PUBLIC ANNOUNCEMENT AND GENERAL INFORMATION

WILLIAMSON COUNTY PURCHASING DEPARTMENT

SOLICITATION

Recording, Imaging and Indexing System for the Williamson County Clerk

**PROPOSALS MUST BE RECEIVED ON OR
BEFORE:
Feb 3, 2016 2:00:00 PM CST
PROPOSALS WILL BE PUBLICLY
OPENED:
Feb 3, 2016 2:00:00 PM CST**

Notice is hereby given that sealed Proposals for the above-mentioned goods and/or services will be accepted by the Williamson County Purchasing Department. Williamson County uses BidSync to distribute and receive proposals. Specifications for this RFP may be obtained by registering at www.bidsync.com.

Williamson County prefers and requests electronic submittal of this proposal.

All electronic proposals must be submitted via: www.bidsync.com

All interested Respondents are invited to submit a Proposal in accordance with the Instructions and General Requirements, Proposal Format, Proposal Specifications, and Definitions, Terms and Conditions stated in this RFP.

Respondents are strongly encouraged to carefully read this entire RFP.

Electronic proposals are requested, however paper proposals will currently still be received, until further notice and may be mailed or delivered to the address listed below.

Please note that a complete package must be submitted choosing one of the above two methods. Split packages submitted will be considered "unresponsive" and will not be accepted or evaluated.
   ✓ If mailed or delivered in person, Proposals and Proposal addenda are to be delivered in sealed envelope on or before the submittal deadline, as noted in the 'Public Announcement and General Information' listed above for this RFP, to:

Williamson County Purchasing Department
Attn: **PROPOSAL NAME AND NUMBER**
901 South Austin Avenue
Georgetown, Texas 78626

✓ Respondents should list the Proposal Number, Proposal Name, Name and Address of
   Respondent, and the Date of the Proposal opening on the outside of the box or envelope and
   note "Sealed Proposal Enclosed."

✓ Respondent should submit one (1) original; **AND** one (1) CD **OR** (1) USB copy of the Proposal.

✓ **Williamson County will not accept any Proposals received after the submittal deadline,
   and shall return such Proposals unopened to the Respondent.**

✓ Williamson County will not accept any responsibility for Proposals being delivered by third party
   carriers.

✓ Facsimile transmittals will NOT be accepted.

✓ Proposals will be publicly opened in a manner to avoid public disclosure of contents; however,
   names of Respondents will be read aloud.

✓ All submitted questions with their answers will be posted and updated on www.bidsync.com.

✓ It is the Respondent's responsibility to review all documents in BidSync including any addenda that may have been
   added after the document packet was originally released and posted.

✓ Any addenda and/or other information relevant to the RFP will be posted on www.bidsync.com.

✓ The Williamson County Purchasing Department takes no responsibility to ensure any interested
   Respondent has obtained any outstanding addenda or additional information.

✓ Williamson County will NOT be responsible for unmarked or improperly marked envelopes.

Bid 1512-041
Recording, Imaging and Indexing System for the Williamson County Clerk

Bid Number	**1512-041**
Bid Title	**Recording, Imaging and Indexing System for the Williamson County Clerk**
Bid Start Date	**In Held**
Bid End Date	**Feb 3, 2016 2:00:00 PM CST**
Question & Answer End Date	**Jan 29, 2016 5:00:00 PM CST**
Bid Contact	**Brenda Fuller** **512-943-1607** **brendafuller@wilco.org**
Contract Duration	**One Time Purchase**
Contract Renewal	**Not Applicable**
Prices Good for	**3 months**
Pre-Bid Conference	**Jan 27, 2016 10:00:00 AM CST** **Attendance is optional** **Location: 901 South Austin Ave.** **Georgetown, TX 78626**
Bid Comments	**Recording, Imaging and Indexing System for the Williamson County Clerk**

Item Response Form

Item	**1512-041--01-01 · please attach all required documents here**
Quantity	**1 each**

Prices are not requested for this item.

Delivery Location	**Williamson County, Texas** No Location Specified
	Qty 1

Description
please attach all required documents here

BID References for [   ]

Bidders Name

List at least **(3) companies or governmental agencies,** where the same or similar goods and/or services as contained in this BID package, were recently provided by Respondent in the last 4 years – OR attach list of references with the following details.

Reference 1

Client Name: [   ]   Location: [   ]

Contact Name: [   ]   Title [   ]

Phone: [   ]   Email: [   ]

Contract Dates: [   ]   Contract Value: [   ]

Scope of Work: [   ]

Reference 2

Client Name: [   ]   Location: [   ]

Contact Name: [   ]   Title: [   ]

Phone: [   ]   Email: [   ]

Contract Dates: [   ]   Contract Value: [   ]

Scope of Work: [   ]

Reference 3

Client Name: [   ]   Location: [   ]

Contact Name: [   ]   Title: [   ]

Phone: [   ]   Email: [   ]

Contract Dates: [   ]   Contract Value: [   ]

Scope of
Work:

CONFLICT OF INTEREST QUESTIONNAIRE

For vendor or other person doing business with local governmental entity

Form CIQ

This questionnaire is being filed in accordance with chapter 176 of the Local Government Code by a person doing business with the governmental entity. By law this questionnaire must be filed with the records administrator of the local government not later than the 7th business day after the date the person becomes aware of facts that require the statement to be filed. See Section 176.006, Local Government Code. A person commits an offense if the person violates Section 176.006, Local Government Code. An offense under this section is a Class C misdemeanor.	**OFFICE USE ONLY** Date Received

1   **Name of person doing business with local governmental entity.**

2

☐   **Check this box if you are filing an update to a previously filed questionnaire.**

(The law requires that you file an updated completed questionnaire with the appropriate filing authority not later than September 1 of the year for which an activity described in Section 176.006(a), Local Government Code, is pending and not later than the 7th business day after the date the originally filed questionnaire becomes incomplete or inaccurate.)

3   **Describe each affiliation or business relationship with an employee or contractor of the local governmental entity who makes recommendations to a local government officer of the local governmental entity with respect to expenditure of money.**

4   **Describe each affiliation or business relationship with a person who is a local government officer and who appoints or employs a local government officer of the local governmental entity that is the subject of this questionnaire.**

CONFLICT OF INTEREST QUESTIONNAIRE **For vendor or other person doing business with local governmental entity**		**Form CIQ** **Page 2**

5 | **Name of local government officer with whom filer has affiliation or business relationship.**
(Complete this section only if the answer to A, B, or C is YES.)

This section, item 5 including subparts A, B, C & D, must be completed for each officer with whom the filer has affiliation or other relationship. Attach additional pages to this Form CIQ as necessary.

A. Is the local government officer named in this section receiving or likely to receive taxable income from the filer of the questionnaire?

☐ Yes ☐ No

B. Is the filer of the questionnaire receiving or likely to receive taxable income from or at the direction of the local government officer named in this section AND the taxable income is not from the local governmental entity?

☐ Yes ☐ No

C. Is the filer of this questionnaire affiliated with a corporation or other business entity that the local government officer serves as an officer or director, or holds an ownership of 10 percent or more?

☐ Yes ☐ No

D. Describe each affiliation or business relationship.

6.   Describe any other affiliation or business relationship that might cause conflict of interest:

7 |

Signature of person doing business with the governmental entity   Date

Signature not required if completing in BIDSYNC electronically.

PROPOSAL AFFIDAVIT

This form must be completed, signed, notarized and returned with Proposal package

The undersigned certifies that the RFP and the Respondent's Proposal have been carefully reviewed and are submitted as correct and final. Respondent further certifies and agrees to furnish any and/or all goods and/or services upon which prices are extended at the price Proposal, and upon the conditions contained in the RFP.

STATE OF [_____] COUNTY OF [_____]

BEFORE ME, the undersigned authority, a Notary Public in and for the State of [_____], on this

day personally appeared [_____] (*Name of Signer*), who after being by me duly sworn, did depose and say:

"I, [_____] (*Name of Signer*) am a duly authorized officer of/agent for

[_____] (*Name of Respondent*) and have been duly authorized

to execute the foregoing on behalf of the said [_____]

(Name of Respondent).

I hereby certify that the foregoing Proposal has not been prepared in collusion with any other Respondent or other person or persons engaged in the same line of business prior to the official opening of this Proposal. Further, I certify that the Respondent is not now, nor has been for the past six (6) months, directly or indirectly concerned in any pool or agreement or combination, to control the price of services/commodities Proposal on, or to influence any person or persons to submit a Proposal or not to submit a Proposal thereon."

Name and Address of Respondent:

[_____]

Fax: [_____]   Telephone #: [_____]

By: [_____]   Printed Name: [_____]

Title: [_____]

SUBSCRIBED AND SWORN to before me by the above-named [_____]

[_____] on this the [_____] day of [_____], 20 [____]

[_____]
Notary Public in and for

The State of [_____]

Proposer References

List at least **(3) companies or governmental agencies,** where the same or similar goods and/or services as contained in this RFP package, were recently provided by Respondent in the last 4 years.

Reference 1

Client Name: [   ]   Location: [   ]
                                          City or County

Contact Name: [   ]   Title: [   ]

Phone: [   ]   Email: [   ]   Contract Dates:
[   ]   [   ]   Contract Value: $[   ]

Scope of Work: [   ]

Reference 2

Client Name: [   ]   Location: [   ]
                                          City or County

Contact Name: [   ]   Title: [   ]

Phone: [   ]   Email: [   ]   Contract Dates:
[   ]   [   ]   Contract Value: $[   ]

Scope of Work: [   ]

Reference 3

Client Name: [   ]   Location: [   ]
                                          City or County

Contact Name: [   ]   Title: [   ]

Phone: [   ]   Email: [   ]   Contract Dates:
[   ]   [   ]   Contract Value: $[   ]

Scope of Work: [   ]

For Respondent or other person doing business with local government entity

This questionnaire is being filed in accordance with chapter 176 of the Local Government Code by a person doing business with the governmental entity. By law this questionnaire must be filed with the records administrator of the local government not later than the 7th business day after the date the person becomes aware of facts that require the statement to be filed. See Section 176.006 Local Government Code. A person commits an offense if the person violates Section 176.0006, Local Government Code. An offense under this section is a Class C misdemeanor.	OFFICE USE ONLY

1. Name of person doing business with local governmental entity.

   [   ]

2. Check this box is you are filing an update to a previously filed questionnaire. ☐

   (The law requires that you file an updated completed questionnaire with the appropriate filing authority not later than September 1 of the year for which an activity described in Section 176.006(a), Local Government Code, is pending and not later than the 7th business day after the date the originally filed questionnaire becomes incomplete or inaccurate.)

3. Describe each affiliation or business relationship with an employee or contractor of the local government entity who makes recommendations to a local government officer of the local governmental entity with respect to expenditure of money.

   [5 6]

4. Describe each affiliation or business relationship with a person who is a local government officer and who appoints or employs a local government officer of the local governmental entity that is the subject of this questionnaire.

   [5 6]

CONFLICT OF INTEREST QUESTIONNAIRE   **FORM**
CIQ

For Respondent or other person doing business with local government entity

1. Name of local government officer with whom filer has affiliation or business relationship. (Complete this section only if the answer to A, B, or C is YES.)

   This section, item 5 including subparts A, B, C & D, must be completed for each officer with whom the filer has affiliation or business relationship. Attach additional pages to this Form CIQ as necessary.

A. Is the local government officer named in this section receiving or likely to receive taxable income from the filer of the questionnaire?

   ☐ Yes   ☐ No

B. Is the filer of the questionnaire receive or likely to receive taxable income from or at the direction of the local government officer named in this section AND the taxable income is not from the local government entity?

   ☐ Yes   ☐ No

C. Is the filer of the questionnaire affiliated with a Corporation or other business entity that the local government officer serves as an officer or director, or holds an ownership of 10 percent or more?

   ☐ Yes   ☐ No

D. Describe each affiliation or business relationship:

   5
   6

6. Describe any other affiliation or business relationship that might cause a conflict of interest.

   5
   6

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Check one of the following options below. A non-affirmative Proposal will in no way have a negative impact on the evaluation of the Proposal.

☐ I will offer the quoted prices to all authorized entities during the term of the contract.

☐ I will not offer the quoted prices to all authorized entities.

1. RESPONSE FORMAT AND SUBMISSION

1.1   Introduction

Each Proposal submitted in response to this RFP should clearly reference those numbered sections of this RFP that require a response. Failure to arrange the Proposal as requested may result in the disqualification of the Proposal.

Though there is not a page limit for Proposals, to save natural resources including paper, and to allow Williamson County staff to efficiently evaluate all submitted Proposals, Williamson County requests that Proposals be orderly, concise, but comprehensive in providing the requested information. Conciseness and clarity of content are emphasized and encouraged. If mailed or delivered in person, please limit additional, non-requested information.

Please provide your Proposal response using:
3   8 ½" x 11" pages, inclusive of any cover letter or supporting materials
4   The least amount of plastic/laminate or other non-recyclable binding materials
5   Single-sided printing

Vague and general Proposals will be considered non-responsive, and may, at County's sole discretion, result in disqualification. Proposals must be legible and complete. Failure to provide the required information may result in the disqualification of the Proposal. All pages of the Proposal should be numbered and the Proposal should contain an organized, paginated table of contents corresponding to the sections and pages of the Proposal.

1.2   Organization of Proposal Contents and Table of Contents

Each Proposal should be submitted with a table of contents that clearly identifies and denotes the location of each title and subtitle of the Proposal. Additionally, the table of contents should clearly identify and denote the location of all enclosures of the Proposal. The table of contents should follow the RFP's structure as much as is practical.

Each Proposal should be organized in the manner described below:
(1)   Transmittal Letter
(2)   Table of Contents
(3)   Executive Summary
(4)   Proposal Response to Criteria (see Specifications & Cost Proposal, Experience and Qualifications, References, Implementation Strategy)
(5)   Price Sheet
(6)   References: Identification of three (3) references *within the last 4 years* for which the Respondent is providing or has provided the goods and services (public sector) of the type requested, including the name, position, and telephone number of a contact person at each entity
(7)   Conflict of Interest Questionnaire
(8)   Proposal Affidavit and Addenda Acknowledgement
(9)   Signature Page
(10)   Attach your entities Sample Contract

1.3   Transmittal Letter

The Respondent should submit a Transmittal Letter that provides the following:

A.   Name and address of individual or business entity submitting the Proposal;
B.   Respondent's type of business entity (i.e., Corporation, General Partnership, Limited Partnership, LLC, etc.);
C.   Place of incorporation or organization, if applicable;
D.   Name and location of major offices and other facilities that relate to the Respondent's performance under the terms of this RFP;
E.   Name, address, business and fax number of the Respondent's principal contact person regarding all contractual matters relating to this RFP;
F.   The Respondent's Federal Employer Identification Number;
G.   A commitment by the Respondent to provide the services required by Williamson County;
H.   A statement that the Proposal is valid for ninety (90) calendar days from the deadline for submittal of Proposals to Williamson County (Any Proposal containing a term of less than ninety (90) calendar days for

acceptance, may at Williamson County's sole discretion, be rejected as non- responsive.);

l.   If the Proposal being submitted will have an effect on air quality for Williamson County (as it relates to any state, federal, or voluntary air quality standard), then the Respondent is encouraged

to provide information in narrative indicating the anticipated air quality impact.

The Transmittal Letter should be signed by a person legally authorized to bind the Respondent to the representations in the Transmittal Letter and Proposal. In the case of a joint Proposal, each party must sign the Transmittal Letter.

1.4   Executive Summary

The Respondent should provide an Executive Summary of its Proposal that asserts that the Respondent is providing in its response all of the requirements of this RFP. The Executive Summary must represent a full and concise summary of the contents of the Proposal

The Executive Summary should not include any information concerning the cost of the Proposal.

The Respondent should identify any services and/or goods that are provided beyond those specifically requested. If the Respondent is providing services and/or goods that do not meet the specific requirements of this RFP, but in the opinion of the Respondent are equivalent or superior to those specifically requested, any such differences should be noted in the Executive Summary. However, the Respondent must realize that failure to provide the services specifically required may, at Williamson County's sole discretion, result in disqualification of the Proposal.

The Respondent also should indicate why it believes that it is the most qualified Respondent to provide the services described in this RFP. The Successful Respondent must demonstrate extensive experience in and understanding required in order to carry out the intent of this project. The Respondent should describe in detail the current and historical experience the Respondent and its subcontractors have that would be relevant to completing the project. References must contain the name of key contacts and a telephone number. The Respondent should briefly state why it believes its proposed services and/or goods best meet Williamson County's needs and RFP requirements, and the Respondent also should concisely describe any additional features, aspects, or advantages of its services and/or goods in any relevant area not covered elsewhere in its Proposal.

1.5   Conflict of Interest

No public official shall have interest in a contract, in accordance with Vernon's Texas Codes Annotated, Local Government Code Title 5, Subtitle C, Chapter 171, as amended. As of January 1, 2006, Respondents are responsible for complying with Local Government Code Title 5, Subtitle C, Chapter

176. Additional information may be obtained from the Williamson County website at the following link:

 http://www.wilco.org/CountyDepartments/Purchasing/ConflictofInterestDisclosure/tabid/689/language/e   n-US/Default.aspx

Each Respondent must disclose any existing or potential conflict of interest relative to the performance of the requirements of this RFP. Examples of potential conflicts may include an existing business or personal relationship between the Respondent, its principal, or any affiliate or subcontractor, with Williamson County or any other entity or person involved in any way in the project that is the subject of this RFP. Similarly, any personal or business relationship between the Respondent, the principals, or any affiliate or subcontractor, with any employee or official of Williamson County or its suppliers must be disclosed. Any such relationship that might be perceived or represented as a conflict must be disclosed. Failure to disclose any such relationship or reveal personal relationships with Williamson County employees or officials may be cause for termination. Williamson County will decide if an actual or perceived conflict should result in Proposal disqualification.

By submitting a Proposal in response to this RFP, all Respondents affirm that they have not given, nor intend to give, at any time hereafter any economic opportunity, future employment, gift, loan, gratuity, special discount, trip, favor, or service to a Williamson County public servant or any employee, official or representative of same, in connection with this procurement.

Each Respondent must provide a Conflict of Interest Statement in accordance with this RFP.

1.6   Ethics

The Respondent shall not accept or offer gifts or anything of value nor enter into any business arrangement with any employee, official or agent of Williamson County.

1.7   Delivery of Proposals

Williamson County uses BidSync to distribute and receive bids and proposals Bids can be submitted electronically through BidSync or by hard copy. Refer to www.bidsync.com for further information.

If mailed or delivered in person, Proposals and Proposal addenda are to be delivered in sealed envelope on or before the submittal deadline, as noted in the 'Public Announcement and General Information' listed above for this RFP, to:

Williamson County Purchasing Department
Attn: **PROPOSAL NAME AND NUMBER**
901 South Austin Avenue
Georgetown, Texas 78626

Williamson County will not accept any Proposals received after the submittal deadline, and shall return such Proposals unopened to the Respondent.

Williamson County will not accept any responsibility for Proposals being delivered by third party carriers.

Respondent should submit **one (1) original, two (2) paper copies** and **one (1) CD or (1) USB** copy of the Proposal. Proposals will be opened publicly in a manner to avoid public disclosure of contents; however, names of Respondents will be read aloud.

Respondents should list the Proposal Number, Proposal Name, Name and Address of Respondent, and the Date of the Proposal opening on the outside of the box or envelope and note "Sealed Bid Enclosed."

2.0   INSTRUCTIONS AND GENERAL REQUIREMENTS

Read this document carefully. Follow all instructions and requirements. You are responsible for fulfilling all requirements and specifications. Be sure you have a clear understanding of this RFP.

General requirements apply to all advertised RFPs; however, these may be superseded, in whole or in part, by the **Proposal Specifications, Addenda issued as a part of this RFP and Modifications issued as a part of this RFP.** Be sure your Proposal package is complete.

2.1   Ambiguity, Conflict, or other Errors in the RFP

If Respondent discovers any ambiguity, conflict, discrepancy, omission or other error in this RFP, Respondent shall immediately notify Williamson County Purchasing Department of such error in writing and request modification or clarification of the document. Modifications will be made by issuing Addenda. If the Respondent fails to notify Williamson County prior to the date and time fixed for submission of Proposals of an error or ambiguity in the RFP known to Respondent, or an error or ambiguity that reasonably should have been known to Respondent, then Respondent shall be deemed to have waived the error or ambiguity or its later resolution.

Williamson County may also modify the RFP, no later than 48 hours prior to the date and time fixed for submission of Proposals, by issuance of an Addendum. All addenda will be numbered consecutively, beginning with 1.

2.2   Notification of Most Current Address

Respondents in receipt of this RFP shall notify the Williamson County Purchasing Department of any address changes, contact person changes, and/or telephone number changes no later than 48 hours prior to the date and time fixed for submission of Proposals.

2.3   Proposal Preparation Cost

Cost of developing Proposals is entirely the responsibility of Respondents and shall not be charged to Williamson County.

2.4   Signature of Respondent

A Transmittal Letter, which shall be considered an integral part of the Proposal, shall be signed by an individual who is authorized to bind the Respondent contractually.

If the Respondent is a Corporation or Limited Liability Company, the legal name of the Corporation or Limited Liability Company shall be provided together with the signature of the officer or officers authorized to sign on behalf of such entity.

If the Respondent is a General Partnership, the true name of the firm shall be provided with the signature of each partner authorized to sign.

If the Respondent is a Limited Partnership, the name of the Limited Partner's General Partner shall be provided with the signature of the officer authorized to sign on behalf of the General Partner.

If the Respondent is a Sole Proprietor(s) (individual), each Sole Proprietor(s) shall sign.

If signature is by an agent, other than the Sole Proprietor(s) or an officer of a Corporation, Limited Liability Company, General Partner or a member of a General Partnership, a power of attorney or equivalent document must be submitted to the Williamson County Purchasing Department prior to contract award.

2.5   Assumed Business Name

If the Respondent operates business under an Assumed Business Name, the Respondent must have on file with the Williamson County Clerk a current Assumed Name Certificate and provide a file marked copy of same prior to contract award.

2.6   Economy of Presentation

Proposals should not contain promotional or display materials, except as they may directly answer in whole or in part questions contained in the RFP. Such exhibits shall be clearly marked with the applicable reference number of the question in the RFP. Proposals must address the technical requirements as specified in the RFP. All questions posed by the RFP must be answered concisely and clearly. Proposals that do not address each criterion may be, at the sole discretion of Williamson County, rejected and not considered.

2.7   Proposal Obligation

The contents of the RFP, Proposal and any clarification thereof submitted by the Successful Respondent shall become part of the contractual obligation and incorporated by reference into the Contract and any ensuing agreement.

2.8   Compliance with RFP Specifications

It is intended that this RFP describe the requirements and the response format in sufficient detail to secure comparable Proposals. Failure to comply with all provisions of the RFP may, at the sole discretion of Williamson County, result in disqualification.

2.9   Evaluation

Williamson County reserves the right to use all pertinent information (also learned from sources other than disclosed in the RFP process) that might affect Williamson County's judgment as to the appropriateness of an award to the best evaluated Respondent. This information may be appended to the Proposal evaluation process results. Information on a Respondent from reliable sources, and not within the Respondent's Proposal, may also be noted and made part of the evaluation file. Williamson County shall have sole discretion for determining the reliability of the source. Williamson County reserves the right to conduct written and/or oral discussions/interviews after the Proposal opening. The purpose of such discussions/interviews is to provide clarification and/or additional information to make an award that is in the best interest of Williamson County.

2.10   Withdrawal of Proposal

The Respondent may withdraw its Proposal by submitting a written request over the signature of an authorized individual, as described herein above, to the Williamson County Purchasing Department any time prior to the submission deadline. The Respondent may thereafter submit a new Proposal prior to the deadline. Withdrawal of a Proposal after the deadline will be subject to written approval of the Williamson County Purchasing Agent.

2.11   Responsibility

It is expected that a Respondent will be able to affirmatively demonstrate Respondent's responsibility. Respondent should be able to meet the following requirements:
   a)   have adequate financial resources, or the ability to obtain such resources as   required;
   b)   be able to comply with the required or proposed delivery schedule;
   c)   have a satisfactory record of performance; and
   d)   be otherwise qualified and eligible to receive an award.

Williamson County may request representation and other information sufficient to determine Respondent's ability to meet these minimum standards listed above.

2.12 Purchase Orders

If required by the Williamson County Purchasing Department, a purchase order(s) may be generated to the Successful Respondent for goods and/or services. If a purchase order is issued, the purchase order number must appear on all itemized invoices and/or requests for payment.

2.13   Silence of Specifications

The apparent silence of any RFP specifications as to any detail or to the apparent omission from it of a detailed description concerning any point, shall be regarded as meaning that only the best practices are to prevail. All interpretations of these specifications shall be made on the basis of this statement.

2.14   References

Williamson County requires Respondent to supply a list of at least three (3) references **within the last 4 years** where like services and/or goods have been supplied by Respondent if Respondent has not done business with the County within the past five (5) years.

3.0   <u>DEFINITIONS, TERMS AND CONDITIONS</u>

3.1   Definitions

a.   "Addenda" – Means any written or graphic instruments issued by Williamson County prior to the consideration of Proposals which modify or interpret the Proposal Documents by additions, deletions, clarifications, or corrections.
b.   "Agreement" – The Successful Respondent may be required by Williamson County to sign an additional Agreement containing terms necessary to ensure compliance with the RFP and Respondent's Proposal. Such ensuing Agreement shall contain the Proposal Specifications, Terms and Conditions that are derived from the RFP.
c.   "Contract" – This RFP and the Proposal of the Successful Respondent shall become a contract between the Successful Respondent and Williamson County once the Successful Respondent's Proposal is properly accepted by the Williamson County Commissioners Court (sometimes referred to herein as the "Commissioners Court").
d.   "Proposal Documents" – The Legal Notice, RFP including attachments, and any Addenda issued by Williamson County prior to the consideration of any Proposals.
e.   "Proposal" – Is a complete, properly signed Proposal submitted in accordance with this RFP which is irrevocable during the specified period for evaluation and acceptance of Proposals.
f.   "Respondent" – A person or entity who submits a Proposal in response to this RFP.
g.   "RFP" – Refers to this document, together with the attachments thereto and any future addenda issued by Williamson County.
h.   "Successful Respondent" – The responsible Respondent who, in Williamson County's sole opinion, submits the Proposal which is in the best interest of Williamson County, taking into account factors identified herein and to whom Williamson County intends to award the Contract.

3.2   Terms and Conditions

3.2.1 Venue and Governing Law

Respondent hereby agrees and acknowledges that venue and jurisdiction of any suit, right, or cause of action arising out of or in connection with this RFP, the Contract and any ensuing Agreement shall lie exclusively in either Williamson County, Texas or in the Austin Division of the Western Federal District of Texas, and the parties hereto expressly consent and submit to such jurisdiction. Furthermore, except to the extent that this RFP, the Contract and any ensuing Agreement is governed by the laws of the United States, this RFP, the Contract and any ensuing Agreement shall be governed by and construed in accordance with the laws of the State of Texas, excluding, however, its choice of law rules.

3.2.2 Incorporation by Reference and Precedence

The Contract shall be derived from (1) the RFP and its Addenda; and (2) the Respondent's Proposal. In the event of a dispute under the Contract, applicable documents will be referred to for the purpose of clarification or for additional detail in the following order of precedence: (1) the RFP and its Addenda; and (2) the Respondent's Proposal.

In the event Williamson County requires that an ensuing Agreement be executed following award and a dispute arises between (1) terms and conditions of the ensuing Agreement, (2) the RFP, and its Addenda; and (3) the Respondent's Proposal, applicable documents will be referred to for the purpose of

Clarification or for additional detail in the following order of precedence: (1) terms and conditions of the ensuing Agreement and its Addenda, (2) the RFP and its Addenda; and (3) the Respondent's Proposal.

3.2.3 Ownership of Proposal

Each Proposal shall become the property of Williamson County upon submittal and will not be returned to Respondents unless received after the submittal deadline.

3.2.4 Disqualification of Respondent

Upon signing and submittal of the Proposal, a Respondent offering to sell supplies, materials, services, or equipment to Williamson County certifies that the Respondent has not violated the antitrust laws of this state codified in Section 15.01, et seq, Business & Commerce Code, or the Federal Antitrust Laws, and has not communicated directly or indirectly the offer made to any competitor or any other person engaged in such line of business. Any or all Proposals may be rejected if Williamson County believes that collusion exists among the Respondents.

3.2.5 Funding

County intends to budget and make sufficient funds available and authorize funds for expenditure to finance the costs of the Contract. Respondents understand and agree that the County's payment of amounts under the Contract shall be contingent on the County receiving appropriations or other expenditure authority sufficient to allow the County, in the exercise of reasonable administrative discretion, to make payments under the Contract.

3.2.6 Assignment, Successors and Assigns

The Successful Respondent may not assign, sell, or otherwise transfer the Contract or any other rights or interests obtained under the Contract without written permission of the Williamson County Commissioners Court. The Contract and any ensuing Agreement shall be binding upon and inure to the benefit of the contracting parties and their respective successors and permitted assigns.

3.2.7 Implied Requirements

Products and services not specifically described or required in the RFP, but which are necessary to provide the functional capabilities described by the Respondent, shall be deemed to be implied and included in the Proposal.

3.2.8 Termination

3.2.8.1 Termination for Cause: Williamson County reserves the right to terminate the Contract and/or any ensuing Agreement for default if the Successful Respondent breaches any of the RFP Specifications, Terms and Conditions, including warranties of Respondent, if any, or if the Successful Respondent becomes insolvent or commits acts of bankruptcy. Such right of termination is in addition to and not in lieu of any other remedies Williamson County may have at law or in equity or as may otherwise be provided herein. Default may be construed as, but not limited to, failure to deliver the proper goods and/or services within the proper amount of time, and/or to properly perform any and all other requirements to Williamson County's satisfaction, and/or to meet all other obligations and requirements.

3.2.8.2 Termination for Convenience: Williamson County may terminate the Contract and/or any ensuing Agreement for convenience and without cause or further liability, upon no less than thirty (30) calendar days written notice to Successful Respondent. Williamson County reserves the right to extend this period if it is in the best interest of the County. In the event Williamson County exercises its right to terminate without cause, it is understood and agreed that only the amounts due to the Successful Respondent for goods, commodities and/or services provided and expenses incurred to and including the date of termination, will be due and payable. No penalty will be assessed for Williamson County's termination for convenience.

3.2.9 Non-Performance

It is the objective of Williamson County to obtain complete and satisfactory performance of the requirements set forth herein. In addition to any other remedies available at law, in equity or that may be set out herein, failure to perform may result in a deduction of payment equal to the amount of the goods

and/or services that were not provided and/or performed to the County's satisfaction. In the event of such non-performance, the County shall have the right, but shall not be obligated, to complete the services itself or by others and/or purchase the goods from other sources. If the County elects to acquire the goods or perform the

services itself or by others, pursuant to the foregoing, the Successful Respondent shall reimburse the County, within ten (10) calendar days of demand, for all costs incurred by the County (including, without limitation, applicable, general, and administrative expenses, and field overhead, and the cost of necessary equipment, materials, and field labor) in correcting the nonperformance which the Successful Respondent fails to meet pursuant to the requirements set out herein. In the event the Successful Respondent refuses to reimburse the County as set out in this provision, County shall have the right to deduct such reimbursement amounts from any amounts that may be then owing or that may become owing in the future to the Successful Respondent.

3.2.10 Proprietary Information and Texas Public Information Act

All material submitted to the County shall become public property and subject to the Texas Public Information Act upon receipt. If a Respondent does not desire proprietary information in the Proposal to be disclosed, each page must be clearly identified and marked proprietary at time of submittal or, more preferably, all proprietary information may be placed in a folder or appendix and be clearly identified and marked as being proprietary. The County will, to the extent allowed by law, endeavor to protect from public disclosure the information that has been identified and marked as proprietary. The final decision as to what information must be disclosed, however, lies with the Texas Attorney General. Failure to clearly identify and mark information as being proprietary as set forth under this provision will result in all unmarked information being deemed non-proprietary and available to the public. For all information that has not been clearly identified and marked as proprietary by the Respondent, the County may choose to place such information on the County's website and/or a similar public database without obtaining any type of prior consent from the Respondent.

To the extent, if any, that any provision in this RFP or in the Respondent's Proposal is in conflict with Tex. Gov't Code 552.001 et seq., as amended (the "Public Information Act"), the same shall be of no force or effect. Furthermore, it is expressly understood and agreed that Williamson County, its officers and employees may request advice, decisions and opinions of the Attorney General of the State of Texas in regard to the application of the Public Information Act to any items or data furnished to Williamson County as to whether or not the same are available to the public. It is further understood that Williamson County's officers and employees shall have the right to rely on the advice, decisions and opinions of the Attorney General, and that Williamson County, its officers and employees shall have no liability or obligation to any party hereto for the disclosure to the public, or to any person or persons, of any items or data furnished to Williamson County by a party hereto, in reliance of any advice, decision or opinion of the Attorney General of the State of Texas.

3.2.11 Right to Audit

Successful Respondent agrees that Williamson County or its duly authorized representatives shall, until the expiration of three (3) years after termination or expiration of the Contract and/or the ensuing Agreement, have access to and the right to examine and photocopy any and all books, documents, papers and records of Successful Respondent, which are directly pertinent to the services to be performed or goods to be delivered for the purposes of making audits, examinations, excerpts and transcriptions. Successful Respondent agrees that Williamson County shall have access during normal working hours to all necessary facilities and shall be provided adequate and appropriate work space in order to conduct audits in compliance with the provisions of this section. Williamson County shall give Successful Respondent reasonable advance notice of intended audits.

3.2.12 Inspections and Testing

Williamson County reserves the right to inspect and test equipment, supplies, material(s) and goods for quality and compliance with this RFP, and ability to meet the needs of the user. Demonstration units must be available for review. Should the goods or services fail to meet requirements and/or be unavailable for evaluation, Williamson County can deem the Respondent to be in breach and terminate the Contract and/or any ensuing Agreement(s).

3.2.13 Proposal Preparation Cost

Cost of developing Proposals is entirely the responsibility of Respondents and shall not be charged to Williamson County. There is no expressed or implied obligation for Williamson County to reimburse Respondents for any expense incurred in preparing a Proposal in response to this RFP and Williamson County will not reimburse Respondents for such expenses.

3.2.14 Indemnification

SUCCESSFUL RESPONDENT SHALL INDEMNIFY, DEFEND AND SAVE HARMLESS WILLIAMSON COUNTY, ITS OFFICIALS, EMPLOYEES, AGENTS AND AGENTS' EMPLOYEES FROM AND AGAINST ALL CLAIMS, LIABILITY, AND EXPENSES, INCLUDING REASONABLE ATTORNEYS' FEES, ARISING FROM ACTIVITIES OF RESPONDENT, ITS AGENTS, SERVANTS OR EMPLOYEES, PERFORMED HEREUNDER THAT RESULT FROM THE NEGLIGENT ACT, ERROR, OR OMISSION OF RESPONDENT

OR ANY OF RESPONDENT'S AGENTS, SERVANTS OR EMPLOYEES, AS WELL AS ALL CLAIMS OF LOSS OR DAMAGE TO THE RESPONDENT'S AND WILLIAMSON COUNTY'S PROPERTY, EQUIPMENT, AND/OR SUPPLIES.

FURTHERMORE, WILLIAMSON COUNTY, ITS OFFICIALS, EMPLOYEES, AGENTS AND AGENTS' EMPLOYEES SHALL NOT BE LIABLE FOR DAMAGES TO THE SUCCESSFUL RESPONDENT ARISING FROM ANY ACT OF ANY THIRD PARTY, INCLUDING, BUT NOT BEING LIMITED TO THEFT. SUCCESSFUL RESPONDENT FURTHER AGREES TO **INDEMNIFY, DEFEND AND SAVE HARMLESS** WILLIAMSON COUNTY FROM, ITS OFFICIALS, EMPLOYEES, AGENTS AND AGENTS' EMPLOYEES AGAINST ALL CLAIMS OF WHATEVER NATURE ARISING FROM ANY ACCIDENT, INJURY, OR DAMAGE WHATSOEVER CAUSED TO ANY PERSON OR TO THE PROPERTY OF ANY PERSON OCCURRING IN RELATION TO SUCCESSFUL RESPONDENT'S PERFORMANCE OF ANY SERVICES REQUESTED HEREUNDER DURING THE TERM OF THE CONTRACT AND/OR ANY ENSUING AGREEMENT.

SUCCESSFUL RESPONDENT SHALL TIMELY REPORT ALL CLAIMS, DEMANDS, SUITS, ACTIONS, PROCEEDINGS, LIENS OR JUDGMENTS TO WILLIAMSON COUNTY AND SHALL, UPON THE RECEIPT OF ANY CLAIM, DEMAND, SUIT, ACTION, PROCEEDING, LIEN OR JUDGMENT, NOT LATER THAN THE FIFTEENTH (15TH) DAY OF EACH MONTH; PROVIDE WILLIAMSON COUNTY WITH A WRITTEN REPORT ON EACH SUCH MATTER, SETTING FORTH THE STATUS OF EACH MATTER, THE SCHEDULE OR PLANNED PROCEEDINGS WITH RESPECT TO EACH MATTER AND THE COOPERATION OR ASSISTANCE, IF ANY, OF WILLIAMSON COUNTY REQUIRED BY SUCCESSFUL RESPONDENT IN THE DEFENSE OF EACH MATTER. SUCCESSFUL RESPONDENT'S DUTY TO DEFEND, INDEMNIFY AND HOLD WILLIAMSON COUNTY HARMLESS SHALL BE ABSOLUTE. IT SHALL NOT ABATE OR END BY REASON OF THE EXPIRATION OR TERMINATION OF THE CONTRACT AND/OR ANY ENSUING AGREEMENT UNLESS OTHERWISE AGREED BY WILLIAMSON COUNTY IN WRITING. THE PROVISIONS OF THIS SECTION SHALL SURVIVE THE TERMINATION OF THE CONTRACT AND SHALL REMAIN IN FULL FORCE AND EFFECT WITH RESPECT TO ALL SUCH MATTERS NO MATTER WHEN THEY ARISE.

IN THE EVENT OF ANY DISPUTE BETWEEN THE PARTIES AS TO WHETHER A CLAIM, DEMAND, SUIT, ACTION, PROCEEDING, LIEN OR JUDGMENT APPEARS TO HAVE BEEN CAUSED BY OR APPEARS TO HAVE ARISEN OUT OF OR IN CONNECTION WITH ACTS OR OMISSIONS OF WILLIAMSON COUNTY, RESPONDENT SHALL NEVER-THE-LESS FULLY DEFEND SUCH CLAIM, DEMAND, SUIT, ACTION, PROCEEDING, LIEN OR JUDGMENT UNTIL AND UNLESS THERE IS A DETERMINATION BY A COURT OF COMPETENT JURISDICTION THAT THE ACTS AND OMISSIONS OF RESPONDENT ARE NOT AT ISSUE IN THE MATTER.

Successful Respondent's indemnification shall cover, and Successful Respondent agrees to indemnify Williamson County, in the event Williamson County is found to have been negligent for having selected Successful Respondent to perform the work described in this request. The provision by Successful Respondent of insurance shall not limit the liability of Successful Respondent under the Contract and/or any ensuing Agreement.

3.2.15 Waiver of Subrogation

Successful Respondent and Successful Respondent's insurance carrier waive any and all rights whatsoever with regard to subrogation against Williamson County as an indirect party to any suit arising out of personal or property damages resulting from the Respondent's performance under this Contract and any ensuing Agreement.

3.2.16 Relationship of the Parties

The Successful Respondent shall be an independent contractor and shall assume all of the rights, obligations, liabilities, applicable to it as such independent contractor hereunder and any provisions herein which may appear to give County the right to direct the Successful Respondent as to details of doing work herein covered or to exercise a measure of control over the work shall be deemed to mean that the Successful Respondent shall follow the desires of County in the results of the work only. County shall not retain or have the right to control the Successful Respondent's means, methods or details pertaining to the Successful Respondent's performance of the work. County and the Successful Respondent hereby agree and declare that the Successful Respondent is an independent contractor and as such meets the qualifications of an "Independent Contractor' under Texas Workers Compensation Act, Texas Labor Code, Section 406.141, that the Successful Respondent is not an employee of County , and that the Successful Respondent and its employees, agents and sub- contractors shall not be entitled to workers compensation coverage or any other type of insurance coverage held by County.

3.2.17 Sole Provider

The Successful Respondent agrees and acknowledges that it shall not be considered a sole provider of the goods and/or services described herein and that Williamson County may contract with other providers of such goods and/or services if Williamson County deems, at its sole discretion, that multiple providers of the same goods and/or services will serve the best interest of Williamson County.

3.2.18 Force Majeure

If the party obligated to perform is prevented from performance by an act of war, order of legal authority, act of God, or other unavoidable cause not attributable to the fault or negligence of said party, the other party shall grant such party relief from the performance. The burden of proof for the need of such relief shall rest upon the party obligated to perform. To obtain release based on force majeure, the party obligated to perform shall file a written request with the other party.

3.2.19 Severability

If any provision of this RFP, the Contract or any ensuing Agreement shall be held invalid or unenforceable by any court of competent jurisdiction, such holding shall not invalidate or render unenforceable any other provision thereof, but rather the entire RFP, Contract or any ensuing Agreement will be construed as if not containing the particular invalid or unenforceable provision or provisions, and the rights and obligation of the parties shall be construed and enforced in accordance therewith. The parties acknowledge that if any provision of this RFP, the Contract or any ensuing Agreement is determined to be invalid or unenforceable, it is the desire and intention of each that such provision be reformed and construed in such a manner that it will, to the maximum extent practicable, give effect to the intent of this RFP, the Contract or any ensuing Agreement and be deemed to be validated and enforceable.

3.2.20 Equal Opportunity

Neither party shall discriminate against any employee or applicant for employment because of race, color, religion, sex, or national origin.

3.2.21 Notice

Any notice to be given shall be in writing and may be affected by personal delivery or by registered or certified mail, return receipt requested, addressed to the proper party, at the following address:

Williamson County Purchasing Department
Max Bricka, Purchasing Agent (or successor)
901 S Austin Ave.
Georgetown, Texas 78626

Respondent: Address set out in Respondent's Transmittal Letter

Notices given in accordance with this provision shall be effective upon (i) receipt by the party to which notice is given, or (ii) on the third (3rd) calendar day following mailing, whichever occurs first.

3.2.22 Sales and Use Tax Exemption

Williamson County is a corporate and politic under the laws of the State of Texas and claims exemption from sales and use taxes under Texas Tax Code Ann. § 151.309, as amended, and the services and/or goods subject hereof are being secured for use by Williamson County.

3.2.23 Compliance with Laws

Williamson County and Successful Respondent shall comply with all federal, state, and local laws, statutes, ordinances, rules and regulations, and the orders and decrees of any courts or administrative bodies or tribunals in any matter affecting the performance of the Contract and any ensuing Agreement, including, without limitation, Workers' Compensation laws, salary and wage statutes and regulations, licensing laws and regulations. When required, the Successful Respondent shall furnish the County with certification of compliance with said laws, statutes, ordinances, rules, regulations, orders, and decrees above specified.

3.2.24 Incorporation of Exhibits, Appendices and Attachments

All of the Exhibits, Appendices and Attachments referred to herein are incorporated by reference as if set forth verbatim herein.

3.2.25 No Waiver of Immunities

Nothing herein shall be deemed to waive, modify or amend any legal defense available at law or in equity to Williamson County, its past or present officers, employees, or agents, nor to create any legal rights or claim on behalf of any third party. Williamson County does not waive, modify, or alter to any extent whatsoever the availability of the defense of governmental immunity under the laws of the State of Texas and of the United States.

3.2.26 No Waiver

The failure or delay of any party to enforce at any time or any period of time any of the provisions of this RFP,

the Contract or any ensuing Agreement shall not constitute a present or future waiver of such provisions nor the right of either party to enforce each and every provision. Furthermore, no term or provision shall be deemed waived and no breach excused unless such waiver or consent shall be in writing and signed by the party claimed to have waived or consented. Any consent by any party to, or waiver of, a breach by the other, whether expressed or implied, shall not constitute a consent to, waiver of or excuse for any other, different or subsequent breach.

3.2.27 Current Revenues

The obligations of the parties under the Contract and any ensuing Agreement do not constitute a general obligation or indebtedness for which County is obligated to levy, pledge, or collect any of taxation. It is understood and agreed that Williamson County shall have the right to terminate the Contract and any ensuing Agreement at the end of any Williamson County fiscal year if the governing of Williamson County does not appropriate sufficient funds as determined by Williamson County's budget for the fiscal year in question. Williamson County may affect such termination by giving written notice of termination to the Successful Respondent at the end of its then-current fiscal year.

3.2.28 Binding Effect

This Contract and any ensuing Agreement shall be binding upon and inure to the benefit of the parties and their respective permitted assigns and successors.

3.2.29 Assignment

The Successful Respondent's interest and duties hereunder may not be assigned or delegated to a third party without the express written consent of Williamson County.

3.2.30 General Obligations and Reliance

Successful Respondent shall perform all services and/or provide all goods, as well as those reasonably inferable and necessary for completion and provision of the services and goods required hereunder. The Successful Respondent shall keep the County informed of the progress and quality of the services and/or goods to be provided. Successful Respondent agrees and acknowledges that County is relying on Successful Respondent's represented expertise and ability to provide the goods and/or services described herein. Successful Respondent agrees to use its best efforts, skill, judgment, and abilities to perform its obligations in accordance with the highest standards used in the profession and to further the interests of County in accordance with County's requirements and procedures. Successful Respondent's duties as set forth herein shall at no time be in any way diminished by reason of any approval by the County nor shall the Successful Respondent be released from any liability by reason of such approval by the County, it being understood that the County at all times is ultimately relying upon the Successful Respondent's skill and knowledge in performing the services and providing any goods required hereunder.

3.2.31 Contractual Development

The Williamson County Commissioners Court may award the Contract on the basis of the initial Proposals received, without any further or additional discussions. Therefore, each initial Proposal should contain the Respondent's best terms and offer. The contents of the RFP and the selected Proposal will become an integral part of the Contract, but may be modified, at Williamson County's sole discretion, by provisions of an ensuing Agreement. Therefore, the Respondent must agree to inclusion in an ensuing Agreement of the Proposal Specifications, Terms and Conditions of this RFP. Williamson County may, at its discretion, opt to conduct further discussions with responsible offerors and request the highest ranked firm's Best and Final Offer.

3.2.32 Entire Agreement

The Contract and any ensuing Agreement shall supersede all prior Agreements, written or oral between the Successful Respondent and County and shall constitute the entire Agreement and understanding between the parties with respect to the services and/or goods to be provided. Each of the provisions herein shall be binding upon the parties and may not be waived, modified amended or altered except by writing signed by the Successful Respondent and County.

3.2.33 Survivability

All applicable agreements that were entered into between Respondent and Williamson County under the terms and conditions of the Contract and/or any ensuing Agreement shall survive the expiration or termination thereof for ninety (90) days unless a new contract has been awarded.

3.2.34 Payment

County's payment for goods and services shall be governed by Chapter 2251 of the Texas Government Code. An invoice shall be deemed overdue the 31st day after the later of (1) the date County receives the goods under the Contract; (2) the date the performance of the service under the Contract is completed; or (3) the date the Williamson County Auditor receives an invoice for the goods or services. Interest charges for any overdue payments shall be paid by County in accordance with Texas Government Code Section 2251.025. More specifically, the rate of interest that shall accrue on a late payment is the rate in effect on September 1 of County's fiscal year in which the payment becomes due. The said rate in effect on September 1 shall be equal to the sum of one percent (1%); and (2) the prime rate published in the Wall Street Journal on the first day of July of the preceding fiscal year that does not fall on a Saturday or Sunday.

In the event that an error appears in an invoice submitted by Successful Respondent, County shall notify Successful Respondent of the error not later than the twenty first (21st) day after the date County receives the invoice. If the error is resolved in favor of Successful Respondent, Successful Respondent

shall be entitled to receive interest on the unpaid balance of the invoice submitted by Successful Respondent beginning on the date that the payment for the invoice became overdue. If the error is resolved in favor of the County, Successful Respondent shall submit a corrected invoice that must be paid in accordance within the time set forth above. The unpaid balance accrues interest as provided by

Chapter 2251 of the Texas Government Code if the corrected invoice is not paid by the appropriate date. As a minimum, invoices shall include:

(1)   Name, address, and telephone number of Successful Respondent and similar information in the event the payment is to be made to a different address
(2)   County contract, Purchase Order, and/or delivery order number
(3)   Identification of items or service as outlined in the Contract
(4)   Quantity or quantities, applicable unit prices, total prices, and total amount
(5)   Any additional payment information which may be called for by the Contract

Payment inquiries should be directed to the Williamson County Auditor's Office, Accounts Payable Department: accountspayable@wilco.org, (512) 943-1500.

3.2.35 Contractual Formation and Ensuing Agreement

The RFP and the Respondent's Proposal, when properly accepted by the Williamson County Commissioners Court, shall constitute a contract equally binding between the Successful Respondent and Williamson County. The Successful Respondent may be required by Williamson County to sign an additional Agreement containing terms necessary to ensure compliance with the RFP and Respondent's Proposal.

THE RESPONDENT'S PROPOSAL SHOULD INCLUDE A SAMPLE CONTRACT, ANY OR ALL ADDITIONAL AGREEMENTS OR TERMS AND CONDITIONS AT THE TIME THE RESPONDENT'S PROPOSAL IS SUBMITTED USING SEPARATE ATTACHED DOCUMENTS FOR THE COUNTY'S REVIEW AND CONSIDERATION.

3.2.36 Legal Liability Information
The Successful Bidder shall disclose all legal liability information by listing any pending litigation or anticipated litigation that your firm is involved in, including but not limited to, potential or actual legal matters with private parties and any local, State, Federal or international governmental entities. Williamson County reserves the right to consider legal liability information in the recommendation of any proposed contract to the Williamson County Commissioners Court.

3.2.37 Confidentiality
Respondent expressly agrees that it will not use any direct or incidental confidential information that may be obtained while working in a governmental setting for its own benefit, and agrees that it will not access unauthorized areas or confidential information and it will not disclose any information to unauthorized third parties, and will take care to guard the security of the information at all times.

3.2.38 Inclement Weather
In case of inclement weather or any other unforeseen event causing the County to close for business on the date a bid/proposal submission deadline, the proposal closing will automatically be postponed until the next business day the County is open. If inclement weather conditions or any other unforeseen event causes delays in carrier service operations, the County may issue an addendum to all known vendors interested in the project to extend the deadline. It will be the responsibility of the vendor to notify the County of their interest in the project if these conditions are impacting their ability to turn in a submission within the stated deadline. The

County reserves the right to make the final judgment call to extend any deadline.

Recording, Imaging, and Indexing System
Williamson County Clerk

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Williamson County Clerk - Recording, Imaging and Indexing System   Request for Proposal

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WILLIAMSON COUNTY

General Terms & Conditions

Objective/Summary

Williamson County is requesting written offers for an onsite hosted, turn-key, fully integrated records management and document image processing software system and specific vendor services for the Office of the County Clerk, specifically the Official Public Records Department, Vital Records (Birth, Death and Marriage) Department, and Public Research Library to upgrade and replace the County Clerk's current Recording, Imaging and Indexing system.

The County Clerk currently has a system provided by Thompson Reuters that has been in place since 1997. It is mandatory that as a minimum any replacement system be capable of performing all functionality provided by the current system. The purpose of this RFP is to acquire new technology and services necessary to improve operating efficiencies of the office and to improve customer service, particularly the public access component of the office. The provided system and services shall consist of all hardware, operating system, software, application software and any items such as networking and communication needed to implement the requirements of this RFP, including delivery, installation, documentation, maintenance, and user training for the following functions: recording/cashiering system for Official Public Records, Marriage, Vital Records and Public Research functionality with integrated scanning and indexing capabilities. d. During the selection process of the RFP, the County will consider alternative operating models and approaches, provided they meet all statutory requirements. Williamson County is interested in acquiring the best solution based on the criteria and requirements defined in this document.

The County Clerk will not allow any downtime of the current systems during the transition to a new system should this award result in a change. Should the system vendor change, the new vendor will be required to work with the current vendor to load the indices and images to be converted as they become available.

The current vendor will supply all data in standard csv text file format. The layout of the contents of these files will be supplied to the chosen vendor on bid award. All image pages will be supplied as multi-page tiff files and will have a text file cross-reference with them.

Major application components of this project include:
- Official Public Records
    - Cashiering and Recording
    - eRecording
    - Scanning
    - Indexing/Auto Indexing
- Public Research Library
    - Official Public Records

Williamson County Clerk - Recording, Imaging and Indexing System   Request for Proposal

- Vital Statistics Filing: Birth, Death, and Marriage
  - Cashiering and Recording
  - Scanning
  - Indexing
- Web Services
- Customer Service Cashiering

Other Components include:
- Hardware
- Implementation Services
- Support and Maintenance

Williamson County Clerk - Recording, Imaging and Indexing System   Request for Proposal

Overview of Current Recording Department Functions

The Recording Department consists of five primary areas:
- OPR Recording
- Vital Statistics (Birth, Death, Marriage)
- Scanning, QC, Indexing, Verifying, Mail out
- Research Library
- Archiving

There are seven (17) staff members in the office. Process overviews of each of these departments are presented below.

Area	Staffing
OPR Recording	5
Vital Statistics	3
Scanning, QC, Indexing, Verifying, Mail out	4
Research Library	2
Archiving	5

Average Annual Volume (2010 – 2014)

Area	Year	# Filings	# Pages
OPR	2010	88,945	486,240
OPR	2011	88,808	490,945
OPR	2012	108,380	630,377
OPR	2013	119,156	709,412
OPR	2014	104,467	591,548
Birth	2010	5,195	5,317
Birth	2011	5,411	5,334
Birth	2012	5,335	
Birth	2013	5,265	
Birth	2014	5,176	
Death	2010	1,879	2,047
Death	2011	2,067	2,267
Death	2012	2,249	2,474
Death	2013	2,303	2,570
Death	2014	2,466	2,720
Marriage	2010	2,371	4,694
Marriage	2011	2,438	4,891
Marriage	2012	2,582	5,123
Marriage	2013	2,546	5,133
Marriage	2014	2,796	5,627
Plat/Map *	2010	104	240

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Plat/Map *	2011	119	286
Plat/Map *	2012	155	393
Plat/Map *	2013	191	495
Plat/Map *	2014	225	596

* Counts are included in OPR

Current System

Williamson County currently uses Aumentum, a cashiering, recording and imaging system supplied by Thomson Reuters (the vendor). The application is in need of upgrading. The County Clerk is interested in examining different processing models.

The County owns all equipment and application software licenses. The current system contains the following modules:

- Official Public Records
- eRecording
- Cashiering
- Scanning/Indexing
- Public Search (on premise and online)

The current system includes the following hardware:

- Database and Imaging Server –
- Web Server
- Automated Indexing Server
- _ Dell PCs
- _ Bar code label printers
- _ Receipt printers
- _ Scanners
- _ Public workstations
- _ Hewlett Packard network printers

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Williamson County Clerk - Recording, Imaging and Indexing System   Request for Proposal

Official Public Records (OPR)

Current Process – OPR Recording and Cashiering
Documents are received in the County Clerk's office in the following ways:
1. eRecording
2. Walk-in
3. Mail
4. Title Company drop off

Filing and Recording
1. Traditional
   a. The clerk removes staples from the document and checks for the following:
      i. Grantor/Grantee
      ii. Grantee address - must have grantee address or pay a $25.00 penalty fee
      iii. Williamson County legal description
      iv. Signatures with name typed under each signature
      v. Notary signature and legible stamp
      vi. Verify # of pages
      vii. Return address
         1. If return address is different than envelope received with the document, the clerk writes the address on last page in pencil (clerks have preprinted labels for some of the more frequent law offices and title companies)
         2. Writes # of documents next to address and "E" if return envelope is needed
   b. The clerk enters the document information in the system and cashiers the payment
   c. The clerk prints barcoded labels and places on the document, paper clips envelope and receipt to back of first document in the batch, and files for indexing
2. eRecording
   a. Clerk retrieves an eRecording batch in the system
   b. Selects the first document to review and checks for the following:
      i. Document number
      ii. Validates the document type
         1. Clerk has a list of customers and document types that can be accepted for eRecording
         2. If not accepted, clerk rejects document and enters the reason for rejection
         3. Legal description is in Williamson County, if not rejects document and enters the reason for rejection
      iii. Ensures all document pages are legible
         1. If legibility is questionable, clerk first prints document to ensure legibility
         2. If not legible, clerk rejects document and enters the reason for rejection

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3.

iv. Ensures Release and Acknowledgements have stamps Place file label to fit in bottom right of document

1. If there is not room for the label, add a page (for no fee) and label will automatically place on the blank page

v. Record document and move to next document in the batch

c. eRecording Rejection reasons

i. MOU not on file with service provider for the company

ii. The type is too small; all text must be at least 8 point for recording

iii. The text is illegible, each page illegible is subject to a double fee

iv. Notary stamp is not clear

v. Notary stamp is altered, or illegible per Secretary of State

vi. Notary stamp is missing

vii. The document is upside down

viii. The grantees address is missing, must have grantee addresses listed on Deeds

ix. Legible typed or printed name must be included under each signature on that page of document

x. Double fee assessed and insufficient funds for fees, requires resubmit with appropriate fees

xi. Certified Copy

xii. Divorce decrees are not electronically recordable

xiii. If one document is rejected, then the whole batch of documents are rejected

xiv. The person that signed the document, and the person the notary acknowledged signing do not match

xv. This document does not indicate the property is located in Williamson County

xvi. Insufficient funds to record this document

xvii. If eRecording is rejected, clerk rejects document and states reason. The whole batch is rejected.

d. Traditional Document Rejection

i. List of reasons

1. Insufficient funds

2. Property is not in Williamson County

3. Missing Signatures

4. Not an Original to Document (no copies are allowed)

5. Missing Notary stamp

6. Missing Notary Signature

7. Notary commission expired at the time of notarization

ii. Paper rejection process

1. If document is rejected

a. Clerk goes to "New Rejection Letters" in System

i. Types in return address

ii. Types in brief description of issue

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               iii.   Enters document type
               iv.   Adds a paper copy of fee schedule
               v.   Clerk signs letter and highlights fees

       b.   Places rejection letter and original document in return envelope with clerk's return address

       c.   If no envelope creates one and hand writes address

       d.   Places envelope in mail bin for processing

3. Plats

       a.   Customer must have New Plat cover sheet filled out with plats

       b.   Customer must have Affidavit for Recordation signed and stamped by notary (must be original)

               i.   Clerk ensures signed and sealed for each representative
               ii.   Ensures everything is spelled correctly and matches plat
               iii.   Affidavit must have subdivision and match plat

       c.   Customer must have original Tax Certificates

               i.   Clerk ensures that acreage on plat matches tax certificate
               ii.   Clerk makes sure notarized

       d.   Clerk fills out worksheet

               i.   Date and time received
               ii.   Name of city
               iii.   Subdivision name
               iv.   Survey and abstract
               v.   Number of acres
               vi.   Number of lots
               vii.   Owners
               viii.   File record time and date
               ix.   Recording date and time (from label)

       e.   In System

               i.   Enter contact person (submitted by)
               ii.   Enter address, phone, and select pre-addressed for pickup only
               iii.   Go to document screen
               iv.   Enter document type and number of pages
               v.   Collect payment

       f.   Clerk fills in on plat

               i.   Under Clerk Signature block
                    1.   Recorded time off label, signed and sealed time/date
                    2.   Clerk enters document number with black marker
               ii.   In System after recording and collection of payment
                    1.   System prints three copies of labels for recording sheet
                         a.   A copy for Indexing/QC
                         b.   A copy to customer

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                  c.   A copy to file for verification on pickup of finished plat recording

g. Clerk creates a new plat recording sheet in Word
- i. Enters in Dedicator
- ii. Subdivision name
- iii. Property is described
- iv. Submitted by is described (city, county)

h. Plat is scanned, reviewed and saved
- i. Plat is taken to plat scanner (KIP) in Research Library and scanned (18" x 24")
- ii. Clerk then goes to desktop on computer and clicks on "plat scan folder"
- iii. Drags scan to retrieve folder
- iv. In retrieve folder opens scan
- v. If scan is okay
    1. Saves plat with file name document number and page number on J drive under Plats
    2. De-skew scan if needed
    3. Finds "Plats 2015" folder on desktop and prints a copy
    4. Printed copy and recording sheet are paper clipped together and taken to scanning department

i. Plats are rolled up and rubber banded for customer pickup
- i. With cover sheet
- ii. With recording sheet
- iii. Placed in bin for pickup in recording area
- iv. Recording sheet is scanned and emailed to customer to advise ready for pickup

j. Clerk paper clips all paper work together (cover sheet, recording sheet, work sheet, affidavit, tax certificates, and email to customer)

k. Clerk fills out weekly plat report in Excel (to give on Friday at 10 a.m.)
- i. New Plat/Subdivision
- ii. Number of lots
- iii. Location
- iv. Type (Amended/Original)
- v. Date Received
- vi. Time Received
- vii. Date Recorded
- viii. Document number
- ix. If Pending reason

l. Clerk adds to yearly report in Excel
- i. Subdivision Name
- ii. Number of lots
- iii. Location
- iv. Type (Amended/Original)
- v. Date received
- vi. Date recorded

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vii.   Document number
m. When plats are picked up by customer
    i.   Staple original documents together
    ii.   Place in file drawer as complete documents

Current Process – Scanning

1. Clerk collects all documents from recording department when needed by looking at Work Status in System
   a. Note: If Abstract of Judgement (AJ's), clerk walks over and gets those documents first when notified by Recording via email. The AJ's get top priority through the entire process.
2. Clerk sorts documents in numerical order
3. Clerk reviews each document
   a. Makes sure document type is correct
      i. If there is a problem with the labels or document type, then document is returned to Recording to correct.
   b. Makes sure address is correct and has number of documents next to address
   c. Makes sure "E" is next to address if envelope is attached
      i. Address has to be on first or last page of document
      ii. Clerk will smudge any raised seals
   d. Clerk removes paper clip and separates receipt and envelope from documents
   e. Clerk places all documents face down when going through above process and places receipts and envelopes to the side
   f. Clerk places documents face down in scanner
   g. In System
      i. Clerk runs scan batch
      ii. Uses hot key to read the barcode on document
      iii. Scans batch
   h. Clerk goes through each scanned document
      i. De-skew if needed
      ii. De-speckle if needed
      iii. Makes sure all pages were scanned
         1. If not rescans those pages and places them in appropriate area of document
         2. Note: To rescan clerk has to turn off bar code feature in System
      iv. If there is a document that is not clearly legible then a "Recorders Memorandum" sticker is placed by the area that is not legible. There is not a charge for this once it is in scanning department. (If caught by recording an additional fee is charged and sticker is placed, or document is rejected)
4. Once clerk verifies all documents are correct
   a. Paper clips envelopes and receipts back to document
   b. Organizes documents in groups of 50

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    c.   Rubber bands group together

    d.   Places documents on back table for QC

Current Process – QC

1. Clerk will collect a group of documents from back table in scanning area to QC
2. In System
    a. Clicks on Verify
    b. Checks first document number to choose batch
    c. Select batch
3. QC batch
    a. On paper document
        i. Make sure document type is correct on barcode label
        ii. Check to make sure there is a seal
            1. If seal is raised, make sure it is smudged
        iii. Check if label document number's match and number of documents match (barcode on front and file recorded at end of document)
        iv. Check to make sure number of documents matches number written by address
        v. Check address and if envelope if included
            1. If envelope is provided, make sure address on document matches envelope (if "E" is written by address)
            2. If document does have an envelope but no "E" next to the address, then the document is returned to scanning to be rescanned with "E" added to document. Document is given back to QC once rescanned
            3. QC verifies that document is fixed and is in the correct batch
            4. If there is not an "E" next to address and no envelope then document is okay to QC, as long as number of documents written next to address are correct.
    b. In System
        i. Check scanned image is legible
        ii. Check information on all documents is accurate
        iii. Go to Batch
        iv. Once all documents are okay, save batch
    c. Note: if scanned documents have a problem caused by recording
        i. Incorrect document type on label
        ii. Address is not correct; document is returned to recording to fix
        iii. Once corrected document is returned to scanning then QC'd again
    d. QC clerk rubber bands documents together in groups of 50 and places on table for mail out after indexing and verification
    e. Note: After QC documents move into indexing, indexing does not use paper documents unless there is a problem

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Current Process – Indexing

1. Indexing Clerk indexes both paper and eRecordings
    a. Clerk can identify in System if it is
        i. Paper
        ii. eRecording
    b. Clerk retrieves next batch (paper or eRecording) in System
        i. Usually 25 documents
        ii. Does not mix paper and eRecording documents
        iii. Note: if there is less than 25 in a batch, System will pull next day to get 25 documents. Clerk has to fix this by only pulling documents for the current day
    c. Traditional Documents
        i. Clerk checks scanned document
        ii. Verifies return address and finds where cashier verified address (first or last page)
        iii. Goes through each document to make sure that number of pages are correct
        iv. Looks at last page to make sure Document number matches what is in System as the instrument number
        v. Verifies legal description on document is Williamson County
            1. Verifies information from auto-indexing
                a. Grantor
                b. Grantee
                c. Legal Description
        vi. Clerk uses rubber-banding to collect any missing information
        vii. If all information is correct goes to next document
            1. System can copy fields from one document to the next if information is the same
            2. Clerk can add data if needed
        viii. Note: if address is incorrect then document has to be rescanned and QC'd
        ix. Uses hot key to complete batch if batch is correct
    d. eRecorded Documents
        i. Retrieves eRecording batch
        ii. Clerk uses rubber-band feature in System to capture data for each fields
            1. Selects information missing or wrong for each field
                a. Grantor
                b. Grantee
                c. Legal Description
            2. Checks that certification stamp does not have text below or obstructing it
        iii. Clerk goes to next document
            1. System can copy fields from one document to the next if information is the same
            2. Clerk can add data if needed

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iv.   Clerk checks signature to make sure the field matches the scanned document
   e.   Save completed batch (uses a hot key to indicate the batch has been indexed)

Current Process – Verifying
1. Verifying clerk checks the same areas QC and Indexing
2. Checks each batch of 25
3. Goes through each page of the document to ensure all pages including last page are included
4. Checks labels are on document (first and last page)
5. Checks label document type/number's match
6. Enters all documents verified in System
7. Runs Work Status Reports for all documents for that day
   a. Uses Work Status in System to make sure day is at 100% and ready for mail out
      i.   Scanned
      ii. QC'd
      iii. Indexed
      iv. Verified
   b. Prints report
   c. Goes to Mail Log in System
      i. Enters date range
      ii. Runs report and prints
   d. Mailing Labels
      i.   Enters date range in System
      ii. Runs labels report and loads labels in printer
      iii. Prints labels on Avery 5161 sheets
8. Places all completed documents in mail bin in numeric order with printed reports and labels for mailing

Current Process – Mail Out
1. Mailing Clerk takes documents from mail bin, along with reports and labels
   a. Removes rubber bands from documents
   b. Removes paper clips
   c. Verifies address on document is the same as on the envelope for mailing
      i. If no envelope, uses labels
2. Mailing Clerk uses mail log report to make sure mailing list matches mailing label list
   a. If needed, places mailing label on envelope
   b. Places document (s) in envelope
   c. Checks to make sure document number is correct
   d. Separates mail
      i.   Need postage
      ii. Has postage
      iii. If envelope has quick seal tab

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         iv.   If "Business Reply by Mail" envelope place Clerk's Office return address label

         v.   Note: Makes copies of any Fed Ex, UPS, or USPS priority envelopes if needed

    e.   Finishes mail and places any mail that needs postage by postage machine for postage clerk

    f.   Places all pre-postage mail in mail out bin

Current Process – End of Day Export (FTP)

1. Collects all documents mailed on today's date in System
   a. Click on Document Group
   b. Real Estate
   c. Search Function
   d. Export
   e. Enter date filed and single page
   f. Save as Tiff
   g. Place file in folder
      i. Folder name is date
      ii. Click on user type
      iii. Export using public user access
      iv. Then click on export
   h. Once exported make sure total number of documents matches
   i. Go to desktop folder "OPR on Texas"
   j. Zip the exported file
   k. Once done move zip file into daily
   l. Delete the file that is not zipped
   m. Go to "FileZilla" (FTP
      i. Drag and drop file into the FTP folder
      ii. Clerk compares file size on FTP to file size on computer

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Vital Statistics
Current Process – Issue Certified Copy of Birth Certificate

1. Customer fills out application
    a. Clerk asks for ID (must be the registrant or immediate family member)
    b. Clerk makes sure data matches what computer and customer states
    c. Clerk asks for payment option
        i. Cash
        ii. Credit Card
2. Clerk creates Work Order in System
    a. Enter customer name (First/Last)
    b. Enter service type (copies)
    c. Enter Document type (Birth Certificate Copies)
    d. Look up Birth Certificate
    e. Save document
3. Transaction moves to payments
    a. For Credit Card
        i. Go to Certified Payments
        ii. Print two copies
        iii. One for filing and one for customer
        iv. System prints two receipts
            1. One is stapled to Certified Payments copy and placed in folder in Recording area for pickup at the end of the day by manager.
            2. One is stapled to Certified Payments and the other is handed to customer
        v. Clerk enters Security paper # on application, and receipt number when transaction is complete
    b. For Cash
        i. Customer is given one copy of receipt
        ii. Cash is placed in Vital Clerk's cash drawer
        iii. Clerk enters Security paper # on application, and receipt number when transaction is complete
    c. For either transaction Clerk inserts Certified Security paper in printer
        i. Document is printed
        ii. While customer looks over the document, clerk copies customer ID on the back of application
    d. Clerk then logs Certified Security paper # and information in Excel for control of document and then turns the Excel document in at the end of the day to management
        i. Note: If there is an amendment attached to the Birth Certificate, the clerk has to reduce on the copier the documents and then copy both the Birth Certificate and the amendment onto the front side Certificate paper

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Current Process – Issue Certified Copy Remote Birth Certificate
1. Customer fills out application
    a. Clerk asks for ID (must be the registrant or immediate family member)
    b. Clerk makes sure data matches what computer and customer states
    c. Clerk asks for payment option
        i. Cash
        ii. Credit Card
2. Clerk goes to Remote birth computer
    a. Clicks on Vital Statistics
    b. Search
    c. Verifies information and prints out certificate
3. Clerk creates Work Order in System
    a. Enter customer name (First/Last)
    b. Enter service type (copies)
    c. Enter Document type (Remote Birth Certificate Copies)
    d. Look up Birth Certificate on Remote Birth computer
    e. Save document
4. Transaction moves to payments Cash and Credit Card only
    a. For Credit Card
        i. Go to Certified Payments
        ii. Print two copies
        iii. One for filing and one for customer
        iv. System prints two receipts
            1. One is stapled to Certified Payments copy and placed in folder in Recording area for pickup at the end of the day by manager.
            2. One is paper clipped to Certified Payments and to clerks copy or receipt
        v. Clerk enters Security paper number on application, and receipt number when transaction is complete
    b. For Cash
        i. Customer is given one copy of receipt
        ii. Cash is placed in Vital Clerk's cash drawer
        iii. Clerk enters Security paper number on application, and receipt number when transaction is complete
5. Print document and give to customer with receipt

Current Process – Issue of Marriage License
1. Customers fill out application provided at front desk (in person only with both parties present)
    a. Clerk asks Customer to fill out their own return envelope for Marriage License
        i. Customer has to wait 72 hours for marriage
            1. Exceptions, Twogether in Texas or Active Armed Forces (Note: Twogether in Texas fee is $12.00 and Active Armed Forces under hostile fire fee is waived)

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ii.   Marriage license is valid for 90 days.
    b. Clerk asks for customer ID's and payment
        i.   Note: Both parties must be present
    c. Clerk asks for marriage date and writes that on the top right corner of application

2. In System
    a. Clerk clicks on New Marriage
        i.   Enters both parties' information
        ii.   Social Security #'s
        iii. Names and addresses
        iv.   Birth City
        v.   County
        vi.   ID Type submitted and ID #
        vii. Date of Birth
        viii. Last name at birth
    b. Feature in System is to click on copy application 1 address for the next address if the same)
    c. If underage applicant, process parental consent form(s).
    d. Collect Payment
        i.   Cash
        ii. Credit
    e. Print Receipt(s)
    f. Print application (2 copies)
        i.   Clerk signs both copies
        ii.   Customers signs and dates both copies after reviewing
        iii. Clerk paper clips return envelope filled out by customer to both copies
        iv.   Clerk files away copies in a binder for 90 days
        v.   If marriage license is not returned, then marriage application is held indefinitely
    g. Clerk prints marriage license front and back
        i.   Stamps gold area with raised seal
        ii.   Signs front and back in two places
        iii. Ensures spelling is correct on document
        iv.   Clerk gives a return envelope to customer with new license inserted
    h. Clerk makes sure the customers understands time period for return

Current Process – Return mail of Marriage License

1. Takes mail from OPR recording area and opens it
    a. Checks each Marriage License for
        i.   Signed by officiant
        ii.   Dated with Marriage date
        iii. All signatures are legible
        iv.   If missing any of the above document is rejected and mailed back to address on envelope

b. Clerk signs and dates the receive date of the document front and back
c. Clerk then finds the application from the application bin (applications are bound in 100/increments.
d. Clerk enters on both copies of the applications (in grey area) the
   i. Date of Marriage
   ii. Place of Marriage
   iii. Officiant name
   iv. One copy for the State and 1 copy clerk holds for 90 days
2. Clerk paper clips original license with application and return envelope together for scanning

Current Process – Issue of Marriage License Informal (Not accepted by Soc. Sec or military)
1. Customer fills out informal application form
   a. Clerk writes month, date, year of marriage on right top corner of application
2. In System
   a. Choose informal marriage
      i. Enter applicant names
      ii. Enter applicant addresses
      iii. ID Type
      iv. ID
      v. DOB
      vi. Choose applicants not related
      vii. Enter applicants birth city
      viii. Birth county
      ix. Birth state
      x. Enters date applicants state they started living together as Husband and Wife
   b. Collect payment
3. Print 3 copies of Declaration (State Form)
   a. Clerk signs all copies
   b. Applicants sign all copies
   c. A copy goes to the applicant, the State of Texas, and one is filed in clerk's office
4. (Optional) Print 2 copies of Declaration (Informal Certificate) or use couple supplied certificate
   a. Clerk signs all copies
   b. Clerk stamps both copies with raised seal and smudge seal
   c. Applicants sign both copies
   d. A copy goes to applicant and one is placed in file for scanning with the rest of marriage licenses

Current Process – Issue of Absent Applicant Marriage License
1. Applicants fills out applications for both parties
   a. Brings back notarized copy of application for missing applicant
   b. Show valid ID for missing applicant (not a copy)
2. In System

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   a. Same process as normal application except choose (False) on applicant is present
   b. System will generate a code to write on application to designate absent marriage for the state
        i.   Code will generate in System to go on absent applicant application
        ii. Original of absent application affidavit will be mailed to State of Texas after marriage license is received back
   c. Return process for marriage license is the same as a normal marriage license

Current Process – Indexing and Scanning of Marriage License

1. Clerk removes paper clip from License, application and envelope
     a. Stacks licenses together face down on scanner in ascending order
     b. Paper clips application back with envelope
2. In System
     a. Goes to document group
          i.   Marriage
          ii. Workflows
          iii. Batch scans
          iv. Clicks on scans
     b. De-skew scan for better images
     c. Saves scan
3. Indexing
     a. Enters officiant
     b. Enters date of marriage
     c. Enters county of marriage
     d. Enters date mailed
     e. Processes and gets to next document
4. Finishes batch scan to save index
5. Keeps separate application
6. Places license and return envelope in verification bin
7. Manager verifies index and scan
8. Manager returns to clerk for mailing
9. All applications go into two filing cabinets, one for the State and one for the County

Current Process – Certified Copy of Marriage License

1. Customer fills out application form
     a. Shows ID if paying with credit card
     b. A copy of ID is made on back of application
2. In System
     a. Go to Work order, Marriage
          i.   Enter name
          ii. ID marriage
          iii. Service type copies

            iv.   Doc type Marriage Certified Copy
            v.   Fee group cc marriage
- b. Save
- c. Collect payment
    - i. Give receipt(s) to customer
    - ii. If credit card keeps copies of receipts for clerk to file in credit card folder
3. Pull up image of Marriage License
    - a. Select pages for printing
4. Print License on border paper (not certificate paper)
5. Clerk initials application
6. Clerk Signs, and seals document and gives to customer

Current Process - TER Death Certificate

1. Clerk logs into TER site
    - a. Retrieves Deaths
        - i. Review each death certificate to make sure it is for Williamson County
        - ii. If not, then declines in TER with reason
            1. If event did not occur in registration district
            2. If event occurred over a year ago
            3. If any misspellings
            4. If place of death is checked Decedent's home and home address
                - a. If not in Williamson County
                - b. If home address is marked "yes" inside Austin City limits
                - c. Note: If home address is marked "no" but inside Austin City limits then okay
    - b. Go to reports
        - i. Run Adhoc report
            1. Save report
            2. Add saved report to J drive in death downloads folder
            3. File name is entered as date.txt (example: 11.20.15.txt)
    - c. In System
        - i. Click tab (import TER file)
        - ii. Find file and open
        - iii. Indexes in System automatically
    - d. Print death certificates for scanning
2. Note (Clerk has to add extension number to death certificate by printing the extension on to the document using word)
3. Note (Once death certificates are scanned clerk has to go back in System during QC to add county of residence and city of death)

Current Process - TER Birth

1. Clerk logs into TER site
    - a. Retrieves Birth totals

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   b. Clicks on reports
     i. Adhoc user level
     ii. Choose Williamson county
     iii. Filter
     iv. Enter date range (from (the day before) (to (the day before)
     v. Rerun Adhoc report
     vi. Save report on J drive in Birth download folder
     vii. File name is entered as date.txt (example: 11.20.15.txt)
   c. In System
     i. Click tab (import TER file)
     ii. Find file and open
   d. Search Birth index
   e. Print Search results
   f. Go back into TER and add certificate #
   g. Print birth certificates
     i. After printing stamp County Clerks name in registrar
     ii. Note (Clerk has to add extension number to birth certificate by printing the extension on to the document using Microsoft Word)

Current Process – Scanning Death & Birth
 1. Clerk chooses "Capture image extended" TER (death or birth)
   a. Clicks "yes" to open imported files from TER
   b. Chooses TER Birth Scheme for scanning
   c. Place all printed documents face down in scanner
   d. Scan Document
   e. Make sure scan is clear and okay
     i. Click de-skew if needed
     ii. Click on image filter
     iii. Click on crop bad scans
     iv. Save documents
   f. Place documents in folder for verification

Current Process – Issue Certified Copy of Death Certificate
 1. Customer fills out application
   a. Clerk asks for ID (must be an immediate family member)
   b. Clerk makes sure data matches what computer and customer states
   c. Clerk asks for payment option
     i. Cash
     ii. Credit Card
     iii. Check
 2. Clerk creates Work Order in System
   a. Enter customer name (First/Last)
   b. Enter service type (copies)

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      c.   Enter Document type (Death Certificate Copies)
      d.   Look up Death Certificate
      e.   Enter reference# as customers first and last name
      f.   Save document

3. Collect payment
    a.   For Credit Card
        i.   Go to Certified Payments
        ii.   Print two copies
        iii.   One for filing and one for customer
        iv.   System prints two receipts
            1.   One is stapled to Certified Payments copy
            2.   One is paper clipped to Certified Payments and to clerks copy or receipt
            3.   The clerks copy of stapled receipts are walked to basket in Recording area for pickup at end of day by manager
        v.   Clerk enters Security paper # on application, and receipt number when transaction is complete
    b.   For Cash/Check
        i.   Customer is given one copy of receipt
        ii.   Cash/Check is placed in Vital Clerk's cash drawer
        iii.   Clerk enters Security paper # on application, and receipt number when transaction is complete
    c.   For either transaction Clerk inserts Certified Security paper in printer
        i.   Document is printed
        ii.   While customer looks over the document, clerk copies customer ID on the back of application
    d.   Clerk then logs Certified Security paper # and information in Excel for control of document and then turns the Excel document in at the end of the day to management

4. Note: Amended death certificates are printed out and copied on copier, on legal size security paper. Clerk must then run legal sized security paper back through the printer to print the date (date file template saved in Microsoft Word.)

Research Library
Current Process – Certified Copies
1. Clerk asks for last name/first name
2. Enter information into search index
    a.   Verify that name is correct
    b.   Verify that legal description is correct
3. Use page count stamp at bottom right corner of each page
    a.   Enter page count
4. Certification stamp must be on last page (or back) of document
    a.   Date (spell out month)

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      b.   Clerk signs document

      c.   Document "must" be stapled

5.   In System

      a.   Create work order

      b.   Choose service type (copies)

      c.   Choose Document type (certified copy)

      d.   Enter number of pages

      e.   Save work order

      f.   Collect payment

            i.   Cash

           ii.   Credit Card (uses Certified Payments system)

         iii.   Escrow

         iv.   LegalEase

      g.   Print receipt

            i.   If credit card (prints two receipts)

                 1.   One for customer

                 2.   One to staple to Certified payments receipt

                 3.   For credit cards (clerk has client fill out a form with name, date and address to staple with receipts, as backup)

           ii.   Give receipt and document to customer

Current Process – Plain Copies

1.   Customer finds document number's on public access website www.wilco.org

2.   Brings document numbers to clerk

3.   Clerk inputs the document number's in System

      a.   Clicks on Print image

      b.   Client approves printed documents

4.   In System

      a.   Create work order

      b.   Choose service type (plain copies)

      c.   Choose Document type (copies)

      d.   Enter number of pages

      e.   Save work order

      f.   Go to payment screen to enter payment

            i.   Cash

           ii.   Credit Card

         iii.   Escrow

         iv.   LegalEase

      g.   Print receipt

            i.   If credit card (prints two receipts)

                 1.   One for customer

                 2.   One to staple to Certified payments receipt

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3. For credit cards (clerk has client fill out a form with name, date and address to staple with receipts, as backup)

    ii. Give receipt and document to customer

Current Process – Printing Plats
1. On clerks" J" drive
2. Go to digital plats folder
   - a. Choose plat by number or cabinet and slide
   - b. Choose file
   - c. Choose print
   - d. Choose printer
   - e. Choose size of plat print out (example: 24 x 36)
   - f. Print image
3. Clerk charges customer in System as usual

Archiving
Archiving is scanning old birth records, and will be scanning old death records in the near future. Archiving also handles the microfilm review.

Current Process – Indexing (Birth Records)
1. Start a Batch in System
   - a. Click on Document Group
      - i. Birth
      - ii. Workflows
         1. Old Birth Certificates
      - iii. Click add
      - iv. Choose document type
         1. Delayed birth
         2. Birth Certificate
         3. Enter Birth Certificate Information
         4. If Taylor birth, click that option (non-regular birth)
      - v. Enter Certificate number
      - vi. Enter first, middle name, last name
      - vii. DOB
      - viii. Sex
      - ix. Mothers Maiden Name and Father's
      - x. Date Filed
      - xi. Death indication
2. Process Batch
3. Create Report by file date, first to last
4. Search last number

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5. Select documents for report for verification
6. Print selected reports for verification
7. Note: Create a birth date/file date range report for batch

Current Process – Birth Scanning
1. Remove paper clips
2. Place document face down on scanner ADF (Automatic Document Feeder)
3. Choose scheme for scanner
4. Scan document
5. Check Document and Clean up scan with options in Aumentum
   a. De-skew
   b. De-speckle
   c. Crop extra White space
   d. If document is dark use Erosion option
   e. If document is light use Dilation option
   f. Note: do not need to scan in extra documents unless "Amendment", or a "Letter"
6. Paper clip document back together, leave face down on scanner and go to next document
7. Once batch of documents is scanned (usually 50 documents) then place in folder for verification
8. Note: Clerk wishes to be able to scan a batch all at one time in new system
9. Note: Clerk wishes to have an undo button when fixing scanning after saving a fix on scanned document

Current Process – Birth Verification
1. Click on "Correct Image and Index" in System
2. Choose the Batch to correct
3. If all matches mark "Index and Scan Verified" in System
   a. Mark index verified
   b. Mark image as verified
4. If issues with scan, or Indexing then document is returned to scanning to be fixed
5. Person verifying writes down any issues with scan or indexing
6. Note: If document is a duplicate or needs to be Recycled
   a. Go to index correction
   b. "X" out all information
   c. Then go to image correction
        i. Scan again with "Recycle" text over the document
7. Note: Archiving would like the option to delete a record after scanning and indexing, even if only allowed from an admin or manager

Current Process – Microfilm
1. Get microfilm from Research Library
2. Archiving Clerk creates worksheet in Excel which includes
   a. Document numbers for reel (first to last) for original and duplicate reels
   b. Duplicate reel page count
   c. Clerks initials that viewed reel

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      d.   Date of view
      e.   Duplicate reel issues (missing pages or illegible)
      f.   Original reel page count
      g.   Clerks initials that viewed reel
      h.   Date of view
      i.   Original issues (missing or illegible)

3.   Clerk viewing reel enters all information on Excel sheet for each reel
4.   Clerk in Research Library creates Excel Documents for County Clerk
      a.   An Excel file for Film Totals for Year viewed which includes
          i.   Total reels
          ii.   Total documents
          iii.   Total pages
          iv.   Total errors on Original Film
          v.   Total errors on Duplicate Films
          vi.   Total errors on both
      b.   An Excel file with Total Summary of Reel for year viewed which includes
          i.   Reel number
          ii.   Beginning Document number
          iii.   End Document number
          iv.   Duplicate Page count
          v.   Duplicate Errors
          vi.   Duplicate issues (missing or illegible)
          vii.   Original page count
          viii.   Original error
          ix.   Error for both
          x.   Original issues (missing or illegible)
          xi.   Kind of issues

Official Public - Records End of Day

Current Process – End of Day Cashiering

1.   Clerk prints out cash out slip
      a.   In System
          i.   Clicks on document group
          ii.   Cashiering
          iii.   Reports
          iv.   Receipt summary by device
          v.   Clerk views summary on screen
      b.   Ensures cash and checks in drawer match receipt summary on screen, and $100.00 is left in cash drawer
      c.   Paper clips all money and checks together with both receipts from calculator
          i.   After adding up cash with calculator (with receipt paper)
          ii.   After adding up checks with calculator (with receipt paper)

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    d. Paper clips check stubs together
    e. Takes cash, checks, and check stubs along with refund letters to Recording Manager
    f. Places cash drawer in floor safe overnight
    g. Clerk adds up all credit card transactions for the day with calculator and paper clips tape and transactions together to give to Manager
2. Clerk runs LegalEase payments through Frost Bank and Manager verifies and gives clerk calculator tape to paper clip to report
3. Recording delivers any documents that need indexed to the indexing department
4. All county seals in recording and research library are placed in locked room in indexing department

Current Process – End of Day Cashiering Manager

1. Manager verifies each clerk's cash/check receipts
    a. Verifies each clerk's cash/check tape matches "Receipt Summary by Device" report
    b. Totals cash and checks for each clerk and makes sure matches each clerk's calculator tape
    c. Places all cash and checks in a bag and then puts them in locked floor vault with clerk's cash drawers for bookkeeper pickup
    d. Totals all eRecording or Escrow checks and paper clips calculator tape to checks, places in the money bag for bookkeeper pickup
2. Manager prints end of day reports
    a. Customer account list report
    b. Escrow transfer report
    c. Revenue Summary report
        i. Uses the report to reconcile by comparing to Escrow Transfer report
        ii. Subtracts report "Escrow charged from Escrow received)
        iii. Writes the first and last receipt #'s for the day in the top right corner of report
    d. Receipt summary by device report
        i. Writes the first and last receipt #'s for the day in the top right corner of report
    e. Logs into Frost Bank
        i. Retrieves summary report for LegalEase account
        ii. Ensures that the report matches the summary by device report
        iii. Prints report
    f. All reports are paper clipped together, and bookkeeper picks up
3. Checks eRecording document count and total recorded documents for OPR report
    a. Enters totals on Weekly Real Estate Transactions Status Report (This report goes to County Clerk at end of week)
4. Weekly Reports for County Clerk
    a. Weekly Real Estate Transaction Report
        i. Includes Date received
        ii. Includes total documents cashed in
        iii. Includes return date of recorded documents
        iv. Includes total documents not scanned

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       v.   Includes total documents not indexed
     vi.   Includes customer contacts (People/Calls/Email)
   vii.   Includes total plats ready for recording
  viii.   Includes total plats pending/problems
    ix.   Includes personnel absences

   b. Weekly Plat Report
   c. Weekly Statistics by Employee report
   d. eRecording Report

Current Process – Bookkeeper End of Day Process

1. Compares Receipt Summary Report to Revenue Summary Report (G/L) and makes sure numbers match System
2. Prints IRS-Direct Deposit report and sends the G/L breakout to the Treasurer
3. Enters daily G/L information into a Microsoft Excel document
4. Enters daily receipt adjustments in a Microsoft Excel document
5. Enters and compares monthly report to make sure everything matches daily G/L information totals
6. Checks the Adjusted Receipt report and the Adjust Revenue report to verify any adjustments

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Overview of Desired Solution

Williamson County is interested in receiving responses from qualified firms for an integrated Recording system. The Recording system should provide the following high-level functionality:

- Cashiering transactions (filing documents, copy requests, other miscellaneous)
- Filing documents (assigning and tracking instrument numbers, bar codes, statutory stamps, number of pages per document, etc.)
- Assumed Names, Marriage Licenses/Marriage Applications, Vital Statistics and other miscellaneous records will be indexed by the clerk's staff
- Public research of records on-line
- Marriage application and license generation
- Interface with Scanning devices
- Reporting
- Web access for Official Public Records with e-commerce

Evaluation/Award Summary

Overview
The County of Williamson Texas ("Williamson County" or the "County") is soliciting Offers of High Technology purchases as authorized in the State of Texas. The County desires a software solution that will not only meet its minimum requirements, but will offer the County the most functionality within its budgetary limitations. The RFP, in accordance with State of Texas guidelines, provides for a negotiated procurement to obtain the "best value" for the County based on criteria defined herein.

Evaluation Criteria
A County evaluation team, with assistance from a technical advisor, will evaluate the information provided by vendors in response to the criteria established below. The scores of all evaluators will be used to determine the ranking of each Offer. The award of the contract shall be made to the responsible offeror whose offer is determined to be the best evaluated offer resulting from negotiation, taking into consideration the relative importance of price and other evaluation factors set forth in the Request For Proposal. Award of contract will be made in the best interest of the County and shall, therefore, be considered final.

The following weighted criteria will be considered in making an award: Max. Points

1.	Extent to which the solution meets the County's functional requirements	**25**
2.	Extent to which the solution meets the County's technical requirements	**25**
3.	Total Proposed Price	**15**
4.	References/reputation/experience/financial stability of firm	**20**
5.	Support, Warranty and Maintenance	**15**

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Each proposing firm is responsible for submitting all relevant, factual, and correct information for evaluation of the above criteria with their Offer. The evaluation committee will evaluate each proposal based on the data submitted.

Selection Process

During the RFP process, firms shall not contact County staff. Additionally, firms and their employees of related companies as well as paid or unpaid personnel acting on their behalf shall not contact or participate in any type of contact outside the County offices with County employees, including elected officials. Such contact may result in the vendor being disqualified. All contact must be coordinated through the Purchasing Department for this procurement.

The Evaluation Committee will use a two-step process to select the "best value" solution.

Step One: Based on the firms' written proposal, the Evaluation Committee will perform critical requirements fit analysis and conduct reference checks and evaluate the technical merit of each response. The Evaluation Committee will then discuss the results of their review and determine which vendors are reasonably qualified of being selected for award, hereinafter called "Offerors". After initial evaluations for technical compliance, the County may enter into discussions with qualified firms regarding the systems proposed. These discussions will be on an individual basis and will be closed to third parties and other proposing firms.

Step Two: The Offerors may be asked to schedule and participate in scripted software demonstrations for the Evaluation Committee and staff, provide a product overview demonstration for Recording Department customers and participate in due diligence meetings with the Evaluation Committee and appropriate staff.

The Evaluation Committee will recommend to the Williamson County Commissioners Court that award be made to the firm whose response is determined to be the best evaluated offer resulting from negotiation, taking into consideration the relative importance of price and other evaluation factors set forth in the evaluation criteria described above. The Williamson County Commissioners Court, by formal court order, will authorize said award subject to the execution of the requisite contract documents by the County and selected firm. All necessary contract documents are prepared by the County Attorney or other counsel representing the County and are tailored specifically for this project. No contract shall be binding on the County until it has been approved as to form by the Williamson County Attorney or other authorized counsel representing the County and executed by the Williamson County Commissioners Court. Upon execution of contract, a formal Notice-to-Proceed will be issued by the Purchasing Agent identifying the exact start date for the project.

Please organize the Offer into the following major sections:

Section	Title
1.0	Transmittal Letter
2.0	Executive Summary
3.0	Company Background
4.0	Operating Model Analysis
5.0	Proposed Application Software
6.0	System Environments
7.0	Graphical User Interface
8.0	Document Imaging
9.0	Database Software
10.0	Optional Software
11.0	System Security
12.0	Hardware Environments
13.0	Responses to Requirements Sections
14.0	Implementation Support and Training
15.0	Maintenance Program
16.0	Project Schedule
17.0	Client References
18.0	Vendor Information/Diagram Attachments
19.0	Cost Quotations
20.0	Other Documentation Required
21.0	Payment Options
22.0	Sample Contract

1.0 Transmittal Letter
Provide a transmittal letter on your firm's letterhead. An individual who is authorized to bind the vendor contractually shall sign a transmittal letter, which shall be considered an integral part of the RFP. If the vendor is a corporation, the legal name of the corporation shall be provided together with the signature of the officer or officers authorized to sign on behalf of the corporation. The transmittal letter should be of minimal length to serve as the RFP abstract. The transmittal letter should include the following:
- Brief description of your organization
- Principal business location and any other service locations
- Brief history of your organization's experience with services similar to these services
- Brief description of the proposed solution
- A statement that your firm has the fiscal capacity to provide the required services
- A listing of all sub-offerors that will be utilized
- Contact person, phone number and email address for questions relating to the Offer
- Signature of person authorized to contractually bind the company.

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2.0 Executive Summary

This part of the response to the RFP must be limited to a brief narrative highlighting the vendor's RFP. The summary must contain as little technical jargon as possible, and must be oriented toward non-technical personnel. The Executive Summary must not include cost quotations.

3.0 Company Background

Vendors must provide the following information about their company so the County can evaluate the vendors' stability and ability to support the commitments set forth in response to the RFP. The County, at its option, may require a vendor to provide additional documentation to support and/or clarify requested information.

- Length of time the company has been in business under current name
- A brief description of the company including history
- Company size and organization, including a list of related companies
- Three years of audited financial statements
- The number of years the company has been providing RDBMS-based applications
- The number of years the company has been providing Image Enabled applications
- The number of years the company has been providing Client/Server applications
- The core competency of the company (i.e. software, hardware, imaging, etc.)
- User Group meetings/conferences, and where they have been held in the past three years. Include number of County participants.
- The number of employees allocated strictly for research and development
- The number of employees allocated strictly for support and description of the type of support provided by each employee in this category
- Are all the programmers/technical team located within the United States?
- Is the company or related companies now or has it been a party in a civil suit in the last 5 years? If so, provide a current docket sheet for each suit.
- Is the company or related companies now or has it been charged in the last 5 years with violation of the law or currently the subject of any governmental investigation? If so, provide a current standing for each offense or nature of investigation.

Include information on all 3rd party alliance partners proposed as part of this contract:

- Company history
- Alliance relationship and length of relationship
- Clients where you have done work together
- Products and services provided and how they interface with your product

4.0 Operating Model Analysis

The vendor must present high-level models depicting proposed process flows within each of the major functional areas of the department including:

- Filing of Official Public Records
- Filing of Vital Statistics Records
- Marriage Application and Filing
- Birth and Death Certified Copies

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- Public Research including web access

5.0 Proposed Application Software

The vendor must present in detail, features and capabilities of the proposed application software. The vendor must identify the development language used to create the application software. The vendor must list any additional software products required to support the proposed application software.

Third Party Software. Offeror shall identify any Third Party Software, and, unless otherwise stated in this Contract, Offeror shall, to the extent necessary to provide the services under this Contract: (1) maintain and upgrade as necessary licenses and maintenance agreements for Third Party Software Licenses used by County in the performance of the services to be provided under this Contract; (2) obtain licensed authorization for use and disclosure of Third Party Software by and to Offeror's employees or agents. Offeror shall not use in performing the services pursuant to this Contract any Third Party Software unless the fully informed consent of County (acting through the County Commissioners Court or County Purchasing Agent) has been tendered and such Third Party Software was commercially available to County when selected. In the event that Offeror shall use any Third Party Software, license, or other item that becomes a part of or is incorporated into the Work Product, tangible media embodying the Work Product, or Intellectual Property, Offeror shall obtain and transfer to County, its Offerors and sub-Offerors, to the extent necessary or desirable for County or such Offerors and sub-Offerors to perform the services pursuant to this Contract, a worldwide, perpetual, royalty-free, nonexclusive license to use and modify the Third Party Software for the sole and exclusive benefit of County, without any charge or expense beyond those amounts payable to Offeror for the services rendered pursuant to this Contract.

6.0 System Environments
The vendor must describe the supported computer hardware environment in which the proposed software will run. In the event there are multiple computer systems available, list all options. The vendor must identify the operating system that is supported by the proposed applications software and the proposed relational database management system in the hardware environment recommended above.

7.0 Graphical User Interface
The vendor shall describe the user interface proposed for the system. The vendor shall describe all navigational systems (menus, windows, etc.) that are used to run the proposed software solution. This shall include a description of the screens that are part of the solution and how these screens are implemented. If commercial user tools are being provided, please explain them in your response.

8.0 Document Imaging
The vendor must describe the features and capabilities of the proposed document imaging component of the system. This must include the manufacturer of the imaging software, and the extent to which the software is used in the proposed system.

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9.0 Database Software
The vendor must provide a description of the database management system required to support the computing environment. List any fourth generation features utilized in constructing the proposed applications software and any optional end-user productivity tools.

10.0 Optional Software
The vendor must include a description of any features (or value added components) available for use with the proposed software that have not been specifically requested in the RFP. Consideration of these products will be given to vendors whose optional software is to be of value to the County.

11.0 System Security
The vendor must include a detailed description of the proposed software and database security features. The vendor must describe their philosophy of where each security administration function should best reside - in the Information Systems Division or in the user areas.

12.0 Hardware Environments
A schedule must be prepared detailing:
- Proposed hardware configuration and increases that can be expected through implementation of your system - if you are proposing multiple systems, please provide complete information
- Manufacturer, model number and functional description of each unit or equipment component, including features and special devices - this must include any proposed equipment, including data entry devices
- Expandability of the proposed equipment to larger configurations - memory, mass storage, and peripheral devices must be included
- Capability of the equipment to function in an open systems environment
- Capability of the equipment to function in an on-line, real-time environment
- Unit pricing where appropriate must be shown so changes in quantity can be computed, and the vendor must mention unit price discounts with quantity purchases.
- If distributive processing is part of your system configuration, discuss the tiers you use in your configuration.

All necessary and optional site requirements related to the proposed configuration must be described in detail. These should include:
- Environmental requirements
- Electrical requirements
- Emergency power requirements (indicate proposed solution)
- Communications channels and types of protocols

You must submit a copy of your hardware site-planning guide with your Offer, if additional equipment is recommended. Indicate any special operating systems or utilities that are required to operate the proposed system. These items need to be included in the cost tables.

13.0 Responses to Functional and Technical Requirements
Responses to the Functional and Technical Requirements Section of the RFP must be provided in this section of the vendor's response. Vendors must use the format provided and add comments as necessary. Additional comments are encouraged and should be placed next to the response.

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Any false or misleading information will be subject to immediate disqualification of the vendor's Offer.

14.0 Implementation Support and Training
The vendor must provide a detailed overview of the implementation, support, and training for the proposed software. This information must include:
- Project organization chart
- Detailed implementation methodology including change management plan.
- Estimate of total project hours with separate estimates for vendor and County staff
- Interface development
- Detailed Data Conversion plan
- Overview of proposed training for end users and information technology personnel
- Implementation and training plan, including estimated time-frame and deliverables for each phase of the project
- Resumes detailing project team experience – please indicate key personnel assigned to this project

The vendor must provide a complete application training program for County Clerk personnel. The vendor will recommend the type of training required, which will include system and equipment operation, system support, and use of all software included with the system. The vendor will present the recommended training in outline form showing subject title and length of time required. Training will be provided in Williamson County at facilities mutually agreed to by the County Clerk and the vendor. The vendor will be expected to train at least 5 staff but may limit class size to a reasonable number to avoid interruption of service in the County Clerk's office. Additionally, the vendor must work with the County Clerk and designated management to develop a training strategy that would minimize the impact on office productivity and customer service. Any initial and ongoing charges for training, training materials, and travel will be detailed and explained by the vendor in the cost tables.

15.0 Maintenance Program
The County may require that the successful vendor provide some equipment maintenance support in Marshall to service and support this installation. In order to determine the level of support available to the County Clerk, the vendor will provide the following information:

1. Describe the nature of maintenance coverage and types of programs available to the County Clerk. All cost information must be included in the cost tables.

2. Specify the preventive maintenance schedule for hardware, software, network and data, and estimate the amount of non-scheduled maintenance (downtime) for each item of equipment included in the proposed system. Preventive and corrective maintenance will be performed according to the maintenance plan selected by the Information Technology Department in conjunction with the County Clerk.

3. Specify the availability of telephone support, including toll-free access and hours of operation.

4. Specify the minimum and maximum time to respond to calls for non-scheduled (corrective) maintenance twenty-four (24) hours per day, seven (7) days per week and the location(s) from which such maintenance will be provided.

5. Specify the number of maintenance personnel presently located in, or who will be located in, Texas and the extent to which they will be available to support the County Clerk's installation.

6. Describe the vendor's policy for expediting repair of equipment that has been inoperative less than a one (1) hour, eight (8) hours, twenty-four (24) hours, and longer than twenty-four hours.

7. Describe the delivery method of future upgrades and product enhancements.

8. The County will require that the successful vendor maintain all vendor-furnished software in reliable operating condition and incorporate the latest vendor software changes and statutory changes applicable to this installation. The vendor will describe the nature of their software maintenance and their program for keeping vendor-furnished software reliable, efficient, and current. The vendor must describe if the County's Information Systems personnel can install any of the software.

9. Provide a Five (5) year estimated annual software maintenance schedule.

10. The Vendor will pay postage and delivery for hardware maintenance when shipping is required to accommodate repair.

11. Provide defined escalation process for problem resolution.

16.0 Project Schedule
Each vendor must provide a detailed Project Schedule that will cover system development and installation, equipment installation, database conversion and/or creation, training, and any other appropriate tasks. The schedule must indicate time estimates by major milestones and sub-tasks.

In the course of implementation of a project it is important to have consistent team members. A key member of the team is the Project Manager. Each vendor must identify a proposed project manager with resume attached. Williamson County requires a dedicated Project Manager to be assigned during the full term of the project.

17.0 Client References
Vendors must provide a complete customer list and at least three (3) client references that are similar in size and complexity of the Williamson County Clerk's Recording Department. These clients must have licensed the proposed software for a comparable computing environment. Information must include at the minimum:
- County Name
- Contact Name
- Title
- Address
- Telephone Number

- Email Address
- Software licensed (O/S, DB, etc.)
- Hardware/network environment
- Implementation status
- Modules in use and year installed
- Average daily transaction volume
- Average number of images captured/scanned per day
- Approximate total number of documents on the system
- Approximate total number of pages on the system

18.0 Vendor Information Attachments
All vendor attachments necessary for response to the RFO must be properly labeled and included with the RFO.

19.0 Cost Quotations
The vendor's cost quotations must be itemized and include all costs (e.g., hardware, license fees, source code, object code, implementation and training, travel and per diem, documentation, maintenance, and hourly rates). Vendors should carefully review all cost data for accuracy and completeness prior to submission. The cost quotations must include the following:

1. Vendor Letter of Transmittal for Cost Offer
2. Cost Tables
3. Hourly rate schedule for scope changes detailed by resource type and level. The rate schedule(s) should apply to scope changes during the project and for subsequent requests after implementation.
4. Executive Summary containing a brief statement of any cost advantages provided by the vendor and any observations or comments deemed appropriate to full understanding of the Cost Offer. Vendors are required to use the Cost Tables provided in Attachments D through J.
5. Provide your firm's proposed milestone/progress payment schedule. This proposed schedule will be negotiated with the selected firm(s) and will incorporate the County's specific testing and acceptance requirements.

The Offer's pricing must remain valid for one hundred eighty (180) days from the RFO response due date. All materials included in the response to this RFO, including any portion of the RFO document, may be incorporated into the final agreement.

20.0 Other Documentation
Bidders are required to include the following attachments with their responses to this RFO.

Attachment A.   Help Desk
Attachment B.   Software Maintenance and Upgrades
Attachment C.   Hardware Maintenance and Upgrades
Attachment D.   Hardware Cost Table
Attachment E.   Software Cost Table
Attachment F.   Implementation Services Cost Table
Attachment G.   Options Cost Table

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Attachment H.   Optional Services Cost Table
Attachment I.   Cost Table

21.0 Payment Options

The County requests payment options for acquisition of the system. Payment options can include but are not limited to the following:

- Perpetual License with Annual Maintenance

22.0 Sample Contract

Please provide us a copy of your software license agreement and maintenance agreement for hardware and software.

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INSTRUCTIONS

Weight Column
The following requirements are weighted based on the following criteria:

            C = Critical
            I = Important

These weights will be used by the Evaluation Team to determine the relative merit of each requirement when scoring the proposal responses.

Response Code Column
Vendors must use one of the following response codes for each functional requirement.

    Y = this feature is currently in production (i.e., fully implemented and in use) in another county and is provided within the proposed solution. If the feature is fully implemented but not within a county, please explain in the comments column.

    U = the proposed user tools can be used to include this feature. (Please explain.)

    P = the system does not completely meet the criteria as described - only partial compliance will be provided. (Please explain.)

    M = Modification would be required at an additional cost. The vendor MUST specify the estimated cost in the Response Code column. Modification at zero cost is acceptable.

    N = this feature is not provided.

Comment Column
Additional comments are encouraged and should be placed next to the response code. Please use this column to add clarity to your responses.

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Functional Requirements

General Requirements

1. User Interface

Item	Requirement	Weight	Response Code	Comment
1.1.	All recording system functions must be in compliance with current Texas statutes as interpreted by the Williamson County Clerk's Office.	C		
1.2.	All screens used in the system must be designed with the following concepts: efficient navigation, informative help messages, field editing, data entry automation, and ergonomic design	I		
1.3.	All entry fields, where appropriate, must offer default values when a screen is first displayed for entry, or when the user passes the field without entering any value.	I		
1.4.	All entry fields that receive date and time values must perform edits and must only accept valid entry.	C		
1.5.	All user screens must provide help screen and help field windows that offer efficient, informative, and instructional information.	I		
1.6.	All entry fields that have validation from a code table must produce, upon user request, a pick list of code table values, where the user can select the proper value for the field.	I		
1.7.	All fields, where appropriate, must provide intelligent edits. Example: The number of pages for a recorded document must always be greater than zero (0).	I		
1.8.	Application software screens must produce messages informing the users of required fields that must receive a value before a screen can be accepted.	C		
1.9.	All screens must display progress update messages when the system is executing a process which results in the user screen being disabled.	I		
1.10.	The system incorporates workflow tracking capabilities to enable the clerks and management to determine where each document is	C		

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	within the overall process (e.g., cashiered, scanned, indexed, mailed, etc.)			
1.11.	The system tracks the user id for each activity performed to provide an audit trail and improve accountability.	C		
1.12.	Annual maintenance agreements include system modifications necessary as a result of statute changes as interpreted by the Williamson County Clerk. These modifications will be completed prior to the required implementation date within the statute. After implementation, any functionality identified as contrary to statute shall be made compliant within 30 days.	C		

2. On-Line Help Screens

Item	Requirement	Weight	Response Code	Comment
4.1.	The system must provide on-line help for all screens and menus, including topic searches.	I		
4.2.	On-line help must assist in general navigation of the screens.	I		
4.3.	The help function must be context sensitive and index driven for all screens and menus.	I		
4.4.	On-line help text will be provided.	I		

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3. Application User Documentation

Item	Requirement	Weight	Response Code	Comment
3.1.	User manuals (on-line and hard copy) must be provided for each application.	C		
3.2.	The vendor will provide printed user manuals that are easy to use, easy to read, non-technical, and include screen illustrations, data entry requirements, and use of function/command keys. In addition, the vendor will provide desk reference guides or job aids for each workstation including County staff and public research areas.	I		

4. Testing/Training Environment

Item	Requirement	Weight	Response Code	Comment
4.1.	During system test/training, the vendor will set up a complete testing environment in a functional room provided by the Clerk. The testing room will include at least one front counter/cashier workstation, one scanning workstation, one indexing/verifying workstations and one workstation dedicated to Public Inquiry, and all appropriate user hardware and software required to produce a full system test.	C		
4.2.	The hardware and software workstations in the testing room must include at least one representation of any unique system area or function including importing indexed data from the outsourced operation.	C		
4.3.	Users must be able to fully process Recorded Documents. The processing must include all functional areas, including front counter, cashier, scanning, indexing, verifying, microfilm production and public inquiry and all printed reports and forms.	C		
4.4.	After system implementation, this training database will be maintained so new users can be trained.	C		

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Application Requirements

5. General

Item	Requirement	Weight	Response Code	Comment
5.1.	The user must have the ability to execute the Recording/Indexing application software from a menu system.	I		
5.2.	All Official Records documents will be imaged and linked to the Official Records index.	C		
5.3.	A Document Type code table must exist that includes all document types recorded. A system supervisor must have the ability to add codes to this table. The Document Type code table must also contain flags that instruct the Recording screen to require entry to certain fields.	C		
5.4.	In order to avoid redundant data entry, data entered by cashiers will carry forward and be available for the indexing process. (i.e., Recording Fees, Grantor, Grantee, addresses, etc.)	C		
5.5.	All numbers assigned by the system will be unique (i.e., no duplication of instrument number, receipt numbers, registrar file numbers, etc.).	C		
5.6.	Documents must be linked by direct reference to a Grantor/Grantee Name, Instrument Number, Recorded Date, and for historic records, Volume and Page.	C		
5.7.	The software must have a security flag to allow certain users to update data on the Official Records Index.	C		
5.8.	The software must have a security flag to allow certain users to update the Official Records Index for prior years.	C		
5.9.	The document record must store an optional return mailing address for documents that must be returned by mail.	C		
5.10.	The document record will contain a flag field that denotes method of returning a document.	I		
5.11.	The system will produce mailing labels for documents that must be mailed back to the customer.	C		
5.12.	All Receipt records must be linked to the document records for which they were generated.	C		

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5.13.	All document records must be linked to the Receipt records generated for them.	C		
5.14.	Users must have the ability to print a daily balancing report.	C		
5.15.	Users must have the ability to print a report that lists an alphabetical index by document number and name.	C		
5.16.	When printing reports, users must be able to select the type of output, the printer, number of copies, and have the option to cancel the print request.	I		
5.17.	Ability to keep data entry audit trails throughout system with reporting capability.	C		
5.18.	Ability to provide multiple levels of password security with identification of the specific operator executing a transaction and lockout to prevent unauthorized fees, deletions, and searches.	C		
5.19.	Provide ability to view online the System Security "layout" or map in order to perform periodic audits to determine if security set up is still in line with user-defined guidelines and principles.	I		
5.20.	System provides externally definable security to restrict access as follows: 　a. by workstation 　b. by User ID 　c by critical data element (read only versus update)	C		
5.21.	Users are unable to alter instrument numbers generated by the system.	C		

6. Document Workflow

Item	Requirement	Weight	Response Code	Comment
6.1.	The Recording/Indexing software must contain a Document Workflow queue which lists all documents that have not completed the full workflow cycle.	C		
6.2.	The document data records must contain the following date and time information: Recorded, Scanned, Indexed, Verified, Mailed, and Cycle Completed.	C		

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Item	Requirement	Weight	Response Code	Comment
6.3.	The Document Workflow select list must present documents with the following Status Codes (or similar): Recorded, Indexed, Index Verified, Scanned, Image Verified, and Mailed,	C		
6.4.	Document Status levels must be achieved automatically by the completion of a particular process, or by the user updating a flag field when a manual procedure is completed.	C		
6.5.	Users must be able to select a document from the Workflow queue to work with, in any of the workflow screens.	I		

7. Document Retrieval

Item	Requirement	Weight	Response Code	Comment
7.1.	The system must provide an efficient means of document retrieval and rapid transition from page to page.	C		
7.2.	The system must allow a scanned document to be rotated, moved on the screen, and scrolled page by page.	C		
7.3.	The system must provide the user with the ability to enlarge a section of the scanned document.	I		
7.4.	The user must have the ability to scroll through a displayed image that is too large to fit on the workstation monitor.	C		
7.5.	Users must have the ability to access each index in the system.	C		

8. Document Printing

Item	Requirement	Weight	Response Code	Comment
8.1.	Users must be able to reproduce documents on a laser printer.	C		
8.2.	The document copies must be equivalent in appearance to the digital images displayed on the screen.	C		
8.3.	Users must be able to select multiple documents for copying, and queue them on a printer.	C		

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8.4.	Some documents require printing to certificate paper in a reduced format.	C		
8.5.	Users must be able to specify a page range and individual pages for a given document.	C		

9. Report Standards

Item	Requirement	Weight	Response Code	Comment
9.1.	All reports must have a standard header.	I		
9.2.	All reports must produce a selection criteria page, either at the beginning or the end of the report.	C		
9.3.	All reports must contain a totals page at the end of the report.	I		
9.4.	Delivered (standard) report to printout totals daily, weekly, monthly, quarterly and calendar and fiscal year-to-date totals of recording fees collected and distributed.	I		
9.5.	Delivered (standard) report, listing contents of user and system and defined tables.	I		
9.6.	Ability to run ad-hoc reports.	I		
9.7.	Is the report writer capable of accessing and using ANY data element maintained on the system without requiring the services of a programmer or Information Technology "expert?"	I		
9.8.	Ability to view all standard and ad-hoc reports/queries online at the end users workstation prior to printing hardcopy (on-demand/real time).	I		
9.9.	Ability to produce trend reports including increase/decrease in document types or fees over time, individual performance statistics, etc.	C		
9.10.	Ability to produce exception reports reflecting void transactions or fees expected vs. fees collected for the requested time period.	C		
9.11.	Ability to produce reports listing all users who accessed the system on a daily basis including entry and exit times, user identification, company name (for external users).	I		

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9.12.	Provide reports that allow County Clerk staff to monitor and manage incoming volumes and staff production.	C		
9.13.	Productivity reports by department for any given date range	I		
9.14.	Ability to adjust column width and row height, as well as hide/unhide columns and rows.	I		
9.15.	Ability to add charts and graphs to reports	I		

10. Cashiering

Item	Requirement	Weight	Response Code	Comment
10.1.	All transactions will be processed through one common cashiering system.	C		
10.2.	User can easily recognize, diagnose, and recover from errors	I		
10.3.	The new system must provide an application module dedicated to the processing of customer payments for receipts and invoices.	C		
10.4.	Users must have an appropriate security to perform cashiering functions.	C		
10.5.	Cashier workstations must have a cash drawer, which is opened programmatically or by manual key.	C		
10.6.	The system must support receipt of payment in cash (calculate change due), checks, and escrow.	C		
10.7.	The system must support the recording of multiple documents with a single payment consisting of any combination(s) of payment methods.	C		
10.8.	The system must provide the capability to automatically calculate fees based on user-maintained tables.	C		
10.9.	The system shall support multiple document types per document (e.g., mortgage and assignment.)	C		
10.10.	The system must allow the use of a common customer table by customer number (code table), and must allow the user to add a	C		

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	new customer name which can be added to the frequent customer table.			
10.11.	The system must automatically assign the following information for each recorded document: Instrument number, recording date and time.	C		
10.12.	Upon payment of a receipt or invoice, the system will create Payment Detail records which will contain the GL accounts, amount paid, receipt/invoice number paid, tender type, and check number. All Payment Detail records will contain the current date, upon which the payment was made.	C		
10.13.	Users must have the ability to print a Daily Balancing report containing totals for funds received, and sorted by each tender type, broken down by teller/cash drawer. Totals must also be given for GL Categories.	C		
10.14.	A validation printer should be available to each Cashier/Recorder to validate the receipt/invoice and check(s) used for payment and endorse the document.	C		
10.15.	Support cash drawer workstations with the following: (1) Keyboard (2) Image capable monitor (3) Receipt Printer (4) Locking Cash Drawer	C		
10.16.	Support cashiering options in the following flows: (1) Cashiering at the counter for walkups (2) Batch cashiering for mail and title companies (3) Cashiering with scanning at a later time.	C		
10.17.	The system automates overage processing for surplus/refunds.	C		
10.18.	The County Clerk's fee schedule is table driven and access is restricted.	C		
10.19.	Real Property cashiering prompts the user for a minimum of Document Type, Number of Pages, Grantors, Grantees, plus other items in order to calculate the fee.	C		
10.20.	The system has the ability to produce a courtesy copy label/stamp.	I		
10.21.	The cashiering system will allow entry of document return method, i.e. Mail, pre-addressed.	I		
10.22.	System must support the suspension of a transaction that can be later recalled and continued.	I		

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Item	Requirement		
10.23.	Instrument numbers are assigned sequentially at the end of the transaction when the payment is applied.	C	
10.24.	Cashiers may correct errors before the transaction is final.	C	
10.25.	The system endorses the check with information from a code table as well other receipt information such as receipt number.	C	
10.26.	The system uses shortcut keys to speed data entry for payment type and document type	C	
10.27.	The system will distribute the fees to the appropriate General Ledger accounts based on user defined tables.	C	
10.28.	Ability to require supervisor approval for documents recorded for no fee.	C	
10.29.	Support the creation of both a 'filed by' and 'returned to' index for recorded documents.	I	

11. Payment and Receipting

Item	Requirement	Weight	Response Code	Comment
11.1.	Ability to insure payments received are allocated as prescribed by Texas statute.	C		
11.2.	Accept and apply one payment across several record filings for one receipt.	C		
11.3.	The system must include an application module that allows the user to produce receipts for payment of customer fees and other monetary collections.	C		
11.4.	An official receipt may be printed that shows the information entered by the clerk and calculated by the system. The receipt must show the following information in clear and legible print: Receipt number, recorded date and time, fee amount, Williamson County Clerk's full name, instrument number, number of pages, total fee, deputy clerk's initials or code.	C		
11.5.	All receipts generated must be linked in the system's database to the application data records by key values. Subsequently, all	C		

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	application records must be linked to the receipts that are generated on their behalf.			
11.6.	A system user will require a specific Security Profile setting in order to access and execute this software module.	C		
11.7.	A Receipt Number must be automatically assigned by the system for all receipts generated.	C		
11.8.	System supervisors will have access to Fee Code tables, which will allow for dynamic modification of fee amounts and calculation constants.	C		
11.9.	The Receipt generation screen will provide for the entry of unlimited line items, and will allow the user to scroll back and forth through the line items while keeping a running total.	C		
11.10.	A receipt is generated for full payment only, and the system will not allow partial payment for any receipt.	C		
11.11.	The Receipts application must allow for a receipt to be adjusted and/or voided by an authorized user	C		
11.12.	The system must maintain an audit of adjusted receipts and provide report output for this audit information.	C		
11.13.	The system allows entry of a comment on the receipt that is for internal user only.	I		
11.14.	System can reprint receipts. Reprinted receipts have "Duplicate" printed on the receipt.	C		

12. Daily Cashier Close Out and Deposits

Item	Requirement	Weight	Response Code	Comment
12.1.	Ability to produce separate/distinct daily deposit summaries for payment types including overages.	C		
12.2.	Ability to change payment type (cash, check) with audit trail.	C		
12.3.	System has the ability to create separate daily deposits by department.	C		
12.4.	Ability to generate a daily cashier transaction report.	C		

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13. Financial Reporting

Item	Requirement	Weight	Response Code	Comment
13.1.	Ability to produce lists (by date range) of any type of financial transactions – all receipts, receipts by type, all disbursements, disbursements by type, void checks, non-cash transactions.	C		
13.2.	Ability to produce an audit report that identifies the employee performing transactions.	C		
13.3.	Ability to generate a daily cashier transaction report and a summary report for all cashier stations by department.	C		
13.4.	Ability to save or export financial and receipt reports in Excel format	C		
13.5.	Ability to generate escrow account statements for any given date range and options to print or email	C		
13.6.	Ability to program account statements to be automatically emailed the last day of each month	I		
13.7.	In the future, there may be satellite offices. Reports must be able to run by department, location, and site.			

14. Receipt Adjustments

Item	Requirement	Weight	Response Code	Comment
14.1.	Receipt adjustments do not alter the original receipt date.	C		
14.2.	Ability to void a receipt by authorized persons maintaining an audit trail of the old receipt, user name, and date of void.	C		
14.3.	Void transactions require supervisory override.	C		

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14.4.	Ability to make comments and note reasons for voids.	C		
14.5.	Ability to re-classify payment type (cash, check) with audit trail.	C		
14.6.	Ability to make a correction by supervisory level only while maintaining audit trail and effective dates.	C		
14.7.	Ability to require supervisor approval for corrections.	C		

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15. Escrow Accounts

Item	Requirement	Weight	Response Code	Comment
15.1.	System tracks balances and produces statements.	C		
15.2.	System should provide ability to run statements for Accounts on demand for any date or date range.	C		
15.3.	System should provide ability to run statements for active accounts only.	C		
15.4.	System should provide ability to run statements for only those accounts with activity during the reporting period.	C		
15.5.	Support changing account status to Inactive for any reason and prevent use of the account until reactivated.	C		
15.6.	Statements (referenced above) can be printed or emailed	C		
15.7.	An automatic email alert is sent when the account reaches a certain threshold based on individual account settings.	I		

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16. Document Endorsement

Item	Requirement	Weight	Response Code	Comment
16.1.	An electronic stamp/printer shall endorse each document with filing information per State law.	C		
16.2.	System to endorse documents behind the front line and optionally at the cash station	C		

17. Document Scanning

Item	Requirement	Weight	Response Code	Comment
17.1.	Provide immediate on-screen validation for scanned document images.	C		
17.2.	Maintain a count of pages at scanning for verification to recording pages.	C		
17.3.	Support document sizes 3"X5" to 11"X17".	C		
17.4.	Support variable paper weights (business documents)	C		
17.5.	Support variable paper qualities.	C		
17.6.	Provide 200/300/400 dpi resolution.	C		
17.7.	Provide operator adjustable quality controls (i.e. contrast) that can be adjusted before the image is written to disk.	C		
17.8.	Display the scanned image and the index screen on the monitor simultaneously.	C		
17.9.	Support duplex scanning.	C		
17.10.	Allow operator to rescan images without storing the original image scanned.	C		
17.11.	Compress images using CCITT Group 4.	C		

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17.12.	Ability to view scanned documents immediately after cashiering with limited indexing provided through cashiering system i.e., instrument number, date filed, and document type.	C		
17.13.	Scanning routine compares the number of pages scanned versus the number of pages cashiered and produces an exception report.	C		
17.14.	Scanning routine compares instrument numbers scanned versus instrument numbers cashiered and produces an exception report for any missing instrument numbers.	C		
17.15.	Scanning system provides capability for quality control review of images on-line with the ability to replace bad images as needed.	C		
17.16.	Scanning device has auto-page size detection and can process both letter and legal sized paper in mixed batches.	C		
17.17.	Scanning device has double-sided capabilities and will eliminate images of blank pages.	C		
17.18.	Images can be categorized by status i.e., not verified, verified, and exception.	C		

18. End of Year Procedure

Item	Requirement	Weight	Response Code	Comment
18.1.	The system will have a simple process begin a new year.	C		
18.2.	Describe the process to begin using new sequence numbers for a new year.	C		

19. Records Search / Select Lists

Item	Requirement	Weight	Response Code	Comment
19.1.	All applications, including Recording/Indexing and Receipts must have a name/data search and comprehensive select list capability.	C		
19.2.	Search utilities and selection lists must have the same visual and interactive functionality across all applications.	C		
19.3.	The search screens (in house and public access) used to create a select list of existing Recording/Indexing records must have the	C		

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	capability to locate records by the following: Names, Instrument Number Range, Volume & Page Numbers, Recorded Date Range, Document Type, Legal Description and other indexed fields.			
19.4.	The search screens must give access to the database records by Last Name, First Name, and all other appropriate data items for each application such as date range filed, date of birth, date of death, date of marriage.	C		
19.5.	Where efficient, the search screens must have the ability to allow wild card entry for search items.	I		
19.6.	The search screen must clear automatically after search results are displayed.	C		
19.7.	The search screen will give the user the ability to select the sorting order that will be used to present the selection list.	C		
19.8.	The user will be able to select a record from the selection list by keyboard access or by mouse control.	C		
19.9.	A Record Detail button will be available when the user has highlighted a record from the selection list. When the Record Detail button is pressed, further detail for that record will be displayed. When the user is finished viewing the further details screen, they can return to the selection list.	C		
19.10.	The system will return at least 5000 items in the result set if applicable.	I		

20. Vital Statistics – Birth

Item	Requirement	Weight	Response Code	Comment
20.1.	The user must have the ability to produce a copy of the birth image in a reduced format that fits a prescribed certificate form.	C		
20.2.	When a certified copy is issued for a birth record, the system must maintain a count of copies issued, requestor information and sequential number of each certificate issued for state audit. The count of certified birth certificate copies will be maintained through the index. If birth certificate is issued from State database remotely for a birth that occurred outside of Williamson County, the system	C		

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	will be required to track requestor information and sequential number of certificates issued only.			
20.3.	The user must have the ability to add comments to the birth record.	C		
20.4.	The user must have the ability to amend the index with option of keeping the original name and amending it, or expunging the original name.	C		
20.5.	The birth index detail must track activity for each user action including creation, modification, scanning, and copy creation.	C		
20.6.	The user must have the ability to flag the birth record with an indicator that the record has been locked by the State Registrar, that the person is deceased, or that the record is a delayed birth or too many copies issued.	C		
20.7.	The user must have the ability to view the age of the record to determine public accessibility.	C		
20.8.	Access to make modifications to the verified index must be restricted to the system supervisor only.	C		
20.9.	Access to make modifications to the verified document image must be restricted to the system supervisor only.	C		
20.10.	System includes ability to store scanned images of birth certificates.	C		
20.11.	System is compliant and integrates with the State of Texas' TERS including importing of the birth certificate..	C		
20.12.	System provides the ability to place an indicator on the birth index when a person is deceased.	C		
20.13.	System provides the ability to track security paper issued or voided and print security paper log of used tracking numbers.	C		
20.14.	System assigns registrar file number when the birth certificate is indexed.	C		
20.15.	System provides the ability to produce the birth index.	C		
20.16.	The system assigns a unique series of registrar file numbers for delayed birth records.	C		
20.17.	Support at a minimum the following index fields for birth records: (1) Registrar file number, (2) full name of child, (3) birth date, (4) sex, (5) city of birth, (6) volume, (7) page, (8) father name and (9) mother name.	C		

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21. Vital Statistics – Death

Item	Requirement	Weight	Response Code	Comment
21.1.	The user must have the ability to produce a copy of the death image in a format that fits a prescribed certificate form.	C		
21.2.	When a certified copy is issued for a death record, the system must maintain a count of copies issued, requestor information and sequential number of each certificate issued.	C		
21.3.	The user must have the ability to add comments to the death record.	C		
21.4.	Authorized users must have the ability to amend the index with option of keeping the original name and amending it, or expunging the original name.	C		
21.5.	The death index detail must track activity for each user action including creation, modification, scanning, and copy creation.	C		
21.6.	The user must have the ability to view the age of the record to determine public accessibility.	C		
21.7.	Ability to make modifications to the verified index must be restricted to the system supervisor only.	C		
21.8.	Ability to make modifications to the verified document image must be restricted to the system supervisor only.	C		
21.9.	System includes ability to store scanned images of death certificates.	C		
21.10.	System is compliant and integrates with the State of Texas' TERS including importing of the death certificate..			
21.11.	System provides the ability to track security paper issued or voided and print security paper log of used tracking numbers.	C		
21.12.	System assigns registrar file number when the death certificate is indexed.	C		
21.13.	System provides the ability to create the death certificate index.	C		
21.14.	Support at a minimum the following index fields for death records: (1) Full name of deceased (last, middle, first), (2) date deceased,	C		

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	(3) sex, (4) race, (5) age, (6) volume, (7) page, (8) amendment volume, (9) amendment page, (10) date of birth, (11) place of death, (12) residence location, (13) cause of death and (14) registrar file number.		
21.15.	The system assigns a unique series of registrar file numbers for fetal death and delayed death records.	C	

22. Vital Statistics - Marriage

Item	Requirement	Weight	Response Code	Comment
22.1.	All data entered into the marriage application will be carried forward and become the index for the marriage license.	C		
22.2.	The user must have the ability to add comments to the marriage record for internal user only.	C		
22.3.	The user must have the ability to add an email address to the marriage record for internal use only.			
22.4.	The user must have the ability to print the marriage license form from the screen without re-entering data.	C		
22.5.	The marriage index detail must track activity for each user action including creation, modification, scanning, and verification of image.	C		
22.6.	The user must have the ability to produce a Parental Consent (for one or both Guardians, where applicable) form if one or both of the applicants is a minor.	C		
22.7.	The system must calculate the age of the applicant based on the date of birth entered for that applicant. Additionally, the system will produce an automatic notification if a Parental Consent form should be required based on the age of the applicant(s).	C		
22.8.	Ability to make modifications to the verified index must be restricted to the system supervisor only.	C		
22.9.	Ability to make modifications to the verified document image must be restricted to the system supervisor only.	C		
22.10.	The user must have the ability to produce a printed informal marriage license form in a format that meets the State/County requirements.	C		

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22.11.	The user must have the ability to print the informal marriage license form from the screen without re-entering data.	C		
22.12.	The system needs the ability to process the following: marriage, (including minor consent forms), declaration of informal marriage, proxy marriage.	C		
22.13.	The system should generate the marriage application as prescribed by statute.	C		
22.14.	The system should provide the ability to enter a separate "mail to" address for the marriage license. This address can be different than the bride or grooms' addresses.	C		
22.15.	The index and scanned images of the license are available on-line to the public.	C		
22.16.	System has the ability to produce Absent Applicant forms for Proxy marriages, to track the status of outstanding requests and provides the ability to produce rejection letters/emails for incomplete applications.	C		
22.17.	The system provides the ability to update the status of a marriage license from "issued" to "returned" add the date of marriage and county of marriage to the record without duplicate entry.	C		
22.18.	Support at a minimum the following index fields for marriage records: (1) Instrument number, (2) station, (3) record type, (4) volume, (5) page, (6) fee, (7) application date, (8) license date, (9) husband full name and (10) wife full name.	C		
22.19.	The system provides a feature for the applicants to enter the marriage application data online. This information can be retrieved by staff and processed.	I		
22.20.	The system provides for an efficient method to process returned marriage licenses.	C		
22.21.	The system has the ability to send an email to applicants where the license has not been returned within 90 days.	C		
22.22.	System should allow for 72 hour waiver	C		
22.23.	System has the ability to scan supporting documents.	C		

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23. Public Inquiry/ Research

Item	Requirement	Weight	Response Code	Comment
23.1.	The new system must include a Public Inquiry application that integrates data records and digital images based on Texas Statutes.	C		
23.2.	Public Inquiry screens must be designed for ease of use by any individual of the public and the screens must be presented with clear and concise instructions.	I		
23.3.	Public Inquiry screens must include an alphabetical index listing with Names, Dates, Instrument Numbers, Volume and Page Numbers, and any other relevant information pertaining to the area being searched.	C		
23.4.	The Public Inquiry screens must inform the user when a selected set of search criteria has not produced any records.	I		
23.5.	All search fields must have inclusive range capability. Example: Date range 01/01/2015 through 05/31/2015.	C		
23.6.	Each application must have a separate Search/Index screen due to the diversity of the data records. i.e., Official Public Records, Birth, Death, Marriage.	C		
23.7.	The user must have the ability to re-sort the index listing by any of the columnar heading tabs at the top of the list. Both ascending and descending sorts will be offered.	I		
23.8.	The user will be able to select an index item and display the detail data records that are related to that item.	C		
23.9.	The user will be able to select an index item and display the digital images related to that index item.	C		
23.10.	The image viewer will contain capabilities to scroll left to right and top to bottom.	I		
23.11.	The image viewer will contain the capability to zoom in and out of any part of the image.	I		
23.12.	The image viewer will contain the capability to allow the user to re-size the image displayed to the largest possible viewing size.	I		

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23.13.	The image viewer will have the capability to allow the user to rotate the image left or right, a full three hundred sixty (360) degrees.	I		
23.14.	The Public Research clerks will have the ability to release selected copy work for printing or to delete said copy work, if the customer cancels the order.	C		
23.15.	Display full image and full index windows on the retrieval workstation simultaneously.	I		
23.16.	Print search results list if requested.	C		
23.17.	Customers at public access terminals will have the ability to select pages of documents and send them directly to a print queue. Customers should not be required to print the entire document unless a certified copy is requested.	I		
23.18.	Ability to sort search screens or limit searches by parameters including: – Date range – Document type – Grantor/grantee – Instrument number – Volume and page – Others	I		
23.19.	All print requests (Index and Images) from the public will be directly submitted to a queue which can be processed by staff.	C		

24. Electronic Recording

The County Clerk's office uses eRecording. The proposed system must include a solution for processing electronic recording.

Item	Requirement	Weight	Response Code	Comment
24.1.	The eRecording process conforms to PRIA standards	C		
24.2.	System queues submissions in order received.	C		
24.3.	System checks document types allowed by Williamson County	C		
24.4.	System has efficient method for rejecting a submission batch.	C		

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24.5.	System has flexible method to place recording stamps as described by Texas statute and interpreted by County Clerk.	C		
24.6.	System has method to notify submitting company accounting contact when escrow balance reaches a threshold limit.	C		
24.7.	eRecording uses escrow accounts for payments.	C		

25. Indexing and Automated Indexing (AI)

Item	Requirement	Weight	Response Code	Comment
25.1.	Users must have the ability to pick a document from the work queue that requires indexing and/or verification.	C		
25.2.	A system supervisor must have the ability to modify a user's security profile to allow for making corrections on documents marked verified.	C		
25.3.	The verifying screen must look the same as the indexing screen.	C		
25.4.	Support at a minimum the following index fields: (1) Type of document (2) Grantor (multiple) (3) Grantee (multiple) (4) Property description/Legal (5) Provide support for cross-referencing multiple related index fields in other document records (i.e. transfers, assignments).	C		
25.5.	When indexing names, first name and last name are captured in separate fields of 25 and 50 characters respectively.	C		
25.6.	System must not allow duplicate grantors/grantees in a document.			
25.7.	The system must support indexing from a scanned document image. Hot keys or pointers to aid the indexer in navigating to common areas of an image document that contain document type, grantor/grantee names and signatures is required.	C		
25.8.	System must support a split screen whereby the index is on one side and the associated image is on the other side or separate monitors.	C		

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25.9.	Support initial index completion at the time of recording with the option of index expansion later.	C		
25.10.	Provide the operator with an option for mouse, function key and command entries.	C		
25.11.	Support modification of the previously entered data with the appropriate security level for modification.	C		
25.12.	Ability to "Rubber Band" index data on the image with data being transferred to index screen.	C		
25.13.	System should provide an automated index feature to extract the following fields: Grantor, Grantee, Legal, Cross Reference	C		
25.14.	AI should have an accuracy rate of at least 90% success in identifying and extracting the grantor(s)/grantee(s), cross reference(s) and legal description. Identify the success rate of your automated indexing product.	C		
25.15.	When indexing, AI fields should find and highlight the area on the image where the value is found.	C		
25.16.	AI indexing should omit "." and "," characters.	C		
25.17.	AI Indexing should place name suffixes (Jr, Sr, I,II, etc) at the end of the first name	C		
25.18.	AI indexing should place company names in the last name field.	C		

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26. Assumed Names

Item	Requirement	Weight	Response Code	Comment
26.1.	Ability to have public search workstations for customers to research assumed names.	I		
26.2.	The system will provide the ability for customers to research Assumed Names. .	I		
26.3.	The system will allow for customer to enter Assumed Name data on a form and download.			
26.4.	Upon verification by the clerk, data entered on the Assumed Name form by the customer will be preserved for the Assumed Name index so that duplicate data entry will not be required.	C		

27. Return Labels

Item	Requirement	Weight	Response Code	Comment
27.1.	Users must have the ability to print address labels, customer labels, etc. as necessary.	C		
27.2.	Users must have the ability to print a mailing label report. The report may contain items like instrument number, return status, date returned, return address.	I		
27.3.	Selection of label ranges to print is designed with maximum flexibility such as cashier order, instrument number order, and individual label by receipt. Individual labels may be produced by using the bar code of the original document.	I		

Data Export for Agencies/Customers

The County Clerk's Office receives requests from the public, other agencies, and private companies for Official Records information from the County Clerk's database. A reporting system must be devised that allows for system users from the Recording Department to produce reports or files with information that will be sold to a party which is requesting such information at prices consistent with the Public Information Act.

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28. Data Export to Agencies / Customers

Item	Requirement	Weight	Response Code	Comment
27.1.	System must be able to export index and/or images. Describe your method of delivery to meet this requirement.	C		
27.2.	System has the ability to provide external parties the index and image files in a non-proprietary format. Please describe the format of the index and images.	C		

Code Tables

29. Code Tables

Item	Requirement	Weight	Response Code	Comment
28.1.	On all screens in the new system, any field with a finite, user-defined set of values will be able to receive its value from a preset code table file.	C		
28.2.	Code table values for all fields will be presented in a drop down, pick list from which the user will select the value desired.	I		
28.3.	Authorized users will be able to add code table entries as needed.	C		
28.4.	Access to code tables is restricted to authorized users.	C		
28.5.	For historical data purposes, no code table entry can be deleted.	C		
28.6.	Code table entries no longer desired will be expired (logically deleted) by the system supervisor.	C		
28.7.	Expired code table entries can be reinstated by the system supervisor.	I		
28.8.	Expired code table entries will not display on the help field pick list of values.	I		
28.9.	All screens will display the code table descriptions wherever possible.	C		

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Item	Requirement	Weight	Response Code	Comment
28.10.	Authorized users always have the option of updating the textual description for any code table entry.	I		
28.11.	The users will have the ability to create a full system code table report, which lists all active code table values, grouped and sorted by table type.	I		
28.12.	The system supports use of common names table used throughout the system and contains the minimum data elements: Name, Address, email, phone number, contact	C		

Web Services

30. Web Services – Public Access

Item	Requirement	Weight	Response Code	Comment
29.1.	The system provides a flexible fee structure for general web access to records.	C		
29.2.	The system provides the ability to view documents and the index via a web browser. Capabilities are similar to those stated in Public Inquiry/Research.	C		
29.3.	System will provide for free access to the index.	C		
29.4.	The system will return all items in the result set if applicable without performance degradation.	I		
29.5.	System has ability to overlay permanent watermark over images and search results retrieved based on user security profiles.	C		
29.6.	System must interface with Williamson County's contracted credit card vendor.	I		
29.7.	System has ability to remove watermark and buy a copy of document using contracted credit card vendor.	I		
29.8.	System has ability for public to pay for a certified copy online. The paid request will show in a queue in the public access area where it will be printed, certified and mailed.	I		
29.9.	Security for web services is designed to prevent any unauthorized use. Explain your design and approach.	C		

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29.10.	Viewing of index and images is controlled by County Clerk's office based on user security profiles.	I		

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Technical Requirements

System Requirements

30. System Response Times

Item	Requirement	Weight	Response Code	Comment
30.1.	Any application program, started on a workstation, will take no more than ten (10) seconds to start and be usable.	I		
30.2.	Digital images from the servers' hard disks will be retrieved and displayed in three (3) seconds or less.	C		
30.3.	Index search results will be retrieved and displayed in three (3) seconds or less with any search criteria, including name, file date range, document type, instrument number range, volume/page or a combination of any.	C		

31. Document Imaging

Item	Requirement	Weight	Response Code	Comment
31.1.	The imaging software must be a widely used, industry-accepted package from an experienced manufacturer.	C		
31.2.	Imaging software proposed by the vendor must be a software package that is integrated with customized applications and fully supported by the vendor. The imaging software must be a package that the vendor has successfully installed and utilized in other imaging application systems.	C		
31.3.	The imaging software must support digital scanners from multiple manufacturers, and must be able to utilize all features of a particular digital scanner.	I		

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31.4.	The imaging software must control use of the scanner through the software screens, and must display to the user all messages communicated by the scanner, including error conditions.	I		
31.5.	The imaging software must provide desktop utilities that can enhance and process images, including zoom capabilities, reverse video, and clockwise and counter- clockwise rotation.	I		
31.6.	The imaging software interface must support the ability to create and/or add objects through a scanner and file importation facility.	C		
31.7.	The system must allow for the entry of back-filed indexing for all modules and provide both manual or batch mode.	C		

Operating Systems Software Requirements

32. Server

Item	Requirement	Weight	Response Code	Comment
32.1.	The preferred operating system is Windows 2012 Server R2	I		
32.2.	Vendor must specify all back-up requirements in case of a catastrophic failure, and ensure that system can be completely restored via the back-up components.	C		
32.3.	The system must be able to support incremental and full backups. Please describe.	C		
32.4.	The vendor must provide clearly defined procedures for updating the file servers.	I		
32.5.	If necessary, the vendor must provide personnel to perform the file server updates.	I		
32.6.	The vendor must provide help desk support for file server updates.	I		

33. Workstations

Item	Requirement	Weight	Response Code	Comment

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33.1.	All workstations must have anti-virus software.	I		
33.2.	All driver software must be constant across all workstations.	C		
33.3.	All major applications in the system must have an icon on the workstation desktop.	I		
33.4.	All workstations must have the same software configuration.	C		
33.5.	PC's must have the most current version of the Windows 7, 8.1 or later.	I		
33.6.	Manuals must be provided for all application software tools included with each PC in hard or soft copy.	I		
33.7.	Workstation monitors can be dual 20-22 inch flat panels	C		
33.8.	The solution must not require the user to have administrator rights on the client machine.	C		
33.9.	The solution's client interface must be supported on Bomgar.	C		
33.10.	The solution's client interface must be supported in a Virtual Desktop infrastructure (VDI) environment.	C		
33.11.	The solution's client must be able to be delivered via an Electronic distribution solution like Dell Kace.	C		
33.12.	The proposed solution must not require special approval of Microsoft patches before the patches are applied.	C		
33.13.	The solution must not have any restrictions on commonly-used anti-virus packages.	C		
33.14.	The client machine running the client software must be able to be used for other purposes (that is, run other software packages or apps).	C		
33.15.	The solution must not have any known incompatibilities with commonly-used hardware or software. If so, please list.	C		

Hardware Requirements

The County requests vendors to recommend and furnish all hardware necessary to run the system efficiently and effectively. UPS should be configured for server(s) and cash stations. **The County may purchase all or part of the hardware based on the vendor's specifications**. The County estimates a minimum of:

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Area	Equipment	Quantity
OPR – Cashier	Cash Station	5
OPR Scanning	Scan/Index Station	2
OPR Indexing	Index Station	2
Vitals	Cashier/Index	3
Vitals	Scan	1
Research Library	Cash Station	2
Archiving	Scan/Index	5
Public	PC for Public Access	4

34. Network Components

Item	Requirement	Weight	Response Code	Comment
34.1.	The vendor is required to comply to Williamson County IT standards.	C		

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35. Server

Item	Requirement	Weight	Response Code	Comment
35.1.	The County prefers: • App Server ○ Windows Server 2012 R2 ○ 4-Core Processor ○ 16 GB Memory ○ Drives ▪ OS: 100GB ▪ APPS: 200 GB ▪ DATA: 1 TB • DB Server ○ Windows Server 2012 R2 ○ SQL Server 2014 Standard ○ 4-Core Processor ○ 32 GB Memory ▪ OS: 100GB ▪ APPS: 100 GB ▪ DATA: 1 TB ▪ LOGS: 1 TB ▪ BACKUP: 2 TB ▪ TEMP: 40 GB	C		
35.2.	The system must also provide protection against memory and data loss due to power surges and/or outages.	I		
35.3.	The County prefers standard industry specific database models such as relational databases. For Example SQL Server	C		

36. Workstations

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Item	Requirement	Weight	Response Code	Comment
36.1.	The solution must support the following client-side system platforms. Please note any specific OS versions if needed. If others are supported, please note the platforms. • Windows PC/Laptop/Tablet with Windows 7,8.1 or later • Windows Mobile • Apple Mobile • Android	C		
36.2.	The solution must support the following client side hardware specifications. Note any exceptions, and if other specific items are needed, please detail those items. 	Item	Minimum Spec
CPU	Core i3
RAM	4GB
Free Disk Space	100GB
Ports	100GB
LAN Network Speed	100Mb
Internet Link Speed	50Mb
Video Card	Onboard
Monitor	20" Flat Panel
Screen Resolution	1024 x 768		C		
36.3.	All PC's assigned to County staff require CD/DVD-R drives.	I		
36.4.	PC's must have a 101-key enhanced keyboard.	I		
36.5.	PC's must have a Microsoft Windows compatible mouse with wheel or optical mouse alternative.	I		

37. Scanners

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Item	Requirement	Weight	Response Code	Comment

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37.1.	Scanning speed for the recommended resolution must be appropriate for documents received.	C		
37.2.	Digital Scanners must have automatic paper size detection.	C		
37.3.	Digital Scanners must use compression techniques that create industry standard image files.	C		
37.4.	Digital Scanners must support duplex scanning.	C		
37.5.	Digital Scanners must support automatic document feeder (ADF) scanning.	C		
37.6.	Must support 200- 400 DPI images.	C		
37.7.	Must support paper sizes up to 11 X 17	C		

38. Laser Printers

Item	Requirement	Weight	Response Code	Comment
38.1.	Printers must be capable of printing on letter size and legal size paper.	C		
38.2.	Printers must be able to print eighteen (18) or more pages per minute.	C		
38.3.	Printers must be equipped with network interface cards, so they can print directly from the network (as opposed to printing from dedicated workstations).	I		
38.4.	The County prefers Hewlett Packard printers.	I		

39. Cash Drawers and Receipt Printers

Item	Requirement	Weight	Response Code	Comment

39.1.	Cash drawers will be interfaced directly to the cashiers' workstations.	C		
39.2.	Validation printers will be interfaced directly to the cashiers' workstations.	C		
39.3.	A single, integrated printing device will be used to print receipts, and endorse checks	C		
39.4.	The receipt/validation printer must be high speed and have capability to endorse checks	I		
39.5.	Receipt printer and locking cash drawer are integrated with cash drawer workstations.	C		

System Security

40. System Security

Item	Requirement	Weight	Response Code	Comment
40.1.	Windows Active Directory authentication is required for user logins. If AD is not supported, please list the other enterprise authentication methods available (LDAP, RADIUS).	C		
40.2.	Authentication for individual user accounts is required and must be logged by the solution.	C		
40.3.	Authentication must support the use of strong passwords (greater than 8 characters, numbers and letters, upper and lower case, and special characters).	C		
40.4.	Authentication must support password aging (e.g. every 90 days). Please specify the aging time.	C		
40.5.	Data sent/received by the solution must use at least 128-bit industry-standard encryption if the data traffic leaves the County network at any time. Also, please specify the type and level of the encryption.	C		

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40.6.	Any data resident on the client machine must use industry-standard encryption. Also, please specify the type and level of the encryption.	C		
40.7.	Any data stored in a database must use industry-standard encryption. Also, please specify the type and level of the encryption.	C		
40.8.	Remote access to the solution (either by the customer or support) must use at least 128-bit industry-standard encryption. Also, please specify the type and level of the encryption.	C		
40.9.	Each user will have a unique logon name and unique password.	C		
40.10.	Each user may maintain their logon password.	I		
40.11.	Each user will have a security profile, which controls access throughout the entire Recording system, including all applications.	C		
40.12.	Application access will be configurable in the user security profiles.	I		
40.13.	Menu selection access will be configurable in the user security profiles.	I		
40.14.	The addition, modification, and deletion of application data records will be configurable in the user security profiles.	C		
40.15.	The Security application must provide a report, which lists all user security profiles in the system.	I		
40.16.	The Security application must provide the ability to deactivate users so they do not have access to the system.	C		
40.17.	The system database must be password protected with a password that allows read-only capability, and a password, known only by the vendor and the Clerk's System Administrator, that gives read/write access to all database files.	C		
40.18.	Operating systems used on file servers must contain a full set of system security. Third party security packages will be considered, if the vendor is familiar with a particular package.	I		
40.19.	Only Clerk's Information Systems Operations and System Administration personnel will be given access to any operating system commands.	C		

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Implementation Services

41. Implementation Services

Item	Requirement	Weight	Response Code	Comment
41.1.	Schedule and coordinate installation of the mandatory application software.	C		
41.2.	Schedule and coordinate data conversion for integrated application software modules and mapping of existing data to new system.	C		
41.3.	Schedule and coordinate classes needed for staff training.	C		
41.4.	Coordinate site preparation with County Staff.	C		
41.5.	Schedule and coordinate installation of proposed hardware (CPU, disk storage).	C		
41.6.	Schedule and coordinate installation of operating system software.	C		
41.7.	Schedule and coordinate installation of ad hoc query language software.	C		
41.8.	Schedule and coordinate installation of peripherals (workstations, printers, optical storage, and scanners).	C		
41.9.	Schedule and coordinate installation of interfaces to both outside agencies and other County applications.	C		
41.10.	The product must include complete training material (manual or automated) to provide for initial and ongoing training requirements.	C		
41.11.	The vendor approach and recommended installation time frame must meet the required County deadlines.	C		
41.12.	Based on County volume, vendor will make staffing recommendations in order to maintain acceptable service levels.	C		

Maintenance and Support

42. Maintenance and Support

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Item	Requirement	Weight	Response Code	Comment
42.1.	The vendor has a record of responsiveness to the needs of its installed customer base. Specifically, the vendor will respond to all problem requests received from the County. An initial response will be received within 2 hours, critical problems will be addressed and resolved within 24 hours, with all other production problems addressed and resolved within 48 hours.	C		
42.2.	The system provides online help features at all screen and field levels.	I		
42.3.	The system provides instructional screen prompts that assist the user in data entry, without the need to enter the help system.	I		

Data Conversion and Upgrades

43. Data Conversion and Upgrades

Item	Requirement	Weight	Response Code	Comment
43.1.	**OPR** The current system has the following information available: ▪ 1827– present – index and Images Approximate inventory of Real Property information: • 2,800,533 Instruments • 12,038,918 Image Pages • 1,000,000 Names Birth Approximately 117,341 instruments; 120,151 pages Death Approximately 24,133 instruments; 26,222 pages Marriage Approximately 100,000 instruments; 171,595 pages	C		

43.2.	County, through its current vendor, will provide a copy of the data dictionary showing all tables, fields, attributes and relationships and a full data export of the database in industry standard CSV format.	C		

43.3.	Upon conversion of records, the vendor will produce exception reports listing the following:
	   – Missing instrument numbers
	   – Instruments with no grantors
	   – Instruments with no grantees
	   – Instruments with no legal description
	   – Invalid dates
	   – Instruments with no images
	   – File date and volume number mis-match
	   – Others as determined
		C		

43.4.	County, through its current vendor, will provide a copy of all images in a multi-page tiff format or single page tiff.	C		

43.5.	Upon conversion of images, the vendor will produce exception reports listing the following:
	   – Page count mismatch to the index
	   – No match to the index
	   – Others as determined			

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Attachments

In an effort to simplify the evaluation process please use the following Attachments.

Attachment A.   **Help Desk**

Attachment B.   **Software Maintenance and Upgrades**

Attachment C.   **Hardware Maintenance and Upgrades**

Attachment D.   **Hardware Cost Table**

Attachment E.   **Software Cost Table**

Attachment F.   **Implementation Services Cost Table**

Attachment G.   **Options Cost Table**

Attachment H.   **Optional Services Cost Table**

Attachment I.   **Cost Table**

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Attachment A: Help Desk

What are the hours of operation for the Help Desk? _____

What are the qualifications of persons staffing the Help Desk by hour? _____

Is toll-free telephone support provided for this product? _____

Is telephone support full support or limited? Describe. _____

What is the number of personnel that are solely dedicated to Help Desk support? _____

What are their skill levels, qualifications, and limitations on ability to assist? _____

Are the database and development tools support provided by the application vendor? If not, then by whom?

Is an on-line system in place to track new and working calls incoming from customers including uploading attachments of issues, as well as keep a history log on all support calls and results thereof? _____

_____

What is the average response time for support calls to the help desk? _____

Can data be provided to show the percentage of support calls that have response time, from a help desk consultant to the customer, in less than one (1) hour? _____

Do you have critical priority for system down and/or system unavailable calls from the customer?   How does this vary from standard calls? _____

Is a procedure in place to accept and respond to help desk requests via e-mail? _____

Is a mechanism in place to determine varying degrees of urgency for callback to the customer? _____

Is a mechanism in place to track the total number of calls received by product for County users? ___

Can on-line reports of a customer's call history be retrieved? _____

Will an Account Manager be assigned to this project? _____

Are high-level personnel available via pager 24x7? _____

Please describe the proposed escalation process for problem resolution. _____

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Attachment B: Software Maintenance & Upgrades

What is the software warranty, in months? _____

What services are provided with the software warranty?

_____

_____

_____

When does the software warranty begin? _____ Installation _____ Acceptance

What is the hourly charge for on-call after business hours service? _____

Can routine warranty/maintenance work be scheduled at specific times to accommodate the necessary use of the system during standard County Clerk operating hours? _____

What are your standard hours of software support? _____

What options (if any) are included with the software support provided?

      (1)   '800' number for assistance? _____

      (2)   Dedicated support by support staff? _____

      (3)   Remote diagnostics? _____

      (4)   Remote software updates? _____

Are updates and enhancements included with the software support programs? _____

Describe the County Clerk's obligation following a new release of the application and/or system software:

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Attachment C: Hardware Maintenance & Upgrades

What is the hardware warranty, in months? _____

What services are provided with the hardware warranty? _____

_____

_____

What company will provide the hardware warranty? _____

When does the hardware warranty begin?   _____ Installation   _____ Acceptance

Where is the closest service center for hardware warranty and maintenance support?

_____

Is this location also a parts depot? _____

If not, where is the closest parts depot? _____

What are your standard hours of maintenance coverage? _____

What is the hourly charge for after business hours service? _____

What options (if any) are included with the hardware support provided?

(1)   '800' number for assistance? _____

(2)   Dedicated support by support staff? _____

(3)   Remote diagnostics? _____

Can routine warranty/maintenance work be scheduled at specific times to accommodate the necessary use of the system during standard Clerk operating hours? _____

Average response time for hardware maintenance: _____ hrs.

Guaranteed response time for hardware maintenance: _____ hrs.

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Attachment D: Hardware Cost Table

Note: Williamson County may purchase all or part of the hardware based on your specifications.

Item Description	Quantity	Purchase Price		Annual Support		Total First Year Cost	Annual Support Increase	Total Five Year Cost
		Unit Price	Extended Price	Unit Price	Extended Price			
TOTAL HARDWARE COST								

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Attachment E: Software Cost Table

Item Description	Quantity	Purchase Price		Annual Support		Total First Year Cost	Annual Support Increase	Total Five Year Cost
		Unit Price	Extended Price	Unit Price	Extended Price			
TOTAL SOFTWARE COST								

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Attachment F: Implementation Services Cost Table

Item Description	Quantity	Service Cost		Travel		Total Cost
		Unit Price	Extended Price	Cost Per Day	Extended Price	
TOTAL IMPLEMENTATION COST						

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Attachment G: Options Cost Table

Item Description	Quantity	Purchase Price		Annual Support		Total First Year Cost	Annual Support Increase	Total Five Year Cost
		Unit Price	Extended Price	Unit Price	Extended Price			
TOTAL OPTIONS COST								

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Attachment H: Optional Services Cost Table

Item Description	Quantity	Service Cost		Travel		Total Cost
		Hourly Rate	Extended Cost	Cost Per Day	Extended Cost	
TOTAL OPTIONAL SERVICES COST						

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Attachment I: Cost Table

Item Description	Year 1 Cost	5 Year Cost
Total Hardware Cost		
Total Software Cost		
Total Implementation Services Cost		
Total Options Cost		
Total Optional Services Cost		
Additional Costs:		
1)		
2)		
3)		
4)		
5)		
Grand Total		

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Question and Answers for Bid #1512-041 - Recording, Imaging and Indexing System for the Williamson County Clerk

Overall Bid Questions
There are no questions associated with this bid.