

Master Service Agreements

Statement of Work (SOW)

Service Category: QA Accessibility Tester

Project Title: QA staff augmentation

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 various Informational Technology Division projects. 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 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 In the event the Statement of Work is cancelled or withdrawn for any reason, the State shall not have any liability to any proposer for the costs or expenses incurred in conjunction with this Statement of Work or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, located at the Minnesota Judicial Branch, requires one (1) Quality Assurance Analyst (QA)/Tester with extensive expertise in Digital Accessibility (DA) to ensure WCAG compliance for several vendor and internally developed applications. The selected QA Analyst will be responsible for delivering accessibility audits and ensuring timely completion of DA testing for critical applications. This role is essential to enhancing the accessibility of applications used across Minnesota Judicial Branch, supporting both compliance and the usability goals of the branch. The list below indicates the projects for which the QA Analyst/Tester would have responsibilities:

- Internally built custom applications.
- Vendor built applications.

III. Project Deliverables

The State QA supervisor will outline specific deliverables per project as work progresses, ensuring all necessary phases of DA testing are met within the contract period. The QA Analyst will be expected to:

- Develop and execute comprehensive DA testing plans for each assigned application.
- Utilize industry-standard DA tools (e.g., Axe, JAWS, NVDA, or comparable) to perform accessibility assessments and document findings.
- Collaborate with development teams to create actionable user story work items based on DA requirements.
- Identify, log, and track accessibility issues using Azure DevOps, ensuring issues are visible, actionable, and prioritized.
- Provide regular reporting on testing progress and DA compliance levels for each application, identifying areas for improvement and recommending remediation strategies.
- Participate actively in team meetings, leading discussions on accessibility best practices, progress, and blockers, and maintaining open communication with development and QA teams.

IV. Project Milestones and Schedule

The QA Analyst's timeline will be adjusted based on the scope and current phase of each application project. Key project milestones will include:

- Accessibility audit completion milestones, including initial assessments, intermediate reviews, and final validation for compliance.
- Specific delivery dates for individual projects, to be negotiated in alignment with project priorities and QA supervisor guidance.

V. Contract Work Location and Hours

- The work locations will be at the address listed below. However, candidate may conduct work from a remote location (per the MSA, must be physically located within the United States).
Minnesota Judicial Center
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 QA Analyst/Tester is expected to work full-time hours during normal business hours unless otherwise agreed in advance with the contract manager.
- The contract timeframe has an anticipated start date of December 2, 2024. Contract will run through end of June 2025 with the possibility of extension.

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 ITD Manager.
- The vendor will assign a primary contact that will be responsible for all formal communications between the vendor and the ITD manager in regard 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 ITD manager and will be expected to communicate on a regular basis (as determined by the ITD manager) with all project stakeholders.
- The selected contractor will follow State disciplines standards, including use of State templates, methods, and forms.

VII. Qualifications and Skills

Master Service Contract Resource Category: QA Analyst/Tester

Resume must clearly demonstrate the following:

Required Minimum Qualifications:

- Bachelor's degree in Computer Science, Management Information Systems (MIS), or a related field, OR equivalent relevant work experience.

Required Skills:

- Exceptional testing and communication skills.
- In-depth knowledge of Web Content Accessibility Guidelines (WCAG) 2.1 standards, with practical experience ensuring WCAG compliance in web and software applications.
- Proficiency in digital accessibility testing tools (e.g., Axe, WAVE, JAWS, NVDA, or other recognized accessibility software).
- Strong understanding of DA compliance, accessibility principles, and techniques, including the ability to clearly articulate and document complex issues.

Desired Skills

- Prior experience working with the Minnesota Judicial Branch or other government entities is preferred.
- Familiarity with accessibility requirements and standards within public sector IT environments, with a focus on enhancing usability and access for diverse user groups.

Additional Duties

- Maintain organized documentation of all testing artifacts, user stories, and accessibility recommendations as required by the QA supervisor.
- Conduct knowledge-sharing sessions with Minnesota Judicial Branch team members to promote sustainable DA practices across teams.

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 (40%)
- Hourly Rate (20%)
- Interview (40%)

X. Statement of Work Process and Selection Schedule

- Posting Date on [MJB Court Public Website - Public Notice](#): November 8, 2024
- Deadline for Questions: November 12, 2024
- Posted Response to Questions: November 14, 2024
- Proposal Submission Deadline: November 20, 2025
- Proposal Evaluation Begins: Thereafter
- Candidate Interviews: At the convenience of both parties
- 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 November 12, 2024 4pm. 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:

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

Timely submitted questions and answers will be posted on the MJB website by November 13, 2024 Noon, 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 November 20, 2024 4pm to:

Erik Reseland
 State Court Administrator's Office
 25 Rev. Dr. Martin Luther King Jr. Blvd.
 St. Paul, Minnesota 55155
 Email: Erik.Reseland@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 November 20, 2024 4pm. 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.