

Master Service Agreements

Statement of Work (SOW)

Service Category: Project Management

Project Title: eHearing Reminder Project (EP223)

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 In the event the Statement of Work is cancelled or withdrawn for any reason, the State shall not have any liability to any proposer for the costs or expenses incurred in conjunction with this Statement of Work or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), is seeking one (1) senior level project manager to manage the EP223 eHearing Reminder project resulting from the need to implement a customized texting and/or email messaging service pilot in the Fourth Judicial District and potentially expanding into a statewide ITD project. This initial Fourth Judicial District Court pilot may expand into the nine remaining judicial districts, a project for which this project manager would be responsible for managing. The bulleted text below describes the project for which the project manager would have responsibilities:

- eHearing Reminder Project
 - Creating a scalable, customized and fully integrated API (with MNCIS) software platform capable of sending texts and/or email messages for a wide range of Court hearings.

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), the Fourth District PMO Manager and the State PMO Manager and have concrete plans in place for project execution.

Therefore, 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 / Schedule (using Sciforma 7.0);
- 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 lead project team meetings and maintain all necessary communications between team members, the Fourth District Chief Information Officer (CIO), the Fourth District PMO Manager, the State PMO Manager and other State 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 PMO Manager.

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

- Project Definition and Initiation Phase: completed to be 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 PMO Manager.
- Project Closure: upon project completion within contracted timeframe, and as negotiated with the Fourth District CIO, Fourth District PMO Manager and the State PMO 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, September 12, 2016. Contract will run through the end of the state fiscal year, June 30, 2017 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 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.
- 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 (40%)
- Hourly Rate (20%)
- Interview (40%)

X. Statement of Work Process and Selection Schedule

- Posting Date on [MJB Court Public Website - Public Notice](#): Wednesday, August 10, 2016
- Deadline for Questions: Friday, August 19, 2016
- Posted Response to Questions: Tuesday, August 23, 2016
- Proposal Submission Deadline: Monday, August 29, 2016, 4:00 p.m. CST
- Proposal Evaluation Begins: Wednesday, August 31, 2016

- Candidate Interviews: Week of September 5-9 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 Friday, August 19, 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:

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 Tuesday, August 23, 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 Monday, August 29, 2016 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 Monday, August 29, 2016, 4:00 p.m. CST. 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.