

Master Service Agreements

Statement of Work (SOW)

Service Category: Systems/BusinessAnalyst

Project Title: Court Integration Public Website needs
analysis and site update

I. 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” or “SOW”) through its Master Service Agreements program to select a vendor responsible for providing webpage content review and analysis for the Information Technology Division project to update the Court Integration Services webpage on the main public Minnesota Court website. 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 In the event the Statement of Work is cancelled or withdrawn for any reason, the State shall not have any liability to any proposer for the costs or expenses incurred in conjunction with this Statement of Work or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 Minnesota Judicial Branch Public website (www.mncourts.gov) incorporates a separate webpage for consumers of Court Integration Services (www.mncourts.gov/is). One of the primary purposes of the Integration Services website is to provide self-service access to technical information which allows any partner (or vendor) to access such information as: how to connect to Court Integration Services, and how to technically consume court data and/or e-file with the court. The site also allows justice partners to access non-technical ‘consumer’ information to explore integration possibilities and make decisions about court integrations they need to enhance their business processes.

The selected vendor for this Integration Services (I.S.) webpage content analysis and update project will focus on analysis and review of the site and gathering requirements to make recommendations for changes to the I.S. page, complete

functional specifications, and work with court resources to make approved updates. The vendor will create and maintain documentation for the project

The vendor will work with Integration staff on changes to the page templates and updates to the webpage within the confines of the MN Court Public Website design and governance guidelines.

III. Project Deliverables Milestones and Schedule

The State Integration manager will work with the contracted (resource) to determine the specific and necessary deliverables and the timeframe for the project deliverables. This project is funded under Court Technology fee funding and will be completed in 2016.

The following high level project deliverables will be expected as a result of this project:

1. Create scope document and review with internal staff
2. Document state of current site and site content (as-is)
3. Gather and document requirements from internal and external resources
4. Work with MJB Sr. Content Managers responsible for the MJB Public Website to review available page templates
5. Create conceptual site layout and functional specification (to-be). Review with Integration team.
6. Create and update site content based on requirements from internal and external resources and site analysis
7. Create new I.S pages based on the approved template and content
8. Obtain sign off of new I.S pages from leadership and MJB Sr. Content Managers
9. Create test plan and test new I.S. page templates and information
10. Solicit additional internal and external testing resources as needed

In addition to the above deliverables, the selected (resource) will lead meetings as needed and maintain all necessary communications between team members, the Integration Manager (IT) and others, as necessary.

The project phase/milestones for the projects are initially projected to be as follows:

- | | |
|-------------------------------------------------------------------------------------|---------------|
| 1. Initial planning and scoping | January 2016 |
| 2. Complete analysis of current I.S. pages | February 2016 |
| 3. Internal and external requirements/analysis | March 2016 |
| 4. Conceptual site design and specification | April 2016 |
| 5. Review and approval of site design/content | April, 2016 |
| 6. Select web template and build new pages | May, 2016 |
| 7. Create test plan and test scenarios | May 2016 |
| 8. Coordinate and test new pages | June 2016 |
| 9. Work with MJB Sr. Content Managers to approve changes from Staging to Production | June 2016 |

IV. 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 contract resource is expected to work full-time hours.

- The contract timeframe has an anticipated start date of January 11, 2016 and will be active through June 30, 2016 with the option to extend if needed.

V. Responsibilities Expected of the Selected Vendor

The IT-Integration Manager will work with the contracted vendor to solidify the specific methodology and deliverables during the contracted timeframe.

- All project deliverables will be expected from the vendor and all deliverables will be clearly documented by the vendor
- 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 IT-Integration Manager and will be expected to communicate on a regular basis as determined by the State.

VI. Qualifications and Skills

Master Service Contract Resource Category: Systems Analyst/Business Analyst
Resume must clearly demonstrate the following:

Required Minimum Qualifications:

- Possession of a Bachelor's degree in computer sciences, management information systems or related field or equivalent work experience.
- Exceptional analyst skills and experience
- Significant experience in systems analysis
- Experience in website content review and understanding of writing for the web
- Previous experience working with a content management system (CMS)
- Technical writing skills and ability to understand technical concepts
- Excellent active listening skills
- Flexibility and ability to adapt and respond to change.
- Excellent interpersonal skills and the ability to build and maintain effective working relationships with MJB leadership and all project(s) stakeholders.
- Excellent oral and written communication skills.
- Excellent problem solving abilities.
- Excellent decision making skills.
- Excellent negotiation and persuasion skills.
- Must be highly organized.
- Ability to plan, organize and keep up with multiple tasks and project deadlines with minimal supervision.

Desired Skills:

- Previous experience working with MN Judicial Branch
- Experience working with Government
- Working knowledge of Kentico CMS

VII. Proposal Requirements

- Cover sheet signed by vendor authorized representative and candidate.
- Hourly rate and a total "not to exceed" dollar amount for the proposal based on a contract end date of June 30, 2016
- Resume of assigned individual demonstrating:
 - Required qualifications.
 - Required and desired skills.

- References: Provide three (3) clients you have assisted with same or similar projects
- Conflict of interest statement as it relates to this project.

VIII. Statement of Work Evaluation Process

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

IX. Statement of Work Process and Selection Schedule

- Posting Date on [MJB Court Public Website - Public Notice](#): Friday, Dec 4, 2015
- Deadline for Questions: Thursday, Dec 10, 2015
- Posted Response to Questions: by close of business on Tuesday, December 15, 2015
- Proposal Submission Deadline: 12 o'clock noon on Thursday, Dec 17, 2015
- Proposal Evaluation Begins: Friday, December 18, 2015
- Candidate Interviews: December 28 and 29, 2015
- Subsequent selection as soon as possible thereafter

Amendments

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

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: end of business on Thursday, Dec 10, 2015. 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:

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

Timely submitted questions and answers will be posted on the MJB website by by close of business on Tuesday, December 15, 2015, and will be accessible to the public and other proposers.

Proposal Submission Instructions Proposals must be submitted via e-mail in PDF form no later than 12 o'clock noon on Thursday, Dec 17, 2015 to:

Linda Emeott
 State Court Administrator's Office
 25 Rev. Dr. Martin Luther King Jr. Blvd.
 St. Paul, Minnesota 55155
 Email: linda.emeott@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 initialled in ink by the person(s) signing the proposal.

Deadline; Opening; Public Access. Proposals must be received no later than 12 o'clock noon on Thursday, Dec 17, 2015

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.

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

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