

**EXHIBIT A-1  
Statement of Work Template**

**STATEMENT OF WORK FOR A MILESTONE, DELIVERABLE OR SERVICE-BASED PROJECT  
BETWEEN  
STATE OF MISSISSIPPI DEPARTMENT OF MEDICAID  
AND  
GUIDESOFT, INC., d/b/a KNOWLEDGE SERVICES  
AND  
SLI GOVERNMENT SOLUTIONS**

Authorization for work performed pursuant to this Statement of Work "SOW" is granted under the terms of the Master Consulting Services Agreement between GuideSoft, Inc. d/b/a Knowledge Services and Mississippi Department of Information Technology Services.

**INTRODUCTION**

DOM's New MEDS system is an on-line eligibility system used to determine beneficiaries' eligibility for Medicaid and Children's Health Insurance Program (CHIP). New MEDS is accessed at DOM's Central Office in Jackson, Mississippi as well as DOM's 30 Regional Offices throughout the state of Mississippi. The New MEDS system is hosted by Conduent, DOM's Fiscal Agent.

New MEDS interfaces with the Federal Data Services Hub and the Federally-Facilitated Marketplace for application intake/referral and fraud and abuse information. While New MEDS has an approved Authority to Connect (ATC), it is the system in scope for an annual MARS-E2.0 audit. Previous system modifications included incorporating both Aged, Blind, and Disabled (ABD) eligibility determination logic and Modified Adjusted Gross Income (MAGI) logic into one system. The integrated system has been operational since August 2016, with normal maintenance and enhancements ongoing as necessary for efficient operations.

With the enactment of the Patient Protection and Affordable Care Act of 2010 (ACA), the Centers for Medicare and Medicaid Services (CMS) required DOM to provide a web based guided application for use by the public to serve as a paper application alternative for submitting Medicaid and CHIP applications for Mississippi residents. Additionally, House Bill 1090 (HB1090) enacted by the Mississippi Legislature in April 2017, required DOM and the Mississippi Department of Human Services (MDHS) to create an interoperable health and human services model for providing coordinated client services to achieve greater administrative efficiency and to improve service delivery to clients. MDHS is responsible for determining Supplemental Nutrition Assistance Program (SNAP) and Temporary Assistance for Needy Families (TANF) eligibility and over 60% of MDHS clients are also clients of DOM.

In 2016, DOM partnered with MDHS and launched the Health and Human Services Transformation Project (HHSTP) to implement a series of interoperable modules to achieve the goals of each agency and comply with CMS and HB1090 regulations. The HHSTP architecture will be composed of a number of modules and utilize an Enterprise Service Bus (ESB) for the exchange of data between the modules. The Common Web Portal (CWP) is the first module that was implemented to allow Mississippi residents to apply for Medicaid, CHIP, SNAP, and TANF through a streamlined application. While phase one of this module went live in December 2018, phase two is currently in progress to enhance and expand CWP capabilities and enhance the integration of CWP with New MEDS as well as MDHS applications. Currently one additional module, the Fraud and Abuse Module (FAM) will be implemented in a future phase.

**SCOPE OF WORK**

- 1.1. The Mississippi Division of Medicaid (DOM) is in need of a Vendor to perform an annual Minimum Acceptable Risk Standards for Exchanges 2.0 (MARS-E 2.0) security assessment of the New MEDS eligibility system and associated security environment for state fiscal years 2019, 2020, 2021, and 2022. The assessment must specifically address the following requirements:

- 1.1.1 Ensure that the New MEDS system, System Security Plan (SSP), Privacy Impact Analysis (PIA), Information System Risk Analysis (ISRA), and Plan of Action and Milestones (POA&M) appropriately address compliance with Minimum Acceptable Risk Standards for Exchanges (MARS-E), Social Security Administration (SSA), and Federal Tax Information (FTI) security requirements.
- 1.1.2 Provide the State the necessary support to facilitate MARS-E self-attestation requirements.
- 1.1.3 Submit the assessment report deliverable annually to the State with sufficient review time to meet the annual CMS June 30 submission date.

**1.2. Assessment Independence - MANDATORY**

In response to this SOW, the Vendor must attest their independence as an assessor in compliance with the *Framework for the Independent Assessment of Security and Privacy Controls 2.0, March 2016*. The Vendor must further attest in response to this SOW that they have not performed any form or kind of security and privacy controls consulting to DOM, that at all times there is a physical and logical separation of duties and responsibilities and that there are no business or systems influences that may impact the independence and impartiality of the final report and findings of the proposed assessment.

**1.3. Assessment Scope**

1.3.1 To determine the potential security and privacy risks to DOM, the Vendor will be tasked with providing a Security Controls Assessment (SCA) of the New MEDS. This SOW encompasses the third year of a three-year assessment for 2019 as well as optional amendments to perform a complete three year cycle thereafter (2020, 2021, and 2022).

1.3.2 The annual (or full) security and privacy attestation process requires the Vendor to include the following activities on behalf of the Administering Entity (AE):

1.3.2.1 Review the AE's policies and procedures and attest to their implementation

1.3.2.2 Determine security and privacy controls to be tested including:

1.3.2.2.1 Control families for current year (See Attachment A) or for the full assessment

1.3.2.2.2 Controls to be tested annually (See Attachment A) or for the full assessment

1.3.2.2.3 Controls with identified weaknesses closed during the current year [Note: completed/closed findings on the Plan of Action and Milestones (POA&M) should remain on the POA&M 1 year]

1.3.2.2.4 Controls impacted by changes to the system environment during the current year

1.3.3 Review and evaluate ACA security and privacy documentation by the Administering Entity. The assessment and resulting attestation report must be submitted to CMS by June 30 each year.

1.3.3.1 Information Security Risk Assessment (ISRA) to determine:

1.3.3.1.1 Significant changes to business objectives or overall mission importance

1.3.3.1.2 Significant changes to the security state due to new or modified federal legislation, regulations, directives, policies, standards, or guidance

1.3.3.1.3 Effectiveness of security controls changed during the past year

- 1.3.3.1.4 New vulnerabilities affecting the overall risk to the system found during continuous monitoring activities, the annual security and privacy attestation process, and the independent security assessment process
- 1.3.4 System Security Plan (SSP) including the security and privacy implementations to verify the system information and control implementation documented is correct and updated as necessary.
- 1.3.5 Contingency Plan (CP) and the Annual CP Test with the following:
  - 1.3.5.1 Validate the Maximum Tolerable Disruption (MTD), Recovery Time Objective (RTO), and Recovery Point Objective (RPO)
  - 1.3.5.2 Test and exercise the CP using the CP Test Plan
  - 1.3.5.3 Document the results of the CP test in a report
  - 1.3.5.4 Update the CP based on the test results
- 1.3.6 Review the Privacy Impact Assessment (PIA) to verify that privacy controls are documented, privacy risks are assessed, and control implementations have not changed.
- 1.3.7 Review legal agreements with CMS and other business partners to ensure they are current. These agreements include:
  - 1.3.7.1 Interconnection Security Agreement (ISA)
  - 1.3.7.2 Computer Matching Agreement (CMA)
  - 1.3.7.3 Information Exchange Agreement (IEA)
  - 1.3.7.4 Other forms of agreements such as data use agreements

**1.4. Assessment Expectations**

An alternate scope may occur if the boundary of the system changes significantly due to upcoming enhancements, which would require a complete MARS-E 2.0 Security Controls Assessment of the New MEDS system. For this reason, Vendors are also required to provide the cost of performing a full assessment during the term of this engagement.

**PERIOD OF PERFORMANCE**

1. April 23, 2019 through June 30, 2022
  - a. While DOM intends to utilize vendor's MARS-E assessment services annually through 2022, DOM will evaluate vendor's performance annually and, at DOM's sole discretion, make a determination to proceed with the vendor's services.
2. More detailed work schedules must be mutually agreed upon by vendor and DOM

**PLACE OF PERFORMANCE**

- 1.1.1.1 Vendor will be required to be onsite for the project kickoff meeting.
- 1.1.1.2 All interviews must be performed onsite. DOM prefers that Vendor also perform document

review onsite, especially for documents containing confidential information. DOM, at its sole discretion, may provide Vendor secure remote access to documents to allow Vendor to review documents offsite. Vendor must specify in their SOW response any planned offsite work. All meetings/interviews and requests for documents will be coordinated through a DOM contact who will be named at project initiation.

- 1.1.1.3 DOM will be responsible for providing awarded Vendor access to all documentation necessary to complete this scope of work. This documentation includes but is not limited to policies, procedures, and the current POA&M.
- 1.1.1.4 Work shall be planned appropriately such that meeting requests are extended a minimum of ten working days in advance to accommodate DOM and Conduent's schedules.
- 1.1.1.5 Vendor must request documentation with at least seven working days of lead time before a document is needed.
- 1.1.1.6 For Vendor's required onsite work, DOM will provide the Vendor with office space, and meeting rooms with projector. Vendor must provide their own computing equipment (laptop), network/wireless access to the Internet, and phone.
- 1.1.1.7 Onsite work will be performed at DOM's location in the Walter Sillers Building at 550 High Street, Jackson, Mississippi, 30201.
- 1.1.1.8 The report deliverable can be compiled and assimilated remotely at Vendor's location.
- 1.1.1.9 All interviews, meetings, and calls must be conducted during DOM's normal business hours (8 a.m. – 5 p.m. CDT).
- 1.1.1.10 Vendor must comply with all DOM security and physical access rules.
- 1.1.1.11 Vendor will be required to execute a BAA with DOM. DOM's standard BAA can be found in Attachment A of this SOW.

Project Name: MARS-E 2 Continuing Assessments		Posting ID#: 59717
Project Start Date: 4/23/19		Project End Date: 6/30/2022
Milestone/Deliverable or Services Description		Cost
Milestone/Deliverable 1: Annual Privacy and Security Assessment Report – Year 3 (2019)		\$ 61, 745.00
Milestone/Deliverable 2: Annual Privacy and Security Assessment Report – Year 1 (2020)		\$ 63, 345.00
Milestone/Deliverable 3: Annual Privacy and Security Assessment Report – Year 2 (2021)		\$ 63, 345.00
Milestone/Deliverable 4: Annual Privacy and Security Assessment Report – Year 3 (2020)		\$ 61, 745.00
Milestone/Deliverable 5: Annual Privacy and Security Assessment Report – Full Assessment		\$ 173, 715.00

<b>Total Project Cost</b>	<b>\$ 423, 895.00</b>
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*A change order will be required for any modifications to the project (including project scope/project cost). The change order must be created by Knowledge Services, based on the approved change order justification received by VENDOR (approved by AGENCY). The change order must be signed by AGENCY, VENDOR, and Knowledge Services prior to the vendor receiving clearance to move forward with the requested changes.*

<b>Change Order Type</b>	<b>Cost</b>
Remote Services	\$170
Onsite Services	\$215

**ACCEPTANCE CRITERIA**

- 1.1.1.1 Milestones/Deliverables must be submitted for approval into the VMS dotStaff upon completion. Email, hand delivery, postal service submittals are considered incomplete.
- 1.1.1.2 DOM will have ten working days to review/validate the deliverable and either notify Vendor of acceptance in writing or provide Vendor a detailed list of deficiencies that must be remedied prior to approval of the deliverable.
- 1.1.1.3 In the event DOM notifies the Vendor of deficiencies, the Vendor shall make necessary corrections within five working days unless DOM consents in writing to a longer period of time. DOM has five working days to review and accept or reject the corrected deliverable. If DOM deems the corrected deliverable(s) as not acceptable DOM reserves the right to terminate the SOW contract with selected vendor and payment for the unacceptable deliverable(s) will not be authorized. While this procedure allows a Vendor two opportunities to correct deliverable deficiencies, DOM, at its sole discretion, may choose to allow the Vendor an additional correction cycle if the deficiencies are not substantial or if it is in DOM's best interest to do so.
- 1.1.1.4 Deliverables can only be accepted by the CSIO or the Deputy Administrator of ITECH.

For the faithful performance of the terms of this Statement of Work, the parties hereto have caused this Statement of Work to be executed by their undersigned authorized representatives.

State of Mississippi, Department of Medicaid

*Drew Snyder*

Authorized Signature

Drew Snyder

Printed Name

Executive Director

Title

5/2/19

Date

Guidesoft Inc., d/b/a Knowledge Services

*Doreen DeLancy*

Authorized Signature

Doreen DeLancy

Printed Name

Program Manager

Title

April 29, 2019

Date

SLI Government Solutions

*Steven J Esposito*

Authorized Signature

Steven J Esposito

Printed Name

President & CEO

Title

May 1, 2019

Date

Guidesoft Inc., d/b/a Knowledge Services - Legal

*Katie Belange*

Katie Belange (May 3, 2019)

Authorized Signature

Katie Belange

Printed Name

Corporate Counsel

Title

May 3, 2019

Date