

EXHIBIT A-1
Statement of Work Template

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

One of MSDH's key responsibilities is discovering and eliminating the threat of communicable diseases. The Offices of Communicable Diseases conduct investigations to pinpoint the source of disease to prevent dangerous outbreaks. People who may have been exposed to diseases like pertussis or bacterial meningitis are alerted so that preventive measures can be taken to protect them. Individuals with infectious diseases like tuberculosis are found and treated before others can be infected. Contacts of people with sexually transmitted diseases are traced so that they can receive testing and treatment if necessary.

To support these activities, MSDH utilizes a variety of computer systems, including Epic, CDC developed systems (eHARS, STD-MIS, NBS, etc.) and commercial-off-the-shelf systems (EpiTracks, CDCIS-TB, etc.) to report case information to the CDC. Additional data sources may include multiple home-grown databases and spreadsheets to facilitate data collection, analysis and reporting.

Using multiple systems and resources adds layers of complexity and inefficiency to the public health care worker's workload. Aside from additional funding and resources necessary to support myriad information systems, it causes redundant data entry, increases the margin for error, creates case tracking difficulties, complicates meaningful data analysis and hinders opportunities for improved trend analyses.

SCOPE OF WORK

The Mississippi State Department of Health (MSDH), Offices of Communicable Diseases and the Offices of Health Data, Operations and Research are seeking a Contractor with demonstrable knowledge and experience in working with State agencies and public sector entities to consolidate disparate IT resources into one integrated solution, with preference being given to Contractors with experience specifically related to disease surveillance solutions. To that end, the State seeks a Contractor to work with MSDH stakeholders and subject matter experts to develop comprehensive requirements to be included in an RFP that will be published by Mississippi Department of Information Technology Services (ITS) to procure an integrated disease surveillance solution. ITS will manage the procurement process on behalf of MSDH. The RFP requirements must address all relevant functions of all targeted programs including but not limited to data collection, data management, data conversion and/or migration, case investigations, case management, contact tracing, all required integrations and interfaces, all tracking and reporting, user training, and any resulting hosting, maintenance and support. The Contractor will be responsible for writing RFP specifications that require compliance with all Federal and State regulations in effect at implementation of the awarded solution. The RFP must require responding vendors to provide references that substantiate prior experience in handling projects of similar size and complexity, with specific emphasis on integrating disparate State Health resources into one integrated disease surveillance solution.

PERIOD OF PERFORMANCE

Start date: December 14, 2020 – Final deliverable completed within six months of start date.

PLACE OF PERFORMANCE

Work can be conducted remotely as appropriate.

Project Name:	Consultative Services – RFP Development for Integrated Disease Surveillance Platform	Posting ID#:	76804
Project Start Date:	Dec. 14, 2020	Project End Date:	June 2021
Deliverables			Cost
Milestone/Deliverable 1:	<p>Project Kickoff, Discovery and Project Methodologies</p> <ol style="list-style-type: none"> 1. Contractor must participate a project kickoff meeting to review overall project goals and objectives. Contractor’s project manager and key personnel must attend the meeting, which will include the State’s primary stakeholders, decision makers, and program/subject matter experts. 2. Following the kickoff meeting, the Contractor must summarize the relevant findings to ensure a common understanding of the State’s priorities and expectations. At a minimum the kickoff meeting should reveal: <ol style="list-style-type: none"> a. Project needs, expectations, and priorities; b. State project team members, including roles, responsibilities and contact information; c. Contractor project team members, including roles, responsibilities and contact information; d. A common understanding and overview of the disparate disease surveillance systems, tools, and resources currently in use by the MSDH; e. A common understanding of the scope of work included in Contractor’s bid; f. A common understanding of the project schedule and adjustments thereto; g. A common understanding of the project management process; h. A common understanding of the review and acceptance process for deliverables. 3. The Contractor will work with the State’s Project Manager to modify findings as necessary to meet the stated objectives. 	\$44,724.00	

Milestone/Deliverable 2:	Project Management Plan <ol style="list-style-type: none"> 1. The Contractor must provide a Microsoft <i>Project Management Plan</i> (PMP) detailing the proposed methodologies for completing the entire scope of deliverables, the estimated milestone/deliverable completion dates and the agency review and approval process. 2. Contractor's PMP must reflect industry best practice standards and must detail Contractor's plans for planning, monitoring, tracking, and controlling all project activities, including interactions with MSDH subject matter experts. 3. Contractor's PMP must reveal planned opportunities for progress reviews and status reports. 4. Contractor's PMP must include the names of Contractor key personnel and resources intended to fulfil the scope of this SOW. In the <i>Supplier Response</i> section of this SOW, Contractor must submit resumes for named resources. Contractor will dedicate named resources for the duration of the SOW. 5. The PMP must reveal Contractor's methodologies to produce a Needs Assessment to inform the development of the RFP requirements. 6. The PMP must be adequate to prove Contractor readiness to write the requirements for the RFP. 7. The Contractor will work with the State's Project Manager to modify the plan as necessary to meet the stated objectives. 	15,635.00
Milestone/Deliverable 3:	Needs Assessment <ol style="list-style-type: none"> 1. Contractor must conduct a Needs Assessment for the purpose of informing the process of developing the requirements of an RFP to procure and implement an integrated disease surveillance system for the MSDH. 2. For purposes of this SOW, the primary intent of the Needs Assessment is to survey and assess the landscape of existing, disparate surveillance resources currently in use by the MSDH and to gather the appropriate information for developing the RFP to procure an integrated system. The State also expects this collaborative process to result in refined workflows and process improvements for all user groups. The ultimate goal, however, is to provide enhanced disease surveillance services to the public. To that end, the State expects the Needs Assessment to take such goals into account so that the RFP requirements reflect the desired improvements. 3. Using industry standard, best practices, the assessment must at a minimum: <ol style="list-style-type: none"> a. Survey all user groups to identify all related services, solutions, and toolsets and document interrelated complexities and dependencies; b. Identify valid functionalities and workflows that must be replicated or enhanced in the RFP requirements; c. Identify programmatic overlaps and redundancies that must be sorted out before RFP requirements can be written; d. Identify and document known functional gaps that must be filled by the RFP requirements; 	\$165,948.00

	<ul style="list-style-type: none"> e. Identify and document any proprietary solutions and/or toolsets that must be addressed in the RFP. f. Identify and document any data conversion or migration issues that must be specified in the RFP. g. Identify and document any data management requirements, including any potential security risks. h. Identify and document all relative interfaces and integrations for inclusion in the RFP. i. Identify any case management, case investigation, and contact tracing needs that must be validated, enhanced, replaced, or added. The State expects the RFP to require robust, best practice case management capabilities. j. Identify and document all relative issue tracking and reporting requirements for inclusion in the RFP. Specifically, all Federal and State reporting requirements must be known and accounted for in the RFP. k. Identify and document all related State, and Federal compliance regulations for inclusion in the RFP, including all HIPAA and privacy rules. l. Identify and document all relative State retention and archival requirements for inclusion in the RFP. m. Identify and document routine requirements such as document management, search functions, alerts and notifications, general reporting and dashboard functions, task management functions, calendar functions, audit functions, mobile access, system documentation, etc. n. Identify and document all hosting, security, maintenance, and support requirements. o. Identify and document comprehensive implementation requirements to be addressed in the RFP. p. Identify and document multiple test environments, including user acceptance testing. q. Identify and document user training needs, including on-site and web accessible. <ol style="list-style-type: none"> 4. The Contractor is responsible for knowing and conducting any and all tasks necessary for the Needs Assessment whether or not they are included in this SOW. 5. The Contractor must produce a draft of the Needs Assessment to be reviewed by SMEs, stakeholders, and decision-makers, as determined by MSDH, to validate the content and findings. 6. The Contractor must initiate and conduct all meetings and collaborations necessary to fully vet the Needs Assessment. 7. Upon consensus of the content, the Contractor must produce the final Needs Assessment to be used as a primary resource for developing the RFP requirements. 	
--	----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	--

Milestone/Deliverable 4:	RFP Draft 1. Using the Needs Assessment as a source, Contractor must submit a draft RFP as required by this SOW. 2. The Contractor is responsible for knowing and including all necessary RFP requirements, whether or not they are specified in this SOW. 3. The Contractor must initiate and conduct all meetings and collaborations necessary to vet the RFP requirements. 4. Upon consensus of the vetting process, the Contractor must produce the final RFP requirements.	\$100,621.00
Milestone/Deliverable 5:	RFP Final/Acceptance 1. Contractor must submit the Final RFP for review and acceptance. 2. Contractor must initiate and conduct all meetings and collaborations necessary to approve the RFP and must remain responsive to the iterative process of refining the RFP for acceptance.	\$42,165.00
Total SOW Cost		\$369,093.00

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.

ACCEPTANCE CRITERIA

MSDH will have up to ten business days to review each Milestone/deliverable, as determined by the complexity of the deliverable. Contractor will have up to ten business days to implement feedback from MSDH, as determined by the complexity. MSDH is expected to have three business days for final approval. MSDH approval must be gained by the program areas and HDOR leadership. MSDH and Contractor may agree to adjustments as necessary, depending on the complexity of the deliverable.

OTHER REQUIREMENTS

1. Contractor/team must have a minimum of five years of experience working with State agencies and/or public entities to consolidate disparate IT systems into one integrated solution.
 - a) Scoring points will be given for experience specifically related to disease surveillance solutions (familiarity).
2. In the Contractor References Section of this Statement of Work, Contractor must describe three projects of similar size and scope that substantiate Contractor's knowledge and experience with integrating disparate IT solutions. These projects should have been completed during the last three to five years. Provide names and contact information for references who can attest to Contractor's experience and provide feedback on the referenced projects.
 - a) Scoring points will be given for Contractors whose references demonstrate experience specifically related to disease surveillance solutions (familiarity).
3. Contractor must demonstrate knowledge and experience in recognizing and overcoming project restraints common to public entities. Resumes submitted in response to this SOW must demonstrate and substantiate Contractor's knowledge and experience.
4. So that the state can assess the Contractor's ability to conduct a Needs Assessment, Contractor must submit a sample Needs Assessment or one from a past project of similar size and scope. A redacted sample is acceptable and one addressing integrated disease surveillance systems is preferable.

5. So that the State can assess the Contractor's ability to prepare the RFP, Contractor must submit a sample RFP from a past project of similar size and complexity. A redacted sample is acceptable and one addressing the procurement of integrated disease surveillance systems is preferable.
6. In the Pricing Summary section of this SOW, Contractor should propose a fully loaded, fixed hourly rate for related services that may arise after award.

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.

Mississippi Department of Health

DocuSigned by:

Thomas Dobbs
 Authorized Signature

Thomas Dobbs

Printed Name

State Health Officer

Title

1/12/2021 | 4:52 PM CST

Date

Guidesoft Inc., d/b/a Knowledge Services

Doreen DeLancy

Authorized Signature

Doreen DeLancy

Printed Name

Program Manager

Title

December 2, 2020

Date

Cambria Solutions

Gayle Lowery

Digitally signed by Gayle Lowery
 DN: cn=Gayle Lowery, o=, email=cambriabd@cambriasolutions.com, c=US
 Date: 2021.01.19 14:30:17 -0800

Authorized Signature

Gayle Lowery

Printed Name

Senior Executive Director

Title

January 19, 2021

Date

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

Katie Belange

Katie Belange (Jan 20, 2021 09:53 EST)

Authorized Signature

Katie Belange

Printed Name

Corporate Counsel

Title

Jan 20, 2021

Date