



DALLAS COUNTY RFP NO. 2004-064-1485

REQUEST FOR PROPOSAL

FOR A

RECORDING, INDEXING AND IMAGING SYSTEM

FOR THE DALLAS COUNTY CLERK'S OFFICE

OFFERS DUE: 4-12-2004 by 2:00 P.M.

Dallas County Purchasing Department

Attn: Linda Boles

509 Main St., 6th Floor, Room 623

Dallas, Texas 75202

PRE-PROPOSAL CONFERENCE IS ON 3-29-04 at 1:00 P.M.

IN THE COMMISSIONERS COURT ROOM

411 Elm Street, 1st Floor, Dallas, TX 75202

NOTICE TO ALL BIDDERS:

Questions regarding this RFP should be submitted in writing to Linda Boles with the Dallas County Purchasing Department by e-mail to lboles@dallascounty.org, by fax to (214) 653-7449 or via mail to Dallas County Purchasing, 509 Main Street Room 623 Dallas, TX 75202. Please reference the RFP number on all correspondence to Dallas County. No oral communication is binding on the County.

****NOTE:** All Addendums to this RFP will be made available exclusively through the Dallas County website for retrieval. Vendors are solely responsible for frequently checking this website for updates to this RFP. Addendums to this RFP can be located at the following web address:

<http://www.dallascounty.org/html/departments/purchasing/currentbids.html>

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Background

The County Clerk's Recording Department is responsible for recording and filing vital statistics, real property records, assumed names records, and other miscellaneous records. As keeper of the records, the County Clerk is also responsible for issuing plain and certified copies. The Department uses County staff to record and file all records, to issue plain and certified copies, and to produce the Vital Statistics and Assumed Names index. The Recording Department currently outsources microfilming of all documents (including Probate and Civil Courts) as well as imaging and indexing activities for real property records to Affiliated Computer Services (ACS). ACS also provides the existing technology used in the department to process and store County records. The County's contract with ACS expired in October 2003 and is now on a month-to-month basis. Given this contract expiration, the County Clerk Cynthia Figueroa Calhoun is interested in re-evaluating the Recording Department's operations.

The purpose of this RFP is to acquire the technology and services necessary to improve operating efficiencies and customer service. This request includes the following functions: recording/cashiering system with integrated scanning and indexing capabilities, hardware, implementation services, annual maintenance, outsourcing of Real Property and Assumed Names indexing, and optional microfilm storage. During the selection process of the RFP, the County will openly consider alternative operating models and approaches provided they meet all statutory requirements. The County Clerk is interested in acquiring the best solution based on the criteria and requirements defined in this document.

Major application components of this project include:

- Official Public Records
 - Cashiering and Recording
 - Scanning
 - Indexing (Outsourced)
- Public Research
 - Official Public Records
 - Vital Statistics
- Vital Statistics Filing: Birth, Death, and Marriage
 - Cashiering and Recording
 - Scanning
 - Indexing (Internal staff)
- Microfilm Production
- Web Services

Other Components include:

- Hardware
- Implementation Services
- Support and Maintenance

Overview of Current Recording Department Functions

The Recording Department consists of four primary divisions: Real Property, Vital Statistics, Assumed Names/Index/Public Research, and Control/Mail. Overviews of each of these divisions are presented below. Detailed descriptions of the current Recording Department processes and procedures can be found in Exhibit "3" attached. Additionally, a process analysis of the Recording Department was recently completed by an outside consulting firm. This report can be found in Exhibit "2" attached.

Real Property Division

Dallas County processes approximately 2,500 records per day with peaks of over 4,000 documents per day through the real property division (source: Monthly Totals spreadsheet from department manager from January-October 2003). As depicted in the chart below, volumes in this division have increased significantly over previous years. The division has processed these increased workloads without the addition of any permanent staff. Because of the manual and labor intensive processes, this division struggles to remain current. Recent process improvements have helped however; more changes will be needed to ensure that this division continues to remain current.

The table below presents a comparison of real property filing totals for fiscal years 2000-2003. It is also important to note that along with an increase in number of documents filed, the average number of pages per document has also been increasing.

REAL PROPERTY FILING TOTALS

Month Totals	FY2000	FY2001	FY 2002	FY 2003	Year over Year Percent Change		
	Total Docs (a)	Total Docs (a)	Total Docs (a)	Total Docs (a)	FY00-FY01	FY01-FY02	FY02-FY03
October	34,026	33,854	36,452	43,236	-1%	8%	19%
November	30,798	29,624	35,603	39,408	-4%	20%	11%
December	32,178	27,372	37,157	40,602	-15%	36%	9%
January	29,850	29,409	37,398	45,111	-1%	27%	21%
February	28,048	26,266	35,880	37,784	-6%	37%	5%
March	36,136	32,761	39,989	44,005	-9%	22%	10%
April	30,796	34,399	39,172	54,573	12%	14%	39%
May	34,392	37,352	40,697	37,705	9%	9%	-7%
June	36,371	37,446	39,091	56,350	3%	4%	44%
July	33,294	37,235	39,988	44,821	12%	7%	12%
August	37,064	38,272	40,358	56,945	3%	5%	41%
September	32,559	33,786	40,630	60,290	4%	20%	48%
Annual Total	395,512	397,776	462,415	560,830	1%	16%	21%

Source: Monthly Real Property FeeBook Recap reports

The only workload statistics currently available in the real property division reflect the number of documents processed or cashiered per day and does not correlate to the number of documents received in a day. Typically, the real property division receives double the amount of mail and express mail on Mondays and these documents are processed throughout the week. The beginning of the month is also busy due to foreclosure notices.

The current high-level steps involved in recording real property documents are as follows:

- Check & clock document: check for recording requirements and apply filed and recorded stamp with RapidPrint machine
- Cashier: record funds in ACS cashing system and assign instrument number

- Coding Line
 - Batch Control: put documents in instrument number order, smudge seals, paperclip odd-sized pages, group in batches of fifty
 - Numbering: apply volume and page to each page of every document with RapidPrint machine
 - Quality Control: account for all instrument numbers, check for all stamps, check that all pages are numbered and are in volume/page order, remove recorder's receipts, assemble groups in number order
- Microfilm: film each page of every document with a microfilm camera (currently outsourced to ACS)
- Digitize: convert microfilm to digital images (currently outsourced to ACS)
- Index: type index information and perform dual key verification (currently outsourced to ACS)
- Return documents: return original documents to customer via U.S. mail

The goal with the upgraded system is to automate and streamline these steps and to significantly reduce the number of touch points in the process as reflected below.

Analysis of Touch Points for an average daily volume of 2,500 documents

	Documents	Pages	Stamps
Pre-October 2003	20,000	75,000	20,000
Redesigned Process	20,000	62,500	17,500
Percentage Reduction		17%	13%
New Model	12,500	52,500	5,000
Percentage Reduction	60%	43%	300%

Satellite Offices

Satellite offices do not process real property records. They are dual deputized for registrar duties for Vital Statistics records only.

Vital Statistics Division

Vital Statistics functions are performed downtown and by twelve substations. The following chart depicts the volumes of vital statistics records processed by Dallas County from fiscal years 1998-2002.

Vital Statistics Measures	FY 1998	FY 1999	FY 2000	FY 2001	FY 2002
Birth certificates issued	21,032	20,901	21,675	22,963	23,440
Death certificate requests (receipts)	3,444	3,564	3,933	4,361	4,556
Marriage license/application customers	7,230	7,006	7,027	9,100	7,976
Marriage licenses issued downtown	9,570	10,202	10,258	11,618	10,287
Total Transactions	41,276	41,673	42,893	48,042	46,259
Total Revenue	not available	\$ 475,511	\$ 481,713	\$ 538,317	\$ 517,810

Source: Dallas County FY2000-2003 Performance Measures

Although the number of birth and death certificates issued increased from 2001 to 2002 while marriage licenses decreased, total revenues also decreased because the fees associated with marriage licenses are significantly higher than those for birth or death certificates. See fee schedule below:

Vital Statistics Fee Schedule

Type	Fee
Marriage License Application	\$ 41.00
Certified Copy of Marriage License	\$ 8.00
Certified Copy of Birth Certificate	\$ 12.00
1st Certified Copy of Death Certificate	\$ 10.00
Additional Copies of Death Certificate	\$ 4.00

Source: New Fees For Dallas County Clerk's Office Effective 10/1/03

The Vital Statistics staff currently produces certified copies of birth certificates from the State's Bureau of Vital Statistics site whenever possible. Producing copies from the County's records is done as a last resort and requires the staff to look up the volume and page in the Birth Recording System on FORVUS and then search through the microfilm for the record. There is a cost impact of this practice because the State Department of Health charges the County \$1.83 per copy produced from their system. Substations currently have no alternative but to produce copies from the State's website because they do not have access to the microfilm records and electronic images of Vital Statistics records are not available.

Records filed in the Vital Statistics division are cashiered in the ACS system downtown and in the FORVUS JP Accounting system for the substations. The data from the two separate cashiering systems is not accumulated into one central system and there is no reconciliation between the systems. The index is created and maintained in the Vital Statistics applications on FORVUS.

Assumed Names/Index/Public Research Division

Real Property documents filed with Dallas County are made available via ACS. Title companies, research firms, and the general public wanting to research these records are required to come physically to the County Clerk's Office to access the records on the public terminals or make other arrangements to obtain the records from the County's vendor. Some research firms and title companies have agreements with the County to rent equipment on the third floor for the purposes of performing research. Records are not currently available on-line.

The Index/Public Research division is responsible for producing plain and certified copies of documents filed with the Dallas County Real Estate division. In addition, they file Assumed Name records. The graphs below depict transaction volumes in this division.

Index Division Measures	FY 1998	FY 1999	FY 2000	FY 2001	FY 2002
Number of receipts for copies	15,133	15,222	14,488	15,537	17,895
Gross reveune received	271,613	297,403	306,504	309,882	398,756

Source: Dallas County FY2000-2003 Performance Measures

ASSUMED NAMES FILING TOTALS

Month Totals	Year over Year Percent Change						
	FY2000	FY2001	FY 2002	FY 2003			
October	2,427	2,599	2,910	3,177	7%	12%	9%
November	2,369	2,138	2,568	2,575	-10%	20%	0%
December	2,248	1,966	2,377	2,529	-13%	21%	6%
January	2,838	2,777	3,483	3,363	-2%	25%	-3%
February	2,823	2,726	3,104	2,781	-3%	14%	-10%
March	3,333	3,041	3,328	3,383	-9%	9%	2%
April	2,661	2,676	3,447	3,372	1%	29%	-2%
May	2,775	2,833	3,263	3,065	2%	15%	-6%
June	2,734	2,831	2,963	3,202	4%	5%	8%
July	2,505	2,946	3,298	3,245	18%	12%	-2%
August	2,891	3,140	3,321	3,180	9%	6%	-4%
September	2,587	2,520	2,999	3,165	-3%	19%	6%
Annual Total	32,191	32,193	37,061	37,037	0%	15%	0%
Avg. per Month	2,683	2,683	3,088	3,086			

Source: Fee Book Miscellaneous Recap reports

Title Company Office (3rd Floor)

Title Companies rent equipment on the 3rd floor to perform research on Dallas County records. From this space they can research and print records however, if they need a certified copy, they have to go to the Index/Public Research department. Dallas County charges \$185 per month for rental of one reader/printer machine to title companies on third floor. This rental fee includes up to 200 copies. Additional copies are \$.93 per page. Additional viewers can be rented for \$70 each per month. At the end of the month, the Assistant Manager takes readings from each of the machines to determine the number of copies produced during the month. This information is manually entered into a monthly invoice. Each company was required to place a deposit representing their average monthly cost in escrow. This amount remains in escrow throughout the year and the companies pay invoices on a monthly basis. Invoices are manually generated by the Recording Department's Assistant Manager for approximately 23 companies per month.

Control/Mail Division

The Control/Mail Division is responsible for sorting and distributing incoming mail and preparing recorded documents for return to the customer. The County currently outsources mailing label production to its vendor, ACS, and outsources the function of stuffing the envelopes to another outside vendor.

Returning documents to customers in the mail is not only a manual, labor intensive process but it also represents a significant expense to the department. The County Clerk's FY2003 total budget for postage was increased to \$225,000 and the proposed budget for FY2004 is

\$275,000. A significant amount of this budget is utilized for postage costs incurred by the Recording Department.

Overview of Recording Department Record Types

The following table summarizes the characteristics of the key record types that are filed in the Dallas County Recording Department.

Record Type	Approx. # of documents per year	Avg. # of pages per document (a)	Typical document size	Format	Retention Schedule
Land Records	560,000	6 (b)	8.5"x11" or 8.5"x14" & mixed	Single-sided, double-sided & mixed	Perpetual
Plats	(c)	1 to 2	24"x36" or 24"x30"	Single-sided	Perpetual
Assumed Names	37,000	1	8.5"x11"	Single-sided	10 years
Marriage licenses	18,000 (d)	2	8.5"x14"	Double-sided	Perpetual
Birth certificates	12,000 (d)	1	8.5"x11"	Single-sided	Perpetual
Death certificates	5,000 (d)	1	8.5"x11"	Single-sided	Perpetual

(a) Note: Number of pages is defined as total number of pages of a document with writing or notations on it. If a single page document has writing or notations on both sides, it would be counted as two pages above.

(b) Average number of pages per land records document have increased over recent years to approximately 6 pages per document.

(c) The number of plats is included in the land records count above. The County estimates that they receive approximately 60 plats per month (based on October-December 2003 average volumes).

(d) The document count for Vital Statistics records is based on 2002 actuals. These counts reflect the number of certificates/licenses filed and do not reflect the number of certified copies issued.

Existing Technology

County Clerk Applications

The County Clerk's Office currently uses the following applications to perform their functions:

- GRM 20/20 PerfectVision Cashiering System for Real Property and Vital Statistics – used to record funds received on the second floor and by the marriage office on the first floor of the Records Building
- FORVUS – JP Accounting System – used to record funds received by substations
- GRM 20/20 PerfectVision 400 – used to search for real property records
- ACS Marriage Application License Processing – used to generate marriage applications and licenses
- FORVUS – Vital Statistics applications - used to index and search for Vital Statistics & Assumed Names records
- Bureau of Vital Statistics – Remote certification website used for birth certificate copies
- Oracle Financials – used to record daily deposit
- The Counter Payment System (credit card system provided by Texas Local Interactive soon to be replaced by Bank of America)

GRM 20/20 PerfectVision applications are provided by ACS and FORVUS is a 3270 terminal emulator that allows users to connect to the County's mainframe computer. Recording Department staff simply refers to the County mainframe applications collectively as FORVUS.

None of these systems are integrated. They all operate independent of one another including the cashiering system that also operates on a separate private network. In addition, there are no current procedures to reconcile the information contained in the separate systems.

Communications to Remote Sites

All substation locations have network and mainframe connections. These substation locations are listed below.

No.	Location	JP Precinct	Address	Marriage	Birth	Death
1.	Garland	JP Precinct 2-1	305 N. Fifth Street		X	X
2.	Mesquite	JP Precinct 2-2	823 N. Galloway		X	X
3.	Richardson	JP Precinct 3-2	1411 Beltline Road	X	X	X
4.	North Dallas -- JP Precinct	JP Precinct 3-3	10056 Marsh Lane		X	X
5.	North Dallas Gov't Center	n/a	10056 Marsh Lane	X		
6.	Farmers Branch	JP Precinct 3-A	2774 Valwood Parkway		X	X
7.	Grand Prairie	JP Precinct 4-1	630 W. Main Street		X	X
8.	Irving	JP Precinct 4-2	841 W. Irving Boulevard		X	X
9.	Lancaster	JP Precinct 1-A	107 Texas Street		X	
10.	Dallas	JP Precinct 1-1	7201 S. Polk	X		
11.	East Dallas Gov't Center (*)	n/a	3443 St. Francis	X		
12.	East Dallas -- JP Precinct (*)	JP Precinct 3-1	3443 St. Francis	X		

(*) Note: JP Precinct 3-1 and the East Dallas Government Center are located at the same address but both offices produce marriage license applications. The East Dallas Government Center produces the applications on the ACS Marriage Application License Processing system and the JP Precinct produces the applications manually.

County Equipment Inventory

The Recording Department utilizes equipment owned by the County and additional equipment provided by the current vendor. This section lists the equipment that is currently owned by the County. The County would like each vendor to propose additional equipment necessary to operate the proposed system including cashiering/recording workstations, scanning stations, index stations, public research terminals, etc.

Equipment Listing

Manufacturer	Description	Quantity
Minolta 3000	Minolta Copier	1
Minolta EP6001	Minolta Copier	1
Rapidprint	AR-E Time Stamps	7
Rapidprint	AN-E Numbering Machine	8
Minolta-RP504 M	Microfilm reader/printer	14
Minolta-RP603 Z	Microfilm reader/printer	11
Minolta-RP605 Z	Microfilm reader/printer	2
Minolta-RP607 Z	Microfilm reader/printer	1
Realist Vista Viewer	Microform reader	1
3M 500	Microfilm reader	5
IBM	Wheelwriter 3's-typewriter	2
Xerox 620	Memory Writer typewriter	1
IBM	Selectric typewriter	1
Swintec	Swintec 7040 typewriter	4
Brother	Brother 2750 Fax Machine	1
Muratec	F-160 Fax Machine	1
Fellowes	Powershredder 220	1
Pitney Bowles	Postage-Perfectseal 200	1
Minolta PagePro 1250W	Printer	1
HP LaserJet 2100M	Printer	2
HP LaserJet 1100	Printer	2
Minolta 4152	Printer	1
HP ScanJet 4100C	Scanner	1
ITT	CRT Terminals	2
IDEA	CRT Terminals	2

Computer Inventory

The following table lists the County-owned computers in the Recording Department but does not include computers located at the substations. These computers are Dell PCs with configurations as follows:

No.	Location	Operating System	RAM	Processor
1	Bookkeeper	Windows 95	64 MB	Pentium Processor
2	Control/Mail	Windows XP	512 MB	Pentium 4
3	Index/Public Research	Windows 98	64 MB	Pentium II Processor
4	Management	Windows 95	64 MB	Pentium Processor
5	Management	Windows 95	64 MB	Pentium Processor
6	Real Property	Windows 98	127 MB	Pentium Processor
7	Vital Stats	Windows 98	126 MB	Genuine Intel
8	Vital Stats	Windows XP	128 MB	Pentium III
9	Vital Stats	Windows XP	1GB	Pentium 4
10	Vital Stats	Windows XP	512 MB	Pentium 4
11	Vital Stats	Windows XP	512 MB	Pentium 4
12	Vital Stats	Windows XP	512 MB	Pentium 4
13	Vital Stats	Windows XP	512 MB	Pentium 4

Related Projects

There are two projects on the County's twelve month roadmap that may or may not have an impact on the vendor's response to this RFP.

- A Countywide imaging plan is scheduled to be developed in the October through December 2004 timeframe. The intent of the Imaging Plan is to see how the County can leverage technology and skills acquired during the Sheriff and District Clerk projects to the rest of the County. The County implemented OnBase imaging software from Hyland Software with an Oracle database. The systems include workflow, COLD and web-based technology. The County uses standard JPEG and TIF formats (TIF Group 4 multi or single page) and Kodak scanners. The County intends to provide technology support for OnBase through its internal information technology staff. If the proposed County Clerk Recording system is not OnBase then a vendor support agreement must be included with the proposal response.
- The County plans to acquire a countywide receipting system in 2004. The County will require that the receipting system be interfaced with Oracle. Therefore, the interface to Oracle that is required in this proposal will eventually be replaced by an interface to the countywide receipting system once it has been implemented.

County Technology Standards

Server Hardware and Operating Systems

The County standard for enterprise application servers are IBM RS/6000 AIX and Dell PowerEdge Windows 2000 Server or Advanced Server.

Network Infrastructure

LAN specifications include: TCP/IP protocol, IEEE 802.3 Ethernet at speeds of 100MB & 1GB. The LAN has Intel servers running NetWare 5.x and GroupWise 6.0. The County has standardized their network with DELL and CISCO products. The County uses SANS/NAS technology for storage.

Desktop Standards

The County standard is an Intel Pentium processor, 256MB memory, 40GB hard drive, 17 inch monitor, CD ROM, and Intel NIC for standard PC Desktops/Operating Systems. County supported desktop software includes: Windows XP, GroupWise 6.0, Microsoft Office XP, and Internet Explorer 5.5 and above.

Databases

The County provides support for Oracle and Microsoft SQL Server on enterprise servers.

Report Writers

The County prefers role/responsibility based security be provided with the application. The County Auditor will be reviewing any third party report writers that may have security that can circumvent application security i.e., Crystal Reports. The County currently uses Discovery with Oracle financials where the report writer security is integrated with the application.

Web Portal

The County currently uses a combination of Texas On-Line and in-house applications for web-based transaction processing however the County is open to other web portal solutions.

Credit Card Payment/On-Line Verification

The County is signing a contract with Bank of America for their e-stores product. The payment screen will be part of the Bank's system with a programmable back end however we do not know the technical details at this time. The County Clerk's system will need to be flexible in how it handles convenience fees i.e., flat rate, percentage of fee, etc. A confirmation code will be sent back to the County Clerk system from Bank of America. The selected vendor will have to work with Bank of America to develop the interface.

Daily Cash Receipts

The County uses Oracle financial software. The Recording Department uses the system to record their daily deposits. The proposed system will require an interface to automatically send daily receipt data from the proposed cashing system to the Oracle general ledger.

Overview of Desired Solution

The County Clerk is interested in receiving proposals from qualified firms for an integrated Recording system and related outsourcing services. 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, GF#, etc.)
- Indexing of Real Property, Assumed Names, Vital Statistics and other miscellaneous records
- Public research of records on-line and at County locations
- Marriage application and license generation
- Interface with Scanning devices
- Reporting
- Escrow account management and invoice generation
- e-Recording

In addition, the County Clerk's office is interested in obtaining proposals for outsourcing the production of the index for Real Property and Assumed Names records and optional services to outsource the storage of microfilm.

The following section provides proposed operating models for vendors to consider. The County expects vendors to present their solutions with similar diagrams and flowcharts to visually represent how their solution works.

Proposed Future Operating Model

In the following section we outline the proposed operating models supporting each of the County Clerk Recording Department functions. These models are presented for illustrative purposes only. The County Clerk is open to variations of these process flows and expects that vendors responding to this RFP will provide best practice alternatives. The County will openly consider alternative operating models provided they meet all statutory requirements. The following operating models are presented in the sections below:

- Filing – filing all documents with the exception of birth and death records
- e-Recording – electronic filing of real property documents
- Birth and Death Filing – filing birth and death records
- Marriage License Application & Filing – processing marriage license applications, issuing and recording marriage licenses
- Birth and Death Certified Copy – producing certified copies of birth and death records
- Index/Public Research – providing public access to open records and producing plain and certified copies of Marriage, Assumed Names, and Real Property records

Within each of these operating models there are several common component activities as indicated in the matrix below. However, in some cases there are different requirements for each of these key activities depending on the function that is being performed. For example, in the general filing model, the steps associated with indexing are specific to an outsourced model. In

Birth and Death Filing and Marriage License Application & Filing, however, these indexing activities are performed by in-house staff. We will highlight the key differences in the descriptions of each of the models below.

Models	Key Activities						
	Cashiering	Scanning	Indexing	Microfilming	Document Return	Process Request (*)	Request Copies
Filing	X	X	X	X	X		
eRecording	X	X	X	X	X		
Birth and Death Filing		X	X	X	X	X	
Marriage License Application & Filing	X	X	X	X	X		
Birth and Death Certified Copy	X				X	X	
Index/Public Research	X				X		X

(*) Process request is a generic activity for unique steps in each model.

As noted in the matrix above, cashiering is one of the key activities that are common to five of the six models. Cashiering will become even more critical in the new operating models that we are proposing because it will be consolidating several of the manual processes that are inherent within current operations. This section will start with a description of the cashiering/recording model components that apply across all other processes. Detailed descriptions of specific operating models will follow.

Proposed Cashiering/Recording Model

The proposed cashiering model will provide the following benefits for all cashiering functions including Real Property, Assumed Names, Index, and Vital Statistics:

- Automate interfaces to other County applications
- Provide advanced security features
- Automate stamping functions and provide bar code technology
- Eliminate the use of volume and page, replacing it with a notation of the total number of pages per document

Each of these benefits is discussed in more detail below.

The cashiering/recording system will be interfaced with Oracle General Ledger and with the Counter Payment System (the County's credit card processing application).

Cashier stations will contain advanced security features and each cashier will be assigned to an individual cash drawer and held accountable for the funds. Cashiers will still be required to log into their stations but additional user-level security profiles will define the transactions that they are authorized to perform. Supervisory overrides will be required for certain transactions such as voided documents or documents recorded for no fee.

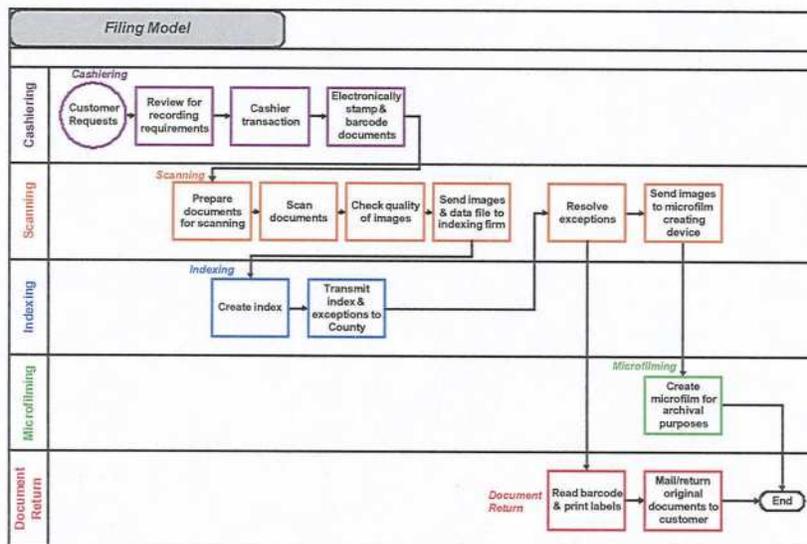
Each cashier station will validate the document with the statutory requirements and apply the filed and recorded stamp. Each cashier will also apply a barcode to the document. In addition, the document stamps will be produced by the cashiering/recording system.

The County will discontinue the use of volume and page for all records filed in the Recording Department, including Real Property, Assumed Names, and Vital Statistics. This will apply to new filings only; the volume and page for all historical documents will be maintained. The

instrument number will serve as the unique identifier for each document and the cashiering/recording system will track the total number of pages per document.

Proposed Filing Model

The following model reflects the proposed model for filing documents within the Recording Department. This model applies to all records filed within the Recording Department with the exception of Birth and Death records. In the following section, we will expand on the vision for each of the key filing functions including cashiering, scanning, indexing, microfilming, and document return.



Cashiering

Back office functions, such as cashiering mail and title company work, will be performed in back office areas out of the line of sight of customers. These cashiers will be stationed in quiet spaces where they can process large volumes of documents without interruption. Front line cashiers will be focused on processing transactions for walk-in customers and will not perform back office functions.

Cashiers will continue to review documents for recording requirements, but the system will provide the ability to create electronic rejection letters. Front line cashiers will enter the document type, number of pages, and if applicable, optional fees (e.g., additional names) and the system will calculate the amount due. These calculations will be based on a pre-defined fee schedule in the system.

The system will provide an optional field for the title company GF number (a unique identifier for the title company) into cashiering/recording system. Cashiers would enter the GF number in the system when processing a transaction. The system would generate an email confirmation to the title company listing the GF number, instrument number, date of filing and any other required information.

The cashier will process the payment in the system at which time the instrument numbers will be assigned sequentially to all documents on that receipt. Because the instrument numbers are assigned at the end of the transaction, if the cashier makes an error while entering the document information they will have an opportunity to correct it before the transaction is final. During payment processing, cashiers will also have the option of selecting escrow accounts as a payment type.

The County would like the system to provide the option of up-front indexing of certain data by cashiers (e.g., first grantee and first grantor names). In addition, certain document types may require immediate indexing (e.g., abstract of judgments, federal tax liens). The system should provide the functionality for cashiers to perform this function.

If a customer overpays the fees for a transaction, the system will track the overage and will require cashier to enter information for a refund. When the cashier enters the amount tendered, the system will provide options to issue change, process a refund, or maintain the overage as surplus based on County policy which currently applies to overpayments of up to \$10.

The system will have the ability to suspend a transaction and help the next customer. The cashier can resume the transaction when the customer returns. Every time the cashier logs into the cashiering/recording system, the system will notify the cashier if he/she has any suspended transactions.

If a walk-in customer wants certified copies of their document, the cashier will perform all functions (cashier transaction, scan, print copy, and collect fees) and return the original document to the customer. This eliminates the need to get coding line staff involved and will speed up the process. To do this, one or two mid-range scanning devices will need to be stationed at the front line cashier stations for the department.

Document Preparation and Scanning

Throughout the day, cashiered documents will be picked up from cashiers for document preparation. The documents will remain grouped by cashier station until they are scanned. The document preparation staff will smudge the seal, if necessary, remove staples, and prepare the documents for scanning. There will no longer be a requirement to paperclip odd-sized pages because the scanners will have auto-page size detection and double-sided capabilities. Each cash station's work will be maintained together for document preparation and scanning. Documents will not have to be placed in sequential order since bar code technology will match the image with the document index and will produce exception reports for missing instrument numbers. After documents are prepared, they will be scanned into the system by high-speed scanners. The scanner will utilize the bar code as identification and as a separator sheet to indicate the start and end of a document. The scanning routine will compare number of pages

scanned versus number of pages cashiered and will produce exception reports. After the documents are scanned, the images will become immediately available on County and public terminals. At this stage, the images will have a status of "not verified." This status will change to reflect its status, for example "not verified," "verified," "indexed," and "exception."

The goal is to scan the entire day's work within the current business day. To do this the scanning staff would need to have staggered shifts. Images should be available for viewing on the system within twenty-four hours. When the documents are initially scanned into the system, they can be searched by instrument number, GF number, date filed and document type (because this data will be captured at the cashiering stations). Once the index is loaded, the images could be searched by any of the indexed fields (e.g., grantor/grantee).

After the images are scanned, quality control staff will review images on the screen to ensure that they are readable and straight.

Capturing the image from the hard copy paper using scanners will significantly improve the quality of the image and the microfilm.

The County Clerk requires that the original documents remain on County property until after the images have been scanned into the system, unless an emergent need or emergency arises as determined by the County Clerk.

Indexing

Once quality control has completed its review, the County will send the Real Property and Assumed Names images to an indexing firm and will retain the original documents until they receive clearance. The indexing firm will index all Real Property and Assumed Names documents and key in return address information on flagged documents. The indexing firm will send an exception list to the County for research. The County will review the exception list, make required corrections and index the exception documents. Upon clearance, the index would be married to the image by instrument number. After this, documents would be approved for mail out and for microfilm production.

Assumed Names documents and other miscellaneous document types will be included with outsourced service requirements. Vital Statistics documents and other miscellaneous document types would continue to be indexed by in-house staff.

Microfilming

The scanning staff will create a file of the images and send it to a microfilm creating network device. Microfilm will be created directly from the images with improved quality.

Document Return

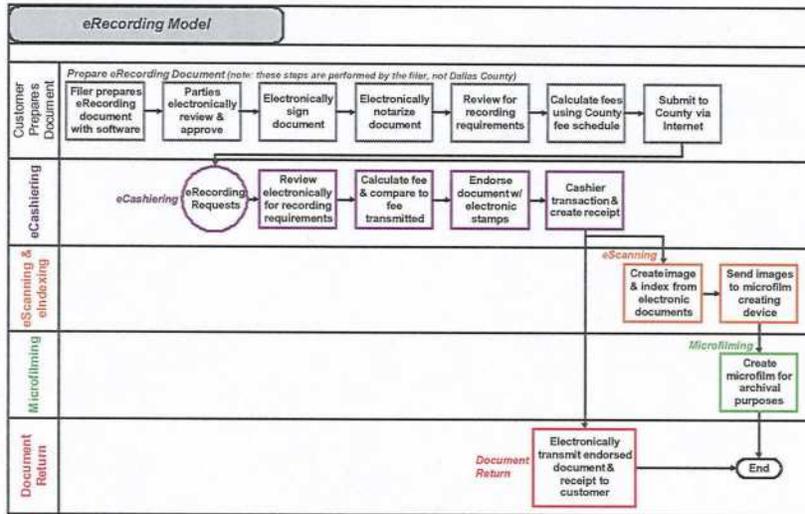
The cashiering/recording system will have an option to indicate the return method. Usual methods to return documents are Instant, Pickup Box, Pre-addressed, or Regular. If regular mail is indicated, the system will flag the document to indicate that the indexing firm should key in the return address information. At the same time the Indexing firm is creating the index, they will key in return address information for flagged documents for Real Property documents.

After the County receives clearance from the Indexing firm, a Control/Mail staff will read the barcode on each document and a machine will print a mailing label with instrument number range indicating the documents that should go in the same envelope. Control/mail staff will locate instruments and stuff the envelope. Finally, the envelope will be metered and delivered to the Post Office.

Proposed e-Recording Model

e-Recording is a new technology advance in the area of document recording. The process of e-Recording closely parallels the standard recording process. The filer prepares the document and submits to the County Clerk for recording. The Clerk's office reviews the document for legal requirements, records, indexes, archives and returns the document. The difference is that the e-Recording process is electronic. The degree of human intervention depends on the level of electronic recording. There are 3 standard levels of electronic recordings.

The model described below reflects Level 3 e-Recording for Real Property records.



The workflow of e-Recording has all the components of the physical document recording process except it is all electronic, significantly reducing labor expenses. Acceptance to this form

of filing will be gradual and will require the private sector to invest in related technology to create electronic documents that can be recorded through an eRecording model. The Dallas County Clerk wants to be in a position to take advantage of this technology.

Customer Prepares Document

The filer will be required to prepare the electronic document and create the index information. The electronic document will be routed to appropriate parties for electronic signatures. The filer's system will review the document for recording requirements and calculate the appropriate fee. The filer will prepare the e-Recording document using in-house technology or making use of software designed to create e-Recording documents. The end result is an electronic document. Two main components of the electronic document are the index information and the body of the document. Typically this information is prepared in an XML file. The electronic document follows a similar process as a physical document with the exception that the signature and notary will be electronic as indicated in the above model. After the filer prepares the electronic document, it is transmitted via the internet to Dallas County.

e-Cashiering

This step would be performed without human intervention. When the document arrives, the County Clerk's system will automatically check the document for recording requirements, check the fee, endorse the document with required stamps, process payment and create a receipt. If an exception is detected, the document can be immediately rejected and returned or flagged for manual intervention.

e-Scanning and e-Indexing

The County Clerk's system will create a .tif file containing the image of the recorded document and match this image to the index information transmitted by the filer. After this process is complete, the document will be available for public view.

Microfilming

Microfilm would be created using the same process as outlined in the general Filing Model above.

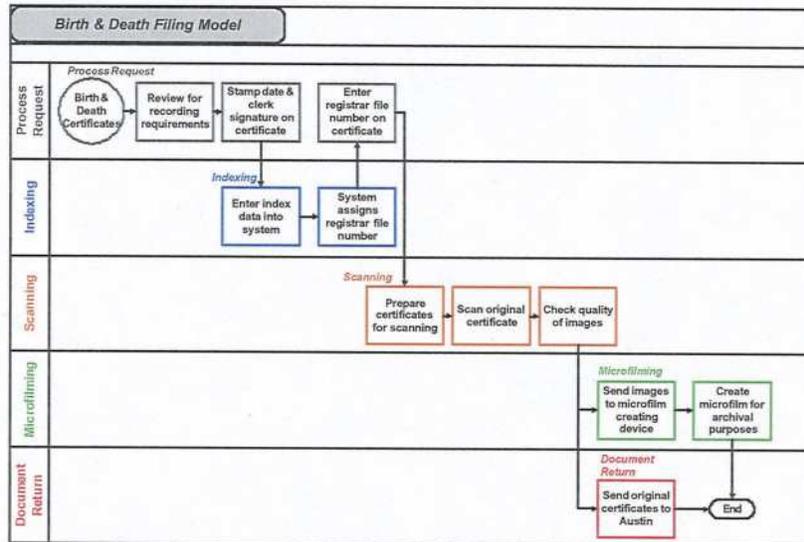
e-Document Return

After the electronic document is cashiered, it will be electronically transmitted with a receipt back to the filer.

Proposed Birth and Death Filing Model

The following model reflects the proposed model for filing birth and death records documents within the Recording Department. The main differences from the general model above are:

- The County does not charge fees to hospitals and funeral homes for filing birth and death records; therefore, there is not a cashiering component. Instead, fees are charged when the customer requests certified copies of birth and death records.
- Because birth and death records are closed records in the State of Texas and the volumes are low, indexing and scanning of these records will continue to be performed by Vital Statistics staff.



In the following section, we will expand on the vision for each of the key birth and death filing functions including processing the request, indexing, scanning, microfilming, and document return. Please note that the proposed system will need to incorporate new requirements as determined by the State of Texas' Electronic Registrar.

The proposed model for filing birth and death records is similar to the current procedures with the following exceptions:

- Elimination of the volume and page.
- Scanning of certificates to enable the clerks to produce certified copies from the images rather than from the film. This will save time from locating the roll of film, putting it in a microfilm reader, forwarding to the appropriate record, and printing the requested certificate.
- Satellite offices can produce certified copies from the images.
- All functions will be performed by County staff.

Process Request

The County will receive birth and death certificates from hospitals and funeral homes respectively. The clerk will review the certificates for filing requirements and apply the statutory stamps.

Indexing

Vital Statistics information will continue to be indexed in-house. The clerk will enter the index information into the system (or preferably, capture the information through some method of OCR for field level and/or full text indexing) and the system will assign a unique registrar file number. The registrar file number will be written on the birth or death certificate to complete the

filing of the document. The proposed solution should produce the index in one central cashiering/recording system that will have cashiering, recording, indexing, research, and reporting functionality.

Scanning

Birth and death certificates are currently maintained on microfilm only. In the proposed model, Vital Statistics staff will scan birth and death certificates into the system so that the images will be available on-line. This will also enable substations to access images of these records.

Scanning the Vital Statistics documents will follow a similar process to the general Filing Model however; we propose that Vital Statistics staff perform their own scanning functions on mid-range scanning devices that will be located in their department.

Microfilming

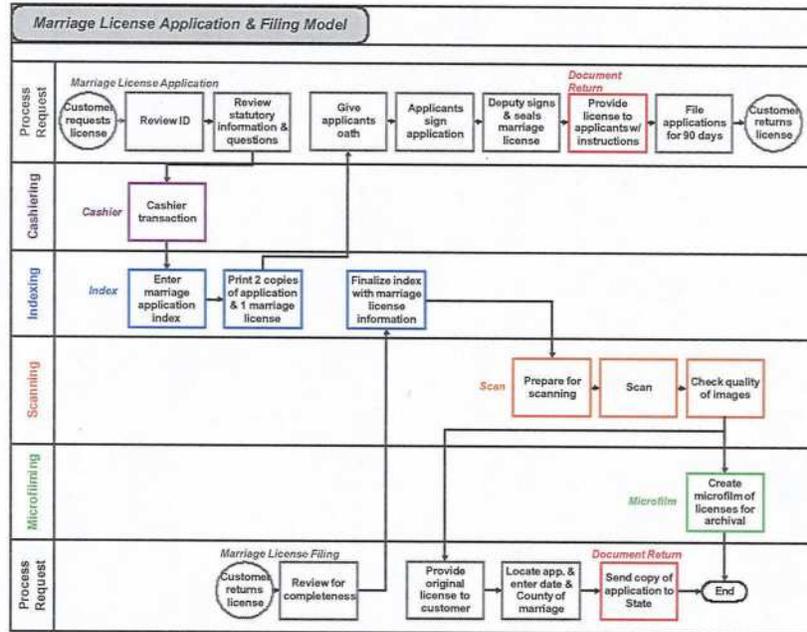
Consistent with the process for the general Filing Model, microfilm will be produced by a microfilm-creating device directly from the images. This step can be performed by County staff.

Document Return

Original birth and death certificates will continue to be sent to the State Bureau of Vital Statistics.

Proposed Marriage Application and Filing Model

The following model reflects the proposed model for producing marriage license applications and filing marriage licenses.



Marriage License Application

The current process requires the Marriage clerks to enter marriage application data into the ACS system. Later a Vital Statistics clerk enters the same data into the Marriage Application Processing system on FORVUS for the index. The proposed solution should combine these functions into one system. In addition, all typewritten forms will be automated. Volume and paging of marriage applications and licenses will be discontinued. The copy of the marriage license applications will only be maintained until the license is received and will not be scanned.

Cashiering

Funds will be cashiered into one common system by downtown and the substations.

Indexing

Indexing will continue to be performed by Vital Statistics staff. However, since the functionality of the ACS Marriage Application License Processing system will be combined with indexing capabilities, the index will be created at the same time that the Marriage clerk is producing the Marriage application and license. There will not be a separate step for Vital Statistics to re-enter this data in FORVUS. Instead, they will only need to update the index once the marriage license is returned with the date and county of marriage.

Scanning

Scanning the licenses will enable the index and images to be made available to the public and to the substations. Currently, marriage licenses are only available on microfilm.

We recommend scanning marriage licenses only since the shelf life of marriage applications is 90 days. This will follow a similar process to the general Filing Model however; as noted above, we propose that Vital Statistics staff perform their own scanning functions on mid-range scanning devices that will be located in their department.

Microfilming

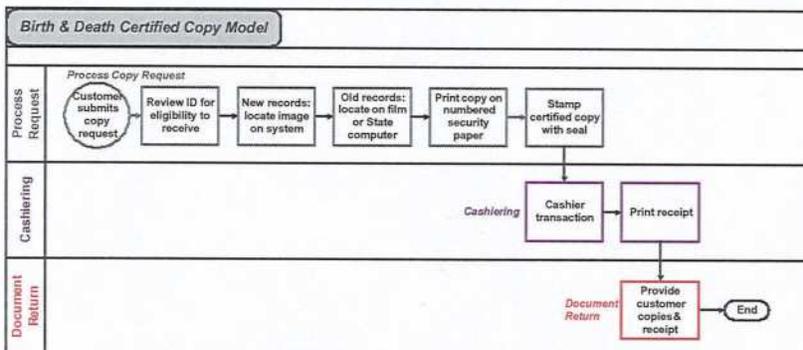
Microfilm would be created using the same process as outlined in the general Filing Model above.

Marriage License Filing

Marriage License Filing will remain unchanged from the current process with the exception that marriage licenses will not be volume and paged. Vital Statistics clerks will review the licenses for completeness, update the index information, and scan the license. Finally, the marriage application will be located and updated with the date and County of marriage and it will be sent to the State.

Proposed Birth and Death Certified Copy Model

The following model applies to issuing certified copies of birth and death certificates. In the State of Texas, birth and death records are closed records, therefore there are additional controls involved in issuing certified copies of these documents.



In the following section, we will expand on the vision for the birth and death certified copy model.

The proposed model for issuing certified copies of birth and death records is similar to the current procedures with the following exceptions:

- Standardization of the cashiering/recording system utilized by downtown and the substations.
- On-line access to new marriage license records.

- Satellite offices can produce certified copies from the images.
- The ability to produce mailing labels for requests received through the mail.

Process Request

For birth and death records that have been scanned into the system, the Vital Statistics staff will have access to view and print these images on-line. Old records will still need to be located on microfilm. The ability to locate records on-line also opens up the possibility of the substations issuing certified copies of the new records. The Vital Statistics clerk will locate the record, print it on numbered security paper and stamp it with the certified copy seal.

Cashiering

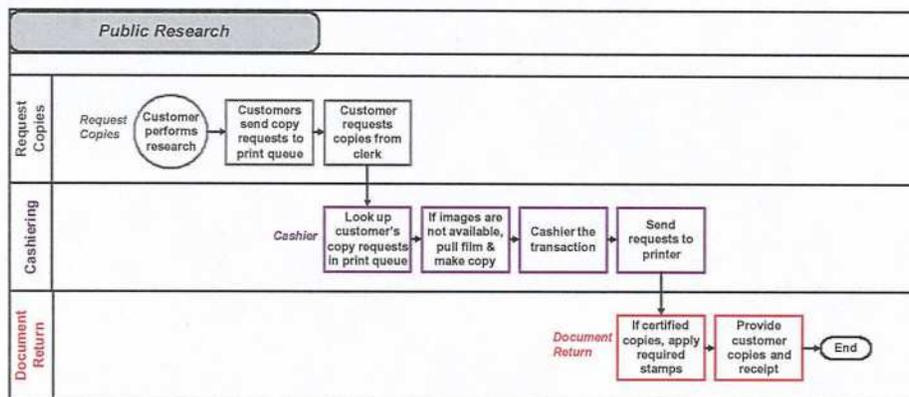
Downtown Vital Statistics and the substations will have access to process payments within one common system. The Vital Statistics clerk will record the fees, number of copies, requestor information, and certificate number in the system. The count of certified birth certificate copies will be maintained through the index and the system will provide an audit trail of security paper numbers issued.

Document Return

Currently, Vital Statistics creates mailing labels or hand writes return envelopes. The system will provide the ability to produce mailing labels for requests received through the mail. The County will continue to maintain outboxes for funeral homes and hospitals pickup.

Proposed Public Research Model

The Public Research area is responsible for assisting customers in researching public records and producing plain or certified copies. This function is currently performed downtown by Recording Department staff only. In the following section, we will expand on the vision for the Public Research model. The model presented below reflects processes for customers that request copies at the downtown offices. On-line research would follow a similar process with the exception that customers would be able to produce their own copies and process payment via the Web application.



The main differences from the current Public Research procedures are:

- Records will be made available on-line providing improved accessibility to public records and better customer service.
- Public Research clerks will have cashiering stations.
- Self-service model - customers will be able to select pages of documents to print and send them to a print queue directly. This eliminates the need for the clerk to look up the same document and send it to the print queue.
- Elimination of manual forms.

Request Copies

Customers will enter identifying information and send print jobs to a print processing queue. Customers should have the ability to select the print ranges so they do not have to print the entire document. In addition, the County would like to install printers in the Public Research area and have a system with the capability to allow customers with accounts to send and retrieve documents from these printers without County staff intervention. The new model will also provide the ability to conduct research on public records and print copies through the internet. Certified copies can be requested through the public access research web site. The internet module will have all the functionality that is contained in the Public Research at Dallas County. Internet users will have the ability to order copies of documents. Benefits of the internet based module include reduced traffic in the office and twenty-four hour seven days per week availability.

Cashiering

Public Research clerks will have their own cashiering stations. When the customer is ready to pay, the clerk will select the customer's print jobs from the queue, process payment, and send the print jobs to the printer. For records that are available on microfilm or plat cards only, the clerk will produce the copies manually. Finally, the index clerk will apply required stamps to certified copies, if applicable and provide the customer their copies and a receipt. Escrow customers will be able to send print jobs directly to a printer and pick up their copies from an outbox location and/or directly from a printer located in the public research area. Receipts for customers with accounts will show remaining account balance.

The system will provide enhanced controls that will enable reconciliation of the number of print queues to the cash drawer close out. The system will also hold user-generated print jobs in a print queue until payment is processed. Copies will only print after payment has been tendered.

Document Return

Customers will be able to access records on-line through a self-service model.

Evaluation/Award Summary

Overview

The County of Dallas Texas ("Dallas County" or the "County") is soliciting Offers of High Technology purchases as authorized in the State of Texas Local Government Code 262. 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 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 proposal. The award of the contract shall be made to the responsible offeror whose proposal 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 proposals as determined by the Commissioners Court. 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. Price	30
2. Extent to which the solution meets the County's functional requirements	20
3. Extent to which the solution meets the County's technical requirements	20
4. References/reputation/experience/financial stability of firm	15
5. Meeting County MWBE requirements	15

Each proposing firm is responsible for submitting all relevant, factual, and correct information for evaluation of the above criteria with their proposal. The evaluation committee will evaluate each proposal based on the data submitted. The evaluation committee will consist of the County Clerk plus one representative from each of the following departments: the County Clerk's Office, Purchasing, Budget, Information Technology and the Auditor's Office.

Selection Process

During the proposal 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 County's Purchasing Department for this procurement.

The County will hold one pre-proposal conference as detailed in the timeline below. The County will provide on-site tours of the facilities as part of the pre-proposal conference activities. Attendance at the pre-proposal conference is encouraged but is not mandatory. Additionally, the County requests that firms submit initial question in writing to the County prior to the pre-proposal conference according to the deadlines established in the tentative timeline below. These questions will be addressed during the pre-proposal conference.

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

Step One: Based on the firms' written proposals, the Evaluation Committee will perform critical requirements fit analysis and conduct reference checks and evaluate the technical merit of each proposal. The Evaluation Committee will then discuss the results of their review and determine which vendors are reasonably susceptible 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 will 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, schedule reference site visits, participate in due diligence meetings with the Evaluation Committee and appropriate staff, and submit a best and final offer (BAFO). All qualified firms will be accorded fair and equal treatment with respect to submission of a BAFO. In order to be considered, a sealed BAFO must be submitted in writing to the County Purchasing Agent at a time and date subsequently specified by the County.

During these discussions, firms may offer and the County may accept revisions to the proposal. All such revisions will be made available to all qualified firms in the form of a Best and Final Offer (BAFO) document. While the BAFO will, to a degree, be tailored to individual firms, care will be taken to ensure that all firms remain on the same competitive level and are proposing to substantially and materially the same conditions and requirements. Further care will be taken to preclude allowing the advertised requirements to be materially modified (significant alterations of the specifications). Care will be taken to ensure the equality established for all firms is not jeopardized through the technical discussion and BAFO process.

The Purchasing Department, based on the ratings of the Evaluation Team, will recommend to the Dallas County Commissioners Court that award be made to the firm whose proposal 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 proposals as described above. The Dallas 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 District 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 District Attorney or other authorized counsel representing the County and executed by the Dallas County Commissioners Court. Upon execution of contract, a formal Notice-to-Proceed will be issued by the Purchasing Department identifying the exact start date for the project.

Tentative Timeline

The evaluation and award process will encompass the following tentative timeline:

Deadline for Initial Questions	March 15, 2004
Release Addendum #1: Initial Questions	March 22, 2004
Pre-Proposal Conference	March 29, 2004
Deadline for Final Questions	March 31, 2004
Release Addendum #2: Final Questions	April 5, 2004
Proposals Due	April 12, 2004
Begin Review of Proposals	April 12, 2004 – May 25, 2004
Analyze critical requirements	
Conduct reference checks	
Determine firms reasonably susceptible of being selected for award	
IT Services Steering Committee briefing	
Commissioners Court briefing and court order	
Begin Evaluation of Offerors	May 25, 2004 – July 20, 2004
Schedule demonstrations and site visits	
Conduct vendor demonstrations	
Conduct site visits to existing customers	
Conduct due diligence discussions	
Conduct initial contract discussions	
Best and Final Offers (BAFOs)	
IT Services Steering Committee briefing	
Commissioners Court briefing and court order	
Evaluate, grade and select vendor(s)	July 20-27, 2004
IT Services Steering Committee briefing	August 3, 2004
Commissioners Court briefing and court order	August 10 – August 17, 2004
Contract Negotiations	August 17 - September 14, 2004
Commissioners Court briefing and court order	September 14 - 28, 2004
Contract Award	September 28, 2004

Proposal Format

In order to facilitate the analysis of responses to this RFP, vendors are required to prepare their proposals in accordance with the instructions outlined in this section. Each vendor is required to submit the proposal in a sealed package. Vendors whose proposals deviate from these instructions may be considered non-responsive.

Proposals must be prepared as simply as possible and provide a straightforward, concise description of the vendor's capabilities to satisfy the requirements of the RFP. All parts, pages, figures, and tables must be numbered and clearly labeled. The vendor must provide one (1) original and eighteen (18) copies plus one (1) electronic version on CD (Microsoft Word or PDF format) of the proposal. Please organize the proposal into the following major sections:

<u>Section</u>	<u>Title</u>
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. 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 vendor contractually. 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 Proposal abstract. The transmittal letter should include the following:

- Brief description of your organization
- 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 subcontractors that will be utilized
- Contact person, phone number and email address for questions relating to the Proposal
- Signature of person authorized to contractually bind the company.

2.0 Executive Summary

This part of the response to the RFP must be limited to a brief narrative highlighting the vendor's proposal. 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
- A brief description of the company
- 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
- 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
- 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 docket sheet 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
- eRecording
- Marriage Application and Filing
- Birth and Death Certified Copies
- Public Research

The vendor should highlight differences from the proposed operating models in the Overview of Desired Solution section of this RFP and discuss the impact and benefits of these changes. This section should also include a discussion on performance standards, recommendations for

minimum staffing levels in each functional area, and minimum skill sets and computer literacy required for County staff.

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. Contractor shall identify any Third Party Software, and, unless otherwise stated in this Contract, Contractor 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 Contractor's employees or agents; and (3) install fixes, modifications, releases or versions of Third Party Software which are identified by the licensor of Third Party Software as required to make the Third Party Software Year 2000 Compliant and to otherwise function as intended. Contractor 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, County Commissioners Court Administrator, County Clerk or County Contract Manager) has been tendered and such Third Party Software was commercially available to County when selected. In the event that Contractor 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, Contractor shall obtain and transfer to County, its contractors and subcontractors, to the extent necessary or desirable for County or such contractors and subcontractors 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 Contractor 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. In the event there is multiple operating systems available, list all options. Please refer to County Technology Standards on page 14.

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.

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. Please refer to County Technology Standards on page 14.

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 proposal, 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. Please refer to County Technology Standards section on page 14. The County retains the option to purchase the hardware separately.

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. Any false or misleading information will be subject to immediate disqualification of the vendor's proposal. The following answer key must be used when responding to the requirements:

Y = this feature is currently in production (i.e., fully implemented and in use) in another county and is provided within the proposed solution.

T = this feature is currently developed and is in Alpha or Beta testing and is provided within the proposed solution.

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.

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 Dallas at facilities mutually agreed to by the County Clerk and the vendor. The vendor will be expected to train at least 35 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 Dallas 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 three (3) 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.

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 Dallas County Clerk Recording Department. These clients must have licensed the proposed software for a comparable computing environment. Information must include at the minimum:

- Company 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 RFP must be properly labeled and included with the RFP. These materials must be in compliance with the Economy of Presentation guidelines outlined on page 40 of this RFP.

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 Proposal
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 Proposal. 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.
6. All vendors are encouraged to provide options for potential revenue generation ideas for the County Clerk's Recording Department, including subscription fees for premium services offered on-line, etc. Revenue generation ideas will be considered during the selection process described above.

The Offer's pricing must remain valid for one hundred eighty (180) days from the RFP response due date. All materials included in the response to this RFP, including any portion of the RFP 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 RFP.

- | | |
|---------------|--|
| 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. | Outsourced Services Cost Table |
| Attachment H. | Options Cost Table |
| Attachment I. | Total Optional Services Cost Table |
| Attachment J. | Total Cost Summary |
| Attachment K. | Minority/Woman Business Specifications for Bids/RFPs |
| Attachment L. | Real Property File Layout |

The County M/WBE Forms

Please contact Irvin Hicks, Minority Business Coordinator for Dallas County at 214 653-6018 with all questions concerning these forms. All bidders must include the M/WBE information forms with their response. Please find these forms in Appendix K.

21.0 Payment Options

The County requests payment options for acquisition of the system. Options should include separate pricing for hardware with specifications. The County may decide to purchase their hardware separately. Payment options can include but are not limited to the following:

- Purchase and monthly maintenance and support fee
- Per Document Fee Basis
- Annual or Monthly Lease payment

Lease options must include a technology replacement strategy.

22.0 Sample Contract

Please provide us a copy of your software license agreement, professional services agreement and maintenance agreements for hardware and software.

General Terms & Conditions**AMBIGUITY, CONFLICT OR OTHER ERRORS IN RFP:**

If a vendor discovers any ambiguity, conflict, discrepancy, omission or other error in the RFP, he shall immediately notify the county of such error in writing and request modification or clarification of the document. Modification will be made by issuing an addendum. Written notice will be given to all parties who have been furnished with the RFP without divulging the source of the request for same.

If a vendor fails to notify the county prior to the date and time fixed for submission of proposal of an error or ambiguity in the RFP known to him, or an error ambiguity that reasonably should have been known to him, he shall not be entitled to additional compensation or time by reason of the error/ambiguity or its late resolution.

The County may also modify the RFP prior to the date and time fixed for submission of proposals by issuance of an addendum to all parties who have received the RFP. All addenda will be numbered consecutively beginning with 1.

PROPOSAL PREPARATION COST:

Costs for developing proposals are entirely the responsibility of the vendors and shall not be chargeable to the County of Dallas.

DELIVERY OF PROPOSALS:

All proposals shall be delivered to:
Dallas County Purchasing Department
Attn: Linda Boles
509 Main Street
Room 623, Records Building
Dallas, Texas 75202

Completed Sealed Proposals must be received in the Purchasing Department BY 2:00 p.m. on the "DUE DATE". The official time clock will be the clock located in the Purchasing Department.

Proposals received at 2:01 p.m., and thereafter are Late Proposals and will not be accepted. Late proposals will be returned to the bidder unopened. Dallas County will not be responsible for un-marked/improperly marked proposals or for proposals delivered to the wrong location.

PRE-PROPOSAL CONFERENCE:

A pre-proposal conference will be held on Monday, March 29, 2004 at 1 p.m. in the Commissioners Court Room at 411 Elm Street, 1st Floor, Dallas, TX 75202.

The pre-proposal conference will be followed by a tour of the County Clerk's Recording Department beginning at 4:30 p.m.

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 questions in the RFP. Proposals must address the requirements since the request for proposal must be answered concisely and clearly. Proposals that do not address each criterion may be rejected and not considered.

PROPOSAL OBLIGATION:

The contents of the proposal and any clarification thereto submitted by the successful vendor shall become part of the contractual obligation and incorporated by reference into the ensuing contract.

IMPLIED REQUIREMENTS:

Products and services not specifically mentioned in this RFP, but whose are necessary to provide the functional capabilities described by the vendor, shall be included in the proposal.

COMPLIANCE WITH RFP SPECIFICATIONS:

It is intended that this RFP describe the requirements and response format in sufficient detail to secure comparable proposals. The vendor's response must coincide with the format of the RFP.

WITHDRAWAL OF PROPOSAL:

A vendor may withdraw his proposal by submitting a written request for its withdrawal over the signature of an authorized individual as described in Transmittal Letter Section above, to the Purchasing Agent at any time prior to the submission deadline. The vendor may thereafter submit a new proposal prior to the deadline. Modifications offered in any manner, will not be considered if submitted after the deadline.

STATUS OF PROPOSAL:

Disposition of Proposal - All proposals become the property of the County and will not be returned to the vendor.

DISCLOSURE OF PROPOSAL CONTENT:

All Proposals and other materials submitted in the response to this RFP procurement process becomes the property of Dallas County. All Proposal information, including detailed price and cost information, shall be held in confidence until the contract is awarded and/or cancelled. Upon the completion of the evaluation process and award and/or cancellation of the proposal, the Proposals and associated materials shall be open for review by the public in accordance with Public Information Act. By submitting a Proposal, the Proposer acknowledges and accepts that the full contents of the Proposal and associated documents shall become open to public inspection. The County will uphold the confidentiality of Vendor trade secrets to the extent allotted by law. All confidential information and trade secrets must be clearly identified and separated, by the Proposer and prior to submission of the Proposal.

TEST SAMPLES:

Upon request by Dallas County, bidders agree to furnish samples and/or demonstrations of products bid, as applicable. The product(s) requested will be furnished at no additional cost to Dallas County and will be of sufficient amounts and/or time frames agreed by County and bidder to ensure effective testing of the product(s). Any testing product used beyond the agreed upon amount or time frame may be considered for payment by Dallas County, if in the best interest of the County. Any product that fails testing shall be considered sufficient reason to reject the bid or product. Any product used by Dallas County, during the contract period that does not perform as specified and/or approved during testing shall be considered grounds for cancellation of the contract.

CONTRACTUAL DEVELOPMENT:

The contents of the RFP and selected Firm's proposal will become an integral part of the contract but may be modified by provisions of the contract as negotiated. Therefore, the Proposing Firm must be amendable to inclusion in a contract of any information provided (in writing) either in response to this RFP or subsequently during the selection processes.

FEE REQUIREMENTS:

All fees for services must include all cost elements.

LOSS, DAMAGE OR CLAIM:

The Contractor agrees that it will protect, defend, indemnify, and save whole and harmless the County and all of its officers, agents, and employees from and against all claims, demands, causes or action, damages, judgments, loss and expenses, including attorney's fees, of whatsoever nature, character, or description that any person or entity has or may have arising from or on account of any injuries or damages (including but not restricted to death) received or sustained by any person, persons, or property, on account of, arising out of, or in connection with the performance of the work, including without limiting the generality of the foregoing, any negligent act or omission of the Contractor or any agent, servant, employee or sub-contractor of the Contractor in the execution or performance of this Contract. Contractor further agrees to protect, indemnify and hold County harmless against and from any and all claims and against

and from any and all loss, cost, damage, judgments or expense, including attorney's fees arising out the breach of any of the requirements and provisions of this contract of any failure of Contractor, its employees, officers, agents, contractors, invitees, or assigns in any respect to comply with and perform all the requirements and provisions hereof.

RIGHT TO REJECTION:

The County reserves the right, at its sole discretion, to reject any and all Proposals or to cancel this RFP in whole or part as determined to be in the best interest of the County.

Any Proposal received which does not meet the requirements of this RFP may be considered to be non-responsive, and the Proposal may be rejected as authorized by the Commissioners Court. Proposers must comply with all the terms of this RFP and all applicable Federal, State and Local laws and regulations, as applicable. This includes but is not limited to: State Record Retention Laws, Rules and Regulations.

The County reserves the right, at its sole discretion, to waive any technicality in the Proposal provided such action is in the best interest of the County. Where the County waives minor technicalities in the Proposal, such waiver does not modify the RFP requirements or excuse the Proposer from full compliance with the RFP. Notwithstanding any minor technicalities, the County may hold any Proposer to strict compliance with the RFP.

COUNTY'S COMMITMENT:

This Proposal is not a commitment by the County to fund any development, to lease or purchase any equipment, products, services or any other materials from any Proposer. The County will not be liable for any direct or indirect costs that any Proposer may incur in the preparations or production of a response to this RFP, or for any subsequent sales, due diligence or negotiation costs.

The County reserves the right, at its sole and exclusive discretion, to cancel the selection process at any time, add, modify, or delete any items in the RFP, negotiate additional items to be included in the Proposal response or delete items from such response, or to award all or part of the services to one or more Proposers.

The materials and information included in this RFP are intended to assist the Proposers in the formulation of responses. The County's desire is to provide the Proposers with relevant information known at the time of the issuance of this RFP. However, the County makes no representation as to the accuracy and completeness of such materials and information. The Proposer understands and agrees that the County nor any of its agents, advisors, or representatives make any as to the accuracy and completeness of such materials and information and shall have no liability to the Proposer resulting from the use of said materials and information

The County shall not be bound by any language in the Proposer's submitted document indicating confidentiality or any other restriction on its use or disclosure.

Governing Law Venue:

The laws of the State of Texas shall govern any proposed agreement, and all obligations of the parties created hereunder are performable in Dallas County, Texas. In any legal action arising from this Agreement, the laws of Texas shall apply and exclusive venue shall lie in Dallas County, Texas.

Questions Concerning RFP:

Bidders will provide the County Procurement Coordinator with the appropriate name and the e-mail address for the Q&A contact focal point and will respond only to those questions originating from this Q&A contact. The County will accept your questions concerning the services described in this RFP via facsimile or e-mail until 5 p.m. (CST) on March 31, 2004. All questions must be submitted in writing via facsimile or e-mail to the Procurement Coordinator. Please reference the RFP number on all correspondence to Dallas County. No oral communication is binding on the County.

Questions regarding this RFP process should be submitted in writing to Linda Boles with the Dallas County Purchasing Department by e-mail to lboles@dallascounty.org, by fax to (214) 653-7449 or via mail to Dallas County Purchasing, 509 Main Street Room 623 Dallas, TX 75202.

****NOTE: All Addendums to this RFP will be made available exclusively through the Dallas County website for retrieval. Vendors are solely responsible for frequently checking this website for updates to this RFP. Addendums to this RFP can be located at the following web address:**

<http://www.dallascounty.org/html/departments/purchasing/currentbids.html>

INSTRUCTIONS**Weight Column**

The following requirements are weighted based on the following criteria:

- C = Critical
- I = Important
- N = Nice to have

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.
- T = this feature is currently developed and is in Alpha or Beta testing and is provided within the proposed solution.
- 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.

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 Dallas 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 within the overall process (e.g., cashiered, scanned, indexed, mailed, etc.)	C		
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 Dallas 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. Decision Support Capabilities

Item	Requirement	Weight	Response Code	Comment
2.1.	The system must provide appropriate statistical and summary information to be used for decisions by management personnel. Areas of decision support include workflow efficiency, individual production statistics, monetary transactions, database statistics related to application transactions, and system resource usage.	C		
2.2.	System resource usage (CPU, disk, and memory) statistics must be provided by the operating systems or by third party software utilities.	I		
2.3.	Database statistics (data record totals, table capacities, etc.) must be provided by the database management software or by third party software utilities.	I		
2.4.	All software structures designed or provided by the vendor must contain data and utilities that afford supervisory personnel decision support capabilities.	I		

3. System Documentation

Item	Requirement	Weight	Response Code	Comment
3.1.	Technical and operations manuals (on-line and hard copy) will be provided.	C		
3.2.	Documentation will include a data element dictionary.	I		
3.3.	Documentation must include record and file specifications.	I		
3.4.	Documentation must include explanations of functions and elements.	I		
3.5.	Documentation must include diagrams for data flow and program flow.	I		
3.6.	Documentation must include system backup and recovery procedures.	C		

4. 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.	The system must provide the capability for user-written, index driven help that may be added to the core product.	I		
4.5.	On-line help text will be provided.	I		

5. Application User Documentation

Item	Requirement	Weight	Response Code	Comment
5.1.	User manuals (on-line and hard copy) must be provided for each application.	C		
5.2.	The system must provide for user-defined on-line documentation.	N		
5.3.	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		

6. Testing/Training Environment

Item	Requirement	Weight	Response Code	Comment
6.1.	During system development, 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		
6.2.	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		
6.3.	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		
6.4.	All workstations in the testing room must be accompanied by Uninterruptible Power Supply (UPS) units.	I		

6.5.	After system implementation, this training database will be maintained so new users can be trained.	C		
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Application Requirements

7. General

Item	Requirement	Weight	Response Code	Comment
7.1.	The user must have the ability to execute the Recording/Indexing application software from a menu system.	I		
7.2.	All date fields on the Recording/Indexing application screens must be century compliant, accepting four digit year values.	C		
7.3.	All Official Records documents will be imaged and linked to the Official Records index.	C		
7.4.	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		
7.5.	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		
7.6.	All numbers assigned by the system will be unique (i.e., no duplication of instrument number, receipt numbers, registrar file numbers, etc.).	C		
7.7.	Documents must be linked by direct reference to a Grantor/Grantee Name, Instrument Number, Recorded Date, and for historic records, Volume and Page.	C		
7.8.	The software must have a security flag to allow certain users to update data on the Official Records Index.	C		
7.9.	The software must have a security flag to allow certain users to update the Official Records Index for prior years.	C		
7.10.	The document record must store an optional return mailing address for documents that must be returned by mail.	C		

7.11.	The document record will contain a flag field that denotes method of returning a document, i.e., instant return, electronic, mail, etc.	I		
7.12.	The system will produce mailing labels for documents that must be mailed back to the customer.	C		
7.13.	All Receipt records must be linked to the document records for which they were generated.	C		
7.14.	All document records must be linked to the Receipt records generated for them.	C		
7.15.	Users must have the ability to print a report on a daily basis that lists the number of new records added to the database.	I		
7.16.	Users must have the ability to print a daily balancing report.	C		
7.17.	Users must have the ability to print a report that lists an alphabetical index by document number and name.	C		
7.18.	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		
7.19.	Ability to keep data entry audit trails throughout system.	C		
7.20.	Ability to secure irrelevant fields from user.	C		
7.21.	Ability to secure critical data elements such as social security numbers or credit card numbers at field level.	C		
7.22.	Ability to set security in the system using roles or responsibilities that user(s) can easily maintain.	C		
7.23.	Ability to prompt user to change the password.	I		
7.24.	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		
7.25.	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		
7.26.	System provides externally definable security to restrict access as follows: a. by remote users b. by Internet	C		

	c. by Dial-in d. by workstation e. by User ID f. by location (one location cannot access another's information) g. by critical data element (read only versus update) h. by screen level or forms			
7.27.	Access to query and report writing features can be restricted to information belonging to specific locations.	C		
7.28.	Each user ID's access can be restricted a. to Read Only b. to Maintenance of Adding c. to Maintenance of Changing data d. to Maintenance of Deactivating data e. to Maintenance of Reactivating data f. to Maintenance of Deleting data	C		
7.29.	Security modules provide automatic password deactivation and/or deletion (based on elapsed time or inactivity) or other rules.	I		
7.30.	The application security provides the ability to manage password policies based on aging minimum number of characters, reuse of passwords and complexity (mix of letters, numbers and special characters).	I		
7.31.	Users are unable to alter instrument numbers generated by the system.	C		
7.32.	Automatic reporting of more than three (3)-attempted accesses with incorrect password or from unauthorized terminal within user-specified timeframe.	I		
7.33.	Automatic User ID lockout for user-specified time period after three (3)-attempted accesses with incorrect password within an hour.	I		
7.34.	Security Administrator can determine online the last time that a particular User ID accessed the system.	I		
7.35.	Security Administrator can determine online which terminals a particular User ID used to access the system during a user-specified timeframe.	I		
7.36.	Can the Security Administrator determine online which users are currently logged on and at which terminals? Is the product a "stateless" application?	I		

7.37.	User and terminal specific access logs should be maintained online for at least twelve months (12).	I		
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8. Document Workflow

Item	Requirement	Weight	Response Code	Comment
8.1.	The Recording/Indexing software must contain a Document Workflow queue which lists all documents that have not completed the full workflow cycle.	C		
8.2.	The document data records must contain the following date and time information: Recorded, Scanned, Indexed, Verified, Mailed, and Cycle Completed.	C		
8.3.	The Document Workflow select list must present documents with the following Status Codes (or similar): REC - Recorded, IDX - Indexed, VER - Verified, S - Scanned, V - Image Verified, and MLD - Mailed.	C		
8.4.	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		
8.5.	Users must be able to select a document from the Workflow queue to work with, in any of the workflow screens.	I		

9. Document Retrieval

Item	Requirement	Weight	Response Code	Comment
9.1.	The system must provide an efficient means of document retrieval and rapid transition from page to page.	C		
9.2.	The system must allow a scanned document to be rotated, moved on the screen, and scrolled page by page.	C		
9.3.	The system must provide the user with the ability to enlarge a section of the scanned document.	I		
9.4.	The system must have the ability to handle multiple, simultaneous requests for an imaged document, and for multiple imaged	C		

	documents.			
9.5.	The user must have the ability to scroll through a displayed image that is too large to fit on the workstation monitor.	C		
9.6.	The users must have access to search and select lists.	C		
9.7.	Users must have the ability to access each index in the system.	C		

10. Document Printing

Item	Requirement	Weight	Response Code	Comment
10.1.	Users must be able to reproduce documents on a laser printer.	C		
10.2.	The document copies must be equivalent in appearance to the digital images displayed on the screen.	C		
10.3.	Users must be able to select multiple documents for copying, and queue them on a printer.	C		
10.4.	Some documents require printing to certificate paper in a reduced format.	C		
10.5.	Users must be able to specify a page range and individual pages for a given document.	C		

11. Report Standards

Item	Requirement	Weight	Response Code	Comment
11.1.	All reports must have a standard header.	I		
11.2.	All reports must produce a selection criteria page, either at the beginning or the end of the report.	C		
11.3.	All reports must contain a totals page at the end of the report.	I		
11.4.	Any report that does not find any records based upon the given selection criteria will print a message on the last page of the report	I		

	which reads "no records found".			
11.5.	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		
11.6.	Delivered (standard) report, listing contents of user and system and defined tables.	I		
11.7.	Provide for user-definable, user-friendly report writers and formatters on user defined schedule basis.	I		
11.8.	Ability to run ad-hoc reports.	I		
11.9.	Is the report writer capable of accessing and using ANY data element maintained on the system without requiring the services of a programmer or data processing "expert?"	I		
11.10.	Ability to have the user work on the workstation while the report writer system is actively compiling or printing a report (e.g. No system driven "lock out").	I		
11.11.	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		
11.12.	System must have the ability to generate, print, and produce all required reports on demand/real-time. a. to local printers b. to network printers	I		
11.13.	Delivered (standard) report format is consistent with statutes.	C		
11.14.	Ability to use existing report tools such as Oracle Discover or Microsoft Access.	I		
11.15.	Ability to produce trend reports including increase/decrease in document types or fees over time, individual performance statistics, etc.	C		
11.16.	Ability to produce exception reports reflecting void transactions or fees expected vs. fees collected for the requested time period.	C		
11.17.	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		

11.18.	Ability to produce reports from Vital Statistics reflecting counts of birth, death, and marriage certificates or licenses processed to reconcile State fees charged.	C		
11.19.	Ability to produce reports by location, including substations.	I		
11.20.	Ability to produce reports reflecting monthly activity by document type and fees.	I		
11.21.	Provide reports that allow County Clerk staff to monitor and manage incoming volumes and staff production.	C		

12. Cashiering

Item	Requirement	Weight	Response Code	Comment
12.1.	All transactions will be processed through one common cashiering system including certified copy transactions at County substations.	C		
12.2.	User can easily recognize, diagnose, and recover from errors	I		
12.3.	System has the ability to produce month-end accruals for funds receipted prior to month end and deposited in the following month.	C		
12.4.	Ability to purge or retain records in history files according to County's established retention policy	I		
12.5.	The new system must provide an application module dedicated to the processing of customer payments for receipts and invoices.	C		
12.6.	Users must have an appropriate security to perform cashiering functions.	C		
12.7.	Cashier workstations must have a cash drawer, which is opened programmatically or by manual key.	C		
12.8.	The system must support receipt of payment in cash (calculate change due), checks, credit cards, escrow accounts, accounts receivable, and LegalEase.	C		
12.9.	Credit card payments can be interfaced with Bank of America's e-stores product for on-line verification.	I		

12.10.	System is flexible handling credit card convenience fee charges i.e., flat rate, percentage of fee, etc.	C		
12.11.	The system must support the recording of multiple documents with a single payment consisting of any combination(s) of payment methods.	C		
12.12.	The system must provide the capability to automatically calculate fees based on user-maintained tables.	C		
12.13.	The system shall support multiple document types per document (e.g., mortgage and assignment.)	C		
12.14.	The system must allow the use of a common customer table by customer number (code table), and must allow the user to add a new customer name which can be added to the frequent customer table.	C		
12.15.	The system must automatically assign the following information for each recorded document: Instrument number, recording date and time.	C		
12.16.	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		
12.17.	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		
12.18.	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		
12.19.	Support cash drawer workstations with the following: (1) Keyboard (2) Attached Scanner (3) Image capable monitor (4) Financial Slip Printer (5) Locking Cash Drawer	C		
12.20.	Support cashiering options in the following flows: (1) Cashiering at the counter for walkups (2) Batch cashiering for mail and title companies (3) Cashiering concurrent with scanning (4) Cashiering with scanning at a later time.	C		
12.21.	The system automates overage processing for surplus/refunds.	C		

12.22.	The system provides the ability to produce electronic rejection notices for documents that do not meet recording requirements. System logs will be available to track rejections and reports will summarize rejections by reason, customer type, and quantities over time. Reason Codes are maintained by the County.	C		
12.23.	The County Clerk's fee schedule is table driven and access is restricted.	C		
12.24.	Real Property cashiering prompts the user for a minimum of Document Type, Number of Pages, plus other items in order to calculate the fee.	C		
12.25.	During cashiering of Title Company batches, an optional GF number can be entered.	C		
12.26.	System will automatically generate an e-mail confirmation to title companies with the GF number, instrument number, and date of filing where applicable.	C		
12.27.	The system creates two labels or electronic stamps for each document. The first label/stamp is the document stamp and contains a minimum of Instrument number, number of pages, bar code and will be placed at the head of the document. The second will contain "Filed and Recorded," fee, date/time of filing, cashier id and other information as directed by statute. The "Filed and Recorded" label/stamp will include the County Clerk's full name ("Cynthia Figueroa Calhoun" or "Cynthia Calhoun" at the County Clerk's discretion).	C		
12.28.	The system has the ability to produce a courtesy copy label/stamp.	N		
12.29.	The cashiering system will allow entry of document return method, i.e. Instant, Mail, Electronic, pre-addressed.	I		
12.30.	System must support the suspension of a transaction that can be later recalled and continued.	I		
12.31.	The system calculates convenience fee due for credit card transactions and adds to amount due.	C		
12.32.	Instrument numbers are assigned sequentially at the end of the transaction when the payment is applied.	C		
12.33.	Cashiers may correct errors before the transaction is final.	C		

12.34.	The system endorses the check with information from a code table as well other receipt information such as receipt number.	C		
12.35.	The system uses shortcut keys to speed data entry for payment type and document type	C		
12.36.	Upon payment, the system calculates change due to customer for cash transactions.	C		
12.37.	The system supports high volume, rapid and efficient entry of transactions.	C		
12.38.	The system will distribute the fees to the appropriate General Ledger accounts based on user defined tables.	C		
12.39.	Ability to require supervisor approval for documents recorded for no fee.	C		
12.40.	Ability to process non-filing fees, such as bank charges and copy charges.	C		
12.41.	Support the creation of both a 'filed by' and 'returned to' index for recorded documents.	I		

13. Payment and Receipting

Item	Requirement	Weight	Response Code	Comment
13.1.	Ability to insure costs received are allocated as prescribed by Texas statute.	C		
13.2.	Fees assessed by file date.	C		
13.3.	Accept and apply one payment across several record filings for one receipt.	C		
13.4.	Accept and apply credit card payments through the County's vendor and record authorization number and expiration date.	C		
13.5.	Can process any returned check fees and allocate the fees to a separate deposit code.	C		
13.6.	The system provides the ability to generate a report listing all uncollectible returned checks so that appropriate general ledger entries can be made to write off the balances and reduce revenue.	N		

13.7.	The system must include an application module that allows the user to produce receipts for payment of customer fees and other monetary collections.	C		
13.8.	All date fields used in the Receipts application must be century compliant and able to accurately process dates using a four-digit year.	C		
13.9.	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, Dallas County Clerk's full name ("Cynthia Figueroa Calhoun" or "Cynthia Calhoun" at the County Clerk's discretion), instrument number, number of pages, total fee, deputy clerk's initials or code.	C		
13.10.	All receipts generated must be linked in the system's database to the application data records by key values. Subsequently, all application records must be linked to the receipts that are generated on their behalf.	C		
13.11.	A system user will require a specific Security Profile setting in order to access and execute this software module.	C		
13.12.	A Receipt can be generated which will establish a Debit account for approved customers. The Debit amount on the Receipt will update the customer's code table record with that amount.	C		
13.13.	The Receipt software must inform the user when a customer has a debit balance for which to pay for services.	I		
13.14.	The Receipt software must inform the user when a customer's debit amount balance does not contain enough funds for a particular transaction.	C		
13.15.	A Receipt Number must be automatically assigned by the system for all receipts generated.	C		
13.16.	System supervisors will have access to Fee Code tables, which will allow for dynamic modification of fee amounts and calculation constants.	C		
13.17.	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 display bar at the bottom of the screen.	C		

13.18.	The Receipt generation screen will allow for the addition/insertion of a new line item on the list while reflecting the total impact of the modifications on the bottom total display bar.	C		
13.19.	The Receipt generation screen will allow for the deletion of any of the line items on the list while reflecting the total impact of the modifications on the bottom total display bar.	C		
13.20.	A receipt is generated for full payment only, and the system will not allow partial payment for any receipt.	C		
13.21.	The Receipts application must allow for a receipt to be adjusted and/or voided by an authorized user.	C		
13.22.	The system must maintain an audit of adjusted receipts and provide report output for this audit information.	C		
13.23.	Receipts adjusted involving Debit accounts will be reflected on the Debit Account Statement.	C		
13.24.	The system allows entry of a comment on the receipt that is for internal user only.	I		
13.25.	System can reprint receipts. Reprinted receipts have "Duplicate" printed on the receipt.	C		
13.26.	Ability to offer bilingual (English & Spanish) receipts with the amounts remaining in English.	N		
13.27.	Ability to prevent issuance of a negative receipt.	C		

14. Daily Cashier Close Out and Deposits

Item	Requirement	Weight	Response Code	Comment
14.1.	Ability to prevent updates and corrections that result in negative total for any bank code at the end of the day closeout.	C		
14.2.	Ability to produce separate/distinct daily deposit summaries for cash, credit card, and check including overages and shortages.	C		
14.3.	Ability to change payment type (cash, check, electronic) with audit trail.	C		
14.4.	System has the ability to create separate daily deposits by location.	C		

14.5.	Ability to generate a daily cashier transaction report.	C		
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15. Financial Reporting

Item	Requirement	Weight	Response Code	Comment
15.1.	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		
15.2.	Upon cashier close out, the cashiering station will produce a recap report highlighting the activity for the day. This report will include fees received by payment type, GL account distribution, fees collected by document type, instrument number ranges, void and adjustment transactions.	C		
15.3.	Cashier close out requires cashiers to enter amounts received during the day first and the computer compares to the expected totals ("blind" close out process). If the amounts do not match, the cashier is notified that there is a discrepancy.	I		
15.4.	Ability to produce an audit report that identifies the employee making entry.	C		
15.5.	The system has a module to process returned checks and to track repeat offenders.	N		
15.6.	The system has the ability to reconcile the number of print queue documents to the cash drawer close out.	C		
15.7.	Ability to generate a daily cashier transaction report and a summary report for all cashier stations by location.	C		
15.8.	Ability to capture deposits by fee codes and interface amounts and the appropriate account combination to the Oracle General Ledger System used by Dallas County.	C		
15.9.	The system can produce a statistically-valid, random sample of transactions for audit purposes. This sample would represent a true statistical sampling of the entire population of transactions.	I		

16. Receipt Adjustments

Item	Requirement	Weight	Response Code	Comment
16.1.	Receipt adjustments do not alter the original receipt date.	C		
16.2.	Ability to void a receipt by authorized persons maintaining an audit trail of the old receipt, user name, and date of void.	C		
16.3.	Void transactions require supervisory override.	C		
16.4.	Voided receipt is tied to original receipt.	C		
16.5.	Ability to make comments and note reasons for voids.	C		
16.6.	Ability to generate a printed receipt marked with the word "void".	C		
16.7.	Ability to limit receipt voiding capability to the location that issued the original receipt.	C		
16.8.	Ability to re-classify payment type (cash, check, electronic) with audit trail.	C		
16.9.	Ability to make a correction by supervisory level only while maintaining audit trail and effective dates.	C		
16.10.	Ability to make correction to fee codes without affecting amount total on the receipt with audit trail.	C		
16.11.	Ability to require supervisor approval for corrections.	C		
16.12.	Ability to require supervisor approval for documents recorded for no fee.	C		

17. Accounts Receivable

Item	Requirement	Weight	Response Code	Comment
17.1.	System tracks escrow account balances and produces invoices.	C		
17.2.	The receipt will show the customer's remaining balance if they have an escrow account.	C		
17.3.	The system will have the ability to automate the monthly billing of the title company rental equipment on the third floor.	C		
17.4.	Support monthly invoicing to public users who have accounts.	C		
17.5.	Support accounts receivable for on demand invoicing: (1) Records receipt of funds by account (2) Allocate fees to appropriate fund accounts (3) Integrate with daily deposit transactions (4) Print duplicate invoices as required.	C		
17.6.	System should provide ability to run statements for Debit Accounts on demand for any date or date range.	C		
17.7.	System should provide ability to run statements for active accounts only.	C		
17.8.	System should provide ability to run statements for only those accounts with activity during the reporting period.	C		
17.9.	Support changing account status to Inactive for any reason and prevent use of the account until reactivated.	C		
17.10.	System should produce reports detailing the aging of any outstanding account balances.	I		
17.11.	The system needs the ability to manage charge accounts and produce periodic invoices (i.e., probation officers, protective services, etc.).	C		
17.12.	Revenue is recognized for charge accounts upon payment of invoices.	C		
17.13.	The system will not allow partial payments on charge account invoices.	C		

18. Document Endorsement

Item	Requirement	Weight	Response Code	Comment
18.1.	A label printer or electronic stamp/printer shall endorse each document with filing information.	C		
18.2.	Labels/stamps include appropriate information to facilitate scanning by using a bar code.	C		

19. Document Scanning

Item	Requirement	Weight	Response Code	Comment
19.1.	All images will be instantly written simultaneously to the system hard disks.	C		
19.2.	Provide immediate on-screen validation for scanned document images.	C		
19.3.	Maintain a count of pages at scanning for verification to recording pages.	C		
19.4.	Support document sizes 3"X5" to 11"X17".	C		
19.5.	Support variable paper weights (business documents)	C		
19.6.	Support variable paper qualities.	C		
19.7.	Provide 200/300/400 dpi resolution.	C		
19.8.	Provide operator adjustable quality controls (i.e. contrast) that can be adjusted before the image is written to disk.	C		
19.9.	Display the scanned image and the index screen on the monitor simultaneously.	C		
19.10.	Support dual (duplex) scanning.	C		
19.11.	Allow operator to rescan images without storing the original image scanned.	C		

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19.12.	Compress images using CCITT Group 4.	C		
19.13.	Ability to view scanned documents immediately after cashiering with limited indexing provided through cashiering system i.e., instrument number, GF number, date filed, and document type.	C		
19.14.	Scanning routine compares the number of pages scanned versus the number of pages cashiered and produces an exception report.	C		
19.15.	Scanning routine compares instrument numbers scanned versus instrument numbers cashiered and produces an exception report for any missing instrument numbers.	C		
19.16.	Scanning system provides capability for quality control review of images on-line with the ability to replace bad images as needed.	C		
19.17.	Scanning device has auto-page size detection and can process both letter and legal sized paper in mixed batches.	C		
19.18.	Scanning device has double-sided capabilities and will eliminate images of blank pages.	C		
19.19.	Scanning device uses bar code as separator sheet.	C		
19.20.	Images can be categorized by status i.e., not verified, verified, indexed, and exception.	C		
19.21.	Desktop scanners will be available to front office cashiers to enable instant return of filed documents. These scanners will have built in system redundancy to protect from loss of data and real-time backups. Please describe.	C		
19.22.	System has redaction capabilities.	I		

20. Record Indexing

Item	Requirement	Weight	Response Code	Comment
20.1.	The system shall support indexing of the following data: Grantor/Grantee Names, Document Number, Volume & Page Numbers (for historic records), Recorded Date and Time, Document Type, and Legal Description.	C		

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20.2.	Users must have the ability to pick a document from the work queue that requires indexing and/or verification.	C		
20.3.	Users must be able to perform re-key verification, with the capability to change to sight verification, of the names on documents.	C		
20.4.	System supervisors must be able to select which fields are required to be re-keyed.	C		
20.5.	A system supervisor must make modifications to fields other than party names and legal descriptions once the document has been marked Index Verified.	C		
20.6.	A system supervisor must have the ability to modify a user's security profile to allow for making corrections on documents.	C		
20.7.	The verifying screen must look the same as the indexing screen.	C		
20.8.	If a re-keyed field does not match the corresponding indexed field, the user must have the ability to select one and delete the other.	C		
20.9.	Support at a minimum the following index fields: (1) Unique file number/instrument number (2) Type of document (3) Number of pages (4) Date filed (5) Grantor (multiple) (6) Grantee (multiple) (7) Recording fee (8) Property description (Legal) (9) Provide support for cross-referencing multiple related index fields in other document records (i.e. transfers, assignments).	C		
20.10.	Support initial index completion at the time of recording with the option of index expansion later.	C		
20.11.	Display all initially indexed information at the time of index expansion (no duplication of entry).	C		
20.12.	Support multiple grantor/grantee names per document.	C		
20.13.	Provide the operator with an option for mouse, function key and command entries.	C		
20.14.	Support modification of the previously entered data with the appropriate security level for modification.	C		
20.15.	Provide error correction report for any re-keyed fields.	C		
20.16.	Support at a minimum the following index fields for assumed names records: (1) Instrument number, (2) file date, (3) fee, (4) record type, (5) business name, (6) business address, (7) owner names,	C		

(8) owner addresses.			
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21. Records Search / Select Lists

Item	Requirement	Weight	Response Code	Comment
21.1.	All applications, including Recording/Indexing and Receipts must have a name/data search and comprehensive select list capability.	C		
21.2.	Search utilities and selection lists must have the same visual and interactive functionality across all applications.	C		
21.3.	The search screens (in house and public access) used to create a select list of existing Recording/Indexing records must have the capability to locate records by the following: Names, Instrument Number Range, Volume & Page Numbers (for historic documents), Recorded Date Range, Document Type, Legal Description and other indexed fields.	C		
21.4.	The search screens must give access to the database records by Last Name, First Name, and all other appropriate data items for each application.	C		
21.5.	The system will allow for a "synonym" search, where all similar names will be displayed.	N		
21.6.	Where efficient, the search screens must have the ability to allow wild card entry for search items.	I		
21.7.	The search screen must clear automatically after search results are displayed.	C		
21.8.	While the system is performing a search, the screen will clearly inform the user that the system is working to find the desired records, and a percentage progress update statistic will be displayed on the screen. If a search is too broad, the user must be informed to refine the search criteria.	C		
21.9.	The search screen will give the user the ability to select the sorting order that will be used to present the selection list.	C		
21.10.	The select list will display as many records as possible on the screen.	C		

21.11.	The user will have the ability to scroll or page forward and backward through the selection list.	C		
21.12.	The user will be able to select a record from the selection list by keyboard access or by mouse control.	C		
21.13.	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		
21.14.	When a select list is displayed, the user will have the capability to cancel the list and perform a new search.	C		

22. Vital Statistics - Birth

Item	Requirement	Weight	Response Code	Comment
22.1.	The user must have the ability to produce a copy of the birth image in a format that fits a prescribed certificate form.	C		
22.2.	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 computer for a birth that occurred outside of Dallas County, the system will be required to track requestor information and sequential number of certificates issued only.	C		
22.3.	The user must have the ability to add comments to the birth record.	C		
22.4.	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		
22.5.	The birth index detail must track activity for each user action including creation, modification, scanning, and copy creation.	C		
22.6.	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.	C		

22.7.	The user must have the ability to view the age of the record to determine public accessibility.	C		
22.8.	Access to make modificationsto the verified index must be restricted to the system supervisor only.	C		
22.9.	Access to make modificationsto the verified document image must be restricted to the system supervisor only.	C		
22.10.	The system will track turnaround times in Vital Statistics based on date of event and date of mailing to the State.	C		
22.11.	System includes ability to store scanned images of birth certificates.	C		
22.12.	System includes the following safety features: fraud alerts, locking features, and expungement.	C		
22.13.	System is compliant with the State of Texas' new Electronic Registrar processes and requirements to be implemented in Spring 2004 for birth certificates and in 2005 for death certificates.	C		
22.14.	System provides the ability to place an indicator on the birth index when a person is deceased.	C		
22.15.	System provides the ability to produce electronic rejection letters for birth certificates that do not meet filing requirements or for certified copy requests from persons not eligible to receive copies.	C		
22.16.	System provides the ability to track security paper issued or voided.	C		
22.17.	System provides the ability to generate birth certificates (long form) and Acknowledgement of Paternity forms in cases of home birth.	N		
22.18.	System assigns registrar file number when the birth certificate is indexed.	C		
22.19.	During cashiering of certified copy requests, the system captures date of transaction, type, number of copies, name on birth certificate, name of requestor, security paper number, fee, payment method and cashier name.	C		
22.20.	System provides the ability to produce the birth index.	C		
22.21.	Scanning application checks for missing registrar file numbers and produces an exception report.	C		
22.22.	The system has some method of OCR for field level and/or full text indexing of birth certificates.	N		

22.23.	The system assigns a unique series of registrar file numbers for delayed birth records.	C		
22.24.	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		

23. Vital Statistics - Death

Item	Requirement	Weight	Response Code	Comment
23.1.	The user must have the ability to produce a copy of the death image in a format that fits a prescribed certificate form.	C		
23.2.	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		
23.3.	The user must have the ability to add comments to the death record.	C		
23.4.	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		
23.5.	The death index detail must track activity for each user action including creation, modification, scanning, and copy creation.	C		
23.6.	The user must have the ability to flag the death record with an indicator that the record has been locked by the State Registrar, Fetal Death, or that the record is a delayed death.	C		
23.7.	The user must have the ability to view the age of the record to determine public accessibility.	C		
23.8.	Ability to make modifications to the verified index must be restricted to the system supervisor only.	C		
23.9.	Ability to make modifications to the verified document image must be restricted to the system supervisor only.	C		
23.10.	The system will track turnaround times in Vital Statistics based on date of event and date of mailing to the State.	C		
23.11.	System includes ability to store scanned images of death certificates.	C		

23.12.	System includes the following safety features: fraud alerts, locking features, and expungement.	C		
23.13.	System provides the ability to produce and track electronic rejection letters for death certificates that do not meet filing requirements.	C		
23.14.	System provides the ability to track security paper issued or voided.	C		
23.15.	System assigns registrar file number when the death certificate is indexed.	C		
23.16.	Scanning application checks for missing registrar file numbers and produces an exception report.	C		
23.17.	System provides the ability to create the death certificate index.	C		
23.18.	The system has some method of OCR for field level and/or full text indexing of death certificates.	N		
23.19.	The system has the ability to scan and track burial transits and purge according to County retention schedule.	N		
23.20.	Support at a minimum the following index fields for death records: (1) Full name of deceased (last, middle, first), (2) date deceased, (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.	C		
23.21.	The system assigns a unique series of registrar file numbers for fetal death and delayed death records.	C		

24. Vital Statistics - Marriage

Item	Requirement	Weight	Response Code	Comment
24.1.	All data entered into the marriage application will be carried forward and become the index for the marriage license.	C		
24.2.	The user must have the ability to add comments to the marriage record for internal user only.	C		
24.3.	The user must have the ability to print the marriage license form from the screen without re-entering data.	C		

24.4.	The marriage index detail must track activity for each user action including creation, modification, scanning, and verification of image.	C		
24.5.	The user must have the ability to produce a Parental Consent form if one or both of the applicants is a minor.	C		
24.6.	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 is required.	C		
24.7.	Ability to make modifications to the verified index must be restricted to the system supervisor only.	C		
24.8.	Ability to make modifications to the verified document image must be restricted to the system supervisor only.	C		
24.9.	The user must have the ability to produce a printed informal marriage license form in a format that meets the State/County requirements.	C		
24.10.	The user must have the ability to print the informal marriage license form from the screen without re-entering data.	C		
24.11.	The system will track turnaround times in Vital Statistics based on date of event and date of mailing to the State.	C		
24.12.	The system needs the ability to process the following: marriage, (including minor consent forms), declaration of informal marriage, proxy marriage. This system should be available to downtown staff and satellite locations.	C		
24.13.	The system should generate two versions of the marriage application – State of Texas version and Dallas County Version.	C		
24.14.	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		
24.15.	The index and scanned images of the license are available on-line to the public.	C		
24.16.	All required forms are system generated.	C		
24.17.	The system provides the capability for marriage license kiosks where the couple can type in the required information for the marriage application and then bring it to a clerk for processing.	N		
24.18.	System has the ability to produce Absent Applicant forms for Proxy marriages, to track the status of outstanding requests and provides	C		

	the ability to produce rejection letters/emails for incomplete applications.			
24.19.	The system produces rejection letters/emails for incomplete marriage licenses and provides the ability to track the status of outstanding rejections.	C		
24.20.	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		
24.21.	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		

25. Public Inquiry/ Research

Item	Requirement	Weight	Response Code	Comment
25.1.	The new system must include a Public Inquiry application that integrates data records and digital images based on Texas Statutes.	C		
25.2.	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		
25.3.	Public Inquiry screens must include an alphabetical index listing which Names, Dates, Instrument Numbers, Volume and Page Numbers, and any other relevant information pertaining to the area being searched.	C		
25.4.	The Public Inquiry screens must inform the user when the system is working to gather data records.	I		
25.5.	The Public Inquiry screens must inform the user when a selected set of search criteria has not produced any records.	I		
25.6.	All search fields must have inclusive range capability. Example: Date range 01/01/2000 through 05/31/2003.	C		
25.7.	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		

25.8.	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		
25.9.	The user will be able to select an index item and display the detail data records that are related to that item.	C		
25.10.	The user will be able to select an index item and display the digital images related to that index item.	C		
25.11.	The image viewer will contain capabilities to scroll left to right and top to bottom.	I		
25.12.	The image viewer will contain the capability to zoom in and out of any part of the image.	I		
25.13.	The image viewer will contain the capability to allow the user to re-size the image displayed to the largest possible viewing size.	I		
25.14.	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		
25.15.	The inquiry user must have the ability to order copies of data records or digital images via on-line services or to pick up at the Public Research counter.	C		
25.16.	As the user chooses records and images to print, a running total of all copy work fees (Plain or Certified) incurred will be displayed on the screen to inform the user of the total cost.	I		
25.17.	The Public Research clerks will have the ability to print receipts for the copy work selected by the public.	C		
25.18.	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		
25.19.	Display full image and full index windows on the retrieval workstation simultaneously.	I		
25.20.	Support multiple image windows.	I		
25.21.	Print cover sheet for image requests initiated from public workstations	I		
25.22.	Print search results list if requested.	C		
25.23.	Documents held in print queues will not be released for printing by the system until the Public Research clerks process the payment.	C		

25.24.	Customers at public access terminals will have the ability to select pages of documents and send them directly to a print queue. Customers do not have to print the entire document.	I		
25.25.	Internet customers have the ability to order certified copies of documents.	I		
25.26.	Internet customers have the ability to research public records and print copies.	I		
25.27.	Ability to select multiple records and send to print without having to open and view each image. (both on-line and on site research areas)	I		
25.28.	Ability to sort search screens or limit searches by parameters including: - Date range - Document type - Grantor/grantee - Instrument number - Volume and page - Others	I		
25.29.	Ability to select specific pages to print versus whole document in one step (e.g., print pages 1,3 and 10)	I		
25.30.	Ability to provide on-line access to index and images.	I		
25.31.	Ability for customers to send print requests to print queue with identifying information.	I		
25.32.	System calculates fees due based on the number of pages printed and the number of certified copies issued.	I		
25.33.	The system tracks number of pages printed and fees for plain and certified copies on the receipt. In addition, the receipt may include references to instrument number or volume/page printed.	I		
25.34.	The internal public inquiry module is browser based.	I		

26. Assumed Names

Item	Requirement	Weight	Response Code	Comment
26.1.	Ability to have kiosk workstations for customers to research assumed names.	N		
26.2.	The system will produce Assumed Names forms when the customer selects a name that is not in use from a kiosk workstation(s). The customer will have the ability to enter the data required on the form and print it out for the clerk to file.	N		
26.3.	The system will provide the ability for customers to research Assumed Names over the Internet and download an Assumed Name application.	I		
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.	Label printers must be accessible to all workstations.	C		
27.4.	Label printers must be strategically enabled for specific groups of workstations.	I		
27.5.	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 Extraction to 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.

28. Data Extraction to Agencies / Customers

Item	Requirement	Weight	Response Code	Comment
28.1.	System must be able to extract index and/or images. Describe your method of delivery to meet this requirement.	C		
28.2.	System has the ability to FTP records to requesting companies containing index and images (e.g., grantor/grantee index of real property records).	C		
28.3.	FTP files can be produced from historic records as well as daily updates for newly recorded information.	C		
28.4.	System has the ability to provide external parties the index and image files in a non-proprietary format.	C		

Code Tables**29. Code Tables**

Item	Requirement	Weight	Response Code	Comment
29.1.	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		
29.2.	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		
29.3.	Authorized users will be able to add code table entries as needed.	C		

29.4.	Access to code tables is restricted to authorized users.	C		
29.5.	For historical data purposes, no code table entry can be deleted.	C		
29.6.	Code table entries no longer desired will be expired (logically deleted) by the system supervisor.	C		
29.7.	Expired code table entries can be reinstated by the system supervisor.	I		
29.8.	Expired code table entries will not display on the help field pick list of values.	I		
29.9.	All screens will display the code table descriptions wherever possible.	C		
29.10.	No two code table entries, from the same table, with the same value, can be in effect at the same time.	C		
29.11.	Authorized users always have the option of updating the textual description for any code table entry.	I		
29.12.	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		
29.13.	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		

Electronic Recording

The County Clerk's office plans to implement e-Recording. The proposed system must include a solution for processing electronic recording. The proposed module should be able to accept Level 1, 2 or 3 transactions.

30. Electronic Recording

Item	Requirement	Weight	Response Code	Comment
30.1.	The e-Recording process conforms to PRIAA standards.	C		
30.2.	System must be able to process Electronic Documents. Describe your method to meet this requirement.	C		

Web Services**31. Web Services - Standard**

Item	Requirement	Weight	Response Code	Comment
31.1.	Provide services and pricing for Web site being hosted on County facilities and provide alternative pricing for hosting of the Web site by the vendor, if available.	C		
31.2.	The system provides a flexible fee structure for general web access to records has a flexible fee structure. Please described proposed fee model for access to records over the Internet.	C		
31.3.	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		
31.4.	System has ability to overlay permanent watermark over images and search results retrieved based on user security profiles.	C		
31.5.	Security for web services is designed to prevent any unauthorized use. Explain your design and approach.	C		
31.6.	Viewing of index and images is controlled by Dallas County Clerk's office based on user security profiles.	I		
31.7.	Viewing of specific fields of the index is controlled by Dallas County Clerk's office based on user security profiles.	I		
31.8.	System should support secure network communications (SSL).	C		
31.9.	System should provide support for Web Services, SOAP, and XML.	C		
31.10.	System should be able to authenticate users based username and secure password.	C		
31.11.	System should be able to provide different degrees of data access based on user type and ID.	C		

32. Web Services - Subscriber

The Subscriber Web Service is designed to provide advanced search capabilities for users. Fees will be charged for these services to subscribers.

Item	Requirement	Weight	Response Code	Comment
32.1.	Capabilities are similar to those stated in Public Inquiry/Research.	C		
32.2.	The system provides for secure login.	C		
32.3.	The subscriberservice has a flexible fee structure.	C		
32.4.	Search features include the ability for a subscriber to build searches based on groups of document types. For example, the Dallas County Appraisal District needs the ability to define its search criteria to approximately 83 document types that contain conveyance information. Subscribers may save, retrieve, and print search criteria.	C		

Technical Requirements**System Requirements****33. System Response Times**

Item	Requirement	Weight	Response Code	Comment
33.1.	Any application program, started on a workstation, will take no more than ten (10) seconds to start and be usable.	I		
33.2.	Digital images from the servers' hard disks will be retrieved and displayed in three (3) seconds or less.	C		
33.3.	Index search results will be retrieved and displayed in three (3) seconds or less with any search criteria, including name, file date	C		

range, document type, instrument number range, volume/page or a combination of any.			
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34. Document Imaging

Item	Requirement	Weight	Response Code	Comment
34.1.	The Imaging software must be a widely used, industry-accepted package from an experienced manufacturer. The County uses On-Base but will also openly consider industry standard software.	C		
34.2.	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		
34.3.	The imaging software must be PC-based and support stand-alone and network versions.	I		
34.4.	The imaging software must support digital scanners from multiple manufacturers, and must be able to utilize all features of a particular digital scanner.	I		
34.5.	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		
34.6.	The image file objects must be compressed and decompressed through software.	I		
34.7.	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		
34.8.	The imaging software must support a variety of storage methods.	I		
34.9.	The imaging software interface must support the ability to create and/or add objects through a scanner and file importation facility.	C		
34.10.	The imaging software must support the ability to print and fax any object on existing Windows print or fax devices.	I		
34.11.	The imaging software must support bi-tonal, gray scale, and color scanners.	I		

34.12.	The system must allow for the entry of backfilled indexing for all modules and provide both manual or batch mode.	C		
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Operating Systems Software Requirements

35. Server

Item	Requirement	Weight	Response Code	Comment
35.1.	The preferred operating system is AIX or Windows 2000 Server/Advanced Server platforms in a high availability environment with redundant servers including database.	C		
35.2.	Web-enabled applications can be accessed using Internet Explorer 5.5 or later version.	I		
35.3.	The system must provide backup and recovery software.	C		
35.4.	The system must be able to support incremental and full backups. Please describe.	C		
35.5.	The product is accessible over a TCP/IP Ethernet network.	C		
35.6.	The vendor must provide clearly defined procedures for updating the file servers.	I		
35.7.	If necessary, the vendor must provide personnel to perform the file server updates.	I		
35.8.	The vendor must provide help desk support for file server updates.	I		

36. Workstations

Item	Requirement	Weight	Response Code	Comment
36.1.	All workstations must have anti-virus software. The County requires McAfee anti-virus software.	I		
36.2.	All software must be configured to use the maximum video display.	I		

36.3.	All driver software must be constant across all workstations.	C		
36.4.	All major applications in the new system must have an icon on the workstation desktop.	I		
36.5.	All workstations must have the same software configuration.	C		
36.6.	PC's must have the most current version of the Windows XP operating system.	I		
36.7.	Manuals must be provided for all application software tools included with each PC in hard or soft copy.	I		

Hardware Requirements

The County requests vendors to recommend all hardware necessary to run the system efficiently and effectively. The County estimates a minimum of thirty (30) public viewing stations; fifteen (15) cashiering stations; two (2) high volume scan stations; three (3) mid-range scan stations plus (2) mid-range scanning stations for Probate and Civil Courts; and eight (8) administration stations. The County estimates a minimum of two (2) high-volume laser jet printers and twelve (12) desktop laser jet printers. The County estimates the following for satellite offices: 14 cashiering stations and 12 desktop printers.

37. Network Components

Item	Requirement	Weight	Response Code	Comment
37.1.	The network and all of its components, including routers, hubs, and PC cards, must run at 100Base-T, and must use TCP/IP communication protocol.	C		
37.2.	Cables in the network must be of Category 5e specification, and have the capability to run at 100 mbps.	C		
37.3.	In order to optimize network bandwidth/speed the vendor should include recommendations for routing and switching on the network.	I		
37.4.	All PC workstations, servers, and system peripherals must be fully compliant with the County's network specifications.	C		

38. Server

Item	Requirement	Weight	Response Code	Comment
38.1.	Servers must contain appropriate memory and disk space to properly execute system processes, store all converted index and images plus ten years of data and provide acceptable response time.	C		
38.2.	Servers must be rack mountable	I		
38.3.	Server includes unattended automated tape backup system	I		
38.4.	Servers must have ability to connect to SAN.	I		
38.5.	The system must also provide protection against memory and data loss due to power surges and/or outages.	I		
38.6.	Dallas County prefers Dell PowerEdge and IBM RS6000 Servers.	I		

39. Workstations

Item	Requirement	Weight	Response Code	Comment
39.1.	The vendor must provide a specification list for all workstations, including version numbers and manufacturers.	I		
39.2.	PC's must have appropriate memory to execute all applications.	C		
39.3.	PC's must have appropriate hard disk space to execute all applications.	C		
39.4.	All PC's assigned to County staff would require CD-R drives.	I		
39.5.	PC's must have a 101-key enhanced keyboard.	I		
39.6.	PC's must have a Microsoft Windows compatible mouse with wheel or optical mouse alternative.	I		

39.7.	The County prefers Dell PC's.	I		
39.8.	The County prefers a minimum of 512 MB of memory on all PC's.	I		
39.9.	Workstation monitors for public research, scanning stations, and administrative should be at least 19 inch flat panel.	N		
39.10.	Cashiering station monitors should be at least 17 inch flat panel.	C		

40. Scanners – High Volume

This primary use of high volume scanners is for Official Public Records for documents received through the mail and batches from title companies.

Item	Requirement	Weight	Response Code	Comment
40.1.	Scanning speed for the recommended resolution must be appropriate for 20,000 pages per 8 hour shift.	C		
40.2.	Digital Scanners must function with controlling software operational under Windows XP.	I		
40.3.	Digital Scanners must have automatic paper size detection.	C		
40.4.	Digital Scanners must use compression techniques that create industry standard image files.	C		
40.5.	Digital Scanners must support duplex scanning.	C		
40.6.	Digital Scanners must support automatic document feeder (ADF) scanning with a capacity of no less than 250 sheets.	C		
40.7.	Must support 200- 400 DPI images.	C		
40.8.	Must support mixed paper sizes (letter and legal sized) in a single batch.	C		
40.9.	Must support paper sizes up to 8.5 X 14	C		

41. Scanners – Mid-Range Volume

The primary use for Mid-range scanners is for Official Public Records documents received over the counter and returned instantly and for Vital Statistics records.

Item	Requirement	Weight	Response Code	Comment
41.1.	Scanning speed for the recommended resolution must be appropriate for instant return of documents received via walk-in customers.	C		
41.2.	Digital Scanners must function with controlling software operational under Windows XP.	I		
41.3.	Digital Scanners must have automatic paper size detection.	C		
41.4.	Digital Scanners must use compression techniques that create industry standard image files.	C		
41.5.	Digital Scanners must support duplex scanning.	C		
41.6.	Digital Scanners must support automatic document feeder (ADF) scanning.	C		
41.7.	Digital Scanners must have a flat bed scanning capability for documents that do not conform to a standard page size, or for odd size documents.	C		
41.8.	Must support 200- 400 DPI images.	C		
41.9.	Must support paper sizes up to 11 X 17	C		

42. Scanners – Mid-Range Volume for Probate and Civil Courts

The primary use for these Mid-range scanners is scan Probate and Civil Court records.

Item	Requirement	Weight	Response Code	Comment
42.1.	Scanning speed for the recommended resolution must be appropriate for a minimum of 37,000 pages per year for Civil Court and 173,000 pages per year for Probate Courts.	C		

42.2.	Scanners have the ability to send images to microfilm creating device or other media.	C		
42.3.	Digital Scanners must function with controlling software operational under Windows XP.	I		
42.4.	Digital Scanners must have automatic paper size detection.	C		

43. Scanners – Plat Scanner/Printer

The primary use for Plat scanners is for processing maps and plats.

Item	Requirement	Weight	Response Code	Comment
43.1.	Plat scanner must support scanning at 200- 400 DPI.	C		
43.2.	Plat Scanner must function with controlling software operational under Windows XP.	I		
43.3.	Plat Scanner must have automatic paper size detection.	C		
43.4.	Plat Scanner must use compression techniques that create industry standard image files.	C		
43.5.	Plat Scanner must have the capacity to scan standard plat sizes which are 24"x36" (standard) and 24"x30".	C		
43.6.	Plat Printer must be available over the network.	I		

44. Laser Printers

Item	Requirement	Weight	Response Code	Comment
44.1.	Printers must be capable of printing on letter size and legal size paper.	C		
44.2.	Printers must be able to print twenty-four (24) or more pages per minute.	C		
44.3.	Printers must be equipped with network interface cards, so they can print directly from the network (as opposed to printing from	I		

	dedicated workstations).			
44.4.	Dallas County prefers HP printers.	I		

45. Cash Drawers and Receipt Printers

Item	Requirement	Weight	Response Code	Comment
45.1.	Cash drawers will be interfaced directly to the cashiers' workstations.	C		
45.2.	Validation printers will be interfaced directly to the cashiers' workstations.	C		
45.3.	A single, integrated printing device will be used to print receipts, and endorse checks.	C		
45.4.	The receipt/validation printer must be high speed and have impact capability to endorse checks	I		
45.5.	Receipt printer and locking cash drawer are integrated with cash drawer workstations.	C		

46. Document Validation Label Printers

Item	Requirement	Weight	Response Code	Comment
46.1.	Validation printers will be interfaced directly to the cashiers' workstations.	C		
46.2.	The label printer will support transparent or clear labels and the full name of the County Clerk.	C		

47. Microfilm Creating Device

The County prefers Kodak Archive Writer. The Recording Department currently uses 16mm microfilm.

Item	Requirement	Weight	Response Code	Comment
47.1.	Converts digital images to an analog format and film media.	C		
47.2.	Converts TIFF images to 16mm silver halide-based film.	C		
47.3.	Writes up to 240 letter size images per minute at 40:1 reduction.	C		
47.4.	Standard 215 foot/roll cassette length.	I		
47.5.	Unattended writing of 16mm film.	C		
47.6.	Two 16mm rolls can be loaded and written to simultaneously.	C		
47.7.	Ability to automatically back up images to film during the scanning process.	C		
47.8.	Connects via SCSI or Ethernet.	C		
47.9.	Appears as drive on system.	C		
47.10.	Accepts bi-tonal TIFF image files; uncompressed or Group III or IV compressed.	C		
47.11.	Accepts image resolutions of 100 to 600 dpi.	C		
47.12.	Scales images automatically from 20:1 to 60:1 reduction.	C		
47.13.	Adds image-mark coding to film.	C		
47.14.	Writes to one or two rolls of film for optional backup and security.	C		

System Security**48. System Security**

Item	Requirement	Weight	Response Code	Comment
48.1.	Each user will have a unique logon name and unique password.	C		
48.2.	Each user may maintain their logon password.	I		
48.3.	Only alphabetic and numeric characters are acceptable for passwords.	I		
48.4.	Each user will have a security profile, which controls access throughout the entire Recording system, including all applications.	C		
48.5.	Application access will be configurable in the user security profiles.	I		
48.6.	Menu selection access will be configurable in the user security profiles.	I		
48.7.	Add, Modify, and Delete capabilities will be configurable for each screen that uses database records.	C		
48.8.	The addition, modification, and deletion of application data records will be configurable in the user security profiles.	C		
48.9.	The system security must allow for an Inquiry user profile to be created. This user would only have the capability to view records.	C		
48.10.	The system supervisor will have the ability to restrict access to certain system printers for each user profile.	I		
48.11.	The Security application must provide a set of screens that allow the supervisors to add, modify, and delete user security profiles.	C		
48.12.	The user security profile for the system supervisor can never be deleted, and is automatically created when no user security profiles exist.	C		
48.13.	A default user security profile template must exist and will be available for use when each new user profile is added to the system.	I		
48.14.	The Security application must give the supervisor the ability to clone a user security profile when the need to add the same or	I		

	similar profile arises.			
48.15.	The security screen, which gives a user the security clearance for each application, must have the names of each application stated clearly.	I		
48.16.	The security screen, which gives a user add, modify, or delete capabilities for each application's data records, must have the names of each application stated clearly.	I		
48.17.	The security screen, which gives a user access to certain system printers, must state the name of the printer clearly, along with a description detailing the location and function of the printer.	I		
48.18.	The Security application must provide a report, which lists all user security profiles in the system.	I		
48.19.	The Security application must provide the ability to deactivate users so they do not have access to the system.	C		
48.20.	The Security application must provide a report which lists all printers and which users have access to each printer.	I		
48.21.	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		
48.22.	All users of the new system must have a log on password which establishes a particular user's Security Profile.	C		
48.23.	Maintenance software must be restricted to certain personnel only.	I		
48.24.	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		
48.25.	Only Clerk's Information Systems Operations and System Administration personnel will be given access to any operating system commands.	C		
48.26.	Any servers used must have all software folders restricted to System Administration personnel only. Users must be given a folder/sub-folder area for storage of user-created files.	C		
48.27.	All workstations must be password protected at power up and at the screen saver.	I		

48.28.	The system will maintain a log indicating the user id associated with any changes to the tables.	C		
48.29.	Ability to secure critical data elements such as social security numbers or credit card numbers at field level.	C		

Implementation Services

49. Implementation Services

Item	Requirement	Weight	Response Code	Comment
49.1.	Schedule and coordinate installation of the mandatory application software.	C		
49.2.	Schedule and coordinate data conversion for integrated application software modules and mapping of existing data to new system.	C		
49.3.	Schedule and coordinate classes needed for staff training.	C		
49.4.	Coordinate site preparation with County Staff.	C		
49.5.	Schedule and coordinate installation of proposed hardware (CPU, disk storage, to add on to existing backup).	C		
49.6.	Schedule and coordinate installation of operating system software.	C		
49.7.	Schedule and coordinate installation of ad hoc query language software.	C		
49.8.	Schedule and coordinate installation of peripherals (workstations, printers, optical storage, and scanners).	C		
49.9.	Schedule and coordinate installation of interfaces to both outside agencies and other County applications.	C		
49.10.	Schedule and coordinate installation of the relational database.	C		
49.11.	This project will receive the full attention and support of the vendor. As a result, the vendor will place key people onsite during the development, installation and training effort.	C		

Dallas County Clerk - Recording, Imaging and Indexing System

Request for Proposal

49.12.	The product must include complete training material (manual or automated) to provide for initial and ongoing training requirements.	C		
49.13.	Provide training to external users of the system, particularly customers with accounts with the County including Title Companies, Appraisal District, research companies, etc.	C		
49.14.	The vendor has the financial and human resources to support a project of this size within the specified time frame.	C		
49.15.	The vendor approach and recommended installation time frame must meet the required County deadlines.	C		
49.16.	Based on Dallas County volume, vendor will make staffing recommendations in order to maintain acceptable service levels.	C		
49.17.	Vendor will submit a change management plan with RFP	C		

Maintenance and Support

50. Maintenance and Support

Item	Requirement	Weight	Response Code	Comment
50.1.	The product is supported through a 24-hour a day 7 days per week product support line staffed by business and technical professionals.	C		
50.2.	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. If the need arises, the vendor will have individuals on-site.	C		
50.3.	The vendor offers an extensive, flexible, and competitively priced maintenance agreement.	I		
50.4.	The County will receive priority service for product modifications and releases.	I		

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50.5.	There is a provision for technical documentation including a complete data element dictionary.	I		
50.6.	The system gives appropriate procedures for correcting the errors through online prompts.	I		
50.7.	There is a provision for non-technical, complete, and easy-to-read user documentation, including reports, online functions, screen illustrations, data entry requirements and diagrams of table links.	I		
50.8.	The system provides online help features at all screen and field levels.	I		
50.9.	The system provides user-defined help message text.	I		
50.10.	The system provides instructional screen prompts that assist the user in data entry, without the need to enter the help system.	I		
50.11.	The system provides an online help facility that is context sensitive.	I		
50.12.	The product source code, data analysis, and any other information are provided thereby giving the County complete documentation.	I		

Data Conversion and Upgrades

51. Data Conversion and Upgrades

Item	Requirement	Weight	Response Code	Comment
51.1.	<p>The ACS 20/20 PerfectVision 400 has the following information available:</p> <ul style="list-style-type: none"> ▪ 1/2/1964-present – index only ▪ 1974 – present – the index and images are available <p>Index and images currently available on the system will need to be converted.</p> <p>Approximate volume of Real Property information:</p> <ul style="list-style-type: none"> • 12,600,000 Instruments • 10,500,000 Pages • 35,300,000 Names 	C		

51.2.	The vendor should refer to Appendix L for the Real Property file layout.	C		
51.3.	The system provides for version change control to maintain update modification information for support purposes.	C		
51.4.	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 DB2 database in industry standard CSV format.	C		
51.5.	The following lists the approximate record count of Vitals Statistics, Assumed Names, and other Miscellaneous files that are maintained on the County's mainframe, FORVUS. These index records will need to be converted. <ul style="list-style-type: none"> • Birth 236,008 • Death 116,270 • Marriage 531,681 • Assumed Name 996,710 • Finance (UCC) 595,321 • Miscellaneous 1,020,529 	C		
51.6.	Upon conversion of real property records, the vendor will produce exception reports listing the following: <ul style="list-style-type: none"> - Missing instrument numbers - Instruments with no grantors - Instruments with no grantees - Instruments with no legal description - Invalid dates - Instruments with no images (1974-present) - File date and volume number mis-match - Others as determined 	C		
51.7.	Upon conversion of Marriage records, the vendor will produce exception reports listing the following: <ul style="list-style-type: none"> - Missing instrument numbers - Marriage records with no bride/groom names - Invalid dates - Missing marriage application dates - Missing marriage license dates, as applicable - Missing record type - Missing volume or page 	C		

	- Others as determined			
51.8.	<p>Upon conversion of Birth records, the vendor will produce exception reports listing the following:</p> <ul style="list-style-type: none"> - Missing registrar file numbers - Birth records with no child name - Birth records with no mother name - Invalid dates - Missing sex - Missing birth place - Missing volume or page - Others as determined 	C		
51.9.	<p>Upon conversion of Death records, the vendor will produce exception reports listing the following:</p> <ul style="list-style-type: none"> - Missing registrar file numbers - Death records with no deceased name - Invalid dates - Missing sex, race, and/or age - Missing place of death - Missing residence location - Missing cause of death - Missing volume or page - Others as determined 	C		
51.10.	<p>Upon conversion of Assumed Names records, the vendor will produce exception reports listing the following:</p> <ul style="list-style-type: none"> - Missing registrar file numbers - Invalid dates - Missing record type - Missing business name - Missing owner's names - Others as determined 	C		

Outsourced Services

Indexing for Real Property recordings is currently outsourced. The County will continue to outsource Real Property indexing and expand the outsourcing to include the indexing of Assumed Names and other miscellaneous documents (UCC, federal tax liens, etc.). Dallas County is open for recommendations as to the specific process.

52. Indexing Real Property and Assumed Names records

Item	Requirement	Weight	Response Code	Comment
52.1.	On a periodic basis, at a minimum of one time per day, the image files will be transmitted to the indexing firm.	C		
52.2.	Indexing must conform to Texas Statutes at all times.	C		
52.3.	The recording system has the ability to push a range of documents (available index & associated images) to a 3 rd party via secured internet transmission.	C		
52.4.	<p>The fields to be indexed are:</p> <ul style="list-style-type: none"> • Document Number (*) • Recorded Date and Time (*) • Number of Pages (*) • Document Type (*) • Grantors • Grantees • Property Description • Volume or Abstract • Page or Survey • Lot • Block • City Block • Addition • Town • Return address (for documents being returned via mail) <p>(*) These fields will be indexed by the County during cashiering and</p>	C		

	will be supplied to the vendor for further indexing.			
52.5.	Verification for key fields is required by blind re-key verification. The following fields are to be verified: <ul style="list-style-type: none"> • Grantors • Grantees 	C		
52.6.	Images that are not legible or suspected to be of poor scanning quality will be flagged as an exception.	C		
52.7.	Turnaround time for batches with fewer than 5,000 documents is 24 hours.	C		
52.8.	Turnaround time for batches with over 5,000 documents is 48 hours.	C		
52.9.	Accuracy rate must be a minimum of 99.95%.	C		
52.10.	The vendor is responsible for updating the County's database with the index data with no service interruption.	C		
52.11.	When the data is transmitted to the County, a transmit report is available showing number of documents indexed with an exception report.	C		
52.12.	Please describe the qualifications of the personnel assigned to abstract data from the legal documents.	C		

53. Optional Services: Microfilm Creation, Development & Storage

Item	Requirement	Weight	Response Code	Comment
53.1.	Vendor can provide optional turnkey outsourcing services for the creation, development and storage of microfilm.	1		
53.2.	Vendor can provide optional outsourcing services for microfilm storage. The storage of microfilm complies with the State Library statutes. (Include pricing in Options Cost Table below).	1		
53.3.	Dallas County will require an adequate area for storage of microfilm. Current cubic foot storage space estimates are approximately 1752 cu. ft on shelves or approximately 1078 cu. ft. with boxes stacked (i.e., no shelves).	1		

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. Outsourced Services Cost Table
- Attachment H. Options Cost Table
- Attachment I. Total Optional Services Cost Table
- Attachment J. Total Cost Summary
- Attachment K. Minority/Woman Business Specifications for Bids/RFPs
- Attachment L. Real Property File Layout

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, 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 Dallas 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. _____

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:

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

Attachment J: Total Cost Summary

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

Attachment K: Minority/Woman Business Specifications for Bids/RFPs
MINORITY/WOMEN BUSINESS SPECIFICATIONS FOR BIDS/RFPs

I. POLICY STATEMENT Dallas County is wholly committed to developing, establishing, maintaining, and enhancing minority involvement in the total procurement process. It is the policy of Dallas County to involve qualified minority/women-owned businesses to the greatest extent feasible in the County's procurement of goods, equipment, services, and construction projects. The County, its contractors, their suppliers and subcontractors, and vendors of goods, equipment services, and professional services shall not discriminate on the basis of race, color, religion, national origin, handicap, or sex in the award and/or performance of contracts. However, competition and quality of work remains the ultimate "yardstick" in contractor, subcontractor, vendor, service, professional service, and supplier utilization. All vendors, suppliers, professionals, and contractors doing business or anticipating doing business with Dallas County shall support, encourage, and implement affirmative steps toward our common goal of establishing equal opportunity for all citizens of Dallas County.

II. REQUIREMENT OF ALL BIDDERS Each firm responding to this solicitation shall be required to submit with their bid information regarding minority/women business participation in this project. This would include:

Check upon completion (forms attached):

- 1. Compliance with Dallas County's Good Faith Effort Policy
- 2. MBE/WBE Participation Report Form.
- 3. A Letter of Assurance A or a Letter of Assurance B
- 4. MBE/WBE Identification
- 5. Vendor Statistical Report (must also be submitted on subcontractors with 20% or more of the work).
- 6. Dallas County M/WBE Payment Report

Note

In the event that the awarded vendor is authorized to subcontract and commits effort to utilize minority and/or women owned businesses as subcontractors, the name, address and telephone number of the actual subcontractor(s) with actual dollar awards to these subcontractors must be submitted to the Purchasing Department within five (5) working days after bids are opened. Once work commences, the awarded vendor (prime contractor) must submit an M/WBE subcontractor status payment report (attached) with each payment invoice before payments will be authorized for release.

1. GOOD FAITH EFFORT

Prior to an award, all bidders/proposers will be required to document a "Good Faith Effort" to secure minority/women-owned businesses as subcontractors/subconsultants. In the case of some construction projects, this documentation may be submitted after award of the contract, for those subcontract areas occurring later in the construction process. However, if the successful bidder does not document a "Good Faith Effort" in securing minority/women-owned businesses, a representative of the company must appear before the Dallas County Commissioners Court and explain the situation and answer any questions raised by the Court.

Fulfillment of the "good faith effort" can be accomplished by:

1. Attendance of pre-bid/pre-proposal conference, as scheduled by the County.
2. Efforts to follow-up initial solicitation of interest by contacting minority/women-owned firms to determine with certainty whether these firms are interested.
3. Efforts made to select portions of the work proposed to be performed by minority/women-owned firms in order to increase the likelihood of achieving participation (including, where appropriate, breakdown of subcontracts into economically feasible units to facilitate participation).
4. Documenting each minority/woman-owned firm contacted the conclusion or decision regarding inclusion and reasons for the conclusions.
5. Efforts to assist the minority/women-owned firms contacted that needed assistance in obtaining bonding, lines of credit or insurance.
6. Efforts that demonstrate that the contractor effectively used the services of available community organizations, contractor's groups, local, state and federal small businesses, minority/women business assistance offices and other organizations that provide assistance and placement of minority/woman-owned businesses.

Signed: _____

Printed Name:

Title: _____

Date:

2. MBE/WBE PARTICIPATION REPORT

PROJECT NUMBER

PROJECT TITLE

Total Amount of Your Bid \$

(The amount above should equal the total amount as shown on the bid sheet)

List each MBE/WBE business that you plan to use on this initiative. Deletion of firms must be approved by Dallas County prior to finalization.

Name of MBE/WBE	NCTRCA* Certification #	Phone#	S / M**	Description of Work	Amount	%
_____	_____	_____	---	_____	_____	---
_____	_____	_____	---	_____	_____	---
_____	_____	_____	---	_____	_____	---

*North Central Texas Regional Certification Agency - **S = Sub (contractor/consultant) **M= Material Supplier

No MBE/WBE's Added: Please Explain: _____

COMPLETE THIS PORTION OF THE FORM WITH DATA ON YOUR COMPANY.

NAME OF YOUR BUSINESS:

ADDRESS:

PHONE#

()

Printed Name Of Preparer

Signature

Title

Date

Dallas County Clerk - Recording, Imaging and Indexing System

Request for Proposal

DALLAS COUNTY Vendor Statistical Report <small>(minimums performing = 10% of existing)</small> Permanent/Full-Time Employment <small>(Not part time/temp/seasonal)</small>		COMPANY NAME: _____ ADDRESS: _____ TELEPHONE: _____					
MALE	WHITE	BLACK	HISPANIC	NATIVE AMER.	ASIAN PACIF.	ASIAN INDIAN	OTHER
Officials/Managers							
Professionals							
Technicians							
Sales Workers							
Office/Clerical							
Craft Workers (Skilled)							
Operatives (Semi Skilled)							
Laborers (Unskilled)							
SERVICE WORKERS							
TOTAL							
FORMAL O.T./TRAVEL:							
WHITECOLLAR							
PRODUCTION							
FEMALE	WHITE	BLACK	HISPANIC	NATIVE AMER.	ASIAN PACIF.	ASIAN INDIAN	OTHER
Officials/Managers							
Professionals							
Technicians							
Sales Workers							

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Dallas County Clerk - Recording, Imaging and Indexing System

Request for Proposal

Office/Clerical							
Craft Workers (Skilled)							
Operative-(Semi Skilled)							
Laborers (Unskilled)							
Service Workers							
TOTAL							
FORMAL ON-THE-JOB TRAINING							
WHITECOLLAR							
PRODUCTION							
TOTAL							
Check One:	Minority-Owned Firm Certification#	Issued by NCTRCA	Signature/Date:				
	Women-Owned Firm Certification#	Issued by NCTRCA	Typed Name and Title:				
	Non-Minority Owned Firm						

DESCRIPTION OF JOB CATEGORIES

Officials and Managers - Occupations requiring administrative/managerial personnel who set broad policies, exercise overall responsibility for execution of these policies, and direct individual departments or special phases of a firm's operations. **Includes:** officials, executives, middle managers, and superintendents, salaried supervisors who are members of management, purchasing agents and buyers, railroad conductors and yard masters, ship captains, mates and other officers, farm operators and managers, and kindred workers.

Professionals - Occupations requiring either college graduation or experience of such kind and amount as to provide a comparable background. **Includes:** accountants/auditors, airplane pilots, navigators, architects, artists, chemists, designers, dieticians, editors, engineers, lawyers, librarians, mathematicians, natural scientists, registered professional nurses, personnel/laborrelations specialists, physical scientists, physicians, social scientists, teachers, and kindred workers.

Technicians - Occupations requiring a combination of basic scientific knowledge and manual skill which can be obtained through two (2) years of post-high school education, such as is offered in many technical institutes and junior colleges, or through equivalent on-the-job training. **Includes:** computer programmers, drafters, engineering aides, junior engineers, mathematical aides, licensed, practical or vocational nurses, photographers, radio operators, scientific assistants, surveyors, technical illustrators, technicians (medical, dental, electronic, physical science), and kindred workers.

Sales - Occupations engaging wholly or primarily in direct selling. **Includes:** advertising agents and sales workers, insurance agents and brokers, real estate agents and brokers, stock and bond sales workers, demonstrators, sales workers and sales clerks, grocery clerks, and cashiers/checkers, and kindred workers.

Office and Clerical - Includes clerical type work regardless of level of difficulty, where the activities are predominately non-manual though some manual work not directly involved with altering or transporting the products is included. **Includes:** bookkeepers, collectors (bills/accounts), messengers, office helpers, office machine operators (incl. computer), shipping- receiving clerks, stenographers, typists, secretaries, telegraph/telephone operators, legal assistants, and kindred workers.

Craft Workers (skilled) - Manual workers of relatively high skill level having a thorough and comprehensive knowledge of the processes involved in their work. Exercise considerable independent judgment and usually receive an extensive period of training. **Includes:** building trades, hourly paid supervisors and lead operators who are not members of management, mechanics and repairers, skilled machining occupations, compositors and typesetters, electricians, engravers, painters (construction and maintenance), motion picture projectionists, pattern/model makers, stationary engineers, tailors, traioresses, art occupations, hand painters, coaters, bakers, decorating occupations, and kindred workers.

Operatives (semiskilled) - Workers who operate machine or processing g equipment or perform other factory-type duties of intermediate skill level which can be mastered in a few weeks and require only limited training. **Includes:** apprentices (auto mechanics, plumbers bricklayers, carpenters, electricians, machinists, mechanics, building trades, metalworking trades, printing trades, etc.), operatives, attendants (auto service and parking), blasters, chauffeurs, delivery workers, sewers and stitches, dryers, furnace workers, heaters, laundry and dry cleaning operatives, milliners, mine operatives and laborers, motor operators, oilers and greasers (except auto), painters (manufactured articles), photographic process workers, stationary fire fighters, truck and tractor drivers, knitting, looping, taping and weaving machine operators, welders and flame cutters, electrical and electronic equipment assemblers, butchers, meat cutters, inspectors, testers and graders, hand packers and packages, and kindred workers.

Laborers (unskilled) - Workers in manual occupations which generally require no special training, performs elementary duties that may be learned in a few days and requires the application of little or no independent judgement. **Includes:** garage laborers, car washers and greasers, groundskeeper and

gardeners, farm workers, stevedores, wood choppers, laborers performing lifting, digging, mixing, loading and pulling operations, and kindred workers.

Service Workers - Workers in both protective and non-protective service occupations. *Includes:* attendants (hospital and other institutions, professional and personal service, including nurses aides, and orderlies), barbers, char-workers and cleaners, cooks counter and fountain workers, elevator operators, fire fighters and fire protection, guards, doorkeepers, stewards, janitors, police officers and detective, porters, waiters and waitresses, amusement and recreation facilities attendants, guides, users, public transportation attendants, and kindred workers.

On-the-Job Trainees:

Production- Persons engaged in formal training for craft worker -- when no trained under apprentice programs -- operative, laborer and service occupations.

White Collar - Persons engaged in formal training, for official, managerial, professional, technical, sales, office and clerical occupations.

DALLAS COUNTY MBE/WBE PAYMENT REPORT

Project Number _____ Project Title _____ Invoice# _____ Work Order Date _____ Job # _____

Prime/General Contractor

List each MBE/WBE business that you plan to use on this initiative. Deletion of firms must be approved by Dallas County prior to finalization.

Name of MBE/WBE	Planned Amount	Planned %	Amount of invoice	Amt Paid to Date	% to Date
_____	_____	_____	_____	_____	_____
_____	_____	_____	_____	_____	_____
_____	_____	_____	_____	_____	_____
_____	_____	_____	_____	_____	_____
_____	_____	_____	_____	_____	_____
_____	_____	_____	_____	_____	_____

*Note:
This form must be completed and submitted with each payment request.
Any (significant) deviation from planned should include attached explanation*

The information listed above is certified to be correct.

Reviewed by: _____

Printed Name of Officer/Director _____ Signature of Officer/Director _____ Date _____ Dallas County Project Mgr _____ Date _____

Attachment L: Real Property File Layout

The data to be converted for Dallas County Real Property index is expected to be in a standard fixed length format. The media will be determined later.

The file layout is:

Field	Length
Not Used	6
Direct Party Name	24
Indirect Party Name	24
Recorded Date	8
Instrument Date	8
Document Number	8
Sequence	2
Book	2
Volume	7
Page	5
Type Code	2
Not Used	2
Town	2
Roll	1
Frame	5
Not Used	16
Remarks	14
Not Used	4
Volume or Abstract	7
Page or Survey	5
Block	5
Lot	10
City Block	7
Not Used	15
Addition	11
Total Length	200