

EXHIBIT A-1
Statement of Work Template

STATEMENT OF WORK FOR A MILESTONE, DELIVERABLE OR SERVICE-BASED PROJECT
BETWEEN
STATE OF MISSISSIPPI, DEPARTMENT OF ENVIRONMENTAL QUALITY
AND
GUIDESOFT, INC., d/b/a KNOWLEDGE SERVICES
AND
INFORMATION MANAGEMENT SYSTEMS INC.

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

The Mississippi Department of Environmental Quality (MDEQ) is requesting a qualified vendor to provide modifications, enhancements, and bug fixes to the legacy MUSTER application. MUSTER is the Mississippi Underground Storage Tank Environmental Remediation system. The current MUSTER system provides support for the daily operations of the Underground Storage Tanks (UST) Program. The UST program is responsible for the prevention, detection, and clean-up of releases from underground storage tanks. The MUSTER system is mission critical, used daily by internal MDEQ staff to track and manage facilities, owners, tanks, pipes, and companies and contacts (people) associated with the operations of the underground storage tanks. The current system consists of nine functional modules and an administrative module.

MUSTER has been in place for 16+ years and was originally built by Ciber as a custom desktop application to regulate the Underground Storage Tank program. Over the years there have been numerous contractors who have developed the code in this system. As a result, there is a lack of consistency in the methods that were used in developing the system. Over the years the system has been modified and customized significantly to support the MUSTER business functions. This system has been contractually supported by The Geospatial Group for the past two years. There is a plan to release a RFP for maintenance and support services in the next 9 to 12 months for continued support. Additionally, there will be a separate project for the re-write of the MUSTER system.

SCOPE OF WORK

In order to properly provide modifications, enhancements, and bug fixes to the legacy MUSTER application in accordance with the milestone deliverables listed below, the Vendor must possess skillsets and provide documentation of experience in the following areas:

- SQL Server 2000 on Windows Server 2003 Server
 - Database administration
 - Data query
 - T/SQL programming
- Visual Studio 2012
- Visual Basic
- Troubleshooting and user support on the above platforms
- Configuration between SQL Server and Oracle

The system is currently split into two separate systems. The first is a desktop system originally written using Visual Studio 2003 accessing a Microsoft SQL Server 2000 database. The second is a web solution developed using the same Visual Studio and database versions. Both the desktop and web solution have recently been upgraded to Visual Studio 2012. Microsoft announced that Extended Lifecycle Support for SQL Server 2000 SP4 ended on April 9, 2013.

PERIOD OF PERFORMANCE

Each of these deliverables has been estimated to last 11 to 12 weeks. A project manager, lead developer, and database manager will be used to accomplish each of these tasks. Other reported bugs and fixes will be accomplished during this time as identified by MDEQ. The total life of the project is projected to last from the contract award date until the end of June 2021.

PLACE OF PERFORMANCE

The vendor can work from their workplace; however, the vendor must be available to attend onsite requirements meetings, demos, testing sessions, and other meetings requested by MDEQ in Jackson, MS. The vendor must be willing to travel to the Jackson metro area to work with MDEQ staff and the Executive staff as needed.

Project Name: Muster		Posting ID#: 62989
Project Start Date: August 7, 2019		Project End Date: June 30, 2021
Milestone/Deliverable or Services Description		Cost
Milestone/Deliverable or Services 1: Modification of the penalty calculation matrices for the Compliance and Enforcement Module. Changes include: <ul style="list-style-type: none">• structure of the penalty calculation (final penalty will be equal to a summation of the individual violation penalties for each facility)• changes in the individual violation amounts• modification of the ownership size.		\$ 18,050.00 NTE
Milestone/Deliverable or Services 2: Resolution of the random, but repeatable timeout issue that is causing the application to stop operating for many users of the application. All users that have the newest build of MUSTER experience random timeout issues where the application becomes non-responsive and requires the user to close out the application and log back in (in some cases losing work product).		\$ 17,530.00 NTE
Milestone/Deliverable or Services 3: Resolution of the hanging issue that occurs 2 to 3 times a week in the Financial Module when "Add Request" button or "Add Commitment" button is selected. In various scenarios, Financial staff will select "Add Request" or "Add Commitment" and at different times it will not allow the request or commitment to be added. The only way to resolve the issue currently is to re-boot the MUSTER application.		\$ 18,570.00 NTE
Milestone/Deliverable or Services 4: Modification of 48 Word Templates <inserts> and alignment of <inserts> in Compliance and Enforcement Module letters to reduce the amount of corrections needed to finalize the letters for mailing out.		\$ 22,350.00 NTE
Milestone/Deliverable or Services 5: Correction of and updates to the existing stored procedures for the inspection checklist items in the Inspection Module: <ul style="list-style-type: none">• when dispenser terminations are registered as using Impressed Current, the checklist should be requesting a rectifier log, but it does not generate the question,• when piping is using electronic interstitial monitoring, requesting visual interstitial monitoring instead of electronic interstitial monitoring• Add field "Compliance Manager" to inspection checklist• Inspectors getting object errors when printing checklist• Change Inspector Comment field where is does not allow special characters		\$ 23,910.00 NTE
Milestone/Deliverable or Services 6: Fix or create a new MUSTER Updater and Installer program so that updates either be done directly by the user or updated remotely. Functionality used to exist, but is no longer functioning.		\$ 16,750.00 NTE

Milestone/Deliverable or Services 7: Resolution of deadlock issue – particularly in the C&E Module when two users are calling the same stored procedures and/or functions/views at the same time.	\$ 15,970.00 NTE
Milestone/Deliverable or Services 8: Resolution to the global issue of creating envelopes from the MUSTER module (again used to function, but no longer works)	\$ 2,925.00 NTE
Milestone/Deliverable or Services 9: Incorporate legislatively mandated changes in the annual tank fee stored procedures to include temporarily out-of-service (TOS) and temporarily out-of-service indefinitely (TOS-I) tanks in annual and minor tank fee billing processes.	\$ 17,270.00 NTE
Milestone/Deliverable or Services 10: Other reported bugs will be addressed and fixed as needed. An invoice will be generated reflecting how many hours were spent on this milestone and the job title of the contractor that performed these tasks.	\$26,675.00 NTE
Total Project Cost	\$ 180,000.00 NTE

If less time is required for each task, MDEQ will only be billed for the time spent completing the task.

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.

ACCEPTANCE CRITERIA

For each Milestone/Deliverable the Vendor will upload a report detailing how each Milestone/Deliverable has been met which must include details of the code changes that were made. Upon receipt of notification of Milestone/Deliverable, MDEQ will require ten business days to conduct acceptance testing, although acceptance testing in some instances may conclude in a shorter timeframe. If additional time is necessary to perform acceptance testing written notice will be provided to the vendor prior to the conclusion of the tenth business day. MDEQ will notify Vendor of acceptance by accepting the milestone in dotStaff, or by denying the milestone in dotStaff and providing Vendor a detailed list of deficiencies that must be remedied prior to approval of the milestone/deliverable. In the event MDEQ notified the Vendor of deficiencies, the Vendor shall make necessary corrections within five working days unless MDEQ consents in writing to a longer period of time. MDEQ has five working days to review and accept or reject the corrected deliverable. If MDEQ deems the corrected deliverable(s) as not acceptable, MDEQ reserves the right to terminate the SOW contract with selected Vendor and payment for the unacceptable deliverable(s) will not be authorized.

OTHER REQUIREMENTS

(Any special requirements, such as security requirements (personnel with security clearance and what level, badges, etc.) should be described in this section of the Statement of Work. There should also be a description of any IT access restrictions/requirements or system downtime/maintenance if required.)

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 Environmental Quality

[Handwritten Signature]
Authorized Signature

[Handwritten Signature]
Printed Name

Executive Director
Title

8/19/19
Date

Information Management Systems, Inc.

[Handwritten Signature]
Authorized Signature

Gary Henington
Printed Name

President
Title

8/15/19
Date

Guidesoft Inc., d/b/a Knowledge Services

Doreen DeLancy
Authorized Signature

Doreen DeLancy
Printed Name

Program Manager
Title

August 2, 2019
Date

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

Katie Belange
Authorized Signature

Katie Belange
Printed Name

Corporate Counsel
Title

Aug 7, 2019
Date