

**Master Service Agreements**

**Statement of Work (SOW)**

**Service Category: Application Development – User Interface & User Experience**

**Project Title: BenchWorks**

1. **Master Service Agreements Statement of Work**

**Defined.** The State of Minnesota Judicial Branch, State Court Administrator’s Office – Information Technology Division (“MJB” or “SCAO-ITD”) is using a competitive selection process (referred to herein as the “Statement of Work” or “SOW”) through its Master Service Agreements program to select a vendor to assume responsibility, under the direction of the State, for research, user analysis, user experience design and prototyping services for the look and feel of SCAO-ITD’s internal application development project, BenchWorks. 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 In the event the Statement of Work is cancelled or withdrawn for any reason, the State shall not have any liability to any proposer for the costs or expenses incurred in conjunction with this Statement of Work or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.

1. **Business Need**

The SCAO-ITD is developing an internal application designed to allow Judicial Officer to view, organize and process case related information, allowing them to work more efficiently in an electronic world regardless of their location. The application will ultimately be the primary tool for about 1200 total court staff, primarily, Judicial Officers and their law clerks to be able to process cases that have been assigned to them. Currently a majority of the Judicial Officers completes this process via paper file; however several of the Judicial Officers have been using some other electronic tools with limitations.

The application is being created on a .net platform. Development is also utilizing software called Telerik which enables the use of AJAX and HTML5. The application will initially integrate with MJB’s case management system MNCIS; however, the potential for displaying other tools Judicial Officers need to complete their work is being considered (ex. Westlaw, State Registrar). It is anticipated that coding on version one of this application will begin in December of 2013.

The selected vendor will focus on the user experience and user interface-related research, analysis, design and testing tasks around the interface in an aggressive timeframe. The target date for rolling out version 1.0 is late spring/early summer.

1. **Project Scope of Work**

The BenchWorks Application effort consists of three major efforts that will need to progress concurrently in as much as that is possible. These efforts are as follows:

•**Effort one** (Application Platform Technology): this portion of the development is being done in-house. It includes the business and functional requirements and development for the foundation including the database infrastructure, security, single sign-on through active directory, group security and configurations, and settings. The work in in this effort focuses on implementing the foundation of a technology platform that will allow easy integration of additional services and applications.

• **Effort two** (Feature development): This effort is also being done in-house and will focus on the primary features identified by Judicial Officers as essential to complete their work on cases electronically. These features include:

* + - MNCIS Court Calendar views – data will be pulled from MNCIS
      * Court Session views (based on a scheduled court date)
      * Case views (based on a scheduled court session)
    - Case Notes
    - Tasks both case related and general – (workflow and notifications)
    - Document annotation
    - Future considerations for proposed features and enhancements are being logged

• **Effort three** (User Experience and user interface): **This is the basis for this SOW** and focuses on user experience and user interface-related research and design tasks including the ability for the user to select from some changeable themes. A comprehensive plan is required to develop and launch a new application for MJB users through an easy-to-use, role based platform. The end result will be a unified user experience for Judicial Officers, law clerk, and other potential court staff. The user must have the illusion that they are working with a single system, therefore any details associated with integrating with multiple systems must be transparent to the user. The expected deliverables for this component include; image files, interactive, working prototypes; and a style guide than aligns with MJB’s objectives.

1. **Project Deliverables, Milestones and Schedule**

The Infrastructure and Development Program Manager will work with the contracted vendor to solidify the specific methodology and deliverables for the look and feel of the application during the contracted timeframe.

The following project deliverables will be expected from the vendor and should be clearly documented in the responses to complete all phases of the user interface and user experience. The scoping of this endeavor will include the following:

* Judicial Officers and team UX Workshop - Brainstorming
* Analysis of the work done by Judicial Officers via:
  + Review business requirements and flows
  + “ride-along” with the Judicial Officers during court hearings
  + Creating an internal lab to walk through Judicial Officers bench duties outside an actual hearing
* Concept & sketching
* Story Boards
* Wireframes (clickable)
* Page Flows
* Use Cases
* Image files
* HTML Templates
* CSS Layout
* Documentation

1. **Vendor Qualifications and Skills**

Research and Analysis:

* Describe your firm’s experience, goals and objectives associated with using a UX workshop for brainstorming.
* Describe your process and strategy for developing and implementing new user experiences.
* Describe your firm’s onboarding process as it relates to engaging top leadership to the process from analysis to implementation.
* Identify your firm’s techniques and approach to convey the importance of the user experience to the user interface.
* Identify your process to reach consensus while making recommendations to leadership, stakeholders, and users.

User Interface:

* Demonstrate your experience and provide examples of your work developing and implementing user interfaces.
* Describe your experience in driving and development of a new user experience design to include, specifically, designs that support role based interfaces and individual user preferences.
* Describe your experience and provide examples of your work prototyping, branding and or designing interfaces for a population with a wide degree of technical understanding.
* Demonstrate experience with designing interfaces that integrate with various systems and/or back-ends.
* Provide a client sample of an unambiguous and clean interface structure with rich information and complex options.
* Describe a situation where your firm’s work was ultimately implemented after resistance to the process and explain how the implementation successfully moved that clients business forward.

Integration:

* Explain any experience you have with designing user interfaces that support a variety of access methods including tablets and smart devices

Documentation:

* Demonstrate your experience with creating style guides.
* Describe any experience you may have in creating the following deliverables:
  + Story boards
  + Wireframes
  + Clickable prototypes
  + Page flows
  + Use Cases
  + HTML Templates
  + CSS Layout

1. **Responsibilities Expected of the Selected Vendor**

* The vendor will work with the program manger to flesh out project activity plan(s) and schedule(s) agreeable to the State.
* The vendor will assign a primary contact that will be responsible for all formal communications between the vendor and the State Infrastructure and Development Program Manager.
* The vendor will act in a professional manner and abide by all rules set forth by the Minnesota Judicial Branch.
* The vendor will report to the State Infrastructure and Development Program Manager and will be expected to communicate on a regular basis as determined by the State.

1. **Project Work Location and Schedule**

* The project work locations will primarily be at the vendor’s location; however, there may be instances that the vendor’s team will be required to attend meetings, workshops or other events either on site at the Minnesota Judicial Center: 25 Rev. Dr. Martin Luther King Jr. Blvd, St Paul, Minnesota 55155 or at a District/County location of the Minnesota Judicial Branch.
* Business hours for MJB staff are Monday through Friday, 8:00 AM to 4:30 PM.
* The contract timeframe has an anticipated start date of January 19, 2014.

1. **Proposal Requirements**

* Cover sheet signed by vendor authorized representative.
* Proposal cost and a total “not to exceed” dollar amount for the proposal.
* Resume of firm engagements demonstrating items listed in number V:

Research and Analysis requirements.

User interface requirements

Integration requirements

Documentation requirements.

* References: Provide three (3) clients you have assisted with same or similar projects.
* Sample of firm’s documented deliverables:
  + - * Story boards
      * Wireframes
      * Clickable prototypes
      * Page flows
      * Use Cases
      * HTML Templates
      * CSS Layout
      * Conflict of interest statement as it relates to this project.

1. **Statement of Work Evaluation Process**
   * Qualifications and Skills (including sample work) (50%) – if it is determined no vendor conference is needed, value of qualifications and skills will be (80%)
   * Proposal cost (20%)
   * Vendor Conference – if needed (30%)
2. **Statement of Work Process and Selection Schedule**

* Posting Date on [MJB Public Website - Public Notice](http://www.mncourts.gov/?page=32&Itype=notice): Friday, December 6, 2013
* Deadline for Questions: 4:00 pm Wednesday, December 11, 2013
* Posted Response to Questions: 4:00 pm Monday December 16, 2013
* Proposal Submission Deadline: 12:00 pm Friday, December 20, 2013
* Proposal Evaluation Begins: 1:00 pm Friday, December 20, 2013
* Vendor Conference: (if needed) December 30 & 31, 2013
* Subsequent selection as soon as possible thereafter

1. **Amendments**

Any amendments to this SOW will be posted on [MJB Court Public Website - Public Notice](http://www.mncourts.gov/?page=32&Itype=notice).

1. **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 4:00 pm Wednesday, December 11, 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:

Jen VanDemmeltraadt

Infrastructure & Development Program Manager

State Court Administrator’s Office

25 Rev. Dr. Martin Luther King Jr. Blvd.

St. Paul, Minnesota 55155

Email: jen.vandemmeltraadt@courts.state.mn.us

Timely submitted questions and answers will be posted on the MJB website by 4:00 pm Monday December 16, 2013 and will be accessible to the public and other proposers.

1. **Proposal Submission Instructions** Proposals must be submitted via e-mail in PDF form no later than 12:00 pm Friday, December 20, 2013 to:

Jen VanDemmeltraadt

Infrastructure & Development Program Manager

State Court Administrator’s Office

25 Rev. Dr. Martin Luther King Jr. Blvd.

St. Paul, Minnesota 55155

Email: jen.vandemmeltraadt@courts.state.mn.us

No facsimile submissions will be accepted.

1. **Signatures -** The proposal must be signed by an individual authorized to bind the firm.
2. **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.
3. **Deadline; Opening; Public Access.** Proposals must be received no later 12:00 pm Friday, December 20, 2013. Proposals, once opened, become accessible to the public, 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.

1. **Late Proposals.** Late proposals will not be accepted or considered.
2. **Selection Timeline.** Vendor selection will be as soon as possible after the proposal submission deadline.