

**Office of the Special Deputy Receiver  
222 Merchandise Mart Plaza  
Suite 400  
Chicago, IL 60654  
312-836-9500  
www.osdchi.com**

**INVITATION FOR BIDS  
FOR  
DOCUWARE SUPPORT SERVICES AND MAINTENANCE**

**POSTED: May 4, 2026  
DUE DATE: July 10, 2026  
DUE TIME: 4:00 p.m. Central Time**

**Purchasing Party Contact Information:**

Greg Grunewald  
Senior Systems Administrator/IT Project Manager  
Office of the Special Deputy Receiver  
222 Merchandise Mart Plaza, Suite 400  
Chicago, IL 60654  
e-mail: [ggrunewald@osdchi.com](mailto:ggrunewald@osdchi.com)  
fax: (312) 836-9545

## **I. ILLINOIS INSURANCE RECEIVERSHIP**

Pursuant to the Illinois Insurance Code (the “Code”), the Director of the Illinois Department of Insurance (the “Director”), is affirmed as Conservator, Rehabilitator or Liquidator of domestic insurance companies that have been ordered into conservation, rehabilitation or liquidation pursuant to state court proceedings. These proceedings arise before the Chancery Division of the Circuit Court of Cook County, Illinois (the “Supervising Court”). Grounds for obtaining an order of conservation, rehabilitation or liquidation are specified in Article XIII of the Illinois Insurance Code (the “Code”). Examples of the statutory grounds include insolvency, operating in a condition hazardous to its policyholders or creditors, and consent of a majority of the company’s board of directors.

As Conservator, the Director receives possession and control of an insurance company for the purpose of further determining its condition. The company remains subject to the conservation order and the Director’s possession and control until: (i) a subsequent order of rehabilitation or liquidation is entered against the company, (ii) the Director determines not to institute proceedings against the insurance company for rehabilitation or liquidation and seeks to have the company discharged from conservation, or (iii) the Supervising Court otherwise issues an order terminating the conservation proceedings.

As Rehabilitator and Liquidator, the Director is vested with title to the insurance company’s assets. As Rehabilitator, the Director conducts the company’s business and, subject to the approval of the Supervising Court, may implement a plan of rehabilitation.

As Liquidator, and subject to court supervision, the Director administers the winding down of the company’s business and affairs including the marshaling of company assets, the liquidation of company assets as appropriate, the evaluation and adjudication of claims asserted against company assets by policyholders and others, and the distribution of assets to claimants having court approved claims. The Code authorizes the Director to appoint a Special Deputy as the Director’s agent for purposes of administering the conservation, rehabilitation or liquidation of the insurance companies. The Office of the Special Deputy Receiver (the “OSD”), an Illinois not-for-profit corporation, supports the activities of the Director’s Special Deputy or Attorney-in-Fact in managing the affairs of the companies placed into receivership under the Code. The activities of conservation, rehabilitation and liquidation are conducted at the OSD located at 222 Merchandise Mart Plaza, Suite 400, Chicago, Illinois 60654.

The OSD recognizes that although it is a private not-for-profit corporation organized under the laws of the State of Illinois, its activities are assigned by the Director of the Illinois Department of Insurance when acting in the capacity of statutory and court-affirmed Receiver of insurance companies. The OSD further recognizes that its representation of the Director of Insurance, as Receiver, arises from powers of attorney given by the Director to the Special Deputy who also fills the positions of President and Chief Executive Officer of the OSD. Accordingly, it is the policy of the OSD not to contract with any person or entity that is in violation of the laws of the

State of Illinois or is barred from contracting with the Illinois Department of Insurance, under Illinois' Business Entity Registration for Procurement Act, Illinois Public Act 095-0971, or otherwise. OSD Invitations for Bids and resulting contracts require an awardee's continuing compliance with Illinois state law.

## **II. OBJECTIVE**

The OSD subscribes to DocuWare Cloud 40, with 40 named licenses and 500 GB of storage. The OSD's current subscription expires on September 30, 2026. To determine the market costs for the required services, the OSD is soliciting bids from vendors for the provision of the following services:

- Cloud-Hosted DocuWare License of 40 Named Licenses and 500 GB of storage
- Licensing and support services and maintenance, including:
  - License renewal with a minimum of 40 users and 500 GB of storage
  - Itemized pricing and terms for adding either or both of additional licenses and storage space during the terms of the contract
  - Access to product updates and maintenance releases
  - Vendor-provided technical support during normal business hours (*i.e.* 8:30 a.m. – 4:30 p.m. CT)
  - Clearly defined and documented escalation procedures for addressing critical issues
  - Vendor pricing for the costs of supporting the existing environment
- A bidder's offering must be fully compatible with the OSD's existing DocuWare deployment, with no loss of functionality or access to existing data, documents, workflows or integrations
- The OSD utilizes two DocuWare production cabinets that have ODBC connections which integrate with our IBMi Operating System V7.5 and utilizes CSV files for some transfers
- The OSD also has a SQL server for any small changes to our existing process, and would like to retain this capability
- The bidder should be familiar with the DocuWare file layouts and structure setups to help with data transfers between the OSD and DocuWare
- Bidders must be proficient with indexing between DocuWare and an IBMi Operating System V7.5

- Bidders must be proficient with making modifications to CSV files
- A Visual System Walkthrough via a Microsoft Teams Meeting will be provided, if requested. Execution of a non-disclosure agreement (“NDA”) to be provided by the OSD will be necessary in order to participate in a Visual System Walkthrough
- Bidders must demonstrate experience with Licensing and Support for the DocuWare product and implementations
- Bidders must submit an offer with firm pricing for the one-year base contract. Additionally, bidders are encouraged to provide alternative pricing for two-year and three-year multi-year contract options. The OSD reserves the right to award a contract for any of the terms offered based on the interest of the OSD.

In accordance with the Code, the OSD’s award of bid will not be final unless and until it is approved by the Supervising Court. In presenting its petition for approval of the award, the OSD reserves the right to disclose the names of all bidders and the amounts of their respective bids, together with copies of each bid.

### **III. Contact Information:**

All communications from potential bidders and bidders relating to this IFB shall be made to:

Greg Grunewald  
Senior Systems Administrator/IT Project  
Manager  
Office of the Special Deputy Receiver  
222 Merchandise Mart Plaza  
Suite 400  
Chicago, IL 60654  
e-mail: [ggrunewald@osdchi.com](mailto:ggrunewald@osdchi.com)  
(312) 836-9545

Except as provided in this IFB and as otherwise necessary for the conduct of business operations previously established with the OSD, interested firms may not communicate with OSD personnel who are involved in the review, evaluation, or selection processes with respect to this IFB, including but not limited to the Special Deputy and other members of the OSD’s senior management. Further, all communications with the Illinois Department of Insurance, including but not limited to the Director, with respect to this IFB are prohibited. The OSD will disqualify firms determined to have engaged in prohibited communications of a material nature, as solely determined by the OSD.

**IV. Schedule of Events:**

**This IFB will be governed by the following schedule:**

Release of Invitation For Sealed Bids:	May 4, 2026
Deadline to request Visual Walkthrough of Systems (via Microsoft Teams):	May 20, 2026
Deadline to execute Non-Disclosure Agreement allowing participation in a Visual Walkthrough:	May 27, 2026
Visual Walkthrough Meeting Deadline:	June 10, 2026
Deadline for Written Questions:	June 22, 2026
Responses to Questions:	July 1, 2026
Sealed Bids are Due:	July 10, 2026
Bids are Opened:	July 13, 2026
Bid Evaluation Completed:	July 29, 2026
Notification to Winning Bidder:	July 30, 2026

**V. Pre-Bid Guidelines:**

Written questions must be actually received at the offices of the OSD (*i.e.*, the mailbox rule shall not apply) on or before 3:00 p.m. (CST) on June 22, 2026. Written questions received after 3:00 p.m. (CST) on June 22, 2026, directed to someone other than Greg Grunewald, or submitted verbally will not be responded to.

Written responses to the timely received written questions will be provided to those prospective bidders that have executed the OSD's NDA, via ShareFile (with a passcode to be provided by email) no later than 4:00 p.m. on July 1, 2026. Only written answers shall be binding upon the OSD.

**VI. Guidelines for Submission of Bids:**

On or before 3:00 p.m. (CT) on July 10, 2026, sealed bids should either be emailed or delivered by mail or courier service to:

Greg Grunewald  
Senior Systems Administrator/IT Project Manager  
Office of the Special Deputy Receiver  
222 Merchandise Mart Plaza  
Suite 400  
Chicago, IL 60654

e-mail: [ggrunewald@osdchi.com](mailto:ggrunewald@osdchi.com)

Any bid actually received at the offices of the OSD after 3:00 p.m. (CT) on July 10, 2026, or delivered by a means other than mail or courier service shall be disqualified from consideration for an award of bid.

Bids must state that:

1. The bidder is an authorized partner of DocuWare with respect to all services for which its bid is being submitted.
2. The bidder has read the IFB, in full, and agrees to its terms and conditions.
3. The price(s) bid must be for sums certain and are stated in United States Currency.
4. The price(s) bid are firm for a minimum of 60 days after the bid opening date.
5. The bidder is in compliance with the laws of the State of Illinois and is not barred from barred from contracting with the Illinois Department of Insurance under Illinois' Business Entity Registration for Procurement Act, Illinois Public Act 095-0971, or otherwise.
6. The bidder acknowledges that in presenting its petition to the Supervising Court for approval of the award of bid, the OSD reserves the right to disclose on the public record the names of all bidders and the amounts of their respective bids.
7. The OSD may copy the bid to facilitate evaluation and any necessary court approval. Further, you must warrant that such copying will not violate the rights of any third party.

Bids will be rejected if: (a) they are not stated in United States Currency; (b) the price(s) or fees are contingent, in whole or in part; or (c) does not state that the bid is good for 60 days after the bid opening date.

## **VII. Evaluation and Award**

Timely complying bids will be evaluated by the OSD and the winning bidder will not become final until approved by the Supervising Court(s), as applicable. The OSD has sole discretion to pick the winning bidder, or to not make an award of bid.

## **VIII. Standard Terms and Conditions**

All costs arising from or related to a firm's development and submission of a bid are the sole responsibility of the responding firm.

Bidders are solely responsible for the performance of their due diligence.

All bids submitted become the property of the OSD.

All bids must state that they remain firm for 60 days from opening.

This IFB does not commit the OSD to select an Awardee or enter a contract with any party. The OSD reserves the right to rescind or revoke this IFB prior to the execution of a contract with an Awardee. The OSD may in its sole discretion: reject a bid if it is non-responsive or non-compliant with the requirements set forth in this IFB; or waive minor discrepancies in any bid.

All bids and supplementary materials submitted in response to this IFB, whether timely or late, shall become the property of the OSD and will not be returned.

Submission of a bid confers on you no right to an award or to a subsequent contract. The IFB process is for the OSD's benefit only and is to provide the OSD with competitive information to assist in the selection process. All decisions on compliance, evaluation, terms and conditions will be made solely at our discretion and shall be made to favor the OSD.

Bids must be received at the offices of the OSD by the date and time specified herein. It will not be sufficient to show that you mailed or commenced delivery before the due date and time. All times are State of Illinois local times.

The content of a bid submitted by a firm is subject to verification. Misleading or inaccurate information will result in disqualification.

Bids will not be confidential, unless you request in your bid that we treat certain information as proprietary. We will not honor requests to treat entire bids as confidential or proprietary. When designating a section of your bid as confidential or proprietary, you must state the specific legal grounds supporting the assertion that the specified material in your bid is proprietary. Without regard to any assertion of confidentiality or proprietary information you may make in your bid, we will disclose the successful firm's name and the price, and in presenting a petition for approval of the award to the Circuit Court of Cook County, Illinois, the OSD and the Director, as Conservator, Rehabilitator, or Liquidator, reserves the right to disclose the names of all bidders, the price(s) bid, together with copies of all timely bids. If you request confidential treatment, you must also submit an additional copy of your bid with proprietary information deleted. This copy must describe the general nature of the material removed and shall retain as much of the bid as possible. You agree the OSD may copy the bid to facilitate evaluation and any necessary court approval. You warrant that such copying will not violate the rights of any third party.

Bidders must be prepared for the OSD to accept their bids as submitted, but contract negotiations may be necessary or desirable, at the OSD's sole option. If negotiations do not result in an acceptable agreement, the OSD may reject the bid or revoke the award and may begin negotiations with another firm. Final contract terms must be approved or signed by the appropriately authorized OSD official(s) and the fees approved by the Circuit Court of Cook County, as required by statute.

We will post a notice to the OSD Web site, [www.osdchi.com](http://www.osdchi.com)., identifying the apparent awardees. The notice extends the bid's firm time until we sign a contract, including the obtaining of any required court approval(s), or determine not to sign a contract.

If you are the awardee, you shall not commence and will not be paid for any billable work prior to the date all parties execute the contract, unless approved in writing by the OSD's General Counsel prior to the commencement of such work.

This IFB and any resulting contracts are to be governed by the laws of the State of Illinois. Changes in applicable laws and rules may affect the award process or the resulting contract. Firms are responsible for ascertaining pertinent legal requirements and restrictions. All litigation or actions commenced in connection with this IFB and any resulting contract shall be brought solely in the Circuit Court of Cook County, in Illinois, without right of removal or claim of *forum non conveniens*. Bidders agree to be subject to the personal jurisdiction of the Circuit Court of Cook County, Illinois. Disputes shall not be subject to arbitration or mediation.

All fees paid under the contract negotiated with the firm awarded the contract are subject to review in accordance with the provisions of Section 202 of the Illinois Insurance Code, 215 ILCS 5/202. If any fees paid to your firm for services are subsequently disallowed by the Supervising Court under the provisions of Section 202, your firm agrees to promptly reimburse the Receivership Estate(s) from which those fees were paid.