

Thurston County Auditor's Office

Request for Proposal 501



Document Recording/Cashiering/Indexing and Imaging System

Proposals for the project named above can be mailed or delivered to:

**Thurston County Auditor's Office
Attn: Ken Raske
2000 Lakeridge Dr. SW
Olympia WA 98502-6090**

**All proposals must be received on or before
October 21, 2005 at 4:00 pm (PDT)**

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SECTION 1: OVERVIEW INFORMATION

A. Purpose and Scope of the Request for Proposal

This Request for Proposal (RFP) announces the intent of the Thurston County Auditor's Office (hereinafter the County Auditor) to consider purchasing a new Recording/Cashiering/Indexing and Imaging system (hereinafter referred to as the System). Vendors who submit a letter of intent by the appropriate date will hereinafter be referred to as Proposers.

The County Auditor has used the Tyler Technologies, Inc. – Eagle Division *CRIS+plus* recording system since November 1995. Since that time more than 761,000 documents and over 3,000,000 pages have been scanned and imaged through that system. Maps and surveys have been scanned and imaged from 1852 to the present and marriage documents have been scanned and imaged from 1991 to the present. Most documents not scanned and imaged are accessible on microfilm/microfiche. The County Auditor also has a project planned to convert to images all documents which currently exist on microfilm, microfiche or as hard copies (approximately 3,100,000 pages).

| Volume Statistics (2004) | |
|--|-----------|
| Documents recorded | 91,501 |
| Pages recorded and scanned | 452,547 |
| Marriage applications | 1,607 |
| Marriage certificates | 1,554 |
| Recording revenue in dollars | \$809,415 |
| User/Workstation Information | |
| Production users | 13 |
| Total workstations with <i>CRIS+plus</i> | 20 |
| Complete workstations | 7 |
| Receipt only workstations | 1 |
| Public workstations | 3 |

The County Auditor's goal is to obtain a System that:

1. Is currently functioning live at another site
2. Meets current and anticipated business requirements for 10-15 years
3. Promotes efficiency of the County Auditor's operations
4. Provides tools for all levels of staff to have access to data or information needed to carry out their duties
5. Provides for multi-level security features
6. Provides desktop access to data and information
7. Allows other open systems to be added at a later date
8. Has the ability to import data and images from future back scanning projects

The County Auditor seeks a System that will provide the following functions:

1. Document recording
2. Document imaging
3. Data entry/verification
4. Data/image retrieval
5. Optical character recognition (OCR)
6. Electronic recording
7. Marriage license utility
8. Accounts receivable/billing
9. Cash receipting
10. Report writing
11. Internet access

B. Thurston County's Current Computing Environment

Thurston County serves approximately 215,000 residents in Washington State. The county's mission is to provide quality, timely and responsive service to its residents in the most cost-effective manner.

Ten elected offices, together with other departments, administer the day-to-day operations of the county. Thurston County operates in a "decentralized" manner, with each elected official's office and appointed director's department having separate appropriated budgets. An elected three-member Board of County Commissioners is the primary policy-making body, exercising budgetary and financial control for the county.

Thurston County has an annual operating budget of over \$341 million. Its employees provide services that include public safety (sheriff, judicial, and emergency services), construction and maintenance of roads and bridges, sanitation facilities, health and social services, cultural and recreational facilities and activities, water quality, flood control, planning and zoning services, and general administrative services.

The standard desktop software suite in Thurston County is Microsoft Office XP Professional. The standard e-mail package is Novell GroupWise 6.5. Each PC is configured with Novell Client for Windows version 4.91 and Microsoft networking.

Thurston County's network operating system standard for file and print services is Novell NetWare 6.5, EDirectory 8.7.3 or greater.

The Local Area Network (LAN) is configured with 100 megabit per second Ethernet connection. All network devices are set up with TCP/IP protocol. Internet access is available for all PC's. Web access to applications is available through CITRIX.

C. Proposed Schedule of Events

The schedule that follows has been developed in order to provide adequate information for Proposers to prepare definitive proposals and to permit the County Auditor to fully consider various factors that may affect its decision. This schedule is subject to change at the County Auditor's discretion.

| Scheduled Activity | Date |
|---|------------------------|
| Issue Date of the RFP | August 31, 2005 |
| Letter of Intent Due | September 9, 2005 |
| Pre-Submittal Conference | October 4, 2005 |
| RFP Question Deadline | October 12, 2005 |
| Proposal Submission Deadline | October 21, 2005 |
| Notification of Finalists | November 1, 2005 |
| Presentations and Demonstrations | November 15 & 17, 2005 |
| Notification of Successful Proposer (Approx.) | November 30, 2005 |
| Contract Start Date (Approx.) | December 14, 2005 |

D. Letter of Intent

All Proposers interested in responding to this RFP are required to submit a letter of intent by September 9, 2005. The letter should identify the following information:

1. Company Name
2. RFP Contact for Company
3. Address for Company Contact
4. Phone Number/Fax Number for Company Contact
5. E-mail address for Company Contact

E. Questions and Pre-Submittal Conference

Questions related to the RFP must be submitted to the County Auditor's RFP representative Ken Raske. Questions must be submitted in writing, by e-mail (raskek@co.thurston.wa.us), or via FAX (360-786-5223). Contact via phone is prohibited. The deadline for submitting questions is October 12, 2005, 5:00 p.m. PDT. All questions must include:

1. Your company name and address
2. Your RFP contact person's name, e-mail address, telephone, and fax number
3. Reference to the specific section and reference number of the issue in question
4. Clearly and concisely worded questions

All questions will be answered via e-mail as quickly as possible. In addition, all questions and responses will be provided to all Proposers.

A pre-submittal conference will be held October 4, 2005 in Room 152, Building One, Thurston County Courthouse, 2000 Lakeridge Drive, Olympia Washington. It is not mandatory that Proposers attend the conference. Staff from the County Auditor's office will be available to discuss the current recording system, answer questions, and give tours of the office. The questions and answers from the conference will be sent to all Proposers who have submitted a letter of intent to respond to the RFP.

F. Notification of Finalists/Presentations and Demonstrations

The County Auditor's evaluation team will review the proposals, select, and notify finalists. Each finalist, at its own expense, will then be required to demonstrate a fully functional System that is identical to the System proposed. All modules and features must be demonstrated. The data base used must consist of at least 100,000 records.

G. Confidentiality of Submitted Items

Should any of the information submitted be considered by the Proposer to be proprietary, it should be clearly marked. If the County Auditor receives a request to view or copy any documents submitted by a Proposer, the County Auditor will respond as required by the Washington State Public Records Act, Chapter 42.17 Revised Code of Washington. If any information is marked proprietary, the Proposer will be notified of the request for information.

H. Restrictions on Contact

Contact is limited to the County Auditor's RFP representative. The County Auditor prohibits other Thurston County personnel from being contacted regarding this RFP during the evaluation process. Failure to comply with this requirement may disqualify those proposals from further consideration.

I. The Request for Proposal

These RFP instructions are intended to provide Proposers with a common, uniform set of instructions to guide them through the development of their proposal.

Terms used and conditions imposed in this proposal are not intended to imply or denote a particular Proposer nor are they to be construed as restrictive in any way.

In responding to this RFP, Proposers must follow the prescribed format as shown in Section 4 and use the included forms or reasonable facsimiles thereof. The degree of compliance with the requirements of this RFP will be a significant factor in the subsequent evaluation of the proposal.

SECTION 2: EVALUATION OF PROPOSALS

A. Process

A team of Thurston County employees will evaluate all proposals received in response to this RFP.

Each proposal will be evaluated to determine responsiveness to the County Auditor's needs. During the evaluation, validation, and selection process, the County Auditor may desire to contact a Proposer's representative for answers to specific questions. Such representatives should be readily available to the County Auditor and able to respond to each of the various categories of the requirements.

The County Auditor may obtain and use information, in addition to that contained in the proposals, from any source desired. This includes customers of the Proposers, regardless of whether or not the references were supplied by the Proposers.

B. Rejection of Proposals

The County Auditor reserves the right to reject any and all proposals received in response to the RFP for any reason, including the right to cancel this RFP process. However, noted in the following non-exclusive list are some possible reasons why a proposal may be rejected.

If the Proposer:

1. Fails to adhere to one or more of the provisions established in the RFP
2. Fails to submit its proposal at the time or in the format specified herein or to supply the minimum information requested herein
3. Fails to submit its proposal to the required address on or before the deadline date established by the RFP
4. Misrepresents its products or provides demonstrably false information in its proposal, or fails to provide material information

C. Proposers Examination of the RFP

Proposers must examine all information and materials contained in and accompanying this RFP. Failure to do so will be at the Proposer's risk. This will include, but not be limited to, all applicable federal and state laws and regulations. Proposers are liable for all errors or omissions contained in their proposals.

D. Selection of Proposer

Following the procedures outlined in this RFP, the County Auditor will make a decision regarding selection of the Proposer(s) with whom it wishes to enter into contract negotiations. This will be based on the evaluation criteria and may not necessarily be the low-bidding Proposer(s). The County Auditor will award the contract to a Proposer(s) whose proposal(s) is/are in the best interest of the county.

E. Open Procurement

1. The Proposer should include any latitudes, prohibitions or limitations placed on the purchase of the items presented in the proposal. Items and/or services that are meant to be offered on a unit price basis should be identified. The objective is to clarify all purchase options.
2. The County Auditor reserves the right to negotiate the Proposer's variations to the original proposal(s), including cost.
3. The County Auditor reserves the right to accept or reject any or all proposals in whole or in part.
4. The County Auditor reserves the right to negotiate a contract with more than one Proposer at the same time.

SECTION 3: CONTRACT

A. Execution of Contract

1. Upon the acceptance of a proposal, the County Auditor will prepare and submit a contract to the successful Proposer for signing (see sample contract, as Attachment A, which contains required contractual language). The preferred Proposer will be notified in writing and given a deadline to execute the contract. If the Proposer fails, neglects, or refuses to execute the contract by the specified deadline, the County Auditor, may, at its option, terminate negotiations with the Proposer.

2. Incorporated by reference into the contract which is to be entered into by the County Auditor and the successful Proposer pursuant to this RFP will be (a) all of the information presented in or with this RFP and the Proposer's response thereto, and (b) all written communications between the County Auditor and the successful Proposer. Designated officials of the Proposer and the County Auditor shall execute the contract.

B. No Assignment of Contract

Assignment by the successful Proposer to any third party of any contract based on the proposal or any monies due shall be absolutely prohibited and will not be recognized by the County Auditor unless approved in advance by the County Auditor in writing.

C. System Responsibility

Notwithstanding the details presented in this RFP, it is the responsibility of the Proposer to verify the completeness of the System and suitability of the equipment to meet the intent of the RFP. The successful Proposer shall be obligated to provide a System that meets all guarantees in the proposal for the price contained therein.

D. Rights to Submitted Material

All proposals, response inquiries, or correspondence relating to or in reference to this RFP, and all reports, charts, displays, schedules, exhibits and other documentation submitted by Proposers shall become the property of the County Auditor when received.

E. Statement of Time

Time, when stated as a number of days, shall include Sundays through Saturdays, excluding legal holidays.

F. Cooperative Purchasing

The Washington State Interlocal Cooperative Act RCW 39.34 provides a means for governmental agencies to cooperatively purchase goods and services. Proposers agree that other Washington State municipalities may purchase a System under the terms of the successful proposal and resulting contract.

G. Source Code/Software

To protect the County Auditor in the event the Proposer chooses not to perform or is no longer able to perform the required services, a copy of the Software Source Code will be supplied to the County Auditor. Successful Proposers will keep the Software Source Code current with all customization and new release(s) of the product(s).

In lieu of providing a copy of the software, the Software Source Code will be held in escrow, with the County Auditor having full rights to all code in the event the successful Proposer ceases to perform required services. This includes all programs, libraries, and utilities required to build and to maintain the software program. Successful Proposers will keep the Software Source Code current with each new release of the products.

The site license to be negotiated with the successful Proposer must include a provision for software upgrades for the life of the software license.

The successful Proposer will guarantee continued compliance with Washington State statutes for the life of the software license.

H. Warranties and Maintenance

The successful Proposer shall fully describe policies regarding warranties and maintenance on the proposed hardware and software.

Warranties: The Proposer must include details of the warranty periods and conditions for all proposed hardware and software components. Details must include descriptions of the types of problems covered by the warranty, service centers, staff, help desk hours, and response time to calls.

The minimum warranty period shall be for one year from the date of System acceptance. The County Auditor will negotiate with the selected Proposer the substance of any or all warranties covering complete units or services.

Maintenance: The successful Proposer shall provide maintenance for a period of one (1) year for the installed System and equipment on both a preventive (scheduled) and remedial (routine and emergency call-out) basis. The first year maintenance, one (1) year from the date of acceptance, shall be provided at no additional cost to the County Auditor. The successful Proposer shall provide competent, experienced and qualified personnel to provide the required maintenance and additional System services for the warranty period.

A detailed description of the Proposer's service shall be included in the proposal. Included in the service plan shall be the identification and location of service centers, hours available for service calls, the number and qualification of service support staff, and the hours of operation of the service desk. The County Auditor requires one (1) hour response time for emergency service calls when the System is down and four (4) hours response to non-emergency routine service calls including functional questions associated with normal System processing.

Software Upgrades: If improved or updated software corrects maintenance related issues, the successful Proposer shall install the software at no additional cost to the County Auditor during the warranty period.

SECTION 4: PROPOSAL FORMAT/CONTENT

The proposal must be formatted in accordance with the following instructions. Submit one original, four paper copies, and one copy on CD in MS Word or MS Excel to the address listed on the cover page of this document. In accordance with Thurston County's policy, Proposers must, whenever practicable, use recycled paper for any printed or photocopied material created. Also, whenever practicable, use both sides of paper sheets.

Each proposal must include a letter of transmittal containing the signature of an authorized representative of the prime contractor and not more than two individuals authorized to negotiate and sign a contract with the County Auditor on behalf of the prime contractor. Beyond this, the Proposer can provide any information desired.

Proposer responses to the RFP must consist of two **separate** sections. Please format your response in the order outlined in this RFP.

A. Contents of the Business and Technical Section:

Part 1: Business

- a. Executive Overview
 - 1.1 Executive Summary - Address the following areas:
 - 1.1.1 Experience
 - 1.1.2 Stability and Growth
 - 1.1.3 Commitment
 - 1.1.4 Product Integration
 - 1.1.5 Standards
 - 1.1.6 Conversion
 - 1.1.7 Services
 - 1.1.8 Exceptions to the Proposal
 - 1.1.9 References/Letters of Recommendation/List of Installed Sites
- b. Corporate Profile: Please provide a brief company background.
- c. Signed Certificate of Non-Collusion (Attachment B in RFP)
- d. Financial Statements. Each proposal must include the Proposer's most recent annual Financial Statements.

Part 2: Application Software Descriptions

Provide detailed descriptions for the following application software:

- 2.1 Document Filing and Recording
- 2.2 Imaging
- 2.3 OCR
- 2.4 Data Entry/Verification
- 2.5 Data/Image Retrieval
- 2.6 Marriage License Utility
- 2.7 Accounts Receivable
- 2.8 Billing
- 2.9 Cash Receipting/Receipt Reports
- 2.10 Reporting
- 2.11 Report Writer
- 2.12 Security Features
- 2.13 E-Recording
- 2.14 Internet Access
- 2.15 Other Features

Part 3: Project Management

Please provide a project management plan that addresses the following:

- 3.1 Overall Project Plan
- 3.2 Goals and Success Criteria
- 3.3 Resource Allocation
- 3.4 Implementation/Training Plan
- 3.5 Training/Reference Manual
- 3.6 Implementation Plan Adjustments (How Proposer notifies County Auditor)
- 3.7 Data Conversion Process

Part 4: Agreements

Please provide the following sample agreements:

- 4.1 Purchase and Sales
- 4.2 Software License Agreement
- 4.3 On-going Customer Support Agreement

B. Instructions for the Format of the Cost Proposal (Must be a separate document.)

Proposer must itemize all costs, including per hour costs, chargeable to the County Auditor as described in this sub-section, in the separate cost proposal. Prices quoted shall be valid for at least nine (9) months following the proposal submission deadline.

Proposers are required to submit costs for purchase, maintenance, and training of each System component and type of equipment included in the proposal, as well as all other costs the Proposer will charge or pass on to the County Auditor.

If the System is presented in a modular format Proposer shall provide a price for each module.

Proposer shall state the full, complete prices for any proposed equipment specified. Projected delivery dates for equipment shall be clearly stated.

The County Auditor shall be the sole arbiter in the determination of quality. The County Auditor reserves the right to reject any bids and to accept the bid or bids which in their sole and absolute judgment shall, under all circumstances, best serve the interests of the County Auditor.

Purchase Costs: Purchase costs are those costs, which are projected to be paid by the County Auditor to the Proposer for System purchase including any proposed equipment. Any special discounts offered by the Proposer should be reflected in the appropriate unit purchase costs.

The County Auditor will use the System 24 hours per day, 7 days per week; therefore, Proposer must allow for unlimited use of the System and equipment.

Technical Support Costs: Technical support costs are projected to be paid by the County Auditor on a one-time or recurring basis. Provide a specific list of the services that will and will not be provided in the support costs. Indicate what support costs are projected to occur following any warranty period, and the reasonable duration for these costs. Clearly indicate which are one-time costs and which are recurring costs.

Installation Costs: Installation costs are Proposer personnel and supply costs necessary to effect an operational System.

Documentation and Training Costs: The Proposer shall clearly state the cost for every training course listed. Proposer shall quote separately any available training or technical assistance not normally included in the basic package. Proposers may quote an hourly rate for such services if no contract price is available.

C. Submission of Proposals

Each Proposer must furnish all requested information in the formats specified by this proposal. Promotional materials and other documents can be attached, but are not necessary and will not be considered as meeting any of the requirements of this RFP.

As stated previously, responses to the RFP must consist of two **separate** documents:

1. Business and Technical Proposal (one original, four paper copies, and one complete copy on CD)
2. Cost Proposal (one original, four paper copies, and one complete copy on CD)

The two proposals must be formatted in accordance with the instructions of this RFP. Proposers must not include any cost information in any part of the Business and Technical Proposal.

Submit the proposals to the address listed on the cover page of this document.

Proposals must be received on or before October 21, 2005 4:00 P.M. Pacific Time. Late proposals will not be accepted.

Delivery will be at the Proposer's expense. Any and all damages that may occur due to packaging or shipping of the proposal will be the sole responsibility of the Proposer.

SECTION 5: ATTACHMENTS

Attachment A: Sample Thurston County Contract (MS Word)

Attachment B: Certificate of Non-Collusion (MS Word)

Attachment C: Evaluation Criteria (PDF)