



# OFFICE OF WILL COUNTY EXECUTIVE LAWRENCE M. WALSH

Will County Office Building – 302 N Chicago Street – Joliet, Illinois 60432

**Rita Weiss**  
Purchasing Director

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February 20, 2018

To Whom It May Concern:

You are invited to submit your proposal to the Request for Proposals (RFP) for a new Case Management System (CMS) for the States Attorney and the Public Defender of Will County Illinois, as well as an alternative that includes a Probation Case Management System, that will exchange data with the Circuit Clerk Court Management System (ICMS), allowing for the automatic dissemination of information critical to the workflow, thus increasing the ease of use for officers of the court, staff, officers, and the public.

A **Mandatory Pre-bid** meeting will be held **2:00 P.M., Thursday, March 15, 2018** at the Will County Office Building, 302 N. Chicago St., 2<sup>nd</sup> Floor, Joliet, IL. 60432. You must pre-register to attend this pre-bid conference by emailing [rweiss@willcountyillinois.com](mailto:rweiss@willcountyillinois.com) by **4:00 p.m., Monday, March 12, 2018**.

Proposals will be received in the Purchasing Department, 2nd floor, Will County Office Building, 302 North Chicago Street, Joliet, IL 60432, **not later than 10:00 a.m., Wednesday, May 16, 2018, "as so indicated by the time stamp clock of Will County,"**. **Proposals received after this time will not be accepted.**

**A 10% Bid Bond or Cashier's Check, made payable to the Will County Treasurer, must accompany your proposal, or it will not be considered. Money Orders or Company checks will not be accepted.**

Proposals will be opened publicly and read by the Will County Executive or his representative at **10:10 a.m. Wednesday, May 16, 2018** at the Will County Office Building, 302 N. Chicago Street, 2<sup>nd</sup> fl., Joliet, IL. 60432.

The bidder acknowledges the right of the County of Will to reject all proposals, and to waive non-material informality or irregularity in any proposal received as may be specified in the solicitation.

Should you have any questions regarding this RFP, please contact Rita Weiss, Purchasing Director at [rweiss@willcountyillinois.com](mailto:rweiss@willcountyillinois.com).

We welcome your proposal.

Sincerely,

*Rita Weiss*

Rita Weiss  
Purchasing Director

**ADVERTISEMENT OF REQUEST FOR PROPOSALS  
FOR A NEW CASE MANAGEMENT SYSTEM**

SEALED REQUEST-FOR-PROPOSALS (RFP) FOR A NEW CASE MANAGEMENT SYSTEM (CMS) WILL BE RECEIVED AT THE WILL COUNTY PURCHASING DEPARTMENT, WILL COUNTY OFFICE BUILDING, 302 N. CHICAGO ST., JOLIET, IL 60432, UNTIL THE HOUR OF 10:00 A.M., WEDNESDAY, MAY 16, 2018.

A **MANDATORY PRE-BID** MEETING WILL BE HELD AT 2:00 P.M., THURSDAY, MARCH 15, 2018 AT THE WILL COUNTY OFFICE BUILDING, 302 N. CHICAGO ST., 2<sup>ND</sup> FLOOR, JOLIET, IL. 60432. YOU MUST PRE-REGISTER TO ATTEND THIS PRE-BID CONFERENCE BY EMAILING [rweiss@willcountyillinois.com](mailto:rweiss@willcountyillinois.com), BY 4:00 P.M., MONDAY, MARCH 12, 2018.

BIDS WILL BE PUBLICLY OPENED AND READ BY THE WILL COUNTY STATES ATTORNEY, PUBLIC DEFENDER, AND PROBATION, AS WELL AS ICT, OR THEIR REPRESENTATIVES AT 10:10 A.M., WEDNESDAY, MAY 16, 2018 AT THE WILL COUNTY OFFICE BUILDING, 302 N. CHICAGO ST., 2ND FLOOR, JOLIET, IL 60432.

SPECIFICATIONS AND CONDITIONS OF THE RFP ARE AVAILABLE AT [www.demandstar.com](http://www.demandstar.com) OR [www.willcountyillinois.com](http://www.willcountyillinois.com) OR FROM THE PURCHASING DEPARTMENT AT [purchasing@willcountyillinois.com](mailto:purchasing@willcountyillinois.com).

THE TENDERING OF A PROPOSAL TO THE COUNTY SHALL BE CONSTRUED AS ACCEPTANCE OF THE SPECIFICATIONS. THE BIDDER ACKNOWLEDGES THE RIGHT OF THE COUNTY OF WILL TO REJECT ANY OR ALL PROPOSALS AND TO WAIVE NON-MATERIAL INFORMALITY OR IRREGULARITY IN ANY RFP RECEIVED IN WHOLE OR IN PART, AS SPECIFIED IN THE SOLICITATION.

BY ORDER OF THE WILL COUNTY EXECUTIVE, LAWRENCE M. WALSH.

**INSTRUCTIONS TO VENDORS  
REQUEST FOR PROPOSAL NEW CASE MANAGEMENT SYSTEM**

**GENERAL SPECIFICATIONS:**

Vendors are invited to submit your proposal to the Request for Proposals (RFP) for a new Case Management System (CMS) that will exchange data with the Circuit Clerk Court Management System (ICMS), allowing for the automatic dissemination of information critical to the workflow, thus increasing the ease of use for officers of the court, staff, and the public. The ICMS exchanges will be SOAP and XML based.

**PRE-BID CONFERENCE:**

A **Mandatory Pre-bid** meeting will be held **2:00 P.M., Thursday, March 15, 2018** at the Will County Office Building, 302 N. Chicago St., 2<sup>nd</sup> Floor, Joliet, IL. 60432. You must pre-register to attend this pre-bid conference by emailing [rweiss@willcountyillinois.com](mailto:rweiss@willcountyillinois.com), by **4:00 p.m., Monday, March 12, 2018**.

**SEALED PROPOSALS:**

Sealed proposals will be received in the Purchasing Department, 2nd floor, Will County Office Building, 302 N. Chicago St., Joliet, IL 60432, **not later than 10:00 a.m., Wednesday, May 16, 2018, "as so indicated by the time stamp clock of Will County"**. **PROPOSALS RECEIVED AFTER THIS TIME WILL NOT BE ACCEPTED.**

Sealed proposals will be publicly opened and read aloud by the Will County Executive or his representative at **10:10 AM, Wednesday, May 16, 2018** at the Will County Office Building, 302 N. Chicago Street, 2<sup>nd</sup> Floor, Joliet, IL, 60432.

Proposals must be made in accordance with the instructions contained herein.

Bid forms shall be completely filled out either typewritten or in ink and shall not be detached from this package. The **complete set of Contract Documents shall be submitted** with the proposal, with **ONE (1) ORIGINAL AND NINE (9) COPIES, CLEARLY MARKED, and ONE (1) DIGITAL COPY.**

Proposals shall be submitted on the forms furnished by the County of Will in a sealed package, plainly marked, with the bidder's name, address, and the notation:

**SEALED PROPOSAL: 2018-53 CASE MANAGEMENT SYSTEM (CMS) RFP**

**PROPOSALS DUE: WEDNESDAY, MAY 16, 2018 - 10:00 A.M.**

Sealed proposals shall be addressed to the Will County Purchasing Department, Will County Office Building, 302 N. Chicago St., Joliet, IL 60432.

**SIGNATURE OF PROPOSALS:**

The signature on proposal documents shall be that of an authorized representative of vendor. An officer or agent of the offering vendor who is empowered to bind the vendor in a contract shall sign the proposal and any clarifications to that proposal.

Each vendor, by making and signing his proposal, represents that he has read and understands the proposal documents. **Any proposal not containing said signed documents shall be non-conforming and shall be rejected.**

**PROCEDURES:**

**BIDDING PROCEDURES:**

1. All statement of qualifications must be prepared as requested in the "Response to RFP" section and submit One (1) original and Nine (9) copies, clearly marked, and One (1) digital copy.
2. A proposal is invalid if it has not been deposited at the designated location prior to the time and date for receipt of RFP indicated in the Advertisement for RFP or prior to any extension thereof issued to the vendors.
3. Unless otherwise provided in any supplement to the instructions to vendors, no vendor shall modify, withdraw or cancel his proposal, or any part thereof, for one hundred twenty (120) days after the time designated for the receipt of proposals in the Request for Proposals.
4. Changes or corrections may be made in the proposal documents after they have been issued and before proposals are received. In such cases, a written addendum describing the change or correction will be issued by the County of Will to all vendors recorded by the County of Will as having received the proposal documents and will be available for inspection wherever issued. Such addendum shall take precedence over that portion of the document concerned, and shall become part of the proposal documents. Except in unusual cases, addendum will be issued to reach the bidders at least seven (7) days prior to date established for receipt of Bids.
5. Each vendor shall carefully examine all proposal documents and all addenda thereto, and shall thoroughly familiarize himself with the detailed requirements thereof prior to submitting a proposal. Should a vendor find discrepancies or ambiguities in, or omission from documents, or should he be in doubt as to their meaning, he shall at once, and in any event not later than fourteen (14) days prior to bid due date, notify the County of Will, who will, if necessary, send written addendum to all bidders. The County of Will will not be responsible for any oral instructions and expressly disclaims any such instructions. All inquiries shall be directed to Rita Weiss, [rweiss@willcountyillinois.com](mailto:rweiss@willcountyillinois.com). After Proposals are received, no allowance will be made for oversight by the vendor.

**REJECTION OF RFP'S:**

The vendor acknowledges the right of the County of Will to reject any or all proposals, to waive any non-material informality or irregularity in any proposal received, and to accept the statement of qualifications deemed most favorable to the interest of the County of Will after all have been examined and evaluated. In addition, the vendor recognizes the right of the County of Will to reject a proposal if the statement of qualifications is in any way incomplete or irregular.

**CONTRACT DURATION:**

The contract is expected to commence on or after September, 2018.

**PRIME CONTRACTOR CERTIFICATION:**

Included in this packet is a prime contractor certification form. This form **must** be filled out, signed and returned with your proposal or it will not be considered.

**BID SECURITY:**

A **10% bid bond or cashier's check**, made payable to the Will County Treasurer, shall accompany each proposal, attached to the front cover, as guarantee that if the proposal is accepted, a contract will be entered into. The Bid Bond or cashier's check shall be returned to the unsuccessful bidder after the proposal has been awarded. The successful bidder's bond or check will be returned upon delivery of his performance bond.

**PERFORMANCE BOND:**

A **Performance Bond** for the amount of the Contract will be required from the **successful bidder** and shall be valid throughout the life of the Contract. The Performance Bond will be returned at the completion of the Contract. If it is difficult to acquire a Performance Bond by the time the Contract is to commence, the County of Will will accept a letter notarized by the Insurance Carrier showing that such Bond is being processed at this time, provided that the Bond is submitted within 30 days of contract signature.

**WORDS AND FIGURES:**

Where amounts are given in both words and figures, the words shall govern. If the amount is not written in words the unit cost will take precedence over the extended price in case of a discrepancy in the multiplication.

**PAYMENT PERIOD:**

Awarded vendor, once signed contract documents are received, shall receive payments per the schedule negotiated as part of the contract. At least 25% of the value of the contract will be held by the County pending the completion and acceptable outcome of UAT (User Acceptance Testing) per the plan noted as part of the Scope of Services

**APPROPRIATION OF FUNDS:**

In the event the Will County Board or other financing body of the County fails to appropriate funds for this Agreement, the obligations of both the vendor and the county will cease immediately without any penalty or liquidated damages or any other payments.

**NON-DISCRIMINATION:**

The Contractor shall at all times observe and comply with any law, statute, regulation or the like relating in any way to civil rights including but not limited to the Public Works Employment Discrimination Act, 775 ILCS 10/0.01 et seq.

**DEFAULT:**

In case of default by the successful vendor, the County of Will may procure the articles or services from other sources and may deduct from the unpaid balance due the successful vendor any of its costs resulting from the default, or may collect against the bond or surety for excess costs so paid, and the prices paid by the County of Will shall be considered the prevailing market price at the time such purchase is made.

**SECURITY**

The Vendor represents and warrants to the County of Will that neither it nor any of its principals, shareholders, members, partners or affiliates, as applicable, is a person or entity named as a Specially Designated National and Blocked Person (as defined in Presidential Executive Order 13224) and that it is not acting, directly or indirectly, for or on behalf of a Specially Designated National and Blocked Person. The Vendor further represents and warrants to the County of Will that the Vendor and its principals, shareholders, members, partners, or affiliates, as applicable, are not directly or indirectly, engaged in, and are not facilitating, the transactions contemplated by this Agreement on behalf of any person or entity named as Specially Designated National and Blocked Person. The Vendor hereby agrees to defend, indemnify and hold harmless the County of Will, the Corporate Authorities, and all County of Will elected or appointed officials, officers, employees, agents, representatives, engineers and attorneys, from and against any and all claims, damages, losses, risks, liabilities, and expenses (including reasonable attorneys' fees and costs) arising from or related to any breach of the foregoing representation and warranties.

**HOLD HARMLESS CLAUSE:**

The vendor will save and hold harmless the County of Will from and against all liabilities, claims and demands of whatsoever kind or nature arising out of or connected with the performance of services by the vendor, or on behalf of the County of Will, the Corporate Authorities, and all County of Will elected or appointed officials, officers, employees, agents, representatives, engineers and attorneys, whether such injury, death, loss or damage shall have been occasioned by the negligence of the vendor, or a Subcontractor of the vendor, or their employees; or otherwise. The vendor will defend at its own expense any actions based thereon and shall pay all reasonable attorneys' fees and all other costs and expenses arising there from.

**TERMINATION:**

Either party hereto may, at any time during the term hereof, terminate the contract, with or without cause, upon thirty (30) days written notice to the other party of such termination. At the end of said thirty (30) day notice period, the contract shall be terminated.

Immediately upon the termination of the contract for any reason, all debts, obligations and liabilities theretofore accrued between the vendor and Will County will be paid, performed and discharged.

**COMPLIANCE WITH APPLICABLE LAW:**

In all aspects relative to the performance of their respective obligations under this contract, the vendor and Will County shall conduct their respective businesses in accordance with all applicable federal, state and local laws.

**PRICES:**

Prices shall remain in effect throughout the Contract.

**TAX EXEMPTION:**

The County of Will is exempt from Federal, State and Municipal Taxes.

**ILLINOIS FREEDOM OF INFORMATION ACT:**

Any and all submissions to the County of Will become the property of the County of Will and these and any late submissions will not be returned. Your proposal will be open to the public under the Illinois Freedom of Information Act (FOIA) (5 ILCS 140) and other applicable laws and rules, unless you request in your proposal that we treat certain information as exempt. We will not honor requests to exempt entire proposals. You must show the specific grounds in FOIA or other law or rule that support exempt treatment. If you request exempt treatment, you must submit an additional copy of the proposal with exempt information deleted. This copy must tell the general nature of the material removed and shall retain as much of the proposal as possible. In the event the County of Will receives a request for a document submitted, the County of Will shall provide notice to contractor as soon as practicable. Regardless, contractor will be responsible for any costs or damages associated with defending your request for exempt treatment. Furthermore, contractor warrants that County of Will's responses to requests for a document submitted that is not requested to be exempt will not violate the rights of any third party.

Please be advised that if your proposal is accepted by the County of Will all related records maintained by, provided to, or required to be provided to the County of Will during the contract duration are subject to FOIA. In the event the County of Will receives a request for a document relating to contractor, its provision of services, or the arranging for the provision of services, the County of Will shall provide notice to contractor as soon as practicable and, within the period available under FOIA, contractor may then identify those records, or portions thereof, that it in good faith believes to be exempt from production and the justification for such exemption. Regardless, contractor will be responsible for any costs or damages associated with defending the request for exempt treatment. Furthermore, contractor will warrant that County of Will's responses to requests for a document relating to contractor, its provision of services, or the arranging for the provision of services, or the arranging for the provision of services, will not violate the rights of any third party.

Please be advised also that FOIA provides that any record in the possession of a party with whom the County of Will has contracted to perform a governmental function on behalf of the County of Will, and that directly relates to the governmental function and is not otherwise exempt under FOIA is considered a public record of the County of Will for purposes of FOIA.

5 ILCS 140/7(2). As such, upon request by the County of Will (or any of its officers, agents, employees or officials), the contractor shall provide to the County of Will at no cost and within the timeframes of FOIA a copy of any "public record" as required by FOIA and in compliance with the provisions of FOIA. After request by the County of Will, contractor may then identify those records, or portions thereof, that it in good faith believes to be exempt from production and the justification for such exemption. Regardless, contractor will be responsible for any costs or damages associated with defending the request for exempt treatment.

**CHOICE OF LAW AND VENUE:**

Any agreement related to this request for proposals shall be governed by the laws of the State of Illinois without regard to conflict of law provisions. Venue for any cause of action related to this bid and the work performed in connection therewith shall be in the Twelfth Judicial Circuit, Will County, Illinois.

**AWARDING OF PROPOSAL:**

The vendor acknowledges the right of the County of Will to reject any proposals not in compliance with the RFP and the right to reject all proposals and the right to waive any non-material informalities or irregularities for any proposal received and to accept the most responsible, responsive proposal after all Proposals have been examined and evaluated.

The Proposal is expected to be approved at the September 20, 2018 meeting of the Will County Board.

**SUBMITTAL REQUIREMENTS:**

Each of the following items shall be submitted by the time mentioned herein in order that the bid will be considered:

1. 10% Bid Bond or Cashier's Check
2. Complete one (1) original and nine (9) copies, clearly marked, and one (1) digital copy of all submitted materials, including interrogatories
3. Signed Copy of Prime Contractor Certification
4. Signed Bid Form
5. Signed Receipt of Addenda
6. References
7. Sample Contract



**PRIME CONTRACTOR CERTIFICATION:**

The undersigned hereby certifies that \_\_\_\_\_  
Name of Company/Bidder  
is not barred from contracting with any unit of State or local government as a result of a violation of either Section 33E-3 or 33E-4 of the Criminal Code of 1961.

\_\_\_\_\_  
Name of Representative Title

\_\_\_\_\_  
Signature Date

Note: A person who makes a false certificate commits a Class 3 Felony.

Sections 33E-3 and 33E-4 provide as follows:

**33E-3. Bid-rigging.** A person commits the offense of bid-rigging when he knowingly agrees with any person who is, or but for such agreement would be, a competitor of such person concerning any bid submitted or not submitted by such person or another to a unit of State or local government when with the intent that the bid submitted or not submitted will result in the award of a Contract to such person or another and he either (1) provides such person or receives from another information concerning the price or other material term or terms of the bid which would otherwise not be disclosed to a competitor in an independent non-collusive submission of bids or (2) submits a bid that is of such a price or other material term or terms that he does not intend the bid to be accepted.

Bid-rigging is a Class 3 felony. Any person convicted of this offense or any similar offense of any state or the United States which contains the same elements as this offense shall be barred for 5 years from the date of conviction from Contracting with any unit of State or local government. No corporation shall be barred from Contracting with any unit of State or local government as a result of a conviction under this Section of any employee or agent of such corporation if the employee so convicted is no longer employed by the corporation and: (1) it has been finally adjudicated not guilty or (2) if it demonstrates to the governmental entity with which it seeks to Contract and that entity finds that the commission of the offense was neither authorized, requested, commanded, nor performed by a director, officer or a high managerial agent in behalf of the corporation as provided in paragraph (2) of subsection (a) of Section 5-4 of this Code.

**33E-4 Bid rotating.** A person commits the offense of bid rotating when, pursuant to any collusive scheme or agreement with another, he engages in a pattern over time (which, for the purposes of this Section, shall include at least 3 Contract bids within a period of 10 years, the most recent of which occurs after the effective date of this amendatory Act of 1988) of submitting sealed bids to units of State or local government with the intent that the award of such bids rotates, or is distributed among, persons or business entities which submit bids on a substantial number of the same Contracts. Bid rotating is a Class 2 felony. Any person convicted of this offense or any similar offense of any state or the United States which contains the same elements as this offense shall be permanently barred from Contracting with any unit of State or local government. No corporation shall be barred from Contracting with any unit of State or local government as a result of a conviction under this Section of any employee or agent of such corporation if the employee so convicted is no longer employed by the corporation and: (1) it has been finally adjudicated not guilty or (2) if it demonstrates to the governmental entity with which it seeks to Contract and that entity finds that the commission of the offense was neither authorized, requested, commanded, nor performed by a director, officer or a high managerial agent in behalf of the corporation as provided in paragraph (2) of subsection (a) of Section 5-4 of this Code.

## THE COUNTY OF WILL



### **A Joint Request for Proposals**

**For**

**Case Management Systems**

**For**

**Will County State's Attorney's Office  
Public Defender's Office  
Probation Department**

## Table of Contents

<b>Introduction and Purpose</b> .....	1
Advertisement .....	2
Instructions to Vendors.....	3
<b>Prime Contractor Form</b> .....	9
<b>Statement of Work</b> .....	12
<b>Scope of Services</b> .....	17
<b>Law Enforcement Evidence Portal</b> .....	18
<b>External Access Portal</b> .....	18
<b>Required System Capabilities</b> .....	19
<b>Evaluation Process</b> .....	20
<b>Evaluation Factors</b> .....	20
<b>Additional Factor</b> .....	22
<b>Proposal Form</b> .....	23
<b>Addendum Receipt</b> .....	25
<b>Seal Bid Document Label</b> .....	26

### Attachments:

**EXHIBIT A** – States Attorney Interrogatories

**EXHIBIT B** – Public Defender Interrogatories

**EXHIBIT C** – Probation Interrogatories

**EXHIBIT D** - Sheriff Interrogatories

## **STATEMENT OF WORK - CASE MANAGEMENT SYSTEM**

Will County seeks a robust Case Management System (CMS) that will serve as the centralized system for gathering, managing, and distributing information leading to and relevant to Court proceedings, as well as, potentially, manage those receiving probation as part of the resolution of their case. The selected CMS should accept, organize, distribute, and preserve information of all fashions including documents and multimedia files in an evidentiary quality database. The system must be able to permission files down to the individual item. Information already in described systems must be properly placed into the new system and be able to supplant those comparatively minor systems.

There are three key offices discussed in this RFP, the State's Attorney Office (SAO), the Public Defender (PD), and the Probation Department (PROB). Each has needs that need to be met which will be addressed under this Scope Of Work (SOW). A Portal must be provided, here referred to as the Law Enforcement Portal (LEP), which must allow up to 70 law enforcement agencies (defined as agencies with jurisdiction in Will County and possessing an Originating Agency Identifier (ORI) to log in using two factor authentication and place police reports, evidentiary files, etc for the States Attorney's office to consider for charging or other action as appropriate.

In addition to the system, portal, data conversion, configuration, and other services, the County also desires a dedicated Project Manager from the vendor. This individual should be experienced in implementation of CMS for States Attorneys and Public Defenders and this project should be their primary focus. This individual will be responsible for working with the project lead from the County to keep the project on track and address any difficulties as they arise.

It is expected that the system will be fully integrated with Microsoft Office Suite and utilize its feature rich productivity software. If the system requires or favors use of Microsoft SharePoint or SharePoint services this should be explicitly noted.

It is anticipated that the internal administration of the system will have the Will County Information, Communication and Technology Department (ICT) administering the departmental administrators who will then administer permissions and controls within their offices. ICT should not have the ability to access, view, or otherwise interact within the functional portions of the States Attorney, Public Defender, or Probation offices, who will each assign an internal administrator or administrators formally designated by the highest elected officials over each department or office. ICT will be responsible for housing the system and keeping it updated and secure.

Contracts will be awarded to the vendor that Will County, in its sole discretion, determines best able to provide the mandated information and capabilities.

## **BACKGROUND**

Will County, Illinois, is in northern Illinois and is one of the fastest growing counties in the United States. The county seat of Will County is Joliet and has a population, according to the 2010 Census, of 677,560 and its largest city is Joliet. It is the only county in the 12th Judicial Circuit.

This project encompasses key services for three offices of the County: The Office of the State's Attorney, the Public Defender, and the Probation Department.

The **Office of the State’s Attorney** preserves public safety and enhances the quality of life in Will County by investigating crime, prosecuting criminals, assisting victims and survivors of crime, and deterring juveniles from criminal activity. The State’s Attorney is elected by the citizens of Will County. The State’s Attorney’s Office is mandated by the Illinois Constitution to represent the people of the State of Illinois in the prosecution of criminal cases and to also represent county government and state officials within Will County in civil matters. The Will County State’s Attorney’s Office employs 142 individuals: 69 assistant state’s attorneys and 73 administrative assistants and professional support staff members.

The State’s Attorney’s Office prosecutes criminal and certain civil cases and operates several specialized programs, which support the community of Will County.

Special Programs operated by the State’s Attorney’s Office are:

- Adult Redeploy Illinois
- Bad Check Program
- Children’s Advocacy Center
- Child Support Enforcement
- Domestic Violence Unit
- Drug Court
- High Tech Crimes Unit
- Mental Health Court
- Sex Crimes Unit
- Veterans Court
- Victim and Witness Services
- Ordinance Enforcement

Criminal and Civil case types prosecuted by the State’s Attorney’s Office are:

Abuse & Neglect	Child Support
Domestic Violence	DUI
Elder Abuse	Felony
Juvenile Delinquency	Mental Health (criminal and civil)
Misdemeanor	Traffic
Ordinance Enforcement	

The following table provides an indication of the caseload carried by the SAO. It reflects the number of cases filed in Will County in the 2017 Annual Report of the Illinois Courts – Statistical Summary, Administrative Office of the Illinois Courts:

2017 Cases Filed By Case Type	
Abuse and Neglect	178
Child Support	1,956
DUI	1,477
Felony	2,550
Juvenile Delinquency	527
Misdemeanors	2,965
Minors Requiring Authoritative Intervention (MRAI) and Truancy	12
Traffic	87,321
Mental Health	55
Ordinance Violation	4,019

The **Public Defender** is appointed by the Chief Judge of Will County Circuit Court. The Office of the Public Defender is mandated by the Illinois Constitution to represent indigent people of Illinois in the pending defense of criminal cases. The Will County Public Defender's Office employs 67 individuals: 1 Public Defender, 47 Assistant Public Defenders, 1 Administrative Assistant, 8 support staff, and 8 investigators.

The Public Defender's Office defends criminal and certain civil cases and is involved in several other specialty court programs, which support the community.

The following table provides an indication of the caseload carried by the Public Defender's Office. Specifically, it shows, by case type, the number of cases assigned to the Public Defender's Office from November 30, 2013 to December 1, 2014.

2014 Fiscal Year Cases Appointments By Case Type	
Appointments	21,268
Felony Cases	2071
Juvenile Cases	1008
Aggravated Traffic and Misdemeanor Cases	18,189

The **Probation Department** is appointed by the Chief Judge of Will County Circuit Court. The Office of the Probation Department is mandated by the State of Illinois. The Probation Department is primarily composed of two divisions. The first, the Juvenile Division, is composed of 20 officers and staff, three Supervisors, and one Assistant Director. The second, the Adult Division, is comprised of 45 officers and staff, four Supervisors, one Assistant Director, and one Director, making the entire Department approximately 75 people.

The following tables provides an indication of the caseload carried by the Probation Department (both Adult and Juvenile Cases).

2014 Adult Cases Filed By Case Type			
Type	Ongoing	New in 2014	Total
Misdemeanors	199	264	463
DUI	225	85	310
Felony	1614	759	2373
Traffic		1	1
Pre-Sentence Investigations			475
Record Checks			61
Violation Reports Filed			1006

2014 Juvenile Cases Filed By Case Type			
Type	Ongoing	New in 2014	Total
Appointments		5347	5347
Contempt/PTR filed		340	340
Juvenile Delinquency		@5160	@5160
Court Ordered Programs		656	656

In addition, the Probation Department opened 438 violations of probation cases in this time period.

## **TECHNICAL ENVIRONMENT**

All three offices operate on the same network (administered by the ICT Department). The selected system should be on-premise and may operate on any common enterprise level operating system. Any selected system is also expected to allow remote access via secure online connection by a wide variety of devices running Microsoft, Android or iOS operating systems, including tablets. The system must also provide secure online access to law enforcement agencies through a portal (Law Enforcement Portal – LEP) to the State’s Attorney’s office. In addition secure online access should be made available to anyone properly designated to do so such as a Special Prosecutor (Attorney Portal –AP). If possible the system can operate in the County’s current environment:

- Microsoft 2008 R2 Server
- Microsoft SQL 2008 (migrating to 2012 within the implementation of this project)
- Microsoft Exchange 2010
- Blade cluster server with VMWare VSphere 5.5
- Dell Compellent SAN
- Windows7 Professional desktops

If the system is based on another OS or needs or is desired to operate in its own environment please include specifications for that system as well as budgetary quotes for hardware and software. The hardware cost should not be included in your proposed price.

All three offices also use, to varying degrees, **iCMS**. iCMS is the Circuit Clerk’s Court Management System. Any selected system must be able to exchange data with iCMS using XML Web Services utilizing SOAP protocols to communicate.

The three offices also have internal technical considerations.

The **State’s Attorney’s Office** does not have an office wide case management system. However, it does use a variety of other applications and external resources to perform its daily functions. Each set of data and functionality are to be served by the new system in totality, and the new system must supplant the functionality of each:

- The SAO Juvenile Division has a custom built case management system based on Microsoft SQL. The system has data, but does not contain documents, images or other scanned forms. It is 177 MB in size. Images and other files are stored elsewhere and linked to this database. The links are part of the data.
- ARI Court, Drug Court, Criminal Mental Health and Veterans Court utilize a customized database to track clients and their criminal history and other various demographics. This database is based on an Apple product called FileMaker Pro, and contains less than 500 cases. It contains no documents or images. It is approximately 70 MB in size.
- The Forfeiture unit uses a custom database that was created in-house from more than two decades ago, built on a Microsoft Access 97 platform. It is small and only contains data. It is approximately 35 MB in size.
- Child Support services use a Microsoft Excel spreadsheet to track various monetary amounts awarded and other basic data regarding child support orders.

The new CMS system must also be able to submit documents for civil and criminal filings per the eFiling requirements. It is anticipated that misdemeanor and felony filings will also be required to be eFiled in the next few years.

Requirements that address specific needs are listed in **Exhibit A** – State’s Attorneys’ Office Interrogatories.

The **Public Defender’s Office** has a case management system that was created in-house. The system only allows for reporting in the categories listed in the SOW - Section II - Background. The Public Defender’s Office would like to employ a system which allows for additional reporting breakdown, including but not limited to the following categories: Contempt, DUI, Aggravated DUI, Juvenile Abuse and Neglect, Juvenile Delinquency, MRAI (Minors Requiring Authoritative Intervention), Traffic, and Truancy cases. The Public Defender’s Office would also like reporting for our specialty court caseloads (Drug Court, Veteran’s and Service member’s Court, Adult Redeploy Illinois (ARI), and Mental Health Court).

The in-house system is poorly documented. The data is a Microsoft SQL 2008 database and is approximately 13 GB in size.

The Public Defender’s network infrastructure is maintained by Will County’s Information Technology Department (ICT).

Requirements that address specific needs are listed in **Exhibit B** - Public Defender’s Office Interrogatories.

The **Probation Department**, if included in your bid, has a client management system in place called Tracker Case Management Systems. The data is located in Advanced Revelation (AREV). No documents or files are stored within AREV. The Department has a wide array of documents and scanned images that are stored as .pdf files on a server which are linked to AREV. The system is not directly accessible from outside the County network. The workforce there is largely mobile, so this is a considerable issue we hope to address by including Probation in the CMS project.

Requirements that address specific needs are listed in **Exhibit C** – Probation Department Interrogatories.



## **SCOPE OF SERVICES**

The proposed solution involves the implementation of a packaged solution(s) configured to meet the needs of the Will County States Attorney, the Will County Public Defender, and potentially the Probation Department. Specific elements sought from prospective bidders include, but are not limited to, the following:

- 1) **Software** – Acquisition of all necessary software to ensure a fully functional system that satisfies the requirements detailed in this RFP, in specific, the requirements as outlined in Exhibits A, B, C and D.
- 2) **Services** – Acquisition of all required expert services to ensure successful implementation, including system configuration, data conversion, interface development, testing, migration, training, project management, and ongoing management and support of the acquired solution. At a minimum, these services must include:
  - a) Project planning, project management, and reporting, including the development and presentation of:
    - i) An integrated and current project management plan including a change order process.
    - ii) A data conversion plan which includes data validation. (See Alternative Conversion Plan below)
    - iii) A training plan including manuals and online classes for the LEP.
    - iv) A test plan, including user acceptance standards.
  - b) Configuration (and customization, as required) of the proposed system(s) to meet Will County's requirements. To be clear, all legal language in the system must match current statutory language.
  - c) Preparation and delivery of documentation of the Will County implementation of the system(s), including:
    - i) User manual(s)
    - ii) System administration manual(s)
    - iii) System maintenance manual(s)
  - d) Training of staff to yield proficiency in the operation of the proposed system(s) in the Will County environment as implemented. This training is to be provided to:
    - i) Staff of approximately 220 to 300 (depending on the inclusion of the Probation Department)
    - ii) Approximately 8 System Administrators (2 in ICT for system, 2 per Office for permissions)
    - iii) Technical Support Staff (departmental) of approximately 2 per department.
  - e) Testing of the system(s) as configured to meet the functional requirements. Support of:
    - i) Acceptance testing
    - ii) Data conversion validation
    - iii) System cutover
    - iv) Post-implementation operations
    - v) Ongoing support necessary for the county to effectively manage and maintain the system implemented. Specifically, it will include:
      - vi) Preventive maintenance
      - vii) Remedial maintenance
      - viii) Help desk support

- 3) **Hardware** – If the system will not function in the County’s current environment prospective bidders are to specify hardware (e.g., application and database servers) as a component of the proposed solution, but not include the cost of the hardware in the cost proposal. The county will purchase any required hardware separately through established contracts.
- 4) **Law Enforcement Portal (LEP)** - A Portal must be provided, here referred to as the Law Enforcement Portal (LEP), which must allow up to 70 law enforcement agencies (defined as agencies with jurisdiction in Will County and possessing an Originating Agency Identifier (ORI)) to log in using two factor authentication and place police reports, evidentiary files, etc for the States Attorney’s office to consider for charging or other action as appropriate.
- 5) **External Access Portal** – A Portal must be provided where external attorneys, investigators, or other approved and properly authenticated persons or agencies may place files, documents, data, etc for retrieval by County officials. Conversely, County staff or officials must be able to place items in the Portal and provide a link by which external attorneys, investigators, or other approved and properly authenticated persons or agencies may retrieve them.

**REQUIRED SYSTEM CAPABILITIES**

Vendors should submit desktop requirements (if any), network requirements, and other sizing information when submitting responses to this RFP. Proposals should assume 220 to 300 users for the system, depending on the inclusion of the Probation Department. This RFP will require responses to each item in the Interrogatories in Exhibits A, B, C and D. When addressing these individual items the instructions in the **Checklist of System Functions** must be used.

**CHECKLIST OF SYSTEM FUNCTIONS (REQUIRED AND DESIRED)**

**Proposals shall provide itemized responses to each of the functional items, listed below, according to the following instructions:**

"**Y**" indicates that the requirement is completely met by proposed system and is included at no additional costs. If the requirement refers to application software, the function is fully developed. Documented by user and system documentation as required in this RFP, is included in the fixed price submitted in this proposal and can be demonstrated in the proposed software package.

"**N**" indicates that the proposed system does not meet the requirement and cannot be modified, is not or will not be offered under any circumstances.

"**M**" indicates that the system must be modified to be compliant. An "**M**" also indicates that the contractor will provide a detailed explanation of the modification as a component in the process and that there will be no additional cost for this requirement. It is to be included as a component of the submitted fixed price proposal.

"**O**" indicates that the requirement is an option or an option the bidder wishes to propose in order to enhance the system. The cost for "options" must be listed in separate pricing pages provided in the proposal and must be clearly marked as "Options."

"**C**" indicates that the requirement is a custom requirement that requires new programming for the system to be compliant. In addition, a "**C**" indicates that the bidder is unable to provide a fixed price for that component at this time. Listing a "**C**" indicates that the bidder is willing to perform the custom modification and will do so as a component of the process.

## **EVALUATION PROCESS AND CRITERIA**

All qualified proposals (those not rejected for failing to meet Purchasing Department standards) will go through a two-step evaluation process by the Selection Committee. The Selection Committee will be made up of the following, or their designees:

- Chief Judge
- States Attorney
- Public Defender
- County Board Member
- County Board Chief of Staff
- County Executive
- Director of Court Services
- Director of ICT
- Director of States Attorney IT

### **Step One**

All proposals will be evaluated by the Selection Committee based on the written proposal provided. Each member of the Selection Committee, after reviewing the proposals, will rank the vendors from first to last. Their relative positions will be averaged (1 being the best ranking) and the three vendors with the lowest (best) aggregate score will be asked to make presentations.

### **Step Two**

The final three vendors who make presentations will be evaluated based on their written proposal and their timed presentation. Presentations will be of a set duration and order will be offered by random selection. Each presentation must include a demonstration of the software that includes the following:

- Placement of information into the LEP or equivalent
- Case Initiation
- Permissions Assignment by Function and Office
- Permissions Maintenance
- File and Screen Makeup and Use by Office
- Charging
- Disclosure by States Attorney
- Use by Public Defender
- Disclosure by Public Defender
- Investigations Screens
- Use by Probation
- Special Courts Case Handling
- External Access By Attorneys

Each member of the Selection Committee will evaluate each vendor for the States Attorney and Public Defender portions of their written proposal and demonstration after their presentation using the following evaluation factors:

**Evaluation Factor A**

Vendor Profile, Qualifications and Experience and Project Staff .....**5 Points**

Maximum points are given to companies with the ability and experience to perform the project successfully and whose team members are capable and experienced in the roles to which they are assigned for this project. Points will be deducted if submission in the proposal is incomplete.

**Evaluation Factor B**

Project Approach (Implementation, Project Management, Training, Data Conversion, Testing, Support) ..... **20 Points**

The project manager(s) for the successful bidder and the County will work together closely to keep the project on schedule, to ensure smooth implementation of the system, and to manage change and problems that arise. Vendors will be scored on their project management approach. The process for implementing, training, and supporting the project and the time required to complete the project are key elements in the selection of a vendor. Maximum points will be awarded to the companies that best demonstrate their ability to complete the work quickly, with minimal risk and disruption of offices and technical operations.

**Evaluation Factor C**

Requirements and Specifications Met ..... **30 Points**

For vendors offering prosecution case management systems, the score on this factor is based on the fit between the proposed system and the needs of the offices, as delineated in responses to the functional requirements (Attachment D) and the ability and willingness of the vendor to address any functional inadequacies.

**Evaluation Factor D**

Technology Requirements ..... **10 Points**

This score is based on the fit between the vendor’s product and technical requirement provided in their proposal.

**Evaluation Factor E**

Reference Checks, Background, and Research ..... **5 Points**

This score is based on reference checks, background, and research concerning the vendor. Any public information concerning the vendor and their product will be used to score this factor. In addition, a statement regarding the financial stability and company viability is required.

**Evaluation Factor F**

Demonstration ..... **20 Points**

This assessment will be performed after the final three, or number selected, on the short list have made their demonstrations to the evaluation team. The evaluation will be based on how well the vendors follow provided scenarios and how well the product matches the requirements of the offices. Responses to questions and other factors related to the demonstration and needs of the offices will also be taken into consideration. At these demonstrations, evaluation team members may revise earlier scores based on additional information provided by the selected vendors.

**Evaluation Factor G**

Cost (best and final offer)..... **10 Points**

Proposals will be scored on the total cost of ownership of the system over five years, including software acquisition, implementation services, maintenance expenses, hardware, and required third party products. The County will prepare its own hardware cost estimates, based on the specifications provided in the vendor proposals.

POSSIBLE POINTS- **100 Points** based on States Attorney and Public Defender Systems.

**Optional Submission Factor – Probation System**

Presence, Interconnectivity, Quality.....up to **10 Additional Points**

Additional points may be added for any system selected for the final three which also has a fully integrated Probation system. Up to 10 additional points may be added, based on the functionality and quality of the system, the responsiveness to the System Requirements within this RFP, and the recommendations of the Chief Judge and the Director of Court Services.

**Bid Let:** 02-20-16  
**Due:** 05-16-18, 10:00 a.m.  
**Open:** 05-16-18, 10:10 a.m.

**PROPOSAL FORM  
 COUNTY OF WILL  
 PURCHASING DEPARTMENT  
 302 N. CHICAGO ST.  
 JOLIET, IL. 60432**

**CONTRACT FOR  
 #2018-53 CASE  
 MANAGEMENT SYSTEM**

VENDOR NAME \_\_\_\_\_

ADDRESS \_\_\_\_\_ FEIN # \_\_\_\_\_

CITY \_\_\_\_\_ STATE \_\_\_\_\_ ZIP \_\_\_\_\_

CONTACT \_\_\_\_\_

PHONE \_\_\_\_\_ FAX \_\_\_\_\_ EMAIL \_\_\_\_\_

***THIS IS NOT AN ORDER***

<b>Agency Name and</b>	<b>WILL COUNTY</b>
<b>Delivery Address:</b>	<b>302 N CHICAGO STREET, JOLIET, IL 60432</b>
<b>For additional</b>	<b>RITA WEISS, PURCHASING DIRECTOR</b>
<b>information contact:</b>	<b><a href="mailto:rweiss@willcountyllinois.com">rweiss@willcountyllinois.com</a></b>

QUANTITY	DESCRIPTION	GRAND TOTAL
1	BASE SYSTEM	\$
<p><b>TOTAL CONTRACT AMOUNT FOR BASE SOFTWARE WRITTEN IN WORDS, IN CASE OF DISCREPANCY, THE AMOUNT IN WORDS SHALL GOVERN.</b></p> <p>_____</p>		

**Signed By:** \_\_\_\_\_ **Title:** \_\_\_\_\_  
 Authorized Representative of Company

**Approved by:** \_\_\_\_\_  
 Mary Tatroe, Chief of Civil Division, State's Attorneys' Office

**Bid Let:** 02-20-18  
**Due:** 05-16-18, 10:00 a.m.  
**Open:** 05-16-18, 10:10 a.m.

**PROPOSAL FORM  
 COUNTY OF WILL  
 PURCHASING DEPARTMENT  
 302 N. CHICAGO ST.  
 JOLIET, IL. 60432**

**CONTRACT FOR  
 #2018-53 CASE  
 MANAGEMENT SYSTEM**

VENDOR NAME \_\_\_\_\_

ADDRESS \_\_\_\_\_ FEIN # \_\_\_\_\_

CITY \_\_\_\_\_ STATE \_\_\_\_\_ ZIP \_\_\_\_\_

CONTACT \_\_\_\_\_

PHONE \_\_\_\_\_ FAX \_\_\_\_\_ EMAIL \_\_\_\_\_

***THIS IS NOT AN ORDER***

**Agency Name and** WILL COUNTY  
**Delivery Address:** 302 N CHICAGO STREET, JOLIET, IL 60432  
**For additional** RITA WEISS, PURCHASING DIRECTION  
**information contact:** [rweiss@willcountyillinois.com](mailto:rweiss@willcountyillinois.com)

\*\*\*\*\*Please use this section for pricing for additional modules that may be available outside the scope of the CASE MANAGEMENT SYSTEM \*\*\*\*\*

DESCRIPTION	GRAND TOTAL
	\$
	\$
	\$
	\$
	\$
	\$
	\$
	\$
	\$
	\$

Signed By: \_\_\_\_\_ Title: \_\_\_\_\_  
 Authorized Representative of Company

Approved by: \_\_\_\_\_  
 Mary Tatroe, Chief of Civil Division, State's Attorneys' Office



**Receipt of Addenda Form:**  
**COUNTY OF WILL**  
**PURCHASING DEPARTMENT**  
**302 N. CHICAGO ST.**  
**JOLIET, IL. 60432**

**Bid Let:** 02-20-18  
**Due:** 05-16-18, 10:00 a.m.  
**Open:** 05-16-18, 10:10 a.m.

**CONTRACT FOR**  
**#2018-53 CASE**  
**MANAGEMENT SYSTEM**

VENDOR NAME \_\_\_\_\_

ADDRESS \_\_\_\_\_ FEIN # \_\_\_\_\_

CITY \_\_\_\_\_ STATE \_\_\_\_\_ ZIP \_\_\_\_\_

CONTACT \_\_\_\_\_

PHONE \_\_\_\_\_ FAX \_\_\_\_\_ EMAIL \_\_\_\_\_

\_\_\_\_\_

ADDENDUM RECEIPT: Receipt of the following Addendum to the Bidding Documents is hereby acknowledged:

No. \_\_\_\_\_, dated \_\_\_\_\_, signed \_\_\_\_\_

\_\_\_\_\_

ADDENDUM RECEIPT: Receipt of the following Addendum to the Bidding Documents is hereby acknowledged:

No. \_\_\_\_\_, dated \_\_\_\_\_, signed \_\_\_\_\_

\_\_\_\_\_

ADDENDUM RECEIPT: Receipt of the following Addendum to the Bidding Documents is hereby acknowledged:

No. \_\_\_\_\_, dated \_\_\_\_\_, signed \_\_\_\_\_

\_\_\_\_\_

ADDENDUM RECEIPT: Receipt of the following Addendum to the Bidding Documents is hereby acknowledged:

No. \_\_\_\_\_, dated \_\_\_\_\_, signed \_\_\_\_\_

\_\_\_\_\_

**LATE BIDS CANNOT BE ACCEPTED!**

<b><u>Vendor Return Address:</u></b>  	
<b><u>SEALED BID DOCUMENT</u></b>	
<b><u>BID #:</u></b>	2018-53 CASE MANAGEMENT SYSTEM
<b><u>DUE DATE:</u></b>	05/16/18
<b><u>DUE:</u></b>	10:00 A.M.
<b>DATED MATERIAL-DELIVER IMMEDIATELY</b>	
<b>WILL COUNTY PURCHASING DEPARTMENT 302 N. CHICAGO ST., 2<sup>ND</sup> FLOOR JOLIET, IL 60432</b>	

PLEASE  
CUT OUT AND AFFIX THIS BID LABEL (ABOVE) TO  
THE OUTERMOST ENVELOPE OF YOUR SEALED BID TO  
HELP ENSURE PROPER DELIVERY!

**LATE BIDS CANNOT BE ACCEPTED!**

**Please see the spreadsheets for the following Exhibits:**

**EXHIBIT A – State’s Attorney Office Interrogatories**

**EXHIBIT B – Public Defender Interrogatories**

**EXHIBIT C – Probation Department Interrogatories**

**EXHIBIT D – Sheriff Office Interrogatories**