

Master Service Agreements

Statement of Work (SOW)

Service Category: Application Configuration and Support

Project Title: Oracle HCM Post-Production Optimization

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 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 In the event the Statement of Work is cancelled or withdrawn for any reason, the State shall not have any liability to any proposer for the costs or expenses incurred in conjunction with this Statement of Work or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) Oracle HCM consultant with subject matter expertise in the configuration and set up of Oracle HCM. This consultant will be tasked with completing a number of specific post-production configuration enhancements, documenting instructions for ongoing completion of these tasks, and transferring knowledge to MJB ITD. A significant focus of this work will involve assessing the configuration needs and opportunities with migrating to the Redwood version of HCM.

III. Project Deliverables

The list below indicates all deliverables anticipated to be delivered within the contracted timeframe:

- Conduct analysis of current customizations, workflows, and processes and evaluate the impact of the Redwood Migration.
- Provide leadership and guidance over Redwood Migration. This may include assisting with configuration changes, rewriting of business rules, and other required changes identified as part of the Redwood Migration.
- Prepare thorough documentation of HCM migration decisions, configurations, and customizations and transfer the knowledge required to maintain customizations and configuration to Court staff.
- Provide documentation and training on how existing workflows are configured, how to make changes to existing workflows, and how to set up new workflows.
- Review and reconfigure notifications to ensure routing logic is set-up correctly.
- Provide training and documentation on how to make changes to existing fast formulas and how to create new fast formulas.
- Provide training on approval transactions within the Transaction Console.
- Provide training on the BI Publisher reports and how to troubleshoot issues.

- Conduct thorough review of MJB's current security model set-up, provide guidance on Oracle security best practices, and implement changes as needed.
- Provide detailed documentation that outlines all security roles and the permissions associated with each role.
- Provide training and documentation on security role administration including how to create new security roles and modify existing.
- Troubleshoot and resolve issues around automatically calculated data fields.
- Troubleshoot and resolve hierarchy loop issues within approval workflows.
- Review existing automated processes and provide detailed documentation for each.
- Review the compensation components/compensation plans, provide guidance on best practices and restructure if necessary.
- Create new fast formulas for the Workforce Compensation plans.
- Create custom data fields that can be used throughout the Oracle HCM application and for reporting purposes.
- Provide training on the HCM Experience Design Studio Tool.
- Provide training on how to customize an email notification.
- Configure documents in Recruiting and Onboarding modules to route to Document of Records or the Skills and Qualifications page.
- Create new approval workflows for compensation exception requests.

IV. Project Milestones and Schedule

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

- Will vary for each deliverable depending on the scope and level of effort.

V. Contract Work Location and Hours

- The candidate will primarily work remote with occasional in person meetings at the address listed below:
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 Oracle HCM Consultant 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 16, 2024.

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 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 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: Application Configuration and Support

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.
- Proficient in Oracle HCM software administration with hands-on experience in core modules such as Core HR, Talent Management, and Compensation,
- Proficient in the use and administration of Oracle HCM technical tools including BI Reporting, fast formulas, Visual Builder Studio, and approval workflow configuration.

Required Skills:

- Excellent oral and written communication skills.
- Excellent problem-solving abilities.

Preferred Qualifications

- Oracle HCM Certification is a plus.

Desired Skills

- Experience working with Government.
- Experience with page customizations and Redwood Design Studio.
- Strong understanding of the Oracle HCM security model and best practices.

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 15, 2024
- Posted Response to Questions: November 20, 2024
- Proposal Submission Deadline: November 27, 2024
- 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 15, 2024 noon. 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 20, 2024 4pm, 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 27, 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 27, 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.