

Master Service Agreements

Statement of Work (SOW)

Service Category: System/Business Analyst

Project: Infrastructure Evaluation & Documentation

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 system analyst services for an Infrastructure project led by staff in the Information Technology Division (ITD). 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 In the event the Statement of Work is cancelled or withdrawn for any reason, the State shall not have any liability to any proposer for the costs or expenses incurred in conjunction with this Statement of Work or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), is seeking one (1) system/business analyst to work on an infrastructure inventory and documentation project in preparation for the implementation of a configuration management database (CMDB).

III. Project Deliverables

The following project deliverables are typical and may be expected from any system/business analyst for the projects they are assigned. The work assigned to the system/business analyst will be determined by staff in ITD. Therefore, the list below indicates examples of deliverables that could be required from the contract system/business analysts.

- As-is process flows

- To-be process flows
- Procedural text documents
- Review and update network diagrams; create where necessary
- Review and update system flow diagrams; create where necessary
- Analysis documents of industry standards
- Standard and process recommendation documentation
- Risk analysis
- Gather and create requirements documents

In addition to the above deliverables, the selected system/business analyst may lead portions of the meetings and maintain all necessary communications and status reports to ITD Infrastructure leadership.

IV. Project Milestones and Schedule

The project milestones and scheduled completion dates will be based upon:

- Scope of projects
- number of processes identified for review

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

- As Is process flows and procedural text : completed 4-6 weeks after start date.
- To Be process flows and procedural text: completed 8-12 weeks after start date.
- document identified industry standards and risk assessments: ongoing throughout process to be completed 20-22 weeks after start
-

V. Project Milestones and Schedule

- 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
- System/business analyst hours are Monday through Friday, 8:00 AM to 5:00 PM
- The contract timeframe has an anticipated start date of October 25, 2015

VI. Responsibilities Expected of the Selected Vendor

- The vendor will assign a primary contact that will be responsible for all formal communications between the vendor and the assigned ITD manager.
- The vendor will act in a professional manner and abide by all rules and policies set forth by the Minnesota Judicial Branch.
- The vendor will report to the ITD manager and will be expected to communicate on a regular basis (as determined by designated lead) with all project stakeholders.
- The selected system/business analyst will follow State system and business analyst disciplines, including use of State system and business analyst templates, methods and forms.
- The selected system business analyst should also be familiar with and create flows in Visio.
- The selected System analyst will provide weekly status reports to project and others as necessary

VII. Qualifications and Skills

Master Service Contract Resource Category: System and Business Analyst
Resume must clearly demonstrate the following:

Required Minimum Qualifications:

- Possession of a Bachelor's degree in related field or equivalent work experience.
- Minimum of five (5) years significant experience in system or business analysis.
- Experience with electronic data transfer.
- As-is and to-be process flowing expert
- Ability to adapt to changes in course while maintaining productivity.

Required Skills:

- Exceptional system and business analyst skills and experience
- Exceptional skills in process flowing
- Understanding of network diagrams and infrastructure relationships
- Excellent interpersonal skills and the ability to build and maintain effective working relationships with ITD leadership and all various ITD Architects (Infrastructure, Software, and Integrations)
- Excellent oral and written communication skills
- Understanding of SQL databases, .NET, Visual Studio
- Previous experience with CMDB
- 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 Microsoft System Center
- Knowledgeable about network relationships

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 (10%)
- Interview (40%)

X. Statement of Work Process and Selection Schedule

- Posting Date on [MJB Court Public Website - Public Notice](#): Monday, September 28, 2015
- Deadline for Questions: Friday, October 2, 2015
- Posted Response to Questions: Monday, October 5, 2015
- Proposal Submission Deadline: Friday, October 9, 2015
- Candidate Interviews: Wednesday, October 14, 2015
- 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 Friday, October 2, 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:

Jen VanDemmeltraadt
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 Monday October 5, 2015, and will be accessible to the public and other proposers.

- c. Proposal Submission Instructions** Proposals and resumes must be submitted via e-mail in PDF form no later than Friday October 9, 2015, to:

Jen VanDemmeltraadt
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.

- 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 and resumes must be received no later than Friday, October 9, 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.

- 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.