## AMENDMENT #2

## EDS A27-23-007-A2

This is an Amendment to the Contract (the "Contract") previously identified as EDS # A27-23-007 entered into by and between the **Indiana Secretary of State (the "State")** and **iLab LLC (the "Contractor")** approved by the last State signatory on **November 11, 2022**.

In consideration of the mutual undertakings and covenants hereinafter set forth, the parties agree as follows:

1. The Contract is hereby extended for an additional period of 6 months. It shall terminate on June 30, 2024.

2. The consideration including hourly rates and average monthly hours during this extension period is detailed in **Attachment A**. Total additional remuneration for contract work performed during this extension period is not to exceed **Two Hundred and Eighty-Nine Thousand Dollars ($289,000.00)**.

3. Additional specifications for processes and services as detailed in **Attachment A**.

**All matters set forth in the original Contract and not affected by this Amendment shall remain in full force and effect.**

### Non-Collusion and Acceptance

The undersigned attests, subject to the penalties for perjury, that the undersigned is the Contractor, or that the undersigned is the properly authorized representative, agent, member or officer of the Contractor. Further, to the undersigned's knowledge, neither the undersigned nor any other member, employee, representative, agent or officer of the Contractor, directly or indirectly, has entered into or been offered any sum of money or other consideration for the execution of this Amendment other than that which appears upon the face hereof. **Furthermore, if the undersigned has knowledge that a state officer, employee, or special state appointee, as those terms are defined in IC § 4-2-6-1, has a financial interest in the Amendment, the Contractor attests to compliance with the disclosure requirements in IC § 4-2-6-10.5.**

**In Witness Whereof**, the Contractor and the State have, through their duly authorized representatives, entered into this Amendment. The parties, having read and understood the foregoing terms of this Amendment, do by their respective signatures dated below agree to the terms thereof.

**iLab LLC [Contractor]**

By: _____

Jethro Lloyd, CEO
_____
Name and Title, Printed

Date: 12/19/2023

**Indiana Secretary of State [Indiana Agency]**

By: _____

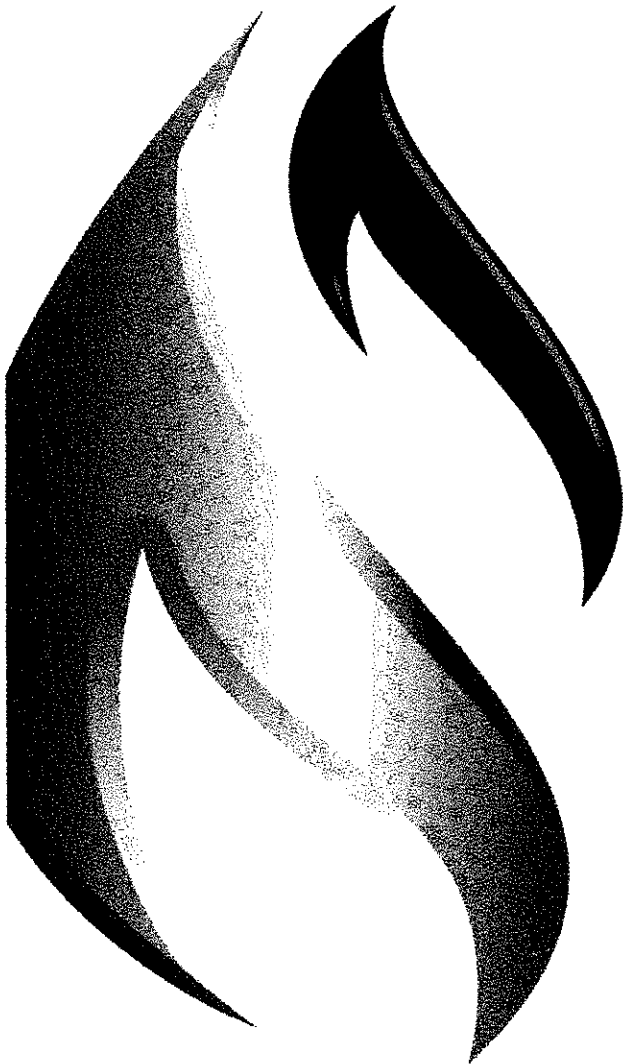Jerold A. Bonnet, Deputy Secretary of State

Date: 12/19/23

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# Software Quality Assurance Solution

## State of Indiana
## Indiana Secretary of State (SOS)

iLAB

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# 1. BACKGROUND

iLAB has been engaged with the Indiana Secretary of State (SOS) on the INBiz project since September 2015 as their Software Quality Assurance (SQA) vendor partner. Over the years, iLAB has delivered testing services across significant system enhancements, upgrades, monthly releases, and defect fixes. Due to the success of this engagement, the Indiana Secretary of State is interested in extending its Software Quality Assurance and Testing partnership with iLAB.

# 2. UNDERSTANDING THE REQUIREMENTS

Currently, iLAB delivers software quality assurance and testing services for INBiz applications. Based on the current project needs, the Secretary of State project team has asked iLAB to provide one (1) manager and two (2) iLAB SQA resources to support INBiz (Business Services Division), the ADSD (Auto Dealer Services Division), and explore the Securities Division Portal.

- o iLAB will provide one (1) manager to lead the software quality assurance and testing efforts.
    - o work closely with the IT Leadership team to gain an in-depth understanding of the Cloud Transformation project
    - o Define a test plan that covers all aspects of the intended functionality
    - o Lead and manage testing over all the efforts in the engagement
- o The iLAB Team will provide two (2) Senior SQA resources to support INBiz, ADSD, and Securities divisions
    - o Monthly releases will include bug fixes and user stories (enhancements)
    - o iLAB will provide support and report results through test execution and triage
    - o Report any bugs found in the systems
    - o Create Regression Test Suite for ADSD
        - Note: This is a new system for iLAB, and currently, the subject matter experts are performing the testing. There is a need to create a detailed Regression Test suite for ADSD that covers all critical workflows. The current testing spreadsheet is limited to six test cases with phrases for what will be tested.
        - Meet with SMEs to determine the correct processes
        - Create detailed test Cases in ADO
        - Maintain a test suite for regression testing
    - o Training on the Securities division
        - Note: This is a new system for iLAB. Meetings with subject matter experts will allow the team to understand the Securities Portal and develop Test Cases around the system.

## 3. PROJECT APPROACH

The iLAB SQA Team will continue to work closely with the SOS IT and Business teams, Project Management, and Development teams to form one Project Team. The primary SQA focus will remain on the Functional Testing Maintenance and Operations (M&O). The focus will be on INBiz, ADSD, and Securities divisions. Below are the activities that the iLAB SQA team will perform:

- **Maintenance and Operations (M&O)**
    - INBiz: One (1) Senior SQA resource planned
        - Collaborate and Participate in Meetings
        - Requirements Review and Analysis
        - Test Case Design and Creation
        - Test Planning, Prioritization, and Execution
        - Test Estimation and QA (Quality Assurance) Task Project Planning
        - Defect Management Life Cycle Activities
        - Test Reporting and Assessment
        - Risk Identification, Escalation, and Remediation
        - Identification of Upstream / Downstream System Impacts from bug fixes and user stories in the monthly releases.
        - Release validation
        - Emergency Production Issue QA Activities

    - ADSD: One (1) Senior SQA resource planned
        - Understand the application and how it works.
        - Interview the SOS SMEs to understand the business workflows at a high level.
        - Review currently implemented processes and implement a standardized testing methodology.
        - Collaborate and Participate in Meetings
        - Requirements Review and Analysis
        - Test Case Design and Creation
        - Test Planning, Prioritization, and Execution
        - Test Reporting and Assessment
        - Risk Identification, Escalation, and Remediation
        - Emergency Production Issue QA Activities
        - Release validation
    - Securities:
        - Initial analysis of the system
        - Exploration with subject matter experts
        - Creation of test cases

## 4. ROLES AND RESPONSIBILITIES

Below is a brief description of the roles identified for this solution:

| Role | SQA Manager (GSA / QPA PM 2) |
|---|---|
| Responsibilities | The SQA Manager is responsible for the overall quality assurance effort as well as the following tasks throughout the life of the project, to name a few:<br><br>• Provide oversight and support for the monthly releases.<br>• Direct line of communication with the Client<br>• Provides transparency / excellent communication to Client Leadership with all QA activities and QA team members<br>• Development of the test strategy<br>• Review of supporting documentation for accuracy<br>• Confirmation of test environment readiness<br>• Sequencing of test cases based on priority<br>• Continuous management and monitoring of deliverables<br>• Development of Master Test Plan<br>• Definition and implementation of test and defect management process<br>• Progress reporting<br>• Defect reporting and management<br>• Risk and issue management<br>• Provides Weekly Status Reports to Client<br>• Test closure activities<br>• Liaison and maintain strong relationships with Client Leadership, Vendor Partners Leadership, Developers, and Business Analysts<br>• Project Management of the testing team<br>• Maintain the capacity plan for the iLAB QA team<br>• Provide recommendations for scheduling releases/fixes/upgrades based on the capacity of the iLAB SQA resources<br>• Manages the efforts to ensure successful UAT sessions |

| Role | Sr. Software Quality Assurance Analyst (GSA / QPA Consultant 4) |
|---|---|
| Responsibilities | The Sr. SQA Analyst will provide expertise for the manual testing solution, such as:<br><br>• Identification of system functions for testing<br>• Identification and extraction of test requirements<br>• Risk analysis, identification, and management<br>• Specification of test data requirements<br>• Develops, maintains, and executes test cases for Smoke, System, User Acceptance, Regression, and End-to-End testing<br>• Develops, maintains, and executes test cases and test scripts for business scenario workflow testing<br>• Integration of test case development<br>• Quality review of test cases and test documentation<br>• Confirmation of test environment readiness |

| | |
|---|---|
| | • Review of supporting documentation for accuracy |
| | • Definition and implementation of test & defect management process |
| | • Sequencing, scheduling, and execution of test cases |
| | • Logging defects and change requests as requested by the business |
| | • Ensures test cases are updated with new functionality |
| | • Transfer knowledge to customer and team |
| | • Compile test plans and models |
| | • Complete Progress and Defect reporting and management |
| | • Liaise with Developers and Business Analysts |
| | • Recommend areas for process improvement |
| | • Identify and Validate Business Process Scenarios and critical business workflows that are paramount to test validation |

## 5. ASSUMPTIONS AND CONSTRAINTS

- The iLAB Team resources will work remotely for the engagement
- All parties must agree to defect categories, priorities, and severities with their relative service level agreement timeframes.

## 6. PROJECT OBJECTIVES AND DELIVERABLES

- Objectives
  - Determine the extent to which the Secretary of State projects, including external and internal system interfaces, meet the functional requirements defined.
  - Indicate which parts of the systems do not function as defined as per the requirements from an internal and external interface perspective so that they may be repaired.
  - Indicate the risks related to the implementation of the monthly releases during the lifetime of this engagement.
  - Compile test ware that will form the basis of ongoing testing of the monthly releases, which will also be re-used later for regression testing.
  - Identify and help implement a set of best practices as identified for software quality assurance initiatives within the Secretary of State projects.
  - Ensure the quality of deliverables meets the Secretary of State team's expectations.

- Deliverables
  - iLAB will be responsible for the following deliverables for testing of the monthly releases:
    - Test cases and Test scripts – which will be stored in the Software Quality Assurance tool
    - Test Report - a summary report stating the findings resulting from testing
    - Ongoing Defect Management and defect reporting
    - Weekly Status Report
    - Monthly Status Meeting

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## 7. RESOURCING & TARGET INVESTMENT

iLAB will utilize the Federal General Services Administration (GSA) IT Schedule 70 and associated Indiana State QPA #21329 for funding. The iLAB SOS engagement will be based on time and materials; only the hours utilized will be billed.

The table below identifies the iLAB SQA Team Roles currently on the SOS INBiz engagement and the associated GSA Labor Category within the Indiana State QPA.

| iLAB Role | Associated GSA Labor Category |
|---|---|
| SQA Manager | Project Manager 2 (PM 2) |
| Sr. SQA Analyst | Consultant 4 (CON 4) |

This Statement of Work represents the iLAB IN SOS Engagement for the timeframe of January 1, 2024 through June 30, 2024.

| Area | iLAB Role | Average Monthly Hours | QPA Hourly Rate | Months | Total Hours | Due |
|---|---|---|---|---|---|---|
| Management | SQA Manager / PM 2 | 168 | $106.45 | 6 | 2016 | $107,301.60 |
| M&O-INBiz | Sr. SQA Analyst / CON 4 | 168 | $90.56 | 6 | 2016 | $91,284.48 |
| M&O-ADSD | Sr. SQA Analyst / CON 4 | 168 | $90.56 | 6 | 2016 | $91,284.48 |
| Total Investment | | | | | | $289,870.56 |

The total amount for this Statement of Work is **$289,870.56.**

The resource estimates provided in this SOW (Statement of Work) are based on anticipated testing efforts. Staffing for the iLAB SQA Team will follow the demands of the engagement and may be adjusted to reflect both workload and budget. In the event additional SQA services are identified, for example, testing of stand-alone SOS projects, iLAB will meet with the State SOS Executive Leaders to determine if additional SQA resourcing is needed.

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The following table identifies the iLAB Roles and Rates per Hour for Indiana State QPA #21329 available on the iLAB GSA contract approved by the Federal Acquisition Service.

| Skill Category | GSA Labor Category / QPA Role Category | QPA Hourly Rate |
|---|---|---|
| Engineering Roles | Subject Matter Expert 4 (SME 4) | $174.27 |
| | Subject Matter Expert 3 (SME 3) | $119.02 |
| | Subject Matter Expert 2 (SME 2) | $105.99 |
| | Subject Matter Expert 1 (SME 1) | $97.33 |
| Consulting Roles | Consultant 5 (CON 5) | $104.13 |
| | Consultant 4 (CON 4) | $90.56 |
| | Consultant 3 (CON 3) | $89.95 |
| Management Roles | Project Manager 4 (PM 4) | $204.23 |
| | Project Manager 3 (PM 3) | $118.73 |
| | Project Manager 2 (PM 2) | $106.45 |
| | Project Manager 1 (PM 1) | $93.45 |

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## 8. CHANGE MANAGEMENT PROCESS

Testing efforts are estimated based on the information available to iLAB. It is anticipated that these staffing levels will meet project requirements. However, should the testing team need to be modified based on the project needs, the following Change Management Process will be followed:

a) If either IN SOS or iLAB require a change to the scope or execution of the SOW, beyond the projections agreed to

b) iLAB shall submit details of the requested change to the SOW in writing as a Change Request. Below are examples which could trigger such an event:
   o A project is expected to require additional testing effort
   o The current iLAB Team does not have the capacity to fulfill the testing needs
   o Several projects running concurrently
   o Development timelines are not met
   o Requirements leave open questions or items for clarification
   o Change in requirements or scope of work
   o Defect resolution turn-around times not adhered to by the development vendor

c) Any necessary variations to the service charges arising from the Change Request, and if either party submits a Change Request, iLAB shall, within a reasonable time, provide a written estimate to the IN SOS

d) A Change Request shall become a Change Order when it is signed by the authorized representatives of both parties signifying their approval of the change

e) Neither party shall be obliged to agree to a Change Request originating from the other party

f) Until a change is agreed upon in writing, both parties will continue to act in accordance with the latest agreed upon version of the SOW

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## 9. ACCEPTANCE OF THE PROPOSAL

Indiana Secretary of State

iLAB

_____
(sign)

_____
(sign)

Jethro Lloyd

_____
(Print name)

_____
(Print name)

CEO

_____
(title)

_____
(title)

_____
(date)

_____
(date)

Each person signing this proposal represents and warrants that he or she is duly authorized and has legal capacity to execute and deliver this proposal. Each party represents and warrants to the other that the execution and delivery of the proposal and the performance of such party's obligations hereunder have been duly authorized, and that the proposal is a valid and legal agreement binding on such party and enforceable in accordance with its terms.