

EXHIBIT A-1
Statement of Work Template

STATEMENT OF WORK FOR A MILESTONE, DELIVERABLE OR SERVICE-BASED PROJECT
BETWEEN
Information Technology Services
AND
GUIDESOFT, INC., d/b/a KNOWLEDGE SERVICES
AND
Next Step Innovation

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.

Project Overview and Background

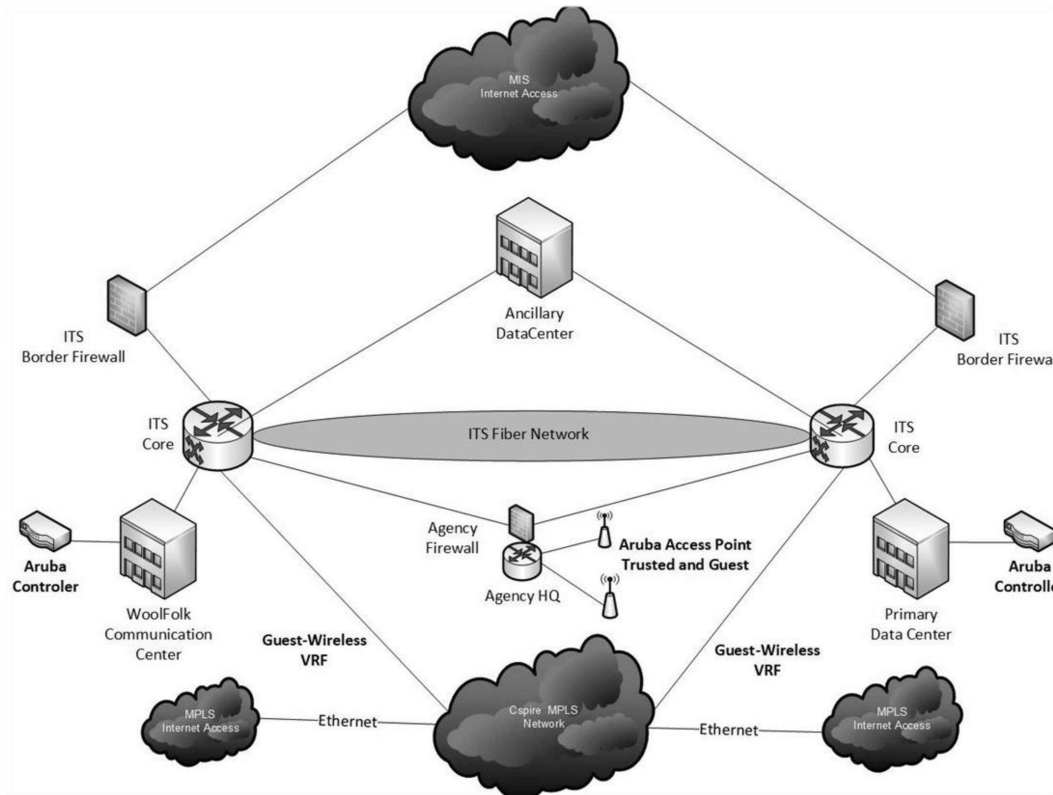
Some Mississippi state agencies provide guest wireless services to their customers at their facilities and are required to follow the State Enterprise Security Policy in doing so. To help agencies meet this security policy, ITS maintains and supports guest wireless solutions that enables those State agencies to host guest wireless access from their networks and isolate that untrusted traffic from their local networks and the State network as it is transported directly to/from the Internet. The goal is for agencies to utilize the same wireless controllers and access points for their trusted and non-trusted users. ITS has been working with Aruba on the design of a guest wireless solution to facilitate the State agencies with existing Aruba wireless equipment on their local networks. ITS and Aruba currently have this solution implemented in the State Data Center now on loaner equipment and have tested with several agencies. With this successful testing completed, ITS plans to implement a pair of geographically redundant Aruba core controllers at the ITS Data Center and the Woolfolk Building in Jackson, MS. Agencies maintain and support their own controllers, access points, etc. at their facilities. All guest wireless traffic from agency Aruba access points or Aruba controllers must collapse via secure tunnels to the ITS core Aruba controllers before being transported to the Internet.

Scope of Work & Deliverables

ITS is looking for a managed service provider that can provide implementation, management, and support of the proposed ITS guest wireless solution. Costs for this service should be deliverable-based and include the following:

1. Initial installation of core equipment
 - a. ITS will procure the required ITS Aruba core controllers via another procurement vehicle and have it available onsite at ITS Data Center for vendor proposing here.
 - b. ITS and Aruba currently have this solution implemented in the ITS Data Center now with loaner/test controller. Vendor should utilize these configurations for the implementation of new equipment for this solution.
 - c. Vendor must coordinate with ITS project manager and network staff for implementation of this new equipment.
 - d. Vendor must install and configure new equipment in ITS Data Center and Woolfolk Building network room.
 - e. Vendor must provide necessary testing of implemented solution.
 - f. Once testing is completed and ITS has approved, vendor must push the equipment into production.

- g. Vendor must provide documentation of the guest wireless solution to ITS.
- h. Core equipment to be installed is provided below. This equipment is being procured separately.
- i. Please see the diagram for the logical design of the Aruba guest wireless solution.
- j. Cost for this deliverable should be a one-time fee.



2. Onboarding new State agencies to the Aruba guest wireless solution.
 - a. Vendor must coordinate with ITS project manager, ITS network staff, and State agency network staff.
 - b. Vendor must establish specific State agencies' guest wireless needs and build configurations based upon their specific agency local network and Aruba wireless configurations.
 - c. Vendor must implement the new State agency guest wireless solution.
 - d. Vendor must provide necessary testing of implemented solution.
 - e. Once testing is completed and the specific State agency and ITS has approved, vendor must push the equipment into production.
 - f. Vendor must provide documentation of the specific State agencies' guest wireless solution to the specific State agency and ITS.
 - g. Cost for this deliverable should be a one-time fee for each individual agency and should not change for the life of the agreement.

3. Ongoing management and support of ITS Aruba guest wireless solution.
 - a. Vendor should monitor ITS core Aruba equipment and provide corrective action when troubles arise.
 - b. For ITS core Aruba equipment, Vendor will be responsible for following manufacturer patch schedule and applying patches and/or upgrades when deemed necessary.
 - c. For ITS core Aruba equipment, Vendor will be responsible for vulnerability management and provide software/firmware/code update when necessary.
 - d. Vendor must provide ad hoc reporting as requested by ITS.
 - e. Vendor will be responsible for troubleshooting and remediating the Aruba guest wireless solution. This includes the ITS core Aruba controllers, the tunnels between ITS core controllers and the agency controllers, agency access points, and end users.
 - f. Vendor will be responsible for security remediation on the ITS core Aruba equipment deemed necessary from a security assessment undertaken by ITS.
 - g. Cost of this deliverable should be proposed as a monthly fee that will not change for the life of this agreement unless specified in Vendor's proposal.

4. Ongoing support of agency guest wireless solution
 - a. Day-to-day support of guest wireless connections.
 - b. Troubleshoot issues with the ITS core Aruba infrastructure.
 - c. Troubleshoot issues with agency guest wireless access and users.
 - d. Trouble calls for the guest wireless solution will come into the ITS Service Desk (NOC) and they or the ITS network staff will engage vendor for support. These incidents will be tracked through ITS's Service Desk.
 - e. Cost for this deliverable should be included in the monthly deliverable cost for Item #3 above.

Environment / Other Requirements

1. Vendor should understand that the ITS core Aruba equipment will be implemented at the ITS Eastwood Data Center and the Woolfolk Building network room located in Jackson, MS. Vendor should also understand that agency Aruba wireless controllers, access points, and networks will reside in office buildings around the Jackson, MS tri-county area. Vendor is required to be onsite within 1-hour to place hands on the equipment when necessary for troubleshooting issues, fixing problems, restoring equipment, upgrading equipment, etc.
2. Vendor may propose any additional, optional services Vendor believes may be of benefit to ITS and the State of Mississippi. Vendor's proposal must include pricing for any such services for them to be considered as a part of this award.
3. For any changes/upgrades to the solution, including hardware upgrades, configuration changes, applying patches, etc., the vendor must follow all ITS change management policies and procedures.

List of Core Equipment

2	R7H95A	Aruba 9240 (US) Campus Gateway
2	H33ZTE	Aruba 1YFC NBD Exch 9240 C Gateway SVC
4	JW124A	PC-AC-NA North America AC Power Cord
2	R7J63A	9240 550W AC Power Supply
4	J9150D	Aruba 10G SFP LC SR 300 MMF XCVR
2	JW471AAE	Aruba LIC-ENT Enterprise (Lic-AP LIC-PEF LIC-RFP and LIC-AW License Bundle E-LTU

Note: One core controller will be installed in the Eastwood Data Center and the other controller will be installed in the Woolfolk building equipment room.

Period of Performance

5 years reserving the right to cancel contract with 30 days notice.

Acceptance Criteria

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

ITS will have 10 working days to review/validate the 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. ITS reserves the right to take additional time to review submitted deliverables if it's in the best interest of the department to do so.

In the event ITS notifies the Vendor of deficiencies, the Vendor shall make necessary corrections within five working days unless ITS consents in writing to a longer period of time. ITS has 10 working days to review and accept or reject the corrected deliverable. If ITS deems the corrected deliverable(s) as not acceptable ITS 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, ITS, 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 ITS best interest to do so.

Change Order Criteria

ITS may, at any time, by a written order, make changes in the scope of the work, referred to as Change Orders. Change Orders are defined as changes in the scope of work / additional services which are approved and agreed to in writing by the State and the Vendor. ITS will review and the approve the agreed upon recommendations for annual needs and program enhancements throughout the contract term. Vendor will be required to submit a Revised Statement of Work for these changes. For Change Orders, Vendor will be compensated based upon level of effort (number of hours the Change Order will take) at the fully loaded Change Order Rate the Vendor proposed. The fully loaded Change Order Rate must be inclusive of all travel expenses, per diem, and all other expenses and incidentals incurred by the Vendor in the performance of a Change Order.

Change Order Rate

Fully Loaded Change Order Rate \$175/hr

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.

Project Name: Information Technology Services

Posting ID#: 121230

State Agency: Information Technology Services

Vendor Name: Next Step Innovation

Estimated Project Start Date: October 1, 2023

Estimated Project Completion Date: September 30, 2027

Deliverable/Services Description	Cost
Installation/Configuration of core equipment in Eastwood Data Center and Woolfolk Building	\$3000.00 (one time cost)
Agency Onboarding into new guest wireless solution	\$800.00 (per agency)
Monthly Ongoing support for 5 years:	
- Core Equipment	
- Patching (Non-business hours)	\$2500.00 per month
- Monitoring- Monthly Health and Security Checklist- Maintenance	
- Agency guest wireless connectivity	
	\$153,800.00

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.

In the event of any inconsistencies between this Request for Services Work Order (Exhibit A-1) 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 (Exhibit A-1)

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 the 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.

Agency Name

David C Johnson

David C Johnson (Oct 6, 2023 16:23 CDT)

Authorized Signature

David Johnson

Printed Name

Executive Director

Title

10/06/2023

Date

Vendor Name

DocuSigned by:

Trent Townsend

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Authorized Signature

Trent Townsend

Printed Name

CEO

Title

10/5/2023

Date

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

Katie Belange

Katie Belange (Oct 6, 2023 09:21 EDT)

Authorized Signature

Katie Belange

Printed Name

General Counsel

Title

Oct 6, 2023

Date