

**State of Minnesota Judicial Branch
Master Service Agreements
Statement of Work (SOW)**

Project Title: Staff Augmentation - Policy 800 Access Program

Service Category: Business Analysis

Master Service Agreements Statement of Work

Defined. The State of Minnesota, State Court Administrator’s Office (“State”) is using a competitive selection process (referred to herein as the “Statement of Work”) through its Master Service Agreements program to select a vendor responsible for providing Business Analysis services for a number of State Court Administration managed projects that are part of an overall program titled Policy 800 Access. This is not a bid, but a Statement of Work that could become the basis for negotiations leading to a Work Order Contract under the vendor’s Master Service Contract to provide the services described herein.

Only vendors that have been selected as a Master Service Agreements vendor with the State following submission of a proposal to the Master Service Agreements for IT Technical/Infrastructure Services & IT Application/Development and Support Services Request for Proposal, and have an approved Master Service Contract with the State for the service category requested herein, may submit a response to this Statement of Work and be considered for a Work Order Contract to provide the services described herein.

Right to Cancel. The State is not obligated to respond to any proposal submitted, nor is it legally bound in any manner whatsoever by the submission of a proposal or response to this Statement of Work. The State reserves the right to cancel or withdraw this Statement of Work at any time if it is considered to be in its best interest. In the event the Statement of Work is cancelled or withdrawn for any reason, the State shall not have any liability to any proposer for the costs or expenses incurred in conjunction with this Statement of Work or otherwise. The State also reserves the right to reject any or all proposals, or parts of proposals, to waive any informalities therein, and to extend proposal due dates.

Business Need

The Information Technology Division (ITD) of the State Court Administrator’s Office (State), within the Minnesota Judicial Branch (MJB), is seeking one (1) senior level business analyst to perform business analysis tasks including but not limited to requirements gathering, process analysis, systems functional design and user acceptance testing for several high profile projects which are part of an overall program titled Policy 800 Access. The Policy 800 Access program includes multiple projects and will be a multi-year endeavor. The projects within the Policy 800 Access Program are instrumental to support the viewing of electronic court records and documents and to provide electronic access to the Courts. The Policy 800 Access program is a complimentary program supporting the

Branch's move towards electronic case processing known as eCourtMN. The effort required for each project will vary in complexity.

The list below indicates the projects within the current segment of the Policy 800 Access program for which this business analyst could be expected to be contributing towards:

- **Roll out the new government subscriber access agreements**
All government subscribers, both current and new, will be required to sign new government subscriber access agreements with SCAO prior to receiving access to document images through MGA or Integrations. The new agreements will include terms of appropriate use and consequences for misuse of document images.
- **Create audit trails to track government subscriber access to confidential documents**
A project to create audit trails to track what confidential documents government subscribers have accessed.
- **Statewide Minnesota Government Access (MGA) Expansion**
MGA functionality will be expanded to include access to confidential case records and access to document images. The enhanced MGA will be rolled out to government subscribers statewide.
- **MPA Courthouse Litigant**
MPA Courthouse Litigant is new functionality of MPA Courthouse that will be designed to provide litigants and their attorneys of record access to confidential records and documents on their cases through the public terminals at Minnesota courthouse.
- **TIF to PDF conversion**
This project will work on the automated conversion of older TIF document images in MNCIS to PDF document images. This conversion will help data consumer groups access and use all document images to which they are granted access.
- **FAST Access process documentation, evaluation, and recommendation**
The current First Appearance Support Track ("FAST") data access program processes will be reviewed and documented. An evaluation will be made for whether to expand the program statewide and, if so, any changes that need to be implemented.
- **MY CASE process documentation, evaluation, and recommendation**
The current MY CASE data access program and processes will be reviewed and documented. An evaluation will be made for whether to expand the program statewide and, if so, any changes that need to be implemented.
- **Part III Integration Projects**
Supporting external access within the eCourtMN Part III identified integration needs/projects.

Project Deliverables

The following project deliverables are typical and may be expected from any business analyst for any of the projects they might be assigned to. It should be noted that some of the projects are already in-flight and that not all of the projects may be fully completed in the time period contracted for. The assignments given the contract business analysts will be decided upon by each of the respective project managers assigned to the projects and/or programs. Therefore, the list below indicates deliverables that could be required from any/all of the contract business analysts depending upon the current state of the project within the overall project lifecycle.

- Document As Is Process Activities
- Document To Be Process Activities
- Prioritize activities into iterations;
- Draft Detailed Business Requirements;
- Confirm Detailed Business Requirements;
- Develop Use Cases for Business Requirements;
- Develop testing plans and scenarios
- Participate in systems and user acceptance testing

In addition to the above deliverables, the selected business analyst will participate in project team meetings and perform other duties as assigned by the respective project managers, our Lead Enterprise BA and the PMO Manager.

Project Milestones and Schedule

Project milestones and scheduled completion dates will be determined and assigned by the respective project managers based upon the current status and progress for each individual project having been negotiated by the project manager with the PMO manager.

Project Location, Working Hours, Contract Timeframe

- The project work locations will be at the Minnesota Judicial Center located at 25 Rev. Dr. Martin Luther King Jr. Blvd, St. Paul, Minnesota, 55155.
- Business hours are Monday through Friday, 8:00 AM to 4:30 PM.
- The Contractor is expected to work full-time hours.
- The contract time frame has an anticipated start date of March 24, 2014 and will terminate on June 30, 2014.

Responsibilities Expected of the Selected Vendor and their Employees

- The contractors will provide analysis and design documentation agreeable to the Lead Enterprise BA and the State PMO manager.
- The vendor will assign a primary contact that will be responsible for all formal communications between the vendor and the State PMO manager.
- The contractors will act in a professional manner and abide by all rules set forth by the Minnesota Judicial Branch.
- The contractors will report to the designated project managers for each of their respective project assignments as well as the State PMO manager.

Required Qualifications and Skills

Master Service Contract Resource Category: Business Analysis

Required Minimum Qualifications:

- Possession of a Bachelor's degree in computer sciences, management information systems or related field or equivalent work experience.
- Minimum of two (2) years significant experience on multiple projects.
- *Expert* experience using Visio in creating and managing complex project analysis and business requirements.
- Ability to adapt to changes in course while maintaining productivity.

Required Skills:

- Exceptional business analysis skills and business analysis experience.
- Excellent interpersonal skills and the ability to build and maintain effective working relationships with MJB leadership and all project(s) stakeholders.
- Exceptional analytical skills and experience.
- Excellent oral and written communication skills.
- Excellent problem solving abilities.
- Must be highly organized.
- Ability to plan, organize and keep up with multiple projects and multiple project deadlines with minimal supervision.

Desired Skills:

- Previous work with the MN Judicial Branch.
- Prior experience working with other government agencies
- Other related IT certifications

Proposal Requirements

- Hourly rate and a total "not to exceed" dollar amount for the proposal.
- Resume of assigned individual including skill sets and experience.
- References: Provide three (3) clients you have assisted with same or similar projects
- Conflict of interest statement as it relates to this project.

Statement of Work Evaluation Process

- Skills / Experience (40%)
- Hourly Rate (20%)
- Interview (40%)

Statement of Work Process and Selection Schedule

- Posting Date on State MJB Website (<http://www.mncourts.gov> – Public Notices): February 24, 2014
- Deadline for Questions: close of business on February 28, 2014
- Posted Response to Questions: no later than close of business on March 3, 2014
- Proposal Submission Deadline: by 12 o'clock noon on March 5, 2014
- Proposal Evaluation Begins: March 6, 2014
- Candidate Interviews: March 12, 2014

- Subsequent selections as soon as possible thereafter

Amendments

Any amendments to this Statement of Work will be posted on the MJB website.

Questions

All questions about this Statement of Work must be submitted in writing via e-mail to the State's sole point of contact identified in this paragraph no later than the end of the business day (4:30 PM, CST) on February 28, 2014. Other State personnel are not allowed to discuss the Statement of Work with anyone, including responders, before the proposal submission deadline. The State's sole point of contact for questions is:

Rich Gutsche
State Court Administrator's Office
25 Rev. Dr. Martin Luther King Jr. Blvd.
St. Paul, Minnesota 55155
Email: Rich.Gutsche@courts.state.mn.us

Timely submitted questions and answers will be posted on the MJB website no later than the end of the business day (4:30 PM, CST) on March 3, 2014, and will be accessible to the public and other proposers.

Proposal Submission Instructions

Proposals must be submitted in writing and via e-mail no later than 12 noon CST on March 5, 2014 to:

Rich Gutsche
State Court Administrator's Office
25 Rev. Dr. Martin Luther King Jr. Blvd.
St. Paul, Minnesota 55155
Email: Rich.Gutsche@courts.state.mn.us

No facsimile submissions will be accepted.

Signatures. The proposal must be signed by in the case of an individual, by that individual, and in the case of an individual employed by a firm, by the individual and an individual authorized to bind the firm.

Ink. Prices and notations must be typed or printed in ink. No erasures are permitted. Mistakes may be crossed out and corrections must be initialed in ink by the person(s) signing the proposal.

Deadline; Opening; Public Access. Proposals must be received no later than 12 noon CST on March 5, 2014. Proposals will be opened the following business day. Proposals, once opened, become accessible to the public, with the exception of trade secret information submitted in accordance with Rule 5, subd. 8(b) of the Minnesota Rules of Public Access to Records of the Judicial Branch. Except for trade secret information submitted in accordance with Rule 5, subd. 8(b) of the Minnesota Rules of Public Access to Records of the Judicial Branch, do not place any information in your proposal that you do not want revealed to the public. Please also note that if a vendor's proposal leads to a contract, the following information will also be accessible to the public: the existence of any resulting contract, the parties to the contract, and the material terms of the contract, including price, projected term of

the contract and scope of work. All documents accompanying or attached to the proposal, including the proposal, will become the property of the State.

Late Proposals. Late proposals will not be accepted or considered.

Selection Timeline. Vendor selections will be as soon as possible after the proposal submission deadline.