

HTNGUYEN CONSULTING, LLC

February 27, 2020

Lake County Purchasing Division
18 N. County Street
Waukegan, IL 60085

HTNguyen Consulting is pleased to submit this proposal for management consulting and iasWorld system support services to Lake County, IL.

We are grateful for the opportunity to serve the County on this important initiative. Please let me know if you have any questions or require additional information regarding our proposal. I can be reached at 312-451-2452 or, by e-mail at hnguye7@gmail.com.

Sincerely,



Huy T. Nguyen

TABLE OF CONTENTS

A. INTRODUCTION AND EXECUTIVE SUMMARY	2
B. COMPANY BACKGROUND.....	2
HTNguyen Consulting	2
C. SCOPE OF SERVICES	3
D. PRICE AND PAYMENT MILESTONES.....	5
E. ATTACHMENT 1: RESUMES	6

A. INTRODUCTION AND EXECUTIVE SUMMARY

HTNguyen Consulting provides Lake County with nearly 20 years of public sector experience, with a strong focus on local government. Huy will provide consistency and a knowledge of the County's unique business operations and decisions made during the implementation phase. He will continue to leverage his many years of experience and rapport with both County and Tyler Technologies staff, users, consultants, executives, and stakeholders to ensure the iasWorld system functions as intended.

With any large-scale enterprise software system that spans multiple user departments, there will be unique challenges that arise particularly during mission-critical business operations such as billings and collections. During the next 9 months, Huy will provide ongoing iasWorld system support and management consultation services for the Treasurer, CCAO, and Clerk Offices to ensure all mission-critical business operations are performed successfully. Additionally, he will work with department users and Tyler consultants to find opportunities to optimize system functionality and transform business processes to improve overall system and user performance.

B. COMPANY BACKGROUND

HTNguyen Consulting

Proposing Firm: HTNguyen Consulting, LLC

Address: 3261 Brook Rd
Highland Park, IL 60035

Telephone: (312) 451- 2452

Overview and History

HTNguyen Consulting offers the following professional services:

- Management consulting
- Independent project management and/or oversight
- Enterprise business system support
- IT strategic planning
- Business case and return on investment (ROI) analyses
- "As Is" and "To Be" business process mapping and analysis
- Feasibility and alternative solution studies
- Needs assessment and requirements definition studies
- Development of requests for proposal and other procurement documents

- Assistance in evaluation and selection of enterprise software and implementation services
- Contract negotiations
- Organizational change management services
- IT sourcing advisory services
- Communication of strategy and process to stakeholders, including the public, as desired by the County

Huy is a consulting manager with nearly two decades of public sector experience. He specializes in IT market research and assisting public-sector organizations in the evaluation, acquisition, implementation, and support of enterprise software solutions. He possesses substantial knowledge in the areas of financial management, purchasing, personnel administration, payroll, student administration, CAMA, and property tax functions. He has also contributed to industry publications, including "Beyond ROI: A New Framework for Measuring the Value of Technology Investments" in the Government Finance Review and "Planning and Evaluating Technology Investments" a chapter in Capital Project: Planning and Evaluation.

C. SCOPE OF SERVICES

The purpose of this contract is to ensure that the County receives ongoing management consulting and onsite hands-on support of the assessment and tax system during mission-critical business operations of the CCAO, Treasurer, and Clerk Offices. Huy will provide consistency and a knowledge of the decisions made during the implementation phase. His assistance will include:

- ✦ Provide system training and orientation to department users for new and existing functionality. In addition to training existing users, we anticipate training newly hired staff including:
 - Treasurer Financial Accounting Clerk
 - Treasurer Financial Accounting Manager
 - Clerk Tax Administrator
 - Department System Administrators
- ✦ Conduct additional testing and training of new software functionality releases and ensure that scheduling of patches and database refresh do not interfere with Lake County operations.
- ✦ Resolve system issues with users onsite as they arise and escalate to Tyler implementation and support consultants as needed. Issues will be tracked via the Tyler Customer Support portal as well as a separate spreadsheet log.

- ✦ Optimize system functionality by leveraging tools and features (e.g., dashboard gadgets, Inquire reports, batch processes, etc.) to improve user performance, reduce processing times, and increase efficiencies , including:
 - Create custom Inquire reports of Treasurer GL accounts and balances
 - Create custom Inquire reports of Clerk GL accounts and balances
 - Configure dashboard gadgets to monitor and address outstanding tasks, such as:
 - Pending refunds
 - Scheduled property assessment hearings
 - Pending tax adjustments
- ✦ Reengineer department business processes and develop department-specific business process workflow diagrams, where applicable, to better leverage system functionality, including:
 - Treasurer’s daily tax collections reconciliation
 - Treasurer’s mobile home payment processing
 - Clerk’s redemption payment processing
 - Clerk’s quarterly and annual financial settlement and distribution
 - Clerk’s “Greenbook” payment processing, settlement, and distribution
- ✦ Develop and/or update user guides, including:
 - Treasurer financial accounting processes
 - Clerk financial accounting processes
 - Batch reports for annual rollover processes
- ✦ Monitor the test environment to ensure that changes to screens, data and modifications have been properly updated by Tyler so that the County is always testing a complete set of updates. Request, as needed, test guides for each tester so that it is clear what has been updated and what has not.
- ✦ Facilitate meetings between department users, Tyler Customer Support, and Tyler Implementation Consultants to close out any outstanding implementation tasks and transition to Customer Support;
- ✦ On request: Schedule and conduct meetings, follow up on all outstanding items, participate in stakeholder meetings, update the County project site, ensure Tyler has updated versions of its deliverables uploaded in a timely fashion.

D. PRICE AND PAYMENT MILESTONES

PRICE

This proposal includes a team consisting of one senior consultant at an hourly rate of \$170 per hour.

D1. This proposal sets aside a bucket of 720 hours, to be expended on services for which the County may request assistance.

- An average of 80 hours each month, starting from March 2020 to November 2020, estimated at \$13,600 per month.
- The number of billable hours will fluctuate higher or lower this period depending on client demand and requirements. It is expected that the average will be higher during the busy months of property assessment and appeals, tax extension, billing, collections, and distribution.
- These services will only be performed as needed to support ongoing business operations and rollout of new/additional system functionality during mission-critical business operations (i.e., property assessments, month/annual distributions, tax sale, end-of-year settlement reporting)
- These services will only be performed at the request of the Treasurer, Clerk, and CCAO Offices.
- This is a time and materials agreement. Only expended hours are billed; work will end when the hours are depleted or on November 30, 2020, whichever comes first.
- Not-to-exceed pricing includes all costs (labor, material, overhead, administration, profit, travel, etc.).

Total	Assumptions
Not to exceed \$122,400 through November 30, 2020	Senior Consultant for activities outlined in section C: Scope of Services and section D1

E. ATTACHMENT 1: RESUMES

Huy Nguyen

PROFILE

Huy Nguyen specializes in IT market research and assisting local governments in the evaluation and acquisition of enterprise software solutions. He possesses substantial knowledge in the areas of property tax administration, financial management, purchasing, personnel administration, payroll, and student administration functions. Huy has lead and managed a number of technology procurement consulting projects, including Fairfax County, VA; City of Newport, RI; Montgomery County, MD; Polk County, IA; City and County of San Francisco, CA; City of Des Moines, IA; and Leon County School District, FL. These consultations involved the areas of needs assessment/business case analysis, RFP/business requirements development, business process mapping, proposal assessment, and market research.

PROFESSIONAL OVERVIEW

Independent Managing Consultant

10/2008-present

Contract with multiple public sector consulting firms to serve as lead consultant or project manager on consulting engagements. Services provided include software implementation project management, market research, business process mapping, requirements development, RFP development, software evaluation, and contract negotiations in the areas of Enterprise Resource Planning (ERP), property tax, Citizen Relationship Management (CRM), and Human Services systems (HSS).

A sample of clients includes:

- Polk County, Iowa
- Linn County, Iowa
- City of Des Moines, Iowa
- City of Omaha, Nebraska
- City of Carlsbad, San Diego

Government Finance Officers Association (GFOA)

Manager/Senior Consultant

10/2003-10/2008

Provided consulting and implementation advisory services in the implementation of transformational information software systems, including, finance, HR, payroll, property tax, and CRM.

- Managed project staff, deliverables, reports, and client relations.
- Mapped and analyzed hundreds of client's "As Is" business processes.
- Assisted local governments and K-12 school districts procure integrated information systems.
- Assisted dozens of cities, counties, and K-12 school districts select large-scale ERP systems such as SAP, SunGard Bi-Tech, Oracle EBS, and Lawson.
- Developed Needs Assessments/Business Cases, RFPs, and business requirements.
- Developed over 3,000 unique business requirements for dozens of clients such as the City/County of San Francisco, CA; Humble Independent School District, TX; Montgomery County, MD.
- Performed detailed assessments and comparisons of vendor proposals.
- Facilitated vendor software demonstrations at client sites, including Oracle EBS, SAP, Lawson, etc.
- Researched technology issues and authored articles relating to government organizations in the GFOA's Government Finance Review (GFR) and online market research reports.
- Developed and implemented an innovative business case development methodology.

- Conducted market research projects regarding the effectiveness of industry leading ERP solutions.

Huy Nguyen

AWARDS AND HONORS	
Phi Eta Sigma Honor Society	
National Scholars Honor Society	
Dean’s List	

ARTICLES	
"Beyond ROI: A New Framework for Measuring the Value of Technology Investments" in the Government Finance Review. Vol. 20, No. 6, December 2004.	
“Planning and Evaluating Technology Investments” a chapter in Capital Project: Planning and Evaluation. 2007.	

CREDENTIALS	
Masters of Public Administration, Concentration in Management	University of Illinois at Chicago 2005 Information Technology
Bachelor of Science in Economics	University of Illinois at Urbana-Champaign 2003