



GUN LAKE TRIBE

REQUEST FOR INFORMATION FOR PROFESSIONAL SERVICES

Microsoft Dynamics 365 Implementation & Integration

DATE ISSUED: March 4, 2024
RESPONSE DUE: March 21, 2024
CONTACT: ERP Project Team
ERPteam@glt-nsn.gov

I. Introduction

The Gun Lake Tribe is exploring opportunities to implement and integrate Microsoft Dynamics 365 across our organization, and we are seeking a qualified and experienced service provider(s) to assist us in this. As a leading solution in the realm of customer relationship management (CRM) and enterprise resource planning (ERP), Microsoft Dynamics 365 offers a comprehensive suite of applications designed to streamline business processes and enhance overall efficiency. We recognize the importance of a seamless and tailored integration to maximize the benefits of this powerful platform. In light of this, we invite interested service providers to submit detailed information about their capabilities, expertise, and proposed approach to delivering Microsoft Dynamics 365 implementation and integration services. We look forward to reviewing your responses and finding a partner who can help us unlock the full potential of Microsoft Dynamics 365 across our diverse and growing organization.

Background and overview of the Tribal organization:

The Match-E-Be-Nash-She-Wish-Band of Pottawatomi Indians, also known as the Gun Lake Tribe (The Tribe), is a federally recognized Indian Tribe located near Shelbyville, Michigan. Federally recognized in 1999, the Tribe's lands comprise 1,575 acres. Currently, the Tribe has approximately 700 enrolled members, with nearly half residing in the nearby service area. The Tribe operations can currently be categorized into three general entities.

- 1) **Tribal Government:** The Tribal Government oversees the overall tribal organization and is led by a council of seven elected members. The government's primary goal is to protect the sovereignty and heritage of the Tribe, and provide support and services for tribal citizens. It accomplishes these goals through the following departments: Communications, Education, Elder Services, Grants Planning & Management, Health & Human Services, Human Resources, Information

Technology, Public Safety, Public Works, Tribal Historic Preservation Office, Tribal Justice, Tribal Member Services and Utilities.

- 2) **Gun Lake Tribal Gaming Authority:** Oversees Gun Lake Casino. The casino operates approximately 50 table games, over 2,000 slot machines, and a sportsbook and offers food and beverage services through three restaurants and four bars. We are currently building a 252-room, four-diamond hotel and an indoor, resort-style oasis that can host concerts, DJs, and other events.
- 3) **MBPI, LLC (dba Gun Lake Investments):** This is the Tribe's non-gaming economic development entity. It currently holds several diverse investments in real estate and operating companies, some of which are partially owned.

In the future, the Tribe expects to develop Tribal lands and its economy. We expect this initiative will increase the number of business and service entities we oversee. We want to implement MS Dynamics 365 with this foresight. We want to set the Tribe up for efficient operations and comprehensive and scalable data reporting for proper oversight and informed decision-making now and into the future.

The tribal government uses an on-prem version of MIP Fund Accounting, Gun Lake Investments uses QuickBooks, and the casino uses Sun Systems and Infor for accounting and reporting software. The exhibits included with this document provide an overview of some of our IT-related information.

II. Requested Information

Service providers interested in responding to our request for information regarding Microsoft Dynamics 365 implementation and integration are requested to submit comprehensive details outlining their capabilities, expertise, and proposed approach to delivering these services. The following key areas should be addressed in the submission:

Organizational Overview: Provide an overview of your company, including its history, size, and relevant experience in implementing and integrating Microsoft Dynamics 365.

Expertise and Certifications: Outline your team's expertise in Microsoft Dynamics 365, highlighting any relevant certifications, partnerships, or recognitions. Include details on the number of certified professionals within your organization.

Project Portfolio: Present a portfolio of previous Microsoft Dynamics 365 implementation and integration projects, emphasizing successful outcomes, client testimonials, and specific industries served. If your organization has provided services to other Tribal organizations, casinos, and hotels, please include these engagements.

Methodology and Approach: Describe your proposed methodology and approach to implementing and integrating Microsoft Dynamics 365. Highlight any innovative or tailored strategies that set your approach apart.

Technical Competence: Detail your technical capabilities, including proficiency in Microsoft technologies, data migration, customization, and integration with other systems.

Timeline and Milestones: Assuming, we would like to implement this across the organization by October 1, 2025, provide an estimated timeline for the proposed implementation, including key

milestones and deliverables. Demonstrate your ability to adhere to deadlines and manage project timelines effectively.

Client References: Include references from previous clients who have undergone Microsoft Dynamics 365 implementation and integration projects with your company. These references should offer insights into the client experience and project success. Specific experience implementing Microsoft Dynamics across a Tribal government, casino, and other tribal entities will be important.

Cost Structure: Clearly outline your cost structure for the proposed services, including any upfront fees, ongoing maintenance costs, and potential additional charges. How will you help the Tribe set a reasonable budget from this initiative, and how will you help us stay within that budget?

Support and Maintenance: Detail the support and maintenance services offered post-implementation, including response times, issue resolution processes, and ongoing system enhancements.

Security and Compliance: Address your organization's commitment to data security, compliance with relevant regulations, and any industry-specific standards that may apply.

Training and Documentation: Please give an example of the training plans you've conducted with client staff to use the systems your organization creates in Dynamics. Please give examples of documentation created during the implementation process that allows the client organization to understand why your implementation is designed and how it is designed.

We appreciate your thorough and detailed responses to these points, as they will play a crucial role in our evaluation process to identify the most suitable Microsoft Dynamics 365 implementation and integration service provider for our organization. This said, we ask that you try to limit responses to no more than 40 total pages. Respondents may include additional attachments with their response document.

III. Evaluation Process and Next Steps

The Tribe will be evaluating service providers on several primary criteria:

1. Relevant expertise with implementing Dynamics 365 and ability to provide the specified services discussed above.
2. Ability to deliver thought leadership and process improvement to the Tribe.
3. Experience assisting other Native American Tribes or similar diverse organizations.
4. Competitive pricing

Based on the information provided, the Tribe anticipates inviting a select number of respondents to interview. Based on the information gathered, the Tribe will determine the next steps which may or may not include selecting one or more service

IV. Submission Details

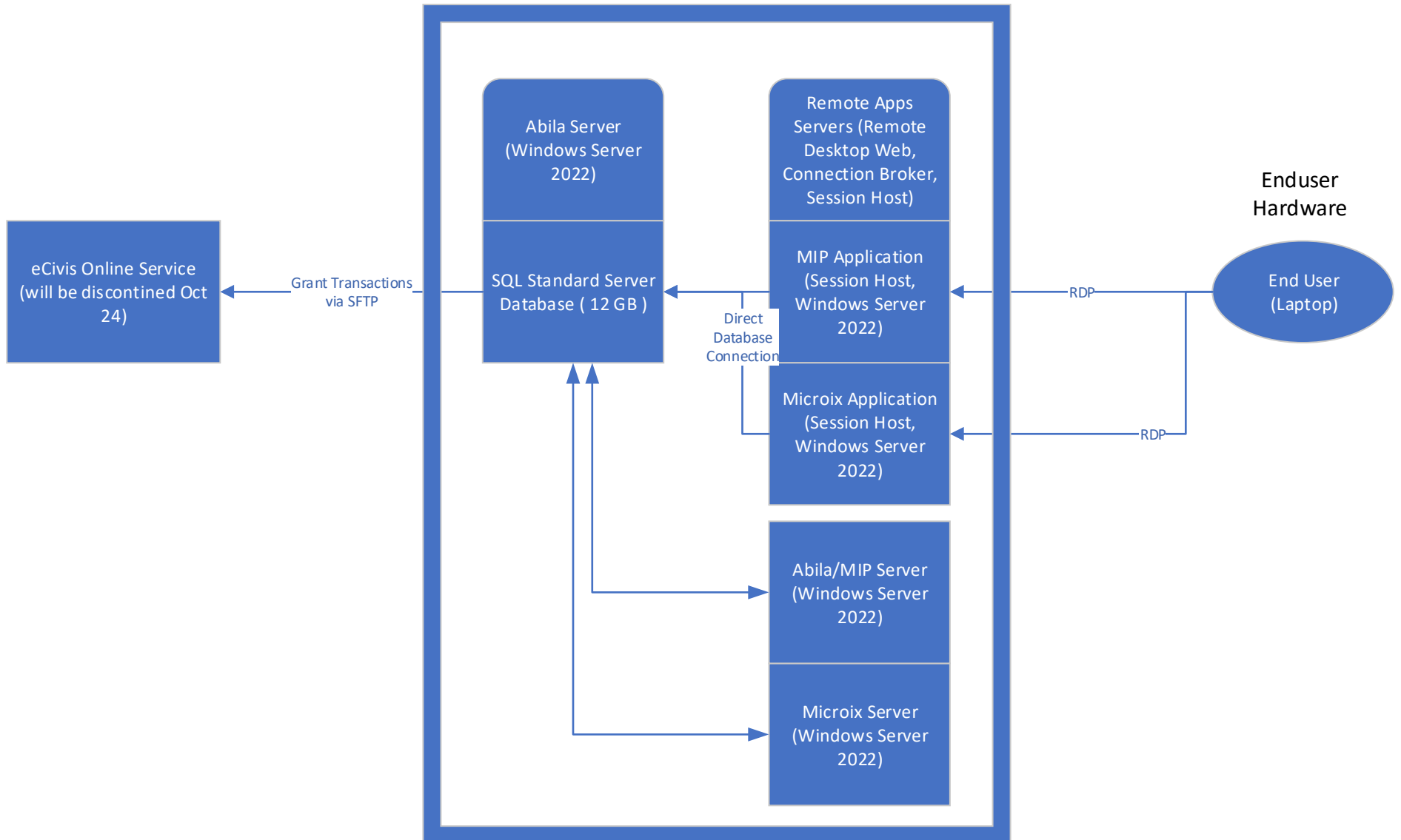
Please submit your responses electronically to the ERP Project Team's group email address ERPteam@glt-nsn.gov by the deadline shown on page 1. When submitting your response, please list

your firm name and “response to MS Dynamics RFI” in the email subject line. If you have any questions about this RFI, please direct them to this email address by March 21, 2024. Also, we have held calendars for a call on Wednesday, March 13 from 10am to noon, EST, to answer any questions you may have directly. We will try to accommodate everyone during this time but emailed questions are preferred and a call is not promised.

Please note that this Request for Information (RFI) is for informational purposes only, and a contract may not be awarded as a result. The Gun Lake Tribe reserves the right, in its own discretion, to accept or reject any and all responses, to waive any irregularity and/or informality in any response, and to request and receive additional information from any service provider when such acceptance, rejection, waiver or request is determined to be in the best interest of the Tribe. The Gun Lake Tribe will provide preference to all qualified Native American owned enterprises or organizations in accordance with applicable law.

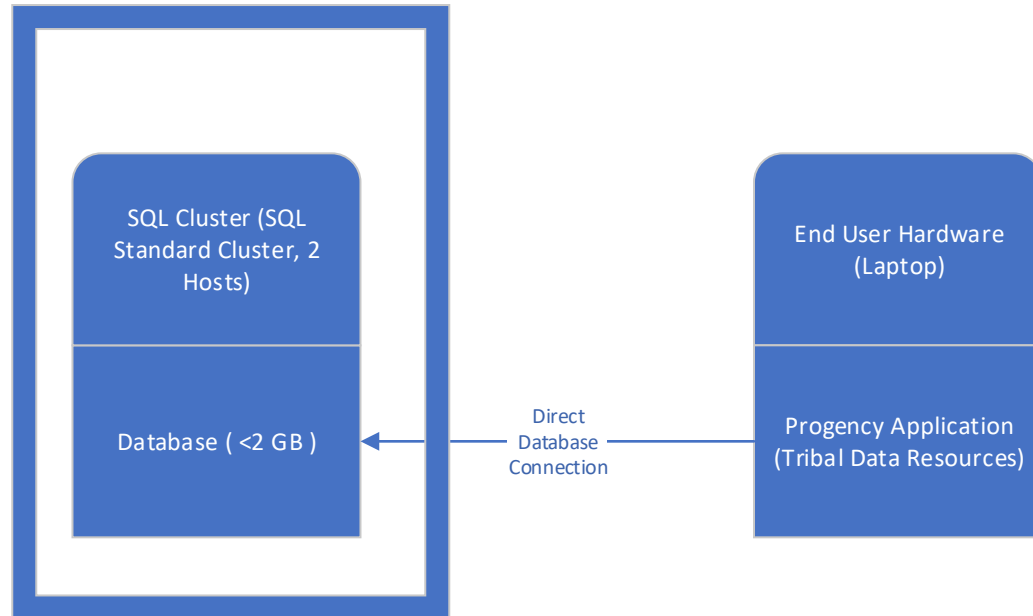
Dynamics 365 Finance

Virtualization Infrastructure

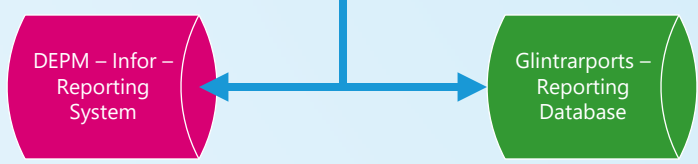
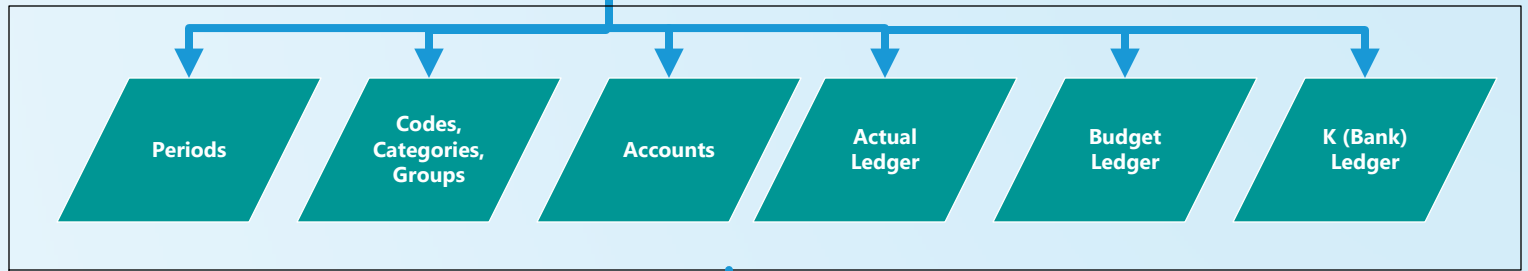
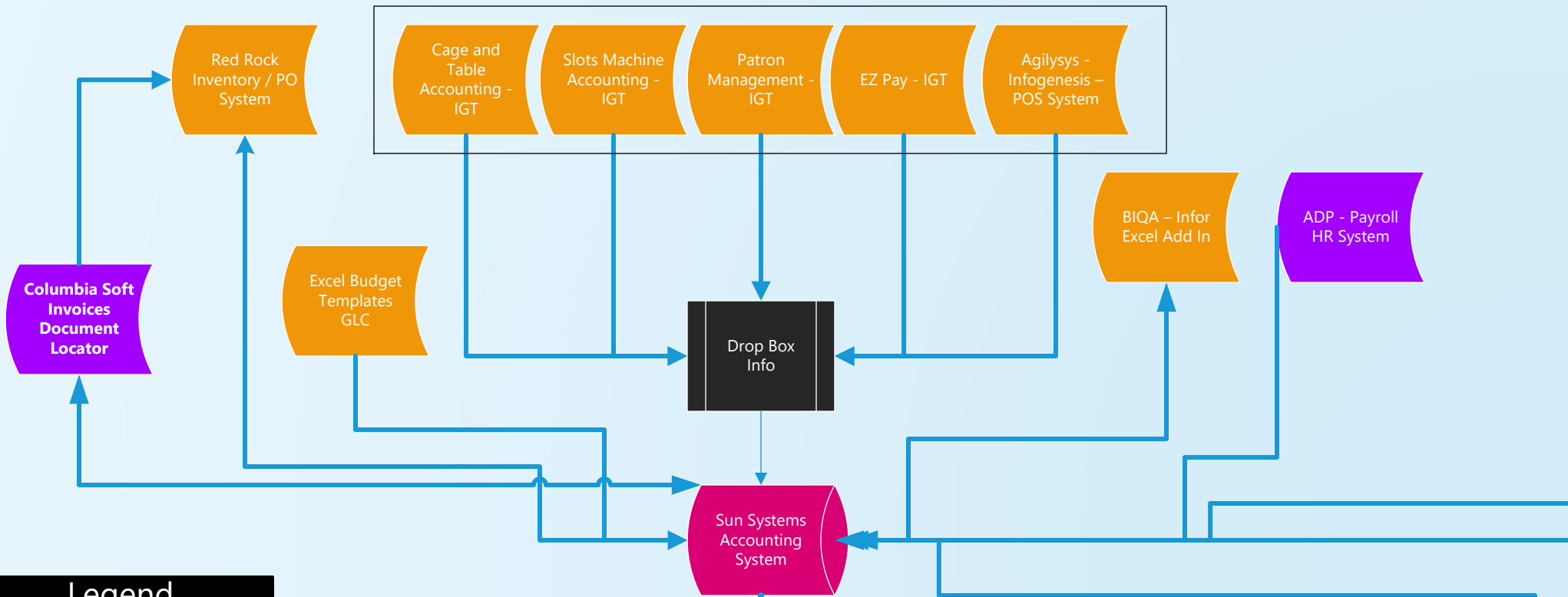


Dynamics CRM

Virtualization Infrastructure

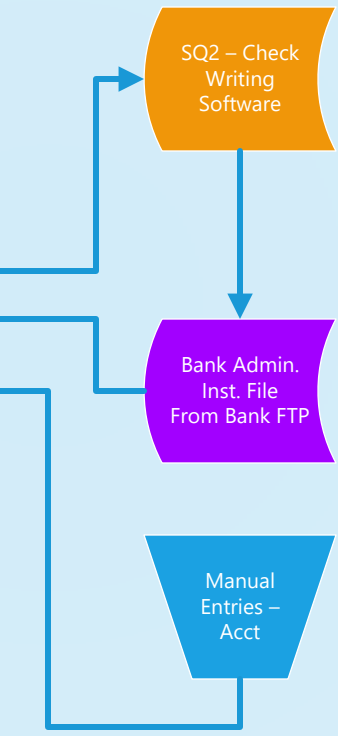


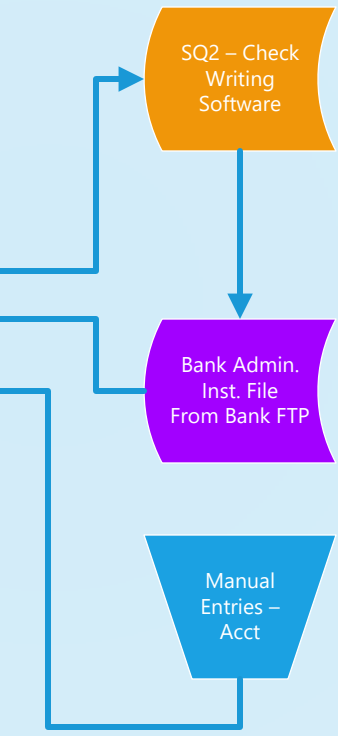
Gun Lake Casino Accounting System Data Flow Diagram - Current



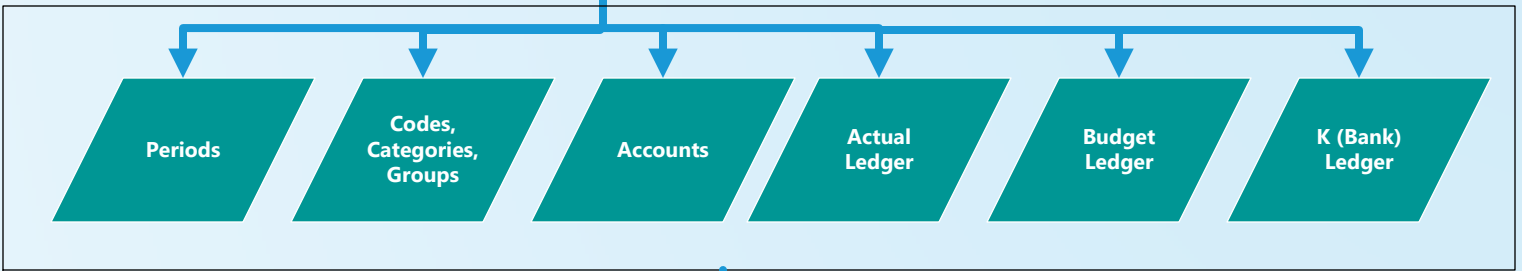
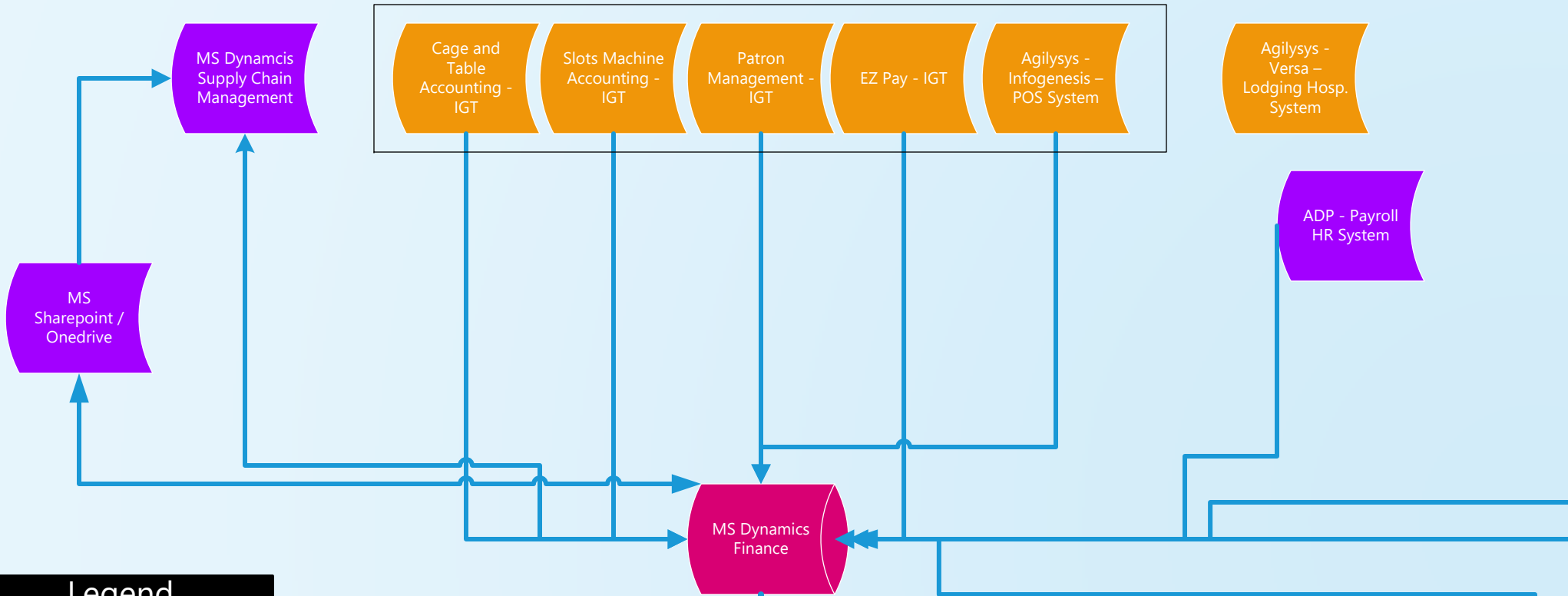
Legend

- Manual Account Entries
- In House Data Source
- External Data Source
- In House Database
- External Database
- Sub Process
- Data












Gun Lake Casino Accounting System Data Flow Diagram – Dynamics Replacement



Legend

-  Manual Account Entries
-  In House Data Source
-  External Data Source
-  In House Database
-  External Database
-  Sub Process
-  Data

