

Nancy E. Rister  
Williamson County Clerk  
Nrister@wilco.org



P.O. Box 18  
Georgetown, TX 78627  
(512) 943-1515

October 7, 2015

Williamson County Purchasing Agent Max Bricka  
901 South Austin Ave.  
Georgetown TX 78626

Dear Mr. Bricka;

After receiving the only responsive bid in Bidsync for a consultant, I have compared with the proposal that I had received dated 9-21-2015. There are major differences in them. Per our requirements the consultant and or firm must be a Certified Records Manager and Project Management Professional. Only one ECS met that requirement. Bid questions addressed the requirement for three references and contact information of other County Clerk or County Recorder's offices where like services per the scope have been performed. Again, only ECS met that requirement. The other firm listed as references a college, a public school and a water utility company.

The scope of the work detailed the requirement to provide professional services for the analysis of the County Clerk's business processes, creation of written technical and functional specifications and the Request for Proposal. The 22<sup>nd</sup> Century Technology firm who proposed Kevin Williams of the area for the job but there was no experience writing an RFP but instead experience responding to the RFP from a salesman point of view. He formerly worked with the our current software company in their redaction and document conversion division. He claims experience with Tarrant County Clerk's office but their Recording Manager Gayla Neal had no knowledge of him when I spoke with her last night just after 5pm.

ECS was hired 14 years ago to review my office procedures. They did an excellent job then and helped us become more efficient and save time and money. They have worked over the years with County Clerks in Travis County, Fort Bend County, McLennan County, Galveston County, Jefferson County and Midland County as well as Recorders in Mecklenburg, North Carolina; Durham County, North Carolina; King County, Washington; and Alameda County, California. ESC has a good reputation among Texas County Clerks. One of their personnel was a former County and District Clerk from Menard County. She is business analyst and been involved with implementation and professional services to state and local governments for 20+ years. Darrell Eichman, the principle owner, has a BBA in Management Information Systems from UT Austin. He was a former project manager with the original software company we have seen bought out two times. He knew our previous software before we upgraded last year to a system that is just not working for us. We spend more time working around it than using it. Darrell is well versed in vendor evaluations and contract negotiations. He has the technical background that most clerks need as a resource when changing software companies. I trust his judgment and knowledge of Texas law as it effects County Clerks' offices and duties. He knows the duties required as well as the clerks do. His software knowledge and experience are what we need to help create the RFP after a needs assessment, vendor evaluation and implementation of the new software to make sure the vendor does what they have proposed in a timely fashion. I have no doubt that he can save us money in our endeavor and help my staff become happy with the new software choice.

Sincerely,

*Nancy E. Rister*