



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

Project Name: MUSTER Legacy Enhancements

State Agency: Mississippi Department of Environmental Quality

Vendor Name: Information Management Systems, Inc

Change Order to Exhibit A-1#: 001

Original Posting ID: 62989

Change Order Estimated Start Date: 06/28/21

Estimated Date of Project Completion: June 30, 2023

Change Order Description/Justification: Milestones 3, 4, 5, and 7 will be completed under T-DOG project. New deliverables added in milestones 11, 12, 13 and 14.

Deliverable/Services Description

Cost

Remove Milestone # 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)

Remove Milestone # 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)

Remove Milestone # 5: Correction of and updates to the existing stored procedures for the inspection checklist items in the Inspection Module:

- When dispenser terminations are registered as using Impressed Current, the checklist should be requesting a rectifier log, but it does not generate the question (\$23,910.00)
- 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 it does not allow special characters

Remove Milestone # 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)

Add Milestone 11: Resolution of the Runaway Fees issue. One of the stored procedures that occur in the nightly batch job is related to fees and it currently deletes some but not all records in the transfer table. It needs to be changed to delete all necessary records in the transfer table. \$10,920.00 NTE



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Add Milestone 12: Resolution of the Contractor Licensee issue. When the Company screen is opened, if a company is an Installer, the VB code that populates the screen doesn't acknowledge the new codes, and "unchecks" the Company Type Installer checkbox. Also, one of the main Crystal reports, "List of Companies By City And State," is not showing all the companies that are certified. In 2018, new licensee certification types were added to the already existing list in MUSTER, but those changes aren't reflected in the report. The Licensee Certification Type Names were changed for Installers and Closers and that caused a malfunction in the Company screen and Crystal report. Finally, there is an issue with the Compliance Manager screen.

\$15,600.00 NTE

Add Milestone 13: MUSTER versioning/repository. The Code Repository will be maintained as new builds are produced.

\$5,200.00 NTE

Add Milestone 14: Fixes to other bugs identified by MDEQ. 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.

\$50,925.00 NTE

Total Removed Milestones (\$80,800.00)

Total Added Milestones \$82,645.00

Total Not to Exceed Project Cost \$180,000.00

Fixed Bid Pricing Model		
Project Labor Costs:	Labor for all Staff	\$180,000.00
Project Misc. Costs:		
Total Project Fixed Cost		\$180,000.00

Hourly Billing Pricing Model				
	Resources Role/Job Title	Hourly Rate	Project Hours	Total NTE Cost
Role #1:	Technical Director	\$125	0	\$0.00
Role #2:	Lead Programmer	\$65	1243	82,645.00
Role #3:	Database Administrator	\$100	0	\$0.00
			Total Hourly Project Cost	\$82,645.00



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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 Work 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.

Authorization

Vendor Authorized Signature

Vendor Printed Name

Date

Gary Hennington

8/25/2021

Agency Authorized Signature

Agency Printed Name

Date

Terri Torrence

9/8/2021

MSP Authorized Signature

MSP Printed Name

Date

Katie Belange (Sep 8, 2021 10:08 EDT)

Katie Belange

Sep 8, 2021

RECEIVED

SEP 08 2021

CONTRACTS DEPT.