



**MINNESOTA  
JUDICIAL BRANCH**  
STATE COURT ADMINISTRATOR'S OFFICE

**Master Service Agreements**

**Statement of Work (SOW)**

**Service Category: Information Architecture and Creative Design**

**Project Title: SharePoint 2013 Re-architecture**

**I. 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 information architecture and creative design for the look and feel of SCAO-ITD's SharePoint platform. 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 In the event the Statement of Work is cancelled or withdrawn for any reason, the State shall not have any liability to any proposer for the costs or expenses incurred in conjunction with this Statement of Work or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.

**II. Business Need**

The SCAO-ITD is re-architecting its' SharePoint environment, providing governance and business rules to the 3,800+ users who interact with the platform daily. In addition to providing a taxonomy and structure, the statement of work should include providing responsive design templates to enhance and streamline the SharePoint user experience for desktop and tablet. Design elements will be guided by the look/feel of other court sites and platforms.

The selected vendor will focus on information architecture, providing related research, analysis, as well as design in an aggressive timeframe. The target date for completion of this phase of work is on or before December 1, 2016.

### III. Project Scope of Work

The SharePoint re-architecture effort will consist of three major work phases that will progress linearly. These efforts are as follows:

• **Phase one: Information Gathering/Project Management**

TASK #	TASK DESCRIPTION(S)
1	Detailed project plan including creating a GANTT of tasks, dependencies, and sequencing as well as task resourcing, identification of risks (and mitigation planning), and a communication processes between the courts and our selected vendor.
2	Business & User Requirements Discovery Sessions – identify user behaviors and Information Needs.
3	Conduct sessions with users from across the court organization to determine a base level architecture organization.
4	Define a new information architecture based on business / user requirements results.
5	Define taxonomy, content types, and recommendations.
6	Content management practices analysis and recommendations.
7	Recommend / demonstrate SharePoint search best practices for content
8	Provide guidance on the mapping of existing content and existing SharePoint content for migration into the new Intranet.
9	Create wireframes to show site structure, page layouts and content.

• **Phase two: Design and Build**

10	Redesign of the SharePoint site templates within MJB branding standards to improve the ‘look and feel’ for ease of use and aesthetics.
11	Conduct scenario-based Usability Testing.
12	Create a ‘Build Book’ that identifies functional design specifications for the Intranet site including page types, layouts, web parts, CSS styling, add-in functionality, etc.
13	Provide documentation for MJB ‘Power Users’ and ‘Content Maintainers’
14	Deliver knowledge transfer sessions for MJB SharePoint Administrators, Power Users, and Content Maintainers
15	Provide a plan for implementation that includes informational sessions for Intranet users and training / informational sessions to aid users.
16	Provide consultation and guidance to the MJB team during their build process.

• **Phase three - Analysis:**

17	Define and recommend new site collection architecture for the existing 2,400+ sites within the current MJB SharePoint Farm, including site collection and site template build best practices.
18	Analysis of current taxonomy, content types, content-type tree – recommendations for improvement.

19	Analysis of content management, expiration, and archival processes and workflows – recommendations for improvements.
20	Analysis of current user permissions and security model – recommendations for improvement.
21	Recommend and demonstrate SharePoint Search best practice improvements to deliver highly relevant results that are intuitive and user friendly.
22	Work with MJB’s existing content audit information and site architecture (currently 2,400+ sites) to provide guidance and planning for the MJB Team to conduct content migration mapping using ShareGate and mapped spreadsheets.

#### **IV. Project Deliverables, Milestones and Schedule**

The project manager will work with the contracted vendor to solidify the specific methodology and deliverables for information architecture and design of SharePoint 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:

- Detailed project planning
- User and business requirements documentation, and working sessions
- Documented information architecture
- Documented taxonomy
- Best practice documentation for search
- Network Diagrams
- Wireframes
- Image files (sliced .png or similar, plus .psd originals)
- Usability testing
- Document a build book/style guide
- Power user and content manager documentation
- Training sessions with MJB SharePoint staff
- Best practices documentation for user groups
- User permissions/security model analysis and documented recommendations
- Provide documented guidance on content mapping for future migration
- Proposed SharePoint organizational standards – at a minimum five (5) standards

#### **V. Vendor Qualifications and Skills**

##### Research and Analysis:

- Describe your process and strategy for developing and implementing information architecture for SharePoint.
- 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.
- 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.
- Describe your experience creating templates that are responsive to a tablet level.

Remediation:

- Demonstrate your experience performing root cause analysis, identification and remediation of application issues, risks and deficiencies.
- Describe the process that you would follow to ensure mitigation of application issues, risks, and deficiencies throughout the effort.
- Describe your experience working with an application that stretches across the network between both internal and DMZ users.

Documentation:

- Demonstrate your experience with creating style guides.
- Describe any experience you may have in creating the following deliverables:
  - Wireframes
  - Clickable prototypes
  - Page flows
  - Use Cases
  - SharePoint Templates – at a minimum two (2) templates
  - CSS Layout

## **VI. Responsibilities Expected of the Selected Vendor**

- The vendor will work with the project manager 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 project 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 project manager and will be expected to communicate on a regular basis as determined by the State.

## **VII. 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 June 15, 2016.

## VIII. Proposal Requirements

- Cover sheet signed by vendor authorized representative.
- Names and titles of proposed resources.
- 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
  - Remediation 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.

## IX. Statement of Work Evaluation Process

- Qualifications and Skills of proposed resources (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%)

## X. Statement of Work Process and Selection Schedule

- Posting Date on [MJB Public Website - Public Notice](#): Friday, May 20, 2016
- Deadline for Questions: 4:00 pm Wednesday, May 25, 2016
- Posted Response to Questions: 4:00 pm Friday, May 27, 2016
- Proposal Submission Deadline: 12:00 pm Friday, June 3, 2016
- Proposal Evaluation Begins: 1:00 pm Friday, June 3, 2016
- Vendor conferences if necessary: June 8, 2016
- Subsequent selection as soon as possible thereafter

### a. Amendments

Any amendments to this SOW will be posted on [MJB Court Public Website - Public Notice](#).

- b. 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, May 25, 2016. 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:

Todd Lester  
Email: [todd.lester@courts.state.mn.us](mailto:todd.lester@courts.state.mn.us)

Timely submitted questions and answers will be posted on the MJB website by 4:00 pm Friday, May 27, 2016 and will be accessible to the public and other proposers.

- c. Proposal Submission Instructions** Proposals must be submitted **via e-mail in PDF form** no later than 12:00 pm Friday, June 3, 2016 to:

Todd Lester  
Email: todd.lester@courts.state.mn.us

No facsimile submissions will be accepted.

- d. Signatures** - The proposal must be signed by an individual authorized to bind the firm.
- e. Deadline; Opening; Public Access.** Proposals must be received no later 12:00 pm Friday, June 3, 2016. 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.

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