Master Service Agreements
Statement of Work (SOW)
Service Category: Project Management
Project Title: Active Directory Federated Services (ADFS) Implementation

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 project management services for an Information Technology Division project. 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 In the event the Statement of Work is cancelled or withdrawn for any reason, the State shall not have any liability to any proposer for the costs or expenses incurred in conjunction with this Statement of Work or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 Information Technology Division (ITD) of the State Court Administrator’s Office (State), located at the Minnesota Judicial Branch (MJB) through the Fourth Judicial District, is seeking a part-time senior level project manager to manage, coordinate and facilitate the implementation of Microsoft products collectively referred to as Federated Services between three (3) separate business entities represented by and managed individually by Hennepin County Information Technology Department, Fourth Judicial District Information Technology Department and State Court Administrator Office Information Technology Division.

Federated Services is a software configuration developed by Microsoft. It is used by Microsoft Servers to provide users with access to systems and applications located across organizational boundaries.

Project implementation includes three main Federated Trust elements as follows:
- Microsoft Exchange Federation Trust – configure and implement federated services with the ability to share Calendar Free and Busy Information between Hennepin County and the Fourth Judicial District. Create a procedure streamlining Global Address List synchronization between Hennepin County and the Fourth Judicial District.

- Microsoft Skype for Business (formerly known as Lync) Federation – configure and implement federated services with the ability to allow Hennepin County and the Fourth Judicial District to schedule on-line Skype meetings across jurisdictions. To create a security protocol that defines the business impact for all business partners and takes into account business workflows for improved business procedures for on-line meetings.

- Microsoft SharePoint – Establish organizational and application relationships in a secure federated environment between Hennepin County and the Fourth Judicial District. Federation will use a claims-based access-control authorization model to maintain application security and to implement federated identity. The project manager will assist and facilitate the security impacts for the State and the Fourth Judicial District as it relates to access controls.
  o Claims-based authentication involves authenticating a user based on a set of claims about that user's identity contained in a trusted token. Such a token is often issued and signed by an entity that is able to authenticate the user by other means, and that is trusted by the entity doing the claims-based authentication.
  o Configure and implement SSO claims-based authentication access to allow Hennepin County and the Fourth Judicial District to access SharePoint sites within a federated service environment with the goal of eliminating the need for DMZ user accounts. This also includes replacing existing DMZ accounts with SSO credentials where appropriate and necessary.

III. Project Deliverables

The Fourth District Chief Information Officer (CIO) will work with the contracted project manager to determine the specific and necessary deliverables for the project based on how the project is progressing during the contracted timeframe.

The following project deliverables will be expected from the project manager for the projects identified above. It should be noted that the identified projects may not be fully completed in the time period contracted, but must complete at a minimum, the deliverables for the stages determined by the Fourth District Chief Information Officer (CIO), and the State Court Infrastructure Manager and have concrete plans in place for project execution.

The list below indicates all deliverables expected to be delivered for projects that are completed within the contracted timeframe.

- Project Request Form;
- Project Definition Document;
- Project Charter Document;
- Project SharePoint Site;
- Project Governance Documentation;
- Project Work Breakdown Structure Document(s);
- Project Issue Tracking / Reporting Documentation;
- Project Risk Analysis Documentation;
- Project Stakeholder Analysis and Register;
- Project Communication Plan;
- Project Change Request Process and Forms;
- Project Work Plan / Scheduling
- Project Status Reports;
- Project Testing Plan and Testing Scenarios / Scripts (as needed);
- Project Training Plans and Schedules (as needed); and
- Project Closeout Report.

In addition to the above deliverables, the selected project manager will schedule and lead project team meetings and maintain all necessary communications between team members, the Fourth District Chief Information Officer (CIO), the State Court Chief Information Officer, the Fourth District PMO Manager, the State Infrastructure Manager and other State and Hennepin County Information Technology leadership, as necessary.

IV. Project Milestones and Schedule
The project milestones and scheduled completion dates will be based upon:
- scope for each phase of the identified projects
- could vary for each project phase
- Will be negotiated with the Fourth District CIO, the Fourth District PMO Manager and the State Infrastructure Manager.

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

- Project Definition and Initiation Phase: completed 2-4 weeks after start date.
- Project Plans: completed 6-8 weeks after start date.
- Project Execution/Implementation: subject to discussion and negotiation with the Fourth District CIO, Fourth District PMO Manager and the State Infrastructure Manager.
- Project Closure: upon project completion within contracted timeframe, and as negotiated with the Fourth District CIO, Fourth District PMO Manager and the State Infrastructure Manager

V. Contract Work Location and Hours
- The work locations will be at:
  Hennepin County District Court
  C-12 Court Administration
  300 South Sixth Street
  Minneapolis, MN 55415
- Business hours are Monday through Friday, 8:00 AM to 4:30 PM.
- The Project Manager is expected to work the required number of hours to ensure project success. It is expected that the Project Manager will work between 15-25 hours per week for this one project.
- The contract timeframe has an anticipated start date of Monday, July 3, 2017. Contract will run through the end of the state fiscal year, June 30, 2018 with option to extend.
• It is possible that other project opportunities with the Fourth Judicial District may arise but will be determined separately and contracted by addendum.

VI. Responsibilities Expected of the Selected Vendor
• The vendor must initiate and provide a criminal background check for submitted contractors.
• The vendor will provide project activity plan(s) and schedule(s) agreeable to the Fourth District CIO, the State Infrastructure Manager and the Hennepin County IT Security Architect.
• The vendor will assign a primary contact that will be responsible for all formal communications between the vendor and the Fourth District CIO in regards to the contract.
• The vendor and contractor will act in a professional manner and abide by all rules set forth by the Minnesota Judicial Branch.
• The contractor will report to the Fourth Judicial District CIO and will be expected to communicate on a regular basis (as determined by the CIO) with all project stakeholders.
• The selected contractor will follow State disciplines standards, including use of State templates, methods and forms.
• Specific Project Manager duties will include:
  a) Schedule Project Meetings with appropriate agenda items
  b) Track Project tasks and milestones to ensure proper completion
  c) Ensure actions items are successfully completed within the allotted project schedule
  d) Facilitate, coordinate, manage all related project details to ensure the project is completed successfully
  e) Serve as the project communication hub to keep all stakeholders engaged and knowledgeable on important project activities.
  f) Prepare, report and distribute project meeting minutes
  g) Ensure all project deliverables are properly received by the STATE per contract specifications.

VII. Qualifications and Skills
Master Service Contract Resource Category: Project Management
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.
• PMP Certification preferred or working toward certification.
• Minimum of five (5) years significant experience in managing multiple projects.
• Expert experience in creating and managing complex project schedules and project(s) status reporting.
• Ability to adapt to changes in course while maintaining productivity.

Required Skills:
• Exceptional project management skills and project management experience.
• Must have in-depth knowledge of Active Directory Federation Services and Microsoft Federated Trust environments.
Have in-depth knowledge and experience with infrastructure supporting Microsoft Exchange, Outlook, Skype for Business and SharePoint 2013

- Have the ability to understand complex security requirements in general and work with system engineers, architects and managers to develop requirements and specifications.
- 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.
- Must be highly organized.
- Ability to plan, organize and keep up with multiple projects and multiple project deadlines with minimal supervision.
- Ability to resolve conflicting viewpoints and create unity.

**Desired Skills:**
- Previous experience working with MN Judicial Branch
- Experience working with Government
- Other related IT certifications

**VIII. Proposal Requirements**
- Cover sheet signed by vendor authorized representative and candidate.
- Hourly rate and a total “not to exceed” dollar amount for the proposal.
- 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.

**IX. Statement of Work Evaluation Process**
- Skills / Experience (50%)
- Hourly Rate (20%)
- Interview (30%)

**X. Statement of Work Process and Selection Schedule**
- Posting Date on MJB Court Public Website - Public Notice: Wednesday, May 10, 2017
- Deadline for Questions: Monday, close of business, May 15, 2017
- Posted Response to Questions: Wednesday, May 17, 2017
- Proposal Submission Deadline: close of business, Friday, May 19, 2017
- Proposal Evaluation Begins: Monday, May 22, 2017
- Candidate Interviews: Week of June 5, 2017 depending on availability.
- 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 Monday, May 15, 2017. 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:

John Erar  
Chief Information Officer  
300 South Sixth Street  
Minneapolis, MN 55487  
Email: john.erar@courts.state.mn.us

Timely submitted questions and answers will be posted on the MJB website by Wednesday, May 17, 2017 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 Friday, May 19, 2017 to:

John Erar  
Chief Information Officer  
300 South Sixth Street  
Minneapolis, MN 55487  
Email: john.erar@courts.state.mn.us  
No facsimile submissions will be accepted.

d. **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.

e. **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.

f. **Deadline; Opening; Public Access.** Proposals must be received no later than 4:00 P.M. CST, Friday, May 19, 2017. 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.

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

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