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EXHIBIT A-1
Statement of Work Template

STATEMENT OF WORK FOR A MILESTONE, DELIVERABLE OR SERVICE-BASED
PROJECT
BETWEEN
Mississippi Department of Medicaid
AND
GUIDESOFT, INC., d/b/a KNOWLEDGE SERVICES
AND
CNC Consulting Inc.

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INTRODUCTION

The Mississippi Division of Medicaid (DOM) currently runs a mission critical Citrix production environment which provides access to applications for their Regional and Central Office employees. The farm is comprised of 38 servers running Citrix 6.5, including 1 provisioning server, and 2 licensing servers. DOM is requiring the services of a Certified Citrix Consultant to perform the following services to omit or minimize downtime to their customers and provide knowledge transfer to DOM network staff. The consultant will augment DOM's technical staff and be expected to work an average of 30 hours per week with a minimum of 16 hours onsite at DOM and/or the ITS State Data Center and have the ability to work offsite when needed with prior approval:

- Citrix Staff Augmentation for Citrix issues remediation.
- Recommendation of Citrix NetScalers.
- Upgrade and Migrate the Current Citrix Production Environment
- Recommendation of Citrix Redundant Environment.

SCOPE OF WORK

The following section(s) contain detailed information related to the work Citrix Consultant will perform during the engagement.

Segment	Tasks

Citrix Health Check	• Conduct an assessment of the Customer's Citrix production environment, focusing on areas such as:
	  ○ XenApp environment, including farm architecture, Zones, XenApp Policies, Load Evaluators, Worker Groups, and Published Applications settings. Includes a maximum of one farm.
	  ○ Provisioning Services environment, including farm architecture, server sizing, vDisk Stores, and Target Device configuration. Includes a maximum of one farm (if applicable)
	  ○ Access infrastructure, including Web Interface and/or StoreFront and remote access, if applicable. Includes a maximum of two sites or stores.
	  ○ Supporting infrastructure, including Citrix-related policies, user personalization, Citrix infrastructure databases, and Citrix-related licensing.
	  ○ Security configuration, including anti-virus configuration.
	• Analyze findings and highlight strengths and risk areas, as well as any issues requiring attention.

NetScaler Analysis and Recommendation	• The Consultant will review current configuration for load balancing. The Consultant will use MAS to analyze traffic and give recommendations based upon findings.
Staff Augmentation Deliverables	
Citrix Receiver Analysis	• The Consultant will troubleshoot the issue and recommend fixes. The issue will require an upgrade to receiver in order to get to the version that supports the customer's setup.
MS Office correction on XenServers	• The Consultant will troubleshoot why the MS office is missing from the block of XenServers by launching the console and analyzing the launch of the applications.
Citrix storefront application issues	• An assessment will be done to figure out launch times and improve them. There may be changes required to registry settings on the Storefront servers.
Citrix backup methodology and	• The Consultant will do a DR design to address the backup of Citrix. Citrix normally does not have actual user data therefore the

Segment	Tasks
recommended changes	requirement for Backup of Citrix is handled by doing a backup of key Citrix Components such as databases.

Segment	Tasks
Upgrade XenApp Citrix Farm	• The Consultant will document the applications and do testing on which applications will need to be retired. The XenApp farm cannot be upgraded in place due to the changes in version. There will need to be a total rebuild.
Citrix Redundant Environment	• The Citrix environment will be redundant by design. A full DR design will be provided to accommodate the customer.
Knowledge Transfer	• Provide knowledge transfer to DOM on a time permitting basis. • Develop a training plan with recommendations for DOM administrators to manage the new platform.

PERIOD OF PERFORMANCE
February 26, 2018 until all required milestones and deliverables have been provided by CNC Consulting Inc.

PLACE OF PERFORMANCE
The consultant will augment DOM's technical staff and be expected to work an average of 30 hours per week with a minimum of 16 hours onsite at DOM and/or the ITS State Data Center and have the ability to work offsite when needed with prior approval:

SCHEDULE/MILESTONES/HOURS

DELIVERABLE DESCRIPTION	Cost	15% Retainage	Cost Less Retainage
Citrix Health Check			
Perform Citrix Health Check (Report)	$6,400.00	$960.00	$5,440.00
Project Work Plan for Completion of All Deliverables			
NetScaler Analysis and Recommendation			
Recommend the Citrix NetScaler Model in writing based on findings	$9,600.00	$1,440.00	$8,160.00

Staff Augmentation – Deliverables			
Correction of the following issue including documentation of steps taken: Central Office users that access the applications remotely (using the Citrix ICA Client version 12.3.0.8 April 2012) have been prompted to update the Citrix Receiver client with no option to back out of that prompt. Once the update is complete, the users' applications disappear from the desktop. Users have to access the applications using the web version because the Citrix Receiver does not respond.	$12,800.00	$1,920.00	$10,880.00
Correction of the following issue including documentation of steps taken: Attempts to uninstall and reinstall the Citrix Receiver on PCs has failed several times during the uninstall process. Regedit settings are not uninstalling nor installing properly. We believe there may be an incorrect version of Citrix Receiver 3.0 (Citrix CIA Client version 13.0.0.6685 from August 2011) installed in our environment.	12,800.00	$1,920.00	$10,880.00
Correction of an issue where Microsoft office is not showing active on the first block of all the XenServers including documentation of steps taken.	12,800.00	$1,920.00	$10,880.00
Correction of an issue where users are using the Citrix storefront application, they have to wait an extended period of time before desktop and applications will launch including documentation of steps taken.	12,800.00	$1,920.00	$10,880.00
Documented review our current Citrix backup methodology and recommend changes (in writing) if better methods are determined for backing up our Citrix environment.	6,400.00	$960.00	$5,440.00

	Cost	15% Retainage	Cost Less Retainage
Upgrade XenApp Citrix Farm			
In-place upgrade/migration from Citrix XenApp/XenDesktop 6.5 Farm	$25,000.00	$3,750.00	$21,250.00
Citrix profile manager is out of date and needs to be updated and migrated with the environment.	6,400.00	$960.00	$5,440.00
XenApp/XenDesktop 7.15 LTSR farm preparation; Installation and Configuration of core XenApp/XenDesktop 7.15 components; Site creation; VDA installation; Create VDA for applications; create VDA for Servers; and Create machine catalog and delivery group;	12,800.00	$1,920.00	$10,880.00
Install and test the New Citrix Receiver; Configuration of Citrix Storefront Server; Publishapplications and verify internal/external connectivity to published applications.	12,800.00	$1,920.00	$10,880.00
Provide system configuration documentation	6,400.00	$960.00	$5,440.00
Citrix Redundant Environment			
Written recommendation for Redundant environment	$6,400.00	$960.00	$5,440.00
Implementation of redundant environment	12,800.00	$1,920.00	$10,880.00
Successful test performed to failover	6,400.00	$960.00	$5,440.00
Implementation of test environment	12,800.00	$1,920.00	$10,880.00
Knowledge Transfer			
Documentation/Explanation of upgraded environment	$6,400.00	$960.00	$5,440.00
Final review/overview of knowledge transferred over the course of the engagement	12,800.00	$1,920.00	$10,880.00
Vendor Suggested Training Modules			
Training Plan Deliverable (documented recommendations for DOM administrator training needed to support upgraded environment)	$1,280.00	$192.00	$1,088.00
Total	$195,880.00	$29,382.00	$166,498.00

ACCEPTANCE CRITERIA

DOM will have ten working days to review/validate each deliverable and to 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. In the event that DOM notifies the Vendor of deficiencies, the Vendor shall correct the deficiencies 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. Deliverables will be accepted by Sheila Kearney or Rita Rutland.

OTHER REQUIREMENTS

a. DOM will have technical resources available throughout the scope of this engagement.
b. DOM will provide awarded Vendor with workspace and meeting rooms as needed for onsite work throughout the duration of the project.
   i. Awarded Vendor will have access to VPN connectivity for offsite work.
   ii. Vendor will be responsible for providing their own equipment throughout the project.
c. DOM will provide the awarded Vendor a network diagram.
d. DOM will provide the awarded Vendor a list of all current configurations of the VPXs.

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.

MS Department of Medicaid Division

GuideSoft, Inc., d/b/a Knowledge Services

Sheila Kearney
Authorized Signature

Katie Belange
Authorized Signature

Sheila Kearney
Printed Name

Katie Belange
Printed Name

Chief Systems Information Officer
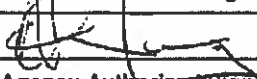Title

corporate Counsel
Title

_2/23/18_
Date

_2/26/2018_
Date

Project Name:	Citrix Certified Staff Augmentation	

State Agency: Division of Medicaid	Vendor: CNC Consulting Inc.
Project Start Date: 2/23/2018	Project End Date: Upon agency approved completion of all milestones/deliverables

Milestone/Deliverable or Services Description	Cost
Milestone/Deliverable or Services 1: Perform Citrix Health Check Report	$ 6400.00
Milestone/Deliverable or Services 2: Recommend the Citrix NetScaler Model in writing based on findings	$ 9600.00
Milestone/Deliverable or Services 3: Correction of the following issue including documentation of steps taken: Central Office users that access the applications remotely (using the Citrix ICA Client version 12.3.0.8 April 2012) have been prompted to update the Citrix Receiver client with no option to back out of that prompt. Once the update is complete, the users' applications disappear from the desktop. Users have to access the applications using the web version because the Citrix Receiver does not respond.	$ 12800.00
Milestone/Deliverable or Services 4: Correction of the following issue including documentation of steps taken: Attempts to uninstall and reinstall the Citrix Receiver on PCs has failed several times during the uninstall process. Regedit settings are not uninstalling nor installing properly. We believe there may be an incorrect version of Citrix Receiver 3.0 (Citrix CIA Client version 13.0.0.6685 from August 2011) installed in our environment.	$ 12800.00
Milestone/Deliverable or Services 5: Correction of an issue where Microsoft office is not showing active on the first block of all the XenServers including documentation of steps taken.	$ 12800.00
Milestone/Deliverable or Services 6: Correction of an issue where users are using the Citrix storefront application, they have to wait an extended period of time before desktop and applications will launch including documentation of steps taken.	$ 12800.00
Milestone/Deliverable or Services 7: Documented review our current Citrix backup methodology and recommend changes (in writing) if better methods are determined for backing up our Citrix environment.	$ 6400.00
Milestone/Deliverable or Services 8: In-place upgrade/migration from Citrix XenApp/XenDesktop 6.5 Farm	$ 25000.00
Milestone/Deliverable or Services 9: Citrix profile manager is out of date and needs to be updated and migrated with the environment.	$ 6400.00
Milestone/Deliverable or Services 10: XenApp/XenDesktop 7.15 LTSR farm preparation; Installation and Configuration of core XenApp/XenDesktop 7.15 components; Site creation; VDA installation; Create VDA for applications; create VDA for Servers; and Create machine catalog and delivery group;	$ 12800.00
Milestone/Deliverable or Services 11: Install and test the New Citrix Receiver; Configuration of Citrix Storefront Server; Publish applications and verify internal/external connectivity to published applications.	$ 12800.00
Milestone/Deliverable or Services 12: Provide system configuration documentation	$ 6400.00
Milestone/Deliverable or Services 13: Written recommendation for Redundant environment	$ 6400.00
Milestone/Deliverable or Services 14: Implementation of redundant environment	$ 12800.00
Milestone/Deliverable or Services 15: Successful test performed to failover	$ 6400.00
Milestone/Deliverable or Services 16: Implementation of test environment	$ 12800.00
Milestone/Deliverable or Services 17: Documentation/Explanation of upgraded environment	$ 6400.00
Milestone/Deliverable or Services 18: Final review/overview of knowledge transferred over the course of the engagement	$ 12800.00

Milestone/Deliverable or Services 19: Training Plan Deliverable (documented recommendations for DOM administrator training needed to support upgraded environment)	$ 1280.00
Total Project Cost	$ 195,880.00

State of Mississippi IT MSP Contract #50676: This is a deliverables-based contract with 15% retainage held on each deliverable until completion of the project. Fully loaded change order Hourly rate on a T&M basis for any work outside the scope of the deliverables documented in the SOW: $160.00. Contractor selected for project: Original contractor: Broderick Batt – project never started/contractor withdrew. Replacement: Dwaine Goings, start date: 2/26/18. No changes made to project cost. Total hours remain the same (30 hours per week) but schedule amended to 4 days on-site and the next week offsite in a consistent pattern. Revised schedule incorporated due to original contractor withdrawing from project. Revised schedule is ongoing for length of project unless otherwise requested and authorized by agency.

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.

Authorization		
Vendor Authorized Signature	**Vendor Printed Name**	**Date**
	CNC Consulting, Inc.	2/26/2018
Agency Authorized Signature	**Agency Printed Name**	**Date**
Sheila Kearney	*Sheila Kearney* Mississippi Division of Medicaid	2/23/18
MSP Authorized Signature	**MSP Printed Name**	**Date**
Katie Belanger	*Katie Belanger*	2/26/2018