

EXHIBIT A

SPECIFICATIONS, REQUIREMENTS, AND
SCOPE OF SERVICES

HIDALGO COUNTY CLERK'S OFFICE

REQUEST FOR PROPOSAL

**“RECORDS, MANAGEMENT AND
DOCUMENT IMAGING PROCESS”**

RFP NO: 2014-286-00-00-YZV

HIDALGO COUNTY CLERK’S OFFICE
REQUEST FOR PROPOSAL
“RECORDS, MANAGEMENT AND DOCUMENT IMAGING PROCESS”
RFP NO: 2014-286-00-00-YZV

Overview:

The objective of this Request for Proposals (RFP) is to obtain proposals for a turnkey fully integrated records management and document image processing system and specific vendor provided production services (hereinafter referred to as the “System”) for the Office of the County Clerk for Hidalgo County (hereinafter referred to as the “County” or the “Clerk”)

The Hidalgo County Purchasing Department will receive sealed envelopes containing proposals for the provision of **“Records, Management and Document Imaging Process”** as specified herein. Sealed proposals will be accepted until **9:30 A.M., Wednesday, Month 00, 2014**. **ANY RFP RECEIVED AFTER THAT DATE AND TIME WILL NOT BE ACCEPTED AND WILL BE RETURNED UNOPENED.**

Deliver Submittal to:
RFP Number: **2014-286-00-00-YZV**

<u>US Postal Mail Address:</u> Martha L. Salazar, CPPB, Purchasing Agent Hidalgo County Purchasing Department Administration Building 2812 S. Business Hwy 281 Edinburg, Texas 78539	<u>Physical Address:</u> Martha L. Salazar, CPPB, Purchasing Agent Hidalgo County Purchasing Department Administration Building 2802 S. Business Hwy. 281 Edinburg, Texas 78539
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The Submittal Envelope Must Show The RFP Number, Name And Opening Date.

All/Any costs and expenses associated with the preparation and submission of (bids, proposals and/or quotes) shall be the responsibility of the proposer and not reimbursements for such charges or expenses shall be passed onto Hidalgo County.

Hidalgo County has the authority to utilize State Contracts from its membership with their existing or new cooperatives when ever it is in the County’s best interest to do so.

The following outlines the Request For Proposals:

SECTION I -GENERAL TERMS AND CONDITIONS

WRITTEN QUESTIONS WILL BE ACCEPTED VIA FACSIMILE NO LATER THAN Wednesday, **Month 00, 2014**, at 5:00 P.M. at (956) 318-2629. Responses will be sent to all applicants via facsimile by Friday, **Month 00, 2014**. **TELEPHONE INQUIRIES WILL NOT BE ACCEPTED.**

DISCLOSURE OF CONFLICT OF INTEREST:

Effective January 1, 2006, Chapter 176 of the Texas Local Government Code requires that any vendor, person, consultant or contractor considering doing business with Hidalgo County (“the County”) to disclose in the Conflict of Interest Questionnaire (the “CIQ”) attached as **Exhibit D**, the vendor, person consultant or contractor’s affiliation or business relationship that might cause a conflict of interest with the County. By law, the CIQ must be filed with the Hidalgo County Clerk’s Office no later than the seventh business day after the date the person becomes aware of facts that require that statement to be filed. The disclosure requirement applies to a person or business who contract or seeks to contract with Hidalgo County for the sale or purchase of property, goods or service. Any purchase order or contract resulting from this process shall be considered null and void if the successful participant fails to comply with Texas Local Government Code Chapter 176. Vendors, consultants, contractors and others who desire to conduct business with Hidalgo County are encouraged to refer to Texas Local Government Code Chapter 176 for the details of this law. An offense under Texas Local Government Code Chapter 176 is a Class C Misdemeanor.

Please submit complete CIQ forms to the Hidalgo County Clerk’s Office located at 100 No. Closser, Edinburg, Texas 78539-Hidalgo County Courthouse **COMPLETION AND SUBMISSION OF FORM CIQ IS THE SOLE RESPONSIBILITY OF THE PROSPECTIVE BIDDER.**

PROPOSER’S AFFIDAVIT:

Prior Contract award, respondents to this RFP must submit a signed Proposer’s Affidavit (attached herein in **Exhibit E**) certifying that the submission is (1) not the result of Collusion as described in the Proposer’s Affidavit or that the Respondent has not and will not attempt to lobby directly or indirectly as described in the Proposer’s Affidavit.

NON-DISCRIMINATION:

Submitters, during the performance of this contract, will not discriminate against any employee or applicant for employment because of race, religion, sex, national origin or disability except where religion, sex, national origin or disability is a bona fide occupational qualification reasonably necessary to the normal operation of the contractor.

PROCESSING TIME FOR PAYMENT:

Submitters are advised that a minimum of thirty (30) days is required to process invoices for payment.

ELECTRONIC TRANSMISSION OF BIDS:

Hidalgo County's Purchasing Department will not accept telegraphic or electronically transmitted submissions.

PROOF OF FINANCIAL AND BUSINESS CAPABILITY:

Submitters must, upon request, furnish satisfactory evidence of their ability to furnish products or services in accordance with the terms and conditions of these requirements. Hidalgo County will make the final determination as to the submitter's ability.

SUBMITTER DEFAULT:

Hidalgo County reserves the right, in case of submitter default, to procure the articles or services from other sources and hold the defaulting submitter responsible for any excess costs occasioned thereby.

RESTRICTIVE OR AMBIGUOUS REQUIREMENTS:

It is the responsibility of the submitter to review the Request for Proposal (RFP) packet and to notify the Purchasing Department if the requirements are formulated in a manner that would unnecessarily restrict competition. Any such protest or question regarding the requirements or proposers procedures must be received in the Purchasing Department not less than seventy-two hours prior to the time set for the opening. These criteria also apply to requirements that are ambiguous.

HAND DELIVERED PROPOSALS:

Hidalgo County requires submitters, when hand delivering proposals, to make sure that it is stamped with date and time by the County Purchasing Staff.

SIGNING OF PROPOSALS:

In order to be considered all submittals **must** be signed. **Please sign the original in blue ink.**

WAIVING OF INFORMALITIES:

Hidalgo County reserves the right to waive minor informalities or technicalities when it is in the best interest of Hidalgo County.

SUBCONTRACTING:

The successful submitter **may not** subcontract the award without the written consent of the Commissioners’ Court of Hidalgo County.

DURATION OF CONTRACT: The initial term of the contract shall be for a **Four (4) Year period after date of award of contract**, with the County’s option for an additional **One Year** extension based on prior year’s performance evaluation and contingent upon cost remaining unchanged. Hidalgo County reserves the right to renew this contract on a month to month basis for a period not to exceed six (6) months at the end of the contract term for unforeseen delay of award for next term and contingent upon cost remaining unchanged. The system must be implemented and fully operational within **one hundred eighty (180)** calendar days from date of contract award. Additional requirements to be included in the contract, stated under **Scope of Services** in **Exhibit “A”**.

DAVIS BACON ACT:

All selected and awarded firms are required to include the Davis-Bacon Act when advertising and developing specifications **(if applicable)**.

SECTION II - RFP REQUIREMENTS

REQUEST FOR PROPOSALS:

The required contents and limitations for the preparation of the RFP are described in this section. Failure to provide the requested information or adhere to any County limitations will result in disqualification of the submitted RFP. A total of **one (1) original and seven (7) copies** of the RFP shall be submitted to the address on the cover letter.

UNDERSTANDING OF THE PROJECT:

This section should demonstrate the proposer’s understanding of the project needs, the services required, and any local issues or concerns. Briefly explain how long you have been organized and your business objectives. Explain how long you have been in business. This description should be concise,

candid, and limited to 3 pages in length.

PROPOSER’S QUALIFICATIONS:

Hidalgo County is soliciting to contract with a proposer who is qualified, licensed and certified. The proposer will directly perform the required services and is required to have any and all applicable licenses, permits, credentials, qualifications to perform necessary services. Proposer must submit any and all applicable licenses, permits, credentials, qualifications with RFP. Photostat copies are acceptable

PERSONNEL AND STAFFING:

The proposers should provide an organizational chart for the project and a summary paragraph of the project work to be performed by each proposed staff member. Biographic summaries that highlight the experience relevant to the specific project responsibilities should be provided for all proposed personnel. There is a one (1) page limitation for each biographic summary provided. Information regarding the proposer’s credentials, education and experience with other entities is required and will be scored accordingly during the evaluation process.

REQUIRED CERTIFICATES AND SUBMITTAL:

This section will contain any/all licenses, registrations, permits, and certifications as required by the STATE OF TEXAS and HIDALGO COUNTY that you possess that deem you as qualified.

If proposer/vendor cannot meet any of the following services/responsibilities, such exceptions must be noted on the company’s cover letter.

SCOPE OF SERVICES

The vendor must provide a system and services that consist of all hardware, operating system software, application software, and any items such as networking (i.e. replacing existing cable to meet Level & specifications) and communications needed to implement the requirements of this proposal including delivery, installation, documentation, maintenance, and user training.

If not the existing vendor, they must show previous experience in importing and converting (transition) system software platforms from the existing vendor system to the new vendor system, seamlessly.

The vendor may bid on all or part of the RFP. Proposals must be divided as follows:

1. Records Management document imaging including cashiering and processing of all documents with capability of system providing for all indexing of documents to be performed in house by County Clerk Staff. Proposal should include a Web Portal for the public to perform advanced property record searches.
2. Full service indexing of all real property records performed by vendor with a guaranteed 72 hour turnaround time from date of filing. Please provide a price per document.

The vendor must provide the following services:

1. Creation and delivery of microfilm from the digital images of scanned real property documents as an archival media.
2. Guarantee that all indexing of Real Property Records will be posted within 72 hours.

Vendor is also to provide all accessories, labor, and materials including all consumables such as, toner cartridges, microfilm, and printer ribbons necessary for a turnkey system.

The vendor must perform all work-no subcontractors are allowed unless pre-approved by Hidalgo County Clerk. Vendors must provide evidence of their in-house capability.

Vendor shall safeguard all information and data provided by the County. Proprietary ownership of all data, regardless of what media it is stored on, is retained by Hidalgo County. Any reproduction or duplication must have the written approval of the Hidalgo County Clerk.

Vendor must provide an audited financial statement.

Vendor must furnish Hidalgo County with at least (5) references of existing county clerk offices where vendor has demonstrated high quality record management services, including County name, contact name, telephone number and length of service.

The system functionality includes digital image capture (scanning), storage, retrieval, and automated cashiering that include, but are not limited to the following documents types:

- A. Real Property Records (Official Records)
- B. Uniform Commercial Code Records/Financing Statements
- C. Birth Records
- D. Death Records
- E. Marriage Records
- F. Cattle Brands
- G. DD - 214's

For Marriage records, there is a requirement to generate both the marriage license application and the marriage certificate in accordance with State of Texas and Hidalgo County Forms.

It is the responsibility of the awarded vendor to retrieve "all" existing images and data from the current vendor at no additional cost to Hidalgo County.

Provide a website with customer log in capability. This site will include public access to the clerk's official records and have the capability of monitoring statistical data such as, number of hits to the site/page and number of hits to particular areas such as deeds of trust, DBA's, oil and gas leases, commissioners' court minutes, and any other county Clerk records. Selected clerk personnel, must have access to the site in order to retrieve this information.

The vendor is responsible for converting all existing document images within a 180-day period upon award of this contract.

Provide services that require website users to authenticate security verification for every 10 documents downloaded. The system must not allow bulk extraction of data from the website. Also, create a permanent "Unofficial Copy" watermark on all downloaded documents.

The website must allow for the option to post and manage Public Notices on the Web.

The County is not interested in the purchase of any hardware or software, at this time, therefore pricing for the system and services should include all necessary fees.

I. SYSTEM REQUIREMENTS

Environment

The design of the proposed system should support either a true client –server. The local area network (having one or more segments) must support at least 100BASE-T (1000Mbps) topology.

In order to minimize cost, the vendor may implement a web based system/virtual network environment. The quote should reflect the cost for this option.

It is required that all client workstations run the MS-Windows 7 or newer.

The server must be a multiprocessing unit capable of performing standalone data processing, image processing, and communications concurrently. The server must also include a relational

database management system with a suitable suite of utility functions. The server (or servers) must be capable of processing document image requests from browser based (internet/intranet connected) workstations.

Provide equipment and connectivity (T-1), for up to two (2) offsite locations within the county.

The proposed system must implement industry open standards in hardware and software to protect the County's investment and offer distributed processing capabilities, allowing information to flow transparently between the proposed imaging system and the County's existing systems.

The system will be capable of accommodating multiple third party e-filing entities that could help increase e-filed documents in Hidalgo County. Any and all third parties capable of providing this service to Hidalgo County shall be allowed to e-record documents in Hidalgo County at no additional cost to Hidalgo County, third party, or the filer.

Workstations/VM's

All computer workstations must be new and must have the most current specifications in order to meet or exceed workload demands. Monitors must be high resolution and large enough (24") to view programs in dual page display mode. All workstations should include Microsoft Word and Excel for use with existing forms.

Image Printers

There shall be no limiting factor on the number of printers attached to the system. Printers must use laser technology with a minimum speed of 60 pages per minute at a density of 600 dpi. It is required that all printers be network attached and able to print images at the printer's rated speed. Dual trays that accommodate letter and legal size paper are required.

Scanners:

Individual workstation scanners must be capable of scanning up to a minimum of 300 dpi at a sustainable rate of not less than 50 pages per minute and handle legal and letter size documents (fujitsu fi-6130z style) Large scanners must be capable of scanning up to a minimum of 300 dpi at a sustainable rate of not less than 50 pages paper minute and handle up to 11"x17". In addition, software to enhance document clarity will also be required.

Disk Array

The server must have a configurable magnetic disk array subsystem (RAID) operating Server 2008 or better. The subsystem shall have an initial minimum capacity to hold all existing image and index database with sufficient additional capacity to support growth throughout the contractual period.

Cashiering Workstations

Cashiering Workstations will be compatible with the other PCs and will include a cash drawer, a receipt-printing device capable of printing all required stamps, receipts and validation information.

Configuration

The workflow will require a minimum of the following hardware, software, and peripherals:

1. Some workstations will be required to work in a multi-software/network environment.

Department	Computer/VM	Printer	Scanner Desktop	Scanner Large	Receipt Printer	Cashier
Vitals	6	5	0	2	0	0
Recording	6	5	5	0	5	5
Bookkeeping	4	3	2	0	2	2
Deeds	2	2	0	1	2	2
McAllen	3	3	3	0	3	3
Public Main	12	0	0	0	0	0
Public McAllen	3	0	0	0	0	0
Off site location	1	0	0	0	0	0
Total	37	18	10	3	12	12

2. Need administrator accounts for selected personnel for editing of indices or records.

This estimate is based on our data and is open for review. Additional equipment will be required as filings increase, as the database expands, and as other departments outside (i.e. sub-stations) of the Clerk's office require remote access to County Clerk records with image capable workstations. At least one (1) off-site substation shall be included. They should be able to provide all services legally allowed for the County Clerk by the Government Code.

Additional workstations and associated equipment may be required to be provided by the vendor, at no additional cost to Hidalgo County, as filings increase, or as the database expands, or as more Internet or remote users are added, or as other departments outside the Clerk's office require remote access to the County Clerk's document image records.

Service and Support

Vendor shall provide for full installation support and any training necessary for Hidalgo County employees to fully utilize the system.

Vendor shall provide a method for system modifications, cabling, software and hardware, whether the change is required by system upgrade, workload fluctuations, changes in standards or requested by Hidalgo County. The vendor, at no additional cost to Hidalgo County, shall accomplish this effort.

Equipment maintenance must be performed on-site. Equipment must be repaired or replaced within 24 hours after failure. Maintenance hours are 10 hours a day (7:30 AM through 5:30 PM) five days a week (Monday through Friday) except for Hidalgo County holidays. It is the vendor's responsibility to make all replacement hardware operational (not the County or County personnel). The vendor shall provide a toll free telephone number for a customer support representative available during maintenance hours. The vendor shall provide all supplies (i.e., toner cartridges, printer receipt rolls, receipt printer cartridges, bar coding receipt rolls, marriage license applications, marriage licenses, etc.).

Hidalgo County requires that the support and maintenance depot location for this system be in the State of Texas.

Vendor's system shall include a remote access for software debug and maintenance. Responsibility for determining the source (i.e. hardware/operating system/software) of a problem and for resolving that problem shall rest with the vendor alone.

In the event a more efficient technology becomes available, vendor guarantees to convert County's data to a media acceptable to the new technology. Vendor must also provide an acceptable timetable for the conversion at no additional cost to Hidalgo County.

Quarterly maintenance of computers to include dust removal will be needed.

Quarterly updates of software enhancements as needed.

System Backup and Off-site Data and Image Storage

Vendor shall provide off-site storage in the State of Texas for copies of all images, index databases, and microfilm at no additional cost to Hidalgo County. Vendor's off-site storage facilities must meet or exceed current ANSI standards and applicable Texas State Library requirements.

Documentation

Vendors shall provide full documentation and information regarding backup procedures and responsibilities.

Vendor shall provide full documentation and information regarding disaster recovery procedures.

Uptime

System uptime is a primary concern of Hidalgo County. Vendor shall provide complete information on system availability and reliability along with fallback procedures in case of equipment failure. Battery backup on all servers, switches, routers & workstations at the Hidalgo County Clerks Office and McAllen substation is required to ensure proper shutdown procedures.

II. SPECIFICATIONS

General Specifications:

1. The system must be capable of handling 900 real property document filings a day at start-up and allow modular expansion of the system to handle any increase in filings. System must handle various sizes, colors, and weights of paper. Images must be taken from the original documents.
2. The system must provide the ability to enlarge fonts in system application for all data fields and save settings by user.
3. The system must have the ability to record multiple documents with multiple payments in a single transaction.
4. The system must be able to perform all of the recording functions while the person filing the document waits for its return. Large groups of filings should be able to be processed separately in a batch.

5. All equipment, software and procedures must meet or surpass, on a continuing basis, all Texas State Library laws and standards for archiving and preservation of records as they are developed and become effective.
6. All proprietary equipment and software must be disclosed. All proprietary software, including original coding, must be placed in escrow as specified by the under control of the Hidalgo County Clerk. The escrow information must be maintained to current status.
7. Simplicity of use by the public is a requirement and will be given the highest priority of consideration. The entire system must be simple to use, but for the end-user public, the system must be simple to the point of not needing prolonged intervention or assistance from a County employee. As an example, no sign-on should be necessary at a public terminal. Public terminals must be view or print only and provide sufficient security to preclude any possibility of altering documents.
8. System must have user interface software allowing the novice operator to accomplish tasks using simple sequence, allowing quick access with a minimum of confusion, delay, or instruction. Workstations should log-off after 5 minutes of inactivity.
9. The system must provide an audit trail of all activity, which can be produced on a daily basis.
10. The system shall support optical character recognition. The system shall have the capability to extract information and pass extracted information on-line with the image-to index originator to complete the index.
11. The system and information must be compatible with HTML/XML format to allow future Internet compatibility.
12. All systems software and hardware must be able to handle Credit Card transactions for all services offered by the County Clerk of Hidalgo County.
13. System must allow clerks to extract indexes and images in order to write to CD only i.e.; deeds, foreclosures, assumed names.
14. To avoid introducing potential viruses to the system from external devices, all USB ports must be disabled.
15. System should be able to perform document validation, transaction audits and detailed accounting reports by category i.e.; birth certificates long form, death certificates, marriage, informal marriage, etc.
16. System must provide management tools for monitoring employee productivity and accountability.
17. System must have the ability to produce reports by specific or custom scheduling. Also, must have the ability to automatically email scheduled reports.

18. System must have the ability to auto populate information from applications that have been entered online.
19. System must have the ability to auto populate customer information into the cashier system via card reader.
20. System must have the ability to capture an electronic signature for all applications.
21. System must have the ability to manipulate images (crop, resize, cut, paste) throughout the system.
22. System must have the ability to create or modify fields within a module as needed.
23. Provides the ability for the administrator to customize field descriptions or field labels.
24. Provides the ability for the administrator to customize workflow.
25. Provides the ability to place an electronic “Certified Copy” stamp to copies that are printed. The stamp can be placed on multiple documents or any location on the document.
26. The system must allow for internal indexing as required by the Clerk’s office.
27. The system must provide the Clerk’s office with the ability to redact information as needed.
28. The system must be able to connect to DSHS for electronic submissions of vital records (TER/TexEver).

III. WORKFLOW SPECIFICATIONS

Once logged in, users can move between modules/applications without logging in and out.

Once a document has been accepted for filing, the recording process will begin with the cashiering process at a cashiering workstation.

- Entering the type of document being recorded and verified by a type table. If the type is not on the table use “unknown” in the document type and allow the operator to update to the correct type.
- Enter how many pages are in each document.
- Proposed system will utilize a cashiering fee table to calculate and display the total fee for each document and batch. The cashier should be able to change the fee amounts if necessary. Depending on the document type, the system will automatically calculate any taxes due.
- Process any changes in recordings, recalculating the filing fee.

After the fee is received and noted on the system, the system will perform the following functions:

1. System must automatically assign appropriate instrument numbers sequentially within each customer batch, processing each batch in time-received order. Instrument number assigned varies with type of document being processed, real property record, financing statement, etc.
2. System must assign current recording date-year month and time-hour, minute and seconds am/pm for each document.
3. System will assign a receipt number, a transaction validation number, and a cashier identification number and generate a receipt, which also identifies all document types and moneys collected.

Included on the receipt

- Received From:-Name and Address
- List of fees by document number and type
- Method of payment (include check number or numbers if multiple checks)
- Any change required
- Receipt number
- Validation number (sequential transaction number)
- Cashier identification and station number
- Total fee amount
- Date and time
- County Seal

System will imprint the first page of the document with the cashiering validation information and recording information. System will imprint the original instrument with the following information:

- Date and Time - on first page only
- Fee Amount – on first page only
- Cashiering validation information – on first page only
- Instrument number – on first page only

The system must allow the ability to change the locations of the stamps as necessary.

The system must have the ability to email the receipt or certified copy of the recorded document to the customer.

The system must have the capability of printing mailing labels or for returning processed documents by mail to the customer. These labels should include a mailing date and instrument identifier in addition to the pertinent name and address information.

The system must document all transactions recorded and amount charged.

The system must provide individual scanners for the recording department clerks.

The system must support an in-house flat scanner (large format).

The system must include tables to limit the amount of data entry required, including, but not limited to, type of document, amount charged, and name and address tables.

The system must allow payments to be accepted by cash, check or charge (standard or advanced deposit draw down), or deferred payments or any combination thereof. The system must calculate change due on screen and allow an option to log a refund, rather than return the cash amount. For filing and for copy charges, the system must generate invoices, if needed.

The system, must issue monthly balance statements.

The system must include a cash drawer for each cashiering station. Provision must be made for closing each drawer both during the day with subtotals and at the end of each day with subtotals. Each station will be uniquely identified. The end of the day reconciliation report should allow a remarks field to enter operator signatures and comments.

System must allow receipts to be generated only after full payment has been received.

The system must have the ability to void current or past day's transactions and make corrections to receipts as required. All voided transactions must be documented in the system.

The system must endorse check with user-defined information such as: "For Deposit Only", transaction number, county official name, bank name, account number, date and cashier ID.

The system must process all checks returned by banks. The transaction amounts must reverse the original posting amounts to reflect the correct dollar amounts in the accounts. The transaction must be fully documented and a history of returned checks maintained.

Once the transaction has been entered into the system, there can be no deletions or alterations made to that transaction. Changes to the cashiering system may be made only by offsetting transactions.

The on-line real property database will require the vendor to convert and load the entire database onto the new system. We must have on-line correction capability. All of our current inquiry screens capability must be available on the image, there will be an indicator on the index display that a document is available or not available for viewing and the linkage to the image record.

All images are to be available to the public for viewing without operator intervention.

System must be able to capture the image via batch scanning onto a hard disk for viewing or for any needed re-scanning.

System must be able to return images to the screen after an inquiry to the index. First page images response time must be less than two seconds for any requested document. For each following page of the document less than two-second page turn time is required. The system will maintain response time regardless of increased filing volumes or number of workstations accessing the system.

System should be able to pre-determine the amount of time a workstation monitor stays on line (off after five minutes of inactivity) for cashiering, public retrieval, etc.

System must be capable of producing hard copies immediately after imaging. The user must have the capability to print images with or without viewing them. The software must allow images to be printed either page by page or as an entire document.

Software must allow images or selected portions of an image to be enlarged for clarification. Software must allow images to be rotated at 90 degree intervals and to reverse the image from white to black and vice versa.

Safeguards must be included to prevent the deletion or alteration of any image.

The system must provide scanning processing software that will automatically sharpen images. The operator must be able to bypass this feature and manually adjust the image or take two (2) images if necessary.

VIII. TERM OF CONTRACT

The initial term of this contract shall be for a four (4) year period after date of award of contract with the County's option to extend for an additional one (1) year under the same rates, terms, and conditions. The system must be implemented and fully operational within one-hundred eighty (180) calendar days from date of contract award.

Hidalgo County reserves the right to renew this contract on a month to month basis for a period not to exceed six (6) months, under the same rates, terms, and conditions at the end of the contract term for unforeseen delays in award of new bid for next contract term.

PROPOSERS ARE TO PROVIDE A FEE SCHEDULE WITH THIS SUBMITTAL:

Proposer(s) is to provide a proposed fee on proposal page based on the scope of services/work requested.

SECTION III – SELECTION/EVALUATION/RANKING

A. SELECTION/EVALUATION/RANKING PROCESS: The RFP shall be submitted according to the schedule below. The County of Hidalgo is not required to select the proposal with the lowest fees, but shall take into consideration other factors, including past experience, evidence of good organization background, references, ability to provide requested services, and any other factors found necessary for quality services including a presentation of the proposed system. Hidalgo County will evaluate the proposal utilizing the evaluation criteria outlined in Exhibit “B” attached herein. Thereafter, Hidalgo County Commissioners Court will rank and/or award this proposal.

Proposals will be graded on a 100-point system with emphasis on ability to service Hidalgo County including, but not be limited to, the items listed below:

1. **Understanding the Services/Methodology.** Company must state the approach and or methodology in achieving and rendering all services required by the County of Hidalgo.
25 points

2. **Ability to commit to all Services Required.** Company should provide as much background information as to its experience in providing similar services to City, County or any other governmental agencies. Reference information should be as current as possible, especially contact persons and telephone numbers.
30 points

3. **Ease of Support System & Response Time.** Ease of communicating with company’s support system and the company’s ability to have trained response team/person at service site. Qualified/trained response team (person) should be able evaluate, diagnose and/or begin service immediately.
20 points

4. **Cost Fees and Warranty.** In considering the proposals, Hidalgo County reserves the right to select the acceptable applicant who offers contractual terms and conditions that are most advantageous, including but not limited to software price and services price per day/hour.
25 points

Total 100 Points

B. RANKING OF PROPOSALS: Hidalgo County will evaluate and score the RFP responses. After the RFPs have been evaluated and scored, Hidalgo County will make a recommendation to Hidalgo County Commissioners Court for approval of rank and/or award of proposal.

C. NEGOTIATION PROCESS:

Compliance with all requirements, the most cost productive, efficient and effective plan will be considered. Emphasis will be placed on capability to perform within the program as well as meeting the needs of Hidalgo County. Accuracy and completeness are essential. If negotiations proved unsuccessful, the next highest ranked proposer will be contacted. Hidalgo County reserves the right to reject any and all RFPs.

EXHIBIT B

SELECTION CRITERIA

REQUEST FOR PROPOSALS

HIDALGO COUNTY CLERK'S OFFICE

"RECORDS, MANAGEMENT AND DOCUMENT IMAGING PROCESS"

RFP NO: 2014-286-00-00-YZV

**HIDALGO COUNTY CLERK'S OFFICE
 "RECORDS, MANAGEMENT & DOCUMENT IMAGING PROCESS"
 RFP NO: 2014-286-00-00-YZV**

RFP EVALUATION FORM

	<u>Selection Criteria</u>	<u>Range</u>	<u>Point Score</u>
1.	Understanding the Services/Methodology	25 points	_____
	Comments/Rationale for Points: _____ _____ _____		
2.	Ability to Commit to all Services Required	30 points	_____
	Comments/Rationale for Points: _____ _____ _____		
3.	Ease of Support System & Response Time	20 points	_____
	Comments/Rationale for Points: _____ _____ _____		
4.	Cost Fees and Warranty	25 points	_____
	Comments/Rationale for Points: _____ _____ _____		
	Total Score		100%

Provider: _____

Evaluator: _____

Date: _____