforce Developer

The Salesforce Developer will design and implement the key technical components of Salesforce solutions and helps direct other technical resources to develop and deliver the project deliverables. The Salesforce Developer will help reduce the overall project technical risk by uncovering design issues early in the project life-cycle, shares implementation best practices, and recommends solution alternatives. This is a hands-on role that requires significant technical experience and abilities with Salesforce.com and related cloud technologies.

SFDV2

<p>Relevant Experience:</p>	<ul style="list-style-type: none"> •5+ years as a software developer. •5+ years' experience with Salesforce.com and 3+ years as a Salesforce.com developer. •3+ years VisualForce and Sites page development. •3+ years Enterprise and Partner WSDL, and REST integration development. •4+ years' experience with technologies integral to Salesforce.com including: HTML/XHTML, jQuery, JavaScript, AJAX, SQL, SOAP, REST, JSON, Apex, SOQL. •5+ years understanding of data structures, data modeling and DB schema. •5+ years' experience with enterprise integration tools and extract, transformation and load (ETL) tools. •5+ years Salesforce.com Communities, Partner/Customer Portal implementation. •5+ years Data modeling using Force.com Platform standard and custom objects. •5+ years' experience with Salesforce.com security model and sharing rules. •5+ years' experience building AppExchange Apps to pass Salesforce.com security review. •5+ years' knowledge of Salesforce Integration Patterns. •5+ years Multiple Salesforce Project deployments including release and environment management. •Excellent written and verbal communication skills •Salesforce.com Developer certification(s) is required as a minimum. •Additional Salesforce.com certifications is highly desired.
<p>Preferred Education:</p>	<p>4 year college degree or equivalent technical study</p>
<p>Role Description:</p>	<ul style="list-style-type: none"> •Hands on design and development of custom solutions on the force.com platform including significant work in Apex, VisualForce and application integration patterns. •Judges the tradeoffs with technology and feasibility and makes choices that fit the constraints of the project. •Serves as the technical expert on projects focused on Salesforce.com - Sales Cloud, Service Cloud, and the Force.com platform. •Designs and implements business technology solutions focused on cloud-based business applications, specifically, Salesforce.com. •Direct involvement and/or oversight of developing business requirements, specifications, process flows, application design, application configuration and testing, administration •Release and Environment Management including sandbox usage planning, metadata and data migration, environment comparisons and version control. •Works directly with business partners to lead projects, facilitates business process analysis sessions, develops and delivers key components of technology solution. •Provides mentoring and guidance to other team members.

Salesforce Developer (non-senior)

The Salesforce Developer will design and implement the key technical components of Salesforce solutions and helps direct other technical resources to develop and deliver the project deliverables. The Salesforce Developer will help reduce the overall project technical risk by uncovering design issues early in the project life-cycle, shares implementation best practices, and recommends solution alternatives. This is a hands-on role that requires significant technical experience and abilities with Salesforce.com and related cloud technologies.

SFDV1

Relevant Experience:	<ul style="list-style-type: none"> • 4 years of experience in Salesforce CRM APEX development • 2 years of experience in Cloud implementation • 2 years of experience in Java or .NET
Preferred Education:	4 year college degree or equivalent technical study
Role Description:	<ul style="list-style-type: none"> • Hands on design and development of custom solutions on the force.com platform including significant work in Apex, VisualForce and application integration patterns. • Judges the tradeoffs with technology and feasibility and makes choices that fit the constraints of the project. • Serves as the technical expert on projects focused on Salesforce.com - Sales Cloud, Service Cloud, and the Force.com platform. • Designs and implements business technology solutions focused on cloud-based business applications, specifically, Salesforce.com. • Direct involvement and/or oversight of developing business requirements, specifications, process flows, application design, application configuration and testing, administration • Release and Environment Management including sandbox usage planning, metadata and data migration, environment comparisons and version control. • Works directly with business partners to lead projects, facilitates business process analysis sessions, develops and delivers key components of technology solution.

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Salesforce Lead/Architect

The Salesforce Lead/Architect functions as part of Agile-based project teams and leads the analysis and design of scalable solutions for complex business and system requirements; leads and supports the development team in both projects and maintenance items through the full development life cycle; presents analysis and detailed solution documentation to both technical and nontechnical audiences; function as a team mentor and facilitator; and give strong consideration in all aspects of the work to developing application standardization and best practice.

SFLAR

Relevant Experience:	<ul style="list-style-type: none"> • 5 years of experience and proficiency with the Salesforce developer toolkit, including Apex, test classes, triggers, Visualforce, JavaScript, SOQL/SOSL, Force.com IDE, and Migration Tool. • 3 years of experience with Salesforce architecture, design, and project leadership. • Expertise in the Salesforce deployment process and source control. • Expertise in integration technologies, including SOAP- and REST-based web services, XML, JSON, and SOA design principles. • Expertise in OO design patterns and enterprise software development. • Strong knowledge of data management, ETL concepts, and Oracle and RDBMS technologies. • Strong domain knowledge in multiple CRM subject areas, including lead management, campaign management, account and contact management, opportunity and pipeline management, forecasting, activity management, CPQ, and order management. • Applied knowledge and strong communication skills for solution definition, design, implementation, and problem-solving. • Demonstrated consideration for the long-term viability and scalability of a platform. • A commitment to quality and the role of testing in software development. • Salesforce Developer and Architect Certification is preferred
Preferred Education:	4 year college degree or equivalent technical study
Role Description:	<ul style="list-style-type: none"> • Design & develop solutions primarily on the Force.com platform using Apex programming language and Visualforce. • Develop software solutions using Java (SE & EE), APEX, Salesforce.com API framework, and 3rd party APIs. • Execute on Quality related tasks like code reviews, unit tests, functional testing, and automation of functional and performance test cases to ensure that the feature is delivered with highest quality.

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Salesforce Administrator

The Salesforce Administrator will configure the Salesforce Solution to reflect business process. The resource will also manage daily admin Salesforce administration functions including ID's, Access level, Salesforce Fields, and integration of App Exchange products.

SFADM

Relevant Experience:	<ul style="list-style-type: none"> • 5+ years of Salesforce.com experience with at least 2 years in an analyst role • Advanced administrator skills within Salesforce (certification preferred) • Experience with Sales Cloud, Service Cloud and the AppExchange marketplace. • Strong sense of initiative and pride in ownership. • Strong analytical and problem solving skills. • Ability to learn quickly in a dynamic environment. • Ability to prioritize across multiple channels and drive towards long term goals. • Excellent verbal and written communication. • Ability to present complex ideas in a clear, concise fashion to both technical and non-technical audiences. • Consulting and/or Development Salesforce.com certifications desirable.
Preferred Education:	2 year college degree or equivalent
Role Description:	<ul style="list-style-type: none"> • Consult with business users to identify current operating procedures and deliver against business and system objectives. • Analyzes, designs, and 'configures' Salesforce solution/application/org to meet customer facing business and technical requirements • Be a Salesforce expert and key contributor in many aspects of projects, including architecture, development, configuration and UAT • Escalate and track problems appropriately. • Identify, diagnose, and resolve technical problems. • Keep abreast of new Salesforce features and functionality and provide recommendations for process improvements. • Provide day-to-day end-user support and educate users with proactive best practices to enhance and increase their knowledge of Salesforce.com. • Research and communicate changes in upcoming versions of Salesforce • Participate in cross-functional teams that address strategic business issues involving Salesforce, act in a consultative capacity to ensure Salesforce.com optimization. • Collaborate with project team members and key client stakeholders to scope out projects. • Prepare documentation including Requirements and Design documents • Complete job-related training courses and/or seminars, as may be required for the job and/or assigned by Manager

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Senior ServiceNow Developer

The Senior ServiceNow Developer will design and implement the key technical components of ServiceNow solutions and helps direct other technical resources to develop and deliver the project deliverables. The Senior ServiceNow Developer will help reduce the overall project technical risk by uncovering design issues early in the project life-cycle, shares implementation best practices, and recommends solution alternatives. This is a hands-on role that requires significant technical experience and abilities with the ServiceNow platform.

SNDV2

Relevant Experience:	<ul style="list-style-type: none"> •8+ years as a software developer. •8+ years ITSM experience. •4+ years experience as a ServiceNow developer. •4+ years Multiple ServiceNow Project deployments including release and environment management. •Excellent written and verbal communication skills. •ServiceNow Certified Application Developer is highly desired.
Preferred Education:	4 year college degree or equivalent technical study
Role Description:	<ul style="list-style-type: none"> •Hands on design, development, configuration and customization of solutions on the ServiceNow platform. •Judges the tradeoffs with technology and feasibility and makes choices that fit the constraints of the project. •Serves as the technical expert on projects focused on the ServiceNow platform. •Designs and implements business technology solutions in the ServiceNow platform. •Direct involvement and/or oversight of developing business requirements, specifications, process flows, application design, application configuration and testing, administration •Release and Environment Management including sandbox usage planning, metadata and data migration, environment comparisons and version control. •Works directly with business partners to lead projects, facilitates business process analysis sessions, develops and delivers key components of technology solution. •Provides mentoring and guidance to other team members.

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ServiceNow Developer

The ServiceNow Developer will design and implement the key technical components of ServiceNow solutions under the direction of a Senior developer. This is a hands-on role that requires technical experience and abilities with the ServiceNow platform.

SNDEV1

Relevant Experience:	<ul style="list-style-type: none">•6+ years as a software developer.•4+ years ITSM experience.•2+ years experience as a ServiceNow developer.•2+ years ServiceNow Project deployments including release and environment management.•Excellent written and verbal communication skills.•ServiceNow Certified Application Developer is highly desired.
Preferred Education:	4 year college degree or equivalent technical study
Role Description:	<ul style="list-style-type: none">•Hands on design, development, configuration and customization of solutions on the ServiceNow platform.•Designs and implements business technology solutions in the ServiceNow platform.•Direct involvement and/or oversight of developing business requirements, specifications, process flows, application design, application configuration and testing, administration•Release and Environment Management including sandbox usage planning, metadata and data migration, environment comparisons and version control.•Works directly with business partners to lead projects, facilitates business process analysis sessions, develops and delivers key components of technology solution.•Provides mentoring and guidance to other team members.

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ServiceNow Solutions Engineer

The ServiceNow Solutions Engineer will serve as a SME and technical advisor on the ServiceNow ITSM suite of tools.

SNSE

Relevant Experience:	<ul style="list-style-type: none">•5+ years as a solutions engineer/lead architect•8+ years as a software developer.•8+ years ITSM experience.•4+ years experience as a ServiceNow developer/architect•4+ years experience with all ServiceNow modules•4+ years Multiple ServiceNow Project deployments including release and environment management.•Excellent written and verbal communication skills.•ServiceNow Certifications are highly desired.
Preferred Education:	4 year college degree or equivalent technical study
Role Description:	<ul style="list-style-type: none">•Engineers/designs solutions across multiple modules across the platform. Understands how decisions and configurations affect components across the platform. Can rapidly understand the big picture.•Judges the tradeoffs with technology and feasibility and makes choices that fit the constraints of the project.•Serves as the technical expert on projects focused on the ServiceNow platform.•Experience with and an in-depth understanding of the more complex components of ServiceNow, such as Orchestration, Performance Analytics, etc.•Integration Specialist•Provides mentoring and guidance to other team members.