



March 16, 2021

Ms. RuthAnne K. Hall
Purchasing Manager
Lake County, Illinois
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:

MTG Management Consultants, LLC, is pleased to present Lake 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). This proposal provides written notification of the acquisition of MTG by Mission Critical Partners, LLC (MCP), and confirms our commitment to the scope of project and organizational change management services to be provided, project staffing, and the cost structures of the original agreement.

Transfer of Controlling Interest in MTG

As we have discussed, Mission Critical Partners recently purchased controlling interest in MTG. MTG continues to operate as a legal entity and continues to be bound by and to meet obligations that it has made and makes with clients, including Lake County.

Scope of Work

We anticipate, given the time that has elapsed and events that have occurred since the original agreement was executed, that there may be concern that MTG's commitment to the original scope of work has wavered. We are proposing to maintain the scope of work set forth in Section 2 of the original agreement.

As requested by Lake County, we propose in addition to provide post-implementation project management services after the go-live of the Integrated Case Management System (ICMS) for a period of 4 months. This will involve starting up an ICMS operational group (as yet to be formed), facilitating the initial road map for future configuration enhancements, transitioning responsibilities for ongoing ICMS management to Lake County personnel, and winding down implementation project management activities.

Project Team

Two months ago, the ICMS project entered into a phase of configuration build-out and simulations that are designed to incrementally extend across the entire caseload of the 19th Judicial Circuit, the Clerk's Office, the State's Attorney's Office, and the Public Defender's Office. From this summer onward, organizational change management tasks will ramp up as the preparations for go-live require planning and implementation for skills development and training. Given the current state and phase of the ICMS project, we expect a material increase in the workload involved in the MTG scope of work. To meet this demand, we propose to maintain the existing project team,¹ increase the involvement of some existing team members, and introduce additional team members as needed.

We are proposing the addition of Ms. Donna G. Edgar to assist our existing project team. She is currently a subcontractor working for MTG on multiple engagements, including this one. Ms. Edgar has been assisting in the configuration activities required for the initial simulations in probate case types that started in February 2021.

Projected Schedule

We project that monthly implementation project management and organizational change management services will extend from April 2021 to the projected ICMS implementation in March 2022. Therefore, we propose 12 months of services beginning April 1, 2021, and, as requested, an additional 4 months of post-implementation project management and organizational change management services beginning the first of the month after go-live on ICMS and ending in July 2022.

Cost

The total cost of this extension of our project management and organizational change management services agreement with the County is not to exceed \$543,104 for a total duration of 16 months. MTG is proposing to maintain the monthly and hourly rates set forth in the original agreement. We propose to provide project management services after go-live at an increasingly discounted rate for 4 consecutive months.

¹ In the process of the acquisition of MTG by MCP, all employees were offered employment with MCP. Two of our team members have chosen not to accept that offer – Mr. Paul M. Wieser and Mr. James E. Cabral Jr. Instead, we have contracted with Mr. Wieser to continue to serve in his current role on this project. Mr. Cabral will remain an MTG employee through April 30, 2021.

MTG will provide services and invoices as shown in Table 1 below.

Table 1: MTG Services and Invoice Amount by Month

Project Management and Organizational Change Management Services	Month	Amount
Implementation	April 2021	\$38,875
Implementation	May 2021	38,875
Implementation	June 2021	38,875
Implementation	July 2021	38,875
Implementation	August 2021	38,875
Implementation	September 2021	38,875
Implementation	October 2021	38,875
Implementation	November 2021	38,875
Implementation	December 2021	38,875
Implementation	January 2022	38,875
Implementation	February 2022	38,875
Implementation	March 2022	38,875
Post-Implementation	April 2022	29,894
Post-Implementation	May 2022	22,421
Post-Implementation	June 2022	14,947
Post-Implementation	July 2022	9,342
Total:		\$543,104

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 the County on this critical technology project. If you have any questions regarding our proposal, please do not hesitate to contact me.

Very truly yours,

MTG Management Consultants, LLC
A Mission Critical Partners Company



Joseph D. K. Wheeler
Senior Partner

Cc: Mr. Todd Schroeder
Ms. Erin Cartwright Weinstein

JDW/kak/6375.002/307566