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
APEX SYSTEMS LLC, DBA GLIDEFAST CONSULTING

PROJECT OVERVIEW

The State of Mississippi, Division of Medicaid (DOM) is seeking proposals from interested, qualified professional entities to provide planning, project management, and overall implementation services for a suite of ServiceNow software modules.

DOM is replacing its incumbent service desk solution (Track-It!) with ServiceNow and seeks to modernize our legacy information technology (IT) service delivery processes.

DOM's current Vendor for the new DOM Medicaid claims adjudication system MESA (Medicaid Enterprise System Assistance), Gainwell Technologies, uses ServiceNow. As a part of this implementation, integration with the ServiceNow components of MESA with DOM's ServiceNow components will be required for the submission and tracking of all system change requests and report requests from DOM business areas specific to the MESA system.

DOM's goals for this project are:

Assess and document DOM's current IT Service Delivery and Asset Management tools, processes, and workflows across the DOM ecosystem,

Create a roadmap for improvements of DOM's IT Service Delivery and Asset Management functions in accordance with industry best practices,

Implement and operationalize the ServiceNow modules, as listed below, to assist DOM with service desk and asset management functions and processes,

Define an integration plan for DOM's ServiceNow with Gainwell's MESA ServiceNow, as well as with other current and future DOM projects and solutions, including but not limited to:

- The DOM Workday solutions with full support for Role Based Hiring and Microsoft Active Directory - currently in implementation phase at DOM;

- The Conduent Medicaid Eligibility System – currently in operational phase at DOM;

- Future and to-be procured projects including the DOM Data Lake, the DOM Integration Layer, and other systems and services

Create a roadmap to implement and operationalize integrated IT Service Delivery processes between DOM and Gainwell.

Create a training plan, including Organizational Change Management (OCM) to support the training and adoption/migration from the current processes to the ServiceNow solution(s).

DOM may add other software and services that will require integration with ServiceNow; however, these software and services are out of scope and may be added in a later phase.

Scope of Work & Deliverables

The successful Vendor shall submit a proposal that includes full planning, project management, implementation services, reporting, training, and all other necessary services of the following ServiceNow software components:

- ServiceNow Pubsec Digital SVC Pro
- ServiceNow Impact Guided Package
- ServiceNow Agile Team Module
- ServiceNow Doc Intell Starter 5K 1Y
- ServiceNow AI Search 1 MO
- ServiceNow Business Stakeholder V4
- ServiceNow Strategic Prtflio Mgt Pro
- ServiceNow Software Asset Management Professional License
- ServiceNowHW Asset Mgt Pro V2 Sub
- ServiceNow IT OP Mgt Visibility
- ServiceNow Integ Hub Starter

All Vendors are expected to follow and adhere to the ServiceNow implementation guide(s) and success playbook(s), including the link below, unless expressly directed otherwise by DOM.

[Implementation - Customer Success - ServiceNow](#)

All Vendors are also expected to follow best practices and align with the Information Technology Infrastructure Library (ITIL).

As training and OCM are critical components of the implementation, vendors are encouraged to either provide or partner to bring specialized training and OCM for the project to ensure the successful training and adoption of the ServiceNow solution(s) by DOM.

Work Environment/Place of Performance

Vendor will be required to be onsite for the project kickoff meeting.

For Vendor's required onsite work, DOM will provide the Vendor with office space, and meeting rooms with projector. Vendor must provide their own computing equipment (laptop), network/wireless access to the Internet, and phone.

Onsite work will be performed at DOM's location in the Walter Sillers Building at 550 High Street, Suite 1000, Jackson, Mississippi, 39201.

Work shall be planned appropriately such that meeting requests are extended a minimum of ten working days in advance to accommodate DOM schedules. Vendor shall send out an Agenda at least 24 hours in advance of scheduled meetings.

Vendor must request documentation with at least seven working days of lead time before a document is needed.

Report deliverables can be compiled and assimilated remotely at Vendor's location.

Vendor must comply with all DOM security and physical access rules.

Vendor will be required to execute a Business Associate Agreement (BAA) with DOM. DOM's standard BAA can be found in Attachment A of this SOW.

Anticipated Deliverables:

This is a fixed bid that must be inclusive of travel costs and expenses for onsite work. DOM will not reimburse or accept separate invoicing for travel expenses.

Payment is contingent upon DOM's acceptance of the deliverables.

1. Project plan and timeline: A comprehensive project plan outlining the different phases, tasks, and timelines, including resource allocation and risk mitigation strategies.
2. Current state analysis: A detailed description of the existing tools, processes, and procedures used in IT Service Delivery and Asset Management, along with their strengths and weaknesses.
3. Gap analysis: Identification of gaps between the current state and desired future state, focusing on areas where improvements can be made or where there is misalignment with best practices or industry standards.
4. Recommendations: Specific recommendations for addressing the identified gaps, including changes to processes, procedures, or tool usage, as well as any necessary customizations or integrations within the ServiceNow implementation.
5. Impact analysis: An assessment of the potential impact of the recommended changes on various aspects of the organization, such as efficiency, service quality, user satisfaction, and compliance.
6. Requirements: A detailed document capturing the functional and technical requirements, as well as any customization or integration needs for the ServiceNow implementation.
7. Prioritization and roadmap: A prioritized list of actions to address the identified gaps and recommendations, along with a high-level roadmap outlining the timeline and dependencies for each action.
8. Data migration plan: A plan outlining the approach, tools, and processes for migrating existing data from our current systems to the ServiceNow platform.
9. Solution design and architecture: A blueprint detailing the proposed solution, including the architecture, data model, process flows, and any required customizations or integrations.
10. Configuration and customization: Complete configuration up to 500 development points for the ServiceNow platform implementation according to the agreed-upon solution design, including any necessary customizations or integrations.
11. Updated Standard Operating Procedures (SOPs) for IT service delivery: A comprehensive set of documents covering key aspects of IT service delivery, including incident management, request management, change management, problem management, and other relevant processes.
12. Reporting and analytics: Reports and dashboards in ServiceNow displaying key performance indicators (KPIs) and metrics that are most relevant to DOM's IT service delivery objectives to include both operational and

strategic-level data.

13. Integration Feasibility Plan and Assessment: A step-by-step plan outlining the tasks, resources, and timelines required to implement the integration, along with any dependencies or risks that need to be managed, as well as an evaluation of the technical, operational, and financial feasibility of the proposed integration, including an analysis of potential risks, challenges, and resource requirements.
14. Testing and quality assurance: A testing plan and schedule, along with test cases and scripts to validate the functionality, performance, and security of the implemented solution.
15. Training and knowledge transfer: Customized training materials and sessions for DOM's IT team and end-users to ensure a smooth transition and adoption of the new platform.
16. Go-live and initial support: Assist with the go-live process, including final checks, data migration, and post-implementation support to address any issues that may arise during the initial phase.
17. Continuous improvement plan: A plan for ongoing enhancements, optimizations, and innovations based on periodic reviews, user feedback, and performance metrics.
18. Project closure and final report: A formal project closure process, including a final report detailing the project's achievements, lessons learned, and recommendations for future improvements.

Acceptance Criteria

a) Milestones/Deliverables must be submitted for approval into the vendor management system (VMS) dotStaff upon completion. Email, hand delivery, and/or postal service submittals are considered incomplete.

b) DOM will have ten working days to review/validate the deliverable and notify the Vendor of acceptance in writing or provide Vendor a detailed list of deficiencies that must be remedied prior to approval of the deliverable. DOM reserves the right to ask for additional time in writing to review documents greater than 50 pages.

c) 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 the awarded 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.

d) Deliverables can only be accepted by the DOM Chief Technology Officer.

Services description

The following is preliminary schedule of this engagement's activities identified for each week:
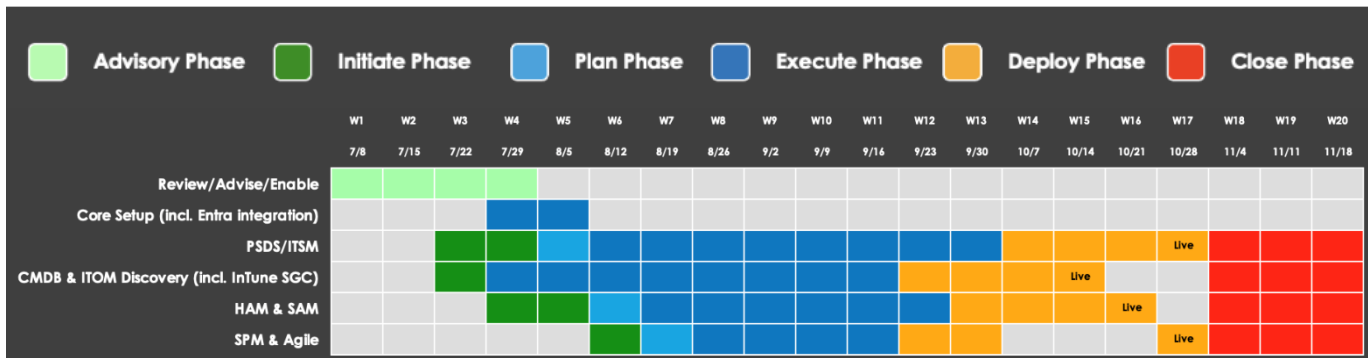
Project duration assumptions for fixed price:

Our delivery and pricing are based on completing the activities in the following durations. Any deviation from the schedule will result in a change order that may or may not result in a cost difference:

Activity	Maximum Duration
Advisory phase	4-weeks
Initiate Phase – PSDS/ITSM Workshops	2-weeks
Initiate Phase – Discovery/ITOM Workshops	1-week
Initiate Phase – HAM & SAM Workshops	2-weeks
Initiate Phase – SPM/APM Workshops	1-week
Plan Phase – PSDS/ITSM	1-week
Plan Phase HAM & SAM	1-week
Plan Phase SPM/APM	1-week
Execute Phase – Core Setup	2-weeks
Execute Phase – PSDS/ITSM Development	8-weeks
Execute Phase – Discovery/ITOM Development	8-weeks
Execute Phase – HAM & SAM Development	6-weeks
Execute Phase – SPM/APM Development	4-weeks
Deploy Phase – User Acceptance Testing	1.5-weeks
Deploy Phase – End-to-End (E2E) Testing	1.5 weeks
Hypercare Support	3-weeks

Approach:

GlideFast Engagement Methodology
- Initiate
  - Client Access
  - Project Checklist
  - Project Pre-Planning
  - Project Kick off
  - Workshop Scheduling
  - Initial Project Timeline
- Plan
  - Conduct Workshops
  - Client Input & Decisions
  - Gather Requirements
  - Create Stories

- o Client Approval on Stories
- o Scope Rebalancing
- o Initial Overall Sprint Plan
- Execute
  - o Sprint Planning
  - o Sprint Development (see below)
  - o Sprint Unit Testing
  - o Sprint Review/Demo
  - o Client Feedback & Approval on Demo
- Deliver
  - o User Acceptance Testing
  - o Admin Knowledge Transfer
  - o Go-Live Checklist
  - o Go-Live Event
  - o Production Support
- Close
  - o Project Retrospective
  - o Lessons Learned
  - o Customer Satisfaction Survey
  - o Case Study

Workshops:

A breakdown of workshops to take place during this engagement is defined below:

Title	Estimated Duration	Output
Core	2 hours	Documented stories in Agile Development application.
Incident Management	4 hours	Documented stories in Agile Development application.
Problem Management	2 hours	Documented stories in Agile Development application.
Knowledge Management	2 hours	Documented stories in Agile Development application.
CMDB	4 hours	Documented stories in Agile Development application.
Change Management	4 hours	Documented stories in Agile Development application.
Portal	2 hours	Documented stories in Agile Development application.
Hardware Asset Management	3 hours	Documented stories in Agile Development application.
Software Asset Management	3 hours	Documented stories in Agile Development application.
IT Operations Management & Discovery	6 hours	Documented stories in Agile Development application.
Strategic Portfolio Management & Application Portfolio Management	3 hours	Documented stories in Agile Development application.

Execute Scope:

The development and build of this solution will be governed by development points available for this effort. This approach will give DOM the ability to be flexible with the priorities in the backlog of approved work for the platform. We have allocated 500 development points for this effort. A development point is equal to 1 hour of build execution. We have based these points on the technical resource allocations during the execute phase of the project at an 80% velocity. This means that 80% of their total time

during the phase is allocated for development against stories. The other 20% is allocated for sprint meetings, unit testing, show backs, documentation, and other "definition of done" efforts.

Core Platform Configuration

1. Setup
   1.1. Company name, logo, color theme
   1.2. Date/time formats
   1.3. Browser tab text
   1.4. Custom background, text, and separator colors to match company marketing (RGB or HEX)

2. Users/Roles/Groups
   2.1. Integration with AD
   2.2. Access Control Lists (ACLs)
   2.3. Setup SSO (using Microsoft Entra)

3. Configuration Management Database (CDMB)
   3.1. CI classes & Forms
   3.2. Access Controls
   3.3. Import Sets & Transform Maps
   3.4. Import of CI's in a supported format

Public Sector Digital Services Pro (PSDS)

4. Incident Management
   4.1. Install Plugins
   4.2. Configure users, groups, roles
   4.3. Forms & Views
   4.4. Fields & Field Policies
   4.5. Templates
   4.6. Assignment Rules
   4.7. SLA's (Respond & Resolve)
   4.8. Import foundation data
   4.9. Notifications
   4.10. Major Incident process (notifications)
   4.11. Reports & Overview Dashboard
   4.12. Configurable Workspace with Agent Chat

5. Problem Management
   5.1. Forms & Views
   5.2. Fields & Field Policies
   5.3. Assignment Rules

6. Change Management
   6.1. Forms & Views
   6.2. Access Controls
   6.3. CAB Process & Workbench
   6.4. Normal, Standard, Emergency Change processes
   6.5. Risk Assessment
   6.6. Schedules (Blackout & Maintenance)
   6.7. Notifications
   6.8. Reports

7. Agency Location Service Portal
   7.1. Branding & Theme
   7.2. Header, Footer, Navigation bar, menus
   7.3. New Widgets
   7.4. Search

7.5. Agency Locations
7.6. Registration flow (for agency staff)

8. Knowledge Management
8.1. Create Knowledge Bases
8.2. Workflows for Publish & Retire
8.3. User Criteria (KB access)

9. Request Management & Service Catalog
9.1. Form
9.2. Categories
9.3. Catalog items
9.4. Notifications
9.5. Flow Designer flows for catalog items

IT Asset Management (ITAM) – Hardware & Software

10. Core Configuration
10.1. Install Plugins
10.2. Core Data (users, groups, roles) & Verify suitability for Normalization
10.3. Access Controls
10.4. Content Services Opt-In (if applicable) - SAM
10.5. Scheduled Job(s)

11. Hardware Asset Management
11.1. Activate Plugins
11.2. Workspace Configuration
11.3. Workflow and/or Flow Designer configuration
11.4. Inventory & Stockrooms (HAM)
11.5. Consumables
11.6. Content Service activation (if required) for Normalization
11.7. Reports/Dashboards

Assets include Servers, SAN, Laptops, Switches, Routers, APs, Cameras, Access Control Components.

12. Software Asset Management
12.1. Activate Plugins
12.2. Workspace Configuration
12.3. Workflow and/or Flow Designer configuration
12.4. Publisher Packs Setup for Adobe & Microsoft (SAM)
12.5. Entitlement data import (SAM)
12.6. SaaS License Management
12.7. Software Request Process (if required)
12.8. Reports/Dashboards

13. Integration(s)
13.1. InTune (SG Connector) for end user devices

IT Operations Management (ITOM) – Hardware & Software

14. Core Configuration
14.1. CMDB CI Class Models
14.2. Discovery Patterns Discovery patterns, IP ranges, and discovery schedules (focused on servers, laptops, switches, routers, AWS,
14.3. Azure, VMWare)

14.4. CMDB Reports/Dashboard/Workspace	

15. Discovery (Approximately 100 VMWare VMs and 60 HyperV VMs, 5-10 PaaS; 0 containers; unknown unresolved monitored objects)
    15.1. Ensure firewall rules, ports, and ACLs are in place
    15.2. IP ranges and subnets
    15.3. Credentials
    15.4. System properties configuration
    15.5. Schedules

Strategic Portfolio Management (SPM)

16. Core Configuration
    16.1. Plugin Activation
    16.2. Core Data (users, groups, roles)

17. Strategic Portfolio Management
    17.1. Project Workspace
    17.2. Project Schedules
    17.3. Project Reports & Dashboards
    17.4. Resource Management
    17.5. Project Templates
    17.6. Activate ServiceNow integration with 'Customer Project Management' capability to support projects which require vendor effort

Deliverables:

Deliverable	Description
Project Startup Checklist	The Project Startup Checklist is a list of activities and items that Customer needs to complete prior to the start of the project. This checklist commonly includes items required in order to start construction.
Project Kickoff Presentation	Project Kickoff Presentation establishes the "What?" and "Why?" we are doing this project at Customer, the "Who?" will be involved and what expectations people can have regarding their involvement, and the "How?" we are going to work together throughout the project.
Weekly Status Reports	Weekly project status reports that contain the following: ▪ Weekly Accomplishments ▪ Upcoming Activities ▪ Action Items ▪ Risks and Blockers ▪ Project Burndown
Software Development Lifecycle (SDLC) Activities	SDLC activities occur iteratively during development and include: ▪ Sprint Review/Demo ▪ Unit Testing ▪ Remediation ▪ Sprint Retrospective ▪ Sprint Planning

User Stories	GlideFast utilizes an agile approach development methodology. A final export of all Stories will be provided upon conclusion of the engagement. All Stories will include the story, acceptance criteria, and technical solution. The story and acceptance criteria shall be documented and agreed upon prior to the start of development. Acceptance Criteria must be defined by Customer to avoid ambiguity and miscommunication of requirements. The technical solution is defined and updated throughout development by GlideFast.
Update Sets	All configurations are managed via ServiceNow Update Sets. An update set is a group of customizations that can be moved from one instance to another.
Known Errors / Defects	Documented Known Errors / Defects that arose during Construction and any that will be present after Production release (go-live). GlideFast will also maintain a backlog list of requested/recommended enhancements for delivery at the end of the project.
Submit Project Plan & Timeline	Detailed plan created and provided in .doc of PDF format, and to include project timeline, milestones, resources, risks, and communication plan
Submit Current State Analysis	Document created in .doc or PPT format to include summary of current state for ITSM and Asset Management, including process maps and workflows, stakeholder interview results, pain points
Submit Gap Analysis	Gap analysis provided in agreed format to highlight current vs desires states, functional and technical gaps, and impact associated with gaps.
Submit Recommendations	Recommendations for ITSM and Asset Management provided in .doc or PPT, and to include proposed solution to identified gaps, technical considerations (config vs custom), expected benefits, and dependencies.
Submit Impact Analysis	Impact analysis report provided, covering stakeholder risk and change management considerations.
Submit Technical Requirements	Detailed technical requirements documented as Epics, Stories, Use Cases, including requirements for integration and security/compliance.
Submit Prioritization Roadmap	Prioritization criteria confirmed with associated actions. Implementation phases defined and aligned with for the prioritized roadmap in an Excel or PPT format.
Submit Data Migration Plan	Data migration strategy created, with mapping documents/templates provided where possible, a data cleansing plan confirmed, and migration scheduled defined.
Submit Solution Design & Architecture Document	High Level Design (HLD) document created, including system architecture, integration(s), UI,

	and data model design.
Complete Configuration/Development including Reporting & Analytics	Development of up to 500 story points of ServiceNow development for the in-scope modules, reporting, and integrations with configuration documentation produced to support creation of a Low-Level Design (LLD) document.
Submit Updated Standard Operating Procedures	Updated SOP's confirmed and documented in a workflow document, and user manuals created as Knowledge Articles in ServiceNow
Submit Integration Feasibility Plan & Assessment	Integration feasibility study complete with intended design confirmed, integration requirements documented, and integration risks and testing plan defined.
Complete Testing & Quality Assurance	Creation of test plan, test cases and scenarios, test execution logs provided, and UAT results captured.
Complete Training & Knowledge Transfer	Training materials (content and format tbc) created, training schedule provided, and delivery of training/knowledge transfer sessions as agreed.
Go-Live & Go-Live Hypercare Support	Completed Go-Live Checklist; the purpose of this document is to detail required information and steps to transition Customer to their production environment.
Submit Continuous Improvement Plan	Continuous improvement strategy provided with future recommendations included.
Submit Project Closure Report	Project closure report provided, and formal project closure confirmed.

Resourcing:

Customer will provide the following resources for the project:

Customer Resources	Responsibilities
Engagement Sponsor	Senior member of Customer's organization who: ▪ Serves as champion for the engagement ▪ Obtains budgets for the engagement ▪ Accepts responsibility for issues escalated from Customer's Executive Sponsor ▪ Signs off on documents
Key Stakeholders *[Working Sessions]*	Leadership staff, product owner, process owners and business owners to support discussions and requirements gathering for all development areas.
Business Process Owners/Subject Matter Experts (SMEs) *[Breakout Sessions]*	Individuals with a vested interest in the success of the engagement and may either be directly involved with a process in the implementation or benefit from its results. Staff who own the service and understand the intake, fulfillment, and delivery of the service.
Individual Contributors	Additional staff to provide scenarios of experience as a consumer of all services related to the Work Order. These individuals need to reflect the demographics of Customer's organization.

System Administrator	Individuals having a fundamental understanding of the product capabilities including the products required for integration.

GlideFast will provide the following resources for the project:

GlideFast Resources	Responsibilities	Qualifications
Engagement Manager	• Manages the program-level activities and reporting across all workstreams to achieve client business outcomes • Serves as critical interface to client leaders, governance boards, and additional stakeholders • Provides oversight of all GlideFast resources and schedules • Proactively identifies and resolves risks and issues to support program success	• 10+ years ServiceNow platform experience • Expert in ITSM, ITOM with experience in Pharmaceutical and healthcare industries
Business Process Consultant	• Collaborates with your team, facilitating engaging sessions to design and document your essential requirements ensuring that the system is tailored to your unique business requirements. • Leads comprehensive review of your current processes and finds ways to connect them to your desired business outcomes, ensuring a smooth transition. Provides guidance on aligning your processes with industry-wide standards and leveraging ServiceNow's best practices to optimize efficiency and effectiveness. • Facilitates meetings with key stakeholders and subject matter experts, focusing on specific process areas to gather insights and ensure collaboration.	• 10+ years ServiceNow platform experience • ServiceNow Certifications include implementation specialist for Discovery, ITSM, HAM, SAM, PPM • ITIL V4 Managing professional
ServiceNow Architect	• Leads the overall design of the solution taking into consideration key dates and targeted business goals • Helps stakeholders understand the technical path and roadmap for ServiceNow applications and platform • Steers stakeholders away from over-customization	• 11+ years ServiceNow platform experience • Expert in ITSM, ITIL V4, SPM and Application Development • ServiceNow Certifications include implementation specialist for CAD & ITSM

	• Provides guidance on how the OOTB solution could fit needs and provide sustainability • Understands the platform capabilities in relation to stakeholder requirements for the project	
Technical Consultants	• Facilitates and conducts effective implementation of solutions • Assists in gathering and reviewing requirements and assisting in relevance/mapping to enterprise tools and applications • Configures solutions to meet Client needs and project deliverables • Leverages Agile practices, leads work sessions, organizes, and prioritizes development efforts	• 2+ years ServiceNow platform experience • 3+ years ITSM experience
Technical Consultant – Integrations	• Facilitates and conducts effective implementation of solutions • Assists in the overall design and flow of data into and out of the platform • Leverages Agile practices, leads work sessions, organizes and prioritizes development efforts • Assists Client with proof-of-concept activities and provides technical mentoring	• 2+ years ServiceNow platform experience • 3+ years ServiceNow Integrations experience
Training Consultant	• Responsible for development of personalized training content for the developed applications • Leads clients through persona driven training sessions • Facilitates train the trainer sessions •	• 1+ years ServiceNow platform experience • 2+ years Training experience

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: **ServiceNow Implementation**	Posting ID#: **128951**
State Agency: Mississippi Division of Medicaid	**Vendor Name:** Apex Systems
Estimated Project Start Date: July 2024	**Estimated Project Completion Date:** November 2024

Deliverable/Services Description	Cost
Milestone 1: Submit Project Plan and Timeline	$2,497.50
Milestone 2: Submit Current State Analysis	$2,497.50
Milestone 3: Submit Gap Analysis	$2,497.50
Milestone 4: Submit Recommendations	$2,497.50
Milestone 5: Submit Impact Analysis	$2,497.50
Milestone 6: Submit Requirements	$49,950.00
Milestone 7: Submit Prioritization and Roadmap	$2,497.50
Milestone 8: Submit Data Migration Plan	$4,995.00
Milestone 9: Submit Solution Design and Architecture	$4,995.00
Milestone 10: Complete Configuration & Customization (up to 500 points)	$124,875.00
Milestone 11: Submit Updated Standard Operating Procedures (SOPs)	$49,950.00
Milestone 12: Submit Reporting and Analytics	$49,950.00
Milestone 13: Submit Integration Feasibility Plan and Assessment	$24,975.00
Milestone 14: Complete Testing and Quality Assurance	$49,950.00
Milestone 15: Complete Training and Knowledge Transfer	$49,950.00
Milestone 16: Go-live and Initial Support	$24,975.00
Milestone 17: Submit Continuous Improvement Plan	$24,975.00
Milestone 18: Submit Project Closure and Final Report	$24,975.00
	$499,500.00

Note: Total Project Costs are not to exceed amount submitted/proposed.

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.

Change Orders

DOM may, at any time, by a written order, make changes in the scope of the work, referred to as Change Orders. Change Orders are defined as changes in the scope of work / additional services which are approved and agreed to in writing by the State and the Vendor. DOM will review and the approve the agreed upon recommendations for annual needs and program enhancements throughout the contract term. Vendor will be required to submit a Revised Statement of Work for these changes. For Change Orders, Vendor will be compensated based upon level of effort (number of hours the Change Order will take) at the fully loaded Change Order Rate the Vendor proposed. The fully loaded Change Order Rate must be inclusive of all travel expenses, per diem, and all other expenses and incidentals incurred by the Vendor in the performance of a Change Order.

DESCRIPTION	COST
Fully Loaded Change Order Rate	$222.00

ASSUMPTIONS

- Client acknowledges that its participation and cooperation is critical for project success. The following assumptions, in addition to any other assumption throughout the agreement are based on information provided by Client to GlideFast relating to the project as of the creation date of this document and have been used to compute the estimated level of effort and costs. Deviations from these assumptions may lead to commensurate changes in the timelines and fees.
- Based upon previous requirements discussions GlideFast has allocated a maximum of 500 story points of development effort for the configuration of the ServiceNow platform. The complexity of the implemented solution may be reduced if during the Initiate and Plan stages of the project the requirements for these processes become more complex than initially conveyed.
- GlideFast is not to be responsible for inconsistencies or "bugs" identified to be a result of the ServiceNow platform. These inconsistencies or "bugs" will be resolved through support and/or maintenance agreements between ServiceNow and the Client. GlideFast will aid where it deems appropriate.
- GlideFast is not to be responsible for delays in the schedule as a result of client delays during the schedule of this Work Order. GlideFast will work with Client to determine a new schedule if delay occurs.
- The engagement will leverage the ServiceNow Implementation Methodology, Now Create.
- Only English language services are in-scope
- Volume of components for configuration (flows, policies, scripts, business rules, forms, fields, views, etc) is unknown at this stage and will need to be limited to sprint duration and allocated development points (500) to ensure Go-Live deadline is met.
- Migration of active record data is approached with caution, only migrate if data is confirmed as critical.
- No constituent facing services to be developed in this engagement.
- Only integrations that facilitate ITSM are in scope (defined as Entra & Intune only).
- DOM SME's will be provided to support integrations.
- Client will not cause delays to the provided schedule.
- GlideFast resources will be able to use their GlideFast laptop for development efforts.
- Engagement schedule is subject to change upon acceptance of this document and further refinement of Engagement scope and schedule with Client unintended delays in testing and other Client deliverables sometimes occur and may result in the need for a Change Request.

GlideFast Responsibilities

- For US resources, GlideFast is responsible for providing services under this proposal during normal business hours, Monday through Friday, except on GlideFast designated holidays, unless otherwise specified.
- GlideFast is responsible for working with the Client to clearly define current state, desired state, and document functional requirements during the Initiate and Plan stages.

Client Responsibilities

- Client is responsible for providing the required resources and ensure active participation to ensure the implementation is successful. This will include executive decision maker, project leadership and management, subject matter experts, and technical resources.
- Client is responsible for definition and documentation of the business processes within scope for this implementation and implementing all business process changes required to support the implementation.
- Client is responsible for providing remote access to Client's ServiceNow instances and ensure appropriate technologies are available for remote work.
- Client is responsible for conducting the end-user Quality Assurance (QA) and UAT testing prior to production deployment/go-live unless otherwise state in this document.
- Client is responsible for end user training with GlideFast support.
- Client is responsible for supplying all information to be imported in a supported format. GlideFast will not be responsible for data modification, cleansing or alteration before, during or after importing data. Supported formats are listed on the ServiceNow Docs site.

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

Drew Snyder
_____
Authorized Signature

Drew Snyder
_____
Printed Name

Executive Director
_____
Title

7/18/2024 | 2:32:30 PM CDT
_____
Date

Apex Systems, LLC dba GlideFast Consulting

DocuSigned by:
Paul Grupe
_____
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Authorized Signature

Paul Grupe
_____
Printed Name

Vice President of Solutions Consulting
_____
Title

7/18/2024
_____
Date

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

Katie Belange
_____
Authorized Signature

Katie Belange
_____
Printed Name

General Counsel
_____
Title

Jul 18, 2024
_____
Date

Knowledge Services-ITS-42686-June2017-Master Consulting Services