



Clare County, Michigan

**REQUEST FOR PROPOSAL (RFP)
Cloud-Based Enterprise Software Solutions**

**Issue Date: March 30, 2026
Proposal Due: April 13, 2026 at 4:00 PM**

Legal Terms and Conditions

1. Right to Reject: Clare County reserves the right to reject any or all proposals, waive informalities, and accept the proposal deemed in the best interest of the County.
2. Non-Discrimination: The vendor agrees to comply with all applicable federal, state, and local laws including non-discrimination and equal employment opportunity laws.
3. Freedom of Information Act (FOIA): All proposals are subject to the Michigan Freedom of Information Act (FOIA). Confidential information must be clearly marked.
4. Indemnification: The selected vendor shall indemnify and hold harmless Clare County, its officials, employees, and agents from any claims arising out of the vendor's performance.
5. Insurance: The vendor must maintain appropriate insurance including general liability, workers compensation, and cyber liability coverage.
6. Governing Law: This RFP and any resulting contract shall be governed by the laws of the State of Michigan.
7. Contract Terms: Final contract terms will be negotiated and must be approved by Clare County.
8. Data Ownership: Clare County retains full ownership of all data. Vendor must ensure secure data handling and return upon termination.
9. Termination: Clare County reserves the right to terminate any agreement for cause or convenience with written notice.
10. Cybersecurity Requirements: Vendor must comply with all applicable cybersecurity standards and provide documented protections against ransomware and data breaches.

THE COUNTY OF CLARE DOES NOT DISCRIMINATE ON THE BASIS OF RACE, COLOR, NATIONAL ORIGIN, SEX, RELIGION, AGE OR DISABILITY IN EMPLOYMENT OR THE PROVISION OF SERVICES.

Table of Contents

1. Introduction
2. Mandatory Requirements
3. Scope of Work
4. Implementation
5. Training and Support
6. Proposal Requirements
7. Evaluation Criteria
8. Submission Instructions
9. Bid Pricing Form
10. Signature Page

1. Introduction

Clare County is seeking proposals from qualified vendors to provide a comprehensive, fully cloud-based enterprise software solution. The solution must support Financial Management, Human Resources/Payroll, Community Development, and Property/Tax administration.

2. Mandatory Requirements

- 100% cloud-based solution
- 99.9% uptime SLA or higher
- 100% ransomware protection guarantee
- Data encryption, MFA, role-based security
- Regular backups and disaster recovery

3. Scope of Work

Financial Management:

- General Ledger (GL)
- Accounts Payable (AP)
- Purchase Orders (PO)
- Cash Receipting (CR)

Personnel Management (HRIS):

- Payroll (PR)
- Human Resources (HR)
- Timesheets (TS)

Community Development:

- Building Department (BD)

Property and Tax:

- Assessing (ASG)
- County Delinquent Tax (DLQ TX)
- Animal Licensing (AL)
- Tax (TX)
- PRE Audit (PREA)

4. Implementation

Vendor must provide implementation, configuration, data migration, integration, testing, and go-live support.

5. Training and Support

Vendor must provide training, documentation, post-go-live support, and ongoing support services.

6. Proposal Requirements

- Company overview
- Solution description
- Security approach
- Implementation plan
- References
- Vendor-provided pricing

7. Evaluation Criteria

- Functional fit
- Security
- Vendor experience
- Implementation approach
- Cost (as proposed by vendor)

8. Submission Instructions

Submit proposals electronically to: phelps@clareco.net

Clare County reserves the right to reject any or all proposals and negotiate with vendors.

9. Bid Pricing Form

Financial Management: _____

Personnel Management (HRIS): _____

Community Development: _____

Property and Tax: _____

Implementation Services: _____

Training Services: _____

Ongoing Support / Annual Costs: _____

Total Proposed Cost: _____

10. Signature Page

Vendor Name: _____

Authorized Representative: _____

Title: _____

Signature: _____

Date: _____