



## Request for Information

Enterprise Resource Planning (ERP) Software Solutions for the  
County of Dunn, Wisconsin (hereafter the County or Dunn County)

RFI #2024-04

RFI Responses must be received no later than 2:00 PM (CST), Friday, July 26, 2024

## Section 1: RFI Overview

In 2024, Dunn County plans to purchase new ERP software to significantly consolidate multiple decentralized processes and systems into a more functional and centralized model.

We are seeking system demonstrations and additional information about what solutions currently exist in the market. We are also interested in receiving feedback and learning about what information would be needed to appropriately respond to a complex request of this nature.

Please note that this Request for Information (RFI) is for informational purposes only, and no contract will be awarded as a result. A firm or organization's response to the RFI—or lack thereof—will have no impact on the evaluation of responses to any subsequent Request for Proposals (RFP) or Invitation to Bid (ITB) released. Responses will be used solely for information and planning purposes. No financial costing or estimates are requested and should not be included in the RFI response. Please note that all responses will be considered a part of public record. Do not submit confidential information in your response.

## Section 1.1: RFI Contact

We have designated the following individual to serve as the official point of contact for this RFI. This individual is the only authorized contact permitted to communicate on behalf of the Dunn County, about this RFI:

A. Sifia Jevne  
Assistant Finance Director  
Department of Admin - Dunn County, WI  
ajevne@co.dunn.wi.us  
Office Phone: (715) 231-2770

## Section 1.2: Submission Details

Please submit your responses to this RFI via email to the RFI point of contact before the due date identified in Section 1.3. When submitting your response, a recorded demo and associated pdf file of question responses is required. The demonstration recording does not need to attempt to be specific to Dunn County, but should overview the software generally, and address the concepts and questions from Section 3.2, as applicable.

The recording should be in an MP4 format and may be attached to the email or able to be accessed via link. It must be able to be downloaded. Please note that the recording will then be posted to our intranet and Microsoft Teams site and available for viewing by any Dunn County employee with access to our intranet site. Video demonstrations should not exceed a total of 3 hours.

Any written response should be in PDF format. Please note that physical (paper) copies of the RFI responses are not required. Written response information should total no more than 20 pages, e.g. 1-2 pages per question in section 3.2.

Respondents may include additional attachments with their response, but attachments should not be provided in lieu of any recording or written response document addressing the questions outlined in section 3.2. If you have any questions about the RFI submission requirements, please direct them to the RFI contact.

## Section 1.3: RFI Timeline

Please review the below RFI timeline. Dates may be modified or amended by Dunn County which will post an amendment to this RFI notifying prospective respondents of any change.

RFI Released: Wednesday, July 3, 2024

Deadline for Questions from Respondents: Friday, July 12, 2024

Question Responses Provided by Dunn County: No later than Wednesday, July 17, 2024

RFI Responses Due: 2:00 PM (CST), Friday, July 26, 2024

## Section 1.4: RFI Questions

Formal questions from prospective respondents will be accepted via email by the RFI contact. Formal question responses will be provided via a Q&A document and will be released after the “Deadline for Questions” identified in Section 1.3, but no later than the “Question Responses Provided” date noted in Section 1.3.

## Section 2: Background Information

Dunn County covers 864 square miles in the Chippewa Valley of west-central Wisconsin. As of 2022, the U.S. Census Bureau estimated the county’s population to be 45,651. The population has been slowly growing over the past five years. The bulk of the population resides in the center of the county with the remainder of the county being rural.

The City of Menomonie, the county seat, is home to 16,794 residents and encompasses a little more than 15 square miles. The city lies approximately 70 miles east of Minneapolis/St. Paul (MN), 210 miles west of Green Bay, and 100 miles north of La Crosse (WI).

The larger county is comprised of the City of Menomonie, seven villages (Boyceville, Colfax, Downing, Elk Mound, Knapp, Ridgeland, and Wheeler), and 22 townships. Bordering counties include Barron and Polk to the north; Saint Croix and Pierce to the west; Pepin to the south; and Chippewa and Eau Claire to the east.

The County Government has over 550 employees, distributed in 21 departments. It has a total annual budget of approximately 100 million.

### Section 2.1: Goals and Outcome

Before the end of 2024, Dunn County will issue an RFP for a new ERP system. The information gathered during this RFI process will directly impact the timing, scope, and scale of that RFP.

We are currently utilizing multiple non-integrated systems (a combination of software systems, some of which are required by ordinance or statute, Excel spreadsheets, and/or other secondary systems) to track or manage work. This results in excess time spent on manual and redundant data entry into secondary systems to accomplish necessary

business functions. Dunn County seeks a software solution to improve the planning, execution, management, and maintenance of these processes. We want to ensure our employees are empowered to solve problems and access what data and information they need to get the job done and best serve the citizens of Dunn County.

## Section 2.2: Background

During 2023, the County conducted an internal review of its financial processes as well as the use of its current ERP/financial management software. Analysis of the results of that review demonstrated that a new ERP would improve integration, reporting, roll-up capabilities, organizational processes, and allow for the implementation of business process best practices. It also demonstrated a need for clear and consistent process documentation and training programs for both new and existing employees.

## Section 3: Information Requested

At its core, Dunn County is seeking to know what we don't know. Many current employees have not been exposed to any other type of ERP software or system than our current system, which was implemented back in 2016. We recognize much has likely changed and improved in the ERP space in the past 7-8 years.

### Section 3.1: Who We're Looking For

Dunn County is especially interested in hearing feedback from ERP software vendors that currently work with other counties within the state of Wisconsin. We also seek information from those vendors that can provide integrated and streamlined solutions for as many areas from Section 3.2 as possible.

### Section 3.2: What We're Looking For

Respondents are invited to provide a broad visual demonstration and written response to the questions provided below about the design and functionality of the ERP software. We are reviewing options and solutions for all the following areas (not an exhaustive list)

- Accounting, Projects and Grants
- Assets and Inventory
- Budget (including Budget Forecasting)
- Human Resources and Benefits
- Procurement
- Time, Attendance, and Payroll
- Treasury and Billing

- Reporting for all areas
- Data Migration (areas TBD)
- Training and Learning Management for all areas
- Integration and Interfacing between the ERP and other software systems
- ERP System Management and System Maintenance

To validate our current presumed project scope, the project planning team would also appreciate additional detail about and/or demonstration of the following:

1. **Re: Accounting, Project, and Grants** – Demonstrate how your system tracks and eventually generates reports about revenues and expenses as well as billable and non-billable employee time for single and multi-year projects and grants.
2. **Re: Assets and Inventory**– Demonstrate how your system allows for setup, tracking, and reporting of assets and inventory across the lifespan of those items.
3. **Re: Budget** – Annual budget planning and forecasting is currently created by exporting pertinent IT/HR/financial information out of the current ERP and then adjusted in Excel sheets outside of our current ERP system. Once finalized and approved by our County Board, those details are then manually entered back into the ERP. Demonstrate how your system utilizes data already contained within the ERP to facilitate annual budget creation, planning and forecasting, still within the ERP.
4. **Re: Human Resources and Benefits** – Demonstrate how your system integrates or interfaces with NeoGov. Or, how would it replace the functionality of NeoGov.
5. **Re: Procurement** – Demonstrate the procurement process within your system (assets and non-assets), including, RFI/RFP/RFB, PO's, internal and external invoicing, etc.
6. **Re: Time, Attendance, and Payroll** - Please demonstrate your best time and attendance features as well as what clocking in and out looks like for onsite and offsite employees and the approvals process for supervisors (including how errors are corrected). If your system requires/can partner with an independent time tracking software, please highlight and demonstrate that component.
7. **Re: Treasury and Billing** - Demonstrate how your software interfaces with a bank to capture and reconcile various transactions, such as accounts payable checks, credit card payments, ACH/WIRE transfers, and inter-account transfers, and generates reconciliation reports. Additionally, show if it supports multiple billing processes and accounts receivable payment options, including cash, checks, ACH, wires, credit cards, and split payments.
8. Provide a brief description of your current work with state, county, and local governments, particularly within Wisconsin.

9. Given that we will be seeking an RFP for ERP software to meet the business needs of multiple distinct departments, with widely varying business needs and requirements, what information would be desired or required for you from Dunn County to make an RFP and ultimately ERP implementation project more successful?
10. Are there particular considerations Dunn County should be aware of if it pursues a more centralized ERP model?

Note that responses to these questions may be relayed via demonstration and/or written response. Whichever is best able to convey the information requested.

## Section 4: Appendix

Please see below a list (not exhaustive) of software/systems in use by one or more offices and departments within Dunn County. For some instances the specific software/system is required. For others, the functionality it provides, but not the particular system, is what is required.

<b>Software/System/Entity Name</b>	<b>System Required - it is mandated for use by some law or oversight entity, Dunn County cannot opt to not use it.</b>	<b>Functionality Required - What this system does is required, but many systems could provide the functionality.</b>
AllPaid	X	
Bremer Bank CC	X	
CHEMs	X	
Consolidated Court Automation Programs (CCAP)	X	
CSC	X	
Dairy State Bank	X	
EPR	X	
E-Verify	X	
eWiSACWIS	X	
Fidlar AVID	X	
Fidlar Tapestry	X	
ForwardHealth	X	
Indecom	X	
Insurance Clearing House (name?)	X	
IRS	X	

Kwik Trip	X	
OPW Fuel Management Systems	X	
ORO	X	
PPS (Program Participation System)	X	
Simplifile	X	
Steller	X	
SVRIS	X	
Wellsky/SAMS	X	
Wisconsin Retirement Systems (WRS)	X	
Zuercher	X	
acuity: scheduling		X
Adobe Suite programs		X
Allegiance Portal		X
Amazon business		X
Best		X
Bremer Bank		X
Cenex		X
Delta Dental		X
Geotab/Enterprise		X
LandNAV GCS		X
LGIP-Local Government Investment Pool		X
Matrix Care/meal Tracker		X
Mckesson		X
Medline		X
Micosoft Suite programs		X
MissionSquare		X
NeoGov		X
Nightingale Notes		X
Quickbooks		X
Quill		X
Reinhart Food		X
Seamless docs		X
Sysco		X
VPS		X
Waiting Room Solutions (WRS)		X