

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

**STATEMENT OF WORK FOR A MILESTONE, DELIVERABLE OR SERVICE-BASED PROJECT
BETWEEN
Mississippi Department of Human Services
AND
GUIDESOFT, INC., d/b/a KNOWLEDGE SERVICES
AND
Berry Dunn**

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 State of Mississippi, Department of Human Services (MDHS) is planning for a modernization of the Information Systems that support the Supplemental Nutrition Assistance Program (SNAP), Temporary Assistance for Needy Families (TANF), Child Support Enforcement (CSE), and Child Care (CC) programmatic areas.

To support this planning effort, MDHS is seeking the services of a contractor to complete activities to evaluate and conduct analysis of the existing legacy systems to determine the cost benefits of possible alternatives such as enhancements, transfer systems, or replacement options for this proposed effort. At the conclusion of the planning effort, MDHS will select the combination of enhancement options that best fit its budget constraints, provides the most value to the citizens of Mississippi, and are most cost beneficial to the department.

SCOPE OF WORK

The Mississippi Department of Human Services is dedicated to serving others while providing a wide range of public assistance programs, social services and support for children, low-income individuals, and families. The department seeks to empower families so they can become self-sufficient and responsible for their future success.

MDHS is now beginning to plan the replacement of the Department's aging and disparate legacy systems. Specifically, it is the Department's goal and intention to replace or modernize the information systems that support the Supplemental Nutrition Assistance Program (SNAP) - including Disaster SNAP (DSNAP) and SNAP Employment & Training sub-modules, Temporary Assistance to Needy Families (TANF), Child Support Enforcement (CSE) and the Child Care Payment System (CCPS) program areas through multiple iterations. Each successive iteration will meet the system requirements for the participating programs, will consider the goals of interoperability and reuse of components by other program areas within and external to the other state agencies, where applicable, and will build on the success and lessons learned from the preceding iterations.

MDHS' overarching goal is to use an enterprise vision and approach to develop and create seamless systems for staff, clients, and providers, regardless of the underlying technical architecture.

PERIOD OF PERFORMANCE

- Project will conclude 12 months from the start date or no later than July 31, 2022, whichever occurs first and will include the following project milestones:

- Project Kick-Off – August 2, 2021
- Systems Assessment – Complete by October 7, 2021
- Cost Benefit Analysis – Complete by December 20, 2021
- Feasibility Study and Alternative Analysis – Complete by February 17, 2022
- Conceptual Systems Design - Complete by February 28, 2022
- IAPD Development – Complete by May 31, 2022
- Planning Project Wrap-Up & Closeout – Complete by July 31, 2022

PLACE OF PERFORMANCE

MDHS and Vendor will agree upon place of performance.

Project Name:	Legacy Systems Assessment	Posting ID#:	85949
Estimated Project Start Date:	August 2, 2021	Estimated Project End Date:	July 31, 2022
DELIVERABLE/SERVICES DESCRIPTION		COST	
Develop and finalize a mutually agreed upon project plan, including the project schedule and submit the project schedule in dotStaff.		\$39,300	
Conduct a comprehensive assessment of the MDHS information systems that support SNAP, TANF, CSE, and Child Care program areas as detailed in Section 3 of the SOW and submit a MDHS approved "Legacy Systems Assessment Report" Deliverable in dotStaff		\$171,012	
Conduct a comprehensive feasibility and alternative analysis of the MDHS information systems that support SNAP, TANF, CSE, and Child Care program areas as detailed in Section 3 of the SOW and submit a MDHS approved "Feasibility Study & Alternative Assessment Report" Deliverable in dotStaff.		\$129,274	
Conduct a comprehensive Cost Benefit Analysis of the MDHS information systems that support SNAP, TANF, CSE, and Child Care program areas as detailed in Section 3 of the SOW and submit a "Cost Benefit Analysis Report" Deliverable in dotStaff.		\$131,521	
Develop and document a conceptual design for each function or system selected for development and submit a "Conceptual Systems Design" Deliverable in dotStaff.		\$95,522	
TOTAL SOW		\$566,629	

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

Milestones/Deliverables must be submitted for approval into the VMS dotStaff upon completion. Email, hand delivery, postal service submittals are considered incomplete. MDHS reserves the right to review, and if needed, reject any submitted documentation from the vendor that is determined by MDHS to be ineffective, incorrect, or substandard of MDHS expectations for documentation with the expectation that the final submitted documentation is approved by MDHS as described below:

MDHS will have ten working days to review/validate each deliverable once it is uploaded into dotStaff. Upon completion of its review, MDHS will either notify the vendor of deliverable acceptance in dotStaff or provide the vendor a detailed list of deficiencies that must be resolved to approve the deliverable. In the event MDHS notifies the vendor of deficiencies, the vendor shall make the necessary corrections within five (5) working days. MDHS will review and accept or reject the corrected deliverable within five working days of resubmission. If MDHS deems the corrected deliverable(s) as not acceptable, MDHS reserves the right to terminate the SOW contract with the selected vendor and payment for the unacceptable deliverable(s) will not be authorized.

OTHER REQUIREMENTS

The vendor Project Manager will work report directly with the assigned State Project Management Officer (PMO)

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.

Agency Name
DocuSigned by:
Robert G. Anderson Mississippi Department of Human Services
Authorized Signature
Robert G. Anderson
Printed Name
Executive Director
Title
7/28/2021
Date

Vendor Name
Danielle Ewing
Authorized Signature
Danielle Ewing
Printed Name
Principal
Title
8/2/21
Date

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

Katie Belange
Katie Belange (Aug 3, 2021 09:34 EDT)
Authorized Signature
Katie Belange
Printed Name
Corporate Counsel
Title
Aug 3, 2021
Date