

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

**STATEMENT OF WORK FOR A MILESTONE, DELIVERABLE OR SERVICE-BASED PROJECT**  
**BETWEEN**  
**STATE OF MISSISSIPPI, Department of Environmental Quality**  
**AND**  
**GUIDESOFT, INC., d/b/a KNOWLEDGE SERVICES**  
**AND**  
**Elegant Solutions**

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 Mississippi Department of Environmental Quality (MDEQ) is requesting a qualified Vendor to provide modifications, enhancements, and bug fixes to the MSWIS application. MSWIS is the Mississippi Water Information Systems database. The current MSWIS system provides support for the daily operations of the Office of Land and Water Resources (OLWR). The Office of Land & Water is charged with conserving, managing, and protecting the water resources of Mississippi. The MSWIS database is mission critical, and is used daily by internal MDEQ staff to issue permits for groundwater withdrawal and surface water diversion, license and regulate water well drillers, track voluntary metering of agricultural wells in the Delta, identify public and private (Ag-Chem) water systems that may be susceptible to contamination and to adopt appropriate management measures that will enhance their protection, measure water-level changes in the state's major aquifers, and monitor stream flows throughout Mississippi.

**SCOPE OF WORK**

1. In order to properly provide the MSWIS modifications, enhancements, bug fixes, new modules, and new functionalities specified herein, the Vendor must possess skillsets and provide documentation to substantiate experience and proficiencies in the following areas:
  - a. SQL Server 2017 on Windows Server 2016 R2 Server;
    1. Database administration;
    2. Data query;
    3. T/SQL programming;
  - b. Visual Studio 2017 or above;
  - c. Vb.net & aspx.net;
  - d. Troubleshooting and user support on the above platforms; and
  - e. Configuration between SQL Server and Oracle databases
2. The Vendor must provide staff knowledgeable in developing code in the .Net platform using vb.net and Visual Studio, in addition to SQL Server Reporting Services (SSRS).
3. The Vendor must dedicate specific resources who shall remain throughout this project, unless prior approval is received from MDEQ to replace a resource. The resources provided by the Vendor must possess excellent verbal and written communication skills. Such resources must be able to communicate clearly in the English language, both verbally and in writing.
4. The Vendor's developers will work closely with Subject Matter Experts (SMEs) to completely understand the functionality that is being replaced, enhanced, or fixed from other legacy systems. It is important that the developers have excellent communication, documentation, and knowledge-transfer skills.
5. Vendor must provide resumes of the staff who will be assigned to this project.

6. Vendor must provide experienced and credentialed staff for the management of the project. Vendor must explain in detail their methodology for providing project status reporting, including sample reports. Vendor must also explain methodology for re-aligning the project when schedules are not being met.
7. MDEQ requires migration of all of pertinent existing WRIMS (Ag-Chem Water Levels, Surface Water Flows) tables from an Oracle database to a SQL Server database. Other legacy databases that will require data migration are: SWAP, which is an Oracle database (Source Water Assessment Program) and GUST II which is an Access database (Groundwater Usage Storage Tool Expansion).
8. For each Milestone/Deliverable, Vendor must build, test, and document the required functionalities. Testing must prove successful and flawless integration with all related modules and functions, whether newly created or existing. Vendor must provide all related documentation, along with Visio diagrams that reveal the flow of data where appropriate. Vendor must provide a detailed report describing all created, enhanced, fixed, and tested functionalities and all Vendor-related processes. For each Milestone/Deliverable, upload the required documentation to dotStaff for MDEQ review and approval.
9. Vendor understands and agrees that that MDEQ is the sole owner of any and all software developed in response to this procurement, with exclusive rights to use, alter, or distribute the software without restriction. This requirement applies but is not limited to source code, object code, and documentation.
10. Vendor understands and agrees that for purposes of this procurement, the State defines the term *implement* to include all necessary design, development, coding, acceptance testing, and user training necessary to fully meet the intended functionality.
11. The State requires user testing and acceptance for all new, enhanced, or fixed functionality and code.
12. Vendor must provide adequate user training and applicable documentation for all new, enhanced, or fixed functionality.
13. As the milestones are progressing, the Vendor must ensure that newly coded modules and functionalities successfully execute and integrate with the already-coded, existing modules and functionalities.
14. MDEQ uses an issue tracking database to manage open tickets. Vendor must complete all unresolved tickets in the existing issue tracking database. At a minimum, the ticket statuses to be resolved are: Reported, Verified, Being Fixed, Ready for Testing, Fixed, and Rejected.
15. Vendor must use an issue tracking tool to track issues that arise during this implementation. When a new ticket is issued, Vendor must respond within 48 hours to MDEQ with a description of the level of effort necessary to resolve the ticket and the targeted date of completion.
16. Vendor must create any reports that MDEQ identifies as necessary as a result of new, enhanced, or fixed functionality.

### **PERIOD OF PERFORMANCE**

Services start date: 09/08/2020 with a projected duration of 18 months. Should more time be needed we have the option to complete an amendment to lengthen the project. MDEQ is not committed to this being an 18-month contract, it may be completed sooner or take longer.

### **PLACE OF PERFORMANCE**

The Vendor can work from their workplace; however, the Vendor must be available to attend onsite requirements meetings, demos, testing sessions, and other meetings requested by MDEQ in Jackson, MS. The Vendor must be willing to travel to the Jackson metro area to work with MDEQ staff and the Executive staff as needed

| <b>Project Name:</b>   | MSWIS         | <b>Posting ID#:</b>      | 70815                   |                   |
|--|---------------|--------------------------|-------------------------|-------------------|
| <b>Project Start Date:</b>   | Sept. 8, 2020 | <b>Project End Date:</b> | March 8, 2022           |                   |
| MILESTONE  |               | TOTAL COST               | COMPLETION OF MILESTONE | COMPLETION OF SOW |
| <b>Milestone 1: Remove All Unused, Staging, Backed-Up and Temporary Tables, Stored Procedures, and Views from the MSWIS Production Database.</b><br>1. Provide Database Schema.<br>2. Ensure current test environment for MSWIS is continually in sync with production.<br>3. Ensure latest code has been moved from the development environment to production for GUST (Groundwater Usage Storage Tool) & GUST II (Permitting Water Use).<br>Deliver all code for MSWIS database to MDEQ source code repository.  |               | \$7,880.00               | \$6,304.00              | \$1,576.00        |
| <b>Milestone 2: Permitting Module of MSWIS</b><br>1. Resolve all Permit Module outstanding issues that are detailed in the MDEQ issue tracking database. These include:<br>a. Ticket #s 443,829,841,886,889,890 <i>Reported status</i> ;<br>b. Ticket #s 583,742,803,887 <i>Verified status</i> ;<br>c. Ticket # 761 Being <i>Fixed status</i> ;<br>d. Ticket #s 746,873 <i>Rejected status</i> ;<br>e. All related, outstanding issues in Attachment I - Unresolved Tickets;<br>f. All issues described in Attachment II - Permitting Issues;<br>g. Any unresolved issues that occur between the time of this publication and the time of implementation.<br>2. Add the landowner's signature to all appropriate UI screens and documents.<br>3. Reconcile Lat/Longs for permits (GIS project conducted by Delta State University).<br><b>Implement a location finder feature for field use that identifies on map the user's current Latitude/Longitude.</b> |               | \$15,760.00              | \$12,608.00             | \$3,152.00        |

| MILESTONE  | TOTAL COST  | COMPLETION OF MILESTONE | COMPLETION OF SOW |
|--|-------------|-------------------------|-------------------|
| <p><b>Milestone 3: GUST I &amp; II Expansion</b></p> <ol style="list-style-type: none"> <li>1. Implement enhanced reporting capabilities.</li> <li>2. Migrate all data from the Access database into appropriate MSWIS tables.</li> <li>3. Resolve all outstanding issues related to the existing GUST and GUST II Modules that are detailed in the MDEQ issue tracking database. These include:               <ol style="list-style-type: none"> <li>a. Ticket #s 827,843,844,845,854,858,876 <i>Reported status</i>;</li> <li>b. Ticket #s 832,888 <i>Verified status</i>;</li> <li>c. Ticket # 846 <i>Rejected status</i>;</li> <li>d. Any outstanding or related issues in Attachment 1 Unresolved Tickets;</li> <li>e. Any unresolved issues that occur between the time of this publication and the time of implementation.</li> </ol> </li> </ol> <p><b>Use SSRS to develop all necessary reports that exist in the Public Water Supply database. Examples are: Annual Water Use Summary Report and Water Use History Report.</b></p> | \$23,640.00 | \$18,912.00             | \$4,728.00        |
| <p><b>Milestone 4: Update screen designs for all Source Water Assessment Program (SWAP) related pages to accommodate changes since 2016.</b></p> <ol style="list-style-type: none"> <li>4. Implement a Graphical User Interface (GUI), with application back-end code, that utilizes all needed fields from WRIMS database.</li> <li>4. Migrate all data from WRIMS database into appropriate MSWIS tables.</li> </ol> <p><b>Use SSRS to develop all necessary reports that exist in the SWAP database. Examples are SWAP Report with accompanying map &amp; PAR Report.</b></p>   | \$15,760.00 | \$12,608.00             | \$3,152.00        |
| <p><b>Milestone 5: Update screen designs for all Groundwater Monitoring Quality Program (Formerly known as AgChem in the WRIMS database) related pages to accommodate changes required by MSU Chem Lab.</b></p> <ol style="list-style-type: none"> <li>1. Implement a Graphical User Interface (GUI), with application back-end code, that utilizes all needed fields from WRIMS database.</li> <li>2. Migrate all data from WRIMS database into appropriate MSWIS tables.</li> </ol> <p><b>Use SSRS to develop all necessary reports that exist in the AgChem portion of the WRIMS database. Examples are the Chemical Sampling Field Sheet and the Lab Sampling Results Report.</b></p>  | \$15,760.00 | \$12,608.00             | \$3,152.00        |
| <p><b>Milestone 6: Publish Screens for Water Level Monitoring Data.</b></p> <ol style="list-style-type: none"> <li>1. Implement a Graphical User Interface (GUI), with application back-end code, that utilizes all needed fields from WRIMS database.</li> <li>2. Migrate all data from WRIMS database into appropriate MSWIS tables.</li> </ol> <p><b>Use SSRS to develop all necessary reports that exist in the WRIMS database. Examples are the Water Well Field Data Form, the NGWMN Well Registry Report, and the NGWMN Web Services Report.</b></p>  | \$15,760.00 | \$12,608.00             | \$3,152.00        |
| <p><b>Milestone 7: UI Development of a Compliance Module. This will deal with issues such as drillers, driller logs, SWAP, Dams, Permitting, C&amp;E, &gt; 20,000 MGD users, etc.</b></p> <ol style="list-style-type: none"> <li>1. Identify trigger type and enforcement actions.</li> <li>2. Incorporate a flow chart of the escalation process into database.</li> <li>3. Implement the ability to tag multiple pdf files to a single compliance action.</li> <li>4. Database requirements: Add drilling requirements for a new STAC code.</li> <li>5. Add <i>Date Drilled</i> field to the WellReport table.</li> <li>6. Use SSRS to develop all the following required reports:               <ol style="list-style-type: none"> <li>a. Conservation Notices;</li> <li>b. Compliance Summary Report;</li> <li>c. Annual Drillers Permitted Wells Report;</li> <li>d. Plug &amp; Abandon Report;</li> <li>e. Enforcement Action Report;</li> </ol> </li> </ol>   | \$39,400.00 | \$31,520.00             | \$7,880.00        |

|  |                     |              |             |
|--|---------------------|--------------|-------------|
| <ul style="list-style-type: none"> <li>f. Site Inspection Report;</li> <li>g. Agreed Order Letter; and</li> <li>h. Non-Compliance Letter.</li> </ul> <p><b>System must be able to process enforcement actions for drillers who drill w/o a license, do not maintain continuing education, do not pay license fees, and/or do not follow construction standards when drilling.</b></p>  |                     |              |             |
| <p><b>Milestone 8: State Well Reports and Drillers Logs</b></p> <ul style="list-style-type: none"> <li>1. Incorporate all well reports &amp; drillers log into MSWIS database.</li> </ul> <p><b>USGS Well Schedules need to be added to the Well Module.</b></p>   | \$15,760.00         | \$12,608.00  | \$3,152.00  |
| <p><b>Milestone 9: Surface Water Flows &amp; Surface Water Lake Levels</b></p> <ul style="list-style-type: none"> <li>1. Capture all data on new UI screens are that currently in WRIMS.</li> <li>2. Implement an upload feature of all field notes, pictures, and FlowTracker raw data.</li> <li>3. Implement a map component showing all state locations for the Mississippi Benthic Indicator of Stream Quality (MSBISQ) project with pop-up boxes of pertinent data for each station.</li> </ul> <p><b>Use SSRS to develop all necessary reports that exist in the WRIMS database. Examples are the Station Information Report, the Discharge Measurements Report, and the Rating Curves for all stream flow measurements.</b></p> | \$15,760.00         | \$12,608.00  | \$3,152.00  |
| <p><b>Milestone 10: GIS Capabilities to be incorporated into MSWIS</b></p> <ul style="list-style-type: none"> <li>1. Implement a Public Map Viewer – Beehive Replacement.</li> <li>2. Implement Radial Searches (0.5 miles – 4 miles).</li> </ul> <p><b>Implement the ability to connect to the National Groundwater Monitoring Network portal via a REST service. The features available by the service will be map queries and tabular data access. Shapefiles, added to a geodatabase (.gbd) will be used in creating a map document (.mxd) published as a map service. This service will also be used for connectivity and data transfer for all USGS shared data pertaining to water levels.</b></p>                              | \$23,640.00         | \$18,912.00  | \$4,728.00  |
| <p><b>Milestone 11: Remedy other reported bugs that occur during development and implementation.</b></p>   | \$31,520.00         | \$25,216.00  | \$6,304.00  |
| <p><b>Milestone 12: Reporting</b></p> <ul style="list-style-type: none"> <li>1. Implement Ad-Hoc reporting capability to query data in all MSWIS modules.</li> </ul> <p><b>Vendor must create any reports that MDEQ identifies as necessary as a result of new, enhanced, or fixed functionality.</b></p>  | \$15,760.00         | \$12,608.00  | \$3,152.00  |
| <p><b>Milestone 13:</b> The existing platform has not been upgraded/updated in over four years. In order to incorporate security code patches and updates, the platform should be upgraded to the .Net Core framework, to include converting existing code from Visual Basic to the more secure C# language. This milestone should be completed first.</p>   | \$173,360.00        | \$138,688.00 | \$34,672.00 |
| <b>TOTAL SOW</b>   | <b>\$409,760.00</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**

For each Milestone/Deliverable the Vendor will upload a report detailing how each Milestone/Deliverable has been met which must include details of the code changes that were made. Upon receipt of notification of Milestone/Deliverable, MDEQ will require ten business days to conduct acceptance testing, although acceptance testing in some instances may conclude in a shorter timeframe. If additional time is necessary to perform acceptance testing written notice will be provided to the Vendor prior to the conclusion of the tenth business day.

MDEQ will notify Vendor of acceptance by accepting the milestone in dotStaff, or by denying the milestone in dotStaff and providing Vendor a detailed list of deficiencies that must be remedied prior to approval of the milestone/deliverable. In the event MDEQ notified the Vendor of deficiencies, the Vendor shall make necessary corrections within five working days unless MDEQ consents in writing to a longer period of time. MDEQ has five working days to review and accept or reject the corrected deliverable. If MDEQ deems the corrected deliverable(s) as not acceptable, MDEQ reserves the right to terminate the SOW contract with selected Vendor and payment for the unacceptable deliverable(s) will not be authorized.

MDEQ will withhold 20% retainage for each authorized milestone/deliverable payment until all deliverable/ milestones specified herein have been completed and accepted.

**OTHER REQUIREMENTS**

None

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.

**State of Mississippi, Department of Environmental Quality**



Authorized Signature

**Chris Wells**

Printed Name

**Interim Executive Director**

Title

**9/02/2020**

Date

**Elegant Solutions**



Authorized Signature

**Priyanka Arora**

Printed Name

**Sr. Program Manager**

Title

**08/28/2020**

Date

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



Authorized Signature

**Doreen DeLancy**

Printed Name

**Program Manager**

Title

**08/18/2020**

Date

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



Katie Belange (Aug 28, 2020 15:45 EDT)

Authorized Signature

**Katie Belange**

Printed Name

**Corporate Counsel**

Title

**Aug 28, 2020**

Date