



Brown County, WI
Established 1818



BROWN COUNTY, WISCONSIN
ENTERPRISE RESOURCE PLANNING
SOLUTION

REQUEST FOR PROPOSAL

Brown County Project 2775

REQUEST FOR PROPOSAL RELEASE DATE

October 22, 2025

PROPOSAL RESPONSE DUE DATE

November 14, 2025, 5:00 PM CDT



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I. RFP Timeline

Brown County recognizes the aggressive timeline for this project and is willing to work with you to meet the deadline. Vendors are encouraged to reach out to request further information and background on key requirements as needed. **Please contact Sean Zieth (sean.zieth@bakertilly.com) to communicate any questions/concerns.**

Task:	Owner	Method	Date and Time:
RFP Issued to Vendors	Baker Tilly	Sent via email to designated vendor POCs	10/22/25
Deadline for Receipt of Vendor Questions	Vendor	Via email to questions to Baker Tilly POC (identified in section V)	10/30/25 by 5:00PM CDT



Responses to Vendor Questions Distributed	Baker Tilly	Via email to all designated vendor teams/POCs receiving this solicitation	11/5/25 by 5:00PM CDT
Propose Response Deadline	Vendor	Proposal attachments submitted via email to BC evaluation team.	11/14/25 by 5:00PM CDT
Vendor Finalists Announced	Brown County	Notified via email	12/2/25
Vendor Demonstrations	Vendor	Scheduled via email	Weeks of 12/1/25 & 12/8/25
Notice of Intent to Award (Projected)	Brown County	Notified via email/phone	TBD
Implementation Planning Start Date (Projected)	Brown County & Vendor	TBD	TBD

Project Timeline Notes:

- Brown County reserves the right to select more than one system and/or implementation partner in order to satisfy the majority of system requirements identified in Attachment A – Brown County ERP Workshop Requirements.
- Brown County is interested in vendor recommendations, options, and understanding impacts that could support an accelerated implementation.
- Vendor response dates and times are subject to change at the discretion of Brown County. Vendors will be notified of changes to the schedule, as appropriate. The project start date is subject to change at the discretion of Brown County with written notice to the awarded vendor.

II. RFP Attachments

- **Attachment A – Brown County ERP Workshop Requirements**
- **Attachment B – Vendor Questionnaire**
- **Attachment C – Total Cost of Ownership**
- **Attachment D – Vendor References Form**
- **Attachment E – Brown County Current State Software Landscape**

III. General Background and Project Description

Project Objective

Brown County, Wisconsin, is seeking proposals from qualified vendors to provide a modern, integrated Enterprise Resource Planning (ERP) solution to replace its current Tyler New World ERP system. The County’s objective is to implement a robust ERP platform that will streamline and automate core business processes across Finance, Human Resources, Payroll, Budgeting, Grants, and other key functions.



This RFP is part of a broader modernization initiative that will also include Time, Attendance & Scheduling system replacement in a separate phase. The goal will be to have full integration between the selected Time, Attendance and Scheduling system and the selected ERP system to streamline the Payroll, HR and Finance processes within the County. By adopting modern Timekeeping, Scheduling and ERP systems the County aims to improve efficiency and reduce operational costs.

The objective of this Request for Proposal (“RFP”) is to evaluate ERP solution options based on their functional and technical capabilities, vendor support, implementation approach, and total cost of ownership. Brown County seeks a solution that is highly configurable, scalable, and able to meet the diverse needs of its departments while also supporting best practices in public sector financial management and compliance.

Background

Brown County is a diverse and dynamic local government organization serving a population of over 260,000 residents in northeastern Wisconsin. The County is comprised of 31 departments, ranging from general government and administrative services to 24/7 operations such as the Sheriff’s Office, Jail, and Community Treatment Center. The County employs approximately 1,900 staff, including salaried, hourly, union, and non-union employees, with a wide variety of scheduling, payroll, and reporting requirements.

Brown County Total Employee Count: 1878

Current ERP License Count:

- Finance: 450
- HR: 150

Brown County Department List

- | | |
|------------------------------------|-----------------------------|
| Administration | Human Services |
| Airport | Information Technology |
| Child Support | Jail |
| Circuit Courts | Land and Water Conservation |
| Clerk of Courts | Library |
| Community Programs | Medical Examiner |
| Community Treatment Center | Museum |
| Corp Counsel | Parks |
| County Board | Planning & Land Services |
| County Clerk | Port & Resource Recovery |
| District Attorney | Register of Deeds |
| Emergency Management/Public Safety | Sheriff |
| Facilities | Syble Hopp School |
| Golf Course | Treasurer |
| Health | UW-Extension |
| Highway | Veterans |
| Human Resources | Zoo |

Current IT / Business Application Profile

- See Attachment E – Brown County Current State Landscape
- Current ERP Applications:

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- ERP System: Tyler Technologies New World (primary system for Finance, HR, Payroll, Budget, etc.)
- ERP System: LINQ (formerly Alio)
 - Used solely by Syble Hopp School for state education reporting compliance (double entry of accounting data into both Tyler New World and Alio)
- Crystal Reports: Custom reporting
- LaserFiche: Document management and workflow tool

Brown County would like proposed solutions to meet as many of the County's requirements that support departmental needs but understands niche systems may better address some departmental needs and encourages all vendors to respond.

IV. RFP Evaluation & Selection Process

Evaluation Criteria

The evaluation committee will evaluate the proposals using the criteria below. The committee shall determine which proposals have the basic requirements of the RFP and shall have the authority to determine whether any deviation from the requirements of the RFP is substantial in nature. The committee may reject in whole or in part any and all proposals and waive minor irregularities. Brown County's Evaluation Criteria to satisfying the requirements as described in this Request for Proposal, include (but are not limited to):

1. **Functionality:** The system's ability to perform Brown County's critical business processes and provide flexibility for the organization to grow as needed.
2. **Usability:** The system's user experience including the look, feel, and ease of use.
3. **Technical:** The ability for the system to support the needed technical infrastructure and integration needs.
4. **Implementation Methodology & Complexity:** Aspects to consider include 3rd party implementation partnerships, vendor resource availability, and implementation strategy and approach.
5. **Customer Service and Support:** The offered training, service, & support packages for implementation, post-go-live support, and ongoing maintenance or support. This includes vendor training guides, FAQ's, online repositories, ticket submission, and timely responses.
6. **Total Cost of Ownership:** The cost of implementation, licensing, and service & support costs.
7. **Vendor Viability & Product Vision:** The vendor's current capabilities, business outlook, and plans & goals for the future of their product.
8. **Vendor References:** Reports on credibility, applicability, and qualifications of the vendor's product from past clients (to be conducted by Brown County).
9. **Vendor Demonstrations:** In-depth demonstrations from vendor to validate their product's functionalities to be scheduled with the finalists.

Evaluation Process

Preliminary Evaluation:

Basis for a determination of "pass": if your Proposal meets all the mandatory submission requirements, formatting requirements, and provides proof your entity meets the minimum qualifications for the RFP, you will receive a score of "pass".

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The following attachments require a vendor response, in addition to other vendor materials that may be submitted, in order to be deemed as a qualified response:

- Attachment A – Brown County ERP Workshop Requirements
- Attachment B – Vendor Questionnaire
- Attachment C – Total Cost of Ownership
- Attachment D – Vendor References Form

Basis for a determination of “fail”: if your Proposal does not meet all the mandatory submission requirements, is missing one or more documents, does not follow formatting requirements, or does not provide proof that your entity meets the minimum qualifications for the RFP, you will receive a score of “fail”.

Proposals that do not pass Preliminary Evaluation will be eliminated and are not scored.

Independent Evaluation:

The evaluation committee will independently score each proposal on technical requirements and costs.

Technical Requirements:

Points will be assigned based on the vendor’s response to each requirement within the Requirements Workbook in Attachment A using the following criteria.

Requirement Prioritization Criteria:

Requirement Criticality	Vendor Response	Vendor Response Score
Critical	Yes	10
Critical	Partial	7
Critical	Partial w/ Standard API	5
Critical	Partial w/ Custom API	3
Critical	Third-Party	3
Critical	No	0
Nice to Have	Yes	8
Nice to Have	Partial	6
Nice to Have	Partial w/ Standard API	4
Nice to Have	Partial w/ Custom API	2
Nice to Have	Third-Party	2
Nice to Have	No	0

Cost Proposal:

Pricing is evaluated with the highest scores assigned to the lowest price. The Evaluation Committee will use the “ratio method” to score Cost Proposals. In this method, the Cost Proposal with the lowest price will receive the maximum possible points, or a score of 100%. All the remaining Cost Proposals will



receive a percentage of the maximum possible points based on how close or far their proposed price is from the lowest price. The ratio method uses the following formula:

$$\text{Price Points} = (\text{Lowest Price} / \text{Price of Proposal Evaluated}) \times \text{Total Possible Points}$$

Technical Demonstrations:

Technical Demonstrations are required by this RFP. Following the Proposal Evaluation, the Evaluation Committee will create a short-list of the highest scoring Offerors and will offer the opportunity to demonstrate only to those short-listed Offerors.

V. Vendor Instructions

Vendor Inquiries and Response

Brown County has engaged Baker Tilly to support and coordinate Brown County's evaluation of proposed solutions. Vendors are asked to send their proposal submissions, as well as inquiries or clarifications, to:

Sean Zieth
Baker Tilly Advisory Group, LP
Email: sean.zieth@bakertilly.com

RFP responses and any supporting materials must be received on or before **Friday, November 14 at 5pm CDT**. Responses should be sent in electronic format via e-mail.

Note: Due to the potentially large size of proposal attachments, we kindly request that submissions be sent in two separate emails:

- The first email(s) should include the full proposal and all associated attachments.
- The second email, sent as a follow-up with no attachments, should serve to notify the Baker Tilly team that your proposal submission was sent. The Baker Tilly team will then respond with an email to confirm receipt of all proposal attachments.

Brown County and Baker Tilly are not liable for any costs incurred by vendors in responding to this RFP.

RFP Response Instructions

Implementation Approach / Methodology

Please include the proposed phases and key activities required of each phase to implement the solution:

- This plan should address all areas of the project and include a timeline with key milestones for all proposed implementation and post-implementation services – including project management, training and change management, data migration and conversion, and post go-live support.
- Brown County understands that a project of this size will require a phased implementation approach. Implementation should follow the best practices for system implementation. It is the



vendor's responsibility in their proposal to outline which modules/processes are implemented in what order and the logic for that sequence.

- Brown County expects the vendor to utilize a discovery / implementation planning phase to work with the functional teams to identify configuration needs/options, review current processes and document future state processes, based on a combination of best practices and software capabilities.
- Please include a description of typical implementation team roles and responsibilities for your team and for Brown County.
- Brown County expects vendors to follow an approach that reduces risk, ensures a high-quality implementation, moves at a rapid pace, and is strategically planned to make the transition as seamless as possible.
- This plan should include vendor and Brown County resource needs (person hours), a detailed timeline, deliverables, and milestones.
- Include any recommendations concerning any purchase requirements for software, hardware, network/communication, licensing, and SaaS costs, licensing, etc.

The following assumptions can be leveraged for the implementation approach:

- Implementation Planning Start: Fall 2026
- Implementation Kickoff: Winter 2026
- Core functions implemented within 18 months; please note any exceptions
- Customizations / third-party integrations within 18-24 months; please note any exceptions

The written proposal should include the following details:

- Firm description, including expertise and experience in implementing the proposed solution and why your organization is the right choice.
- Proposed implementation approach and methodology. Provide a high-level overview of your approach, along with the recommended solution(s)
- Qualifications and expertise of the proposed project team (and their respective resumes) as they relate to implementation, training, and post-go-live support.
- An understanding of how the proposed solution will meet the requirement needs (completed portion of Attachment A) and clearly identifying which software system (s) and 3rd party providers are being proposed.
- Responses to the vendor questionnaire (completed portion of Attachment B)
- Cost proposal, including fees and any additional expenses. Vendors are encouraged to consider any combination of trade agreements, pro bono, and paid work (completed portion of Attachment C).
- Overview of relevant projects and clients, emphasizing successful implementations and experience working on projects of similar scope and complexity with public sector organizations (completed portion of Attachment D).
- Vendors must include any sample service, maintenance, and licensing-based agreements that outline the standard terms and conditions governing the proposed services and/or products. These should include, but are not limited to, provisions related to service levels, support, maintenance, and termination. The sample contract must clearly define user licensing models, usage rights, restrictions, and any third-party dependencies. Vendors should also specify how licensing scales with user growth and any associated costs.

Note: Vendors are asked to submit a written proposal AND to submit the following completed attachments as part of the full proposal submission:



- Attachment A – Brown County ERP Workshop Requirements (Excel file)
- Attachment B – Vendor Questionnaire (Excel file)
- Attachment C – Total Cost of Ownership (Excel file)
- Attachment D – Vendor References Form (Excel file)
- Vendor Provided – Sample Service, Maintenance, and Licensing Agreements

Attachment A – Brown County ERP Workshop Requirements (Excel file)

Please respond within the ‘Vendor Response’ columns in the ‘Final Requirements’ tab on Attachment A – Brown County ERP Workshop Requirements attached with how your software does or does not satisfy the requirements outlined in this tab. These are the consensus “Critical” and “Nice to Have” requirements for Brown County based on current processes and desired future state functionality.

Please respond with the following in the ‘Vendor Response’ column:

- "Yes" if the requirement can be completely met as delivered with no modification or enhancement
- "Partial" if the requirement cannot be fully met without a work-around, noting how it cannot be met
- "Yes, with Standard API" if a requirement is supported using a standard API that the vendor has readily available
- "Yes, with Custom API" if a requirement is supported only through the custom development of a non-standard API
- "Third Party" if a requirement is supported only through the integration to another software application
- "No" if the requirement cannot be met without modification or enhancement

Please describe within the spreadsheet how your software can support each of the requirements listed. Space is provided in the ‘Vendor Notes / Comments’ column of the spreadsheet for your detailed responses.

NOTE: It is Brown County’s expectation that **ALL “Critical” and “Nice to Have” requirements noted in the spreadsheet will be addressed by vendors in the “Vendor Response” column at a minimum. Utilization of the ‘Vendor Notes / Comments’ column is to provide additional detail is appreciated, welcomed, and will help the Brown County team better understand each product’s capabilities.**

NOTE: It is Brown County’s expectation that requirements with a “Partial” or “Third Party” response will have additional comments/explanations entered in the ‘Vendor Notes / Comments’ column of the spreadsheet. Some Technical requirements may require comments necessary to describe features/functionality.

Attachment B – Vendor Questionnaire (Excel file)

Please respond to the profile topics outlined ‘RFP Vendor Considerations’ tab within Attachment B – Brown County Vendor Questionnaire.

There are seven general categories of questions:

1. Implementation Considerations
2. Training Considerations
3. Data Conversion Considerations
4. Service and Support



5. Vendor and Financial Considerations
6. Technical Considerations

Provide a detailed description of your process/response, along with any assumptions in the vendor response column provided to the right of each question.

Attachment C – Total Cost of Ownership (Excel file)

Please provide estimated recurring pricing (year one through year five) for the core software solution along with any add-on modules or 3rd party software systems that are included in your proposal. Please also include any estimated one-time fees for the solution that may apply. Please also include any assumptions made in calculating the estimate.

All of the cost estimates should be filled into 'Summary Info' tab within the Excel file - Attachment C - Total Cost of Ownership and returned with your proposal submission.

NOTE: *Brown County understands that these are preliminary cost estimates that will be further refined with vendor finalists.*

Attachment D – Vendor References Form (Excel file)

Please include up to three (3) client references for whom your organization has provided the products and/or services included within your proposal. Any public sector customers for whom your organization has provided these products and services should be included. A vendor's failure to meet these minimum prior experience requirements may cause their proposal to be considered non-responsive and the proposal will be rejected.

Contracting Requirements

The proposals shall be evaluated in accordance with the evaluation criteria set forth in this Request for Proposals (RFP). Subsequent to the review of proposals, discussion may be conducted by Brown County with responsible Vendors who submit proposals determined to be reasonably susceptible of being selected for award for the purpose of clarification to assure full understanding of and responsiveness to the solicitation requirements. Vendors shall be given fair treatment with respect to any opportunity for discussion.

Prior to the contract award, Brown County must be assured that the selected Vendor has all of the resources to successfully perform under the contract. This includes, but is not limited to, adequate number of personnel with required skills, product and services viability to meet the on-going needs of Brown County, financial resources sufficient to complete performance under the contract, and experience in similar endeavors. If, during the evaluation process, Brown County is unable to assure itself of the Vendor's ability to perform, if awarded, Brown County has the option of requesting from the Vendor any information deemed necessary to determine the Vendor's responsibility. If such information is required, the Vendor will be notified and permitted approximately five business days to submit the information requested.

Vendors are instructed to carefully read all terms, conditions, and specifications set forth in the RFP. Proposal forms must be completed in their entirety. Each vendor is required to furnish all information requested in the Request for Proposal.

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Upon award, Brown County will enter contract negotiations with the responsible Vendor whose written proposal and product demonstration is determined to be the most advantageous to Brown County based on a best value determination, taking into account all of the evaluation criteria set forth in this RFP. Contract negotiations are intended to provide Brown County and the Vendor the opportunity to discuss necessary terms and conditions that were not included in a Vendor supplied sample contract.

Brown County further expects that successful negotiations are completed within forty-five (45) days of the Notice of Intent to Award. Subject to Brown County's discretion, negotiations which exceed the forty-five (45) day period will be considered unsuccessful and may result in the cancellation of any award.

Brown County further reserves the right to:

- Negotiate with one Vendor or multiple Vendors simultaneously following Notice of Intent to Award.
- Open negotiations with the next highest-scoring Vendor in the event that negotiations with the Awardee are unsuccessful.
- End any negotiations at any time should Brown County determine the negotiations to be unsuccessful.
- Cancel or rescind any award if negotiations with the Vendor are unsuccessful.