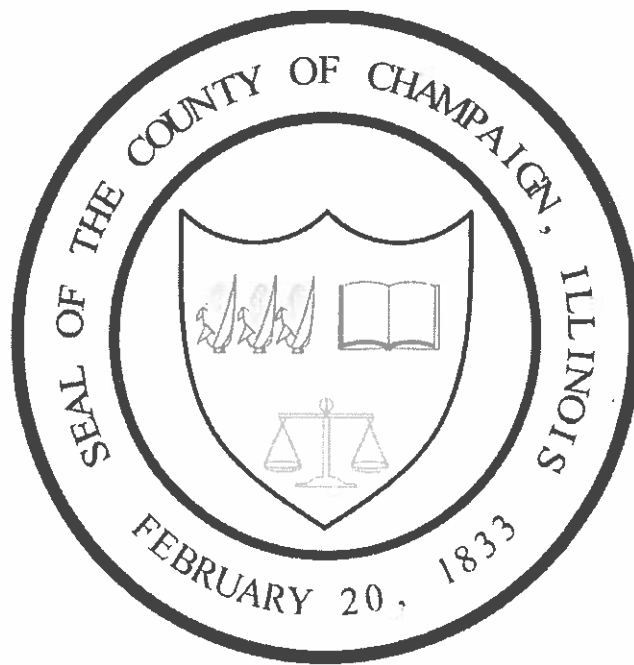


Request for Qualifications

Case Management System Consultant



RFQ 2023-003

Issued Date: May 19, 2023

Sealed Proposal Due Date: June 20, 2023 – 10:00 a.m.

REQUEST FOR QUALIFICATIONS (RFQ 2023-003)

Case Management System Consultant

The County of Champaign invites you to submit proposals in accordance with the general requirements and proposal format as documented within this Request for Qualifications (“RFQ”). Carefully read the attached information and follow the procedures as outlined to be considered for evaluation and selection.

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EXECUTIVE SUMMARY

The County of Champaign, a body corporate and politic, hereinafter "County" will accept sealed proposals from qualified vendors and service providers, hereinafter "vendor," for consultation and advice related to the future direction of development for the County's integrated justice system. "System users" refers to all agencies within the physical boundaries of Champaign County that use the County's current integrated justice system.

Background: The County began consideration of an integrated justice system in 2001. The current system in use was implemented in 2009. Nearly 600 system users from many different agencies rely on the system, which was designed with a workflow tailored to each department and contains hundreds of thousands of images. The County is also in the process of adopting an e-citation system to integrate traffic tickets and reporting within our integrated justice system.

The Champaign County justice system maintains a case management component and an interface with the e-filing portal referred to as Odyssey E-File and Serve operated by Tyler Technologies (Plano, Texas).

Both the criminal and civil integrated justice systems include a financial component, for tracking assessments and payments through multiple stages of case processing between several departments. Additionally, both have reporting requirements to state agencies including the Administrative Office of the Illinois Courts, the Secretary of State, and the Illinois State Police, among others.

Because of its age, the County is in a position at this time to consider strategies to address the functionality and longevity of our existing system. We need to understand our options regarding replacement (e.g., purchase a commercial, off-the-shelf product; re-write a new system to the County's specifications; combine best-of-breed options; or a solution not here described).

A non-exhaustive list of components and issues for examination is contained in Appendix B.

The scope of this Request for Qualifications (RFQ) does not include the selection of a particular replacement product; rather, the County seeks an analysis and guidance regarding the recommended path for retention/replacement/re-development.

INTRODUCTION

The County of Champaign is issuing this Request for Qualifications to qualified firms and/or individuals interested in providing consulting services related to the future direction of the county's case management system used by the offices of the Circuit Court/Judiciary, Circuit Clerk, State's Attorney, Public Defender, and Probation and Court Services.

The purpose of this Request for Qualifications is to ascertain which consultant can best analyze the information technology needs of the justice-related departments, make recommendations tailored to those needs, and assist in the preparation of a Request for Proposals (RFP), if recommended. This RFQ does not include the selection of a vendor to replace the current case management system.

INSTRUCTIONS TO PROPOSERS

1. All proposals must be submitted to

Lori Hansen
Court Administrator
101 E. Main Street
Urbana, IL 61801

All questions regarding the proposal shall be directed in writing to (e-mail preferred)

Lori Hansen
Court Administrator
101 E. Main Street
Urbana, IL 61801
lhansen@co.champaign.il.us

2. All responses to this RFQ must be delivered in a sealed envelope clearly labeled “**RFQ 2023 – Court Case Management System Study**” in accordance with the timeline listed below. One (1) original and three (3) hard copies of your response, and one (1) digital/electronic copy of your response to this RFQ must be submitted. Proposals arriving after the deadline will not be accepted.
3. Proposals should be prepared simply and economically, providing a straight-forward, concise description of provider capabilities to satisfy the requirements of the RFQ. Emphasis should be on completeness and clarity of content.
4. An authorized representative of the firm must complete and sign the proposal.
5. All information submitted in a proposal, or in response to the RFQ, will be handled in accordance with applicable Illinois statutes, including but not limited to the Freedom of Information Act. Any proposed restrictions on the use of data contained within a proposal must be clearly stated at the top and bottom of each page of the proposal.
6. To the extent permitted by law, it is the intention of Champaign County to withhold the contents of the proposals from public view until such time as competitive or bargaining reasons no longer require non-disclosure, in the opinion of Champaign County, presumably after final selection and award have been made. At that time, all proposals will be available for review in accordance with the Illinois Freedom of Information Act.
7. The Court Administrator will notify appropriate firms if the county wishes to interview them and will establish the timeline for those interviews. We may invite select consultants to participate in web-based demonstrations or in-person reviews to better understand the proposed solution, the organization, and the relevant experience of select respondents.
8. Failure to comply with any part of the RFQ may result in rejection of the proposal as non-responsive.

9. In submitting qualifications, it is understood by the undersigned that the right is reserved by the County of Champaign to accept any qualifications, to reject any and all qualifications, and to waive any irregularities or informalities which are in the best interests of the County of Champaign.
 - Proposer, and any and all subcontractors herein, shall not be affiliated with, have a financial interest in, or be a former employee, within the past 5 years of the date of this RFQ, of any proposed software solution vendor or software development team that may be proposed as a solution for this project.
10. Champaign County reserves the right to amend, modify, or cancel this RFQ at any time.

MINIMUM QUALIFICATIONS

The County encourages proposals from all firms with experience in the scope of work outlined in this RFQ. Please complete Appendix C and return with Proposal. Minimum qualifications include the following:

- Familiarity with court system information technology needs assessments, industry knowledge of justice-related case management systems, and prior experience working with court systems;
- Prior experience and success in conducting similar work with similar-sized clients; and
- Adequate resources, including personnel, facilities, equipment, financial stability, and other related factors.

SELECTION CRITERIA

Proposals from firms meeting this RFQ's minimum requirements are solicited. The County's selection team will screen all proposals and evaluate them on the criteria outlined below. Proposal evaluation criteria will include

1. Compliance with the RFQ minimum qualifications;
2. Expertise and composition of project team - minority and female-owned businesses are encouraged to apply;
3. Demonstrated ability to provide services for a county the size of Champaign with similar scope of activities;
4. The accuracy of the firm's perception of the County's needs and the firm's method(s) for meeting those needs;

5. References for past work;
6. A fee proposal for providing the requested services;
7. The availability of other related support services;
8. Any other information provided that the County may deem valuable;

TERMS AND CONDITIONS

1. The County reserves the right, at its sole discretion, to terminate this process at any time, or reject any and all proposals without penalty, prior to the execution of a contract acceptable to the County. Final selection will be based on the proposal that best meets the requirements set forth in the RFQ and are in the best interest of Champaign County.
2. The County reserves the right to request clarification of information submitted and to request additional information of one or more applicants.
3. Champaign County reserves the right to enter into discussions and/or negotiations with one or more qualified bidders at the same time. Firms whose proposals are not accepted will be notified as soon as the awarded contract has been approved.
4. A vendor may use disclosed sub-contractors; however, awarded vendor shall not transfer the resulting contract or performance of contract to another individual or firm; nor shall the awarded vendor change or subcontract any portion of the awarded contract during the contract period without consent of the County.
5. Any proposal may be withdrawn up until the date and time set above for the opening of proposals. Any proposal not so withdrawn shall constitute an irrevocable offer, for a period of 90 days, to provide the county the services set forth in the attached specifications, or until one or more of the proposals have been approved by the county, whichever occurs first.
6. Any agreement or contract resulting from the acceptance of a proposal shall be on forms either supplied or approved by the County and shall contain, as a minimum, all applicable provisions of the RFQ. The County reserves the right to reject any agreement that does not conform to the RFQ and any County requirements for agreements and contracts.

INDEMNIFICATION: Any agreement or contract approved by the County shall include indemnification terms containing the following or similar language: The Vendor shall indemnify the County, agents, servants, employees and all elected officials of the County, and shall defend, save and hold the Indemnitees harmless from and against any claim, suit, legal proceeding, judgment, decree, loss, cost, damage or expense (including, but not limited to, reasonable attorney's and other costs and expenses incident to the investigation or the

defense of any claim, suit or legal proceeding) arising from or growing out of the injury to or death of any person or the damage to any property (including, but not limited to, property of the Vendor) caused by the negligent acts or omissions of the Vendor, any subcontractor of Vendor or anyone directly or indirectly employed by any of them or anyone for whose acts any of them may be responsible or liable, except to the extent caused by the sole negligence of the County, its elected officials, officers, employees and agents. The obligations of the Vendor described in this paragraph shall not be construed to negate, abridge or otherwise reduce any right or obligation of indemnity which would otherwise exist as to any party or person described in this paragraph. In any and all claims against the County or any of their servants, agents or employees, and elected officials by any employee of the Vendor, any subcontractor of Vendor, any person or organization directly or indirectly employed by any of them to perform or furnish any of the work or anyone for whose acts any of them may be liable, the indemnification obligation under this paragraph shall not be limited in any way by any limitation on the amount of type of damages, compensation or benefits payable by or for Vendor or any such subcontractor or other person or organization under workers' or workmen's compensation acts, disability benefit acts or other employee benefit acts.

7. The County shall not be responsible for any costs incurred by the firm in preparing, submitting, or presenting its response to the request for qualifications.
8. The successful proposer will be required to provide evidence of sufficient insurance for General Liability, Employer's Liability, and Errors and Omissions Insurance within five (5) working days following notification of its offer being accepted; otherwise, Champaign County may rescind its acceptance of the proposer's proposal. The vendor will also be required to provide Workers' Compensation Insurance in accordance with Illinois State Law. Insurance requirements are attached as Appendix A.
9. Champaign County requires all bidders to comply with the Equal Opportunity Affirmative Action and Fair Employment Practices regulations of the State of Illinois and federal government.
10. The County is exempt from all federal, state, and local taxes.

SCOPE OF SERVICES DESIRED AND DELIVERABLES

We expect that the needs assessment scope of work will include the components listed below. Any additional work that a prospective firm believes is required should be clearly articulated in the proposal. Additional information is included in Appendix B.

- Evaluate current system
- Interview stakeholders/users
- Conduct needs assessment
 - Include budget assistance elements
- Identify points of failure and critical needs during transition

- Establish realistic timeline

To accurately assess the justice information system needs of the County, the consultant must apply expertise and current legal, political, and technical standards to information collected from system users. Influencing factors (e.g., statutory changes, technological changes, competitors in the marketplace, e-business initiatives) should be identified. A cost-benefit analysis should account for direct and indirect costs and should compare the cost of retaining the current system with the purchase of a new system. High value should be placed on the relative ease of analyzing and integrating data seamlessly.

The deliverables sought include recommendations for a new system or the modification of the current system to best suit the County's needs while remaining cost-effective. The recommendation should provide guidance regarding the optimal approach for the County and system users: a) purchase commercially available software, b) use a combination of commercially available software and customized software, c) retain the current case management system with or without modifications, or d) a solution not described herein. If a new system is recommended, the successful consultant will assist with the preparation of an RFP for a new vendor and use its knowledge of the industry to assist in selection of a vendor from among the RFP applicants.

PROPOSAL FORMAT

The proposal **must** be organized in the order as described below. To be considered substantive, the proposal must respond to all requirements of this part of the RFQ. Other information thought to be relevant, but not applicable to the enumerated categories, should be provided as an appendix to the proposal.

Proposals should include the following, in this order:

1. Brief company history and description, including size and number of employees, and responses to the above-outlined Minimum Qualifications (including completed Appendix C);
2. Any information on prospective conflicts of interests, including existing or financial relations with equipment vendors, independent service providers or other firms or with any representative (official, employee, or agent) of the County of Champaign;
3. Three references from previous similar projects that include a brief description of the project, the timeframe for completion (actual dates), the cost of the project, and the contact information for the reference. Please use the attached Vendor Reference Form.
4. Detailed work plan to complete the entire Scope of Work to include a project timeline with deliverables and key milestones. List tasks to be accomplished and the

budget hours to be expended for each task. At least one public presentation in front of the Champaign County Board should be anticipated to close out the project.

5. Name of project manager, resumes for project team members, and relevant certification information for each. Outline the project management approach that your company will employ to execute this project.
6. Fee schedule: Provide detailed cost estimate of the project, including known project expenses, professional hourly rates and multipliers and estimated service/task hours with a "Not to Exceed" cap or a cost per deliverable. Other ancillary expenses related to the completion of the study will be discussed on a case-by-case basis.
7. Commit to working closely with the County's stakeholders and outline estimated time commitments from critical partners. Clearly define any assumptions for the provision of information, materials, or research by the County, and which resource you anticipate will provide the materials. If survey work or local data collection is anticipated, please provide details on experience in this area and the requirements of the County that will be needed to complete.
8. An explanation of what distinguishes the services the submitting firm can provide from other firms.

SCHEDULE

Event	Date	Time (CDT)
RFQ released	May 19, 2023	
Last day for clarifying questions	May 30, 2023	12:00 p.m. (noon)
Answers to vendor questions via email	May 31, 2023	4:00 p.m.
RFQ responses due	June 20, 2023	10:00 a.m.
Notice of Intent to Award	July 21, 2023	4:00 p.m.
Anticipated commencement of services	September 2023	

VENDOR REFERENCE FORM

Vendors shall complete a Vendor Reference Form for each provided reference.

1. General Background

Company/Client Information:

Name:

City/State:

Number of Employees:

Annual Operating Budget:

Project Manager/Contact Information:

Name:

Job Title:

Phone Number:

Email Address:

2. Summary of Project and Current Status:

Please provide a concise description of the project, project budget, and project status including project start date and end date (or, if in progress, estimated end date).

3. Project Scope

Please indicate all modules/components/services that were implemented as part of the project:

4. Additional Information

Please include any additional information as attachments.

APPENDIX A: Minimum Insurance Requirements

During the term of the contract, Vendor(s) shall provide the following types of insurance in not less than amount specified below.

- (1) GENERAL. The successful bidder shall maintain for the duration of the contract and any extensions thereof, at bidder's expense, insurance that includes "Occurrence" basis wording and is issued by a company or companies qualified to do business in the State of Illinois that are acceptable to the County, which generally requires that the company/ies be assigned a Best's Rating of A or higher with a Best's financial size category of Class A-/VII or higher, in the following types and amounts:
 - a. Commercial General Liability in a broad form, to include, but not limited to, coverage for the following where exposure exists: Bodily Injury and Property Damage, Premises/Operations, Independent contractors, Products/Completed Operations, Personal Injury and Contractual Liability; limits of liability not less than \$1, 000,000 per occurrence and \$2,000,000 in the aggregate, and inclusion of a waiver of subrogation in favor of Champaign County;
 - b. Workers' Compensation Insurance to cover all employees and meet statutory limits in compliance with applicable state and federal laws. The coverage must also include Employer's Liability with minimum limits of \$500,000 for each incident, \$500,000 for each disease, and \$500,000 aggregate, and a waiver of subrogation in favor of Champaign County.
 - c. Errors and Omissions/Professional Liability coverage for all work being performed for the County in the amount of \$1,000,000 per Occurrence and \$2,000,000 Aggregate with self-insured retention noted. Additional Insured endorsement must be added to policy and sent with certificate of insurance.
- (2) Evidence of Insurance. The successful bidder agrees, with respect to the above required insurance, that
 - a. The County of Champaign shall be provided with Certificates of Insurance evidencing the above required insurance, prior to commencement of the contract and thereafter with certificates evidencing renewals or replacements of said policies of insurance at least fifteen (15) days prior to the expiration or cancellation of any such policies;
 - b. The contractual liability arising out of the contract shall be acknowledged on the Certificate of Insurance by the insurance company;
 - c. The County of Champaign shall be provided with thirty (30) days prior notice, in writing, of Notice of Cancellation or material change and said notification requirement shall be stated on the Certificate of Insurance;
 - d. Subcontractors, if any, shall execute the Subcontractor Agreement provided by Champaign County, and comply with the same insurance requirements as contractors;
 - e. In addition to being named as an additional insured on the Certificate of Insurance, each liability policy shall contain an endorsement naming the County of Champaign as an additional insured. A copy of the endorsement shall be provided to Champaign County along with the Certificate of Insurance.
 - f. Champaign County must be named as an additional insured, on a primary and noncontributory basis, and the address for certificate holder must read exactly as Champaign County, a body politic, 1776 East Washington Street, Urbana, IL 61802; and
 - g. Insurance Notices and Certificates of Insurance shall be provided to Champaign County, Insurance Specialist, Administrative Services Department, 1776 East Washington Street, Urbana, IL 61802.

APPENDIX B: Deliverables

Background: Current Environment

The County's current integrated justice system serves several agencies with hundreds of users. The system provides a workflow system driven by notifications within the application. The programs run on an IBM midrange system using that systems-specific DB2 database infrastructure to store the data. Images are stored both on that system for those in current use and an external WORM drive system for archival purposes. Technical details regarding the server and clients will be made available, confidentially, to the awarded vendor.

A1. Expected Interviews

The County seeks a solution that will continue to serve all system users, not only the employees of Champaign County government. As a result, it is expected that reviews will be conducted with representatives of the following departments and agencies:

- Champaign County Circuit Clerk
- Champaign County Circuit Court
- Champaign County Public Defender
- Champaign County State's Attorney Office
- Champaign County Probation and Court Services
- Champaign County Sheriff
- Champaign County Executive's Office
- Champaign County Chief Information Officer
- Champaign County 911 Center
- Champaign County Child Advocacy Center
- Select members of the Champaign County Bar Association
- City of Urbana Information Technology
- Champaign Police Information Technology
- Rantoul Police Information Technology
- Any additional interviews the vendor finds necessary

Expected interview topics include, but are not limited to

- Critical strengths/needs achieved by the current system
- Needs not met by the current
- Reporting needs
- Data exchange/transaction needs between agencies/departments, internal and external (e.g., collections, commissary, data analysis partners, automated disposition reporting)
- Future inclusion of EMS, behavioral health, and health-related data sets such as Child Abuse Neglect Tracking Systems (CANTS) and databases derived from Health Information Exchanges
- Any federal- or state-mandated requirements

From these interviews, the County seeks to gain an understanding of priorities, at the agency/departmental level and from a County-wide perspective.

A2. Current Standards

The County wishes to be made aware of any political, technical, or legal standards for consideration in its final solution selection (e.g., compliance with CJIS, NIBRS, NIEM, etc.).

A3. Inventory of Current Systems not included in EJS

The County is aware that users have created several solutions (as workarounds) outside the current integrated database. Currently, the existing system does not address juvenile incarceration. The County would like a description and inventory of the workaround systems developed within departments to address these shortfalls.

A4. Recommendation

The County seeks a recommendation regarding the most beneficial method for replacing its current integrated justice system. The recommendation should provide guidance as to whether it is most beneficial to the County and its system users to (a) purchase commercially available software, (b) develop a solution either internally or with the assistance of third-party software vendors, (c) to use a combination of commercially available software and customized software, or (d) a solution not described herein.

Recommend to the County strategies regarding risk mitigation associated with the replacement project.

Develop for presentation to the County Board materials related to the range of options, including the methodology and determining factors leading to the final recommendation.

A5. Influencing Factors

The County seeks to identify significant influencing factors in the marketplace, including

- Statutory changes (e.g., e-filing);
- Technological changes (e.g., body-worn cameras, storage, mobile access);
- Problem Solving Courts (e.g., Drug Court, Veterans Treatment Court, Mental Health Court);
- Competitors in the marketplace (e.g., Tyler, Jano, Justicesystems.com);
- The Illinois Supreme Court e-filing initiative including civil and criminal cases;
- The Administrative Office of the Illinois Courts' judicial user interface for paper on demand as a necessary component in the implementation of the Illinois Supreme Court's e-business initiatives pertaining to e-filing and e-records;
- The growing number of self-represented litigants in both civil and criminal courts.

A6. Cost-Benefit Analysis

The County expects a comprehensive cost comparison between any options provided to encompass direct and indirect costs, including, but not limited to, the cost of purchase of software, data modeling and data conversion, software development costs, software licensing, hardware (desktops, scanners, servers, and data storage components), and other costs related to the implementation and use of the specific software option or process. The County recognizes that these figures will be estimates.

This analysis should include a comparison of the cost of remaining with the current system, including the costs of finding/retaining talent, obsolescence of products and the cost of securing the systems. High value should be ascribed to the ability to analyze and integrate the data in as seamless a manner as possible.

Additionally, to the extent possible, the vendor should provide some information on and discussion of possible tangible and intangible benefits of selected alternatives over others based on the review of the County operations, needs and culture of Champaign County.

A7. Timeline

The vendor should provide a clear timeline outlining, at a minimum, the initiation date of work, the proposal and timing for any meetings, interviews, site visits and any related research or background work with the various departments and agencies, approximate date for release of a final report and proposal for date and length of time for a review meeting with the County

A8. Pricing/Payment

Vendor must outline the total price and cost for services if awarded this contract. Included should be what, if any, partial payments will be made and the timing of such in conjunction with the timeline for completion of services (milestones).

APPENDIX C: Qualifications

To be included with submissions

- The Undersigned certifies under oath that the information provided herein is true and sufficiently complete so as not to be misleading.
- Name, address, principal contact, telephone number, and fax number of Vendor's principal office.
- Name, address, principal contact, telephone number, and fax number of Vendor's branch office(s) from which service will be provided.
- Type of Organization (corporation, partnership, individual, joint venture, other)
- How many years has your organization been in business as a vendor or contractor related to consulting in the area of justice? Specifically, state your familiarity with court system information technology needs assessments, industry knowledge of justice-related case management systems, and prior experience working with court systems;
- How many years has your organization been in business under its present business name? Under what other or former names has your organization operated?
- Relative to the proposed services, list any categories of work that you would expect to subcontract to other parties.
- Identify any proposed subcontractors and provide references for their work that are equivalent in size and complexity to the work they will be responsible for at the County.
- Has your organization ever failed to complete any work awarded to it? (If yes, please attach details).
- Are there any judgments, claims, arbitration proceedings or suits pending or outstanding against your organization or its officers? (If yes, please attach details).
- Has YOUR organization filed any lawsuits or requested arbitration with regard to projects within the last five years? (If yes, please attach details).
- On a separate sheet, list major projects completed by your organization in the past five years. Include the name of the project, the owner, and completion date.