WILLIAMSON COUNTY
REQUEST FOR PROPOSALS

Bid/Proposal Cover Sheet

Name of Project: Request for Proposals for Enterprise Resource Planning Software and Implementation (RFP)

General Description of Project: Purchase of an enterprise resource planning software solution (or hosted solution) with implementation services.

Type of Bid: Request for Proposals

County Representative
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UPDATED

Bid Release Date:	June 10, 2025
Last Day for Questions:	July 24, 2025
Question Response Date:	July 30, 2025
Bid Due Date:	August 11, 2025

All Proposals must be received at the County Board Office, Williamson County Admin Building, 407 N. Monroe St, Marion, IL 62959 at no later than 4:30 P.M. on the Bid Due Date outlined above.

A. **DEFINITIONS**
The following words and phrases, when used in this Request for Proposal document shall have the meanings as specified herein.

Proposer: The person, firm, or corporation submitting a proposal.
County: Williamson County, Illinois.

B. **REQUEST FOR PROPOSAL**
The County is seeking proposals for the aforementioned project, product or service. The Proposer shall be responsible for performing all work as outlined in the specifications herein and shall provide and furnish all labor, materials, equipment and supplies, vehicles, and transportation services required to perform and complete the required work or service in strict accordance with the RFP document. The Proposer desiring to submit a proposal for such services shall submit a sealed proposal in accordance with the requirements outlined herein.

C. **INVESTIGATION BY PROSPECTIVE PROPOSERS**

It shall be the responsibility of the Proposer to thoroughly read and understand the information, instructions, specifications, and requirements. The County will assume the submission of the proposal means the Proposer has familiarized itself with all conditions, requirements and specifications, and intends to comply with them unless specifically noted otherwise in writing. Failure to do so is at the Proposer's own risk.

D. **BEST VALUE REQUIREMENTS**

The scope of services included in this package describe the services which the County feels are necessary to meet its technical requirements and shall be considered the minimum standards expected of the Proposer. The scope of services is not intended to exclude potential Proposers, and alternatives to these requirements may be considered. All alternatives shall be separately listed, and a justification shall be stated for each alternative. If the Proposer does not indicate alternatives to or deviations from the requirements, the County shall assume it is able to fully comply with the scope of services. The County reserves the right to determine the acceptability of any and all alternatives or deviations, and to negotiate the effects and costs of such alternatives and deviations prior to reaching a decision regarding the award of the contract. The County shall also be the sole and final judge as to whether any alternative or deviation is of an equivalent or better quality of service.

The County seeks to award a contract to a Proposer whose solution offers the best value to the County in terms of cost and quality of services provided.

The County further reserves the right to change or clarify proposal requirements during the RFP process and to disseminate to all proposers notice of all adjustments.

E. **PRICING, TAXES, AND FEES**

If an error is made in extending total prices in a proposal when a proposal consists of both unit prices and totals, the unit price will govern. Otherwise, the Proposer is not relieved from errors in proposal preparation.

Prices shall not include any local, state, or federal taxes. The County is exempt by law from paying state retailer's and service occupation taxes, federal excise taxes and similar taxes. The County will supply the successful Proposer with its tax exemption number.

Cash discounts shall not be considered in determining the overall price in the proposal, but may be used in an overall evaluation.

The Proposer shall be responsible for obtaining all licenses and permits necessary for the successful performance of the contract. The Proposer shall also pay all federal, state, and local taxes, including sales tax, social security, workers compensation, unemployment insurance and any other tax which may be chargeable against labor, material, equipment, or real estate.

The Proposer shall be solely liable for all fines and penalties imposed by the County or any other governmental agency resulting from the Proposer's performance or its failure to perform its duties and obligations under the contract.

F. **COMPLIANCE WITH APPLICABLE LAWS**

The Proposer shall comply with all applicable federal, state, and municipal laws, ordinances, rules, and regulations governing the Project and during the term of the contract including, but not limited to:

Prevailing Wage Rates: This contract calls for the construction of a "public work," within the meaning of the Illinois Prevailing Wage Act, 820 ILCS 130/.01 et seq. ("the Act"). The Act requires contractors and

subcontractors to pay laborers, workers and mechanics performing services on public works projects no less than the current "prevailing rate of wages" (hourly cash wages plus amount for fringe benefits) in the County where the work is performed. The Illinois Department of Labor publishes the prevailing wage rates on its website at https://www2.illinois.gov/idol/Laws-Rules/CONMED/Pages/Rates.aspx

1. The Department revises the prevailing wage rates, and the contractor/subcontractor has an obligation to check the Department's web site for revisions to the prevailing wage rates. For information regarding current prevailing wage rates, please refer to the Illinois Department of Labor's website. All contractors and subcontractors rendering services under this contract must comply with all requirements of the Act, including but not limited to, all wage requirements and notice and record keeping duties. They shall also include a guarantee of faithful performance of the Prevailing Wage Act in any performance bonds if required under this contract. A Prevailing Wage Affidavit must be submitted with all payment requests.

2. Substance Abuse Prevention on Public Works Project Act: 820 ILCS 265/1 states on prevailing wage projects, employers must have in place and file with the County a written program for prevention of substance abuse among its employees. This program must include pre-hire, random, reasonable suspicion, and post-accident drug and alcohol testing, as required by the Substance Abuse Prevention on Public Works Projects Act. The successful proposer will be required to submit a copy of the program before a contract will be awarded.

3. Other laws, if applicable, that shall be observed, including, but not limited to: Prompt Payment Act (50 ILCS 505/3 et seq.), Illinois Human Rights Act (775 ILCS 5/1-101 *et seq.*), Public Works Employment Discrimination Act (775 ILCS 10/0.01 *et seq.*), Illinois Blacklist Trade Law (775 ILCS 15/1 *et seq.*), Public Works Preference Act (30 ILCS 560/0.01 *et seq.*), Employment of Illinois Workers in Public Works Act (30 ILCS 570/0.01 *et seq.*), Sexual Harassment (775 ILCS 5/2-105), Tax Delinquency (65 ILCS 5/11-42-1), and Interference with Public Contracting (720 ILCS 5/33 E).

G. **COMPETENCY OF PROPOSERS**

The County reserves the right to determine the competence and financial and operational capacity of any Proposer. Upon request of the County, the Proposer shall furnish evidence as may be required by the County to evaluate its ability and resources to accomplish the services or furnish the project required by the scope of services. The County shall unequivocally be the sole and final judge of such competency, and its decision shall be final and shall not be subject to recourse by any person, firm, or corporation.

H. **PROPER COMPLETION OF PROPOSAL DOCUMENTS**

Proposal documents must be signed by an officer or employee of the Proposer having the authority to bind the company or firm by signature. All signatures must be properly done in ink in the proper spaces. If a corporation is submitting a proposal, the signatures must be attested to by the corporate secretary or other authorized officer of the corporation. All blanks on documents must be correctly filled in, using ink or entered in typed form. Any erasures and error corrections must be initialed in ink.

I. **PROPOSAL DELIVERY REQUIREMENTS**

Proposals received prior to the specified date and time will be securely kept, unopened. Proposals arriving after the specified date and time, whether sent by mail, courier, or in person, shall not be accepted. Mailed proposals which are delivered after the specified time and date will not be accepted regardless of the postmarked date or time on the envelope.

J. **WITHDRAWAL OF PROPOSALS, DECLINATIONS**

The County Board may grant a request of withdrawal if a written request is received prior to the specified time

of the proposal due date. After the proposal due date, the Proposer cannot withdraw or cancel its proposal for a period of 120 calendar days, and such proposal will be binding during that time.

K. **AWARD OF CONTRACT**

A contract for the described product or service shall be awarded to the Proposer that provides that best value and on an overall basis is the most advantageous to and in the best interests of the County to accept. The County unequivocally reserves the sole right to reject any and all proposals; waive formalities, technical deficiencies, and irregularities; solicit new proposals; or otherwise solicit proposals if some other manner of negotiation better serves its interests. The County Board's decision shall be final and not subject to recourse by any person, firm, or corporation. It is the express intent of the County that all requirements as outlined in this Request for Proposal Document, including any addenda items which are issued, shall be incorporated as part of the written and signed contract with the successful Proposer.

No proposal shall be accepted from, or contract awarded to, any person, firm, or corporation that is in arrears or is in default to the County upon any debt or contract, or that is a defaulter, as surety or otherwise, upon any obligation to the County, or who has failed to faithfully perform any previous contract with the County.

L. **REFERENCES**

The Proposer shall provide at least three references.

M. **INDEPENDENT CONTRACTOR**

The Proposer acknowledges that it is an independent contractor and that none of its employees, agents or assigns are employees of the County. The Proposer shall be solely responsible for all unemployment, social security and other payroll tax payments required by law or union contract.

N. **NON-ASSIGNMENT**

The Proposer shall not assign or subcontract any rights or interests under the contract or any part thereof to any other person, firm, or corporation without the prior written consent of the County.

O. **SUBCONTRATORS**

The Proposer shall provide a list of subcontractors that will be doing work on this project.

P. **FINAL PAYMENT**

Final payment will be processed when the entire unpaid balance of the contract sum that shall be made by the County to the Proposer has been fully performed by the Proposer and accepted by the County. It is the Proposer's responsibility to correct non-conforming work as noted by the County prior to receiving final payment. Final payment shall be made by the County not more than 60 days after the project or work is deemed completed by the County.

Q. **INSURANCE AND INDEMNIFICATION**

The Proposer shall procure and maintain for the duration of the Contract insurance against claims for injuries, persons, or damage to property which may arise from or in conjunction with the performance of work hereunder by the Proposer, his agents, representatives, employees or subcontractors. Williamson County is to be listed as an additional insured on all policies. Each insurance policy required shall have the County expressly endorsed onto the policy as a Cancellation Notice Recipient. Should any of the policies be cancelled before the expiration date thereof, notice will be delivered in accordance with the policy provisions. Insurance is to be placed with insurers with a Best's rating of no less than A-, VII and licensed to do business in the State of Illinois.

The County, its officials, employees, agents and volunteers are to be covered as additional insureds as

respects: liability arising out of the Proposer's work, including activities performed by or on behalf of the Proposer; products and completed operations of the Proposer; premises owned, leased or used by the Proposer; or automobiles owned, leased, hired or borrowed by the Proposer. The coverage shall contain no special limitations on the scope of protection afforded to the County, its officials, employees, agents and volunteers.

The Proposer's insurance coverage shall be primary as respects the County, its officials, agents, employees and volunteers. Any insurance or self-insurance maintained by the County, its officials, agents, employees and volunteers shall be excess of Proposer's insurance and shall not contribute with it. Any failure to comply with reporting provisions of the policies shall not affect coverage provided to the County, its officials, agents, employees and volunteers. The Proposer's insurance shall contain a Severability of Interests/ Cross Liability clause or language stating that Proposer's insurance shall apply separately to each insured against whom claim is made or suit is brought, except with respect to the limits of the insurer's liability.

If any commercial general liability insurance is being provided under an excess or umbrella liability policy that does not "follow form", then the Proposer shall be required to name the County, its officials, employees, agents and volunteers as additional insured's.

All general liability coverages shall be provided on an occurrence policy form. Claims-made general liability policies will not be accepted.

The Proposer and all subcontractors hereby agree to waive any limitation as to the amount of contribution recoverable against them by the County. This specifically includes any limitation imposed by any state statute, regulation, or case law including any Workers' Compensation Act provision that applies a limitation to the amount recoverable in contribution such as Kotecki v. Cyclops Welding.

A Proposer shall maintain limits no less than:

1. Commercial General Liability with coverage written on an "occurrence" basis and with limits no less than:
    a) General Aggregate: $2,000,000
    b) Bodily Injury & Property Damage: $2,000,000 per occurrence combined single limit
    c) Other Coverage's: $2,000,000 or as otherwise approved or required by owner
        Coverages shall include:
        - Premises Operations
        - Products/Completed Operations (to be maintained for five years following Final Payment)
        - Independent Contractors
        - Personal Injury (with Employment Exclusion deleted)
        - Broad Form Property Damage Endorsement
        - Blanket Contractual Liability
        - Bodily injury and property damage
        - "X", "C", and "U" exclusions shall be deleted.
        - ISO Additional Insured Endorsement CG2010 shall be provided.

2. Workers' Compensation and Employer's Liability
    The insurer shall agree to waive all rights of subrogation against the member, its officials, agents, employees and volunteers for losses arising from work performed by Contractor for the municipality.
    a) Workers' Compensation: Statutory limits;
    b) Employer's Liability with limits not less than:
    $1,000,000 per occurrence
    $1,000,000 each accident – policy limit
    $1,000,000 each disease – policy limit

$1,000,000 disease – each employee
Such insurance shall evidence that coverage applies to the State of Illinois and contain an "all States" endorsement.

3. Owner's and Contractor's Protective Liability Insurance. (Only on projects with exposure of $50,000.00 and up) Contractor, at its sole cost and expense, shall purchase this insurance in the names of Owner and Engineer for the period between the Commencement Date and Final Payment, with a combined single limit of liability for bodily injury and property damage of $5,000,000.

   The named insureds for this insurance shall be Williamson County. Williamson County, its officials, agents, employees, and volunteers are to be covered as additional insureds as respects: liability arising out of the Contractors works, including activities performed by or on behalf of the Contractor: products and completed operations of the contractor: premises owned, leased, or used by the Contractor: or automobiles owned, leased, hired, or borrowed by the contractor. The coverage shall contain no special limitations on the scope of protection afforded the Williamson County, its officials, agents, employees, and volunteers. The coverage afforded the Named OCP Insureds by this insurance shall be primary insurance for the Named OCP Insureds. If the Named OCP Insureds have other insurance which is applicable to the loss, such other insurance shall be on an excess or contingent basis. The amount of the insurance company's liability under this policy of insurance shall not be reduced by the existence of such other insurance. This policy of insurance shall be specifically endorsed to provide such primary coverage for Owner and Engineer.

6. Professional Liability Insurance.
   a) Limits not less than $1,000,000 each claim with respect to negligent acts, errors and omissions in connection with professional services to be provided under the contract, with a deductible not-to-exceed $50,000 without prior approval.
   b) If the policy is written on a claims-made form, the retroactive date must be equal to or preceding the effective date of the contract. In the event the policy is cancelled, non-renewed or switched to an occurrence form, the Contractor shall be required to purchase supplemental extending reporting period coverage for a period of not less than three (3) years.
   c) Provide a certified copy of actual policy for review.
   d) Required coverage (architect, engineer, surveyor, consultant): Professional liability insurance that provides indemnification and defense for injury or damage arising out of acts, errors, or omissions in providing the following professional services, but not limited to the following:
      i) Preparing, approving or failure to prepare or approve maps, drawings, opinions, report, surveys, change orders, designs or specifications;
      ii) Providing direction, instruction, supervision, inspection, engineering services or failing to provide them, if that is the primary cause of injury or damage.

7. Environmental Impairment/Pollution Liability Coverage
   For pollution incidents as a result of a claim for bodily injury, property damage or remediation costs from an incident at, on or migrating beyond the contracted work site. Coverage shall be extended to Non-Owned Disposal sites resulting from a pollution incident at, on or mitigating beyond the site; and also provide coverage for incidents occurring during transportation of pollutants. Proposer shall maintain limits no less than $1,000,000 combined single limit per occurrence for bodily injury, property damage and remediation costs.

Verification of Coverage: The Proposer shall furnish with the County certificates of insurance naming the County, its officials, agents, employees, and volunteers as additional insureds, and with original endorsements affecting coverage required by this clause. Certificates and endorsements for each insurance policy shall be signed by a person authorized by that insured to buying coverage on its behalf. The additional insured endorsements will be on Insurance Service Office (ISO) forms: CG 201 or CG 2026. The County reserves the right to request fully

certified copies of insurance policies and endorsements.

Subcontractors: The Proposer shall include all subcontractors as insureds under its policies or shall furnish separate certificates and endorsements for each subcontractor. All coverages for subcontractors shall be subject to all of the requirements stated herein.

Assumption of Liability: The proposer assumes liability for all injury to or death of any person or persons including employees of the contractor, any sub-contractor, any supplier or any other person and assumes liability for all damage to property sustained by any person or persons occasioned by or in any way arising out of any work performed pursuant to this agreement.

Indemnity Hold Harmless Provision: To the fullest extent permitted by law, the Proposer hereby agrees to defend, indemnify and hold harmless the County, its officials, agents and employees against all injuries, deaths, losses, damages, claims, patent claims, suits, liabilities, judgments (including deficiencies and interest), costs and expenses which may in any way accrue against the County, its officials, agents and employees arising in whole or in part or in consequence of the performance of this work by the Proposer, its employees or subcontractors, or which may in any way result therefore, except that arising out of the sole legal cause of the County, its officials, agents or employees, and pay for all charges of attorneys and all costs and other expenses arising therefore or incurred in connection therewith, and, if any judgment, including any deficiency and interest, shall be rendered against the County, its officials, agents or employees, any such action, the Proposer shall, at its own expense, satisfy and discharge same. This indemnity hold harmless provision shall be applicable to any action or claim under this paragraph, and it shall also include any action of law or equity brought by any party against the County under federal or state law in an effort to set aside the contract.

The Proposer expressly understands and agrees that any performance bond or insurance policies required by this contract, or otherwise provided by the Proposer shall in no way limit the responsibility to indemnify, keep, and save harmless and defend the member, its officials, agents, and employees as herein provided.

Safety/Loss Prevention Program Requirements: Successful Proposer will provide written confirmation that a safety/loss prevention program was in place at least 90 days prior to submitting the proposal.

Evidence of completed employee safety training can be provided.

Regulatory Requirements: Successful Proposer must comply with all applicable laws, regulations, and rules promulgated by any Federal, State, County, Municipal and/or other governmental unit or regulatory body now in effect or which may be in effect during the performance of the work. Included within the scope of the laws, regulations, and rules referred to in this paragraph but in no way to operate as a limitation, are Occupational Safety & Health Act (OSHA), Illinois Department of Labor (IDOL), Department of Transportation, all forms of traffic regulations, public utility, Intrastate and Interstate Commerce Commission regulations, Workers' Compensation Laws, Prevailing Wage Laws, the Social Security Act of the Federal Government and any of its titles, the Illinois Department of Human Rights, Human Rights Commission, or EEOC statutory provisions and rules and regulations.

Evidence of specific regulatory compliance will be provided by Proposer, if required by owner.

1.0 Introduction

1.1 Overview and Objectives

Williamson County, IL (County) is soliciting proposals from qualified and experienced firms to provide Enterprise Resource Planning (ERP) software and implementation services where the solution is hosted by either the County or the selected Proposer. The general scope for this solicitation includes financial

management, /payroll, and revenue software.

1.2 Schedule

The County anticipates the following schedule:

RFP posted to the website	June 11, 2025
Proposer Inquiry Deadline	June 24, 2025
Response to Inquiries	June 30, 2025
Proposal Due Date and Time	July 11, 2025 @ 4pm
Evaluation of Proposals	July 18, 2025
Vendor Demonstrations	July 21-July 31, 2025
Contract Award	August 1, 2025

2.0 Scope of Services

2.1 About this Project

The County currently operates _BBAM Software__ solution that has been in use since __2016__. While the County has been able to operate at a satisfactory level from an ERP standpoint, there are areas in which current technologies could create operational efficiencies, reduce manual processes and streamline internal processes.

The County seeks to implement a "vanilla" software package and to limit the amount of modification to the base application. It also requests that the selection process minimize impact to ongoing operations. The solution proposed should be a turn-key solution. The County will consider proposals for both a County hosted solution as well as a Vendor hosted solution. Proposers should use the minimum functional requirements provided in the Attachment for more detail regarding intended scope and follow the specific guidance provided in Section 6.6 of this document when completing their proposal.

The scope for this procurement is summarized in the following figure.

Financial Management	
Accounts Payable	General Ledger
Accounts Receivable	Project/Grant Accounting
Budget Development	Bank Reconciliations
Fixed Assets	Cash Receipting
Payroll	
Payroll	

Goals for implementing a new ERP system are:

- Streamline manual processes through system integration and electronic workflows;
- Use system security to grant/restrict access based on each individual user's needs to strengthen internal controls;
- Allow staff a one-time, single point of data entry to reduce redundant work;
- Date/Time/User stamp on all transactions and any changes made in the system;
- Automate manual process in Accounts Payable data entry;
- Automate manual processes in daily Cash Receipt posting;

- Allow staff access to system through mobile devices;
- Use reporting tools to generate standard reports quickly to meet the County reporting requirements; and,
- Facilitate the budget development process by providing greater transparency and visibility with department budgets.

2.2 Business Context and Needs Assessment Summary

A. Financial Management

General Ledger (GL)

- The current Chart of Accounts structure is:
  - Fund: 4 - 10 Characters
  - Department: 4 - 10 Characters
  - Account: 4 – 10 Characters

- The County will consider updating the Chart of Accounts with the implementation of a new ERP system. Any new Chart of Accounts should be generic, yet informative and allow for the expansion of new accounts.

Weaknesses

- Current reporting on the GL is difficult. System based reports are not detailed enough.
- Journal entries are centralized and there is no online approval process.
- Inquiry and reporting capabilities are limited generally one fiscal year at a time.
- Posting of receipts to the general ledger is currently done in a separate program because the receipting program and accounting programs are independent of each other.
- Bank reconciliations are through the financial system but are very basic.

Budgeting

- During the budgeting process, departments enter data into spreadsheets and submit them to the County Board.
- Department data is compiled into a master spreadsheet document for the eventual submittal to the County Board.
- Board approved budget is entered into the BBAM for posting to the general ledger.
- Once budget amendments are approved by County Board, adjustments are manually entered.

Weaknesses

- The Budget Module does not have an area to provide a budget justification.
- Historical budget information is maintained by using spreadsheet.
- The Budget module allows the detail budget lines to not equal the amount requested. Staff would have to take the time to verify each line.
- Once departments submit their budget, there is no visibility on the process or the workflow.
- Once the budget is approved, budget detail data cannot be accessed through the General Ledger module.
- Once a new budget is initialized, users cannot access the previous year's budget.
- No place to enter budget narrative justifications.
- Does not allow documents to be attached to budget line items.
- Would like the ability to prevent department users from updating budget information after it has been submitted or after a cut-off date.
- Position budgeting is all done manually through MS Excel.

Accounts Receivable

- Currently, invoices are generated using spreadsheets.
- The County can manually create a customer statement if requested.
- The County has the ability to issue credit memos, once again manually.
- The County collects payments via cash, check, credit card, ACH.
- The County has to manually track the payment of an invoice to verify if it was paid.

Weaknesses

- The County does not have an Accounts Receivable system.
- Invoice cannot be directly emailed.
- Bar coding can not only be done with the current solution.
- Accepting external payments, processing them, and tying them to a daily cash report is an issue.
- The system does not allow users to flag a specific customer with items such as "do not accept checks" to be read by staff when customer makes payment at the register.
- There is no option to pre-number invoices. User can create an invoice using any number for an invoice. There should be an option to auto number invoices.
- The is no reporting capability including an aging report.
- There is no ability to add attachments on the customer, invoice, etc.
- No functionality to generate (and suppress) invoices for internal customers and create automatic journal entries for workflow approval.

Cash Receipting

Weaknesses

- Currently, there is a limited tie between the County's accounting system and the County's cash receipt system.
- Posting cash receipts is a laborious effort and there are several processes that are performed in order to update the County's financial system on a daily basis.
- There is limited search capability in Cash Receipts. Cannot search on check number, customer, etc.
- Would like the ability to link receipts to specific bank accounts.

Accounts Payable

- Invoices are received by multiple departments in the County. For those invoices received by Accounts Payable, they are distributed by email or via hardcopy to the appropriate departments via inter-office mail.
- Documents are reviewed, processed, and hard copies of the invoices are sent to Accounts Payable.
- Account and Vendor updates are done as needed manually.
- Hard copy invoices are scanned to BBAM share drive for future access.
- Manual checks are also issued throughout the month.

Weaknesses

- A single vendor can be listed multiple times in the system.
- The current approval process does not have electronic workflow.
- The current system does not save any changes made to the vendor record.
- There is no electronic signature on vendor checks.
- There is no functionality for attachments to either the invoice or the vendor.
- Also, there is no note capability on the vendor record.
- No W-9 tracking functionality.
- Report capability is minimal.
- Cannot track outstanding checks turned over to the State.
- The County would like the opportunity to print messages on vendor checks.

- The County would like the ability to electronically attach all correspondence or notes, to each individual invoice record.
- Not enough room in description field to adequately describe transaction.
- Cannot process all 1099 types.

Fixed Assets

- Currently, the County Clerk reviews each claims list and tracks auditable fixed asset information.
- Separately, infrastructure is currently being tracked, depreciated, etc. in a separate program.

Weaknesses

- There is no integration between BBAM and the external software used to track fixed assets.
- All entries to the general ledger are done manually through journal entries in preparation of the County annual audit.

Grant/Project Accounting

- Project data is being tracked at the department level, but the detail is being tracked in individual spreadsheets.
- There is value in the ability for departments to track grant & project detail in a system as well as be able to easily report on it.
- Grant transactions are being tracked manually with spreadsheets.
- A separate reporting structure also needs to be tracked for the State's annual GATA reporting.

B. Payroll

Payroll

- The County employs 259 employees and they are paid bi-weekly. The county also processes payroll for Probation's 55 employees, and they are paid semi-monthly. Most employees are hourly.
- The County has twelve bargaining units: Fraternal Order of Police (4), AFSCME (2), Operating Engineers (2) and Laborer's (4).
- From a benefit standpoint, retirees have the ability to stay on the County's plan.
- Timesheets are submitted to payroll on Monday of the week of payroll. There is no time keeping system. Hours are entered manually into the "in house" time sheet system and reviewed for accuracy. The ACH file is submitted to the bank on Wednesday to post on Friday. All payroll liabilities are issued as checks through BBAM.
- Most employees receive direct deposit.
- The Illinois Municipal Retirement Fund (IMRF) report from BBAM has limited functionality.
- The state-required monthly Schedule P report from BBAM has to be manually checked for accuracy since they developed it.
- Payroll changes and adjustments are sent to Payroll. Once changes are entered into BBAM, they are reviewed and checked for accuracy.
- COBRA processing is currently handled by a Benefits Coordinator.
- ACA reporting is currently being handled by a third-party vendor.

Weaknesses

- Payroll disbursements (liabilities) to vendors is completed through a manual process.
- Currently, the County is not utilizing position control or position budgeting. This information is managed in Microsoft Excel.
- Retro pay calculations are a completely manual process that may take "days of work" to calculate and process properly.
- The County does not utilize "effective dating." If a change is supposed to happen during a payroll process, users must use manual reminders for themselves. Current system is cumbersome and does not have a workflow approval process.

- BBAM does not allow for access to prior years information.
- The year-end accrual process is a manual process created in MS Excel and is calculated based on a percentage of the first payroll in the new fiscal year.
- In order to see any changes made to employee's record, you have to run a report.
- There is no tax table update capability in BBAM. All information must be manually updated and checked for accuracy each year.
- There is no functionality for forecasting of salary projections.
- The use of a workflow process is non-existent throughout the Human Resource system and BBAM.
- The payroll system will only allow one pay code to reduce leave time.
- No ability to wire/email deduction remittances to various vendors.
- Currently, the County does not provide a self-service portal for employees to access their payroll and benefit information, W-2s, pay stubs, etc.

Overall Weaknesses

- When you print the report to the screen, the screen you were using is minimized and you have to re-open it to close out of that screen. There is no ability to recall reports.
- Search features throughout the BBAM system are extremely cumbersome and a waste of productive time.
- The BBAM system has a limited document management system.
- Lack of functionality of system to generate charts and graphs based on report data selected.

2.3 Current Environment

Proposers shall utilize the following initial estimates for pricing purposes. The descriptions below are for reference purposes only and are provided as guidelines based on the current number of concurrent users on the BBAM financial system. The estimates are not intended to be comprehensive, nor limiting. Within the current system, there can be unlimited users within BBAM at any point in time. However, when a report is running, no entries or research can be made.

Type of User	Description	Estimated Number of Current Concurrent Users	Estimated Number of Future Concurrent Users
Inquiry Users	Utilize the system for inquiry and standard reporting purposes (e.g., looking up account balances, invoice status, vendor payments, etc.)	15	25
Professional Users	Enter and revise journal voucher/ entry	15	15
	Enter requisitions and direct PO's	0	25
	Enter and revise budget requests	1	25
	Enter and process personnel requisitions and personnel action forms	15	25

	Project managers (enter and monitor project budget, establish project plans, prepare project reports, monitor contracts, etc.)	1	15
	Approvals (part of approval workflow chains and must be able to update or delete any of the transactions or documents sent to them for approval)	3	10
Power Users	Perform, approve, and/or update any transaction in the system	3	5
Report Developers	Generate ad hoc reports	15	15
Developer Users	Update tables, change workflow paths, configure screens, etc. (no changes to source code)	3	5
Self Service Users	Employee Self Service	0	350

2.4 Potential Interfaces

Proposers shall evaluate the following list of likely interfaces. If the Proposer agrees that it is unlikely that the functionality as described in the table can be provided by the Proposer's software, the cost of an interface to these systems MUST be included in the cost of the proposal. If the interface cost does not include all of the following interfaces, Proposers must be very specific about which interfaces are not included and provide a detailed explanation of how that functionality will be performed.

Function	Purpose/Use	System/Platform	Nature of Interface
Banking	Positive Pay	First Southern Bank/CSI	Two-Way
Banking	Check Reconciliation/Clearing	First Southern Bank/CSI	One-Way Inbound
Payroll/AP	ACH Bank file	First Southern Bank/CSI & Bank of Herrin/CSI	One-way Outbound
Payroll	Time Clock Import	TBD	Two-way
Payroll	Time Clock Import	TBD	Two-way

2.5 Data Conversion

For purposes of determining level of effort for data conversion, Proposers shall assume that the County wishes to convert at least the following data:

Source System	Data Element	Years Retained

BBAM	General Ledger Activity	9 years/20 years
Asset Tiger	Fixed Assets	Current Assets
BBAM	Human Resources/Payroll Detail	All

2.6 Technical Environment

In regard to the County's technology architecture as it relates to this project, Proposers shall take into consideration the following preferences:

Technical Function	Preferred Technology/Platform
Server Operating Systems	MS Windows Server
Workstation Operating Systems	MS Windows 10 and 11
Database Software	MS SQL Server
Mail Server Software	MS Exchange
Office Applications	MS Office

2.7 Current Functional Statistics

The following table contains information regarding the County's current operations by function. Proposers shall refer to these tables when responding to the Business Requirements and the Cost spreadsheets.

Payroll:	
Payroll Direct Deposits (County and Probation)	ACH: 7,898 / Checks: 1,618
1099 R Issued	0
W-2's Issued	375
Number of Active Employees	314
General Ledger:	
Number of Funds – active/inactive	75
Number of Accounts – active/inactive	Balance Sheet - 114 Revenue – 310 Expenditure - 739
Operating Budget:	
Operating Budget	$26.8 Million (FY25)
Capital Budget	$2.9 Million (FY25)
Number of Journal Entries	207
Capital Assets:	
Number of Items	Buildings: 15 Vehicles: 95 Equipment: 2,000 Infrastructure: 70
Accounts Receivable:	
Number of Invoices/Year	10
Accounts Payable:	

Number of Vendors	8,190 Active and Inactive 3,055 vendors paid in FY24
Number of Invoices/Year	20,121
Number of Checks/Year	20,121
Number of 1099s/Year	104
Bank Reconciliation:	
Number of Bank Accounts	75
Grants/Projects:	
Number of grants	7 in FY24
Capital projects in progress	3
Cash Receipting:	
Number of Receipts/Year	3,708

3.0. INSTRUCTIONS TO PROPOSERS

3.1 Instructions

This RFP provides potential Proposers with sufficient information to enable them to prepare and submit proposals. This RFP also contains the instructions governing the submittal of a proposal and the materials to be included therein, including County requirements, which must be met to be eligible for consideration. All proposals must be complete as to the information requested in this RFP in order to be considered responsive and eligible for award.

3.2 Availability of Documents

Interested suppliers should note that, unless otherwise stated in the RFP documents, there is no charge or fee to obtain a copy of the RFP documents and respond to documents posted for competitive solicitations. Proposers intending to respond to any posted solicitation are encouraged to visit the web site above to ensure that they have received a complete and current set of documents. Some procurement notices may provide a downloadable version of the pertinent documents and any amendments to them, available to suppliers after they have completed a simple registration process. Additionally, some notices may permit a supplier to submit a response to a posted requirement in an electronic format.

Any proposers receiving a copy of procurement documents from a referral service and/or other third party are solely responsible for ensuring that they have received all necessary procurement documentation, including amendments and schedules. The issuing County is not responsible for ensuring that all or any procurement documentation is received by any proposer that is not appropriately registered with the issuing County.

3.3 Clarifications

Questions regarding this RFP will be submitted in writing to the contact person listed on the cover page of this RFP no later than June 24, 2025.

3.4 Delivery of Proposal Package

The Proposal and the Pricing Proposal will be either delivered by hand or sent to Williamson County Board of Commissioners- Attn: Stephanie Lenon or through U.S. Mail or other available courier services to the address shown on the cover sheet of this RFP. Include the RFP name on any package delivered or sent to the County Board and on any correspondence related to this RFP or the Proposal. The Proposer remains responsible for ensuring that its Proposal is received at the time, date, place, and office specified. The County assumes no responsibility for any Proposal not so received, regardless of whether the delay is caused by the U.S. Postal Service, any other carrier, or some other act or

circumstance. **Proposals received after the time specified will not be considered.**

If using an express delivery service, the package must be delivered to the designated building and office listed on the cover of the RFP.

3.5 Uniformity

To provide uniformity and to facilitate comparison of Proposals, all information submitted must clearly refer to the page number, section or other identifying reference in this RFP. All information submitted must be noted in the same sequence as its appearance in this RFP. The County reserves the right to waive minor variances or irregularities.

3.6 Proposal Material

The Proposal material submitted in response to the RFP becomes the property of the Williamson County upon delivery to the County and will be part of any contract formal document for the goods or services which are the subject of this RFP.

3.7 Addenda

Should any proposer have questions concerning conditions and specifications, or find discrepancies in or omissions in the specifications, or be in doubt as to their meaning, they should notify Stephanie Lenon no later than June 24, 2025, and obtain clarification prior to submitting a Proposal. Such inquires must reference the proposal due date and the County RFP name.

Any clarification addenda issued to Proposer prior to the Proposal due date shall be made available to all proposers. Since all addenda become a part of the Proposal, all addenda must be signed by an authorized Proposer representative and returned with the Proposal on or before the Proposal opening date. Failure to sign and return any and all addenda acknowledgements shall be grounds for rejection of the Proposal

Interpretations that change the terms, conditions, or specifications will be made in the form of an addendum to the solicitation by the County. In the event there are any conflicts between the general terms and conditions and any special terms and conditions, the special terms and conditions shall take precedence.

3.8 Proposer's Responsibility for Services Proposed

The Proposer must thoroughly examine and will be held to have thoroughly examined and read the entire RFP document. Failure of Proposers fully to acquaint themselves with existing conditions or the amount of work involved will not be a basis for requesting extra compensation after the award of a Contract.

3.9 Errors and Omissions

The Proposer is expected to comply with the true intent of this RFP taken as a whole and shall not avail itself of any errors or omission to the detriment of the services or the County. Should the Proposer suspect any error, omission, or discrepancy in the specifications or instructions, the Proposer shall immediately notify the County in writing, and the County will issue written corrections or clarifications. The Proposer is responsible for the contents of its Proposals and for satisfying the requirements set forth in the RFP. Proposer will not be allowed to benefit from errors in the document that could have been reasonably discovered by the Proposer in the process of putting the proposal together.

3.10 RFP Interpretation

Interpretation of the wording of this document shall be the responsibility of the County and that

interpretation shall be final.

3.11 Confidentiality and Response Cost and Ownership

From the date of issuance of the RFP until the due date, the Proposer must not make available or discuss its Proposal, or any part thereof, with any employee or agent of the County. The Proposer is hereby warned that any part of its Proposal or any other material marked as confidential, proprietary, or trade secret, can only be protected to the extent permitted by Illinois Statutes.

3.12 Use of Subcontractors

The Proposal must clearly state the identity of each team member and their role. The Proposer's response must include a description of which portion(s) of the work will be subcontracted out, the names and addresses of potential Subcontractors and the expected amount of money each will receive under the Contract. The County reserves the right to accept or reject any subcontractor if in the County's sole opinion, it is in the best interest of the County.

3.13 Pricing

All price and cost information requested in this solicitation should be provided by the proposer. While price is a factor in the evaluation of responses received, the relevant importance of price may vary based on the nature of the purchase and the related significance of other criteria as may be expressed elsewhere in this solicitation. In evaluating price, the County may give consideration to all cost of ownership factors relevant to determine the total final cost to the County, including but not limited to: administrative cost of issuing multiple awards. The County will be the sole determinant of the relevant and appropriate cost factors to be used in evaluating any Base or Alternate offers and/or Options.

3.14 Period of Firm Proposal

Prices for the proposed service must be kept firm for at least one hundred twenty (120) days after the last time specified for submission of Proposals. Firm Proposals for periods of less than this number of days may be considered non-responsive. The Proposer may specify a longer period of firm price than indicated here. If no period is indicated by the Proposer in the Proposal, the price will be firm until written notice to the contrary is received from the Proposer, unless otherwise specified in this RFP.

3.15 Awards

The County may, at its discretion evaluate all responsive Proposals. The County reserves the right to make the award on an all or partial basis or split the award to multiple Proposers based on the lowest responsible proposers meeting the specifications, terms and conditions. If a split award is not acceptable it must be so stated in the proposal.

3.16 Williamson County Rights

The County reserves the right to reject any and all offers, to waive any informality in the offers and, unless otherwise specified by the Proposer, to accept any item in the offer. The County also reserves the right to accept or reject all or part of your Proposal, in any combination that is economically advantageous to the County.

3.17 Alteration/Modification of Original Documents

The Proposer certifies that no alterations or modifications have been made to the original content of this Bid/RFP or other procurement documents (either text or graphics and whether transmitted electronically or hard copy in preparing this proposal). Any alternates or exceptions (whether to products, services, terms, conditions, or other procurement document subject matter) are apparent and clearly noted in the offered proposal. Proposer understands that failure to comply with this

requirement may result in the proposal being disqualified and, if determined to be a deliberate attempt to misrepresent the proposal, may be considered as sufficient basis to suspend or debar the submitting party from consideration from future competitive procurement opportunities.

4.0 EVALUATION AND SELECTION PROCESS

4.1 Responsiveness Review

County personnel will review all proposals to ascertain that they are responsive to all submission requirements.

4.2 Acceptance of Proposals

The County Board reserves the right to reject any or all Proposals or any part thereof, to waive informalities, and to accept the Proposal deemed most favorable to the County.

4.3 Evaluation Process

Williamson County personnel will evaluate all responsive proposals in accordance with the evaluation criteria detailed below.

This evaluation process may result in a shortlist of proposals. The evaluation committee, at its option, may request that all or shortlisted proposers make a presentation, vendor demonstration, other customer testimonials, submit clarifications, schedule a site visit of their premises (as appropriate), provide a best and final offer, provide additional references, respond to questions, or consider alternative approaches.

4.3.1 Proposer Presentations/Demonstrations

The County reserves the right to, but is not obligated to, request and require that each Proposer provide a formal presentation of its Proposal at a date and time to be determined. No Proposer will be entitled to present during, or otherwise receive any information regarding, any presentation of any other Proposer.

4.3.2 Right to Inspect

The County reserves the right to inspect and investigate thoroughly the establishment, facilities, equipment, business reputation, and other qualification of the Proposer and any proposed subcontractors and to reject any Proposal regardless of price if it shall be administratively determined that in the County's sole discretion the Proposer is deficient in any of the essentials necessary to assure acceptable standards of performance. The County reserves the right to continue this inspection procedure throughout the life of the Contract that may arise from this RFP.

4.3.3 Best and Final Offer

The County reserves the right to request a Best and Final Offer from finalist Proposer(s), if it deems such an approach necessary. In general, the Best and Final Offer will consist of updated costs as well as answers to specific questions that were identified during the evaluation of Proposals.

If the County chooses to invoke this option, Proposals will be re-evaluated by incorporating the information requested in the Best and Final Offer document, including costs, and answers to specific questions presented in the document. The specific format for the Best and Final Offer would be determined during evaluation discussions. Turnaround time for responding to a Best and Final Offers document is usually brief (i.e., five (5) business days).

4.4 Selection Process

The County reserves the right to check references on any projects performed by the proposer whether provided by the proposer or known by the County. The selected proposal will be submitted for approval to the County Board. The County intends to select a proposal that best meets the needs of the County and provides the best overall value. Upon approval of the selected Proposer, a contract will be prepared by the County and presented to the Selected Proposer for signature.

5.0. CRITERIA AND SCORING

5.1 Responsiveness of Proposal. Compliance with all the submission requirements of the RFP.

5.1.1 Evaluation Criteria

Accepted proposals will be reviewed by an evaluation committee and scored against the stated criteria. The committee will review references and require oral presentations and scripted software demonstrations. The County's intention is to procure the most functionally complete and cost-effective application which will provide the flexibility to meet our current and future needs. The total price proposal of the proposed solution for the County's applications will be considered in the final analysis, but this will not be used as the primary consideration in the selection of the "best" solution. Ultimately, the County will award the contract to the responsive Proposer whose overall proposal offers the best value for the County. The County reserves the right to award in part or whole.

Factor	Weight
Compatibility with the County's desired functionality	20
Compatibility with current and future technological infrastructure	10
Implementation methodology	20
Training methodology	10
Public sector experience and qualifications of consulting staff	10
Overall quality of proposal	10
Cost (project and on-going)	20
Total	**100**

6.0 SUBMITTAL REQUIREMENTS

6.1 Submission of Proposals

Proposals in response to this RFP shall be considered received at the time actually received by the addressee or designated agent. All proposals and other communications shall be addressed as follows:

Name: Williamson County Board
Address: Williamson County Board
Attn: Financial Software RFP
407 N. Monroe Street, Marion, IL 62959
Email: slenon@williamsoncountyil.gov

Sealed proposals, submit one signed original, three hard copies and one print-ready digital copy (CD or jump drive). These must be received at the office listed above by 4:30 p.m. local time on the date listed on the cover page. Proposals received after this specified date and time will be considered late and will not be considered for evaluation.

Each proposal shall be in the form specified in this RFP, and in a sealed envelope with outside markings identifying (1) the name of the Proposer; and (2) the title of this RFP.

6.2 Eligibility

To be eligible to respond to this RFP, the proposing firm must demonstrate that they, or the principals assigned to the project, have successfully completed services, similar to those specified in the Scope of Services section of this RFP, to at least three agencies similar in size and complexity to Williamson County.

6.3 Required Elements of Proposals

Proposals shall provide a straightforward, concise delineation of the proposer's capability to satisfy all of the elements and requirements of the RFP both in content and in sequence. Each proposal shall be submitted in the requested format and provide all pertinent information. One original copy of each proposal shall be signed in ink by a duly authorized officer of the company. A proposal will not be considered if it modifies or fails to conform to each of the requirements set forth in this Section. The proposal must conform to the following outline and contain all requested information in the same sequential order as outlined in this section. Proposals deviating from the proposal format and organization may be removed from further consideration.

So that competing proposals can be compared equally, proposers must assemble their proposals in strict adherence to the layout requirements. Failure to follow all proposal layout requirements may result in disqualification due to non- responsiveness. Each proposer is required to submit the proposal in a sealed package. Proposals should be prepared as simply as possible and provide a straightforward, concise description of the proposed products and services to satisfy the requirements of the RFP. Attention should be given to accuracy, completeness, and clarity of content. All parts, pages, figures, and tables should be numbered and clearly labeled. The proposal shall be organized into the following major sections:

0.0 Introductory Material (Title Page, Letter of Transmittal, and Table of Contents)
1.0 Executive Summary
2.0 Scope of Services
3.0 Company Background (including most recent audited financial statements)
4.0 Proposed Application Software and Computing Environment
5.0 Responses to Functional/Technical Requirements (Attachment E)
6.0 Implementation Plan
7.0 Training Plan
8.0 Maintenance and Support Program
9.0 Client References (Attachment B)
10.0 Exceptions to the RFP
11.0 Sample Documents
12.0 Price Proposal (Attachment F)
13.0 Other Required Attachments (Attachments A, C, D, G)

6.4 Background Material

The Title Page must show the RFP name, subject, name of the proposer, address, telephone number, email address and the date. Letter of Transmittal, executed by an authorized representative, and Table of Contents must also be included.

6.5 Executive Summary – Proposal Section 1.0

This part of the response to the RFP should be limited to a brief narrative summarizing the proposal. The summary should contain as little technical jargon as possible and should be oriented toward non-technical personnel.

6.6 Scope of Services – Proposal Section 2.0

This section of the proposal should include a general discussion of the proposer's overall understanding of the project and the scope of work proposed.

- List and describe all proposed modules. Proposer must explicitly state the software module name and versions that are proposed as part of this ERP solution. All modules shall be listed on Attachment F (Cost Proposal) and included in the price proposal.
- All functional requirements that are responded to with a positive response (anything except "N") will be considered to be in scope. Proposal, including price and staffing requirements, must address all of these requirements.
- Proposers may indicate some modules as "optional." Optional modules shall not be included in the overall price proposal, however, prices for optional modules (including software license and implementation) should be provided. If a module required to fulfill some requirements is listed as optional, the appropriate response code is "N." Proposers should then indicate in the comments column that module is available but optional.
- What are the proposed third-party applications? The proposer shall explicitly state the name of any third-party products that are part of the proposed solution to the County or any third-party firms providing services for implementation, training, or other services. For each third-party product or service provider there shall be a statement about whether the proposer's contract will/will not encompass the third-party product/service and/or whether the County will have to contract on its own for the product.
- The proposer shall also provide written proof that it has approved access to the third-party software source code (owned or in escrow) and that the proposer has the ability to provide long-term support for the third- party software components of its system.
- Proposers must include the price for any third-party products, including software license, hardware prices (if pertinent), maintenance, implementation, training, and any other related prices in the total price of this proposal. Third-party software included in the proposal must be included in any demonstration of functionality if the proposer is invited to that phase of the evaluation.
- If third-party products or services are proposed, proposers must complete Attachment B (References) for each third-party product or service that is proposed.
- Please confirm the data conversions that have been proposed. The County expects proposers to include all conversions listed in section 2.5 of the RFP.
- Please confirm all interfaces that have been proposed. The County expects proposers to include an interface to all systems listed in section 2.4. If proposers do not include all interfaces, please provide an explanation.
- Please list all modifications/customizations/enhancements to the software that have been proposed as part of scope. Modifications listed here should accommodate all functional requirements in Attachment E listed as "C." If customizations are not part of scope, the correct response to the functional requirements should be "N."

6.7 Company Background – Proposal Section 3.0

This section of the proposal should provide a general overview of the company responding to the RFP, including any subcontractors and/or third parties. Please provide the following information:

- Prime Software Firm and Implementation Firm: Please provide an overview of the Company(s) (including sub-contractors) represented in this response. In the case of teamed responses, please reply to all questions for each company involved. In addition to your overview, please address the following items:
  - Describe the proposing companies' structure (corporation, partnership, or privately held).
  - Describe the number of years the companies in this proposal have been in software and professional services.
  - State the location of the primary office(s) from which this engagement will be serviced and the range of activities performed at that office.
- Prime Software Firm and Implementation Firm: The Proposer should include information with regard to

the organization's resources that it deems advantageous to the successful provision of the requested products and services. This might include management capabilities and experience, technical resources, and operational resources not directly assigned to this project, but available if needed.

- Shared History: Please provide a history of the previous work conducted individually and as a team by the software and implementation firms included in this proposal, including third party software providers and sub-contractors.
- Financial Information: For all companies proposed in this proposal (including sub-contractors), provide an overview of the company's Financial Stability in terms of the past year, 3 years, 5 years and finally 10 years. In addition to your overview please address the following items:
  - Please provide audited Financial Statements for the last fiscal year available
  - Please describe any litigation or pending litigation arising from any of the firms' performance in the last five years.
  - Please describe any investigations of any of the proposing firms by State or Federal regulatory or law enforcement agencies in the last ten years.
  - Please describe the amounts and types of professional liability insurance and the name of the carrier. Please provide a copy of the certificates of insurance.
- Prime/Sub Relationship Structure and Project Resource Resumes: Please provide a detailed description of the prime/sub relationship structure being proposed for this project. Please provide a resume' for each proposed team member for all implementation firms and subcontractors in this proposal. The County expects that key individuals will provide services on this project from start to finish ensuring continuity and success. Elaborate on your willingness and ability to maintain key personnel dedicated to the project, both in terms of reassignment within your organization and retaining them generally as employees. Additionally, if there is a change in key personnel on the project, the County requires approval of these changes. Further, any ramp up time and costs incurred due to transitioning personnel will not affect the project timeline nor the overall cost to Williamson County.
- Subcontractor Information: The Proposer shall list any subcontractor's name, address and state of incorporation that are proposed to be used in providing the required products and services. The subcontractor's responsibilities under the proposal, anticipated dollar amount for subcontract, the subcontractor's form of organization, and an indication from the subcontractor of a willingness to carry out these responsibilities are to be included for each subcontractor. This assurance in no way relieves the vendor of any responsibilities in responding to this RFP or in completing the commitments documented in the proposal. All subcontractors shall be listed on the form included in Attachment G.

6.8 Proposed Application Software & Computing Environment – Proposal Section 4.0
The proposer must present, in detail, features and capabilities of the proposed application software. In addition to the description, answers to the following questions must be provided in succinct narrative form (at least one paragraph per item):

Application Overview

- Provide the name of the proposed system(s), modules within each system, middleware, current version(s), and release date(s). Identify each system as core software or third-party software.
- Describe the Web functionality of the proposed systems, both current capabilities and future direction.
- Identify the programming language for each module of the proposed systems including the report writer(s). Additionally identify any programming languages that are proprietary.
- Describe in detail the proposed database platform(s) for your proposed solution.
- Describe the system technical architecture (i.e. multi-tiered, thin client, web-based, etc.)
- Describe the integration of the proposed system modules. Identify any modules that are not fully integrated.
- Describe in detail your proposed IT technical development toolset solution for this proposal.
- Describe how your solution would be performance tested.
- Describe how your solution would perform during peak periods (e.g., property tax due date).
- Will your firm commit to transaction response times? If so, what is your stated commitment?

- Describe the monitoring tools to be used and how alerts from the monitoring of various components of the solution (e.g., physical infrastructure operating systems, integration services, and applications) would be managed and integrated for root-cause analysis of incidents and problems.

Technology Overview

Describe in detail your proposed hardware environment solution for this proposal. Include the following items:

- Describe the hardware required for Williamson County to support the scope of software proposed within the RFP response:
    - Server recommendations/requirements (including detailed specifications) for all components of the solution (database, application, web, third-party, printing, etc.)
- Explain your approach to sizing of the hardware environment.
- Describe how the vendor will take responsibility for approving the sizing of the hardware infrastructure given the County intends to procure the hardware.
- Describe the number of environments recommended for the County to maintain both pre-implementation and post-implementation and the purpose of each environment. (At a minimum, the County would like to maintain two environments: one live and one for testing.)
- Describe your recommended workstation configuration including any and all user peripherals (including detailed specifications).

Network Environment

Describe in detail your proposed network environment solution for this proposal. Include the following items:

- Describe the preferred physical architecture for your solution. Also include documentation on the conceptual and preferred technologies your solution uses.
- Describe your architecture roadmap for upcoming and future releases.
- Describe the overall networking and connectivity solution that will be necessary to provide access to the ERP, including from the following locations outside the County network:
    - Employees using wireless devices in the field (e.g., handheld devices or laptop computers).
    - Employees working from home, a hotel or other locations where a Williamson County network connection is not available.
    - Other locations.
- Describe the specifications of the network and connectivity infrastructure required to support the ERP solution.
- Describe the assumptions around network bandwidth required for each desktop workstation.
- Describe your recommended and ideal environment for the County.

Document Management Tools

Describe in detail your proposed workflow tools solution for this proposal. Include the following items:

- Describe how your solution enables document storage and retrieval so that source documents can be tracked within the system.

Workflow Management Tools

Describe in detail your proposed workflow tools solution for this proposal. Include the following items:

- Describe how your solution enables workflow management both within the solution and integrating with other tools.
- Describe specifically which modules of your software support the standard workflow tools.
- Describe specifically which modules of your software do not support workflow.

Reporting and Data Warehousing

Report Writing Tools: Describe in detail your proposed report writing tools solution for this proposal. Include the following items:

- Describe the recommended solution's reporting capabilities (dashboards, scorecards, shared reports,

event triggered reporting, report versioning, and job scheduling).

- Describe how user created templates can be shared in a user community.
- Describe the reporting application architecture and how it relates to the back-end infrastructure. Differentiate between any architecture components (Independent data marts, Bus Architecture, Hub and Spoke, Centralized or Federated).
- Describe the impact using your report writer will have on the production environment.
- Describe whether you do/do not recommend running reports against mirrored databases.
- Describe in depth any analytical reporting capabilities within the product(s).
- Describe and differentiate between embedded/on-line transactional reporting against any analytical reporting.
- Describe in detail any third-party vendor reporting engines embedded within the product(s).
- Describe any Architecture or Reporting Licenses you have with third parties.
- Describe how metadata is created, administered/maintained and shared in terms of business, technical, application, and process metadata.
- Describe any performance concerns in using the report writing tools.
- Describe the following information analysis and reporting tools provided by the proposed system:
    - Standard on-screen inquiries
    - On-screen print screen capabilities for screens, inquiries and reports
    - Query tools
    - Report writer
- Describe how the product(s) create value at an organization level from the perspective of business intelligence and meeting strategic directives.
- Describe how your solution enables business intelligence both with the solution and integrating with other tools. Please list any other tools to which your solution has been successfully integrated.
- Identify any reporting limitations for producing reports on data contained within the database via the proposed toolsets.

Data Warehouse/Data Mart: Describe in detail any proposed data warehouse/data mart solution for this proposal. Include the following items:

- Describe if the software product or specific module being proposed in your solution includes data warehouse / data mart reporting functionality.
- If your proposed solution includes such functionality, explain the features, functionality, data model, extract/load capabilities, and reporting available.

ERP Application Security

Describe in detail your proposed solution's security tools and capabilities for this proposal. Include the following items:

- Describe the recommended solution's approach to role-based security.
- Describe in detail your proposed single sign on and Active Directory solution for this proposal. Include the following items:
    - Describe in detail how the product(s) support single sign-on.
    - Describe in detail how the product(s) support active directory.
- Describe in detail how your proposed solution would protect the privacy of information designated as private or confidential such as social security numbers, credit card numbers, ACH transactions, information, and employee health information—which is processed or stored.
- Describe in detail your transaction log and audit trail capabilities including the data recorded and the tools used to view and report the information.
- Explain any other differentiating security features within your solution.
- Explain why your solution is a best practice solution from a security standpoint.

6.9 Responses to Functional Requirements – Proposal Section 5.0

Responses to the requirements listed in Attachment E to this RFP must be provided in this section of the proposal. Proposers shall use the format provided and add explanatory details as necessary in a separate

spreadsheet using the requirement number as a reference. The following answer key must be used when responding to the requirements.

Response to Functional Requirements			
Y	Provided fully functional out of the box or with configuration (no custom development)	N	Not Included in this Proposal
C	Customization/Software Enhancement (Any custom development that will cost extra)	TP	Third-party Software Required to Fully Provide Requirement (Third-party Software Must be Proposed)

- Functional requirements represent functionality that is currently needed as well as functionality that is expected or is likely to be required in the future. Failure to provide some requirements or excluding some requirements will not eliminate the proposer from contention. The County will evaluate the proposal as a whole including price/value comparisons when evaluating proposals.
- Proposers must use one code only per requirement. The spreadsheet is locked to enforce this. All requirement responses must be submitted in the format presented in the attached spreadsheet (Attachment E). The requirements responses submitted, including requirement responses, will become attached to the software license and implementation services contract. Proposers are expected to warrant all positive responses (every response except "N"). For requirement responses, other than "N," proposers must indicate the module or product that is required to meet the requirement.
- For requirement responses of "C", proposers must provide estimated costs and projected time to complete the customization.
- All responses which are marked Y, C, or TP must be included in the scope, cost proposal and staffing matrix submitted in this proposal. Furthermore, the module necessary to perform that functionality must be included in the scope and cost of this proposal.
- If a module is required for only a few functional requirements and it is not cost-efficient to include in the proposal, the proposer should mark the requirement as "N" and indicate accordingly in the comment field that this module is available but not being included in the proposal.
- If functionality is not available, but expected to be available in future versions of the software, the expected release date can be noted in the comments column.

6.10 Implementation Plan – Proposal Section 6.0

The County invites Proposers to provide a staffing level mix between County staff and implementation consultants that is optimal for the proposal process and project implementation.

Implementation Methodology & Approach

Please provide an overview of your implementation methodology, including a description of your approach including project initiation/planning, design, configuration, development, testing, training, conversion, and post go-live support. In addition to your overview please address the following items:

- Describe how the implementation plan has been designed in such a way to minimize any negative impacts on existing County operations and responsibilities.
- Describe how the implementation plan has been designed to provide for the deployment and use of management, supervisory or other key personnel during the project. (The detailed plan below should show all management, supervisory and key personnel that will be assigned to manage, supervise and monitor the project.)
- Describe how the implementation plan has been designed in such a way to minimize the startup time of the project.

- Describe specific actions the County could take to support an accelerated start-up. Describe how the implementation plan makes use of subcontractor(s), if any, on this project.
- Describe how the implementation work plan will be maintained and updated throughout the course of the project.
- Describe your experiences with organizations that have successfully prepared for, implemented and supported your solution. Additionally, for each experience describe what items/actions led to the organization being prepared.
- Describe your experiences with organizations that have not been successful or have struggled in preparing for, implementing and supporting your solution. Additionally, for each experience describe what items/actions caused the failure or struggle, and how you would recommend the County prepare to ensure success.

Implementation Work Plan & Deliverables

Please provide a detailed work plan for each phase of the implementation. The work plan section should include the following:

- Phases and Major activities
  - Description of each phase (e.g. system design, modification, installation, implementation, technical training, user training, and acceptance).
  - Description of major activities within each phase showing all significant tasks required for successful completion of the Phase objectives.
- Detailed timeline (by Gantt, Pert or another chart)
  - Timeline details for all phases indicating the start dates, end dates and milestones.
  - Timeline details for all major activities indicating the start dates, end dates and milestones.
  - Timeline details for all deliverables indicating the start dates, end dates and milestones.
- Resource allocations
  - Identification of hours by resource (County, vendor and any sub-contractors) for all phases.
  - Identification of hours by resource (County, vendor and any sub-contractors) for all major activities.
- Deliverables
  - Comprehensive inventory of project deliverables by phase.
  - Detailed description of all deliverables (e.g. process documentation, interface specification, etc.)
  - Identification of major dependencies for each deliverable.
  - Detail the deliverable acceptance period for each deliverable.
  - Provide samples of all major deliverables proposed.

Implementation Project Team

Please provide a detailed description of the project organization strategy for the proposed work plan. As part of your description, please address the following items:

- Detailed description of the team structure and roles for all firms involved (including sub-contractors) and the County.
- Detailed description of the responsibilities for each role defined in the team structure for all firms involved (including sub-contractors) and the County.
- Detailed description of the number of personnel and the estimated hours for all firms involved (including sub-contractors) and the County.

Project Management

Describe in detail your proposed project management approach for this proposal. Include the following items:

- Describe what status reporting and frequency of communication will be proposed for the County.
- Describe the project coordination, documentation, and communication tools you will provide for the project (e.g. SharePoint)
- Describe the approach that will be used to manage scope and changes during the course of the project.
- Describe the approach that will be used to assess go-live readiness.

Testing Approach

Describe in detail your proposed testing approach for this proposal. Include the following items:

- Describe the different aspects of testing included within your approach (e.g. unit, integration, security, parallel, system, stress, performance, regression, etc.).
- Describe the testing environment recommended for testing.
- Describe the user acceptance testing recommended.

6.11 Training Plan – Proposal Section 7.0

The proposer must provide a detailed plan for training. This information MUST include:

- Describe how a training environment would be created and maintained.
- Describe your proposed approach to training for this project (i.e. on site at the County vs. at vendor facilities, train the trainer vs. train all users), training materials, and methodologies. Please include all software (including third party products) proposed in this proposal.
- Identify whether there is instructor-lead, classroom training available.
- Identify whether there is computer-based training available. If so, identify what is included in this proposal.
- Identify what other tools are optionally available for the County.
- Provide a list of the courses proposed, with the course name, description, and hours.
- Describe in detail how training regarding the operation and use of the ERP will be delivered to each subset of the end-user community, and what tools and materials will be employed.
- Describe the time commitment required of each group of trainees.
- Describe whether or not custom training materials will be provided by the vendor based upon the County's configurations, modifications and process decisions during the implementation. If custom training material is not recommended to be provided by the vendor (i.e. the County is responsible for custom training materials), please estimate the cost for the vendor to create the custom training materials.
- Describe your technical training and knowledge transfer approach to IT personnel to support the ERP hardware, if necessary.
- Describe the proposed methodology and approach for ongoing training. Address the procedures for training new users and for delivering refresher training to existing users.
- Identify whether your system includes a user reference manual and a technical reference manual.
- Identify whether the technical reference manual includes descriptions and diagrams of the relational database structure, tables, and elements within the database. Please provide a sample of description and diagram the relational database structure, tables, and elements within the database.
- Identify whether all manuals are available in electronic format.
- Identify whether all manuals are updated with each new release of software.
- Identify whether online help is provided.
- Identify whether online tutorials are provided.
- Describe whether and how the help feature can be called from the specific transaction being processed (field-sensitive help).
- Provide a sample training plan relevant to this implementation.
- Describe the benefits and risks to your proposed training strategy.

6.12 Maintenance and Support Program – Proposal Section 8.0

The proposal must specify the nature of any post-implementation and on-going support provided by the vendor including:

- Describe the maintenance and support package you are proposing to the County.
    - Fully describe terms and conditions of your annual software maintenance agreements.

- Please include a copy of your standard agreement.

- Describe why this maintenance and support package is the best option for the County.
  - Describe the ongoing support services provided, including hours of operation, procedures, and problem escalation measures available.
  - Describe the ratio of customers to support personnel.
  - Describe your customer support locations and hours of operation in terms of CST.
  - Describe the committed support time for support questions.
  - Describe your average response time for support questions.
  - Describe your range of response time for support questions.
  - Describe a typical customer support call based on an application error.
  - Describe a typical customer support call based on a data error (interface not working, data not replicating).
  - Describe a typical customer support call based on a report not working properly or displaying incorrect data.
  - Describe the follow-up process with a client after resolution of a help desk call.
  - Identify whether the support is available seven (7) days a week, 24 hours a day. If so, identify the cost above your recommended support.
  - Describe your support staff's ability to "log in" to the customer system for certain types of support. Explain the process and the security supporting the process.
  - Identify whether onsite support is available if needed. Describe how onsite support costs are handled.
  - Describe the available web-based support options.
  - Describe any web-based reporting tools available to review open/pending support issues.
- Describe the other maintenance and support packages available to the County that are not proposed (including Helpdesk type support)

6.13 Client References – Proposal Section 9.0

The County considers references for both the software and implementation services to be important in its decision to award a contract. Using the form provided in Attachment B please provide three (3) public sector client references. At least one of the references should be similar in size to the County and have a similar implementation scope. Regional clients are preferred but the County understands this may be difficult and inability to provide regional references will not negatively impact the evaluation process. If the software vendor is different from the implementation firm, three (3) references should be provided for each. Lastly, please provide (3) three references for any third-party software firms. All references should be for <u>fully completed</u> (live) installations, completed within the past five (5) years.

6.14 Exceptions to the RFP – Proposal Section 10.0

All requested information in this RFP must be supplied. Proposers may take exception to certain requirements in this RFP. All exceptions shall be clearly identified in this section and a written explanation shall include the scope of the exceptions, the ramifications of the exceptions for the County, and the description of the advantages or disadvantages to the County as a result of exceptions. The County, at its sole discretion, may reject any exceptions or specifications within the proposal.

6.15 Sample Documents – Proposal Section 11.0

Proposers shall include sample copies of the following documents. Although they are sample forms, the documents must contain all material terms so that the County can fairly evaluate the proposer's forms.

- Sample software licensing agreement.
- Sample maintenance agreement.
- Sample implementation services agreement.

- Sample standard reports.
- Sample documentation (user guides, training materials, etc.).
- Sample implementation project plan.

6.16 Price Proposal – Proposal Section 12.0

Proposers shall submit price proposal in a separate and sealed packet according to the format provided in Attachment F to this RFP.

The County reserves the right to contact proposers on price and scope clarification at any time throughout the selection process and negotiation process.

It is important that proposers use the format presented in this RFP even if another format is provided. Attachment F shall include total price for all software, services, and additional costs to acquire all software and services referenced in the proposal including third party prices. If third party products or services are included, do not provide separate versions of Attachment F (Costs) for each third-party product.

Do **NOT** use "To Be Determined" or similar annotations in the cells for cost estimates. The County is asking proposers to estimate prices and hours for all categories with the understanding that they may have to make assumptions. Such assumptions should be stated. Proposers may submit additional pricing sheets as an addendum to the cost template; however, the cost template MUST be completed.

The County may award a purchase contract, based on initial offers received without discussion of such offers. A proposer's initial offer should, therefore, be based on the most favorable terms available. It may also request revised pricing offers from such proposers, and make an award and/or conduct negotiations thereafter.

Proposers should provide a separate document that lists the cost for each module being proposed, breaking out the software cost, installations services, and any ongoing maintenance costs.

Attachment A – RFP Submittal Checklist

Task	Reference	Submitted
Background Material	6.4	
Executive Summary	6.5	
Scope of Services	6.6	
Company Background (including copy of certificate of insurance)	6.7	
Proposed Application Software and Computing	6.8	
Responses to Functional/Technical Requirements (Attachment E) ***Excel Format***	6.9	
Implementation Plan	6.10	
Training Plan	6.11	
Maintenance and Support Program	6.12	
Client References	6.13	
Exceptions to the RFP	6.14	
Sample Documents	6.15	
Price Proposal (Attachment F) ***To Be Submitted Under Separate Cover***	6.16	
Other Required Attachments		
Attachment A RFP Submittal Checklist	This sheet	
Attachment B Software Reference Form		
Attachment C Signature Page and Authority Affidavit Form		
Attachment D Designation of Confidential and Proprietary Information Form		
Attachment E Requirements Matrix		
Attachment F Cost Proposal		
Attachment G Subcontractor Form		
Number of Hard Copies	4 (1 original & 3 copies)	
Number of Digital Copies	1	

Attachment B – Software Reference Form

References shall be included subject to the County's preferences cited in Section 6.13 of the RFP. It is mandatory for Proposers to complete the following table for all references:

Reference Table	
Contact Information	
Organization Name	
Organization Size/Description	
Contact Name	
Title	
Address	
Phone	
Email	
Project Information	
Project Name	
Project Dates (Start - Finish)	
Project Manager	
Project Description	
Software Implemented	
Was the project completed on time and on budget? If not, provide a	
Provide any lessons learned	

Attachment C - Signature and Authority Affidavit
Form

PROPOSING COMPANY NAME: _____

FEIN (Federal Employer ID Number) _____ OR Social Security # (if Sole Proprietorship) _____

Address _____
County _____ State _____ Zip + 4 _____
Number of years in Business _____

Name the person to contact for questions concerning this proposal.
Name _____ Title _____
Phone ( ) _____ Toll Free Phone ( ) _____
Fax ( ) _____ Email Address _____

In signing this proposal, we also certify that we have not, either directly or indirectly, entered into any agreement or participated in any collusion or otherwise taken any action in restraint of free competition; that no attempt has been made to induce any other person or firm to submit or not to submit a proposal; that this proposal has been independently arrived at without collusion with any other proposer, competitor or potential competitor; that this proposal has not been knowingly disclosed prior to the opening to any other proposer or competitor; that the above statement is accurate under penalty of perjury.

The undersigned, having familiarized themselves with the conditions affecting the cost of the work, having read completely the requirements, hereby proposes to perform everything required and to provide and furnish labor, materials, equipment, tools and all other services and supplies necessary to produce in a complete and workmanlike manner all of the materials or products described in the project relating to this proposal.

I further certify that I have carefully examined the proposal documents and all terms herein, and site where the work is to be done and have no agreements to prevent the completion of said work.

_____ _____
Signature **Title**

_____ _____
Name (type or print) **Date**

Attachment D - Designation of Confidential and Proprietary Information Form

Attachment E – Requirements Matrix

(Separate Excel Document Provided for Completion)

Attachment F – Cost Proposal

(Separate Excel Document Provided for Completion)

Attachment G – Subcontractors Who Will Perform Work on the Project

Name	Address	Work to be performed