



Knowledge Services
State of Mississippi
Managed Service Provider
Request for Project Services Change Order

Project Name: MACWIS

State Agency: Mississippi Department of Child Protective Services **Vendor Name:** HTC

Estimated Change Order Start Date: February 5, 2024

Estimated Project End Date: June 30, 2024

Posting ID#: 83521

Change Order Description: Authorization of post-migration support services to supplement the existing MDCPS technical support staff on a time-and-materials basis.

Reason for Change:

The Scope of Work authorized by the MACWIS Conversion Services SOW is nearing completion. On August 25, 2021, MDCPS provided a snapshot of the existing VB6-based MACWIS application to be converted. That baseline VB6 codebase has now been converted to a web-based .Net application per the SOW and is currently in User Acceptance Testing.

Specific reasons for this Change are as follows.

1. Since the VB6 application baseline code was snapshot for conversion on August 25, 2021, there have been several changes made to the VB6 application by MDCPS which are now part of the production system. These changes have not been implemented in the converted web-based .Net application. Development, testing, and implementation of changes made to MACWIS after MDCPS creates the baseline code snapshot provided to HTC/Ciber for analysis and conversion was outside of the project scope per approved project deliverable, Deliverable 01 – Project Management Plan v1.2, Section 2.2. Several of the changes made to MACWIS after the initial code snapshot are required for agency management directive, regulatory compliance, or court order. The changes may involve a revision to the workflow used by the MDCPS staff for case management. These changes will be required to be implemented and accepted in the migrated web-based .Net application prior to its introduction to the production environment.
2. Training and Knowledge Transfer has been provided to the MDCPS IT support staff as reflected by approved project deliverable, Deliverable 07 – Training Plan and Knowledge Transfer V1.0. However due to the continuous workload for other support responsibilities (including the Pathways project), the MDCPS IT support staff has expressed a desire for additional mentoring support be available to the MDCPS IT Support staff.
3. Per the RFP and the Knowledge Services Master Services Agreement, there is no warranty included. Bugs or issues identified following UAT acceptance will need to be addressed by the MDCPS IT Support staff or someone experienced with the converted application code base. Retaining a portion of the HTC/Ciber development and testing team would be beneficial to MDCPS capability and capacity to provide implementation support during go-live and production operation support for the converted application.



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Change Request Analysis (by HTC/Ciber):

Conducted by:	Bond Lux		
Schedule Impact (days):	N/A	Budget Impact (\$):	\$256,520.00 (not to exceed)
Impact on Project (Scope, Quality, Critical Path):	Post UAT support is added on a Time-and-Materials basis enabling: <ul style="list-style-type: none"> • Go-live, operational & production Development and QA support assistance; • Additional IT Support staff mentoring; • Break/fix application support; and • Implement requested/approved application revisions. 		

Name	Role #	Position	Planned Allocation/Week	Post-UAT Support Hours		
				Rate	Est. Hours	Total
Justin Lewis	3	QA Lead	2 days / 40%	\$110.00	352	\$38,720.00
Jennifer McVey	4	QA Tester	2 days / 40%	\$100.00	352	\$35,200.00
Shelton Baker	4	QA Tester	2 days / 40%	\$100.00	352	\$35,200.00
Alex Canizales-Garduno	5	Tech Lead/Developer	1 day / 20%	\$130.00	220	\$28,600.00
Abdul Fazil	7	.Net Developer – Offshore	5 days / 100%	\$36.00	1100	\$39,600.00
Rajashekar Naidu Baleneni	7	.Net Developer - Offshore	5 days / 100%	\$36.00	1100	\$39,600.00
Sarva Kumar	7	.Net Developer - Offshore	5 days / 100%	\$36.00	1100	\$39,600.00
					4,576	\$256,520.00

In the event of any inconsistencies between this Request for Project Services Change 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 Change Order

Until the contract is approved and fully executed, any actions you take in reliance of contract approval are at your own risk. Therefore, it may be unwise to expend funds or incur expenses in anticipation that contract negotiations will be successful, and a tendered contract will be approved.

All project milestones, deliverables, tasks, or other such project activities shall be entered and approved in the dotStaff™ VMS by the State. Vendor acknowledges and agrees that Knowledge Services' payment to Vendor is contingent upon approval by the State and receipt of payment from the State by Knowledge Services. The State is solely responsible for approval and payment of all project activities, and Knowledge Services is not responsible or liable to Vendor for non-approval or non-payment by the State.



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Authorization

Vendor Authorized Signature	Vendor Printed Name	Date
<i>Sutbir Randhawa</i> <small>Digitally signed by Sutbir Randhawa Date: 2024.02.27 13:40:33 -05'00'</small>	Sutbir Randhawa (HTC Global Services, Inc)	2/27/2024
Agency Authorized Signature	Agency Printed Name	Date
<i>Michael Pantin</i> <small>DocuSigned by: Michael Pantin AFD31BFF4B6648C</small>	Michael Pantin	3/3/2024 4:07 PM CST
MSP Authorized Signature	MSP Printed Name	Date
<i>Katie Belange</i>	Katie Belange	Feb 29, 2024