REQUEST FOR PROPOSAL PACKET

Allegan County
3283 122nd Ave
Allegan, MI 49010

Enterprise Resource Planning Solution
RFP #1174-25

This request for proposal packet incorporates the following documents:

Key Dates

Request for Proposals issued ..... November 17, 2025

Deadline for Questions to be submitted ..... 3:00 PM on December 3, 2025

Deadline for County's response to questions ..... 5:00 PM on December 9, 2025

Due date for proposals ..... 3:00 PM on December 22, 2025

Attachment A – Scope of Work

1. INTRODUCTION

1.1 Contractor shall provide the County with a complete turnkey Enterprise Resource Planning (ERP) System for managing the County's finances, personnel and assets.

1.2 Contractor's ERP System shall replace the County's existing ERP System following migration of records from the County's current ERPS by the Contractor.

1.3 Contractor shall maintain and update its ERP System to function and house the County's data and records in full compliance with all federal, state and local regulations and requirements.

1.4 Contractor's ERP System shall be entirely hosted by the Contractor.

1.5 County desires Contractor's ERP System to:

1.5.1 Provide for the County's needs outlined in this Attachment A - Scope of Work unless otherwise noted;

1.5.2 Satisfy as many of the desired functional requirements documented in Attachment B – ERP System Functional Specifications as possible;

1.5.3 Provide robust data entry, search and query tools;

1.5.4 Provide robust functionality and assistive tools to increase staff efficiency in managing the County's enterprise resources;

1.5.5 Have effective system administration tools for establishing user groups and assigning permissions;

1.5.6 Have a robust system architecture and employ best practices for security, redundancy and backup; and

1.5.7 Includes a test database that can be synchronized with the live/production database to use for ongoing training and testing purposes outside of a live/production database.

2. SCOPE OF SERVICES

2.1 System Configuration

2.1.1 The County's Project Team shall designate appropriate County personnel to gather and provide information to Contractor as necessary for Contractor to configure the system.

2.1.2 Unless agreed upon otherwise in writing, configuration of the Contractor's ERP System is to be completed by Contractor, with guidance provided by designated County personnel as necessary. Configuration shall include, but not be limited to:

2.1.2.1 Creating/migrating all general ledger accounts;

2.1.2.2 Creating/migrating all positions and personnel records;

2.1.2.3 Creating/migrating all fixed asset records;

2.1.2.4 Migrating and/or populating all existing financial, position, personnel and fixed asset data from the current ERP System with any necessary or agreed upon format conversions;

2.1.2.5 Setting-up initial users, user groups and user group permissions; and

2.1.2.6 Adding and configuring all configurable settings including, but not limited to forms, defaults, pick lists, etc.

2.1.3 Contractor shall configure entire system to a Go-Live ready state.

2.2 Report and Form Customization

2.2.1 Prior to Go-Live, Contractor shall ensure that all the materials presented in Attachment C – County Reports and Documents can be generated by the system to a reasonable facsimile in terms of content and layout which shall be determined at the sole discretion of the County.

2.2.2 If any customizations are required to any default reports available within the ERP System in order to generate the materials presented in Attachment C – County Reports and Documents, Contractor shall perform all necessary customizations at no additional cost.

2.2.3 If any customizations to Contractor's report generating engine are performed by Contractor to generate the materials presented in Attachment C – County Reports and Documents, Contractor shall ensure that the ability to generate these reports and documents with any customizations is carried over to, and incorporated in, any future updates and upgrades to the system by Contractor at no additional cost to the County.

2.3 Training

2.3.1 Prior to training, Contractor shall set-up a fully functional test environment populated with data migrated/converted from the County's existing ERP System. This will ensure end-users train with real data they are familiar with and will help them identify any potential conversion issues for Contractor to resolve.

2.3.2 Contractor shall provide training on all aspects of the system to County end users in accordance with the training plan laid out in Contractor's proposal unless otherwise agreed to in writing.

2.3.3 Contractor's ERP Solution shall have on-line help reference documents providing users with guidance in performing common functions and tasks.

2.4 System Testing and Acceptance

2.4.1 Prior to Go-Live with any module of the ERP System, Contractor shall perform extensive system testing to verify conversion, data integrity, system settings, configurations, customizations and overall functionality.

2.4.2 System testing shall include, but not be limited to the following criteria that must be met prior to Go Live:

2.4.2.1 County personnel have received sufficient training in the use of the system to perform duties with minimal assistance.

2.4.2.2 User groups and associated permissions have been properly configured.

2.4.2.3 Necessary generic and customized reports can be generated with the desired formatting.

2.4.3 The determination of whether any given module in the ERP System is ready for Go-Live shall be at the sole discretion of the County.

2.4.4 System acceptance for any given module shall be granted ninety days after successful Go-Live assuming all contract obligations are met and punch list items and issues are resolved.

2.5 System Maintenance

2.5.1 Contractor shall ensure that the ERP System functions properly online with new versions of mainstream internet browsers such as, but not limited to, Google, Mozilla, Microsoft and Apple at time of Go Live and within six (6) months of the release of new browser versions by any such firms. Contractor shall also ensure that online services maintain backwards compatibility with previous browser versions until these versions are no longer supported by the software developer.

2.5.2 Contractor shall provide comprehensive system maintenance as detailed in its proposal that, at a minimum:

2.5.2.1 Covers all technology and components of the hosted ERP System implemented by Contractor for the County including any local components that may necessary to support it.

2.5.2.2 Includes costs of all minor and major updates as well as upgrades to new versions and migrations to new operating systems or platforms as initiated by the Contractor, necessitated by changes in technology used by the Contractor or driven by regulatory changes.

2.5.3 Contractor shall coordinate all system maintenance activities through Allegan County Information Services.

2.6 System Technical Support

2.6.1 Contractor shall provide comprehensive technical support as detailed in its proposal response unless otherwise agreed to in writing.

2.7 Project Management, Scheduling and Coordination

2.7.1 Contractor shall assign a single Project Manager to oversee implementation services, database conversion, training, and coordinate all activities through Go-Live and system acceptance.

2.7.2 The County will identify its Project Team and designate individual liaisons to work with Contractor's Project Manager as appropriate for each configuration/implementation task.

3. COSTS, BILLING AND INVOICES

3.1 Costs

Unless specifically noted as a variance, unavailable feature or as an additional cost in Contractor's proposal or pricing, Contractor agrees that costs for all items described in Attachment A, B and C are included in the Contractor's pricing submitted with its proposal.

3.2 Taxes

The County is exempt from Federal Excise Tax and Michigan Sales Tax.

3.3 Invoices:

All invoices must reference contract #1174-25, itemize services rendered and be sent by email to projects@allegancounty.org or mailed to:

Project Management - Accounts Payable
Allegan County Information Services
3283 122nd Avenue
Allegan, MI 49010

Attachment B – ERP System Functional Specifications

Attachment B is compiled as a separate document and hereby incorporated.

Attachment C – County Reports and Documents

Attachment C is compiled as a separate document and hereby incorporated.

Enterprise Resource Planning Solution Agreement

This Agreement ("Agreement") is made by and between the **County of Allegan,** 3283 122nd Avenue, Allegan, Michigan 49010 ("County") and

Contractor Name: _____

Contractor Address: _____

("Contractor"). The parties agree as follows:

1. Contractor Services

Contractor shall provide the County with the services, products and supplies described in Attachment A subject to the terms and conditions set forth in this Agreement.

Contractor warrants to the County that the services to be provided under this Agreement shall be of the kind and quality that meet generally accepted standards and shall be performed by qualified personnel. Contractor further warrants to the County that all products and supplies used in conjunction with the services provided under this Agreement shall be new and of acceptable quality and quantity to the County.

2. Payment

The County shall pay Contractor for the services described in Attachment A based on the pricing provided by Contractor in its attached proposal unless otherwise agreed to in writing. Any additional work must be mutually agreed upon in writing and costs known before that work may commence. Payment shall be provided within thirty days following receipt of invoice commensurate with progress towards Scope of Work completion and satisfactory performance.

3. Term of Agreement

The term of this Agreement shall begin upon signature by both parties and remain in effect through ten years of annual licensing, support and maintenance renewals following the successful implementation of the ERP Solution, unless terminated earlier in accordance with Section 4 of this Agreement. This Agreement may be extended beyond this term through mutual agreement between both parties in writing.

4. Termination of Agreement

The County may terminate this Agreement for any or no reason prior to the expiration date set forth in Section 3 of this Agreement by giving thirty days' written notice to Contractor.

5. Insurance Requirements

Contractor, and any and all of its subcontractors, shall not commence any services or perform any of its other obligations under this Agreement until Contractor obtains the insurance required under this Section. Contractor shall then maintain the required insurance for the full duration of this Agreement. All coverage shall be with insurance companies licensed and admitted to do business in the State of Michigan. All coverages shall be with insurance carriers acceptable to the County.

Insurance policies shall not contain endorsements or policy conditions which reduce coverage provided to the County. Contractor shall be responsible to the County for all costs resulting from both financially unsound insurance companies selected by Contractor and their inadequate insurance coverage. The specified limits of liability do not limit the liability of Contractor. All deductibles and self-insured retentions are the responsibility of Contractor.

Contractor shall procure and maintain the following insurance coverage:

A. Worker's Compensation Insurance, including Employers' Liability Coverage either in accordance with all applicable statutes of the State of Michigan or have the State of Michigan listed under Section 3 - Other States Insurance in the Contractor's insurance policy.

B. Commercial General Liability Insurance on an "Occurrence Basis" with limits of liability of not less than $1,000,000 per occurrence and aggregate. Coverage shall include the following extensions: (A) Contractual Liability; (B) Products and Completed Operations; (C) Independent Contractors Coverage; (D) Broad Form General Liability Extensions or equivalent, if not already included; (E) Explosion, Collapse, and Underground, if applicable.

C. Automobile Liability Insurance, including Michigan No-Fault Coverage, with limits of liability not less than $1,000,000 per occurrence combined single limit for Bodily Injury, and Property Damage. Coverage shall include all owned vehicles, all non-owned vehicles, and all hired vehicles.

D. Commercial General Liability and Automobile Liability required liability limits may be obtained by using an Excess/Umbrella Liability policy in addition to the primary liability policy(ies). If coverage limits are satisfied by an Excess and/or Umbrella policy, coverage must follow form of the primary liability policy(ies), including but not limited to additional insured and primary/non-contributory coverage.

E. Additional Insured: Commercial General Liability Insurance shall include an endorsement stating the following shall be Additional Insureds: "County of Allegan, all elected and appointed officials, all employees and volunteers, agents, all boards, commissions, and/or authorities and board members, including employees and volunteers thereof." It is understood and agreed that, by naming Allegan County as additional insured, coverage afforded is considered to be primary and any other insurance the County may have in effect shall be considered secondary and/or excess.

F. Professional Liability Insurance in an amount not less than $500,000 per claim and $1,000,000 aggregate. If this policy is claims made form, then Contractor shall be required to keep the policy in force, or purchase "tail" coverage, for a minimum of three years after the termination of this Agreement.

G. Cyber Liability Insurance with limits not less than $3,000,000 per occurrence and aggregate. Coverage shall include, but not limited to, claims involving infringement of intellectual property, invasion of privacy, information theft, damage to or destruction of electronic information, release of private information, alteration of electronic information, extortion and network security. If this policy is claims made form, then Contractor shall be required to keep the policy in force, or purchase "tail" coverage, for a minimum of 3 years after the termination of this Agreement.

H. Technology Errors & Omissions Insurance with limits not less than $3,000,000 per claim. Coverage shall include, but not be limited to, claims that lead to a data breach caused by Contractor's products or services, software incompatibility, business interruption, damage to or destruction of electronic information, alteration of electronic information, and network security. If this policy is claims made form, then Contractor shall be required to keep the policy in force, or purchase "tail" coverage, for a minimum of 3 years after the termination of this Agreement.

I. Cancellation Notice: Policy(ies), as described above, shall be endorsed to state the following: "It is understood and agreed thirty days, ten days for non-payment of premium, Advance Written

Notice of Cancellation or Non-Renewal shall be sent to the Certificate Holder: Allegan County Administrator, 3283 122nd Avenue, Allegan, MI 49010." If any required insurance expires or is canceled during the term of this Agreement, services and related payments will be suspended and the County may terminate this Agreement immediately.

J. Proof of Insurance Coverage: Upon execution of this Agreement and at least ten business days prior to commencement of services under this Agreement, Contractor shall provide the County with a Certificate of Insurance as well as the required endorsements. In lieu of required endorsements, a copy of the policy sections where coverage is provided for additional insured and cancellation notice, may be acceptable.

K. Should the need arise, the County reserves the right to request a copy of any policy mentioned above and if so requested, Contractor agrees to furnish a Certified Copy.

L. No payments shall be made to Contractor until current certificates of insurance have been received and approved by the County. If any of the above coverages expire during the term of this Agreement, Contractor shall deliver renewal certificates to the County at least ten days prior to the expiration date.

6. Reporting and Review

Contractor shall report to the County as required by this Agreement and also upon request. Contractor shall cooperate and confer with the County as necessary to ensure satisfactory work progress and performance. All documents submitted by Contractor must be dated and bear the Contractor's name. All reports made in connection with Contractor's services are subject to review and final approval by the County. The County may review and inspect Contractor's activities during the term of this Agreement. After reasonable notice to Contractor, the County may review any of Contractor's internal records, reports or insurance policies.

7. Indemnification

To the fullest extent permitted by law, Contractor shall hold harmless, defend and indemnify the County and its elected officials, agents, representatives, volunteers and employees from any and all liabilities, claims, liens, fines, demands and costs, including attorney fees, of whatsoever kind and nature, such as, but not limited to, those resulting from injury or death to any persons, including Contractor's own employees, or from loss or damage to any property, including property owned or in the care, custody or control of the County, in connection with or in any way incident to or arising out of the occupancy, use, operations or performance or non-performance of services by Contractor or its agents, representatives and employees, or any subcontractor or its agents, representatives and employees, in connection with this Agreement. The obligations of Contractor under this Section shall survive any termination of this Agreement or completion of Contractor's performance under this Agreement.

8. Independent Contractor

To the fullest extent permitted by law, the parties agree that Contractor is an independent contractor; that Contractor and its employees shall in no way be deemed, nor hold themselves out to be, an employee, agent or joint venture partner of the County for any purpose, and shall not be entitled to any fringe benefits of the County, such as, but not limited to, health and accident insurance, life insurance, paid sick or vacation leave, or longevity pay; and that Contractor shall be responsible for withholding and payment of all applicable taxes, including, but not limited to, income, social security and unemployment taxes, to the proper federal, state and local governments, and maintaining the required workers' compensation insurance, in connection with

services rendered by its employees pursuant to this Agreement, and agrees to protect, defend and indemnify the County against such liability.

9. Subcontracting

Contractor shall provide all services covered by this Agreement and shall not subcontract, assign or delegate any of the services without written authorization from the County unless the intent to use subcontractors is clearly stated in the Contractor's Proposal with details provided on the names of the agencies and portion of work to be subcontracted.

Contractor assumes all risk, liability and supervisory responsibility for the actions and / or inactions and performance of all subcontractors used by Contractor in providing services under this Agreement. In choosing to use subcontractors, Contractor shall ensure that all subcontractors comply with, and perform services in manner consistent with, all the terms and conditions set forth in this Agreement. Contractor shall also verify that subcontractors have insurance coverage that matches or exceeds the coverage detailed in Section 5 and make certain that subcontractors do not operate outside the required scope of work.

This Agreement is solely between County and Contractor and County shall have no relationships or obligations to any subcontractors used by Contractor in performing work under this Agreement.

10. County Employees

Contractor shall not hire any County employee to perform any of the services covered by this Agreement without written authorization from the County.

11. Default

In the event of default by Contractor, the County may procure the products or services from other sources and hold Contractor responsible for any excess costs incurred, in addition to all other available remedies.

12. Endorsement Prohibition

Contractor shall not use in any form or medium the name of the County, or supportive documentation or photographs of County projects, facilities, equipment or employees, for public advertising or promotional purposes unless authorized in writing by the County.

13. Compliance with Laws

Contractor shall observe and comply with all applicable federal, state and local laws, ordinances, rules, and regulations including, but not limited to OSHA/MIOSHA requirements, the Elliot-Larsen Civil Rights Act and the Persons with Disabilities Civil Rights Act. Contractor agrees to protect, defend and indemnify the County against liability for loss, cost or damage resulting from actual or alleged violations of law by Contractor.

14. Nondiscrimination

Contractor shall adhere to all applicable federal, state and local laws, ordinances, rules and regulations prohibiting discrimination. Contractor, as required by law, shall not discriminate against a person to be served or any employee or applicant for employment because of race, color, religion, national origin, age, sex, disability, height, weight, marital status, or any other factor legally prohibited by applicable law.

15. Equal Opportunity Employer

In signing this Agreement, Contractor certifies that it is an Equal Opportunity Employer.

16. Confidentiality

Contractor acknowledges that during the performance of its obligations under this Agreement, it or its personnel may become aware of or receive confidential information relating to or kept by the County, and therefore Contractor agrees that all such information shall be kept confidential and shall not be disclosed without the written authorization of the County.

17. Contractor Personnel

Contractor's employees may be subject to an approved criminal background check prior to entering County property to perform work under this Agreement. Employees of Contractor must wear apparel or other means of identification while performing services under this Agreement.

18. Amendment

This Agreement shall not be modified, nor may compliance with any of its terms be waived, except by written instrument executed by a duly authorized representative from each party.

19. Binding Effect

This Agreement is binding upon and shall inure to the benefit of Contractor and the County and their respective legal representatives, successors and authorized assigns.

20. Waiver

No provision of this Agreement shall be deemed waived and no breach excused, unless such waiver or consent is in writing and signed by the party claimed to have waived or consented. Any consent by any party to, or waiver of, a breach of the other party, whether express or implied, shall not constitute consent to, waiver of, or excuse for any different or subsequent breach.

21. Counterparts

This Agreement may be executed simultaneously in one or more counterparts each of which shall be deemed an original, but all of which together shall constitute one and the same instrument.

22. Severability

If any provision of this Agreement is held to be invalid or unenforceable, it shall be considered to be deleted, and the remainder of the Agreement shall remain in full force and effect. Where the deletion of the invalid provision would result in the illegality and/or unenforceability of this Agreement, this Agreement shall be considered to have terminated as of the date on which the provision was declared invalid.

23. Section Titles

Section titles used in this Agreement are inserted for the convenience of reference only and shall be disregarded when construing or interpreting the provisions in this Agreement.

24. Choice of Law and Forum

This Agreement is governed by and interpreted according to the laws of the State of Michigan. The parties agree that the proper forum and venue for litigation arising out of this Agreement is in Allegan County, Michigan.

25. Royalties and Patents

Contractor shall pay all royalties and license fees and shall defend all suits or claims for infringement of any copyright or patent rights and shall hold and save the County and its officers, agents, servants and employees harmless from any and all loss and liability of any nature or kind whatsoever, including costs and expenses of defense, for or on account of any copyrighted, patented or unpatented invention, process, article or appliance manufactured or used in the

performance of the contract, including its use by Contractor and/or Contractor's subcontractors and agents.

26. Debarment or Suspension Status

In signing this Agreement, Contractor certifies that it is not suspended, debarred or ineligible from entering into contracts with the Executive Branch of the Federal Government, or in receipt of a notice of proposed debarment from any State agency or local public body.

27. Conflicts of Interest

In signing this Agreement, Contractor certifies that it has no interest which would conflict with its performance of services under this Agreement. If a possible conflict of interest arises, Contractor shall immediately inform County regarding same.

28. Anti-Collusion Statement

In signing this Agreement, Contractor certifies that it has not divulged to, discussed or compared its bid with other contractors and has not colluded with any other bidder, with the exception of qualified subcontractors, or parties to the bid. No premiums, rebates or gratuities to employees or officials of the County are permitted either with, prior to, or after delivery of any product(s) or service(s). Any such violation will result in the termination of this Agreement, the cancellation and/or return of any item(s), as applicable, and possible exclusion of Contractor from future bidding opportunities.

29. Entire Agreement

This Agreement, including and incorporating the documents listed below, constitutes the entire Agreement. In the event of any conflict or inconsistency in the terms and conditions between these documents, the documents shall govern in following order:

1. This Enterprise Resources Planning Solution Agreement
2. Agreement and Scope of Work Clarifications
3. Attachment A – County's Scope of Work issued with RFP on 11/17/2025
4. Attachment B – ERP System Functional Specifications
5. Attachment C – County Reports and Documents
6. Attachment D – Contractor's Proposal received and opened by the County on 21/22/2025

This Agreement contains all the terms and conditions agreed upon by the parties, and no other negotiations, representations, understandings or agreements, written, oral, or otherwise, regarding the subject matter of this Agreement or any part thereof shall have any validity or bind the parties in any way.

The parties hereby cause this Agreement to be executed by their duly authorized representatives.

Contractor:		County:	
Sign:	_____	Sign:	_____
Name:	_____	Name:	Robert J. Sarro
Title:	_____	Title	Allegan County Administrator
Date:	_____	Date:	_____

Agreement and Scope of Work Clarifications

Contractor questions and the County's responses posted during the open bidding process as RFP Clarifications will be included here wherein they modify or clarify the terms of this Agreement or the scope of work outlined in the RFP.

Final decisions on quantities and any limits to the scope of work shall also be noted here once project costs have been evaluated by the County.

The County will discuss and negotiate any additional modifications or clarifications made after the proposal due date with the Contractor prior to incorporating them into this Agreement.

RFP Supplement A – Instructions to Contractors

4. HOW TO PARTICIPATE IN THE CONTRACTING PROCESS

Contractors interested in responding to this Request for Proposal (RFP) must follow the bidding process outlined below. The County will not reimburse firms for any expenses incurred in preparing and submitting proposals in response to this RFP. Copies of this RFP in Microsoft Word format are available upon request. Should prospective contractors require further information or clarification, contact the County's Project Management Specialist at projects@allegancounty.org. All deadlines are Eastern Prevailing Time.

4.1 Proposal and Contract Examination

Before submitting a proposal, contractors should carefully examine the entire RFP packet. By the submission of a proposal, Contractor will be understood to have read and be fully informed as to the contents of this RFP packet and accepting of the terms and conditions herein, unless noted in the proposal submitted by the Contractor and affirmed in any final agreement by the County.

4.2 Contractor Inquiries – due by 3:00 p.m. on December 3, 2025.

Should Contractor find any discrepancies, omissions, ambiguities, or conflicts within the RFP packet, be in doubt about their meaning, or have any questions about the RFP process or the scope of work, they should bring such questions in writing to the attention of:

Patti Wartella – Project Management Specialist
Allegan County – County Services Building
3283 122nd Ave
Allegan, MI 49010
projects@allegancounty.org

4.3 County Response – posted by 5:00 p.m. on December 9, 2025.

The County will compile and review all questions received from contractors and post responses to the County website as an RFP Clarification. Clarifications modifying the Agreement or Scope of Work will be incorporated into the final Agreement. The County will not be responsible for any oral instructions.

4.4 Proposal Submission – due by 3:00 p.m. on December 22, 2025.

Contractors may either email a copy of their proposal with the subject line **RFP #1174-25 ERP Solution** to projects@allegancounty.org

OR

Contractors may mail or deliver a USB thumb drive in an envelope marked **RFP #1174-25 ERP Solution** to:

Patti Wartella – Project Management Specialist
Allegan County Services Building
3283 122nd Ave
Allegan, MI 49010

It is the sole responsibility of contractor to ensure that the proposal reaches the County by the specified deadline.

The County will not be holding a public bid opening and unless required, will not release any bid tabulations until all proposals have been evaluated, scored and a contract has been awarded.

4.5 Withdrawal of Proposals

A written request for the withdrawal of a proposal or any part thereof will be granted if the request is received by the Project Management Specialist prior to the specified proposal due date and time. Proposals, amendments thereto, or requests for withdrawal of proposals received by the Project Management Specialist after the specified proposal due date and time will not be considered.

4.6 Freedom of Information Act

All information submitted by a Contractor in a proposal and any resulting contract is subject to the Michigan Freedom of Information Act and may not be held in confidence by the County after a proposal is opened or contract awarded. All proposals shall be available for review after County staff has evaluated them.

5. PROPOSAL EVALUATION AND CONTRACT AWARD

In evaluating proposals and awarding contracts, the County will use the following process:

5.1 Proposal Evaluation

Proposals will be evaluated and scored by an evaluation team using the criteria specified in RFP Supplement C – Proposal Evaluation Criteria. Compiled scores from all eligible proposals will form the basis for recommending a contract award. The County reserves the right to award to other than the lowest price proposal.

5.2 Supplemental Information

During the evaluation process, the County reserves the right to request additional information or clarifications from Contractor, or to allow corrections of errors or omissions.

5.3 Contractor Presentations, Product Demonstrations and Interviews

As part of the proposal evaluation process, Contractors scoring in a competitive range may be invited by the County to make a presentation, conduct a product demonstration and/or be interviewed in person or remotely. Should this become necessary, the County will contact Contractor and expects them to be available within two weeks of notification. Contractor shall not receive payment from the County for costs that may be incurred through this step in the evaluation process. The original scoring of non-price criteria may be modified based on the results of this presentation, demonstration, and/or interview.

5.4 Discounts and Incentives

The County will consider discounts and other pricing incentives in each individual proposal prior to determining the successful contractor.

5.5 Contract Finalization

Should any material changes to the Agreement, Scope of Work or Contractor's Proposal need to be clarified or negotiated, a revised agreement may be drafted and sent to Contractor for review and signature.

5.6 Contract Award

Once finalized, an agreement will be processed for final approval and award by the necessary County authority. Upon award, Contractor will be contacted to plan and schedule work.

Notification of award will be posted to the County's website along with a bid tabulation. Notification letters will also be sent to each contractor that submitted a proposal.

5.7 Rejection of Proposals

The County reserves the right to reject any and all or to accept the proposal or any part thereof which it determines to best serve the needs of the County and to waive any informalities or irregularities in the proposals. While cost is a factor in any contract award, it is not the only factor and may not be the determining factor.

RFP Supplement B – Proposal Requirements

6. PROPOSAL REQUIREMENTS

6.1 General Instructions

Before submitting a proposal, Contractor should carefully examine the entire RFP Packet and have a full understanding of the contents needed for a proposal. Submission of a response constitutes Contractor's understanding of the contents of this RFP.

6.2 Proposal Organization and Length:

Contractor's proposal and all supporting documentation should be organized and formatted to ensure the County receives only the most relevant information necessary to select a contractor.

In responding to proposal content requested in the following Section, please reference the number and the question before each response and respond in sequence of the questions asked.

6.3 Reference Documents:

To assist contractors in preparing their proposals, copies of the County Budget, Audit Report and Budget Policy (#211) can be found on the County's website: https://www.allegancounty.org/departments/finance

7. PROPOSAL CONTENT

7.1 Company Information:

7.1.1 State the legal name under which your firm carries out business, the year the company was established and the approximate size of the company in terms of total employees and annual revenues.

7.1.2 Identify the location of the office from which work described here will be managed and the year that office was established if other than above.

7.1.3 Provide the contact information (name, title, telephone number and email) for your firm's representative submitting proposal.

7.1.4 Indicate whether any disciplinary action has been taken or is pending against your firm by state regulatory bodies, professional organizations, or through legal action in the past five years. If no, so state. If yes, detail the circumstances and current status of such action.

7.2 Company Experience

7.2.1 List at least five county or local governments, preferably some in Michigan, of comparable size to Allegan County that are using your proposed ERP System. Name the county or local government, how long they have been a customer and provide the name and telephone number or email of the individual who may be contacted as a reference.

7.2.2 State the approximate number of clients you had in Michigan using your proposed ERP System or an earlier version in 2020 and how many you have now in 2025.

7.2.3 Describe what you feel is your firm's competitive advantage that makes you stand out among your competitors.

7.2.4 Somewhat unique to Michigan, the County manages over 800 County Drains under the Michigan Drain Code and while drain assessments themselves are managed within BS&A software, certain drain improvements are tracked as fixed assets and maintenance funds for each drain are kept in separate accounts. Describe your firm's experience working with Counties in Michigan to set up your ERP System for managing their Drain Funds, if any, and identify those Counties.

7.3 ERP System Implementation Team

7.3.1 Identify your firm's Project Manager that will be coordinating implementation and include a resume.

7.3.2 Identify additional key members of your firm's Project Implementation Team that will be supporting the Project Manager. State their roles during implementation and provide resumes.

7.3.3 If your firm intends to use any subcontractors to assist with implementation, please identify them and describe the scope of services to be provided.

7.4 System Architecture

7.4.1 Describe the overall architecture of your firm's fully hosted solution and describe the hosting platform.

7.4.2 Provide your guaranteed system availability uptime as a percentage.

7.4.3 Describe the relational database management system used to house the County's ERP data.

7.4.4 Detail any client software or hardware that will need to be installed or exist locally on any County end user equipment or server to support the system, if any.

7.5 System Security, Disaster Recovery and Backup

7.5.1 Describe the redundancies built into your proposed system architecture and how it protects against data loss through real-time and regularly scheduled backups.

7.5.2 State whether your ERP System has redundant internet connections.

7.5.3 Explain how your ERP System would ensure continuity of operations for the County if your primary host location experienced a sudden loss of power that couldn't be restored for at least 24 hours.

7.5.4 Explain how your ERP System would ensure continuity of operations for the County if your primary host location was rendered completely inoperable for a month.

7.5.5 Explain how the County would run payroll if the County lost internet service for several days during payroll processing.

7.6 System Configuration and Data Migration

7.6.1 Describe any experience your firm has in migrating data from Tyler's EDEN solution in the past five years and provide references if you have.

7.6.2 If your firm has converted data from Tyler's EDEN solution, state any known issues that might preclude making a complete conversion based on your previous experience and identify any data that can't be effectively migrated.

7.6.3 Describe your firm's methods and processes for validating that a migration was successful.

7.6.4 Explain whether the County can expect to use the same codes and pick-list selections it has configured in the current ERP System (e.g., hour codes, deduction codes, department codes, etc.) and if so, your process for migrating and populating those into your ERP System.

7.6.5 Through the process of populating data into the new system, is it possible to convert existing data codes/formats to new data codes/formats given the County provides a look-up table of current and desired codes?

7.6.6 Understanding that your ERP System will likely have new features, increased functionality and better integration between modules, note any expected limitations in pulling historic data migrated from the current ERP System, into reports that call for the display of data from previous years.

7.7 User Groups and Permission

7.7.1 State whether your ERP System will leverage Microsoft Active Directory (or other technology) for a seamless login from County equipment or will require a separate user login.

7.7.2 Describe how your ERP System establishes and manages users and user groups.

7.7.3 Describe how user and user group permissions are managed and can be applied within your ERP System (e.g., to establish approval queues/levels, to limit access to accounts and functions, keep sensitive personnel data confidential, to restrict edits and changes).

7.7.4 Describe how individual user activity is tracked for auditing purposes, what information on user activity is captured and how long it is retained. Provide an example showing an audit log associated with a vendor record that has undergone some changes.

7.7.5 Confirm that the ability to perform each function and process within the ERP System can be limited to each user's assigned rights and permissions and those permissions can be configured by Systems Administrators according to best practices for maintaining financial controls and confidentiality consistent with industry standards and government regulations.

7.8 Training and Testing Environment

7.8.1 If your ERP System has a training and testing environment separate from the production environment:

7.8.1.1 Describe that environment and how it is accessed.

7.8.1.2 Explain whether the testing environment contains the County's data and mirrors the production environment.

7.8.1.3 Explain the mirroring process and frequency with which it can be performed.

7.8.2 If your ERP System doesn't provide a training and testing environment that mirrors the production environment, explain how training is carried out and how system upgrades and conversions are rolled out and tested before go-live.

7.9 Implementation Timeline and Support

7.9.1 Assuming a contract is awarded before the end of February, 2026, provide an Implementation Plan itemizing each major implementation activity, its sequence and its duration given consideration to the following:

The County anticipates the Implementation Plan may span about two years as necessary to complete a full financial cycle according to, and aligned with, the County's budget process, fiscal year and audit/cost allocation. The County would suggest using applicable portions of the new ERP System over the course of 2026 to develop its 2027 budget according to the budget schedule shared below:

APPENDIX 6.C
Annual Budget Schedule

BUDGET ITEM	BUDGET PROCESS	Due Dates
Budget Policy	BOC Approval	By 2nd BOC of March
Budget Worksheets – Operating Budgets; Personnel Requests; Capital Requests	All worksheets are due to the County Administration Department for review and development of the recommended balanced budget.	May 31
BUDGET:	Planning Session (draft)	2nd Planning Session of August
	BOC Discussion (proposed)	1st BOC of September
	BOC Approval (Move final)	2nd BOC of September
	ADMINISTRATION submits public hearing notice in the publication of general circulation	September 26
	Public Hearing appears in paper	Minimum 6 days prior to 1st BOC of October
	BOC Adopts Final Budget (P.A. 156 of 1851 MCL 46.1), Public Hearing, adopt millage, and general appropriations act. Based on the Uniform Budgeting Act, the budget shall be passed prior to the ensuing budget year. Michigan treasury manual states 1-2 months prior to the end of the fiscal year as a recommended timeline.	1st BOC of October
	ADMINISTRATION & Service Area – Elected Officials Salaries (Act 154 of 1879)	2nd BOC of October

Once the budget is adopted, typically before the end of October, it is suggested that the ERP System configuration / migration be finalized to allow the County to go-live and start using the entire ERP System to support County operations starting January 1, 2027. This would allow the County to close out its 2026 fiscal year (Jan-Dec) on its existing EDEN platform and start its 2027 fiscal year on the new ERP System.

The County would anticipate needing some continued implementation training and support in the early months of 2027 to resolve any configuration/migration issues ensure that the County is following best practices and taking advantage of any features and functionalities in the system available to help with routine tasks.

The County would also desire some continued implementation training and support in August through November of 2027 to help it prepare financial statements needed for end of year grant reporting and to properly set-up new state and federal grants starting October 1. Training and support would be desired to ensure that the County is following best practices and taking advantage of any features and functionalities in the system available to help with grant management and reporting.

To complete the annual financial cycle, the County would desire some continued implementation training and support in performing end-of-year/beginning-of-year activities, roll-overs, etc. in December 2027 and January 2028.

Lastly, some implementation training and support would be desired in early 2028 to pull 2027 data and generate the reports needed by the County's audit and cost allocation plan service providers.

7.9.2 To help the County gauge the level of implementation support it will need to provide, describe expectations your firm will have from the County's Project Team (e.g., gathering and providing information, participating in meetings, entering data, performing QA/QC).

7.10 Transition Process

7.10.1 Describe the transition process and how data and pending transactions are managed through progressive and/or repeated data migrations from the current system (e.g. to set-up an initial general ledger and position file framework, to set-up and populate a training environment with actual County data, to populate data from previous years for budgeting, to do a migration of employee and payroll data right before the system goes live, to do a final migration of revenue and expenditure data once all previous year transactions and adjustments are processed).

7.10.2 Based on your experience in transitioning a client from one system to another, if you expect there to be a period requiring duplicate data entry between the systems, provide some details and specifics.

7.11 Training

7.11.1 Provide a complete Training Plan appropriate for the County's user base and needs. For each training session, the plan should detail:

7.11.1.1 Training topic
7.11.1.2 Description
7.11.1.3 Audience (e.g., end user, system administrators, finance personnel)
7.11.1.4 Number of Sessions
7.11.1.5 Session Duration
7.11.1.6 Type (e.g., Instructor led, self-guided online tutorial)
7.11.1.7 Format (e.g., In-person, remote/web-based instruction)

7.11.2 The County has various small meeting rooms with large wall monitors in each building and a large Conference Room with 42 seats, 24 tables, and full audio-visual capabilities. These facilities can be made available for County training purposes with advance scheduling. If any additional facility needs are necessary, please state.

7.12 Integration and Workflow

7.12.1 Confirm whether the following modules/functional areas are fully integrated with each other as part of your core ERP System: General Ledger, Budget, Fixed Assets, Accounts Payable, Accounts Receivable, Cash Receipting, Grants, Contracts, Projects, Position Files, Personnel and Payroll. The ways in which the County is defining full integration are: A) data only needs to be entered once to be available in all other related modules and B) a user can jump directly/laterally between related items housed in different modules without needing to manually enter data gleaned from a record in one module to look up related information in a different module (e.g., See a listing of all invoices tied to a grant from within the Grants Module with the ability to click on any listed invoice to display the associated payment record from the Accounts Payable Module to get details).

7.12.2 If your ERP System has any workflow capabilities, provide a few examples of how counties typically leverage them to improve process efficiency.

7.12.3 If your ERP System has any features to speed data entry, provide a few examples of how counties typically leverage them to improve efficiency, particularly for Accounts Payable entry.

7.12.4 If your system is able to import properly formatted data, describe any integrated tools that exist to streamline the reconciliation of such imported data with existing system data (e.g., financial banking transactions, check reconciliation, credit card expenditure data)

7.12.5 Confirm that searches can be done on any data entry or pick-list field to pull up a listing of matching records.

7.12.6 Summarize or attach a quick-reference guide showing wildcards and operators that can be used to filter data and find records.

7.13 Dashboarding Capability

7.13.1 State whether your ERP System has any real-time dashboarding / graphing capabilities (e.g., budget vs. actual expenditures, expenditures by year) and if so:

7.13.1.1 Include a sample dashboard screenshot.

7.13.1.2 Give a few examples of how County users would commonly use the available dashboard features.

7.13.1.3 Note whether the content is fixed or dynamic in terms of a user's ability to select, configure and arrange content through a dashboard design wizard or something equivalent.

7.14 Cash Receipting

7.14.1 State whether your ERP System has an integrated cashiering module that will allow County personnel to process in-person payments by cash or check and issue counter receipts.

7.14.2 State whether your ERP System has an integrated cashiering module that will allow the County to accept online payments via EFT transfers initiated through the use of Debit Cards, bank transfers, Venmo, Zelle and Apple Pay.

7.14.3 The County currently uses GovPay to process credit card payments. Since GovPay is not integrated with the current ERP, certain inefficiencies exist. State whether your ERP system:

7.14.3.1 Has an integrated credit card payment solution through which individual transaction are logged in the ERP when a credit card payment is processed and if so, provide details on the solution.

7.14.3.2 Has an established integration with GovPay through which individual transaction are logged in the ERP when a credit card payment is processed through GovPay and if so, provide details on the integration.

7.14.4 In order to accept in-person debit/credit card payments at a counter window, outline the equipment that would be needed and whether that would be provided by your firm or would need to be purchased by the County from a third party. Include any cost estimates if known assuming equipment cost not included in the Contractor's proposal.

7.15 Notifications

7.15.1 Does the system have the capacity to leverage email addresses from Microsoft Active Directory to distribute email notifications with content pulled from the ERP System (e.g., 3rd Quarter Use or Lose Paid Time Off (PTO) Notification showing used and available PTO).

7.15.2 State whether your ERP System allows certain generated reports and documents such as pay check stubs/statements to be emailed and distributed to recipients directly from the application (vs. needing to be saved and the attached individually to an email).

7.16 Attachments

7.16.1 State whether your ERP System is designed to allow financial and personnel records to have attachments. If yes:

7.16.1.1 Provide an overview of the modules and records to which documents can be attached,

7.16.1.2 Note any constraints to the number or size of documents that can be attached.

7.16.1.3 List the common document types/formats that are typically used and supported.

7.16.1.4 Explain how permissions can be set to limit access to specific types of documents, personnel records in particular.

7.16.2 Discuss any integrated retention tools designed to assist users in setting retention periods for different types of attached documents and for purging those documents from the system when their retention period has passed.

7.16.3 Explain how attachments are stored within the system architecture and the format they are stored in.

7.17 Reports

7.17.1 If available, attach a list of "canned" reports with brief descriptions that are available without any customization and minimal parameter entry, grouped by the module through which they are generated or associated with.

7.17.2 Describe the report generating engine your ERP System uses.

7.17.3 Should form letters or documents generated by the County need changes to their layout or information content (e.g., The Treasurer's Name on checks and payment stubs if a new Treasurer is elected) would the County be able to easily make the necessary changes without Contractor assistance?

7.17.4 Describe the interface or wizard available to allow County end users to create, generate and save custom reports, if there is one.

7.17.5 Explain how you ensure that custom reports are properly migrated to and made available in new software versions following an upgrade?

7.17.6 Review Attachment C – County Reports and Documents and state any variances to your ability to configure your proposed solution to generate them to a reasonable facsimile in terms of content and layout.

7.17.7 Given that some reports the County uses or may want are not included in Attachment C, explain how your firm handles and provides assistance with custom report generation describing in particular what is included in the proposal and how future needs are accommodated with any associated costs.

7.18 Import / Export / Upload

7.18.1 Note any importing capability that exists within your ERP System and if it exists, explain what types of data your clients are most commonly importing

to save time on manual entry. Of particular interest to the County would be importing data concerning employee incentive payments related to both wellness program participation and longevity.

7.18.2 State whether your system has the capability to link and upload data into any grant management systems (e.g., EGRAMS, MGX, IPP, PTMS) and if so, which ones are currently enabled and how the process works.

7.18.3 Confirm whether data shown in records and reports can generally be exported and saved in Comma Separated Value and Excel formats without any extraneous formatting – just data columns with a column name in a header row.

7.19 Annual User and Technical Support

7.19.1 Attach a table of contents or site map outlining the high-level topics for which online help-reference materials are available.

7.19.2 State or attach your firm's standard technical support terms including any options for tiered support and their costs if applicable. If tiers exist, make sure that the tier included in the proposal is clearly identified. If not already noted in the terms, specify:

7.19.2.1 Hours of availability;
7.19.2.2 Contact methods for support (e.g., online portal, phone #, email);
7.19.2.3 How quickly a support request is acknowledged;
7.19.2.4 Estimated resolution times; and
7.19.2.5 A comprehensive description of the process/workflow for issue resolution with escalation through various support levels.

7.19.3 Note whether there is a separate process for contacting your firm to seek general help or guidance on performing a task vs. the need to report/resolve a technical or system issue.

7.19.4 If your firm has user group meetings or other avenues for users to exchange information and discuss your products, describe those opportunities.

7.20 Annual System Maintenance and Support

7.20.1 Confirm that the costs of all ERP System patches, minor and major updates, as well as upgrades to new versions and migrations to new operating systems or platforms, whether necessitated by Contractor's further development of the ERP System, by changes in technology, by regulatory changes or for any other reason, are included in the Annual Maintenance and Support cost, noting any exceptions or variances.

7.20.2 Describe how the County will be notified of pending changes to the ERP System (updates, upgrades, etc.).

7.20.3 State the frequency with which your firm typically issues ERP System patches and updates and how they are rolled out noting any expected downtime that may be experienced.

7.20.4 State the frequency with which your firm typically issues version upgrades and how they are rolled out nothing any expected downtime that may be experienced.

7.20.5 State whether any County assistance will be needed to deploy any patches, updates and upgrades and if so, the extent of that assistance.

7.20.6 Include a sample of or a link to recent release notes for a system update.

7.20.7 Explain how your firm tracks and implements changes that are needed to keep the ERP System compliant with any new State or Federal regulations or requirements?

7.21 Additional Modules, Solutions and Third-party Integrations

The following is a list of items that are of interest to the County. However, because the County has existing means to address them, the County does not consider them key to the ERP System bid and they will not generally be considered in the initial selection process unless they are part of your firm's core ERP System package and their inclusion is not optional. Should two or more finalists emerge, these items will be given consideration and may be incorporated into any final evaluation and award decision. Thus, in no more than one page per item, briefly describe and provide an overview of the key features and functionality on any integrated module, other in-house solution or a third-party integration that your firm may offer that would help the County with the following items. Clearly state whether the item is stand-alone or in any way integrated with the ERP System and also state whether it is included in the core solution and cost, or offered as an option with an additional cost.

7.21.1 **Recruitment and Hiring** – a solution that would help the County with advertising open positions, soliciting and evaluating job applications, selecting candidates, scheduling interviews and managing associated communications. The County currently uses JazzHR and LinkedIn.

7.21.2 **Benefits Administration** – a solution that would help the County manage benefits elections during open enrollment, for new hires and mid-year changes due to qualifying events. Open enrollment for benefits offered through the West Michigan Health Insurance Pool (WMHIP) is currently managed by WMHIP through PlanSource.

7.21.3 **Shift Scheduling and Leave Management** – a solution that would help departments schedule and manage work shifts and leave requests, associated approval processes, calendar visualizations of on-site and remote coverage, and might tie in with time entry and payroll.

7.21.4 **Employee Training** – a solution to help the County offer both in-house and external training opportunities to employees, managing registration and tracking completion. Include information on any employee training available through your firm. The County currently offers training opportunities through Knowledge City and has an in-house training registration portal.

7.21.5 **Personnel Development** – akin to performance review, a solution that would help the County manage employee training, growth and development plans

and periodic reviews with supervisors. The County generally reviews performance qualitatively with a focus on learning and growth rather than quantitatively with a scoring rubric for measuring performance.

7.21.6 **Grievance Management** – a solution to help employees file and the County to track and manage any filed grievances from receipt through resolution and retention.

7.21.7 **Disciplinary Action** – a solution to help the County record, track and manage any disciplinary action taken against an employee including initiating notifications and workflow processes in the case of termination.

7.21.8 **Claims Management** – a solution to help the County prepare incident/accident report forms and manage filing, tracking and reporting for workers compensation claims with associated payroll integration as well as insurance claims for property damage, liability incidents and vehicle accidents.

7.21.9 **Asset Management** – a solution to help the County manage its assets beyond just the data and functionality needed to manage financial depreciation and valuation as outlined in the functional specifications for the Fixed Asset Module in Attachment B. The intent would be to capture and record periodic updates on an asset's condition and usage (e.g., vehicle mileage, equipment run times) along with a log of maintenance and repair activities performed on any piece of equipment. Any tie-ins with asset bar code scanning and data updating from mobile devices and/or tie-ins with the County's Geographic Information System would also be of interest.

7.21.10 **Employee Engagement** – a solution that the County can use to solicit and manage input from employees through online surveys.

7.22 Costs:

7.22.1 Attach a comprehensive cost proposal that details the following, separating one-time implementation costs from re-occurring annual costs broken out by year with a 10-year commitment:

7.22.1.1 The Annual Licensing cost for your hosted ERP System configured to best match the scope of functionality desired by the County.

7.22.1.2 The cost of required elements should be clearly identified and separated from optional elements, such as perhaps those listed in Section 7.21 above which might be added to cover the entire scope.

7.22.1.3 The Annual User and Technical Support cost for the ERP System.

7.22.1.4 The Annual System Maintenance and Support cost for the ERP System (if separate from the licensing and technical support).

7.22.2 Given the expected lengthy duration for implementation, implementation costs should be presented and broken out as milestone payments.

7.22.3 Given that go-live may apply to individual modules as they are configured, tested and deployed, explain how a gradual roll-out is accommodated with respect to costs and when licensing terms begin and end for each module.

7.22.4 Note and provide tiered pricing for Annual User and Technical Support and Annual System Maintenance and Support if options exist.

7.22.5 Should the County need your firm to create a custom report of form document other than those identified in this RFP, what would be the typical process for requesting this service, turnaround time and cost?

7.22.6 Explain what the licensing structure is tied to (budget, population, employees, etc.) and what conditions, if any, might trigger a change to any costs.

7.22.7 Contractor may attach information and pricing for additional items and services available beyond the scope of this agreement, for the County's consideration, should an award be made.

7.23 Contract Agreement:

7.23.1 Review and sign the Enterprise Resource Planning Solution Agreement containing the County's standard terms and conditions.

7.23.2 Attach any agreements that your firm would request to have incorporated into a final Agreement flowing review and negotiation of terms by the County (e.g., End User License Agreement, Technical Support Agreement, Annual Maintenance Agreement).

7.23.3 Attach any third-party agreements that the County would need to consider, negotiate and sign in order to implement and use your ERP System.

RFP Supplement C – Proposal Evaluation Criteria

County will review and evaluate Contractor's proposal in accordance with the requirements of this RFP and score it using the matrix below. The decisions and opinions of the evaluation committee regarding proposal reviews are final and cannot be appealed.

References may be checked to verify accuracy and results from reference interviews or questionnaire responses may be scored and added to the evaluation at County's discretion.

Contractor may be requested to make additional written submissions or presentations to County, the results of which may be added to the evaluation.

Proposals will be scored relative to other proposals using the following rubric:

Initial Evaluation Scoring	**Score (0-10)**	**Weight**	**Points**	**Max. Points**	**% of Total**
Section 7 – Response to Proposal Content Questions		x 5 =		50	
Attachment B – ERP System Functional Specifications		x 3 =		30	
Attachment C – County Reports and Documents		x 1 =		10	
Cost Proposal*		x 6 =		60	
Total Initial Score				**150**	**100%**

* The Cost Proposal Score will be determined by dividing the lowest priced proposal received by the contractor's bid and multiplying the result by the available points.

As noted in Section 5.3, as part of the proposal evaluation process, contractors scoring in a competitive range may be invited by the County to make a presentation, conduct a product demonstration and/or be interviewed in person or remotely. In such a case, a supplemental evaluation rubric will be shared with those contractors prior to the product demonstration and those scores will be added to the initial score.