

ERP System and Implementation Services RFP - Question & Answer

Community Mental Health Authority of Clinton, Eaton, and Ingham Counties

1. Q: Will the Authority please grant a two-week extension, through 9/29/2023, for the submission of these proposals?

A: The deadline to submit Proposals is being extended to October 31, 2023 to ensure sufficient time for proposals to be prepared with as high-quality and detailed information as possible for CMHA-CEI's consideration before the RFP process moves to the next stages.

2. Q: Can you elaborate on the existing system today, and what the challenges are?

A: Quarterly updates require testing and items frequently do not work as expected after the quarterly updates. The existing system requires a level of support which is unsustainable for an agency of our size.

3. Q: Was the upgrade in 2020 to move to a Cloud based version of the Oracle application(s) you were already using or was it a new system/implementation altogether?

A: This was a new implementation altogether.

4. Q: Can you please provide Attachments 1-10 in a Word format?

A: Attachments 1-10 have been converted to Microsoft Word (.doc) format for convenience and ease of use and are available upon request. Please refrain from altering or editing any of the provided content and note that signatures by an Authorized Agent are required for Attachments 2, 3, and 4.