

COUNTY CLERKS

RECORDS MANAGEMENT & IMAGING SYSTEM (COUNTY CLERKS) - RFP # 1455 CC

BATCH 1 Q & A

1. The proposal format section of the RFP states that an electronic version on CD must be included with the proposal. Will the County accept the electronic copy on a USB drive instead of CD?

YES

2 Item 21.17 - System has ability to view Geographical Information System.

In what system is Cameron County's GIS information stored?

GIS data is handled directly by the GIS department, the use ArcGIS. (IT)

3 Item 21.18 - System has ability to interface with other offices and extract data (Appraisal District, Tax Office, and Public Works).

Please describe the types of extracts for each of these interfaces.

No known interfaces, Public works has no system, Tax Office is AS400 based, Appraisal District is separate from county systems. (IT)

4 Items 24.25 and 24.26 appear to be the same requirement.

Please clarify.

Disregard 24.26 – It is the same requirement. (County Clerk)

5 Item 53.2: Please describe how your system can work with an Integrated Voice Response system such as the Cisco VOIP telephone system.

In what way is the LRMS needed to work with the County's integrated phone system?

We do not use Cisco VoIP at this point, most offices use AT&T Collaborate Phone services. (IT)

6 Will the County please share the total number of:

- Workstations - **22**
- Scan Stations - **4**
- Redaction Stations - **0**
- Users - **23**
- Cashiers – **15**
- Public Viewers - **21**

7. Does the County prefer a virtual server environment or separate physical boxes?

Virtual by preference, unless excessive compute or storage is required. (IT)

8. Does the County prefer having separate test and production hardware environments?

Separate Test and Production environments, similar to our Judicial Mgmt. System. (IT)

9. Does the County prefer to have the database and application on separate servers?

Database and Applications should run separately, additional licensing (possibly hardware) may be required. (IT)

10 What is the total size of the County Clerk's database and physical images?

11. What is the average number of documents recorded per year?

Year	Real Property	Marriage Index	Total	
2010	48,859	2,634	51,493	
2011	49,710	2,717	52,427	
2012	49,544	2,794	52,338	
2013	48,752	2,597	51,349	
2014	45,948	2,738	48,686	
2015	47,330	2,936	50,266	
2016	46,331	5,694	52,025	
2017	49,357	5,774	55,131	
			51,714	Avg per year

12. What is the average number of pages committed to film per day and year?

Once we have the information available it will be posted to the BID website.

13. How many film rolls are archived in vault storage with the County Clerk's vendor?

5,292 rolls (County Clerk)

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14. On page 1 of the RFP, the requirements state that the vendor “Please return RFP ORIGINAL AND EIGHT (8) COPIES in sealed envelope.” The same requirement is repeated on page 4. However, under “Proposal Format” on page 18, the proposal requirements state “The vendor must provide one (1) original and seven (7) copies plus one (1) electronic version on CD (Microsoft Word or PDF format) of the proposal.” Please advise on the number of copies required, and whether or not the County would like a USB with electronic copies included.

One (1) original and 8 copies plus one (1) electronic version on CD (Microsoft Word or PDF format) of the original proposal as released.

15. On page 3 of the RFP, the third paragraph under “Governing Law” requires that the vendors must “complete answers to Attachments A,B,C,D,E,F,G,H,I,J,K, AA,BB, CC, DD, EE , FF , GG, HH and return all with your RFP.” Are there additional attachments that are missing from the items listed, i.e. Attachment J-K, or Attachments AA-HH?

Attachment A thru I and 1 thru 11 (see Addm 1)

16. On page 4 of the RFP, the first item under “PLEASE NOTE CAREFULLY” the requirement reads “ORIGINAL AND EIGHT (8) COPIES OF RFP’s MUST BE SUBMITTED Each RFP shall be placed in a separate envelope completely and properly identified with the name and number of the RFP.”

Does this mean that the County would like each individual response placed in a separate envelope, i.e. the Original in one envelope, copy one in a separate envelope, copy two in a separate envelope, etc.? **YES**

Or would the County like the original and all copies of a response in a single envelope/package, and any other completed proposals to be submitted in a separate envelope/package? Or something else? **NO**

17. On page 19 of the RFP under "Proposal Format" section "19.0 Cost Quotations" requires "Pricing shall be itemized for all items requested in this proposal on forms provided. Brief notes referencing specific line items may be included, if necessary, for explanation." However, the Attachments 4-10 are not requested in that section. However, Attachments 1-10 are required under section "20.0 Other Documentation Required". Additionally, on page 26 of the RFP under "20.0 Other Documentation" the attachments which include the Cost Tables are listed to be included in that section, and there is no mention of where to include Attachment A – I in the response. Can the County please clarify what attachments, if any should be included in "19.0 Cost Quotations", and "20.0 Other Documentation"?

on page 19 section 19 – Cost Quotations - add Include Attachments 4 thru 10

on page 19 section 20 – Other Documentation Required – change from Attachments 1 thru 11 to Attachments 1 thru 3 & 11.

on page 19 add section 23 - Attachments A thru I

18. On Page 19 of the RFP under "Proposal Format" section "17.0 References" the County requires "Offerer shall submit with this proposal a list of at least five (5) references preferably with Texas counties where like services or similar projects have been performed by their firm. Include name of firm, address, telephone number and name of representative." And, on page 25 of the RFP under "17.0 Client References" the County requires "a complete customer list and client references" with additional information listed in the bullets below that. However, "Attachment A – References" has only three tables for references, and the information required in "17.0 Client References" is not included in the tables. Can the County please confirm what reference information is required, and if a "complete customer list" is required for that section?

Request (pg. 25) pertains to a full list of clients as well as highlight of the 5 references as per Attachment A.

This full listing is independent of the Attachment A response.

See Addm 1 with revised Attachment A (2 pages for 5 references)

19. On page 26 of the RFP, under “19.0 Cost Quotations” the RFP states “Vendors are required to use the Cost Tables provided in Attachments D through J.” Attachments D through I seem to be mandatory forms, and not Cost Tables. The cost tables seem to be listed under Attachments 4- 10 - Please clarify?

This should not be Attachment D thru I but Corrected should be Attachments 4 thru 10 to be used.

20. On page 26 of the RFP, under “19.0 Cost Quotations” the RFP requests a “Vendor Letter of Transmittal for Cost Proposal” as well as an “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 Proposal.” Does the County want the Cost Quotations to be submitted as a separate document, or should the items listed in that section be included along with the other information listed under “Proposal Format”?

Yes in Section 19

Additionally, the Executive Summary directions listed on Page 20 states that the Executive Summary must not include cost quotations.

That is correct Cost Quotations are to be in Section 19

21. On page 29 of the RFP, the County mentions “Test Samples” where “Proposers agree to furnish samples and/or demonstrations of products RFP, as applicable. The product(s) requested will be furnished at no additional cost to Cameron County and will be of sufficient amounts and/or time frames agreed by County and Proposer to ensure effective testing of the product(s).” Does the County require any “Samples” for this project?

YES

22. Can the County provide a list of vendors that were invited to the RFP, or who have expressed interest in responding to the RFP?

Since Vendors are able to download RFP from both Purchasing Dept. and BidNet web sites neither of these sites have tracking tools to allow for monitoring of entry and downloads.

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23. The RFO doesn't seem to discuss converting from the current system to the new system. What is the expectation of the vendor's role in the conversion process? How will 'in-flight transactions' be handled? (Document Requests made but not completed during the cutover to the new system?)

Vendor convert all information from current system into new system. All new transactions be entered into new system during the conversion process. (County Clerk)

24. Overview of the Desired Solution – Page 8 / Bullet 6:

Our solution is able to interface with many scanner devices. However, we need to know the make and model of the existing scanners in order to validate if these scanners are compatible with our solution. Would you please provide an inventory list of the make and model of each scanner to be supported..

Fujitsu fi-7160 (County Clerk)

25. Cashiering/Recoding Process - Page 9 / Bullet 1

Our application can be configured to automatically interface with applications. Can you provide additional information on the other county applications and the methods available for integration? (We can handle web services, XML, REST, and other common options, but it is difficult to confirm integration with unknown applications without more detailed information.)

County application is Odyssey and format for integration would be CSV.

26. Microfilming – Page 12

Can you provide clarification on the requirements around microfilm? In some areas of the document, it appears this functionality has been outsourced and the only role this solution would play would involve providing files to the vendor. However, in other sections it seems like this solution will be responsible for all aspects including storage of microfilm.

Creation to storage – Vendor would be in charge of all aspects. (County Clerk)

27. Marriage License Application and Indexing – Page 14

The mention of the application fee collection implies merchant services, is the expectation that the related fees would be charged to the customer?

Please elaborate on the question. Marriage License application fee is currently \$82 -- \$22 if couple completes Together in Texas course. (County Clerk)

28. Testing / Training Environment – Page 37, Item 6.2

While client stations and processes will be easily tested in this type of environment, the interfaces and jobs running on the cloud servers, while easy to test in a test instance, will still be actually running on an AWS server and the SQL database instance will be on a server. Is the intent to simply ensure full system testing will be a requirement or is the intent that all the equipment and servers be replicated in this room?

Ensure Full system testing will be a requirement

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29. Has Clerk or staff seen any demonstrations of prospective systems prior to RFP release? If so, which vendors and when?

NO

30. Can we submit one electronic copy instead of 8 paper ones?

NO

31. Does the county currently pay conduit on a monthly lease agreement or per document or a combination of booth? What are current fees for all services?

Monthly Lease (County Clerk)

32. Is the county planning on moving the current stored microfilm to storage facility of awarded vendor? If so, what is quantity of film to be transferred?

Yes -5,292 rolls of film (County Clerk)

33. How many satellite offices?

3

34. Is the county willing to purchase, install, and support its own hardware and network environment?

Yes (County Clerk)

35. Does the county only want per document pricing?

Monthly pricing, document pricing, what are the options?

36. Please describe desired direct interface with Single Appraisal District and Public Works in detail? Who are providers of these systems? Can we rely on support and cooperation from these vendors?

No known interfaces, Public works has no system, Tax Office is AS400 based, Appraisal District is separate from county systems. (IT)

37. Please describe desired automated interface with “other county applications”?

Export Financial data in order to import in Odyssey case management system (County Clerk)

38. Please describe County’s interpretation of level 3 eRecording? Are you currently accepting Level 3 erecordings?

Answer – No, we do not accept Level 3 eRecording and can’t give any kind of insight . (County Clerk)

39. Does county have IT support and experience building ad-hoc reports?

IT has at least two members that may have the ability to create reports from SQL databases. (IT)

40. Please describe ADA compliance requirement?

System provides for disabled to read documents. (County Clerk)

41. Describe the beer and wine licensing process and what the system requirements will be?

Please see Q & A Batch 1 Attachment 1

42. Does county recommend/have positive experience with any local hardware/network support companies?

Yes, Insight Public Sector and NetSync. (IT)

43. What is current bandwidth up and down to county clerks office to support this installation?

Gigabit internally and 500M Internet (IT)

44. Please describe request for “web based software to minimize equipment lease” Are you wanting vendor to host the solution? Do you want the servers on premise or hosted off site?

IT can support virtual servers on premises. (IT)

45. Please provide current list of inventory including make and model (end user workstations, scanners, label printers, check endorsers, printers) and what you plan on replacing (If not everything needs to be replaced)

Please see Q & A Batch 1 Attachment 2 a,b,c

46. Does the County expected the Plat Scanner to be provided by the vendor as well?

NO (County Clerk)

47. Current size of Image repository in GB (as well as a count of images) and current size of DB in GB (and number of records in the DB)

The size of the image volumes folders is 831 GB currently.

The SQL database file is 16GB in size.

Office	Total Docs	Total Images	Total Image Pages
Real Property	2,742,317	2,706,123	10,672,735
Criminal	108,341	108,010	1,941,325
Civil	13,502	13,460	763,513
Probate	15,365	15,338	556,392
Marriage Index	314,957	203,773	429,940
Guardianships	6,573	6,518	171,971
Birth Index	104,608	93,982	102,708
Miscellaneous	27,909	25,102	55,080
Death Index	33,580	32,589	38,431
Soldier Discharges	36,285	21,571	32,093
Financing Statements	14,615	7,547	9,524
Small Estates	364	364	3,064
Foreclosures	519	518	1,010
Notaries	78	78	462
Cattle Brands	151	151	160
Commissioners Courts	1,466	1	0
Housing Public Request	0	0	0
Hud Registrations	0	0	0
Mental Commitments	0	0	0
Plats	0	0	0
	3,420,630	3,235,125	14,778,408

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48. Will the County consider an on-premise, browser-based solution?

Web based is ok, on premises we would prefer virtual based servers and appliances. (IT)

49. If so, would the county like the cost of leasing and/or purchasing the server hardware, workstations and peripherals for the on-premise solution to be included in the quote?

If we choose virtual there should be minimal purchases requires unless there is an excessive need of compute or storage capacity. (IT)

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- ▶ 50. Please describe the integration required between the Land Records Management System (LRMS) and the systems used by Appraisal, Tax, and Public Works. Have those vendors agreed to provide integration with the LRMS?

There is no known integration, we do not support any LRMS software and Appraisal District separate from our county. (IT)

