



Purchasing Division
18 North County Street, 9th Floor
Waukegan, Illinois 60085-4350
Phone 847-377-2992
Fax 847-984-5889
purchasing@lakecountyil.gov

Award Information - 18052

Contract Information

Purchase Description: **Project Management Services for ICMS Implementation**

Contract Start Date: **April 9, 2019**

Initial Term: **2 year**

Term Dates: **April 9, 2019 – April 8, 2021**

Renewals: **One year renewal**

Vendor Information

Company Name: **MTG Management Consultants, LLC**

Address: **810 Third Avenue**

Street Address

600

Suite/Unit #

Seattle

City

WA

State

98104

ZIP Code

Contact Name: **Jim Cabral**

Funding Account
Description:

Budget Information:

Department: **19th Judicial Circuit Court, Circuit Court Clerk, State's Attorney and Public Defender**

Department Contact: **Danny Davis**

Award Amount: **\$933,000**

Bid / RFP Information

Registered Vendors: **48** Responses Received: **6**

Intent:

Lake County solicited formal written proposals to establish a contract to provide Lake County 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.



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Scope of Work:

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.



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Other key aspects of the Consultant 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 Consultant provide 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.

Consultant should 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 Consultant 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. Consultant shall submit a plan that demonstrates how project management will be utilized to keep the project on track and be successfully implemented.

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.

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 Consultant 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.

Department Recommendation:

Lake County Purchasing received and opened six proposals in response to the Project Management Services for the ICMS Implementation. An interdepartmental review team evaluated the proposals based on the criteria identified in the RFP and selected three firms to interview. Following the interviews, the review team re-scored the finalist and selected MTG as the most qualified and favorable for Lake County.