

State of Minnesota Judicial Branch
Master Service Agreements
Statement of Work (SOW)

Project Title: PICS Project
Service Category: Quality Assurance Services

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") through its Master Service Agreements program to select a vendor responsible for providing quality assurance activities for the development phase of an Information Technology Division systems replacement project entitled "PICS". 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 (DSS) 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 In the event the Statement of Work is cancelled or withdrawn for any reason, the State shall not have any liability to any proposer for the costs or expenses incurred in conjunction with this Statement of Work or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.

Business Need

The Information Technology Division (ITD) of the State Court Administrator's Office (State), located at the Minnesota Judicial Branch (MJB), is seeking proposals to: create a comprehensive software development Quality Assurance (QA) strategy for an agile environment including continuous integration and release management; assist with creating QA, continuous integration and release standards and processes; assist with related tool selection and configuration; assist with refinement of Agile processes. The goal of the continuous integration effort is to support QA practices through frequent automated builds that identify problems early and management of release efforts to ensure code is easily moved to new environments, proper approvals are obtained, and documentation supports code change traceability and troubleshooting efforts.

The QA vendor will also perform the quality assurance testing tasks on the MJB “PICS” project including but not limited to: creating test plans; creating test cases/scenarios; creating and conducting automated testing; performing regression testing; tracking defects identified; and mentoring ITD staff on testing best practices.

It is expected that these services will be provided by a team of experienced QA professionals.

The PICS project encompasses the building of two separate applications that have similar components but will serve two separate court programs. The projects will be run concurrently with staggered start dates. Development teams will share some resources, including the QA resources. The coding portion of the project is expected to last 18 months. QA and continuous integration strategies, processes, and tools will need to be developed with a focus on both the immediate quality and testing needs as well as the QA needs of the applications post launch.

The PICS application will be built using Agile/Scrum methodology and will include many small releases to end users in lieu of one major release. The selected QA service must be experienced working in a fast paced, fluid agile environment.

Project Background

The list below describes the two (2) systems which are to be built as a result of the “PICS” project:

Court Interpreter Services Program

The Court Interpreter Services Program was established in 1999, as directed in Minn. Stat. § 480.175, and supports STATE’s goal of ensuring people who cannot speak English or are deaf or hearing-disabled have equal access to participate in cases in Minnesota State Courts. More information regarding the Court Interpreter Services Program is available at <http://www.mncourts.gov/Help-Topics/Court-Interpreter-Program.aspx#tab02INeedanInterpreter>.

This project is designed to improve operational efficiencies and effectiveness of the Court Interpreter Services Program in the following areas:

- Interpreter credential tracking
- Interpreter roster management
- Scheduling of interpreter resources
- Interpreter work tracking and verification
- Interpreter invoice creation and verification of invoice accuracy
- Interpreter program management reports

The project has the following goals:

- Ensure court staff is able to easily identify qualified and competent interpreters for specific interpreter assignments.
- Implement scheduling practices that enable an efficient use of interpreters.
- Develop an accurate and verifiable invoicing system.

- Provide accessible, accurate, on-demand reports to assist in program management.
- Develop automated procedures to ensure integrity and security of Court Interpreter Services data and that the system is operating as intended.

Psychiatric Psychological Examiner Services Program

The Psychological/Psychiatric Examiner Services Program strives to provide courts with access to highly skilled and competent examiners for civil commitment and Rule 20 evaluations. The program maintains a roster of examiners who are licensed physicians or psychologists and willing to accept these types of cases and comply with Judicial Branch policies. More information regarding the Psychiatric Psychological Examiner Services Program can be found at <http://www.mncourts.gov/Help-Topics/Psychological-Services-Examiner.aspx>.

This project is designed to improve operational efficiencies and effectiveness of the Psych Services Program in the following areas:

- Examiner credential tracking
- Examiner roster management
- Scheduling of Examiners
- Examiner work tracking and verification
- Examiner invoice matching and verification of invoice accuracy
- Examiner program management reports

This project has the following goals for the Psych Services Program:

- Ensure rostered examiners hold and maintain statutory and STATE requirements for serving on the Roster of Examiners.
- Ensure court staff are able to easily identify appropriate examiners for their counties.
- Track appointment and procurement data of examiners within the new Psych Services database to eliminate the need for ad hoc supplemental systems by districts or counties.
- Develop automated procedures to ensure integrity and security of Psych Services data and that the system is operating as intended.
- Develop an accurate and verifiable invoicing system.
- Develop a comprehensive reporting feature that allows users to easily access database data and create reports.

Project Technology

ITD supports Microsoft Technologies along with some additional 3rd party productivity toolsets. Quality Assurance technology should integrate with Team Foundation Services and fit within Microsoft's Application Lifecycle Management Workflow.

Current Court coding standards are based in C#.Net and also include HTML5, JavaScript,

jQuery, CSS3 and related frameworks.

Project Deliverables

The following project deliverables are typical and may be expected from the QA vendor for the project. The deliverables fall into three general categories: strategic QA work; continuous integration work and release management; and execution of QA strategy. It should be noted that the development for the project has not started. The assignments given to the QA Vendor will be decided upon by the project manager assigned to the project. The list below indicates deliverables that may be required from the QA vendor

QA Strategic Deliverables

- A strategy to implement QA in an agile environment.
- Standards and processes for an appropriate blend of:
 - Test Driven Development
 - Acceptance Test Driven Development
 - Business Agility through Risk-based Testing
 - Behavior Driven Development
 - Scenario Based Testing
 - Performance Testing
 - Test Automation
- Development of a QA implementation road map
- Create best practices and processes documentation
- Assist with the implementation of QA best practices and processes through project team training and mentoring
- Work with Scrum Master regarding Agile process refinement
- QA tool selection and configuration that fit within ITDs technical standards
- Application of agreed upon QA standards and processes to the code developed as part of the PICS project.

Continuous Integration and Release Management

- Creation of a roadmap to implement continuous integration and release management best practices and processes.
- Create best practices and processes documentation
- Configuration of TFS to support continuous integration and release management best practices and processes
- Assist with the implementation of continuous integration and release management best practices and processes through project team training and mentoring

QA Execution Deliverables.

- Create and Maintain project level Test Strategy and Test Automation Strategy
- Create and Maintain project level Test Plan and Test Automation Plan
- Create and Maintain Test Cases/Scenarios
- Identify Testable Acceptance Criteria
- Develop and Execute Automated Test Scripts
- Create Automation documentation
- Document all Test Results
- Create and Track Defects identified through testing
- Create Test Closure Document

In addition to the above deliverables, the selected QA vendor will be expected to:

- Participate in project team meetings.
- Escalate all challenges to the appropriate resource(s) in a timely manner.
- Work with appropriate resources in defining Testable Requirements and Acceptance Criteria.
- Have a complete understanding of all functional and technical requirements and user stories.
- Assist in managing the overall scope of the testing effort;
- Complete required testing documentation and defect tracking in an accurate and timely manner.
- Receive appropriate approval and sign off for all documentation.
- Execute all test cases according to the Test Plan.
- Communicate effectively both verbally and written.
- Perform other duties as assigned by the assigned project manager and the State's DSS Manager.
- Assist ITD in selecting a free or low cost automated QA tools.
- Configure tools as outlined
- Transfer knowledge to ITD staff.
- Coach ITD staff on agile QA best practices.

Project Milestones and Schedule

Final project milestones and scheduled completion dates will be negotiated between the selected vendor the respective project manager and the State's PMO manager. The following is a proposed deliverable and deadline schedule. **Deadlines are calculated from the engagement start date and are not sequential.**

Deliverable	Deadline
QA Strategy Deliverables	
QA Strategy and implementation roadmap	4 weeks
QA best practices and processes documentation	6 weeks
QA tools implementation and configuration	8 weeks
Team QA Training	9 weeks
Continuous Integration and Release Management (CI/RM)	
CI/RM Strategy and implementation Roadmap	4 weeks
CI/RM best practices and processes documentation	6 weeks
TFS Tool configuration	8 weeks
Team CI/RM Training	9 weeks
QA Execution	
QA support for application build	Start: January 2018

The State proposes a team of the following composition and skill sets, but vendor is allowed to propose an alternative solution:

Role	Activites	Engagement Overview	QTY
Quality Assurance Services Engagement Manager	Provide overall leadership, coordination, and management for the QA project and strategic direction. This resource is responsible for maintaining consistency in the standards and processes created by the QA team. The Engagement Manager will also be responsible for communications between the project manager, and on-time completion of QA contractor tasks and deliverables. The Engagement Manager must have the authority to make resource assignments and assign tasks among vendor QA	<ul style="list-style-type: none"> • Heavy involvement during the strategic planning stage. • Several hours per month to provide guidance on continued implementation of the roadmaps and provide QA resource oversight. 	1

	project staff.		
Tool Configurators	Responsible for configuration of selected QA tools and of TFS	<ul style="list-style-type: none"> • Heavy involvement during tool configuration stage. • Little to no involvement after tools are configured. 	Vendor propose
QA Execution Resources	Responsible for working with both development teams on a daily basis. Executes on agreed upon QA strategy.	<ul style="list-style-type: none"> • 18 months , 40 hours per week 	1

Project Location, Working Hours, Contract Timeframe

- The project work location will be at the Minnesota Judicial Center located at 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 Quality Assurance vendor is expected to be readily available during regular business hours. Off-site project work is allowable if approved by DSS Manager.
- Resources assigned to QA execution will be expected to be onsite.
- The contract timeframe has an anticipated start date of December 4th, 2017 and would continue through June 30, 2019.

Responsibilities Expected of the Selected Vendor

- The vendor will provide QA, continuous integration and release management strategy, tool configuration, and strategy execution agreeable to the assigned project manager, the State's DSS manager, and the State's PMO manager.
- The vendor will assign a primary contact that will be responsible for all formal communications between the vendor and the DSS Manager.
- The contractor will act in a professional manner and abide by all rules set forth by the Minnesota Judicial Branch.
- The QA resources will report to the assigned project manager and the State's DSS manager.

Required Qualifications and Skills

All proposed key staff must have a minimum of 10 years working in the quality assurance or related field.

The Quality Assurance Services Engagement Manager will provide overall leadership, coordination, and management for the QA project. This resource is responsible for maintaining consistency in the standards and processes created by the QA team. The Engagement Manager will also be responsible for communications between the project manager, and on-time completion of QA contractor tasks and deliverables. The engagement manager must have the authority to make resource assignments and assign tasks among vendor QA project staff.

Submission Format

The proposal must include the following:

1. Cover page

Master contractor name

Master contractor address

Contact name for master contractor

Contact name's direct phone/cell phone (if applicable)

Contact name's email address

2. Narrative describing the proposer's understanding of the project

Provide a narrative describing the proposer's understanding of the objectives, goals and tasks to demonstrate the responder's understanding of the work required for this project.

3. Experience

a. Describe the firm, its capabilities and its experiences in providing Quality Assurance strategy and execution as well as strategy and implementation of continuous integration and release management best practices and tool configuration. Include a company profile, length of time in business, and core competencies.

b. Please complete the mandatory qualifications matrix below and include in your proposal. If pass/fail requirements are not met, further scoring of the proposal will be discontinued.

d. Include a list of key personnel, and their assigned role, who will conduct the project, detailing their training, work experience and current competency level (intermediate, advanced, or expert). Resumes or other information about project personnel should not contain personal telephone numbers, home addresses or home email addresses. If part of the service will require the use of sub-contractors, identify the contractors, their capabilities and their experiences.

e. Provide current reference information for a minimum of three former or current clients, including the name, address, phone number and email for each.

VENDOR RESPONSE MATRIX	
MANDATORY QUALIFICATIONS:	Provide Dates and Company Name
Vendor must have a minimum of 10 years of experience providing Quality Assurance strategic work and execution within the past 8 years.	

Vendor must have a minimum of five (5) Quality Assurance strategic planning projects successfully completed in the past three years with organizations of similar or larger size than Minnesota Judicial Branch.	
Vendor must have experience working on a minimum of two (2) Quality Assurance strategic projects with governmental or non-profit agencies.	
Vendor must have a minimum of five (5) Quality Assurance strategic planning projects successfully completed in an Agile/Scrum environment.	

4. Work Plan

A high-level work plan that identifies vendor's approach to completing the identified work, the major tasks to be accomplished, completion dates and time estimates. This work plan will be used as a scheduling and managing tool. Cost should not be included in this document

5. Cost Proposal

Provide a line-item budget and budget justification. Include a separate document which includes the role and associated name (if known) of each resource being submitted, their corresponding proposed hourly rate, and the estimated number of hours to fulfill project deliverables. The cost proposal must be submitted as a separate document and not included in any other place in the submission. State the total price of the proposed services. Include estimated number of hours and rate per hour broken down by resource(s) for each of the deliverables identified above.

Statement of Work Evaluation Process

- Vendor's Qualifications score (20%)
- Individual resource experience/training/level of competency of (15%)
- Proposed project approach and work plan (15%)
- Interview (30%)
- Cost (20%)

Statement of Work Process and Selection Schedule

- Posting Date on State MJB Website (<http://www.mncourts.gov> – Public Notices): October 16, 2017
- Deadline for Questions: by close of business on October 24, 2017

- Posted Response to Questions: by close of business on October 27, 2017
- Proposal Submission Deadline: by 12 o'clock noon on November 06, 2017
- Proposal Evaluation Begins: November 07, 2017
- Vendor Interviews: November 14, 2017 thru November 16, 2017
- Subsequent selection as soon as possible thereafter

Amendments

Any amendments to this Statement of Work will be posted on the Minnesota Judicial Branch's public website.

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 the end of the business day (4:30 PM, CST) on February 23, 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:

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

Timely submitted questions and answers will be posted on the MJB website by the end of the business day (4:30 PM, CST) on February 28, 2017 and will be accessible to the public and other proposers.

Proposal Submission Instructions

Proposals must be submitted in writing or via e-mail no later than 12 noon CST on November 06, 2017 to:

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

No facsimile submissions will be accepted.

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.

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.

Deadline; Opening; Public Access. Proposals must be received no later than 12 noon CST on November 06, 2017. Proposals will be opened the following business day. Proposals, once

opened, become accessible to the public, with the exception of trade secret information submitted in accordance with Rule 5, subd. 8(b) of the Minnesota Rules of Public Access to Records of the Judicial Branch. Except for trade secret information submitted in accordance with Rule 5, subd. 8(b) of the Minnesota Rules of Public Access to Records of the Judicial Branch, 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.

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

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