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

**STATEMENT OF WORK FOR A MILESTONE, DELIVERABLE OR SERVICE-BASED PROJECT**
**BETWEEN**
**Department of Banking & Consumer Finance**
**AND**
**GUIDESOFT, INC., d/b/a KNOWLEDGE SERVICES**
**AND**
**Cambria**

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 DBCF is requesting a fixed fee, deliverable based proposal for professional services for design, implementation and training/knowledge transfer for an internal Examination system for all divisions of the DBCF: Banking, Consumer, Mortgage and Administration.

This application will replace a legacy on premise SQL/Access based application and will be using Microsoft Dynamics. All Dynamics licenses are in the process of being procured and will be available at project start, and no licenses or software will need to be provided by the vendor. This proposal will be for the design and development of the system, as well as training and knowledge transfer that will be needed. Training will consist of both end user and platform management training. There will also need to be an extraction of existing examination data, and importing of that data into the new system. The data export process will be managed by the vendor, and will include verification and demonstration of successful import into the new system.

The DBCF regulates three industries: Banking, Consumer Finance and Mortgage. We regulate institutions within all three branches to determine adherence to regulatory statutes, as well as overall health and soundness. The examination process from each business unit will need to be represented within the new system. Each division has unique characteristics to the exam process that will need to be captured and translated during design.

Project goals include:
• Pre-project design phase with clear and concise development plan
• Creation of new DBCF application for examination of regulated institutions
• Custom design deliverables for each division, working closely with division SME's
• Export of legacy examination data and import of data to the new application
• Automate nightly file imports for Consumer and Mortgage via NMLS, and Banking via external sites hosted by CSBS. Banking data is provided by the FDIC. The DBCF will give the vendor any access needed to automate these nightly data processes.

Agency project managers and SME's will work hand in hand with the development teams to make sure milestones and goals are clearly defined and attainable.

We have chosen Microsoft Dynamics as the application hosting platform, which will provide a cloud based system that can be accessed from anywhere. We are heavily invested in the Office 365 ecosystem, and this application will need to interface directly with these systems. All hosting will be handled within our current tenant, and we will not require hosting services of any kind from the vendor. We are in the process of procuring the Dynamics Customer Service subscription with Power BI integration

## SCOPE OF WORK

Project Kick Off and Requirements Gathering – if any additional development will be needed, it must be identified and outlined during the requirements gathering process.

Analysis of current system and determination of any functionality that cannot be replicated. Front end development in Dynamics in conjunction with Project managers, developers, and agency SME's.

The following modules/items will need to be developed:
• Employee Management – track employee information in the system. This will include employee training and skills received relevant to examination process. Employee feedback will also be provided here by EIC's and other Management staff. Approximately 30 custom fields will be required, with up to 10 workflow rules.
• Institution Management – Details for Institution. Approximately 50 custom fields will be required, with up to 5 workflow rules.
• Examination Management – This is the end to end process for examination management. Approximately 50 custom fields will be required, with system automation and up to 10 custom workflow rules.
• Address Management – Basic address management for Institution
• Branch Management – Basic information regarding branches of institution
• Contact Management – Define all contact information related to examination activities. Approximately 15 custom fields will be required, with up to 5 workflow rules.

Exam Assignments – DBCF employee assignment to exam based on skill, availability and location. Will need to access relevant employee information to determine the assignment. We will need to be able to see detailed examinee information, as well as override examinee assignments and tasks.

Lookup functions will be required with approximately 10 workflow rules.
• Correspondence Management – Track all correspondence with institutions. The system will need the ability to mass mail and/or mail merge correspondence with institution groups (Banks, Pawn Shops, Mortgage Companies, etc.).
• Visitation Management – Track examinee visitation to institutions. This will require approximately 10 custom fields and 5 workflow rules.
• Enforcement Management – Track all enforcement actions against an institution. This will require approximately 20 custom fields and 5 workflow rules
. • Document Management – Track all documents related to exam activities. This data is currently stored in SharePoint and will need to integrate with that platform seamlessly.
• Office 365 Integration – Email and Calendar integration. Allow EIC/Manager to schedule tasks/assignments. • Complaint Management – Track all complaints made against an institution with lookup functionality. This will require approximately 20 custom fields and 5 workflow rules.
• Asset Management – Track assets of target institution. This will require approximately 20 custom fields and 5 workflow rules.
• Holding Company Management – Track all holding company information for an institution. This will require approximately 20 custom fields and 5 workflow rules.
• Accounts Receivable Management – Track all Accounts Receivable information related to exams. Collect billing information and historical transactional records for exams. Allow for the ability to generate custom billing statements to institutions. This will require approximately 20 custom fields and 5 workflow rules.
• Reconciliation and Receipt Management – Manage reconciliation process with all generated institution receipts and transactional data. This will require approximately 20 custom fields and up 5 workflow rules.
• Email Workflow Automation – Configure automated system emails for both internal and external processes. This will include financial statements, as well as general system and employee information if needed. Approximately 15 workflow rules will need to be created. • User Profile Management – Configure end user accounts and permissions for access.
• Dashboard/Reporting – Create approximately 30 system generated reports with the ability to create custom reports as needed. Custom dashboards will also need to be created for different levels of viewing (Management, Examiner, etc.).
• Custom Form Creation – Custom forms will need to be generated from the system. These forms are generally certificates or other one page documents that we currently use Microsoft Word templates to create from scratch. We will require approximately 20 custom forms to be designed by the vendor.
• Data Migration LARS – Migrate all existing data from the existing LARS system. This data is housed in a SQL database and contains approximately 1.5 TB of data. This data will need to be converted into the new system for historical purposes. This will be a one time extraction of data, and the vendor will be responsible for extracting and verifying all data.
• Data Migration NMLS/FDIC – System data will be primarily generated from the nightly retrieval of NMLS and FDIC data. Data from these systems will need to be automatically ingested into the new system on a nightly basis. Data requiring migration nightly will be in flat files and Excel formats. Banking data consists of two Excel files and one flat text file. These consist of approximately 35 columns and 70,000 records for the first Excel file and approximately 12 columns and 100 rows for the second Excel file. The flat file has approximately 20 columns and 65 rows and is delimited with (|). NMLS data for Consumer and Mortgage is contained in two XML files and contains approximately 20 fields and 15000 records or fields could be enhanced and updated in future projects.

• User Guides and Acceptance Testing – Define all testing parameters. Identify system testers (SME's) and establish a schedule for testing. Agile methodology is preferred so that testing may be done in parallel with system development and integration. • User Training – Train the trainer. We will establish teams of internal trainers that will be provided 4 sessions of training before establishing testing phases with users. Three training sessions will consist of end user training and no more than 8 hour training sessions each. The third session will be an administration training session that will be no more than 8 hours in length. Both end user and admin training will use the "train the trainer" method, where DBCF employees will be able to provide further training to staff.

• System Design Manual Creation – Creation of all system manuals will be done in conjunction with project team. Manuals will be signed off for final issuance by DBCF Team before completion.

• Product Deployment and Live Support – Three weeks of Live support will be provided after official system launch. A detailed report will be provided by the vendor at the end of the three-week period outlining any consistent support issues discovered.

• Future Updates/Enhancements – Post launch we will discuss future additions and enhancements to the system. This would be delivered to DBCF in report format, identifying areas the vendor feels could be enhanced and updated in future projects.

## PERIOD OF PERFORMANCE

Project Start: Upon receipt of fully executed work order and DBCF Purchase Order
Estimated Project Completion: TBD with Agency and Vendor

## PLACE OF PERFORMANCE

DBCF

## ACCEPTANCE CRITERIA

Milestones/Deliverables must be submitted for approval into dotStaff upon completion. Email, hand delivery, postal service submittals are considered incomplete.

The DBCF will have ten working days to review/validate each 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.

In the event the DBCF notifies the Vendor of deficiencies, the Vendor shall make necessary corrections within five working days unless the DBCF consents in writing to a longer period of time.

The DBCF has five working days to review and accept or reject the corrected deliverable. If the DBCF deems the corrected deliverable(s) as not acceptable the DBCF 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, the DBCF, 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 the DBCF's best interest to do so.

## Managed Service Provider

Request for Project Services Work Order Template

| | |
|---|---|
| **Project Name: Examination Application Suite** | |
| **dotStaff Posting ID: 83243** | |
| **State Agency: Department of Banking & Consumer Finance** | **Vendor: Cambria** |
| **Estimated Project Start Date: June 1, 2020 or upon fully executed work order** | **Estimated Project End Date: To be determined by Department of Banking and Consumer Finance** |

| Milestone/Deliverable or Services Description | Total Cost |
|---|---|
| Development Plan & Timeline | $41,000.00 |
| Functional System and Configured Workflow for Examination | $40,000.00 |
| Functional System and Configured Workflow for Institution | $40,000.00 |
| Functional System and Configured Workflow for Employee | $40,000.00 |
| Functional System for Examination | $75,000.00 |
| Functional System for Institution | $75,000.00 |
| Functional System for Employee | $75,000.00 |
| LARS Data Conversion | $75,000.00 |
| UAT | $40,000.00 |
| Training | $40,000.00 |
| Production Support | $40,000.00 |
| | |
| **Total Cost of Services Delivered** | $581,000.00 |

In the event of any inconsistences between this Request for Project Services Work Order and the terms of the Master Services Agreement, the following order of precedence shall be:

1. Master Services Agreement; and
2. Request for Project Services Work Order

Should additional services be utilized under this contract, not outlined above, a change order will be required. A change order must be created by the Knowledge Services MSP Team, based on the approved change order justification received by VENDOR (approved by AGENCY).

The Knowledge Services change order must be signed by AGENCY, VENDOR, and Knowledge Services prior to the vendor receiving clearance to move forward, and expend resources, with the requested changes.

| Authorization | | |
|---|---|---|
| **Vendor Authorized Signature** | **Vendor Printed Name** | **Date** |
| Gayle Lowery | **Gayle Lowery** | **May 28, 2021** |
| **Agency Authorized Signature** | **Agency Printed Name** | **Date** |
| Rhoshunda G. Kelly | Rhoshunda G. Kelly | 8/20/21 |
| **MSP Authorized Signature** | **MSP Printed Name** | **Date** |
| Katie Belange | Katie Belange | Aug 23, 2021 |

*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.*