DoIT

Illinois Department of
Innovation & Technology

INNOVATION & TECHNOLOGY SUPPLIER DAY . . . . . .

WELCOME

SEPTEMBER 25, 2019

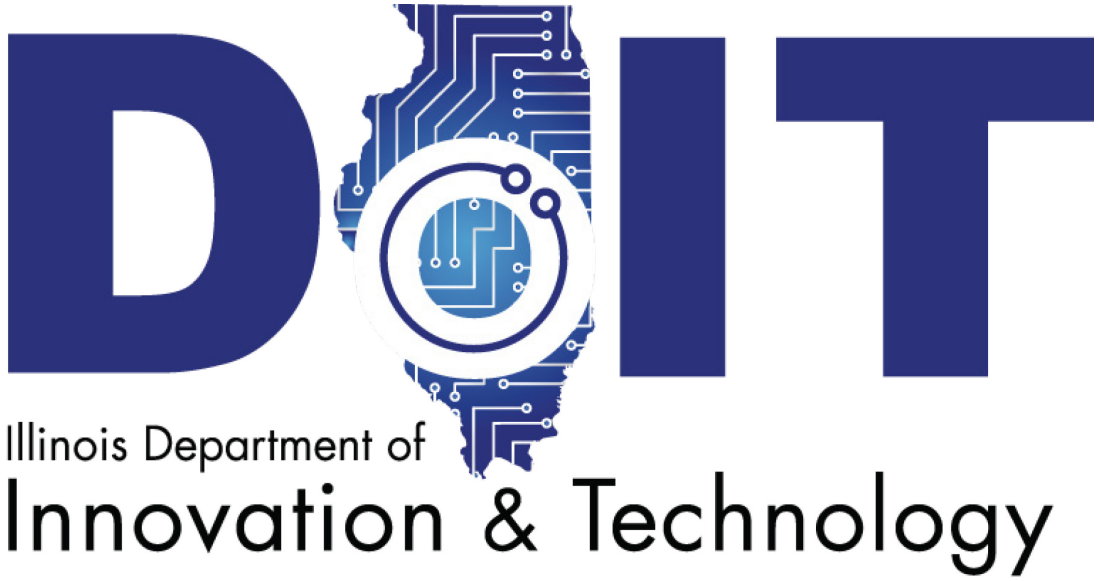
Illinois Department of Innovation & Technology

JENNIFER RICKER

CHIEF OF STAFF

DOIT OVERVIEW

DOs & DON’Ts FOR SUPPLIER DAY



MARGARET VANDIJK

GENERAL COUNSEL

PROCUREMENT CODE

Welcome

- We want to talk with you and learn from you today.
- We also want to make sure that there is a level playing field and every vendor has the same information about DoIT and what our plans are for what we may need to buy.
- There are some do's and don'ts of what we can talk about today to make sure that you are not disqualified from participating on a competitive solicitation.

PROCUREMENT COMMUNICATIONS

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What Gets Vendors Disqualified

A person or business can not bid or enter into a contract if the person or business assisted an employee of the State of Illinois, who, by the nature of his or her duties, has the authority to participate personally and substantially in the decision to award a State contract

- by reviewing, drafting, directing, or preparing any invitation for bids, a request for proposal, or request for information;
- or by providing similar assistance

A person or business may not submit specifications to a State agency unless requested to do so by an employee of the State.

AUTHORIZED VENDOR ASSISTANCE

A Vendor May

- Review, draft, direct, or prepare any invitation for bids, a request for proposal, or request for information or provide similar assistance <u>IF part of a publicly issued opportunity to review drafts of all or part of these documents.</u>

- Initiate a communication with an employee to provide general information about products, services, or industry best practices and, if applicable, that communication is documented in accordance with Section 50-39.

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AUTHORIZED VENDOR ASSISTANCE (CONT.)

Illinois Department of Innovation & Technology

A Vendor May

- May respond to a communication initiated by a State employee for the purposes of providing information to evaluate new products, trends, services, or technologies.
- Ask for clarification regarding a solicitation as long as there is no competitive advantage and the Q & A, if material, is posted to the Procurement Bulletin as an addendum to the solicitation.

REPORTING COMMUNICATIONS

State Employees Have to Report Some Communications

- Just because a conversation may have to be reported does not mean there was anything wrong about the communication. We have to report those communications to keep that playing field level and to make sure there is sunshine/transparency.

- Reportable communications are those received by a State employee who,
  - by the nature of his or her duties, has the authority to participate personally and substantially in the decision to award a State contract, and
  - that imparts or requests material information or makes a material argument regarding potential action concerning an active procurement matter, including, but not limited to, an application, a contract, or a project.

REPORTING COMMUNICATIONS (CONT.)

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What Is a Reportable Communication?

A communication must:

- Be material
- Regard a potential action
- Pertain to an active procurement matter

Have to have all 3 to be reportable.

REPORTING COMMUNICATIONS (CONT.)

Not Reportable

(i) statements by a person publicly made in a public forum;

(ii) statements regarding matters of procedure and practice, such as format, the number of copies required, the manner of filing, and the status of a matter;

(iii) unsolicited communications providing general information about products, services, or industry best practices before those products or services become involved in a procurement matter;

REPORTING COMMUNICATIONS (CONT.)

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Not Reportable

iv) statements made by a State employee of the agency to the agency head or other employees of that agency, to the employees of the Executive Ethics Commission, or to an employee of another State agency who, through the communication, is either

- exercising his or her experience or expertise in the subject matter of the particular procurement in the normal course of business, for official purposes, and at the initiation of the purchasing agency or the appropriate State purchasing officer, or

- exercising oversight, supervisory, or management authority over the procurement in the normal course of business and as part of official responsibilities;

REPORTING COMMUNICATIONS (CONT.)

Not Reportable

(v) communications received in response to procurement solicitations, including, but not limited to, vendor responses to a request for information, request for proposal, request for qualifications, invitation for bid, or a small purchase, sole source, or emergency solicitation, or questions and answers posted to the Illinois Procurement Bulletin to supplement the procurement action, provided that the communications are made in accordance with the instructions contained in the procurement solicitation, procedures, or guidelines;

(vi) communications that are privileged, protected, or confidential under law; and

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REPORTING COMMUNICATIONS (CONT.)

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Not Reportable

(vii) communications that are part of a formal procurement process as set out by statute, rule, or the solicitation, guidelines, or procedures, including, but not limited to, the posting of procurement opportunities, the process for approving a procurement business case or its equivalent, fiscal approval, submission of bids, the finalizing of contract terms and conditions with an awardee or apparent awardee, and similar formal procurement processes.

REPORTING COMMUNICATIONS (CONT.)

Not Reportable

The provisions of this Section shall not apply to communications regarding the administration and implementation of an existing contract.

- Except communications regarding change orders or the renewal or extension of a contract are reportable.

No trade secrets or other proprietary or confidential information shall be included in any communication reported to the Procurement Policy Board.

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REPORTING COMMUNICATIONS (CONT.)

What is Reported?

- Date, time, and duration of each communication;
- Identities of persons and individuals or entities represented, communicating, receiving, and responding;
- Action requested or recommended;
- Summary of the points made;
- Location of all persons involved in the communication;
- Telephone numbers if the communication occurred by telephone;
- Any other pertinent information.

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REPORTING COMMUNICATIONS (CONT.)

Where and When is Report Made?

(http://www.illinois.gov/ppb/Pages/procurement-communications-reporting.aspx)

Reportable communications must be reported as soon as practicable,

- but in no event more than 30 days after receipt of the communication, or
- the first in a series of communications

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REPORTING COMMUNICATIONS (CONT.)

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Who Also Has To Report?

Lobbyists

When an oral communication made by a person required to register under the Lobbyist Registration Act is received by a State employee that is covered under this Section, all individuals who initiate or participate in the oral communication shall submit a written report to that State employee that memorializes the communication and includes the information required to be reported to the Procurement Policy Board.

REPORTING COMMUNICATIONS (CONT.)

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Synopsis of Reportable Communications

The 5 Ws

Who: Employees who participate personally and substantially in decision to award. Lobbyists must also file written report of communications with state employee.

What: Communications that are material, regard a potential action, and relate to an active procurement matter.

When: Within 30 days after receipt of the communication.

Where: http://www.illinois.gov/ppb/Pages/procurement-communications-reporting.aspx

Why: For transparency and to ensure a level playing field for vendors.

REPORTING COMMUNICATIONS (CONT.)

Take Aways

- Vendors may communicate with State agencies-vendors just have to do it inside the boundaries.
- It is not a negative that conversations with State employees are being reported.
- A reportable conversation does not equal a vendor being disqualified from responding to the bid or offer.

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GIFT BAN

Limitations

No officer, member, or State employee shall intentionally solicit or accept any gift from any prohibited source or in violation of any federal or State statute, rule or regulation.

- This includes spouses and immediate family living with the individual.

No prohibited source shall intentionally offer or make a gift that violates the Ethics Act.

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GIFT BAN (CONT.)

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Who at DoIT?

Full-time, part-time, non-independent contractual employees (i.e., 75-day contractors and personal services contractors).

What is a “Gift”?

Any gratuity, discount, entertainment, hospitality, loan, forbearance, or other tangible or intangible item ***having monetary value*** including, but not limited to, cash, food and drink, and honoraria for speaking engagements related to or attributable to government employment or the employee’s official position.

GIFT BAN (CONT.)

Prohibited Sources

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Any person or entity who:

- Seeks official action (employee or agency) (not contracts)
- Does business **OR** seeks to do business (**Actual/Possible Vendors**!)
- Conducts activities regulated by the agency
- Has interests that could be substantially affected
- Is a State-registered lobbyist
- Is an agent, spouse, or immediate family member of the above categories.

GIFT BAN (CONT.)

Exceptions to the Gift Ban

Executive Order 15-09 mostly eliminated exceptions related to prohibited sources.

- No generic $100 per calendar year exception from prohibited sources.

- Reduction of food or refreshments from $75 per person per calendar year down to $0/de minimis.

Bottom Line: DoIT employees can not accept lunches/dinners, concert/sport tickets, or **anything of value** from vendors or persons or businesses that seek to be vendors with the State.

DoIT’s PLAYBOOK

Illinois Department of Innovation & Technology

RON GUERRIER

STATE OF ILLINOIS CIO

As a member of the **Illinois Department of Innovation & Technology**, the number one expectation is to function as ONE unit & adhere to our brand values. This team will be highly ***collaborative***, be considered and perceived as the technology ***domain experts***, and foster an environment of ***kaizen, innovation, and value creation***. We will deliver solutions that are ***customer centric*** for the agencies we support and the residents we serve.

Guiding Principles

Enable those we support and serve.

Engage each other and our communities.

Explore what's next and cultivate a can do culture.

Evangelize the value of technology and position DoIT as a progressive partner.

Eliminate Waste of unnecessary expense and effort passing on the value to the residents of Illinois.

Foundational Priorities

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Illinois Department of Innovation & Technology

Architecture

Maximize interoperability via service oriented architecture & create roadmaps.

Service Management

Create best practices for how we administer and maintain technology.

Program Management Office

Improve project governance and execution in achieving successful transformation.

Data and Analytics

Establish robust data practices & environments turning insights into action.

Information Security

Protect the data assets of the agencies & residents we support & serve.

FY20 Objectives

Prioritize customer service and customer experience for Agencies & Residents

Enterprise Resource Planning with improved governance and organizational change management

Innovation by exploring and applying new technologies and promoting STEM education

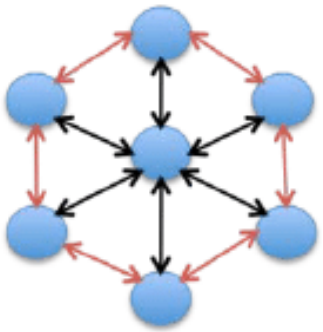
Technology Transformation utilizing a federated rather than a centralized model

Centralized

Strong coordination through central core team

Reports to single executive focused on creating efficiencies via common platforms and approaches

Accountable for enterprise-wide budget, resources, external technology partnerships, and strategy

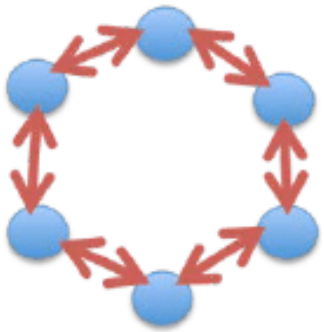


Federated

Central core team develops enterprise programs, sets and enforces standards, manages enterprise systems

Core team has embedded resources aligned to the various departments to meet their unique requirements

Focuses on leveraging economies of scale and optimizing efficiencies whenever applicable



Decentralized

Departments own and operate independently with complete autonomy in design and strategy

Departments occasionally form councils to share best practices; little to no enforcement

Challenged to address enterprise change initiatives and a holistic customer experience

DoIT Playbook

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Guiding Principles	Enable …those we support & serve.	Engage …each other & our communities.	Explore …what's next & cultivate a can do culture.	Evangelize …the value of technology & position DoIT as a progressive partner.	Eliminate Waste …of unnecessary expense & effort, passing on the value to the residents of Illinois.
Foundational Priorities	Architecture Maximize interoperability via SOA & create roadmaps.	Service Management Create best practices for how we administer and maintain technology.	Program Management Office Improve project governance and execution in achieving successful transformation.	Data & Analytics Establish robust data practices & environments turning insights into action.	Information Security Protect the data assets of the agencies & residents we support & serve.

FY20 Objectives

Prioritize customer service and customer experience for Agencies and Residents
Enterprise Resource Planning with improved & organizational change management
Innovation by exploring and applying new technologies and promoting STEM education
Technology Transformation utilizing a federated rather than a centralized model

GROUP CIO INTRODUCTIONS

NATURAL & CULTURAL RESOURCES

TROY HORTON

- Agriculture
- Arts Council
- Environmental Protection
- Natural Resources
- Pollution Control Board
- Abraham Lincoln Presidential Library and Museum

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GOVERNMENT & PUBLIC EMPLOYEES

GLORIA LASLEY

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- Board of Elections
- Capital Development Board
- Central Management Services
- Civil Service Commission
- Education Labor Relations Board
- Executive Ethics Commission
- Executive Inspector General
- Finance Authority
- Independent Tax Tribunal
- Labor Relations Board
- Liquor Control Commission
- Lottery
- Office of Management & Budget
- Procurement Policy Board
- Property Tax Appeal Board
- Racing Board
- Revenue
- State Board of Investment
- State Retirement Systems

FAMILIES, CHILDREN, ELDERLY AND VETERANS

BRAD LONG

- Aging
- Children & Family Services
- Comprehensive Health Insurance Plan
- Council on Developmental Disabilities
- Deaf & Hard of Hearing Commission
- Guardianship & Advocacy
- Healthcare & Family Services
- Housing Development Authority
- Human Services
- Juvenile Justice
- Public Health
- Veterans' Affair

PUBLIC SAFETY

MARC SULLIVAN

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- Corrections
- Emergency Management
- Military Affairs
- State Police

Micro Group – Kelly Ingram (CIO)

- Criminal Justice Authority
- Gaming Board
- Law Enforcement Training & Standards
- Prisoner Review Board
- State Fire Marshall

BUSINESS AND WORKFORCE

SUNIL THOMAS

- Commerce & Economic Opportunity
- Commerce Commission
- Employment Security
- Financial & Professional Regulation
- Human Rights
- Human Rights Commission
- Insurance
- Labor
- Power Agency
- Workers Compensation

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TRANSPORTATION

DAN WILCOX

Toll Highway

Transportation

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EDUCATION

Board of Education

Board of Higher Education

Community College Board

Student Assistance Commission

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BREAK

RECONVENE

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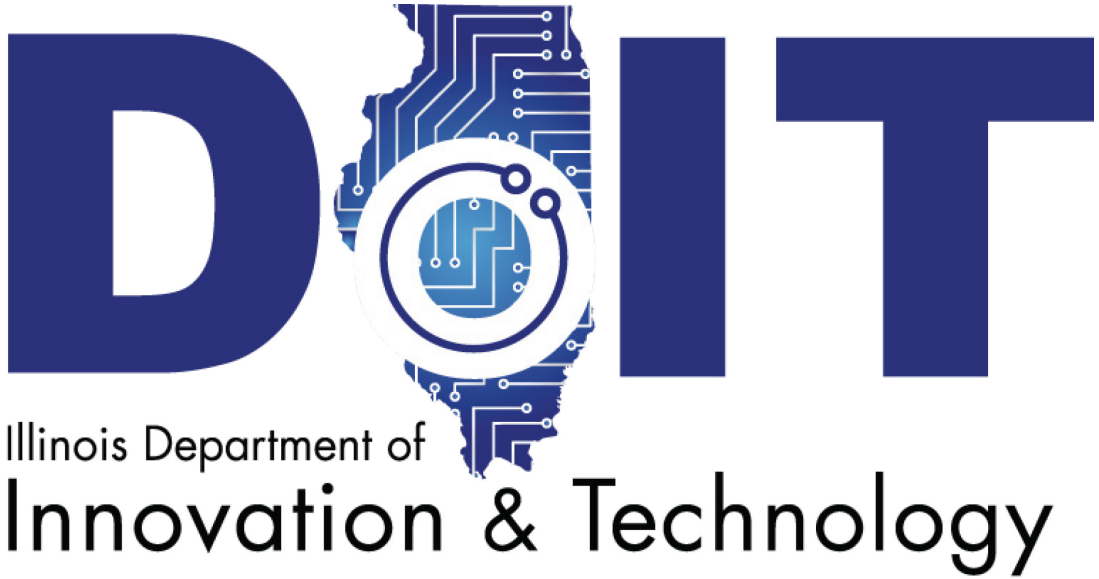
JENNIFER RICKER

CHIEF OF STAFF

VALUE AND MISSION FOR DOIT

DoIT’s FOUNDATIONAL OBJECTIVES



AMY DELCOMYN

ENTERPRISE PROJECT MANAGEMENT OFFICE EXECUTIVE

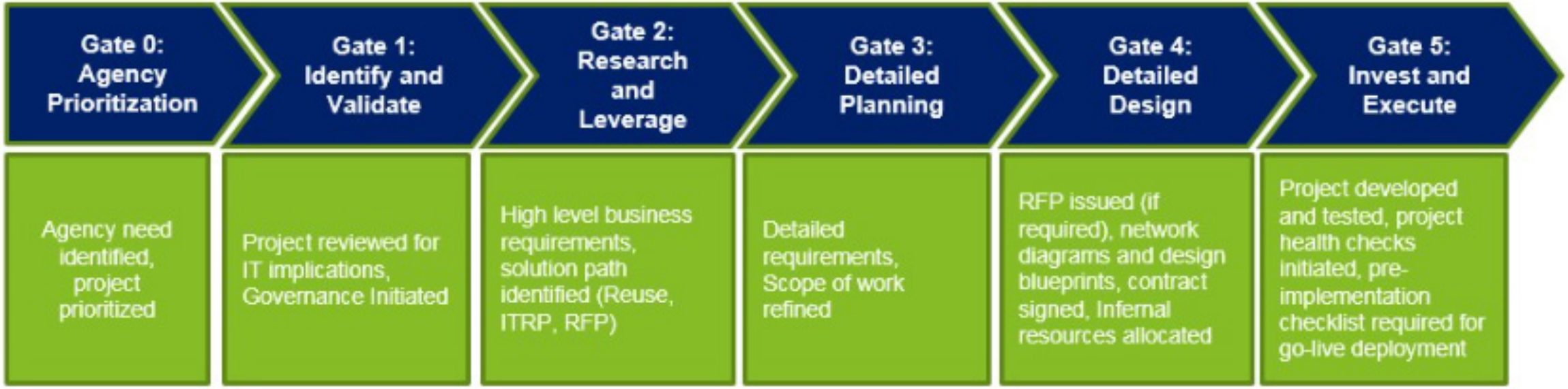
As a Supplier, how does the EPMO affect you?

- **IT Project Governance** - the process of moving projects with a technology component (also referred to as IT projects) from concept to development using a gated approach. This process provides oversight and direction on project technology.

- **The Governance process** fosters standardization and reuse of existing assets. Operating much like a review board, Solution Architects representing our core functions (applications, data, infrastructure, networking and security) meet as a committee and each member has individual responsibilities and approve/deny rights.

The Gate Process

There are five gates. Each gate builds upon the previous gate.



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ADAM FORD

CHIEF SECURITY OFFICER

Foundational Functions

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Identify

Systems, location and value of data, applications, agency priorities, vulnerabilities and risk tolerances.

Protect

Limit access to data, maintain systems and applications, implement secure procedures, leverage protective technology.

Detect

Ensure configurations remain secure, collect and monitor logs from critical systems, “See something, say something” culture.

Respond

Exercise response plans, utilize advanced tech, automate response procedures, communicate effectively.

Recover

Validate data recovery methods, align agency priorities with resiliency capabilities, exercise resiliency plans.

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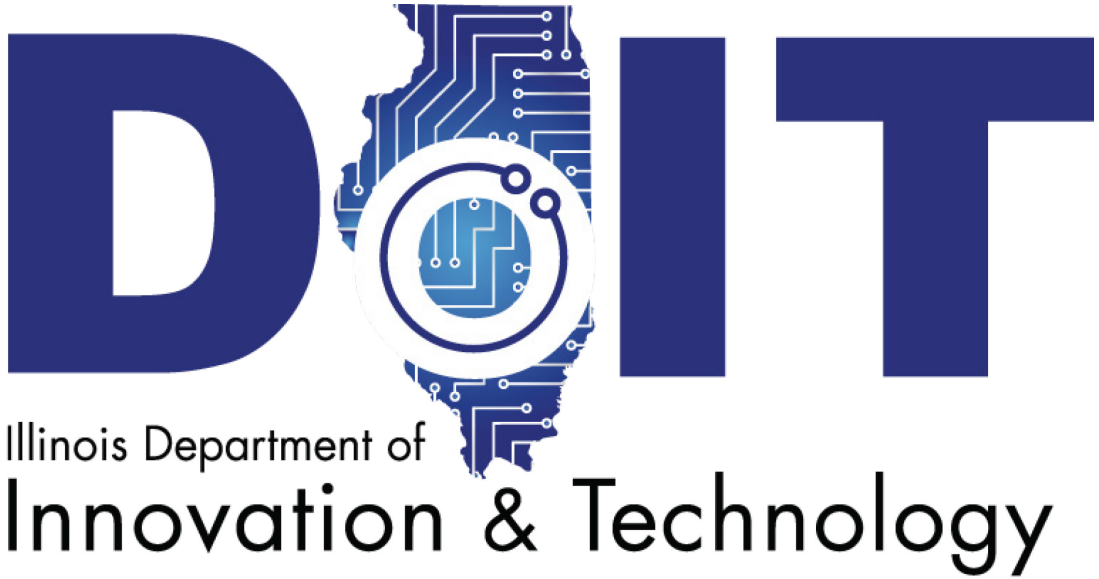
KRISHNA IYER

CHIEF DATA OFFICER

SDP Strategic Goal	Desired Outcomes
Goal 1: Enterprise framework for the data	• An architecture for data is available and adopted by State agencies • Standards for data are adapted into use by State agencies • An Enterprise platform for engagement, analysis and insight
Goal 2: Structured, accurate and reliable data	• Data governance is driven by collaboration between multiple disciplines • Data requests are handled through a single process • Data is managed through its lifecycle by a uniformly standard process statewide • Data is classified and secured
Goal 3: Statewide application of Data Science & Analytics	• State of Illinois becomes a truly a data driven state, basing policies and decisions based on insights derived from data. • State of Illinois agency leaders are fully aware of the value created by advanced analytics • Standardized processes and methods for the implementation of data analytics • Automation enabled by advanced analytical methods, eliminate workflow errors and increase productivity
Goal 4: Transparency of government to citizens through data	• The State of Illinois has one Open Data Portal for publicly available data. • The State's data sharing platform provides internal and external transparency to the State of Illinois' data assets • The FOIA requests and the legal team are integrated into the data transparency workflow
Goal 5: Create a culture of continuous learning through strategic partnerships	• Universities partner with State agencies and the State Data Practice on technology and process of analytics • The State of Illinois has one umbrella for partnership execution of standardized agreements • Knowledge is disseminated from external partnerships to State employees

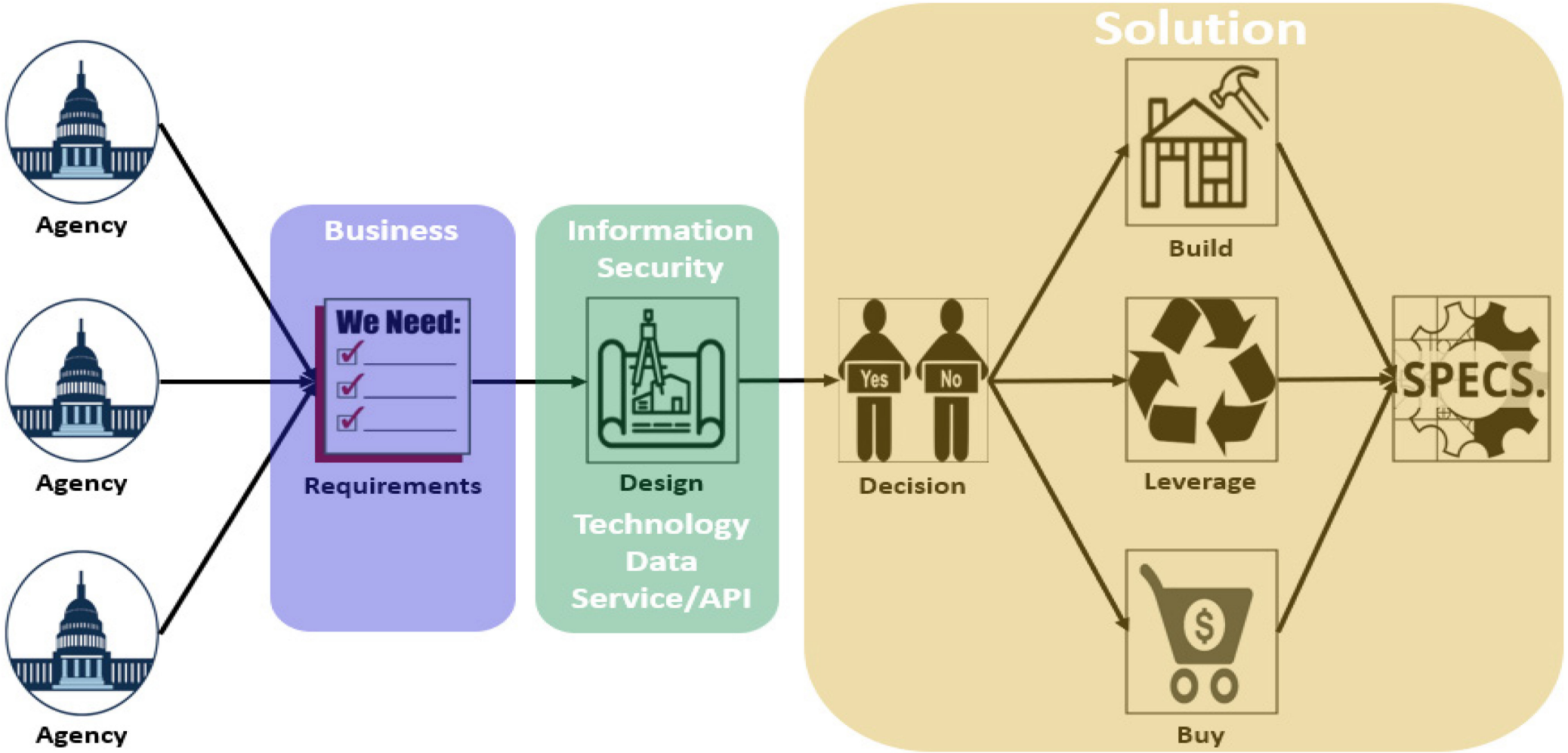


BRAD LONG

CHIEF ENTERPRISE ARCHITECT & CHILDREN, ELDERLY & VETERANS GROUP CIO

Enterprise Architecture

Enabling, Engaging, Exploring, Evangelizing, and Eliminating Waste



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LORI SORENSON

CHIEF TECHNOLOGY OFFICER

CTO Operations

IT Infrastructure | Network | Service Desk/End User Computing | Enterprise Applications

Current
- Unsupported technologies
- Lack of documentation
- Changing strategies
- Reactive
- Too many underutilized tools
- Overwhelmed staff
- Crises of the day

Future
- Supported infrastructure with technology lifecycle
- Proactive/Predictive alerting
- Leverage automation
- Driven by customer service
- Operate against a plan
- Prepared for the inevitable

What the Operations team needs from you:
- Partners not vendors
- Focus on long term success
- Find quick wins
- Share best practices/best in class
- Learn from others

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iECOSYSTEM OVERVIEW

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RON GUERRIER

STATE OF ILLINOIS CIO

改善

kai zen

(change) (good)

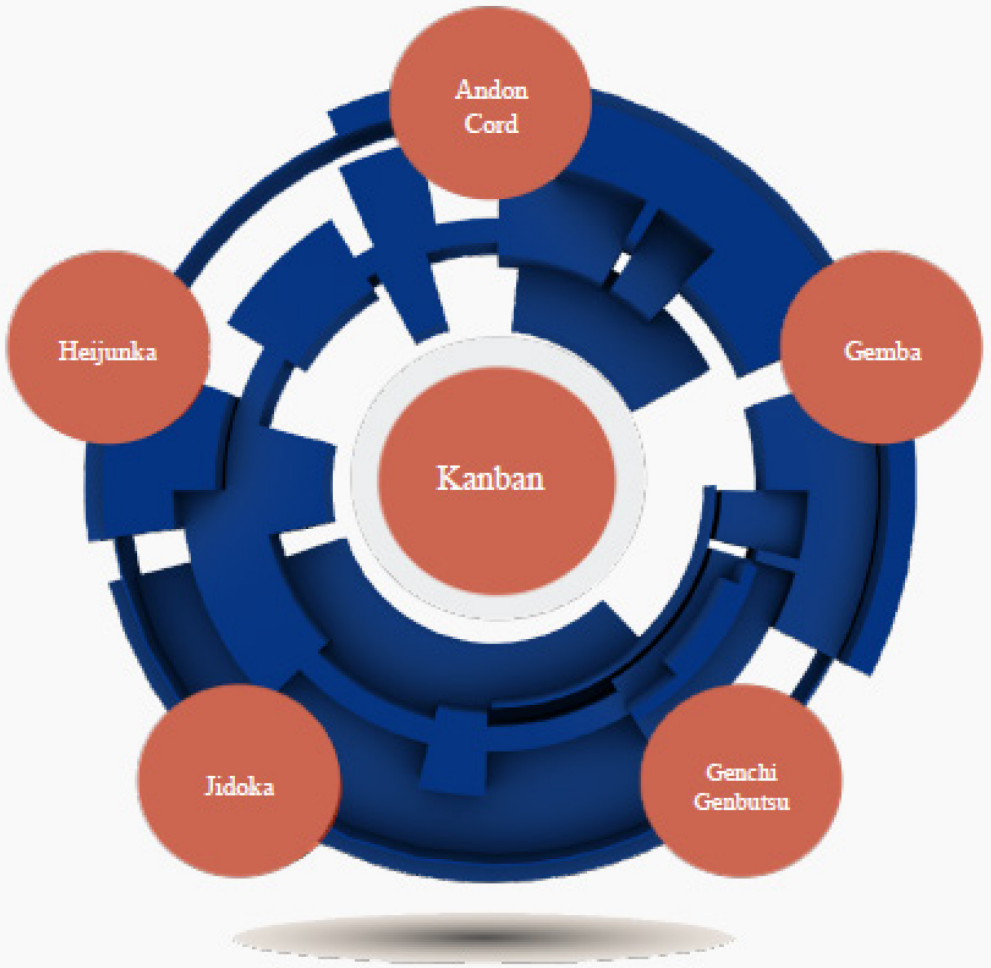
革新

Kakushin

(Innovation)

Kaizen

Kaizen, meaning "change for the better," is a gradual & long term approach to achieve, incremental improvement to efficiency & quality.



Terms

Andon:
Visual management tool, originating from the Japanese word for 'lamp'. Most commonly, andons are lights placed on machines or on production lines to indicate operation status, notifying management, maintenance and other workers. Andons are commonly color-coded green (normal operations), yellow (changeover or planned maintenance), and red (quality or process issue, machine down) often combined with an audible signal such as music or alarms. The andon concept can also be used to show project status with the colors green, yellow, or red meaning "on track, slipping, late" or to indicate general business performance as in "on target, behind target, target missed."
Andon cords are a fixture in modern auto factories, draped over lines like Christmas tinsel. The idea: Workers pull the cord to alert co-workers when a problem crops up so they can get help

Gemba (or GENBA):
A Japanese word that literally means the real place. Used in the context of KAIZEN™, Gemba usually refers to refer to the place where value is added, such as the shop floor. In a broader sense, Gemba refers to any place in a company where work is being performed; thus one may have an engineering Gemba, a sales Gemba, an accounting Gemba, etc.

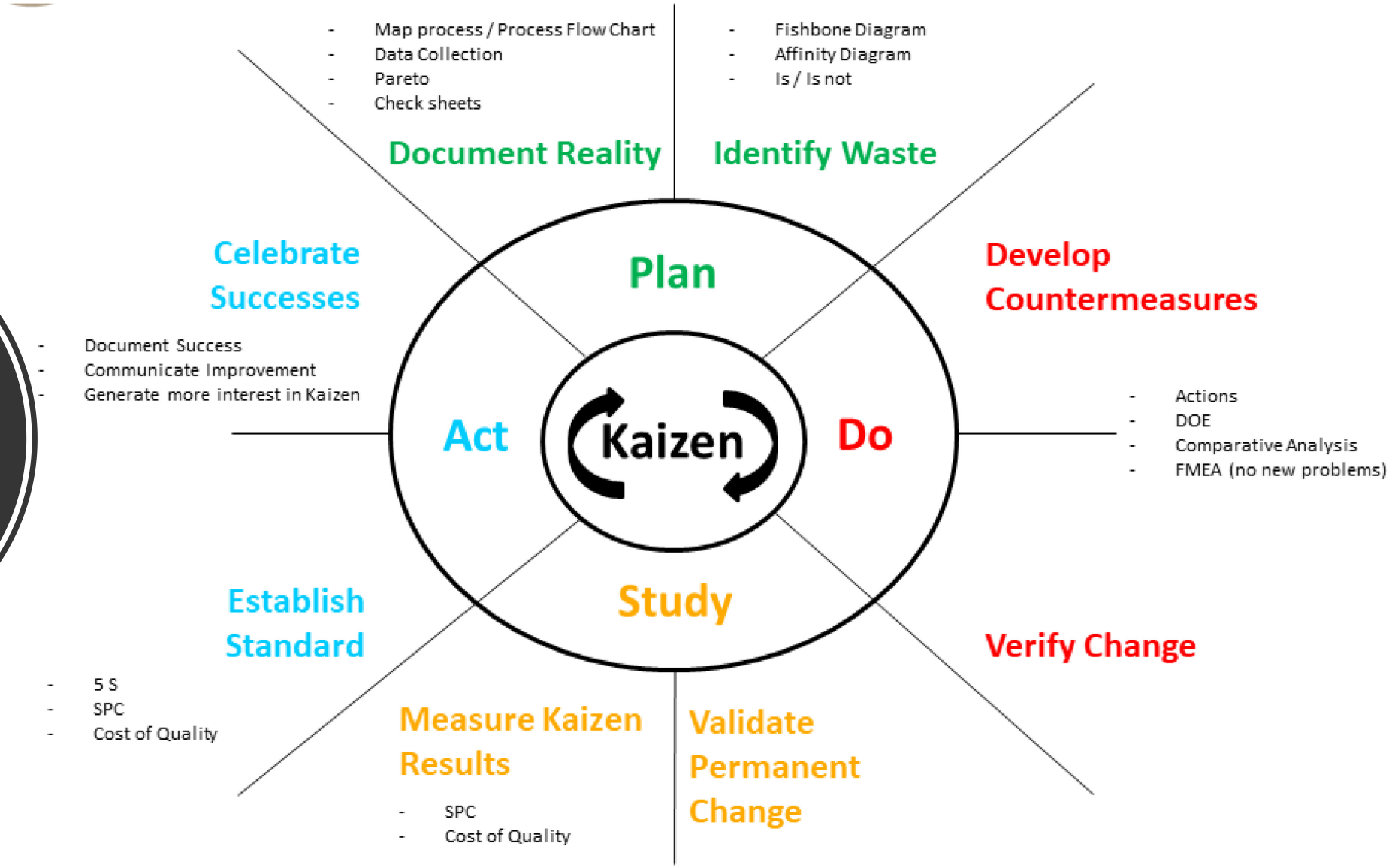
Genchi Genbutsu:
Means "Go and See" and it is a key principle of the Toyota Production System. It suggests that in order to truly understand a situation one needs to go to genba (現場) or, the "real place" - where work is done.

Jidoka:
One of the two pillars of the Toyota Production System along with just-in-time. Jidoka highlights the causes of problems because work stops immediately when a problem first occurs. This leads to improvements in the processes that build in quality by eliminating the root causes of defects.

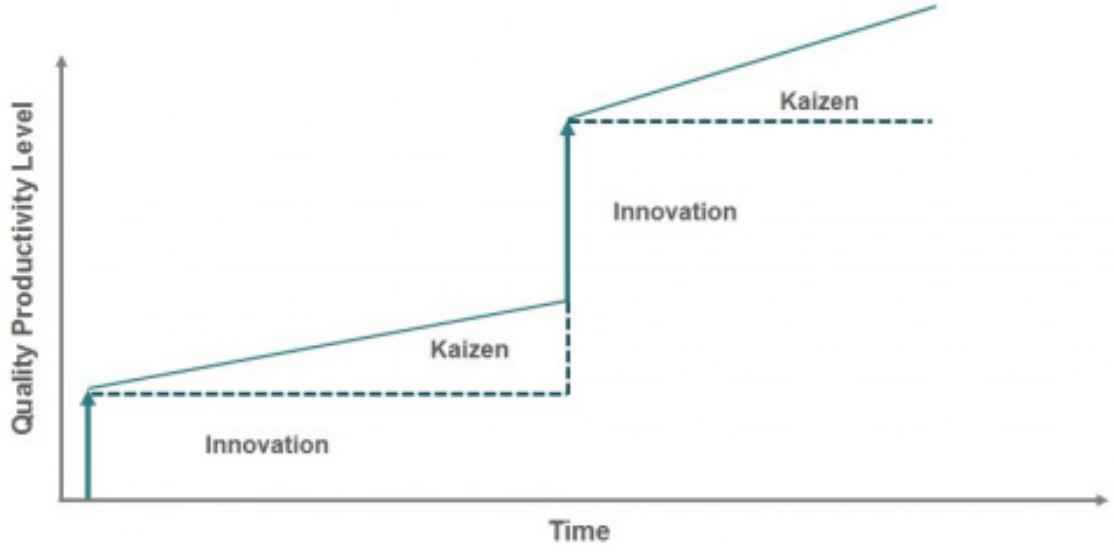
Heijunka
(pronounced hi-JUNE-kuh) is a Japanese word that means "leveling." When implemented correctly, heijunka elegantly – and without haste – helps organizations meet demand while reducing while reducing wastes in production and interpersonal processes.

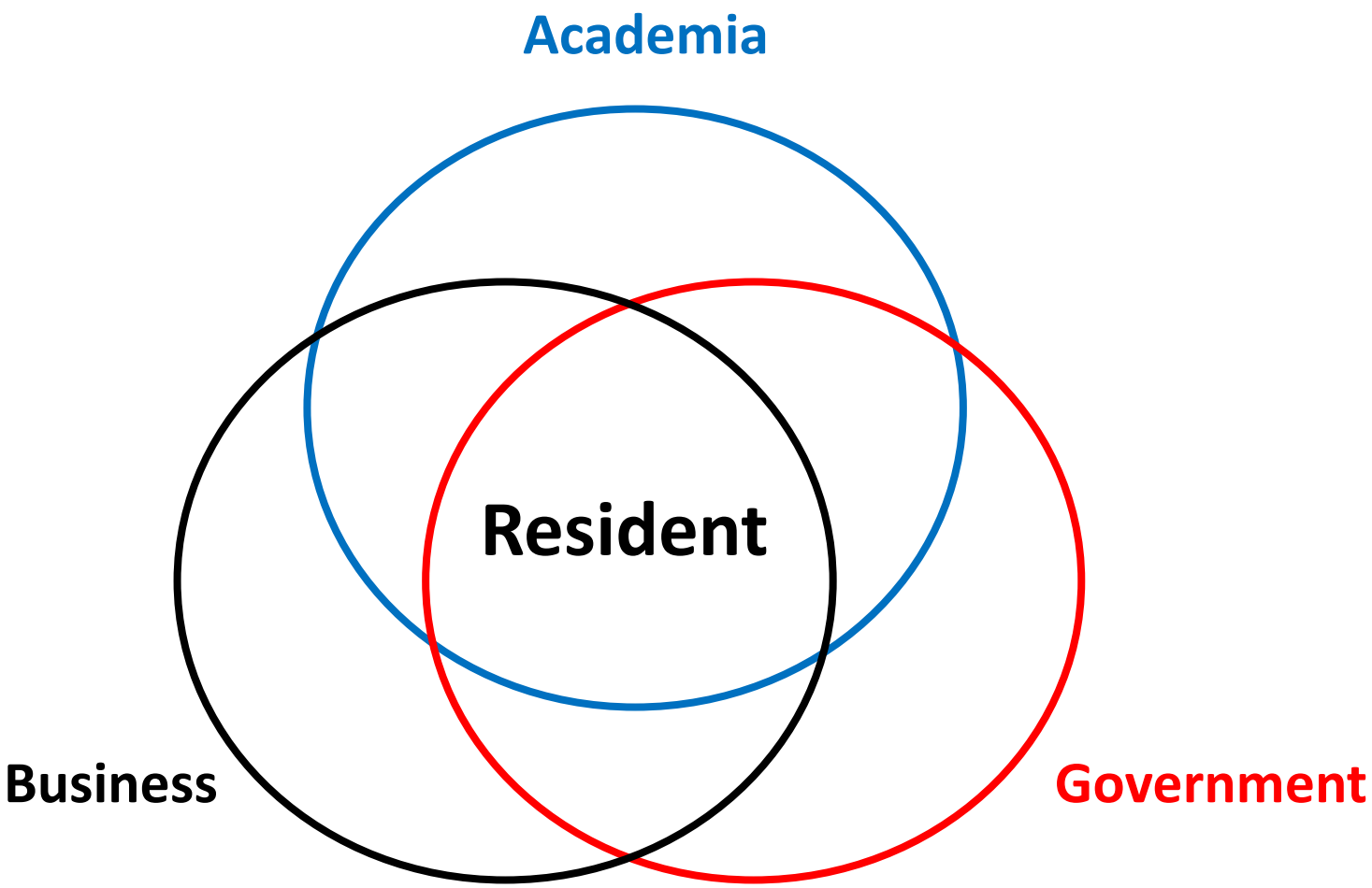
KANBAN:
A materials requirement planning tool in the Just-in-Time production and inventory control system developed by Toyota. KANBAN is often seen as a central element of Lean manufacturing and is probably the most widely used type of Pull signaling system. KANBAN stands for a visual sign (Kan- card, Ban- signal, is regulated, this system is called "KANBAN.").

Culture of Kaizen



Kaizen vs Innovation




Academia
Resident
Business
Government

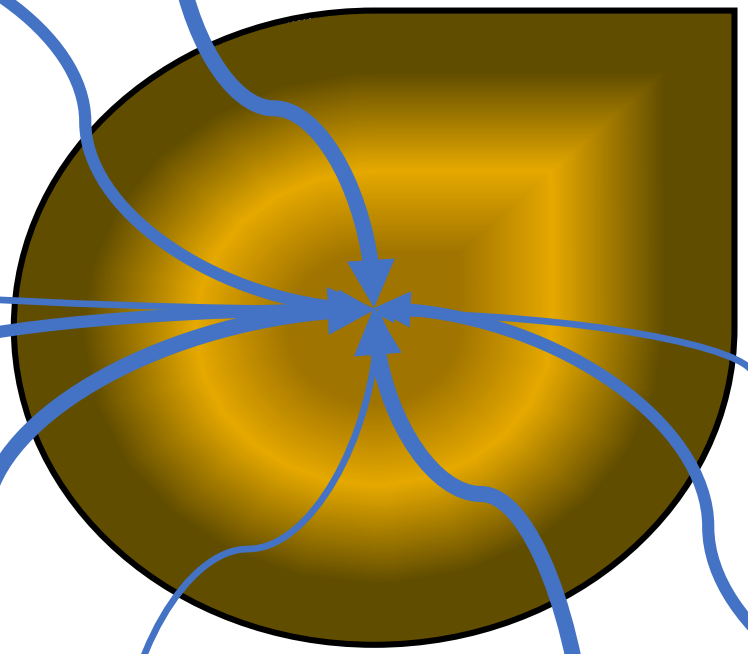
Academia

Talent Pipeline
- Internships
- Mentoring
- Entry roles

Funding
- Grants
- Co-Ops

Research
- Special Projects
- Rapid Development
- POCs / MVPs

Resident



Innovation
- User Experience
- Insights

Scale
- Municipalities
- Statewide

Applicability
- Systems (i.e. CRM)
- Processes
- Training

Diverse Industries
- Various Agencies
- Broad User Communities

Incubation
- Test & Learn
- Melding Ideas

Use Cases
- Empathetic Solutions
- Philanthropic Mission

Business

Government

SUPPLIER DIVERSITY

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CMS
Illinois Department of
Central Management Services

BUSINESS ENTERPRISE PROGRAM

Illinois Department of Innovation & Technology

Illinois Department of Central Management Services

- Margaret vanDijk
  General Counsel
- Dante Watson
  Technology Procurement Policy Manager

CMS Representatives:

- Irma Lopez
- Jeanetta Cardine

BUSINESS ENTERPRISE PROGRAM TEAM

At least 51 percent owned and controlled by persons who are minority, women or designated as disabled

Must be a United States citizen or resident alien

Annual gross sales of less than $75 million

REQUIREMENTS

CMS
Illinois Department of Central Management Services

- City of Chicago
- Cook County
- METRA
- PACE
- Illinois Department of Transportation (IDOT)
- Chicago Transportation Authority (CTA)
- Women Business Development Council (WBDC)
- Chicago Minority Supplier Development Council (MSDC)

LIST OF RECOGNITION ENTITIES

Minority Owed Business Enterprise (MBE)

Women Minority Business Enterprise (WMBE)

Women Business Enterprise (WBE)

Persons with Disability Enterprise (PBE)

Veteran Owned Small Business (VOSB)

SDVOBE – Service Disable Veteran Owned Small Business (SDVOSB)

TYPE OF CERTIFICATIONS

OPPORTUNITIES. illinois.gov

OUR MAIN SITE

CONTACT SUPPORT

BEP Certification Portal

Portal Sign-In

BEP and/or VBP Certification

Search or join our database of registered and/or certified vendors

BEP and/or VBP Certification Directory

Apply for BEP and/or VBP Certification

State Use - Sheltered Workshop Certification

SWS Certification Directory

Apply for SWS Certification

Search the IPG Vendor Directory

Illinois Procurement Gateway (IPG) Registered Vendor Directory

Account Access

Lookup Vendor accounts or reset user passwords

Account Lookup

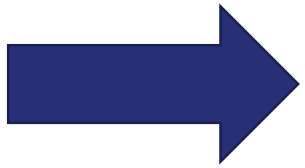
Forgot Password

System Training

Learn how to fully utilize our system with a live trainer

See Online Training Times

CMS
Illinois Department of Central Management Services



BEP and/or VBP Certification

Search or join our database of registered and/or certified vendors

BEP and/or VBP Certification Directory

Apply for BEP and/or VBP Certification

STARTING THE APPLICATION

CMS
Illinois Department of Central Management Services

Apply for Certification Online

Welcome! You are about to begin the online application for certification in the State of Illinois' Business Enterprise Program (BEP) and/or Veteran Business Program (VBP). Before continuing, please review the Certification Application Checklist and ensure that you have all of the necessary documents ready. If you do not have all necessary documents, your application's processing will be delayed.

To continue, please select an option below:

Renew Your Certification		New Certification
I Know My Username & Password	I Forgot My Username & Password	Your firm is not currently certified with the State of Illinois.
» Login	» Lookup Account	» Create Account

After logging in to your account, you will be directed to the application form. You can also click the Apply for Certification link on the right side of the "Dashboard." If you require technical assistance while completing the application, please use our online support form.

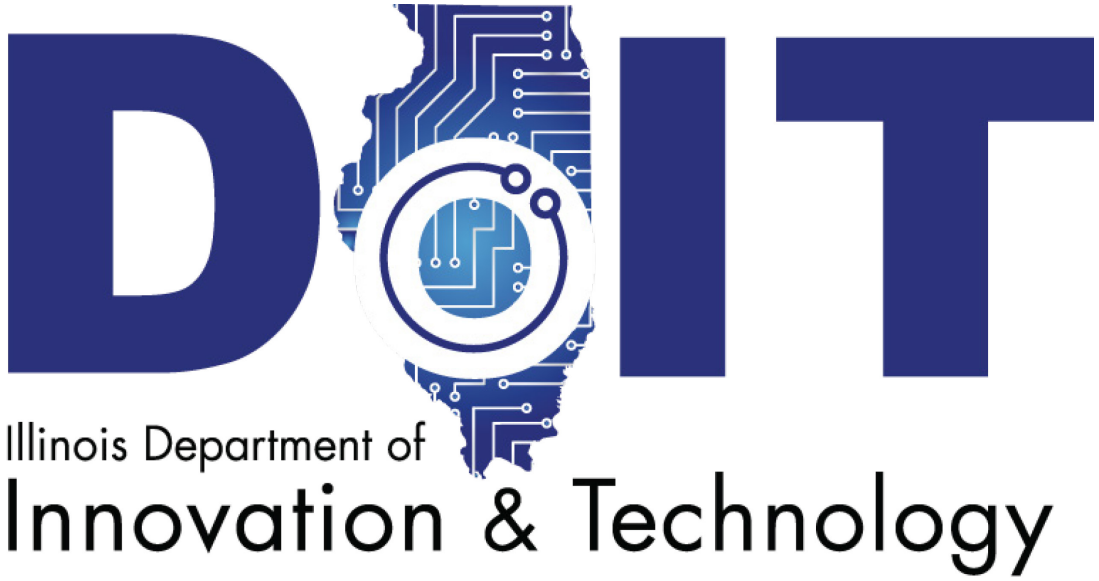
STARTING THE APPLICATION

CMS
Illinois Department of Central Management Services

THANK YOU!

QUESTIONS?

IL INFORMATION TECHNOLOGY ACCESSIBLITY ACT (ITAA) SUMMARY



VICKIE SIMPSON

EQUAL EMPLOYMENT OPPORTUNITY/AFFIRMATIVE ACTION OFFICER

ACCESSIBLE INFORMATION TECHNOLOGY

Why?

Provides access to all users including people with disabilities

- Laws / Standards
  - Title I of the Americans with Disabilities Act (ADA)
  - Title II of the ADA (program access)
  - Illinois Information Technology Accessibility Act (IITAA)
  - Illinois Human Rights Act (IHRA)
  - Web Content Accessibility Guidelines 2.0 (WCAG)

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Innovation & Technology

ILLINOIS INFORMATION ACCESSIBLITY ACT

Illinois Department of Innovation & Technology

What is the IITAA?

- Requires Illinois agencies and universities ensure their web sites, information systems, and information technologies are accessible to people with disabilities.
- IITAA establishes standards to address accessibility proactively.
- Effective August 20, 2008, IITAA Standards applied to all new information technology purchased or developed by the state.
- January 18, 2018, IITAA Standards 2.0 become effective.
  - Update based on Section 508 Standards and Web Content Accessibility Guidelines 2.0
- Applies to all information technology purchased, developed or substantially modified by the State.

ILLINOIS INFORMATION TECHNOLOGY ACCESSIBILITY ACT

What technologies are covered?

- Information and Communication Technology (ICT)
  - Computers and peripheral equipment
  - Information kiosks and transaction machines
  - Telecommunications equipment
  - Multifunction office machines
  - Software
  - Applications
  - Web sites
  - Electronic documents
  - Videos

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VENDOR CERTIFICATIONS

Vendor certifies it and its employees will comply with applicable provisions of the United States Civil Rights Act, Section 504 of the Federal Rehabilitation Act, the Americans with Disabilities Act, and applicable rules in performance of this contract.

Vendor certifies that information technology, including electronic information, software, systems and equipment, developed or provided under this contract comply with the applicable requirements of the Illinois Information Technology Accessibility Act Standards as published at (www.dhs.state.il.us/iitaa) 30 ILCS 587.

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JENNIFER RICKER

CHIEF OF STAFF

VISION

Q&A

CLOSING COMMENTS