



Managed Service Provider

Request for Project Services Work Order Template # 82659

Project Name: ITS Tivoli Upgrade	
State Agency: SOMS ITS	Vendor: Mainline
Estimated Project Start Date: 05/03/21	Estimated Project End Date: 6/30/21
Milestone/Deliverable or Services Description	Cost
Project Management billed, not to exceed rate of \$189.00 x 93 hours	\$17,577.00
Tivoli Product Upgrade SE Services, not to exceed rate of \$199.00 x 490 hours	\$97,510.00
Total Services Delivered	\$115,087.00
<p>In the event of any inconsistencies between this Request for Project Services Work Order and the terms of the Master Services Agreement, the following order of precedence shall be:</p> <ol style="list-style-type: none"> 1. Master Services Agreement for the State of Mississippi dated June 12, 2019 between Guidesoft, Inc. dba Knowledge Services and Mainline; and 2. Request for Project Services Work Order <p>Maximum hours under this SOW not to exceed 583 hours. Mainline will provide Knowledge Services with invoices totaling hours worked. Knowledge Services will create a milestone in dotStaff™ representing the hours worked for State approval and invoicing through the dotStaff™ system.</p> <p>Mainline will provide monthly billing, by job title, to the Knowledge Services MSP Team. Knowledge Services MSP Team will establish milestones equaling the monthly total of hours x bill rate for each resource/job title. The State of Mississippi Department of Information Technology Services will approve milestones for invoicing upon validation of successful completion of work.</p> <p>Should additional titles 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).</p> <p>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.</p>	



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Authorization		
Vendor Authorized Signature	Vendor Printed Name	Date
<i>Joe Elebash</i>	Joseph P. Elebash	5/3/2021
Agency Authorized Signature	Agency Printed Name	Date
<i>Michele Blocker</i>	Michele Blocker	5/6/2021
MSP Authorized Signature	MSP Printed Name	Date
<i>Katie Belange</i> <small>Katie Belange (May 6, 2021 14:02 EDT)</small>	Katie Belange	May 6, 2021