

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

**STATEMENT OF WORK FOR A MILESTONE, DELIVERABLE OR SERVICE-BASED PROJECT**  
**BETWEEN**  
**STATE OF MISSISSIPPI, Public Employees' Retirement System**  
**AND**  
**GUIDESOFT, INC., d/b/a KNOWLEDGE SERVICES**  
**AND**  
**The Segal Group**

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 Public Employees' Retirement System (PERS) serves the State of Mississippi by providing retirement benefits for individuals working in state government, public schools, universities, community colleges, the State Legislature, municipalities and counties, and other such public entities representing over 300,000 members. PERS of Mississippi is seeking consultant services for a functionality and infrastructure support review, evaluation, and assessment of its retirement management system solution (MARS, or "the system"). The results of this review will inform PERS' future strategy with regard to how the system compares with commonly-used retirement management solutions in the public pension fund sector, priorities for continued short-term system investments, and viable longer-term solutions.

**SCOPE OF WORK**

Vendor must provide consultant services to review the functionality and infrastructure of PERS' existing Oracle/Peoplesoft solution, (MARS, or "the system"). In addition to functionality, the review should include an assessment of the required support structure – both systemic and organizational. The results of this review will inform PERS' future strategy with regard to how the system compares with commonly-used retirement management solutions in the public pension fund sector, priorities for continued short-term system investments, and viable longer-term solutions. In addition to functionality, the review should include an assessment of the required support structure – both systemic and organizational. All areas of review should encompass considerations of effectiveness, efficiencies, and appropriate controls, and identify areas in need of process improvement, re-engineering, further systemic development, or additional resources.

**PERIOD OF PERFORMANCE**

Start of services: 7/20/2020 – 4-6 months from start date. No specific date defined.

**PLACE OF PERFORMANCE**

Work performed will be a combination of off-site and on-site activities based upon PERS approval of scheduled work.

<b>Project Name:</b>		MARS Functionality and Infrastructure Support Review Consultant Services		<b>Posting ID#:</b>	70805
<b>Project Start Date:</b>		07/20/2020	<b>Project End Date:</b>	4-6 months from start date.	
<b>Milestone/Deliverable or Services Description</b>			<b>Total Cost</b>	<b>Retainer 15%</b>	<b>Due upon completion of Milestone</b>
<b>Milestone/Deliverable or Services 1:</b>		Review and assess key business processes for effectiveness, efficiency and control. Specifically: 1. Retirement processing, including recalculation of retirement benefits; 2. Benefit Payments, payroll updates and payroll execution; 3. Processing and methodology for purchases of service credit; 4. Employer reporting processes, including enrollments and contributions; 5. Imaging, case establishment and management; 6. The intertwining of required accounting interaction with any of the above processes; and 7. Other processes suggested by the Vendor for review and assessment subject to advance approval by PERS.	\$48,004.00	\$7,200.60	\$40,803.40
<b>Milestone/Deliverable or Services 2:</b>		Identification of any limitations on or gaps in functionality as compared to commonly used solutions in the public pension fund sector, including existing design features that will hinder future enhancements.	\$14,416.00	\$2,162.40	\$12,253.60
<b>Milestone/Deliverable or Services 3:</b>		Assessment of the effectiveness and efficiency of the integrated financial systems, general ledger and financial reporting component, as populated by retirement system processes.	\$8,906.00	\$1,335.90	\$7,570.10
<b>Milestone/Deliverable or Services 4:</b>		Review of existing network design and infrastructure and recommendations for improvements.	\$29,094.00	\$4,364.10	\$24,729.90

Milestone/Deliverable or Services Description		Total Cost	Retainer 15%	Due upon completion of Milestone
<b>Milestone/Deliverable or Services 5:</b>	Review of MIS organizational support for adequacy including resource and skills assessment. This step should include an analysis of recommended options for development support, short-term and longer-term.	\$18,396.00	\$2,759.40	\$15,636.60
<b>Milestone/Deliverable or Services 6:</b>	Evaluation of system operating procedures, including patch management, updates, etc.	\$37,539.00	\$5,630.85	\$31,908.15
<b>Total Project Cost</b>		<b>\$ 156,355.00</b>	<b>\$23,453.25</b>	<b>\$132,901.75</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

This is a fixed bid Project with a defined timeline for completion estimated to be four to six months. Vendor should identify a proposed timeline for completion in their response to the request. Based upon six-week intervals of work completed, the Vendor may submit Invoices indicating the percentage of completion for specific deliverables identified in the request. A 15 % retainage will be withheld from each invoice submitted until the project has been completed and PERS has accepted the final assessment report. Upon PERS review and acceptance of the work outlined in the invoice, PERS will provide notification to Knowledge Services that the invoice has been approved for payment. In the event PERS notified the Vendor of deficiencies, the Vendor shall make necessary corrections within ten working days unless PERS consents in writing to a longer period of time. PERS has up to fifteen working days to review and accept or reject the corrected deliverable. If PERS deems the corrected deliverable(s) as not acceptable, PERS reserves the right to terminate the SOW contract with selected Vendor and payment for the unacceptable and/or incomplete deliverable(s) will not be authorized.

## OTHER REQUIREMENTS

Consultant Team must possess the following required skills/experience:

1. Ten years or more experience with public retirement software systems, including assessing, developing, and implementing;
2. Ten years or more experience in Public Retirement System consulting;
3. Knowledge of different types of retirement system software solutions and how they compare, with particular emphasis on Public Retirement Systems;
4. Understanding of the different processes involved in public retirement system administration;
5. Infrastructure assessment skills including knowledge of required hardware and software needed to support systems and Network Design;
6. Knowledge of industry leading public pension software solutions currently implemented in the US and the ability to analyze and compare the essential features and functionalities of the solution including a comparison of annual hardware and software operating costs;
7. Familiarity with product life cycles and ongoing system support, patch methodologies, license fees etc.;
8. Experience with best practices for data and user access security platforms implemented in various retirement system software packages including Oracle Peoplesoft solutions and security requirements for self-service application development, deployment, and user authentication and registration; and
9. Experience with retirement self-service application development, deployment, and user authentication and registration.

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



Authorized Signature

H. RAY Higgins, Jr.

Printed Name

Executive Director

Title

7/10/2020

Date

Guidesoft Inc., d/b/a Knowledge Services



Authorized Signature

Doreen DeLancy

Printed Name

Program Manager

Title

July 8, 2020

Date

Vendor Name



Authorized Signature

Jeffrey Mills

Printed Name

Vice President

Title

7/13/2020

Date

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



Katie Belange (Jul 13, 2020 11:21 EDT)

Authorized Signature

Katie Belange

Printed Name

Corporate Counsel

Title

Jul 13, 2020

Date