

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

**STATEMENT OF WORK FOR A MILESTONE, DELIVERABLE OR SERVICE-BASED PROJECT
BETWEEN
MS Department of Mental Health
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.

PROJECT OVERVIEW

The Mississippi (MS) Department of Mental Health has been tasked with improving the interoperability and billing of the 11 Community Mental Health Centers (CMHCs) throughout the state by enhancing the electronic health record system(s)(EHR) for these providers and will do so with advice from the Mississippi Office of the Coordinator of Mental Health Accessibility. This project is for a consultant who can assess the electronic health record system needs of these providers and advise the state on the best solution for this task.

Background

The MS State Legislature has allocated funding to the MS Department of Mental Health to enhance the EHR systems for the 11 CMHCs throughout the state. These programs operate separately from each other and are overseen by their respective counties within the state. These CMHCs provide mental health and substance use services to people throughout the state. In the past, these providers have conducted business as they see fit with regulation, guidance, and funding from the MS Department of Mental Health and MS Division of Medicaid. The MS Department of Mental Health provides grant funding to these providers to support operating costs.

Required Experience

Bachelor's Degree

Must have 4-5 years of experience working in a management or consulting capacity in the behavioral health industry with proven success.

Knowledge of all aspects of behavioral health operations and workflows.

Knowledge of Behavioral Health EHR systems and reporting.

Knowledge of Medicaid and private insurance billing.

Knowledge of HIPAA and HITECT Acts

Scope of Work & Deliverables

The scope of work for this project is to assess the electronic health record needs of each of the CMHCs, research existing Behavioral Health EHRs, and make a recommendation as to what the industry's best practice solution is for the interoperability of these 11 agencies and streamline/optimize billing capability.

The scope of work and deliverables of this project will be to provide an assessment of each CMHC's operational needs for an EHR and make a final recommendation of a solution to meet these needs and improve the interoperability of these 11 agencies and increase their billing capabilities. Network infrastructure, hardware, and security of each CMHC should be considered with any recommendation. System specifications for a bid of vendor selection will also be required. The state may set the order of assessment for each CMHC, and may also require one or two full assessments be completed prior to reporting the entire CMHC system's results.

The minimum requirements for the deliverables are listed below.

Deliverable 1: 5 Community Mental Health Center's EHR Evaluations Report

- Current EHR system for each CMHC
- Current EHR system needs for each CMHC
- Is their current system meeting all their needs? If not, where is it not meeting their needs?
- What is their current billing status? Are they currently billing for services provided to MS Medicaid and other third-party payors? Are they billing from their EHR system electronically?
- Does their current EHR system have the capability to provide interoperability with other providers (i.e. other CMHCs and state psychiatric hospitals)?
- Any other pertinent information related to the CMHCs operations and the needs of an EHR system

Deliverable 2: 6 Community Mental Health Center's EHR Evaluations Report

- Current EHR system for each CMHC
- Current EHR system needs for each CMHC
- Is their current system meeting all their needs? If not, where is it not meeting their needs?
- What is their current billing status? Are they currently billing for services provided to MS Medicaid and other third-party payors? Are they billing from their EHR system electronically?
- Does their current EHR system have the capability to provide interoperability with other providers (i.e. other CMHCs and state psychiatric hospitals)?
- Any other pertinent information related to the CMHCs operations and the needs of an EHR system

Deliverable 3: Proposal Recommendation

- What is the recommendation to achieve the goal of interoperability between the CMHCs as well as other providers and electronic billing capability? Is it the recommendation for these 11 providers to be on the same EHR system? If not, what is the recommendation to meet these goals?

Deliverable 4: EHR Specifications and requirements proposal

- List of EHR system specifications and requirements to achieve the goal of interoperability between the CMHCs as well as other providers and electronic billing capabilities.
- This list will be used to develop a bid proposal for one or multiple EHR systems to achieve the goal set forth above.

Environment / Other Requirements

Other requirements include strong written/oral communication skills. Some travel will be required.

Any vendor awarded this contract will be ineligible to bid on, or have any direct interest in, future procurements that may be a result of the deliverables of this contract.

The awarded consultant/vendor must be willing to sign a Business Associate Agreement with each of the 11 Community Mental Health Centers for potential HIPAA compliance concerns.

The awarded consultant/vendor must be willing to abide by any physical security policies in place by each of the 11 Community Mental Health Centers.

Place of Performance

Various onsite visits and remote.

Period of Performance

2 - 3 months

Criteria

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

MS Department of Mental Health (DMH) will have 10 working days to review/validate the deliverable and either notify the Vendor of acceptance in writing or provide the Vendor with a detailed list of deficiencies that must be remedied prior to the approval of the deliverable. MS DMH 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 MS DMH notifies the Vendor of deficiencies, the Vendor shall make necessary corrections within five working days unless MS DMH consents in writing to a longer period of time. MS DMH has 10 working days to review and accept or reject the corrected deliverable. If MS DMH deems the corrected deliverable(s) as not acceptable MS DMH reserves the right to terminate the SOW contract with the 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, MS DMH, 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 MS DMH's best interest to do so.

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: MS Department of Mental Health Electronic Health Records Consultant	Posting ID#: 118996
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State Agency: Department of Mental Health

Vendor Name: Berry Dunn

Estimated Project Start Date: December 11, 2023

Estimated Project Completion Date: February 9, 2024

Deliverable/Services Description	Cost
Milestone/Deliverable 1: 5 CMHC's EHR Evaluations Report	\$54,293.00
Milestone/Deliverable 2: 6 CMHC's EHR Evaluation Report	\$65,940.00
Milestone/Deliverable 3: Proposal Recommendation	\$28,243.00
Milestone/Deliverable 4: EHR Specifications and Requirements Proposal	\$44,428.00
Total Project Cost	\$192,904.00

The estimated timeline above will be used as a starting point for planning between the VENDOR and AGENCY. A specific timeline will be developed and mutually agreed upon between the VENDOR and AGENCY as part of initial planning. The timeline will be influenced by the availability for the 11 CMHCs to participate in the project. The establishment of the specific timeline will not require a change order to this SOW.

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


Authorized Signature

Kelly Breland

Printed Name

Chief Financial Officer

Title

12/19/2023

Date

Vendor Name


Authorized Signature

Daniel T. Vogt

Printed Name

Principal

Title

December 14, 2023

Date

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



Katie Belange (Dec 15, 2023 11:39 EST)

Authorized Signature

Katie Belange

Printed Name

General Counsel

Title

Dec 15, 2023

Date