

# LakeCounty

## Purchasing Division

<http://doingbusiness.lakecountyil.gov/>

Please note the submission location is:

**Lake County**

**Attn: Purchasing Division**

18 N. County Street – 9<sup>th</sup> Floor  
Waukegan, IL 60085-4350

Contact information for Lake County Purchasing is:

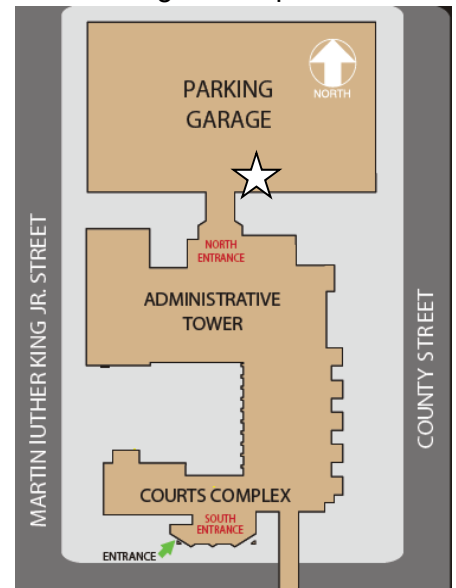
**Purchasing Division**

**Phone 847-377-2992**

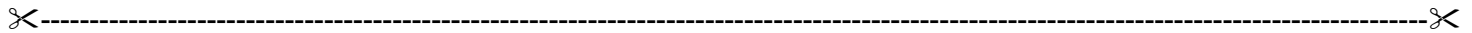
**Fax 847-984-5889**

Email: [purchasing@lakecountyil.gov](mailto:purchasing@lakecountyil.gov)

Waukegan Campus



ALL SUBMITTALS SHOULD BE LABELED ACCORDINGLY. PLEASE USE BELOW LABEL FOR YOUR CONVENIENCE.



<u>BID/RFP No.</u> RFP # 18052	<b>Proposer Name:</b> _____  Lake County <b>ATTN: PURCHASING DIVISION</b> 18 N. County Street – 9 <sup>th</sup> Floor Waukegan, IL 60085-4350
<u>Buyer:</u> Mike Schieve	
<u>Bid/RFP Description:</u> Project Management Services for Implementation of an Integrated Court Case Management System	
<u>BID/RFP Due Date*:</u> July 19, 2018	

**\*Please note: Responses are due at the 9<sup>th</sup> floor reception desk and shall be time stamped by 2:00 p.m. local time on the required due date. Please allow sufficient time for parking, passing through security and arriving at the 9<sup>th</sup> floor.**

**Lake County, Illinois**  
**Request for Proposals # 18052**  
**Project Management Services for**  
**Implementation of Integrated Court Case**  
**Management System**

This Request for Proposal (RFP) is for the purpose of establishing a contract with a qualified firm(s) for project management services for Implementation of an Integrated Court Case Management System for the Lake County 19th Judicial Circuit Court/Circuit Clerk, the State's Attorney Office; and the Public Defender. Firms are encouraged to submit proposals necessary to indicate their interest, experience, and qualifications to perform the work described for any project, service, or combination thereof.

- GENERAL REQUIREMENTS:** Proposers are to submit sealed proposals, to be opened and evaluated in private. Submit one (1) marked Original, one (1) electronic unprotected copy on a USB flash drive, and one (1) redacted copy that can be used to comply with the Illinois Freedom of Information Act (FOIA). Please refer to the FOIA statute, 5 ILCS 140/1 et seq., and specifically Section 7 therein, for an explanation of the information that may be redacted.
- SUBMISSION LOCATION:** Lake County Purchasing Division  
18 N. County Street, 9th Floor  
Waukegan, IL 60085-4350
- SUBMISSION DATE & TIME:** July 19, 2018 at 2 p.m. local time  
Proposals received after the time specified will not be opened.
- CONTACT / QUESTIONS:** All contact and questions regarding the Request for Proposal shall be with the Purchasing Division. Should the proposer require additional information about this RFP, please submit questions on our website at <http://lakecountypurchasingportal.com> by selecting the RFP number and addendum link. Questions may also be submitted via email to [purchasing@lakecountyil.gov](mailto:purchasing@lakecountyil.gov). All questions shall be submitted no less than seven (7) days prior to the RFP opening date.
- CONTENTS:** The following sections, including this cover sheet, shall be considered integral of this solicitation.
- Cover Sheet
  - General Terms and Conditions
  - General Information
  - Scope of Work
  - Submittals
  - Evaluation Criteria
  - Addendum Acknowledgement
  - General Information Sheet
  - References
  - Sustainability Statement
  - Proposal Price Sheet

If your RFP includes any exceptions, proposers must insert an "X" in the following box indicating a submission with exceptions and provide separately a submission with noted exceptions.

☐

NOTE TO PROPOSERS: Any and all exceptions to these specifications MUST be clearly and completely indicated in the Proposer's response to the RFP. Failure to do so may lead the County to declare any such term non-negotiable. Proposer's desire to take exception to a non-negotiable term will not disqualify it from consideration for award.

1. NEGOTIATIONS

Lake County reserves the right to negotiate specifications, terms and conditions, which may be appropriate to the accomplishment of the purpose of this Request for Proposal (RFP).

2. CONFIDENTIALITY

Proposals are subject to the Illinois Freedom of Information Act (FOIA). As such all Proposers responding are asked to submit one redacted copy of their proposal that can be used by the County to respond to any future FOIA requests.

We do not disclose proposals or bids until an award or final selection is made.

Accordingly, please restrict your redactions to trade secrets and commercial or financial information where the trade secrets or information are proprietary, privileged or confidential, or where disclosure of the trade secrets or information may cause competitive harm.

If you do not provide a redacted copy, the Purchasing Department will determine what information should be redacted as proprietary, privileged or confidential in response to a FOIA request. A proposer who fails to provide a redacted copy of its proposal waives its right to maintain any claims against Lake County, its agents or employees for disclosure of this information.

3. RESERVED RIGHTS

Lake County reserves the right, at any time and for any reason, to cancel this RFP or any portion thereof, to reject any or all proposals, or to accept an alternate proposal. The County reserves the right to waive any immaterial defect in any proposal. Unless otherwise specified by the Proposer, the County has one hundred twenty (120) days to accept. The County may seek clarification from a Proposer at any time. Proposer's failure to respond promptly is cause for rejection. The County may require submission of best and final offers.

4. INCURRED COSTS

Lake County will not be liable for any costs incurred by respondents in replying to this RFP.

5. AWARD

Lake County reserves the right to award this contract based on the evaluation criteria set forth herein. Lake County reserves the right to make separate awards whichever is in the best interest of the County. Awards shall be made by the Lake County Board to the responsible Proposer(s) determined to be the most qualified and advantageous to the County.

6. ADDITIONAL INFORMATION

All contact and questions regarding the Request for Proposal shall be with the Purchasing Division. Should the Proposer require additional information about this RFP, please submit questions on our website at <http://lakecountypurchasingportal.com> by selecting the RFP number and addendum link. Questions may also be submitted via email to [purchasing@lakecountyil.gov](mailto:purchasing@lakecountyil.gov). All questions shall be submitted no less than seven (7) days prior to the RFP opening date. ANY and ALL changes to these specifications are valid only if they are included by written Addendum to all Proposers. No interpretation of the meaning of the plans, specifications or other contract documents will be made orally. Failure of any Proposer to receive any such addendum or interpretation shall not relieve the Proposer from obligation under this RFP as submitted. All addenda so issued shall become part of the RFP documents. Failure to request an interpretation constitutes a waiver to later claim that ambiguities or misunderstandings caused a Proposer to improperly submit a proposal.

7. ADDENDUM ACKNOWLEDGEMENT

Any and all changes to the specifications and terms and conditions of this RFP are valid only if they are included by addendum issued by Lake County Purchasing. Proposers shall acknowledge addenda by signing the enclosed Addendum Acknowledgement form. It is the Proposers responsibility to check for addendums, posted on the website at <http://lakecountypurchasingportal.com> prior to the submittal due date. No notification will be sent when addendums are posted unless there is an addendum within three business days of the submittal due date.

8. DISCUSSION OF PROPOSALS AND NEGOTIATION

Lake County may conduct discussions with any Proposer who submits a proposal. During the course of such discussions, the County shall not disclose any information derived from one proposal to any other Proposer. Lake County anticipates conducting negotiations with the successful Proposer. Your proposal should indicate any exceptions taken to this.

9. EXCEPTIONS

Any and all exceptions taken by Proposer to the terms of this RFP are to be identified in writing and included in the list of submittals.

10. CONTRACT TERM

The contract will commence upon execution and continue through completion of implementation. The Proposers shall submit an implementation schedule showing the actual completion date to be submitted to the County for approval. For any year beyond the fiscal year (December 1st thru November 30th), this Agreement is contingent on the appropriation of sufficient funds; no charges shall be assessed for failure of the County to appropriate funds in future Agreement years. At the end of any Agreement term, Lake County reserves the right to extend this Agreement for a period of up to sixty (60) days, for the purpose of getting a new software maintenance Agreement in place.

11. RESPONSIBILITY & DEFAULT

The Proposer shall be required to assume responsibility for all items listed in this RFP. The successful Proposer shall be considered the sole point of contact for purposes of this contract.

12. PURCHASE ORDER AND PAYMENT

The Proposer shall submit invoice(s) detailing the services and products provided, based on the breakdown of items as listed on the Price Proposal Sheets, and based on the Scope of Work. Invoices shall show the purchase order number and the address where the product or services are provided. Payment shall be made in accordance with the Local Government Prompt Payment Act.

13. INTERPRETATION OR CORRECTION OF REQUEST FOR PROPOSALS

Proposers shall promptly notify the Purchasing Division of any ambiguity, inconsistency or error that they may discover upon examination of the RFP. Interpretation, correction and changes to the RFP will be made by addendum. Interpretation, corrections or changes made in any other manner will not be binding.

14. TAXES

The County is exempt from paying certain Illinois State Taxes.

15. TERMINATION

The County reserves the right to terminate this contract, or any part of this contract, upon thirty (30) days written notice. In case of such termination, the Proposer shall be entitled to receive payment from the County for work completed to date in accordance with the terms and conditions of this contract. In the event that this Contract is terminated due to Proposers default, the County shall be entitled to purchase substitute items and/or services elsewhere and charge the Proposer with any or all losses incurred, including attorney's fees and expenses.

16. INDEPENDENT CONTRACTOR

The Contractor is an independent contractor and no employee or agent of the Contractor shall be deemed for any reason to be an employee or agent of Lake County.

17. NON-DISCRIMINATION

The Proposer shall comply with the Illinois Human Rights Act, 775 ILCS 5/1-101 et seq., as amended and any rules and regulations promulgated in accordance therewith, including, but not limited to the Equal Employment Opportunity Clause, Illinois Administrative Code, Title 44, Part 750 (Appendix A), which is incorporated herein by reference. Furthermore, the Proposer shall comply the Public Works Employment Discrimination Act, 775 ILCS 10/0.01 et seq., as amended.

18. INDEMNIFICATION

The Proposer agrees to indemnify, save harmless and defend Lake County, its agents, servants, and employees, and each of them against and hold it and them harmless from any and all lawsuits, claims, demands, liabilities, losses and expenses, including court costs and attorney's fees, for or on account of any injury to any person, or any death at any time resulting from such injury, or any damage to property, which may arise or which may be alleged to have arisen out of or in connection with the work covered by this contract. The foregoing indemnity shall apply except if such injury, death or damage is caused directly by the willful and wanton conduct of Lake County, its agents, servants, or employees or any other person indemnified hereunder.

19. INSURANCE

All Contracts may be subjected to change

The contractor must obtain, for the Contract term and any extension of it, insurance issued by a company or companies qualified to do business in the State of Illinois with an A.M. Best Rating of at least A-and provide the County with a Certificate of Insurance 15 days before the start of the project, and thereafter annually for contracts/projects that will last more than one year. Insurance in the following types and amounts is necessary and/or where applicable:

Workers Compensation (Coverage A) and Employers Liability (Coverage B)

Workers Compensation Insurance covering all liability of the Contractor arising under the Worker's Compensation Act and Worker's Occupational Disease Act at limits in accordance with the laws of the State of Illinois. Employers' Liability Insurance shall be maintained to respond to claims for damages because of bodily injury, occupational sickness, or disease or death of the Contractor's employees, with limits listed below:

Employers Liability

- a) Each Accident \$1,000,000
- b) Disease-Policy Limit \$1,000,000
- c) Disease-Each Employee \$1,000,000

Such Insurance shall contain a waiver of subrogation in favor of Lake County.

Professional Liability – Errors and Omissions

The Engineers/Architects/Consultants for the plans of the project shall be written with limits of insurance not less than the following:

\$ 1,000,000 per claim per policy year

Coverage shall be provided for up to three (3) years after project completion. Policy is to be on a primary basis if other professional liability is carried.

Professional Liability – Cyber Liability

Cyber Liability Insurance for property damage to electronic information and/or data; first and third-party risks associated with e-business, internet, etc., with limits of insurance not less than the following:

\$ 1,000,000 per occurrence limit

Technology Errors and Omissions

The Contractor's Software Developer and/or IT Consultant for the plans, including developing and implementing technology for Lake County, or of the project, shall be written with limits of insurance not less than the following:

\$ 1,000,000 per occurrence limit

20. ASSIGNMENT

The Proposer may not reassign any award made, as the result of this RFP, without prior written consent from the County.

21. JURISDICTION, VENUE, CHOICE OF LAW

This RFP and any contract resulting there from shall be governed by and construed according to the laws of the State of Illinois. Jurisdiction and venue shall be exclusively found in the 19th Judicial Circuit Court, State of Illinois.

22. CHANGE IN STATUS

The Proposer shall notify Lake County immediately of any change in its status resulting from any of the following: (a) Proposer is acquired by another party; (b) Proposer becomes insolvent; (c) Proposer, voluntary or by operation law, becomes subject to the provisions of any chapter of the Bankruptcy Act; (d) Proposer ceases to conduct its operations in normal course of business. Lake County shall have the option to terminate its Agreement with the Proposer immediately on written notice based on any such change in status.

23. DISPUTE RESOLUTION

All issues, claims, or disputes arising out of this Agreement shall be resolved in accordance with the Appeals and Remedies Provisions in Article 9 of the Lake County Purchasing Ordinance.

24. NON-ENFORCEMENT BY THE COUNTY

The Proposer shall not be excused from complying with any of the requirements of the Contract because of any failure on the part of the County, on any one or more occasions, to insist on the Proposer performance or to seek the Proposers compliance with any one or more of said terms or conditions.

25. PRECEDENCE

Where there appears to be variances or conflicts, the following order of precedence shall prevail: Lake County General Terms & Conditions, Lake County Request for Proposal Scope of Work, and the Proposal Response.

26. PERSONAL EXAMINATION

Proposers are required to satisfy themselves, by personal examination of the site as to work involved and the difficulties likely to be encountered in the performance of work under this Agreement. No plea of ignorance of conditions that exist now or hereafter, or of any conditions of difficulties that may be encountered in the execution of the work under this Agreement will be accepted as an excuse for failure to or omission on the part of the Proposer to fulfill in every respect all the requirements and specifications, nor will same be accepted as a basis for any claim for extra compensation.

The Proposer is responsible to investigate and gather all relevant and pertinent information prior to submitting a proposal. By submitting a proposal, the Proposer affirms that they have performed all due diligence and are aware

of all critical factors that may affect the provision of the services as described in the RFP. Such critical factors may include but are not limited to; location, space, utilities, scope of operations, and any other conditions, which may affect the Proposer operations. No allowance will be made for not being familiar with existing conditions to be encountered.

27. PRICING

Pricing shall be included on Proposal Price Sheet.

28. PROGRESS PAYMENTS

Lake County shall make periodic payments to the proposer based upon actual progress within 30 days after receipt and approval of invoice. Said payments shall not exceed the amounts shown in the following schedule, and full payments for each task shall not be made until the task is completed and accepted by Lake County.

29. JOINT PURCHASING

The purchase of goods and services pursuant to the terms of this Contract shall also be offered for purchases to be made by other governmental units, as authorized by the Governmental Joint Purchasing Act, 30 ILCS 525/0.01, et seq. (the "Act"). All purchases and payments made under the Act shall be made directly by and between each governmental unit and the successful Proposer. The Proposer agrees that Lake County shall not be responsible in any way for purchase orders or payments made by the other governmental units. The Proposer further agrees that all terms and conditions of this Contract shall continue in full force and effect as to the other governmental units during extended terms. The credit or liability of each governmental unit shall remain separate and distinct.

Disputes between Proposers and governmental units shall be resolved between the immediate parties.

The Proposer and the other governmental units may negotiate such other and further terms and conditions to this Contract ("Other Terms") as individual projects may require. To be effective, other terms shall be reduced to writing and signed by a duly authorized representative of both the successful Proposer and the other governmental unit.

The Proposer shall provide the other governmental units with all required documentation set forth in the solicitation including but not limited to: performance and payment bonds, Certificates of Insurance naming the respective governmental unit as an additional insured, and certified payrolls to the other governmental unit as required.

30. ECONOMIC OPPORTUNITY PROGRAM

Lake County launched a Buy Local. Build Local. Work Local. initiative in 2013 to increase the outreach and procurement opportunities for businesses located within Lake County, including women-owned businesses and minority-owned business enterprises (L/W/MBE). The overarching objective is to maximize participation from these businesses in the County's procurement process, in accordance with applicable law. The County will take all necessary and reasonable steps to assure that business enterprises defined as L/W/MBE shall have a fair opportunity to participate in County contracts. As part of its Economic Opportunity Program (EOP) commitment the County will make every effort to achieve the following objectives:

- (a) To ensure nondiscrimination in the award and administration of contracts;
- (b) To create a level playing field on which L/W/MBEs can compete fairly for contracts by providing any necessary training and assistance in bid preparation;
- (c) To ensure that the County's EOP is narrowly tailored in accordance with applicable law;
- (d) To establish a means for firms identifying themselves as L/W/MBEs to register for procurement opportunities and work cooperatively with contracted firms to report on measures that demonstrates the County's commitment to its EOP; and,
- (e) To help remove barriers to the participation of L/W/MBEs through notification of contract opportunities.

Successful Proposers are encouraged to work with Workforce Development to post any and all opportunities for



employment on County contracts. Lake County's Workforce Development mission is to foster and ensure the economic prosperity of the Lake County community by maximizing the potential of businesses and workers. As such, Workforce Development provides a key resource for job seekers and employers.

State law mandates an open and competitive bidding process and requires that publicly procured contracts be awarded to the lowest responsible and responsive bidder with no demonstrated preference based on the bidder's location, race and gender.

31. REPORTING REQUIREMENTS FOR AWARDED CONTRACTS

All awarded vendors will identify and report the type of ownership— L/W/MBE, and/or not L/W/MBE for any work that they or their approved subcontractors will perform. In addition, Lake County requests that all awarded vendors provide an accounting of employees assigned throughout the term of the contract in regard to their home address and ethnicity. Lake County may use any data collected to report on potential of businesses and workers benefitting from County contracts.

32. LAKE COUNTY OWNERSHIP OF INFORMATION

All information pertaining to records, property, financial or other information acquired under the scope of this contract shall be strictly confidential and the sole property of Lake County. The Proposer shall return all information to Lake County upon termination, and/or request and shall not utilize any of the information for purposes outside of the scope of this contract or without express approval of Lake County. Upon County request, the Proposer must provide all Lake County data in a documented, standard format.

33. JOINT VENTURES & SUCCESSFUL PROPOSER MERGERS, ACQUISITIONS, DIVESTITURES OR CHANGE IN STRATEGY

In the event a joint venture is proposed, each party to the joint venture must meet all applicable requirements of the RFP. The party submitting the response shall be considered the sole contact for issues relating to this RFP. In the event of a merger, acquisition, divestiture or change in strategy, the successful proposer will state its commitment to continue to provide services.

34. OUT OF POCKET EXPENSES

All out-of-pocket expenses paid by the Proposer during the project will be incurred solely at the Proposers expense.

35. KEY PERSONNEL

Proposer shall not replace any Key Personnel without the County's prior written consent, which shall not be unreasonably withheld. Should one of the Key Personnel be reassigned, become incapacitated, cease employment by Proposer, and/or be unable to perform the functions or responsibilities assigned to him or her, Proposer shall (i) within ten (10) business days, temporarily replace them with another properly qualified employee and (ii) within thirty (30) calendar days, permanently replace the contact. Lake County reserves the right with advance notice, and Proposer having the opportunity to remedy, to request the dismissal and removal of Proposer staff from the project for reasonable cause. Any decision to substitute or replace Proposers Subcontractor for the implementation of proposed solution, will need a prior written consent from the County.



1. INTENT

Lake County wishes to procure consulting services for professional project management services related to the implementation of an Integrated Court Case Management System (ICMS) for the Lake County 19th Judicial Circuit Court/Circuit Clerk, the State's Attorney Office; and the Public Defender. The Project Manager selected will be a dedicated onsite resource that will represent Lake County during the transition, implementation and post-implementation of the selected system. The Project Manager will coordinate all aspects of the implementation process for the County.

2. BACKGROUND

Lake County is located in northeast Illinois, between the Chicago and Milwaukee metropolitan areas. Lake County is home to about 703,000 residents, is governed by a 21-member board and managed by a County Administrator. Lake County is committed to open government and transparency, and the County Board's conservative fiscal policies have allowed the County to maintain fiscal stability and achieve AAA bond rating from Standard & Poor's and Moody's.

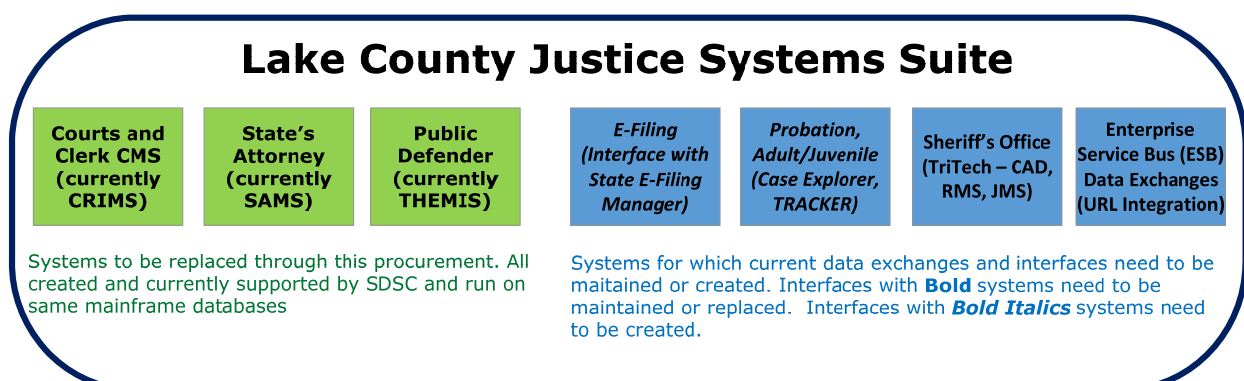
The County issued an RFP to procure an Integrated Court Case Management System for the Lake County 19th Judicial Circuit Court/Circuit Clerk, the State's Attorney Office, and the Public Defender. The RFP sought to identify a qualified technology company to provide a highly configurable system(s) to support court operations and case management through one or all of the following applications. The system may be a large enterprise suite or individual applications integrated together to share information.

- Case Management System for the 19th Judicial Circuit Court/Circuit Clerk for the Criminal, Traffic, Civil, Family and Juvenile Divisions
- Case Management System for the State's Attorney Office
- Case Management System for the Public Defender Office

In addition to new case management applications for the above justice entities, Lake County is also seeking proposals for a new Enterprise Service Bus (ESB) or similar application to support existing and new data exchanges between the three justice entities, their stakeholders, and other related State and County entities.

The Circuit Court and Circuit Clerk's office is also required to interface with the newly-implemented statewide e-filing system mandated by the Illinois Supreme Court. Proposers are invited to explain how their applications will interface with the mandated statewide e-filing system.

The diagram displays the major justice stakeholders and the systems between which interfaces and exchanges need to be maintained, replaced, or created.



### 3. PROJECT TIMELINE

To ensure that that Lake County is able to implement the proposed solution in a timely manner, the Successful Proposer should indicate its ability to meet the deadlines indicated below:

Action Item	Proposed Schedule
Issue RFP	June 7, 2018
Deadline for submission of questions	July 12, 2018
RFP Opening	July 19, 2018
Shortlist Presentation / Software Demonstrations (if necessary)	July 30 <sup>th</sup> – August 3 <sup>rd</sup> 2018
Contract Negotiations	August 6 <sup>th</sup> – 17 <sup>th</sup> 2018
County Board Approval	September 11, 2018
Contract Execution	September 12, 2018.

\*This timeline is subject to change.

### 4. PROJECT STATUS MEETINGS

Personnel from the Proposer and Lake County administration will, as scheduled at a mutually agreed upon frequency, meet to discuss the scope of this project and the progress made by the Proposer in the performance of their obligations hereunder. When ad hoc meetings need to occur, Proposer and Lake County administration will make every effort to accommodate same.

### 5. DELIVERABLES

All deliverables will be articulated in an agreement between the Proposer and the County. The agreement will include the terms and conditions of the RFP and the Proposer's responses to the Scope of Work. The Proposer shall be expected to perform all the work identified in the Scope of Work section of the RFP.

### 6. PERFORMANCE LEVELS/CONTRACTOR EXPECTATIONS

To gain a robust understanding of the needs of the County, the Proposer shall converse or meet with select County staff as requested. The number and frequency of conversations/meetings shall be determined based on direction from Lake County.

### 7. MONITORING

Lake County will monitor performance levels based on progress reviews and milestone reports, as specified in the project plan created by the Proposer.

### 8. ATTACHMENTS

The following attachments are for reference and understanding of the current procurement of the Integrated Court Case Management System. Please note that this is an ongoing open procurement and no further information will be provided at this time.

- a) Internal Governance Structure for ICMS Selection and Implementation
- b) RFP #17209 Lake County Justice Integrated ICMS
- c) RFP #17209 Appendices A-I.

**Expectations of the Project Manager:**

- Serve as a dedicated onsite resource that will represent Lake County during the transition, implementation and post-implementation of the selected system.
- Assist in the development and maintenance of the Project Plan and Resource Plan in conjunction with representatives from the selected ICMS vendor;
- Meet with the various stakeholder to understand the functional requirements of each system. The ICMS Project Manager should have a level of expertise in the management of the leads in the following disciplines – technical, development, configuration, implementation, deployment, user groups and change network.
- Propose and implement an information sharing/management platform to keep all stakeholders engaged and informed of the project status.
- Assist in managing the project scope, deliverables and timeline with assistance from representatives from the selected ICMS vendor;
- Ensure that the project team stays focused, tasks are complete on schedule, and that the project stays on track;
- Coordinate project tasks with the assistance from representatives from the selected ICMS vendor;
- Assist with the coordination of the County's implementation team;
- Function as the main point of contact for the ICMS vendor's Project Manager, and participate in daily project activities and track project tasks;
- At a minimum, hold quarterly meetings with the County's ICMS Executive Steering Committee to update project status, budget status, and to research a verdict on any escalated process decisions that need to be made;
- Oversee the management of the implementation of the ICMS contract including the project budget, initial review of invoices for services, cost control and change orders; develop an escalation path to address critical issues with the ICMS Executive Steering Committee; and ensure that the contract remains on schedule of the approved project plan and deliverables are received in a timely and complete manner;
- Validate vendor invoices reflect the completion of the project milestones prior to payment;
- Ensure the completion of the documentation of workflow processes for each department;
- Manage the aspects of the data conversion;
- Manage the aspects of the software integrations;
- Manage the aspect of the change management;
- Manage the aspect of risk management;
- Provide a tracking report on the following on a bi-weekly basis:
  - Status and performance against scope, schedule, cost baselines, contract, service level agreements and other key performance indicators;
  - Compliance with requirements;
  - resource time and utilization.

Other key aspects of the consulting firm will include the following:

Organizational Change Management

Lake County recognizes that Organization Change Management will be included throughout the duration of the project, and that it will include stakeholder assessment and management, communications, readiness, training, measurement, etc. for sustainable mindset and behavior change. It is the expectation that the Successful Proposer provides resources to work with internal teams to help facilitate organizational change. Such services shall include business process and workflow re-engineering and other organizational change management services as required.

Successful Proposers should demonstrate their ability to provide the following deliverables for this project.

- Change plan
- Target state definition

- Change structure and governance approach
- Change impact assessment
- Change network plan
- Stakeholder (or user) group plan
- Communication plan
- Readiness plan, including change measurement plan
- Training plan, including environment plan
- Behavior change plan

### Project Management

The comprehensive project effort for implementing an Integrated Court Case Management System for the Lake County 19th Judicial Circuit Court/Circuit Clerk, the State's Attorney Office; and the Public Defender include project kickoff, planning, development, testing, implementation, training and support. The Successful Proposer will be responsible for reviewing current internal processes; creating a project plan for implementation, testing and training; providing regularly scheduled status reports and all system related documentation. Each stage of the project will require approval from the ICMS Executive Steering Committee before moving on to the next stage. The various stages of the project have been identified below.

Successful proposers shall submit a plan that demonstrates how project management will be utilized to keep the project on track and be successfully implemented. Please describe your project management methodology and how it can complement and enhance the overall success of the implementation.

### Project Initiation/ Kickoff

- Create and present a detailed project plan that includes scheduling, testing, implementation, training and transition plans.
  - Documenting detailed requirements/scope, including changes
  - Stakeholders analysis and management, especially leadership, working with steering committee (and managing project communications)
  - Business case and value realization management
  - Contract / Service Level Agreement (SLA) management
  - Finance and procurement management
  - Resource management, including contractors (teams, role descriptions, organization/hierarchy, acquisition, on-boarding, training, performance, rewards, roll-off)
  - Supplier/vendor management
  - Work planning, including estimating
  - Managing execution against scope, schedule, and budget baselines and responsibility assignments
  - Risk and issue management
  - Security management, especially data protection
  - Management of work environment(s), including tools, especially for planning, executing, sharing, status
  - Managing deliverables and releases, possibly including stage gates and signoffs
  - Managing quality and defects
  - Managing documentation and knowledge transfer
  - Managing reviews and lessons-learned
  - Managing project closeout and ongoing Organization Change Management
- Project plan will include tasks to move from the current environment to the proposed environment. Tasks will be performed by Proposer and those that will need to be performed by the County and various justice stakeholders should be indicated.
- Present project plan to the ICMS Executive Steering Committee for review and approval.

#### Planning Phase

- Work with staff to gather requirements and establish approved project approach.

#### Development Phase

- Complete all required configuration, customization and data imports.

#### Testing Phase

- Implement the workflow processes for the various justice agency stakeholders in accordance with approved project plan.

#### Training Phase

- Create training plan that includes course descriptions, training agendas and recommended audience
- Deliver training for identified project staff and end users
- Provide training documentation in accordance with approved training plan

#### Project Handoff/ Closeout

- Provide documentation in accordance with the approved project plan
- Present a project closure report for review and approval

#### Ongoing Support

- Provide a strategy for on-site support during and after the initial transition. Describe your experience in establishing a support organization for clients to integrate with the ongoing support provided by the selected ICMS software solution.

**DETAILED SUBMITTAL REQUIREMENTS**

Proposals should be prepared as simple as possible and provide a straightforward, concise description of the proposed products and services to satisfy the requirements of the RFP. Attention should be given to accuracy, completeness, relevance and clarity of content. The proposal should be organized into the following major sections:

- A. Introduction Material and Executive Summary
- B. Company Background
- C. Staffing
- D. Relevant Experience
- E. Project Management Approach
- F. Client References
- G. Exceptions to the RFP
- H. Price Proposal
- I. Value added services
- J. Sustainability Statement

**Introduction Material and Executive Summary**

The introductory material must include a title page with the RFP number, subject, name of the Proposer, address, telephone number, e-mail address, the date, a letter of transmittal and a table of contents. The executive summary should be limited to a brief narrative summarizing the proposal.

**Company Background**

In this section provide information about the company so that the County can evaluate the Proposer's stability and ability to support the commitments set forth in the response to this RFP. Information in this section should contain the following information in addition to the General Information Sheet that is also included as an exhibit to this RFP:

- Company name and location of the corporate headquarters and of the nearest office to Lake County.
- The number of years the company has been in business and the number of years the company has been providing services to the public sector.
- Include information on the company's customer base, such as the number of public sector clients the company serves, the number of local government clients, and the number of public sector clients in the state.
- Identify if the company serves other industries.
- Include a brief summary of the company's organizational characteristics such as the number of employees, their backgrounds, whether the company is privately held, publicly traded, or if it is a subsidiary to a parent company.
- Describe any other business affiliations (e.g., subsidiaries, joint ventures, "soft dollar" arrangements with brokers).
- Describe experience with past enterprise-level on-premise and Software as a Service implementations
- Provide a list of any software vendors for which your firm is a preferred partner/integrator.

**Staffing**

Describe below the Proposer's proposed staffing, as well as any assumptions or needs the Proposer has made regarding capabilities of the Lake County project staff.

Provide resumes of key personnel who will be committed to this project for its duration, including proposed role in the Lake County Justice Automation System project, education, areas of expertise, professional certifications (e.g., project management or JIEM), and other projects on which they have worked and their roles in those projects. During contract negotiations, Proposer must submit any changes to the proposal staffing plan for approval by the County. No

“key” staff member may be reassigned or otherwise removed from the project without explicit written permission of the ICMS Executive Steering Committee.

Lake County must approve, in advance, replacements for key staff members. The Proposer will make every reasonable effort to ensure that the early removal of a key staff member has no adverse impact on the successful completion of this project. Penalties will not apply in cases where the key staff member leaves the contractor's employ, becomes unable to perform job duties due to injury or illness, or Lake County requests that the key staff member be replaced.

All personnel who work on-site or with court or justice system data will be required to complete a criminal background check. Lake County reserves the right to approve or reject any Proposer staff assigned to the project. If the Proposer's assigned staff is rejected by the County, then the Proposer must assign replacement staff based upon a schedule approved by the County.

Each member of the Proposer's team will sign a non-disclosure agreement.

### **Relevant Experience**

Relevant Experience shall clearly indicate the firm and which member on the project team participated in all Relevant Experience submitted. All experience submitted for a team member while in the employment of a different firm shall include their title and role on the project as well as the firm name that held the contract for all work submitted for Relevant Experience.

- Provide a detailed description and project profile sheets for similar projects containing services previously described. Emphasis should be placed on work completed within the last three to five years. Indicate your experience with institutional and governmental projects focused on experience with implementations of complex integrated court case management systems.
- Provide a brief summary of recent experience with three to five completed projects of similar type,
- Including the scope. Summary should describe the following for each of the projects:
  - ⇒ Brief description of project and project management methodology
  - ⇒ Key personnel assigned to project.
  - ⇒ Initial project implementation budget and timeframe.
  - ⇒ Project references including contact person and phone number.
  - ⇒ Date project was completed.
  - ⇒ Key accomplishments in satisfying multiple agency requirements and competing demands of the justice agencies and how these accomplishments resulted in a more successful project.

### **Project Management Approach**

This section of the proposal should include a general discussion of the Proposer's overall understanding of the project they are submitting for, the expectations of the project manager and provide a detailed description of their project management approach. Implementation of the ICMS is anticipated to be a highly complex integration of the workflow processes for the various justice agency partners and require the management of an intricate level of data conversion for each partner. For each task that is identified in the scope of services outlined in the specifications, please identify your firm's approach and response to address the desired service outlined.

- Describe your approach relative to the delegation of responsibility and assignment of authority and interaction points with the Executive Steering Committee and Project Stakeholder Committee. Provide your recommendation for key communication points and meeting schedules for the established committees. Include a listing of key personnel and/or sub consultants proposed for the project team. Include a resume and/or relevant experience of each key team member and a brief description of the tenure or work history among team members.
- Provide an organization chart graphically illustrating how your firm would staff and structure your proposed team for the various stages of implementation of the ICMS. Include delegation of



responsibility and assignment of authority and interaction points with the various stakeholder groups.

- List specific personnel (including sub consultants) proposed for the project team, including the project assignment and role or area of responsibility of each individual. State the current assignments for personnel proposed for the project, and their percentage of involvement at various stages of implementation. Provide a resume for each proposed team member, specifically stating tenure or experience with your firm, experience and qualifications of each individual.

### **Client References**

The County considers references to be an important factor in its decision to award a contract. Proposers should supply references that will be available to speak with the County. Three references should be provided that provided similar type of work completed in the past five years for enterprise-level on-premise and Software as a Service implementations. A reference sheet is included as a submittal as part of this RFP document.

### **Exceptions to the RFP**

All requested information to this RFP must be supplied as this document and subsequent proposals submitted help form the basis for a contract with the selected contractor. Proposers may take exception to certain requirements in this RFP. All exceptions shall be clearly identified in this section and written explanation shall include the scope of the exceptions, the ramifications of the exceptions for the County and the descriptions of the advantages or disadvantages to the County as a result of the exception. The County, at its sole discretion, may reject any exceptions or specifications within the proposal.

### **Price Proposal**

The price proposal cost sheeting included as part of this proposal shall be completed and returned with your response in a separate sealed envelope. Any additional services identified by the proposer shall be delineated separately for the County to consider.

### **Sustainability Statement**

Lake County is committed to green and sustainable practices and good environmental stewardship. Consequently, Proposers are asked to provide a Statement of Sustainability to demonstrate that they are also incorporating sustainability into their firms' practices. A Sustainability Statement form is included as part of the RFP. Proposers are asked to provide a clear description of your firm's sustainable practices, policies, or procedures in the following areas: waste minimization, energy efficiency, water efficiency, staff and education.

The County will conduct a comprehensive, fair, and impartial evaluation of proposals received in response to this procurement effort. All proposals will be evaluated by how well the proposal satisfies the described/stated needs.

#### Evaluation Organization

- a. An Evaluation Committee will be established to score and evaluate the submitted proposals.
- b. The Evaluation Committee may include members from various Lake County departments and justice agencies. The Committee will be responsible for the proposal evaluation (including corporate reference checks).

#### Evaluation of the Proposals

Lake County will evaluate the Proposers response and the extent to which it meets the requirements delineated in this RFP. All proposals submitted in response to this RFP will be scored based on the evaluation factors identified:

#### Evaluation Factors:

- Understanding and ability to meet and/or exceed the scope of work
- Experience with justice agencies of comparable size and complexity
- Experience with enterprise-level on-premise and Software as a Service implementations
- Description of project management methodology and deliverables relative to the scope of work provided herein
- Cost Proposal

#### Short List

The evaluation factors will be used to assist the evaluation committee in determining a short list. Proposers will be notified by the County if they have been selected for the short list. Please note, Lake County reserves the right to not short list any and all Proposers if it is not in the best interest of the County.

#### Interview

Lake County reserves the right, as part of the evaluation process, to ask for additional materials, interview, or schedule site visits to any locations serviced by Proposers. Site visits may be scheduled or unscheduled as determined by the County. If applicable, the County shall contact Proposers to arrange an interview or product demonstration.

#### Additional Investigations

The County reserves the right to make such additional investigations as it deems necessary to establish the competence and financial stability of any firm submitting a proposal including contacting other clients, whether listed as a reference of not, to assess the performance of the vendor and the level of satisfaction of other entities with the project management services solution proposed to Lake County.

#### Best and Final Offer

The County reserves the right to request a Best and Final Offer (BAFO) if additional information or modified terms are necessary for the Evaluation Committee to complete its evaluation and ranking. A BAFO will not be used solely to reduce pricing. If a BAFO is requested, all short-listed proposers, or if the short list process is not used, all qualified Proposers will be provided an opportunity to submit a modified Response. Only one BAFO request will be issued by the County. The information received from the BAFO will be used by the Evaluation Committee to re-evaluate and re-rank the Proposers.



Addendum Acknowledgement RFP # 18059  
The undersigned acknowledges receipt of the following addendum(s):

ADDENDUM #	SIGNATURE

I have examined and carefully prepared the submittal documentation in detail before submitting my response to Lake County.

Submittal Number: \_\_\_\_\_

Company Name: \_\_\_\_\_

Authorized Representative: \_\_\_\_\_  
Signature

Authorized Representative: \_\_\_\_\_  
Print

Date: \_\_\_\_\_

It is the vendor's responsibility to check for addendums, posted on the website at <http://lakecountypurchasingportal.com> prior to the submittal due date. No notification will be sent when addendums are posted unless there is an addendum within three business days of the submittal due date.

If the submittal has already been received by Lake County, vendors are required to acknowledge receipt of addendum via email to [purchasing@lakecountyil.gov](mailto:purchasing@lakecountyil.gov) prior to the due date.

Submittals that do not acknowledge addendums may be rejected.

All responses are to be submitted in a sealed envelope. Envelopes are to be clearly marked with required submittal information.

**PROJECT MANAGEMENT SERVICES FOR IMPLEMENTATION OF ICMS  
GENERAL INFORMATION SHEET**

**JULY 2018**

**AUTHORIZED NEGOTIATORS:**

Name: \_\_\_\_\_ Phone # \_\_\_\_\_ Email Address: \_\_\_\_\_

Name: \_\_\_\_\_ Phone # \_\_\_\_\_ Email Address: \_\_\_\_\_

**BUSINESS ORGANIZATION:** (check one only)

\_\_\_\_\_ Sole Proprietor: An individual whose signature is affixed to this proposal.

\_\_\_\_\_ Partnership: State full names, titles, and addresses of all responsible principals and/or partners on attached sheet.

\_\_\_\_\_ Corporation: State of incorporation: \_\_\_\_\_

\_\_\_\_\_ Non-profit Corporation

\_\_\_\_\_ 501c3-- U.S. Internal Revenue Code

By signing this proposal document, the proposer hereby certifies that it is not barred from responding on this contract as a result of a violation of either Section 33E-3 or 33E-4 of the Illinois Criminal Code of 1961, as amended.

\_\_\_\_\_

Business Name

\_\_\_\_\_

\_\_\_\_\_

Signature

Print or Type Name

\_\_\_\_\_

\_\_\_\_\_

Title

Date

List below other similar size clients for who you have provided similar services in the last three years. The County has a strong preference that references provided be for public sector entities of comparable size and complexity.

Agency Name: \_\_\_\_\_  
Address \_\_\_\_\_  
City, State, Zip Code \_\_\_\_\_  
Telephone Number \_\_\_\_\_  
E-Mail \_\_\_\_\_  
Contact Person \_\_\_\_\_  
Dates of Service \_\_\_\_\_  
# of Employees \_\_\_\_\_

Agency Name: \_\_\_\_\_  
Address \_\_\_\_\_  
City, State, Zip Code \_\_\_\_\_  
Telephone Number \_\_\_\_\_  
E-Mail \_\_\_\_\_  
Contact Person \_\_\_\_\_  
Dates of Service \_\_\_\_\_  
# of Employees \_\_\_\_\_

Agency Name: \_\_\_\_\_  
Address \_\_\_\_\_  
City, State, Zip Code \_\_\_\_\_  
Telephone Number \_\_\_\_\_  
E-Mail \_\_\_\_\_  
Contact Person \_\_\_\_\_  
Dates of Service \_\_\_\_\_  
# of Employees \_\_\_\_\_

Agency Name: \_\_\_\_\_  
Address \_\_\_\_\_  
City, State, Zip Code \_\_\_\_\_  
Telephone Number \_\_\_\_\_  
E-Mail \_\_\_\_\_  
Contact Person \_\_\_\_\_  
Dates of Service \_\_\_\_\_  
# of Employees \_\_\_\_\_

**PROJECT MANAGEMENT SERVICES FOR IMPLEMENTATION OF ICMS  
PRICE PROPOSAL**

**JULY 2018**

The price proposal shall include a total price as a fixed fee for all services delineated in this RFP. The proposer will consider all costs (labor, overhead, administration, profit, travel, etc.) associated with providing the services listed in this RFP. Any hourly rates for services that may not be included shall be provided with the corresponding service and rate. All additional services beyond the initial scope of the project, identified by the Proposer as beneficial to the County, shall be delineated separately for the County to consider.

1. Complete Scope of Work      \$ \_\_\_\_\_

Please delineate Position Title and any services that are options but not included in the original scope of the RFP.

<i>Position Title</i>	<i>Hourly Rate</i>

The County of Lake is committed to green and sustainable practices and good environmental stewardship. Consequently, we are asking Proposers to provide a Statement of Sustainability to ensure our Proposers are also incorporating sustainability into their firms' practices.

#### INSTRUCTIONS

On the following Sustainability Statement form, provide a clear description of your firm's sustainable practices, policies, or procedures. These practices may include, but may not be limited to, the following categories and examples:

Waste Minimization within your office or facilities, such as a recycling programs, double-sided copying, electronic internal communications (i.e. memos), use of recycled-content materials and reusable cups, limiting printing, electronic document management, instituting green purchasing policies, using green cleaning supplies and practices, or reducing packaging in materials you procure or supply.

Energy Efficiency within your office, facilities, or firm, such as lighting retrofits, photo-sensor switches for lighting, effective use of daytime lighting, using Energy Star rated appliances or equipment, using an alternative fuel or having efficient fleet policies, an anti-idling policy, or indoor temperature management (i.e. turning the thermostat up in the summer and down in the winter).

Water Efficiency within the office, facilities, or firm, such as faucet or fixture retrofits, switching from individual bottled water to office water coolers or drinking fountains, and installing drought-tolerant landscaping.

Staff encouraged to adopt sustainable practices and supported by your firm through public transit benefits, bicycle accommodations, telecommuting options, support for green seminar attendance, becoming US Green Building Council LEED accredited, or creating an internal "green team."

Education of your staff about green practices, education of your business peers about your green accomplishments, education of your community by your sustainability, or notice of any environmental awards your firm has achieved.

CONTINUE TO NEXT  
PAGE



## SUSTAINABILITY STATEMENT

---

Attach additional sheets if necessary.

### Waste Minimization

---

---

---

### Energy Efficiency

---

---

---

### Water Efficiency

---

---

---

### Staff

---

---

---

### Education

---

---

---