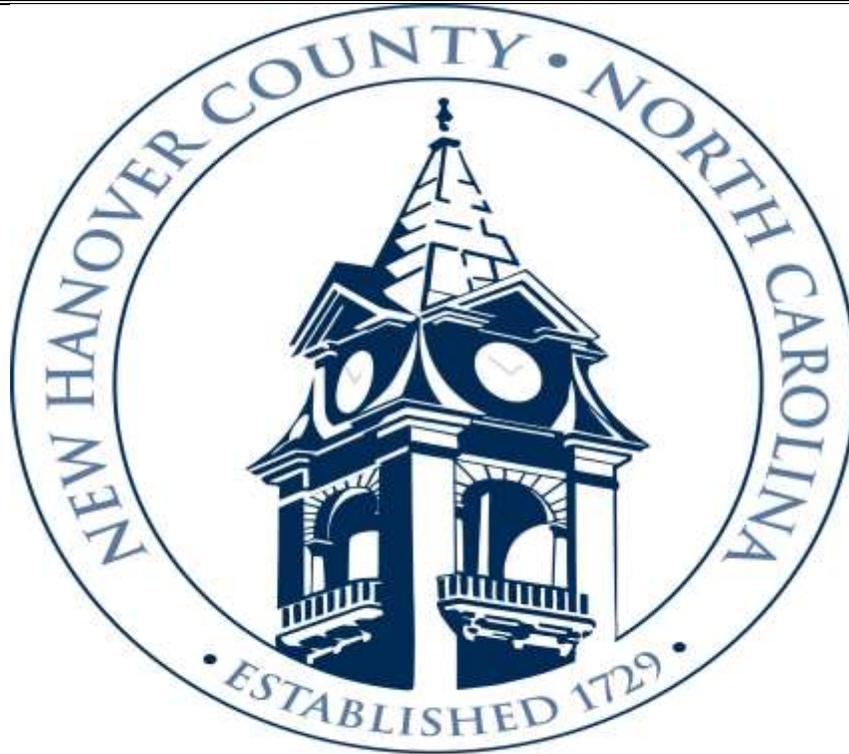


**REQUEST FOR PROPOSALS
RECORDING SYSTEM
FOR
REGISTER OF DEEDS
RFP #15-0242**



REGISTER OF DEEDS

COUNTY COMMISSIONERS

JONATHAN BARFIELD, JR, CHAIRMAN

BETH DAWSON, VICE CHAIRMAN

WOODY WHITE

SKIP WATKINS

ROB ZAPPL

CHRIS COUDRIET, COUNTY MANAGER

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NEW HANOVER COUNTY, WILMINGTON, NC

REQUEST FOR PROPOSALS

RECORDING SYSTEM

RFP # 15-0242

Pursuant to Section 143-129.8, sealed proposals addressed to Lena Butler, Purchasing Supervisor, New Hanover County Finance Office 230 Government Center Drive, Suite 165, Wilmington, North Carolina 28403 and marked “**RECORDING SYSTEM-RFP # 15-0242**” will be accepted until **5:00 P.M. EST, Friday, February 6, 2015**.

Proposals submitted under this section are not subject to public inspection until after award and execution of contract; therefore, there will be no public bid opening. Proposals will be evaluated and selected bidders may be requested to provide a demonstration of their proposed products.

Instructions for submitting bids and complete requirements and information may be obtained by visiting the County’s website at <http://www.nhcgov.com/business-nhc/bids>.

The Register of Deeds and the Board of County Commissioners reserves the right to accept or reject any or all proposals and to make the award, which will be most advantageous to the County.

Lena L. Butler, Purchasing Supervisor
New Hanover County
(910)798-7190

Released: Wednesday, January 21, 2015

Section 2 Instructions and General Conditions

2.1 Schedule

| | |
|-----------------------------------|---|
| Advertisement | <i>Wednesday, January 21, 2015</i> |
| Deadline for Questions | <i>Wednesday, January 28, 2015 at 5:00 PM EST</i> |
| Answers provided | <i>Friday, January 30, 2015</i> |
| Deadline for Receipt of Proposals | <i>Friday, February 6, 2015 at 5:00 M EST.</i> New Hanover County Finance Office 230 Government Center Drive, Suite 165 Wilmington, North Carolina 28403 |
| Demonstrations | <i>To Be Determined</i> |
| Proposed Date of Award | <i>Monday, March 16, 2015</i> |

2.2 Preparation of Proposal

2.2.1 Completion of Proposal: Bidders are instructed to submit one (1) original and two (2) clearly identified copies of their proposal as well as one (1) copy on CD/DVD/USB drive.

Bidders are expected to examine the specifications, schedule, and all instructions. Failure to do so will be at the Bidder's risk. Each bidder shall furnish the information required by the bid form. Bids must be on the bid form contained in this bid package.

All prices and notations shall be written in ink or typed. Discrepancies between words and numerals will be resolved in favor of words. Discrepancies between the multiplication of units of work and unit prices will be resolved in favor of the unit prices. Discrepancies between the indicated sum of any column of figures and the correct sum thereof will be resolved in favor of the correct sum.

Changes or corrections made on the Bid should be initialed by the individual signing the bid. No corrections will be permitted once bids have been opened.

2.2.2 Required Specifications: Bidder's bid shall be in strict accordance with the County's specifications. The Register of Deeds and the Board of County Commissioners reserves the right to reject any and all proposals deemed non-responsive to the requirements set forth in the RFP.

2.2.3 Deviations: New Hanover County reserves the right to allow or disallow minor deviations or technicalities should the County deem it to be to the best interest of the County. New Hanover County shall be the sole judge of what is to be considered a minor deviation or technicality.

2.2.4 Warranties

2.2.4.1 Bidder warrants that all goods furnished shall be free from all defects, and shall conform in all respects to the technical specifications established by the County.

2.2.4.2 If the County's specifications include a statement of the particular purpose for which the goods will be used, the goods offered by bidder shall be fit for this purpose.

2.3 Submission of Bid Proposal

2.3.1 Surety Bonds: A bid bond is not required; however, due to the nature of this project, performance and payment bonds may be required.

2.3.2 Proposal: All proposals in response to this RFP shall be delivered to the address listed below. Any proposal arriving after the deadline will not be accepted and will not be considered. Bidders are instructed to submit one (1) original and two (2) clearly identified copies of their proposal as well as one (1) copy on CD/DVD/USB drive in a sealed envelope properly marked "**RFP # 15-0242-RECORDING SYSTEM**" and shall be addressed to County at the following address:

New Hanover County Finance Office
Attn: Lena Butler, Purchasing Supervisor
230 Government Center Drive, Suite 165
Wilmington, NC 28403

In a separate, sealed envelope, the bidder shall also submit, at the same time as the proposal, the "**COST ANALYSIS.**" This envelope shall be clearly marked on the outside as "**COST ANALYSIS RFP # 15-0242-RECORDING SYSTEM**" and include the submitting bidder's name.

Delivery of Proposals to the proper individual is the sole responsibility of the Bidder. Proposals are due **Friday, February 6, 2015 at 5:00 PM.**

2.3.3 Unacceptable Bids: Bids submitted via telegraph, facsimile (FAX), telephone, and electronic means, including but not limited to e-mail, in response to the Invitation for Bids will not be acceptable.

2.3.4 Quality: Items offered must at least meet specifications called for and must be of quality which will adequately serve the use and purpose for which it is intended.

2.3.5 Description: Bidders must furnish with their bid detailed descriptive literature and general specifications and other pertinent data necessary for evaluation of their bid. Samples of items, when required, must be submitted within the time specified, and unless otherwise specified by the County at no expense to the County.

2.3.6 Signature Required: Please be sure to sign your bid. Failure to sign bid prior to submittal shall render bid invalid.

2.3.7 Late Bids: Late bids will not be accepted. It is the responsibility of the Bidder to have the bid in the office specified in the RFP by the time and date noted.

2.4 Communication

2.4.1 After the bid issue date, all communications between the County and prospective Bidders regarding this bid request shall be in writing. Any inquires, requests for interpretation, technical questions, clarification, or additional information shall be directed to **Lena Butler, Purchasing Supervisor** by emailing lbutler@nhcgov.com or faxing (910) 798-7410. All questions concerning this bid shall reference the bid number, section number and paragraph. Questions and responses affecting the specifications of the bid will be provided by issuance of an Addendum. **All questions shall be received no later than 5:00 P.M., EST, Wednesday, January 28, 2015.**

2.4.2 Bidders may not have communications, verbal or otherwise, concerning this RFP with any personnel or boards from New Hanover County, other than the person listed in this section. If any vendor attempts any unauthorized communication, the proposal will be rejected.

2.4.3 All Bidders who intend to submit a proposal on this project should send an email to lbutler@nhcgov.com including pertinent contact information. This will ensure that you receive all addenda issued for this RFP; if applicable.

2.5 Material and Workmanship

All equipment furnished will be guaranteed to be new and of current manufacture, to meet all requirements of these specifications, and to be ready for use at time of delivery. All workmanship will be of high quality and accomplished in a professional manner so as to insure that the equipment is functional.

2.6 Trade Secret Confidentiality

Proposals submitted shall not be subject to public inspection until a contract is awarded.

According to General Statutes 132 - 1.2, trade secrets contained in a bid may be kept confidential if the bidder, at the time the bid is submitted, designates the secret and requests that it be kept confidential. This right of privacy will be construed as narrowly as possible to protect the interests of the Bidder while attempting to maximize the availability of information to the public.

2.7 Information Technology Goods and Services

In recognition of the complex and innovative nature of information technology goods and services and of the desirability of a single point of responsibility for contracts that include combinations of purchase of goods, design, installation, training, operation, maintenance, and related services, the County is issuing this RFP as per NCGS 143-128.8.

Contracts for information technology may be entered into under a request for proposals procedure that satisfies the following minimum requirements:

- (1) Notice of the request for proposals shall be given in accordance with G.S. 143-129(b).
- (2) Contracts shall be awarded to the person or entity that submits the best overall proposal as determined by the awarding authority. Factors to be considered in awarding contracts shall be identified in the request for proposals.

The awarding authority may negotiate with any proposer in order to obtain a final that best meets the needs of the awarding authority. Negotiations allowed under this section shall not alter the contract beyond the scope of the original request for proposals in a manner that:

- (i) deprives the proposers or potential proposers of a fair opportunity to compete for the contract; and
- (ii) would have resulted in the award of the contract to a different person or entity if the alterations had been included in the request for proposals.

Proposals submitted under this section shall not be subject to public inspection until a contract is awarded.

2.8 Withdrawal of Bids

Bidders may withdraw or withdraw and resubmit their proposal at any time prior to the closing time for receipt of proposals. NO proposal may be withdrawn after the scheduled closing time for receipt of proposals for a period of ninety (90) days.

2.9 Demonstrations

Prior to the determination of the award, the County may require a thorough demonstration of the proposed system by selected finalists. If demonstrations are

requested, proposing bidders must be prepared to demonstrate in the event they become a finalist. These demonstrations should clarify any portion of their response or describe how the functional requirements will be accomplished. Failure to demonstrate requested components or a production system may be grounds for disqualification. Bidders who are deemed finalists will be notified and asked to conduct their presentation during a designated week to be determined.

2.10 Selection, Notification, and Award of Contract

Prior to the selection and award of contract to the successful vendor, an evaluation team will evaluate the RFP responses received from each vendor.

The County intends to award a contract for a **Recording System for the Register of Deeds**; however the County specifically reserves the following rights:

1. The County reserves the right to accept or reject any or all proposals or any portion thereof.
2. The County reserves the right to accept all or part of any proposal depending solely upon the requirements and needs of the County.
3. The County reserves the right to seek clarifications of any proposal submitted or specific aspects of any proposal prior to the award of the contract. After seeking such clarification, the County will allow the Bidder an opportunity to provide the requested clarification.

2.11 Evaluation Criteria

An evaluation committee comprised of County personnel will review all proposals. If an award is made as a result of this RFP, it shall be awarded to the vendor whose proposal is most advantageous to the County using the Criteria listed below:

1. Quality, clarity and responsiveness of proposal in conformance with instructions, conditions, and format of RFP -15%
2. Features and functionality deemed most advantageous and cost effective to the County-20%
3. Installation, implementation, and training plan-15%
4. Cost of proposed system- 15%
5. Software Evaluation – 15%
6. Implementation of proposed system in at least one North Carolina County - 10%

7. Warranty, maintenance, and support-10%

2.12 Ownership of Documents

All material received in response to this RFP shall become the property of the County and will not be returned to the vendors.

2.13 Taxes

New Hanover County is exempt from and will not pay Federal Excise Taxes or Transportation Taxes.

If bidder is required to charge North Carolina sales tax on bidder's sales, bidder shall not include it as part of the bid price. The County will pay North Carolina sales tax over and above bid prices when invoiced.

2.14 Equal Opportunity

The non-discrimination clause contained in Section 202 (Federal) Executive Order 11246, as amended by Executive Order 11375, relative to Equal Employment Opportunity for all persons without regard to race, color, religion, sex or national origin, and the implementing rules and regulations prescribed by the Secretary of Labor, are incorporated herein.

The Proposer agrees not to discriminate against any employees or applicant for employment because of physical or mental handicap in regard to any position for which the employees or applicant is qualified. The Proposer agrees to take affirmative action to employ, advance in employment and otherwise treat qualified handicapped individuals without discrimination based upon their physical or mental handicap in all employment practices.

Pursuant to GS 143-48, New Hanover County invites and encourages participation in this procurement process by businesses owned by minorities, women, and handicapped.

2.15 Responsibility of Compliance with Legal Requirements

The bidder's products, service and facilities shall be in full compliance with any and all applicable state, federal, local, environmental and safety laws, regulations, ordinances and standards or any standards adopted by nationally recognized testing facilities regardless of whether or not they are referred to in the bid documents.

2.16 Indemnity

Bidders shall indemnify and hold the County, its agents and employees, harmless against any and all claims, demands, causes of action, or other liability, including attorney fees, on account of personal injuries or death or on account of property damages arising out of

or relating to the work to be performed by Vendor hereunder, resulting from the negligence of or the willful act or omission of Vendor, his agents, employees and subcontractors.

2.17 Insurance

Before commencing any work, the Bidder shall procure insurance in his/her name and maintain all insurance policies for the duration of the contract of the types and in the amounts listed in this RFP. The insurance shall provide coverage against claims for injuries to persons or damages to property which may arise from operations or in connection with the performance of the work hereunder by the Bidder, his agents, representatives, employees, or subcontractors, whether such operations are done by himself/herself or anyone directly or indirectly employed by him/her.

2.17.1 Workers Compensation and Employers Liability Insurance.

Covering all of the Bidder's employees to be engaged in the work under this contract, providing the required statutory benefits under North Carolina Workers Compensation Law, and employer's liability insurance providing limits at least in the amount of \$500,000/500,000/100,000 applicable to claims due to bodily injury by accident or disease.

2.17.2 Commercial General Liability.

Including coverage for independent contractor operations, contractual liability assumed under the provisions of this contract, products/completed operations liability and broad form property damage liability insurance coverage. Exclusions applicable to explosion, collapse and underground hazards are to be deleted when the work involves these exposures. The policy shall provide liability limits at least in the amount of \$1,000,000 per occurrence, combined single limits, applicable to claims due to bodily injury and/or property damage. New Hanover County shall be named as an additional insured under this policy.

2.17.3 Automobile Liability Insurance.

Covering all owned, non-owned and hired vehicles, providing liability limits at least in the amount of \$1,000,000 per occurrence combined single limits applicable to claims due to bodily injury and/or property damage.

2.17.4 Cyber Liability

Bidder shall maintain cyber liability insurance in the amount of \$1,000,000 each occurrence and insuring against liability to cover expenses associated with data breaches, including; notification costs, credit monitoring, costs to defend claims by state regulators, fines and penalties and loss resulting from identity theft.

2.18 Addendum

The bid package constitutes the entire set of bid instructions to the bidder. The County shall not be responsible for any other instructions, verbal or written, made by anyone. Any changes to the specifications will be in the form of an Addendum.

2.19 Compliance with Bid Requirements

Failure to comply with these provisions or any other provisions of the General Statutes of North Carolina will result in rejection of bid.

2.20 Costs of Proposals

The cost for developing the proposals will be borne by the Bidders. New Hanover County is not liable for any costs incurred by bidders in the preparation and presentation of proposals, and demonstrations submitted in response to this RFP, or for travel costs for site visits to New Hanover County.

2.21 Right to Reject Proposals

The Register of Deeds and the Board of County Commissioners reserves the right to accept or reject any or all proposals and to make the award which will be most advantageous to the County.

2.22 E-Verify

Pursuant to N.C.G.S. § 143-48.5 (Session Law 2014-418), Vendor shall fully comply and certify compliance of each of its subcontractors with Article 2 of Chapter 64 of the N.C. General Statutes, including the requirement for each employer with more than 25 employees in North Carolina to verify the work authorization of its employees through the federal E-Verify system. County shall be provided affidavits attesting to Vendor's and subcontractor's compliance or exemption upon execution of contract. Violation of the provision, unless timely cured, shall constitute a breach of Contract.

Section 3 Purpose

This request for proposals (RFP) is issued by New Hanover County's Register of Deeds to solicit proposals from interested VENDORS who wish to be considered as a provider of Official Records System. This Official Records System will replace the existing system in the Register of Deeds Office.

The proposed System will help the Registrar's Office to achieve these primary goals:

- Provide better service to the public by improving the quality and quantity of information available and by providing easier access to the information;
- Ensure stewardship of public funds to manage and maintain public records
- Provide a high level of accountability for all financial transactions;
- Increase staff productivity and efficiency via the reduction of paper handling.
- Have the ability to accept PRIA standard electronic recordings.

Section 4 Current Environment

1. Number of employees: 17 including supervisors
2. Number of supervisors: 4
3. County population: **213,267 (2013)**

| ITEM | # | CURRENT SPECIFICATIONS |
|----------------------------------|----------|---|
| Database server | 1 | Windows 2008 R2 Server, 2.13 GHz, 32gb RAM |
| Image server | 1 | Windows 2008 R2 Server, 2.13 GHz, 32gb RAM |
| Web server | 1 | Windows 2000 Server, 3 GHz, 2gb RAM |
| Workstations/ Clients | 25 | 4 of these are located in the Health Dept., 2 at the Satellite Office and 1 in the Tax Office |
| Public Workstations | 17 | 2 Satellite office, 1 recording room and 3Vital Record kiosk |
| Scanners | 14 | 1 of these are located in the Health Dept. |
| Document printers | 33 | Includes printers in public search room |
| Label Printers | 10 | |
| Receipt Printers | 12 | |

The table below provides additional statistical and volume information for sizing, processing and storage requirements.

| Volume Information | | |
|---------------------------|--------------|--|
| Database Storage Size | 8 gb | |
| Number of Images | 15.5 million | |
| Total Image Storage Size | 700 gb | |

Current Workflow Automation

1. Current System Anthem
2. Current Database SQL

3. Images currently stored: Inside the database and Outside the database

If outside the database, see file structure format below:

4. Images stored as: Group IV single page TIFFs Multi page TIFFs Other

5. Images scanned at: 200dpi 300dpi Other

6. See additional county office locations with web based connections listed below:

A. New Hanover County Health Department Vital Records Department- 4 Clients

B. New Hanover County Department of Social Services- 2 Clients

C. New Hanover County Tax Department- 1 Client

D. New Hanover County Register of Deeds Sat office- 5 Clients

Section 5 Requirements

Proposal shall include the following:

- Detailed report on application software for instrument and vital records recording, public research (in office and web environment), accounts and financial transaction reports;
- Project schedule timeline – Provide a full project schedule for the proposed system which should include an estimated duration of each task, including: installation, data conversion, and training services for the proposed system;
- Maintenance and ongoing support service for proposed system;
- List all workstation and peripheral requirements necessary for using the proposed System.
- Vendor Contact – List the name, address, fax number, email address, and phone number of the vendor’s authorized representative. Vendor’s authorized representative shall be empowered to make binding commitments for the vendor’s firm.
- Vendor Profile – Provide a description of the company including a brief company history and prospects. Include the location of your organization’s headquarters, the year the organization was formed, and ownership structure.
- Cost – The proposal should be broken down by phases and types of work. The following cost information is to be provided:
 - a. Hourly rate for professional services, including task description.
 - b. Individual Equipment Costs
 - c. All other potential costs for the proposed solution.

Requirements Chart Information

Each vendor is required to complete the requirements chart located in Appendix A. Each requirement has been assigned a unique number. The requirements are grouped in the following major headings:

- I** System Requirements
- II** Instrument Recording
- III** Accounting and Financial Management
- IV** Document and Image Management
- V** Query and Search
- VI** Report Requirements
- VII** General Requirements

Response Instructions and Codes

In responding to the requirements, the codes indicated below should be entered in column “Response Code” of the requirements chart. If not self-explanatory, the vendor must provide narrative responses to each of the requirements explaining “how” the requirement functions in proposed system in the adjacent column. An omitted response will be assumed to be the same as “N”, the requirement is not available.

| Response Code | Description |
|-----------------------|--|
| Y = Yes | Requirement currently exists in proposed system and can be demonstrated. The cost of the requirement is included in the cost of the base software. |
| N = No | Requirement is not available and cannot be provided. |
| D = Under Development | Requirement is currently under development, in Beta test, or not released, but will be available in proposed system at no additional cost. |
| O = Other | Other – see comments. |

Vendor Qualifications

Each vendor must provide the following information about its qualifications.

1. Vendor shall submit an organization chart of its employees.
2. The qualifications and resumes of key individuals should be detailed, including his or her qualifications, highlighting similar projects successfully managed.
3. Vendor shall submit company D&B number for creditor check.

Vendor References

Each vendor included in this proposal is to provide a list of the counties you serve and at least three references of current customers (one must be in North Carolina) that have converted or implemented an upgrade of an existing system. Include timeline from award to go live date.

Vendor Contract

Each Vendor is to submit a copy of their standard contract for review by the County’s Legal staff with their proposal.

Proof of Insurance

Each vendor is to submit a sample certificate of insurance with their bid proposal.

Section 6 Payments to Successful Vendor

The selected vendor may expect payment in the following manner:

1. 50% a.) after delivery, setup and successful testing of all equipment
 b.) after loading of application and imaging software and successful testing of all software

Both (a) and (b) must be accepted and approved by the Register of Deeds and Information Technology Director prior to payment being processed.

2. 25% a.) after conversion of existing computerized indexes and converted indexes can be retrieved, viewed and printed using the new system
 b.) after training of all Register of Deeds staff on new software

Both (a) and (b) must be accepted and approved by the Register of Deeds and Information Technology Director prior to payment being processed.

3. 25% 45 working days after all components contained in the bid are in use and in production mode

Must be accepted and approved by the Register of Deeds and Information Technology Director prior to payment being processed.

RFP # 15-0242

RECORDING SYSTEM

Deadline for Receipt of Bids: 5:00 p.m. EST, Friday, February 6, 2015

I certify that this bid is made without prior understanding, agreement or connection with any corporation firm, or person submitting a bid for the same services and is in all respects fair and without collusion or fraud. I understand collusive bidding is a violation of state and federal law and can result in fines, prison sentences, and civil damage awards. I agree to abide by all conditions of this bid and certify that I am authorized to sign this bid for the bidder.

Describe and list all costs that would be associated with implementation of your system.

| Component | Cost (\$USD) |
|--|--------------|
| Recording Application Software | \$ |
| Installation | \$ |
| Data Conversion | \$ |
| Image Conversion | \$ |
| Imaging from Microfilm/Paper (if applicable) | \$ |
| Training | \$ |
| Recording Application Maintenance | \$ |
| Automated Indexing (OCR) | \$ |
| Maintenance | \$ |
| Automated Redaction (OCR) | \$ |
| Maintenance | \$ |
| Hardware | \$ |
| Other/List any Bundle Discounts | \$ |

Please submit cost analysis in a separate sealed envelope

Notice to Proceed

The undersigned, if awarded the bid, hereby agrees to execute a contract with New Hanover County in the form specified after the award and to begin the process of providing the Recording System as specified in this bid upon receipt of a Purchase Order issued by New Hanover County and the fully executed contract.

Addendum

Receipt of the following Addendum is acknowledged:

Addendum No. _____ Date _____, 2015

Addendum No. _____ Date _____, 2015

Bidder Information

Please check as appropriate and complete the items below.

The Bidder is:

_____ An Individual

_____ A Partnership between: _____

_____ A Joint Venture consisting of: _____

_____ A Corporation organized under the laws of the State of _____

| | |
|-------------------------------------|--|
| Signature of Representative: | |
| Date: | |
| Printed Name and Title: | |
| Company: | |
| Address: | |
| Telephone: | |
| Email: | |

**New Hanover County North Carolina
Recording System
Appendix A: System Requirements**

| Requirement | | | Response Code | Explanation or Comment | |
|-------------|----------------------------|-----------------------------|---|------------------------|--|
| I | System Requirements | | | | |
| I | 1 | General Requirements | | | |
| I | 1 | 1 | The System solution must support a multi-tiered architecture with a Web-based interface for remote access searching. The website must offer both public and secure login account with the ability to track access for auditing. | | |
| I | 1 | 2 | The System solution must support access to repositories and workflow functionality through the local area network (LAN) and the County's wide area network (WAN). | | |
| I | 1 | 3 | The System solution shall be available 7 days a week, 24 hours a day, except during regular scheduled maintenance windows. | | |
| I | 1 | 4 | The System solution shall be capable of supporting primary and secondary redundancy. The secondary server, if available, will serve as a back-up, in the event of a primary server malfunction. | | |
| I | 1 | 5 | Scalability: The System solution System shall be scalable to the number of users, retrieval volume, and document storage with unlimited seat licenses. | | |
| I | 1 | 6 | The System solution must support Microsoft Windows 7 and upward Professional clients. | | |
| I | 1 | 7 | The System solution must support access to the document repository (database) and workflow functionality through industry-standard browsers. | | |
| I | 1 | 8 | The System must be either a hosted solution by the vendor with all hardware and software maintained remotely, or a complete turnkey solution with all hardware and software maintained by the vendor. | | |
| I | 1 | 9 | The System must offer dockable windows that can be moved onto a second monitor to support dual screen technology. | | |
| I | 1 | 10 | Vendor shall convert all data from our current systems including Triview, Triway Maps and Anthem (Pre-standard, OPR and Plats/Condo's) into one data base. | | |
| I | 1 | 11 | The System solution shall have automated redaction capability integrated or Redaction Services available with the Recording System using OCR. Vendor shall redact online records from present back to 1935. | | |
| I | 1 | 12 | Please describe the different Service Level Agreements for | | |

Legend

Response Code: Y=Yes, N=No, D=Under Development, O=Other

| Requirement | | | Response Code | Explanation or Comment |
|-------------|----------|-----------------------|---------------|---|
| | | | | the System solution and detail what duties are required of the County and Company related to back-ups, server maintenance, software maintenance, support, disaster recovery etc. |
| I | 1 | 13 | | System must have Fraud Alert. |
| I | 1 | 14 | | System must have the capability to display real time recordings that can be viewed via a large screen. |
| I | 1 | 15 | | Upon request system must be able to generate an account statement for our escrow agents that show all account activity. System should send out a daily escrow statement to the agents email account. Agents should also receive a log in and password to access their escrow account. |
| I | 1 | 16 | | System must be able to integrate with other NHC applications such as the Tax Office software. |
| I | 1 | 17 | | System must meet all North Carolina statutes. |
| I | 2 | Database | | |
| I | 2 | 1 | | The System solution shall use an industry standard SQL and ODBC compliant relational database management System (SQL, Oracle, etc). |
| I | 3 | Administration | | |
| I | 3 | 1 | | With proper authorization, the System shall allow a user to easily modify System parameters which affect operations of System. The System shall provide user maintained tables for System parameters. |
| I | 3 | 2 | | The System shall be completely table-driven with no need to change code to add parameters thru users interface when entries are added or deleted. |
| I | 3 | 3 | | The System shall create an audit trail record with date/time/user ID/field modified/before-after entry performed and associate the appropriate user to the transaction. Audit view must be available through the user interface. |
| I | 3 | 4 | | The System shall date/time stamp all transactions (i.e. date/time created, create user, date/time modified, maintain user, status). |
| I | 3 | 5 | | The System shall allow users to define default values for the following entry fields. |
| I | 3 | 5-1 | | Book Type (e.g. OR, Plat, Map, etc.) |

Legend

Response Code: Y=Yes, N=No, D=Under Development, O=Other

| Requirement | | | Response Code | Explanation or Comment |
|-------------|-----------------------------|------------------------------------|--|------------------------|
| I | 3 | 5-2 | Document Type (e.g. affidavit, deed, etc.) | |
| I | 3 | 5-3 | Party Type (e.g. grantor, grantee, plaintiff, defendant, owner, etc.) | |
| I | 3 | 5-4 | Excise Tax | |
| I | 3 | 5-5 | Recording Fees | |
| I | 3 | 6 | County must be able to hide specific doc types from users. | |
| I | 3 | 7 | System must support controls to reorder indexing fields in a county defined order. | |
| I | 3 | 8 | The ability to allow manager to add/remove selected entry fields for specific document types (e.g. Ability to add 'consideration' field to Deed and remove 'consideration' field on Affidavits). | |
| I | 3 | 9 | The ability to run statistical reports for all departments that display user productivity based on number of documents process through assigned process. Reports should be capable of running for date range and break out each user and specify location (if branch offices exist). Report should be useful in conducting employee reviews based on work performance. | |
| I | 3 | 10 | System must have a Voter ID report which shows how many Marriage and Birth records were issued and who requested them. | |
| | | | | |
| I | 4 | Performance and Reliability | | |
| I | 4 | 1 | The System solution shall provide concurrent access for multiple users in multiple locations. | |
| I | 4 | 2 | The ability to complete all administrative functions (i.e. report generation and printing) without causing System degradation, particularly slowdown of response time. | |
| II | Instrument Recording | | | |
| II | 1 | Real Estate Filing | | |
| II | 1 | 1 | Instrument Number: Generate and assign unique sequential instrument or clerk file numbers and digitally stamp numbers on all image pages. | |
| II | 1 | 2 | Cross Reference Number: The ability to enter cross-reference number for instruments (doc links to related instruments). Once entered, these doc links must automatically be linked so that the public may open the related document in the internal search and web search engines. | |

Legend

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| Requirement | | | Response Code | Explanation or Comment |
|-------------|---|-----|--|------------------------|
| II | 1 | 3 | Instrument Filing: The ability to enter and maintain instrument detail including: | |
| II | 1 | 3-1 | Parties (Name): Minimum of 70 characters (multiple occurrences) | |
| II | 1 | 3-2 | Parties Mailing Address, City, State, Zip code | |
| II | 1 | 3-3 | Instrument Number | |
| II | 1 | 3-4 | Comments/legal description | |
| II | 1 | 3-5 | Property Address | |
| II | 1 | 3-6 | Property City | |
| II | 1 | 4 | Common Name Lookup: Upon partial or complete entry of a party, the ability to display existing parties in the database with the same or similar name to determine if that party already exist in the database and the ability to select that party to populate the appropriate field. | |
| II | 1 | 5 | Documents / Receipt Payment: The ability to record multiple documents with multiple payments in a single transaction. | |
| II | 1 | 6 | Source/Return: The ability to identify the delivery method and return method of the instrument (e.g. walk-in, US Mail, etc.) | |
| II | 1 | 7 | Miscellaneous Papers: The optional ability to enter and scan miscellaneous documents (cover letters/agent transmittals) for internal use only (not available to the public). These items must remain tied to the package, tracked within the same transaction number. | |
| II | 1 | 8 | Payment Imaging: The optional ability to scan payments (checks) for internal audit use only (not available to the public). These items must remain tied to the package, tracked within the same transaction number. | |
| II | 1 | 9 | Number of Pages: The ability to enter number of pages for the filed document and upon scanning, the system should verify that the scanned page count matches what the user entered. | |
| II | 1 | 10 | Add Page: The ability to integrate missed pages into the book and page numbering scheme (A pages). | |
| II | 1 | 11 | Recording Costs Calculation: The ability to calculate recording costs based on the document type, the number of pages and excise tax. Manual overrides are allowed. | |
| II | 1 | 12 | Book and Page Number: The ability to automatically generate and assign the book and page number and instrument number. Numbers must be capable of digitally stamping on the system image. | |
| II | 1 | 13 | Delayed Indexing: The application will allow an instrument to be recorded with minimal information | |

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|-------------|---|------|---------------|--|
| | | | | required for cashiering during the filing/receipting transaction and allow another user to update the indexing fields later with the remaining information through electronic queues (so additional paper handling is minimized). |
| II | 1 | 14 | | Incomplete recordation: The ability to mark fields required for a particular process (recording/indexing) and notifies the user of incomplete fields prior to recording. |
| II | 1 | 15 | | Duplicate Information: The ability to repeat (duplicate) items and indexing information from one document to one or more documents in the same or in a new transaction. System must allow copying of names from any prior document within the transaction. |
| II | 1 | 16 | | Scanning: Ability to scan the instrument up-front during the filing/recording/receipting transaction to reduce paper handling and for the purpose of suspense/rejection tracking within the system. System must also be able to customize workflow to have the ability to batch scan documents after recording. |
| II | 1 | 17 | | Record Pages: Electronically burn recording information on the scanned image and manually affix a label with customizable recording information to include: |
| II | 1 | 17-1 | | Name and Title of the Clerk/Recorder/Register/Auditor |
| II | 1 | 17-2 | | Instrument Number |
| II | 1 | 17-3 | | Book and Page Number |
| II | 1 | 17-4 | | Filing Date and Time |
| II | 1 | 17-5 | | County Name and State |
| II | 1 | 17-6 | | Receipt Number |
| II | 1 | 17-7 | | Fee Rates |
| II | 1 | 18 | | Subsequent Pages: The ability to electronically burn recording information on all scanned images retained within the system. |
| II | 1 | 19 | | Delete Record: With proper authorization, the ability to delete, void, or seal an existing record. The system must automatically create a backup of the unaltered original. |
| II | 1 | 20 | | Hidden Record: Ability to mark a document 'hidden from the web'. |
| II | 1 | 21 | | Redaction: The ability to conceal/redact sensitive information such as social security number, while still |

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| | | | displaying the rest of the page. The system must automatically create a backup of the unaltered original. | |
| II | 1 | 22 | Annotate Record: The ability to add text annotations to images, such as filling in related instrument numbers or adding customizable text. The system must automatically create a backup of the unaltered original | |
| II | 1 | 23 | Automated Data Export: The ability to schedule automatic data exports to run at customizable time intervals and point to a designated share/location. | |
| II | 1 | 24 | Manual Data Export: The ability to manually export data as needed from the user interface. | |
| II | 1 | 25 | Automated Image Export: The ability to schedule automatic image exports to run at customizable time intervals and point to a designated share/location. | |
| II | 1 | 26 | Manual Image Export: The ability to perform manual image exports as needed from the user interface. User accessible image export must come complete with searching component to accompany image CDs burned and created by the County. | |
| II | 1 | 27 | When entering a doc link (such as a related document for a Release or Assignment) the system must provide an option to automatically pull in the legal description. | |
| II | 1 | 28 | Suspense/Rejection: Support any user tracking and retrieving suspended/rejected packages entered into the system from any workstation. | |
| II | 1 | 29 | Allow county setting to control whether scanned images should be deleted when un-suspending packages returned with corrections requiring rescan for recording. | |
| II | 1 | 30 | Time Sequences: Ability to control whether all documents within a transaction have same time stamp, or whether a document in the transaction is time stamped 1 second apart. | |
| II | 1 | 31 | Summary Page: Allow option for summary/cover page to be printed for recording a document in lieu of printing a label to affix recording information to original document. | |
| II | 1 | 32 | If using cover page, then prompt users to print cover page after the receipt. | |
| II | 1 | 33 | Signature/Legal Pages: Include button/feature for flagging signature/legal pages during any part of the recording process. The button to jump to a signature page must be available in public search. | |
| | | | | |
| II | 2 | Return Address Generation | | |
| II | 2 | 1 | Return Address: The ability to store and maintain the agent/customer information with the ability to print a return mail label for each transaction and with the following | |

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| Requirement | | | Response Code | Explanation or Comment |
|-------------|----------|-----------------------------|---|------------------------|
| | | | information: | |
| II | 2 | 1-1 | Full Name (First, Middle, Last, Prefix, Suffix) | |
| II | 2 | 1-2 | Organization or Firm Name | |
| II | 2 | 1-3 | Mailing Address, City, State, Zip Code | |
| II | 2 | 1-4 | Transaction Number | |
| II | 2 | 1-5 | Bar Code | |
| II | 2 | 1-6 | Document Type | |
| II | 2 | 2 | The ability to mark individual agents for allowed payment types including: escrow, no-charge, deferred, JV, check, ACH. | |
| II | 3 | Electronic Recording | | |
| II | 3 | 1 | The Vendor's system must allow for eRecording. | |
| II | 3 | 2 | System must be capable of receiving eRecord transmissions from county controlled submitters following PRIA Model I, II, and III formats. | |
| II | 3 | 3 | System must alert designated users that eRecords are available in the queue. Prompt must include number count of transactions waiting. | |
| II | 3 | 4 | System control to only send eRecords to designated users queues. | |
| II | 3 | 5 | System must accept filings directly to the Register of Deeds office without a third-party interface. | |
| II | 3 | 6 | The eRecording software should provide a centralized queue for managing all incoming submissions. | |
| II | 4 | Vital Records Filing | | |
| II | 4 | 1 | System must include a vital records module. | |
| II | 4 | 2 | System should provide for the ability to record birth certificates, marriage certificates, death certificates, and DD214's | |
| II | 4 | 3 | System should have automated workflows. | |
| II | 4 | 4 | Book and Page Number: The ability to automatically generate and assign the book, page, certificate and license number. Numbers must be capable of digitally stamping on the system image. | |
| II | 4 | 5 | Sealed Records: The County must be capable of designating sealed doc types in the system. The system must automatically seal any document that is entered and recorded as a <i>document type</i> classified as "sealed" doc type | |

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| | | | | in the system, without requiring the user to take additional action to make the record sealed. |
| II | 4 | 6 | | Annotate Record: The ability to add text annotations to images, such as adding customizable text. The system must automatically create a backup of the unaltered original |
| II | 4 | 7 | | Attachments: The optional ability to enter and scan miscellaneous attachments for internal use only (not available to the public). These items must remain tied to the package, tracked within the same transaction number. |
| II | 4 | 8 | | Bond Paper Tracking: The software shall include a bond paper tracking feature for the use of tracking bond paper. This tracking feature tracks the bond paper dynamically by applying number sequentially and maintaining this number for auditing. |
| II | 4 | 9 | | Staff with proper credentials should have the ability to seal and expunge a name field in the internal search. |
| II | 4 | 10 | | Marriage Web Kiosk: System must include web kiosk for customers to enter detailed data required for applying for marriage license. Data must merge into appropriate fields for form generation, indexing, cashiering, and recording. System must also calculate age when date of birth is entered. Kiosk must be available in bilingual (English/Spanish) for the pre-filling of marriage applications. |
| II | 4 | 11 | | Suspending Transactions: System must have the ability to suspend a vital records transaction and the ability to allow transaction to be retrieved by another staff member for completion. |
| II | 4 | 12 | | System should generate a report that counts all Vital Record transactions and copy counts. |
| III | Accounting and Financial Management | | | |
| III | 1 | Receipting | | |
| III | 1 | 1 | | Ability to automatically generate unique receipt numbers upon cashiering the transaction. |
| III | 1 | 2 | | Ability to use multiple tender types for a single receipt transaction. |
| III | 1 | 3 | | Check Number Entry: The ability to enter the check numbers for each check received and perform check searches by date, agent, or check number to locate <i>and</i> automatically link to individual checks in any transaction. |
| III | 1 | 4 | | Ability to charge the transaction to existing debit or other escrow accounts. |
| III | 1 | 5 | | Ability to process credit card payments without storing the credit card number in the system. |
| III | 1 | 6 | | Ability to alert users if funds in an existing escrow account |

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|-------------|---|-------|---------------|---|--------------------------|
| | | | | are low. Receipts for escrow agents should always detail the remaining escrow balance. The vendor must also include an agent account website for customers to log in and check activity and balances. | |
| III | 1 | 7 | | Ability to receipt monies to an escrow account for copies or recording fees. | |
| III | 1 | 8 | | Ability to determine the distribution of funds to specific GL numbers or revenue codes. | |
| III | 1 | 9 | | Ability to generate and print one or multiple receipts from a single receipt transaction covering payment for multiple filings. System must also be able to print the receipt in multiple formats (e.g. copy paper and receipt tape). | |
| III | 1 | 10 | | Ability to reprint a receipt with the same receipt number at a later date. | |
| III | 1 | 11 | | With the proper authorization, the ability to void transactions. The system must also provide the ability to void single instruments within a transaction. | |
| III | 1 | 12 | | The application must produce a detailed receipt that includes (if applicable): | Please provide sample(s) |
| III | 1 | 12-1 | | County | |
| III | 1 | 12-2 | | Name of Register | |
| III | 1 | 12-3 | | Office Address | |
| III | 1 | 12-4 | | Instrument Number | |
| III | 1 | 12-5 | | County Logo | |
| III | 1 | 12-6 | | Separately list each document filed | |
| III | 1 | 12-7 | | Book and Page Number | |
| III | 1 | 12-8 | | Separately list each payment filed | |
| III | 1 | 12-9 | | Receipt Number | |
| III | 1 | 12-10 | | Receipt Date and Time | |
| III | 1 | 12-11 | | Cashier ID | |

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|-------------|---|-------|---|------------------------|
| III | 1 | 12-12 | Payer ("Received From") | |
| III | 1 | 12-13 | Instrument Type Descriptions and Amount Due (default values) | |
| III | 1 | 12-14 | Total Due Amount | |
| III | 1 | 12-15 | Total Paid Amount | |
| III | 1 | 12-16 | Change Tendered | |
| III | 1 | 12-17 | Tender Type (multiple occurrences) | |
| III | 1 | 12-18 | Total Amount Paid per Tender Type | |
| III | 1 | 12-19 | Total of all Payment types: Checks, Cash, Escrow | |
| III | 1 | 13 | The ability to suspend/return transactions that are unable to be processed. The system must have the ability to store predefined suspense reasons (e.g. inadequate funds, missing seals) for the recording office personnel to add to the transaction. System must generate suspense letter identical to that which displays through the user interface. System must have the ability for any user to retrieve another user's suspended transaction. Suspend/return transactions must be searchable by Grantor, company and date. | |
| III | 1 | 14 | Receipt Printing: The ability to print one or more copies of receipt with the mouse or county defined hot key function. | |
| III | 1 | 15 | Does system solution have the ability to email a receipt from within application? | |
| III | 1 | 16 | Check Endorsement: The ability to endorse a check using the receipt printer with the following: | Please provide sample |
| III | 1 | 16-1 | "For Deposit Only" | |
| III | 1 | 16-2 | Transaction Number | |
| III | 1 | 16-3 | County Name | |
| III | 1 | 16-4 | Bank and Bank Account Number | |
| III | 1 | 16-5 | Date | |
| III | 1 | 17 | Option to prompt users with reminder to endorse check | |

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| | | | when a check is entered into the system. | |
| III | 1 | 18 | Retrieve/Display Receipt Transactions: The ability to pull up and display receipt transactions in the system based transaction number, instrument number, or receipt number. | |
| III | 1 | 19 | Payments: Ability to receipt all industry payment types including cash, check, credit, debit, ACH, and journal voucher. | |
| III | 1 | 20 | Refunds: Option to apply cash refund for check over payment that is less than or equal to a county defined value. | |
| III | 1 | 21 | Offer a prompt option for overage amounts to go to cash, check, or escrow at time of cashiering. | |
| III | 1 | 22 | Close Escrow: Ability to close an escrow account. | |
| III | 1 | 23 | Fee Summary Bar: The system should display a fee summary bar that is viewable from all points in the process. The summary bar must display transaction totals, payment totals, shortage/overage, and available escrow (when applicable). | |
| III | 1 | 24 | Vital Records Copy fee Collection: In a single process system must have the ability to collect a copy fee and upon processing payment copy will automatically print. | |
| III | 2 | Bookkeeping/Reporting | | |
| III | 2 | 1 | The ability to calculate the distribution of fees to respective GL account. | |
| III | 2 | 2 | The ability to calculate the distribution of various recording and copy fees to respective GL account. | |
| III | 2 | 3 | The ability to adjust GL numbers for all fee types through controlled access user interface (table driven fee type codes). | |
| III | 2 | 4 | The application shall post transactions to the appropriate posting period based on accounting date. | |
| III | 2 | 5 | The ability to perform an individual and/or supervisor close-out one or more times throughout the day. | |
| III | 2 | 6 | Closeout process should detail any overage/shortages and print individual closeout reports including check, cash, credit and ACH along with monetary denomination breakdown, final closeout, daily recap, and revenue for user. | |
| III | 2 | 7 | The ability for controlled access to run and print accounting and statistical reports by date range and user ID. | Please provide samples |
| III | 2 | 8 | Users must be able to set common parameters when running reports to avoid separate prompts for each individual report selected to run. | |

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| III | 2 | 9 | Ability to refresh reports without resetting the parameters | |
| III | 2 | 10 | System must break down reports by departments (e.g. vitals, recording and satellite) | |
| III | 2 | 11 | System must have the ability to add cash, check and credit/debit card transactions by individual users on all end of day, receipt summary and revenue account summary reports. | |
| III | 2 | 12 | System must have the ability to automatically total reports per report name, adding and subtracting specifically indicated object codes. | |
| IV | Document and Image Management | | | |
| IV | 1 | Image Capture | | |
| IV | | 1 | The System must support appropriate scanners for the pages based on county volume. | |
| IV | 1 | 2 | The System must support image versioning, so that in the event of an image cleanup/modification or scanning error the original scanned image may be retrieved. System must have the ability to toggle between two images and keep unaltered original and edited version. | |
| IV | 1 | 3 | The System must support the following file formats/compression formats: | |
| IV | 1 | 3-1 | TIFF single page (scanned images) | |
| IV | 1 | 3-2 | 200, 300, or other dpi settings | |
| IV | 1 | 3-3 | XML PRIA standard electronic recorded documents | |
| IV | 1 | 4 | The System must support scanning blue and red ink (signatures) and stamped (raised) court seals. | |
| IV | 1 | 5 | The System must support simplex/duplex scanning. System must include feature for auto-rotate every other page for duplex items. | |
| IV | 1 | 6 | The System must support letter/legal/business & personal check size with auto end of page detection. | |
| IV | 1 | 7 | The ability to enter a count of pages scanned and to alert the user if count does not equal the scanned page amount. | |
| IV | 1 | 8 | The System must support digital signatures on instrument packages (for electronic recording purposes). | |
| IV | 1 | 9 | The System must support the scanning of 8-1/2" x 11", legal size (8-1/2" x 14") documents, single-sided or double-sided pages (duplex) and plat sizes 18"x24", 21"x30" and 24"x36". | |

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| IV | 1 | 10 | The System must support the deletion and re-scanning of pages/documents. Supervisor overrides must be required and tracked in the audit for any alterations to transactions or documents after verification takes place. The Vital Records Department does not require a supervisor override for re-scanning but does require the system to keep an audit of the alterations. | | |
| IV | 1 | 11 | The System must support the linkage and display of related images using book and page numbers and instrument numbers. These Document Links should be activated hot links in the client public search and web search engines. This feature must perform a check when entered, to confirm it is a valid document number in the system. | | |
| IV | 1 | 12 | The ability to send image to electronically filtered indexing/verification and QC queues. | | |
| IV | 1 | 13 | The ability to activate detailed image acquisition tools for batch scanning enabling advanced scan settings for individual documents within the batch transaction to define simplex, duplex, fan-fold, invert, etc. prior to scanning the batch. | | |
| IV | 1 | 14 | Image Clean-up: Ability to crop image or select area on image to be darkened or deleted, also the capability to digitally add/remove text on images. | | |
| IV | 2 | Indexing | | | |
| IV | 2 | 1 | Name Format: The ability to format names according to the NC General Statutes. | | |
| IV | 2 | 2 | Instrument Indices: The ability to auto-complete indexing fields as the user types based on pre-populated common name/abbreviation table. | | |
| IV | 2 | 3 | Abbreviations/Common Names: Must be controllable by field. | | |
| IV | 2 | 4 | System must include a thumbnail viewer to select specific pages within a document for indexing/verifying. | | |
| IV | 2 | 5 | Index Verification: The ability to verify the index fields by a separate user with the option of re-keying (blind key) or site verifying the data. System should keep complete audit trail of original entry and change made by verifier. | | |
| IV | 2 | 6 | Document Complexity Levels: The index and verify process must allow to filter documents based on the user's experience level based on predefined document complexity levels. | | |
| IV | 2 | 7 | Instrument Flag: The ability to mark certain fields required in each process (recording, index, verify) for each individual document type. System must alert user that fields must be complete before moving on to the next process. Must be customizable through table driver user interface (by authorized users). | | |

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| IV | 2 | 8 | The ability to control and validate field formats to automatically include dashes and field length requirements for data entered such as phone numbers, parcel IDs, and Social Security Numbers. | | |
| IV | 2 | 9 | The ability to mask fields such as date and Social Security Numbers when indexing marriage licenses for example. | | |
| IV | 2 | 10 | System must have the ability for user to pull from queue by department for indexing/verifying/qc. | | |
| IV | 2 | 11 | The ability to copy and paste names from one field to another. | | |
| IV | 2 | 12 | County generated drop down menu for City list when creating a transaction and entering customer information. The list must be automatically filtered down if the user enters the zip code in order to reflect cities within that zip code. | | |
| IV | 2 | 13 | System must include hot keys/shortcuts to perform functions, such as: the ability to copy last name from one grantor to all grantors, copy grantee of one document to grantor of the next, copy all grantors to grantees in same document, and copy grantor or grantee info from one document to same position in next document. | | |
| IV | 2 | 14 | County generated drop down menu in Doc Legal field for Subdivisions. | | |
| IV | 2 | 15 | Ability to edit and modify legacy data from the application interface including all fields such as names, instrument number, book type, book number, page number, receipt number, and record date. | | |
| IV | 2 | 16 | Index Field Help Instructions: Ability for county to create help screens that contain all recording requirements and index requirements for each doc type. Help must be customizable by county by doc type and by field for each doc type. | | |
| IV | 2 | 17 | Import Names: Must allow county to type out Grantor/Grantee names in a notepad file and then import (copy/paste) them into index fields in system. | | |
| IV | 2 | 18 | Tax Appraiser/Info Lookup: Lookup interface to tax appraiser/assessor for locating doc legal information and pulling into system. | | |
| IV | 2 | 19 | Accuracy Rate Report: Does system have the ability to create an accuracy rate report that is not order specific? | | |
| IV | 2 | 20 | Does system have the ability to correctly display each document type in the Search Module for a multiple document recording? | | |
| IV | 2 | 21 | System must have separate QC module and the ability to add reason for rejection of document for correction and rescanning if necessary. | | |

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| IV | 2 | 22 | The application must have the ability for data entered to be validated against valid entry values during verification and a resultant error message displayed if verifier values do not match indexers values. The message must display both user entries. | | | |
| IV | 2 | 23 | System must be able to force documents into the index queue even if all required index data was completed during the recording process. The purpose is to create an additional review for all documents, even those indexed up-front. | | | |
| IV | 2 | 24 | The ability to run report/list to determine number of pending documents in index/verification and QC queues. | | | |
| IV | 2 | 25 | System must have the ability to bypass the index/verify/qc queue and retrieve a specific instrument outside of the queue. | | | |
| IV | 3 | Image Management | | | | |
| IV | 3 | 1 | System should provide an audit trail for all document activities performed and associate the users to such activities? | | | |
| IV | 3 | 2 | System should provide concurrent read/print access to all documents by multiple users? | | | |
| IV | 3 | 3 | System should support split screening viewing (a document on one side and indexing fields on another side) with the ability to switch view sides? Screen settings must be customizable by user and must follow user based on login ID (not workstation specific). | | | |
| IV | 3 | 4 | System should have the capability to merge documents to prepare forms, Marriage Licenses, etc within the recording system? | | | |
| IV | 3 | 5 | System should have the ability to enlarge font in system application for all indexing fields and save settings per user. Screen settings must be customizable by user and must follow user based on login ID (not workstation specific). | | | |
| IV | 3 | 6 | The ability to change system application screen color and save settings per user. Screen settings must be customizable by user and must follow user based on login ID (not workstation specific). | | | |
| IV | 3 | 7 | Standard page viewing features such as rotate, zoom, page navigation (go to "n" page), page back and forth; book marks, etc. Must be accessible through mouse or hotkey navigation. | | | |
| IV | 3 | 8 | Customizable document annotations, automatically burned onto each scanned page (slip printers should not be necessary for system use). | | | |
| IV | 3 | 9 | Does system have capability to export the image files (for the County to create microfilm for archive purposes or provide images for 3 rd parties). Automated export setup must be available and must include FTP option. | | | |

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| IV | 3 | 10 | Ability to automatically restamp recording annotation on an image after it has been re-scanned/edited and the ability to move annotation. | | |
| IV | 3 | 11 | Does system include a thumbnail viewer to reorder pages that are scanned out of order to prevent users from having to delete and rescan? | | |
| IV | 3 | 12 | Ability to automatically add target pages to image exports for microfilm purposes. | | |
| V | Query and Search | | | | |
| V | 1 | Instrument Search | | | |
| V | 1 | The application must allow users to search for instruments using the following: | | | |
| V | 1 | 1-1 | Party names – including wildcards in internal and web search applications | | |
| V | 1 | 1-2 | Date – including ranges | | |
| V | 1 | 1-3 | Document Type | | |
| V | 1 | 1-4 | Book and Page Number | | |
| V | 1 | 1-5 | All Legal Descriptions | | |
| V | 1 | 1-6 | Instrument Number | | |
| V | 1 | 1-7 | Agent/Customer Name (internal use only) | | |
| V | 1 | 2 | Above search descriptions should be customizable by the County (e.g. party names may be customized to display as ‘Grantor/Grantee’) | | |
| V | 1 | 3 | Above search options must be made available or have the ability to be removed by County discretion. | | |
| V | 1 | 4 | The ability to control maximum number of records returned for a search (customizable by the County discretion). | | |
| V | 1 | 5 | The ability to determine sort order for records returned in the internal and web search. | | |
| V | 1 | 6 | The ability to apply additional filters to original search results. | | |
| V | 1 | 7 | Staff must have the capability to search on Sealed names in the system. | | |
| V | 1 | 8 | Employees must have the ability to print the document detail (index fields) for a specific document record. | | |
| V | 1 | 9 | Professional public searchers with a login account must have the ability to print the document detail automatically | | |

Legend

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| Requirement | | | Response Code | Explanation or Comment |
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| | | | | with the image if they chose to. |
| V | 1 | 10 | | Searchers must have the ability to attach a document print request to their queue directly from the <i>search results list</i> without having to view the image first. |
| V | 1 | 11 | | Searchers must have the ability to print a zoomed area of the image from the internal and web search application. |
| V | 1 | 12 | | The Search system must display the verified/released through dates. |
| V | I | 13 | | Ability to batch print by page range within a book type |
| V | 1 | 14 | | Document legal searches must offer a <i>contains</i> and a <i>starts with</i> search. |
| V | 1 | 15 | | The system must notify the user when the date entered exceeds search availability. |
| V | 1 | 16 | | Searcher must have the option/feature to clear search criteria. |
| V | 1 | 17 | | The system must offer a timer setting (controllable by the County) to automatically refresh to the welcome screen in the search for inactivity. |
| V | 1 | 18 | | Professional searchers must have the ability to print on demand with funds being deducted from their escrow account. |
| V | 1 | 19 | | All searches must prevent record blocking for long running queries. |
| V | 1 | 20 | | Searchers must be able to select Individual, Business, or Both when searching by Name. |
| V | | 21 | | Users must have the feature/option to print search grid reports on Legal size paper with at least 20 conveyances per page. |
| V | 1 | 22 | | The County must have the feature/option to automatically print a search/copy receipt upon checkout. |
| V | 1 | 23 | | The system must prompt searchers with a message if their search exceeds the County defined search result limit. |
| V | 1 | 24 | | The system must allow the County to set the column and row size for search result displays to include but not limited to: Date, Book and Page, Grantor, Grantee, Document type, Legal, and space to make notes. |
| V | 1 | 25 | | The system must offer the feature to allow professional searchers with login accounts to automatically print copies without requiring them to first create a transaction and add it to their queue. |
| V | 1 | 26 | | The County must be able to create their own simple search for frequently asked questions and have the ability to generate the search requirements for the query. This feature |

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| | | | | must be available in the internal and web search. |
| V | 1 | 27 | | The search must display a name subset window illustrating the number of hits/records for a particular name. The user must have the ability to print the subset list. |
| V | 1 | 28 | | The system must have the ability to set a default book type when searching by book/page. |
| V | 1 | 29 | | Include the ability to control which fields display in the public search. |
| V | 1 | 30 | | Prompt employees with reminder to print any copies contained in a transaction. |
| V | | 31 | | Internal search and web search must offer thumbnail viewers. |
| V | 1 | 32 | | Internal search must offer threshold for county to control where if image is too large the system will automatically turn off the thumbnail viewer and default to page-by-page viewing. |
| V | 1 | 33 | | Ability to control flag for image viewing at specific milestones such as after recording or after verification/release. For example, county may want all images viewable after verification and release OR may want images viewable immediately after recording. |
| V | 2 | Vital Records Search | | |
| V | 2 | The application must allow users to search for a vital record using the following: | | |
| V | 2 | 1-1 | | Party names (child, mother, mother's maiden, father, bride, groom, and name of person being discharged) – including wildcards in internal and web search applications |
| V | 2 | 1-2 | | Date Filed – including ranges |
| V | 2 | 1-3 | | Date of Marriage Application |
| V | 2 | 1-4 | | Date of Birth, Death, Marriage and Discharge |
| V | 2 | 1-5 | | Document Type |
| V | 2 | 1-6 | | Book and Page Number |
| V | 2 | 1-7 | | Certificate Number |
| V | 2 | 1-8 | | License Number |
| V | 2 | 1-9 | | Marriage License Status (returned, issued and expired) |
| V | 2 | 1-10 | | Military Branch |

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| V | 3 | Party Search | | |
| V | 3 | 1 | The application shall allow users to search for parties using full or partial names. | |
| V | 3 | 2 | The ability to filter name searches by additional criteria. | |
| V | 3 | 3 | Interactive Columns Sort: The ability to sort on any column in the search screen in house or on the web (e.g. after searching on above mentioned options, the ability for user to sort by clicking column heading for name, date, book/page, instrument number, etc.). | |
| V | 3 | 4 | The ability to select an unlimited number of documents from search results and view the image and details of those documents. | |
| V | 4 | Search Methods and Output (Printing and Viewing) | | |
| V | 4 | 1 | The ability for the public to request/print reports of search results. The report must include released through date, verified through instrument number, and must detail the search criteria the user entered to search by. | |
| V | 4 | 2 | The System must print a print request for general public users for independent check out requiring no help from the staff. | |
| V | 4 | 3 | The System must include the option for professional searches to use debit or escrow account with secure login to automatically print copies to designated printer in the Recorder's office. | |
| V | 4 | 4 | Document Display: The application must support thumb nails or full-size display of documents with zoom in/zoom out ability with option to 'lasso' around specific text to zoom in. | |
| V | 4 | 5 | The ability to scroll through the search results with no limit to the number of items returned. | |
| V | 4 | 6 | Viewing Navigation Options: The ability to support the following navigation functions for a displayed image: | |
| V | 4 | 6-1 | Move through the document page by page | |
| V | 4 | 6-2 | Jump forward or backward to first or last page in the document and all pages in-between. | |
| V | 4 | 6-3 | Button to view prior or next instrument recorded (even if that instrument is not in the users current search results) | |
| V | 4 | 6-4 | Button to display previous/next document in current search result list | |
| V | 4 | 6-5 | Hot Link to display related document | |

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| V | 4 | 7 | Viewing Functions: The ability to support the following image manipulation functions: | |
| V | 4 | 7-1 | Set Font Size (to assist users who are viewing impaired) | |
| V | 4 | 7-2 | Fit to Height Zoom | |
| V | 4 | 7-3 | Fit to Width Zoom | |
| V | 4 | 7-4 | Rotate (90/180-degree increments) | |
| V | 4 | 7-5 | Ability to restore default settings | |
| V | 4 | 7-6 | Scroll Up and Down | |
| V | 4 | 8 | Printing: The ability to print the original size of documents and maps. | |
| V | 4 | 9 | Scale/Zoom Printing: System must have the ability for a document or map to scale the image to print on any paper size (e.g. ability to print any map or document to any size paper). | |
| V | 4 | 10 | Page Range Printing: The ability to select specific pages or a range of pages to print. Must have conveyances and pages numbered. | |
| V | 4 | 11 | The System must be able to send print jobs to network printers and to print to local printers attached to workstations. | |
| V | 4 | 12 | The ability for users to request Regular, abstract and/or Certified copies. | |
| V | 4 | 13 | Public search login should restrict user access to searching and creating search/copy request only. | |
| V | 4 | 14 | Web Access Search: Must include web access search with controls for any combination of: viewing index only, index view/image view only, index view/image print without watermark. Must have a secure login to view marriage, death and birth images. All functions must be controlled by county designated permission level access. | |
| V | 4 | 15 | Web Account Access: Ability for customers to log in to an online tool for viewing all account activity by date range for all debits and credits. | |
| V | 4 | 16 | Customer web account access must display account detail. | |
| V | 4 | 17 | Customer web account must allow customer to print detailed receipt for their records for individual transactions directly from their account on the website. | |
| V | 4 | 18 | Customer web account must allow customer to hyper link to the recorded document from the detailed receipt view. | |
| V | 4 | 19 | Ability from public search terminal requests to | |

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| | | automatically send certified copy requests to designated printer behind the cashier counter for certification to take place. | | |
| V | 4 | 20 | Prompt pro-searchers when their balance falls below a county specified amount. | |
| VI | Report Requirements | | | |
| VI | 1 | Ad Hoc Reporting | | |
| VI | 1 | 1 | The ability to access application database tables to generate ad hoc or customized reports | |
| VI | 2 | Notice and Label Generation | | |
| VI | 2 | 1 | The System must generate and track user-defined suspense/return letters, receipts, document labels, and mailing labels. | |
| VI | 2 | 2 | Ability to designate multiple mail back party labels per each document in a transaction. | |
| VI | 2 | 3 | The ability to reprint receipts/mailling labels at any time within the application. | |
| VI | 2 | 4 | Ability to print mailing labels for non transactions within application. | |
| VI | 2 | 5 | The ability to customize document label information within application. | |
| VII | General Requirements | | | |
| VII | 1 | Security Requirements | | |
| VII | 1 | 1 | Is your client application MS Active Directory Integrated? | |
| VII | 1 | 2 | The application must encrypt passwords in Administrator accessed tables within system interface, and back end database. | |
| VII | 1 | 3 | The application must have varying levels of permissions to run reports. | |
| VII | 1 | 4 | The ability to base security levels on process, job classification, document type filters, and functions. | |
| VII | 1 | 5 | The application must permit users to change their passwords as required at predefined intervals, require specific character/numeric/punctuation use, and limit use of previous passwords. | |
| VII | 1 | 6 | The application will 'lockout' if the user enters an invalid ID/password multiple times consecutively, as determine by system administrator. | |

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| VII | 1 | 7 | The ability to immediately lock out a user as determine by system administrator. | | | |
| VII | 2 | Usability | | | | |
| VII | 2 | 1 | The application must allow hotkeys to be set/determined by the County. (e.g. If the users are already familiar with F9 to scan, they can apply the same hotkey in the new system to reduce the learning curve). | | | |
| VII | 2 | 2 | The ability to use TAB or ENTER key to progress through fields on screens. | | | |
| VII | 2 | 3 | All processes must be accomplished within a single application screen. Users should not be required to log in and out of separate modules to access various processes (e.g. scanning, indexing, verifying). | | | |
| VII | 2 | 4 | The ability to allow users to create custom named entry fields for specific document types. (e.g. direct/reverse can be customized to say Grantor/Grantee or Mother/Father). | | | |
| VII | 2 | 5 | The application must allow user to email document image or detail from within the application. | | | |
| VII | 3 | Online Help and Documentation | | | | |
| VII | 3 | 1 | All documentation must be provided in printed and online format. | | | |
| VII | 3 | 2 | The System shall contain application accessible help files for internal and public search users. | | | |
| VII | 3 | 3 | Online help shall have an index and table of contents for quickly finding a subject. | | | |
| VII | 3 | 6 | Automated Indexing/Redaction (OCR) | | | |
| VII | 4 | Training Requirements | | | | |
| | 4 | 1 | Training: The software agreement shall include thorough training by the vendor for front line employees, supervisors, other county employees, title company employees, and independent researchers. This training must be on-site. | | | |
| | 4 | 2 | The software shall have a training database that is separate and distinct from the production database. | | | |

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