

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

**Project Title: Staff Augmentation
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 programs and projects. 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 In the event the Statement of Work is cancelled or withdrawn for any reason, the State shall not have any liability to any proposer for the costs or expenses incurred in conjunction with this Statement of Work or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 three (3) senior level business analysts 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 systems being developed as part of the Branch’s move towards electronic case processing. That initiative is referred to as eCourtMN. The list below indicates several of the projects or programs for which these business analysts could be contributing towards:

- eCourtMN – Overall Business Analysis for the program
A business analyst is needed to support numerous projects and subprojects which are part of the eCourtMN Program. The analyst will be assigned to work directly with the program and project managers currently managing the overall eCourtMN efforts.

There are additional eCourtMN related projects which are being managed by other project managers under the oversight of the eCourtMN program and project managers which have additional and separate business analysis needs. These projects are described below:

- eCourtMN - ProSe
Providing a means for unrepresented litigants (ProSe) to file Orders for Protection (OFP) and Harassment Restraining Orders (HRO) electronically via an interview based application is the core functionality of the eCourtMN ProSe project at this time. The immediate need is for user acceptance testing and preparation for piloting this technology in the Self-Help Center within the Hennepin County Courthouse. Upon successful piloting of this application in Hennepin County the project team may pursue a statewide rollout of this application.
- eCourtMN – Policy 800 Access Program
Policy 800 Access Program implementation involves multiple projects and will be a multi-year endeavor. The projects within the Policy 800 Access Program are instrumental to support viewing electronic records and documents and to provide electronic access to the Courts. The effort required for each project will vary in complexity.
- eCourtMN - EFS data collection and reporting
Determining data collection and reporting needs to support the eCourtMN program. The eCourtMN program is the strategic initiative by the Minnesota Judicial Branch to transition from a framework of paper files to an electronic information environment.
- eCourtMN - EFS Improvements
Creating a plan to address and resolve a number of eFiling “pain points,” such as statewide standard system configuration, statewide business practices, and multiple websites presenting varying information. eFiling and eService is currently occurring in all lines of business in eleven (11) Minnesota counties.

There are also some non-eCourtMN projects that are high priorities for the MN Judicial Branch and require business analysis resources. Below are two of these projects:

- MN Statute Service Interface
The ability to electronically transmit statute data from the MN Criminal Justice Statute Service (MNCJSS) repository to the MNCIS Offense Code Table. Currently there is a disconnect between the Service and the Table and the process is manual. The fix is needed in order to update the offense data codes in real time. The BCA is the official record-keeper of state statutes service and they have been waiting for the Branch to finalize the process so all data is electronic.

- Historical Civil Commitments to NICS
The 2013 legislation requires the Courts to identify a process and transmit civil commitment data to NICS dating back to 1994. The project has two deadlines: By 7/1/14, the Branch must electronically enter in NICS the information on all persons civilly committed from 1/1/94 to 9/28/10 if not already in the system that includes civil commitment orders and orders restoring firearms eligibility.

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 December 16, 2013 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.
- Previous work with the MN Judicial Branch would be a plus.

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): November 26, 2013
- Deadline for Questions: close of business on December 3, 2013
- Posted Response to Questions: no later than close of business on December 6, 2013
- Proposal Submission Deadline: by 12 o'clock noon on December 10, 2013

- Proposal Evaluation Begins: December 11, 2013
- Candidate Interviews: December 16 and 17, 2013
- 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 December 3, 2013. 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 December 6, 2013, 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 December 10, 2013 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 December 10, 2013. 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.