Office of Statewide Pretrial Services
State of Illinois Judicial Branch

Pretrial Case Management System
Request for Proposal

Due May 13, 2022, not later than 5:00 P.M. CST

I.   BACKGROUND INFORMATION

The Office of Statewide Pretrial Services' (OSPS or Office) mission is to assist in the administration of justice and promote community safety by ensuring fairness and equality in the pretrial process. The OSPS is a statewide office that provides pretrial services, serving as the designated pretrial service agency under the Pretrial Services Act, 725 ILCS 185. The Office develops pretrial standards throughout Illinois, including employing direct service pretrial staff who conduct pretrial investigations and provide pretrial supervision.

The Office invites submissions of proposals for an integrated, comprehensive, pretrial case management system (CMS) and associated implementation services in compliance with the terms and conditions set forth in this request for proposal (RFP) and accompanying documents. In 2022, OSPS will provide pretrial services in at least 63 of 102 counties in Illinois and plans to expand its pretrial services to all Illinois counties by 2025.

The Office is soliciting proposals for a comprehensive case management system for pretrial services to criminal defendants (clients) in Illinois. The two primary job functions of the Office are to perform pretrial investigations prior to initial bail hearings and to provide pretrial supervision of clients released during the pretrial phase.

II.   DIRECTIONS

The OSPS is seeking competitive proposals from interested and qualified vendors with proven experience and a quality CMS. Vendors shall submit proposals for the use of their CMS by OSPS to pretrialservices@illinoiscourts.gov no later than 5:00 P.M. CST on May 13, 2022. All vendors who are deemed to have submitted responsive proposals will be asked to provide a 90-minute live demonstration to the Evaluation Committee.

The proposal must be submitted as two separate packets. The first packet will include the completed documents and attachments of the vendor's proposal including how it will deliver the services required, and it must not include any pricing information. The pricing information must be presented on the attached Budget Template (see Attachment C) and submitted separately. Each document will be evaluated separately.

Section I:	Statement of Interest: Each bid must include a statement of interest. The statement of interest must be signed by an individual authorized to bind the vendor contractually, indicating the signer's title position. The Statement of Interest must state that the offer will remain in full force and effect for 90 days beyond the deadline for submittal and that the offer may be accepted by OSPS

at any time during that 90 days. An unsigned Statement of Interest will result in rejection of the bid.

Section II: Bid Form (Attachment A)

Section III: Bid Narrative: The following bid narrative must be completed and included with your response to this RFP.   (10 pages max)

What previous experience and similar scale projects have you been involved with relevant to this project? Please describe the specific projects and your specific involvement.

How are the mandatory components accomplished by your software? Which mandatory elements does your CMS not accomplish? Are any of the mandatory components achieved in an innovative or unique way?

How are the desired elements accomplished by your software? Are there elements of your CMS that OSPS did not list as either mandatory or desired, but that you believe should be highlighted?

Section IV: Timeline Narrative: Please provide an estimated timeline for the implementation and OSPS access to the CMS. It is recognized the timeline to provide all functionality may depend on certain variables and the enhancements to the CMS, but it is important to know a timeline based upon the resources assigned to the project, the vendor's experience and ability to meet OSPS' CMS requirements, and ability to timely manage expected necessary changes to the CMS. Please indicate what variables impact the timeline and each variable's impact to the timeline

Section V: References: A minimum of at least three (3) business references from prior engagements of similar size and scope of the services being requested by OSPS. Please list the most significant engagements performed in the last three (3) years that are similar to the engagement listed in this RFP.   Reference checks will be conducted for each finalist.

Section VII: Company Organization and Diversity Questionnaire (Attachment B)

Section IX: Price Proposal (completed budget template, Attachment C)

Section X: Vendor Bid Certification Form (Attachment D)

OSPS will evaluate the proposals and make one award. The selected vendor must be able to execute the AOIC's Standard Vendor Agreement for Goods and Services (Attachment E) and fulfill all required services. If subcontractors will be engaged, the vendor must include a complete list of all subcontractors intended to be used, their address, and a description of the work each subcontractor will be performing.

The OSPS anticipates executing a multi-year term with the initial contract, (i.e., minimum of 5 years), with the OSPS' option to renew the contract for an additional period (i.e., 5 years). The contract is

expected to be a fixed price contract for the SaaS (hosting and licensing) and support services for the entire initial term of the contract. The price proposal is to detail all additional costs (including hourly rates) anticipated to fully implement and maintain the CMS.

A bidder's meeting is planned on Tuesday, March 29, at 2:00p CST, for all those interested in submitting a proposal. In order to provide answers to questions, the OSPS asks that all questions be submitted, (pretrialservices@illinoiscourts.gov) no later than Tuesday, March 22, at 5:00p CST. The OSPS will attempt to answer questions not submitted, but it is likely that those responses will be delayed. A list of all questions/answers will be posted on the Court's website with the RFP on or before April 22,2022.

This RFP is neither a contract nor meant to serve as a contract and does not create any obligation on the Office to affirmatively engage with any particular firm or applicant. It is anticipated that one of the proposals submitted in response to this RFP may be selected as the basis for negotiation of a contract with the vendor. Such a contract is presently contemplated to contain, at a minimum, the terms of the proposal submitted, as finally negotiated and approved by OSPS. OSPS reserves the right to negotiate additions, deletions or modifications to the terms of proposals submitted. The Office's Standard Vendor Agreement for Goods and Services can be found as Attachment E.

The State reserves the right to award to the firm that has the best overall proposal within the OSPS's timelines and to issue supplemental solicitations as warranted.

III. KEY DATES

March 8, 2022	Request for Proposal issued.
March 24, 2022	All questions for the March 29 meeting due not later than 5:00 PM CST and submitted via email to pretrialservices@illinoiscourts.gov
March 29, 2022	Meeting held at 2:00 PM CST with all interested vendors to answer submitted questions
April 15, 2022	All additional questions from vendors due not later than 5:00 PM CST and submitted via email to pretrialservices@illinoiscourts.gov
April 22, 2022	Answers to all vendor questions released
May 13, 2022	Proposal submission deadline not later than 5:00 PM CST via email to pretrialservices@illinoiscourts.gov

IV. SCOPE OF WORK

The case management system (CMS) desired by OSPS under this RFP will support the office's statewide pretrial operations, which includes centralized investigations and localized supervision activities. The system must be fully capable of providing modern case management functions. It is highly desired the system be innovative, supportive of evidence-based practices in the field and supportive of the efficient use of OSPS staff members' time. The description below provides an overview of basic processes as well as more modern or innovative elements, such as the CMS having the ability to receive referrals from outside agencies (i.e., from a jail, which would cause the creation of an OSPS investigation) and the ability

to communicate directly with defendants through the CMS (i.e., court reminder sent by text message).

- System Description
  OSPS requires a vendor with substantial experience with a complex project such as this, therefore a detailed implementation plan, including time line for installation and setup of the initial test and production CMS application and infrastructure is required. The implementation plan will also include customizations needed to meet the needs of OSPS and a corresponding time line detailing their delivery. The implementation plan will also include roll-out of the CMS and training on the use of the CMS to all end users.

  The CMS will be a vendor hosted solution commonly referred to as Software as a Service (SaaS) solution. The system shall be a commercial-off-the-shelf (COTS) system which, if required, can be modified by the vendor to meet the agency's requirements. The vendor will need to identify the scope and parameters for customizations before implementation and after go-live.   The vendor will work with OSPS to identify, develop, test, and implement all changes to the CMS prior to implementation. The system shall be operational 24/7, include backup procedures and disaster recovery services.

  The CMS shall:
  - support a single point of entry for all data.
  - configure to the organizational structure of the Office for management and reporting purposes.
  - support multiple offices/sites.
  - allow the Office to define system workflow including business rules.
  - be mobile-friendly and support staff use of a laptop, tablet, and mobile devices and corresponding browsers.

  It is highly desired the CMS have a client accessible app including the ability for two-way communication between staff and client.

- Security and Data Integrity
  The system must be browser based and use standard internet security protocols. It must support all modern browsers and must be fully capable of operating with and IBM, Oracle or Microsoft database. It must include an integration protocol to directly connect with other systems, such as other local pretrial CMS, the OSPS' online reporting system, or other data exchange requirements. The vendor is to be experienced in implementing integrations. The integration is to be based on national industry standards, security standards, and encryption practices.

  Data, reports, and information in the CMS is exclusively owned by the AOIC/OSPS and is not to be duplicated, shared, or retained without prior approval. The AOIC/OSPS retains all rights and ownership to documents, data, metadata, and information in the CMS under the scope of this agreement.

  The CMS is to include a perpetual use license agreement for an unlimited number of users for the Illinois Judicial Branch staff, partners, and OSPS users. Transaction response times must be acceptable – typical transactions should on average take no longer than 1-2 seconds; complex queries may require 2-4 seconds.

System must have the ability to handle multiple large departments, must be able to capture and store multiple departments' data within the same database, but also provide the ability to configure and restrict access to data by department. System shall be expandable to accommodate additional users, employees, departments, agencies, new application, and new functional requirements. The SaaS infrastructure and CMS is to have acceptable system resources and storage capacity to function and store records as needed by OSPS, including the ability to meet all storage needs and initially handle up to 350 concurrent users. As well, the infrastructure is to grow with the needs and usage of OSPS for all technical resources.

Data must be encrypted from point of sign-on and for all data transport. The CMS is to implement security procedures and an infrastructure which protects confidential data in transit and at rest. The SaaS Infrastructure is to include end-to-end encryption for user access from computers, laptops, and mobile devices. The system must provide role-based security access rights by program area and jurisdiction. Permissions should be set by user roles with assigned levels of access, viewing, data entry, editing and auditing. Permissions should include a security matrix that defines access to screens, functions, and data (types of caseloads) for specific user groups. Access should be able to be restricted by agency, unit, supervisor caseload and officer caseload. Security roles and system prevents non-authorized users from accessing, viewing, downloading, and/or exporting data or reports. The CMS should provide user auditing, including tracking the date, time, and login of any person who adds, edits, or deletes data, documents, or metadata.

Technical support is expected to resolve issues in a timely manner and communicate with users to ensure support issues are received, progress is being made, and resolutions implemented and confirmed. OSPS will require a service level agreement with the selected CMS partner identifying responsibilities and graduated service level incidents and response expectations for outages, including relief and financial penalties.

The system shall:
- o provide constraints to avoid duplicate records.
- o prompt user with a warning and allow override capability.
- o provide table-driven, drop downs of valid values for data elements whenever possible, that are updatable by the System Administrator, to facilitate data entry and ensure data integrity.
- o provide the ability for select users (System Administrators) to define and re-define specific data elements to be "required" entries on a screen.
- o merge or consolidate duplicate person records.
- o allow renaming of key field labels.

- Integration
  The software must integrate with the AOIC's existing data platforms with the ability to push and pull data into the CMS and provide support for all existing external interfaces. It must have the capability for direct interfacing with the system using Application Programming Interfaces (API) for imports and export of information. The API may be provided by other partners, but is it expected that the CMS vendor is able to implement such APIs in a timely manner as directed by OSPS. The system shall allow for reports generated in the system to be sent to external agencies electronically. The system must track court dates, dates a defendant was lodged in the jail and released from jail, etc. including multiple occurrences for the same defendant.

It is highly desired the system provide the ability to receive information from outside entities, such as law enforcement and/or local county jails, related to a person being lodged by law enforcement and an investigations case needing to be opened in the CMS. It is also highly desired that upon receipt of this information the CMS initiate opening a case based upon the information provided. For example, allow a jail to initiate an investigative case upon a person being lodged into jail including using the identifiers provided by the jail as a starting point.

It is highly desired that the system allows external entities granted permission to be able to access specific portions of the application.

- General Case Work
  The CMS shall categorize and track cases according to a component such as pretrial investigation, supervision, monitoring, diversion, etc. with subcategories for each category, for example – domestic violence may be a subcategory of supervision. It must allow an officer to select a client record and move to a given screen or function within the client record (i.e., checking orders and conditions, modifying case notes. etc.) while working on a specific file or case, without having to re-enter an identifier. It must search by defendant specific identifiers such as full name (including alias names), partial name spelling, date of birth, social security number, etc. and navigate directly to the selected record from the list of candidates when there is more than one match.

  The CMS shall support the assignment of a case to a branch, unit, county, and/or other appropriate entities (e.g., investigator, supervisor) in addition to supporting the assignment to a judge, court, location, department, etc.

  It must provide detailed tracking of court dates and outcomes of those court dates, which are tied to all applicable case records. It must provide the ability to integrate with an outside entity, such as a circuit clerk, to receive this information.

  It shall provide for the chronological entry of case notes, including details of the interaction and accompanying documents. The CMS shall provide the author of the notes and track the date and time the note was entered and/or modified. It shall maintain a record of all those staff members/units/locations who were assigned to the case, even if they are no longer involved with the case.

  The system shall:
    o provide notifications to staff such as clients who are in violation, reports due, confidential records, etc.
    o track violations of pretrial release.
    o support individualized caseplans.
    o process transfer cases both in and out of OSPS services.
    o provide the ability to close the case, including prompting the staff member if there are conditions which must be resolved before the case is closed.

- Client Master Record
  The system must record client demographics, addresses, places of employment, education, photos, etc. and provide for retention of historical entries. It shall provide for identification numbers and factors to be recorded. It shall prompt the OSPS staff member when a duplicate record or person already exists. The system must provide victim information to be entered and

tracked.

- Documents

  The CMS shall have the ability to interface with standard Word Processing software (e.g., MS Word) to generate custom forms or letters, unless this service is provided directly within the CMS software. It must have the ability to accept file uploads to append to the case record and storage/retrieval of the files on the application database. The CMS shall have a library of templates for commonly used forms but the adaptability to have customized forms created for the OSPS.

  It is highly desired the CMS automatically generate documents from within the system without the need to manually open a word processing program. It is highly desired such document could then be shared with external entities from within the CMS. As an example, the ability to write a pretrial bond report within the software, email it directly to a judge and record this action within the software. It is highly desired the system support electronic/digital signatures.

- Reports

  The CMS vendor will work with the OSPS to develop a set of commonly used standard, evidence-based reports as needed on phases of the pretrial process. The system shall have the ability to report on any information contained in the database and allow the development of custom reports by the local system administrator. The CMS shall provide the ability export reports to Excel, PDF, XML or other common format.

- Investigations

  The CMS will support an unlimited number of cases, charges, offense classes and other charge attributes per defendant and support agency specified case types, case numbers, charges, dispositions, etc. It shall integrate a defendant's past criminal, personal and demographic information for reporting. It shall display all cases for a defendant (open and historical), with the ability to drill down for details. It shall record the actions of the state's attorney with regards to charges against a defendant and the actions of the judge regarding outcome of hearings. It shall track specified pretrial conditions ordered. It shall distinguish between investigations among different counties, circuits and regions of Illinois.

  It shall provide a central repository (in dashboard form) for incoming pretrial investigation assignments that will be assigned to pretrial officers statewide. This would be a central "hub" where all investigations would be listed and could then be assigned to pretrial staff for completion. It is highly desired that the CMS allow for external entities such as jails to send an investigation notice directly to the dashboard.

  It shall track stages of the investigation, including officer assigned, date and time items were completed. It is highly desired the CMS create a bond report, including risk assessment and criminal history from the information entered into the system. It shall provide for supervisory review of the bond report prior to completion.

  The CMS shall integrate pretrial risk assessments as requested by the OSPS, including the ability to add additional customized assessments/screenings in the future. The system shall automatically calculate the risk assessment score and assigned level (if applicable). It shall allow for historical tracking and storage of assessments.

- Supervision

  The system shall provide for entry and tracking of all pretrial conditions. It is highly desired the CMS provide a dashboard of all court dates in chronological order that can be filtered by assigned pretrial officer, county where it is being held and as designated by the OSPS operating structure. It shall record the result of drug and alcohol tests. It shall record multiple referrals to services for each client, including tracking progress, admission and completion dates. It shall record and track referrals, placement, start and end dates for multiple types of electronic monitoring.

  It is highly desired the system provide automated reminders of court dates, appointments and other specified occurrences to the client.

- Supervisory Management

  The system shall provide support to supervisory staff as they manage their subordinates and the caseloads of their subordinates, including:
    - capturing and tracking staff activities, such as cases assigned to a staff member and actions taken by a staff member with their caseload.
    - producing information that summarizes scheduled activities such as appointments, court dates, report due dates, etc. by pretrial officer.
    - producing information about case outcomes by pretrial officer.
    - providing information on all cases assigned to an officer, including assigned reports, investigations, clients on supervision, etc.
    - allowing a supervisor to update case information for subordinates.

Please see Attachment F - "OSPS Pretrial CMS System Requirements" for the complete Scope of Work. Responses to the elements listed in "OSPS Pretrial CMS System Requirements" must be provided in that document. Proposers must use the Microsoft Excel template provided and complete all items in each worksheet. For each element, proposers must fill in column E "Vendor Response" with one of the choices below. If the proposer wishes to provide any explanatory details, they should be included in column F "Vendor Comments". The following answer key should be used when responding to the elements in column E:

3   This feature is supported in the current version of the proposed solution.

2   The feature is not supported in the current version of the proposed solution, but the feature is currently in development or testing is planned for the next release of the proposed solution within 3-6 months. Include and note anticipated release date.

1   The feature is not supported in the current version of the proposed solution, but the proposer plans to support the requirement in the proposed solution or as part of this procurement within 1 year. Include and note anticipated release date.

0   The feature is not supported, and the proposer has no plan to support it.

Note: Proposers must answer each element with only one of the above keys. Any element that is answered in any other way will be treated as a negative/non- response.

V.   EVALUATION OF BIDS

The Office will review all bids and make an award based on the comprehensiveness of the solution across several criteria including but not limited to the following:

- The number of mandatory requirements the vendor can fulfill, how the vendor will fulfill the requirements and the vendor's explanation contained within the Bid Narrative.

- Identification of which desired elements the vendor can fulfill and the explanation of how the vendor will fulfill the desired element.

- An estimated timeline for the completion of the requested services.

- A description of the most significant engagements performed in the last three years that are similar to the engagement listed in this RFP.

- Diversity of the Vendor.

- Explanation of whether any services will be subcontracted to a third party.

- Cost.