



May 12, 2023

Ms. RuthAnne K. Hall
Purchasing Manager
Lake County Purchasing Division
18 North County Street
Waukegan, Illinois 60085-4350

Re: Proposed Extension to the Agreement for Professional Services
Project and Organizational Change Management

Dear Ms. Hall:

Mission Critical Partners, LLC (MCP) is pleased to present Lake County (County) with a proposed extension to the original agreement with the County (Contract #18052 Agreement for Professional Services for Lake County, Illinois, fully executed on April 9, 2019, as modified, most recently on November 3, 2022). This proposal provides for extension of the term of the project and organizational change management services to be performed.

Engagement Term

We propose to continue to provide full-time project and change management services on a month-to-month basis for up to five months through go-live of the Integrated Case Management System (ICMS). Subsequent to that, we will provide four months of part-time, post-go-live project management at a reduced rate to establish an ICMS operational group, facilitate the initial road map for future configuration enhancements, transition responsibilities for ongoing ICMS management to Lake County personnel, and complete any final implementation project management activities.

Should it be determined that full-time project management can cease prior to five months, Lake County shall provide MCP 30 days' notice to transition to part-time project management at a stepwise reduced monthly rate. In addition, Lake County may opt out of or curtail the four months of part-time, post-go-live project management with 30 days' prior notice.

Engagement Team

As we have recently discussed, our primary service provider on this engagement team (Mr. Paul Wieser) has commitments that will limit his ability to serve Lake County after May 2023. MCP has invested in ramping up our engagement team to both support ICMS go-live efforts and augment Mr. Wieser's tasks as his time commitment to the engagement decreases. Updated team information is presented in Table 1, below.



Table 1: Adjusted Engagement Team

Team Member	Assignments
Joseph Wheeler	<ul style="list-style-type: none"> Engagement oversight Executive meeting planning and participation
Paul Wieser	<ul style="list-style-type: none"> Executive Steering Committee meeting preparation and facilitation Journal Technologies Inc. (JTI)/Lake County joint meetings <ul style="list-style-type: none"> Executive Project manager
Scott Amore	<ul style="list-style-type: none"> Status tracking and report preparation Project management meeting facilitation
Nancy Crandall	<ul style="list-style-type: none"> Organizational change management Training organization and support

We understand that this change in responsibilities could be disruptive and that there are no perfect substitutions as staff transition to new roles. We propose to review the effectiveness of these assignments with you and the executive sponsors weekly and will adjust assignments based on the feedback that we receive.

Cost

MCP is proposing to maintain the monthly and hourly rates set forth in the original agreement. The total cost of this extension of our project and organizational change management services agreement with the County is proposed at a not-to-exceed amount of \$194,375. The additional duration consists of up to five months of full-time service during implementation.

MCP will provide services and invoices as shown in Table 2, below.

Table 2: MCP Services and Invoice Amount by Month

Project Management and Organizational Change Management Services	Month and Year	Invoice Amount
Implementation	June 2023	\$38,875
Implementation	July 2023	\$38,875
Implementation	August 2023	\$38,875
Implementation	September 2023	\$38,875
Implementation	October 2023	\$38,875
Total Extension		\$194,375



Project Management and Organizational Change Management Services	Month and Year	Invoice Amount
Post-Implementation	November 2023	\$29,894
Post-Implementation	December 2023	\$22,421
Post-Implementation	January 2024	\$14,947
Post-Implementation	February 2024	\$9,342

The hourly rates for all staff classifications will remain as set forth in Contract #18052 Agreement for Professional Services for Lake County, Illinois, Section 4, Net Hourly Rates.

We look forward to continuing to assist Lake County on this critical technology project. If you have any questions regarding our proposal, please do not hesitate to contact me.

Sincerely,

Mission Critical Partners, LLC

A handwritten signature in black ink that reads 'JDK Wheeler'. The signature is fluid and cursive, with the initials 'JDK' being particularly prominent.

Joseph D. K. Wheeler
Vice President, Justice, Management, and Technology Services

Cc: Mr. Todd Schroeder
Ms. Erin Cartwright Weinstein