

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

**STATEMENT OF WORK FOR A MILESTONE, DELIVERABLE OR SERVICE-BASED PROJECT  
BETWEEN  
STATE OF MISSISSIPPI, Division of Medicaid  
AND  
GUIDESOFT, INC., d/b/a KNOWLEDGE SERVICES  
AND  
BCS Systems, Inc.**

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 Division of Medicaid (DOM) is requesting a fixed fee, deliverable-based proposal for professional services for design, implementation and training/knowledge transfer for:

- Upgrading the iManage Work Document Management System from version 9.04 to the latest version 10,
- analyzing and resolving metadata problems, and
- Resolving Latency issues in document retrieval.

The purpose of this upgrade is for stability and to support current Microsoft versions such as Office 2019 64-bit and Windows 10. Currently DOM is running Office 2019 ProPlus and Windows 10 version 2004 and will be continuing

**SCOPE OF WORK**

**1. Project Purpose, Objectives, and Scope**

- 1.1. DOM would also like a feasibility analysis done on improving the performance of the Eligibility Interface.
- 1.2. DOM requires an analysis of our current licensing and a written licensing recommendation in order to determine if there are any savings to be had.
- 1.3. Upgrade from current v9.0.4 to the latest version.
- 1.4. Analyzing and resolving metadata problems.
- 1.5. Resolving Latency issues in document retrieval.
- 1.6. DOM requires the vendor to provide remote training consisting of both "Train the Trainer" type training for our primary iManage Work administrator as well as knowledge transfer to cover new features and differences in the environment.
- 1.7. This engagement must include a remote kickoff/discovery meeting and a remote wrap-up and knowledge transfer/training meeting.
- 1.8. Please note that expenses necessary to complete all deliverables in this scope of work must be included in the fixed cost proposed.

DOM's intent is to award the iManage Services Project to a single vendor who will be required to work collaboratively with DOM and Conduent staff throughout the duration of this project

BCS will deliver to the scope and deliverables described in BCS' response to Mississippi Division of Medicaid iManage Work Upgrade Services request for services dated 12/28/2020.

**PERIOD OF PERFORMANCE**

--

**PLACE OF PERFORMANCE**

- 1.9. Vendor will be required to perform all work remotely.
- 1.10. Work shall be planned appropriately such that meeting requests are extended a minimum of ten working days in advance to accommodate DOM and Conduent's schedules.
- 1.11. Vendor must request documentation with at least seven working days of lead time before a document is needed.
- 1.12. DOM will provide the Vendor with the necessary access to the iManage work environment to remotely perform this scope of work.
- 1.13. Vendor must comply with all DOM security and physical access rules
- 1.14. Vendor will be required to execute a BAA with DOM. DOM's standard BAA can be found in Attachment B of this SOW.

<b>Project Name:</b>	<b>iManage Work Upgrade Services - MS - Medicaid</b>	<b>Posting ID#:</b>	<b>78271</b>
<b>Project Start Date:</b>	<b>2/1/2021</b>	<b>Project End Date:</b>	<b>5/1/2021</b>
<b>MILESTONE</b>		<b>MILESTONE COST</b>	
Finalize mutually agreed upon project schedule		\$4,800.00	
Feasibility Analysis Report with summary of analysis performed findings documented, and detailed recommendations on improving performance of the Eligibility interface with iManage Work		\$8,000.00	
Licensing Recommendation Report		\$4,800.00	
A run book which includes a description of the new environments, all configuration details and parameters, and detailed instructions for shutting down and bringing up the environments once the upgrade from the current v9.0.4 to the latest version is complete		\$16,000.00	
Detailed document of remediation efforts taken to resolve metadata issues in document storage (e.g. PDF files saved as TXT files)		\$8,000.00	
Detailed document of remediation efforts taken to resolve latency issues in document retrieval which includes before and after performance metrics for document retrieval		\$4,800.00	
Training Documentation/Manual used for the Train the Trainer/Knowledge Transfer session to be submitted once training has been completed		\$4,800.00	
<b>TOTAL SOW</b>		<b>\$51,200.00</b>	

*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**

- 1.15 Milestones/Deliverables must be submitted for approval into the VMS dotStaff upon completion. Email, hand delivery, postal service submittals are considered incomplete.
- 1.16 DOM will have ten working days to review/validate each 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.
- 1.17 In the event DOM notifies the Vendor of deficiencies, the Vendor shall make necessary corrections within five working days unless DOM consents in writing to a longer period of time. DOM has five working days to review and accept or reject the corrected deliverable. If DOM deems the corrected deliverable(s) as not acceptable DOM 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, DOM, 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 DOM's best interest to do so. Deliverables can only be accepted by the CSIO or the Deputy Administrator of iTECH.

## **OTHER REQUIREMENTS**

### **2. Schedule - Mandatory**

Vendor must submit with their proposal a tentative project schedule for the work to be done to fulfill this scope of work. The tentative project schedule must allow the time required for the State's review of deliverables, requests for documentation, and lead time for scheduling meetings as outlined in Item 5. A mutually agreed upon schedule will be finalized before Vendor begins work on the remaining deliverables.

### **3. Vendor Qualifications - Mandatory**

#### **3.1. Experience Requirements**

- 3.1.1. Vendor and proposed personnel must have completed three upgrades in the last two years.
- 3.1.2. DOM must be able to substantiate these qualifications based upon the references provided in the Supplier Response section below.
  - 3.1.2.1. At least one of the three references must be for State government.
  - 3.1.2.2. Required Reference information must include: Company Name, Company Address, Contact Name, Contact Title, Contact Phone Number, Contact Email Address, Project Start Date, Project End Date, and Description of Services.
  - 3.1.2.3. The Vendor must make arrangements in advance with the references so that they may be contacted at the State's convenience without further clearance or Vendor intercession.

Failure to provide reference information in the manner described, reference non-responsiveness, or inability of the State to substantiate the required experience may subject the Vendor's proposal to being

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.

Customer Agency Name

*[Handwritten Signature]*

Authorized Signature

Draw Snyder

Printed Name

Executive Director

Title

1/28/21

Date

BCS Systems, Inc.

*[Handwritten Signature]*

Authorized Signature

JONATHAN GIBSON

Printed Name

PRESIDENT: CEO

Title

1/19/2021

Date

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

*Katie Belange*

Katie Belange (Feb 1, 2021 10:40 EST)

Authorized Signature

Katie Belange

Printed Name

Corporate Counsel

Title

Feb 1, 2021

Date