

KANAWHA COUNTY COMMISSION

Post Office Box 3627
Charleston, West Virginia 25336



Telephone (304) 357-0101
Fax (304) 357-0788

Henry C. Shores
Commissioner

David Hardy
Commissioner

W. Kent Carper
Commissioner

Request for Proposal

Re: Proposal for an Imaging Solution for the Kanawha County Commission

Date: March 24, 2007

Fiscal Year: 2007-2008

Contact:

Jerie Whitehead
Kanawha County Commission
407 Virginia Street, East
Charleston, West Virginia 25301
(304) 357-0115

Dennis Wyer
Systems Administrator
<http://support.kanawha.us>
denniswyer@kanawha.us

Bid Opening: Friday, May 8, 2007, 10:00 a.m.

INSTRUCTIONS TO BIDDERS:

***THIS FORM MUST BE THE COVER SHEET FOR YOUR BID**

1. Bid must be F.O.B. Delivery Point, unless otherwise indicated in proposal
2. Unsigned bids will not be accepted
3. Show the time and date of bid opening on the outside of your envelope
4. All bids should be in ink, showing all facts and the total amount of the bid
5. The County reserves the right to accept or reject in part or in whole any bid submitted, whichever is in the best interest of the County.

TERMS & CONDITIONS:

"No bid will be accepted or opened on any County contract if the vendor is listed on the last published list of delinquent real or personal property taxes in Kanawha County; provided, however, that the Commission will accept bids by vendors who provide the Commission with satisfactory proof of payment of current taxes or a certification from the Sheriff that no taxes are due prior to submission of said bid."

Vendor shall complete and submit, or have on file with the County, a Vendor Registration and Disclosure Statement Form. A registration form is being supplied for your convenience.

State of West Virginia Prevailing Wage Rates are required, if applicable.

The Kanawha County Commission reserves the right to reject any and/or all bids and to waive any informalities in bidding.

VENDOR NAME: _____ TOTAL BID AMOUNT: \$_____

ADDRESS: _____ TELEPHONE: _____

DATE: _____

SIGNATURE: _____ Instructions for the preparation and submission of the responses are provided in the RFP. All copies of the proposal must be submitted no later than 10 am 5/8/07.

SECTION 1.0 INTRODUCTION

This document presents functional requirements for an imaging solution to be implemented by the Kanawha County Commission.

There are two major objectives to be met by the development of this Request For Proposal (RFP). First, it is intended to establish and define a clear set of functional requirements to be satisfied for the imaging solution. Second, it will provide overall direction to the vendor in submitting a bid that will best meet the Kanawha County Commission's needs.

1.1 The Kanawha County Courthouse utilizes a Widows Server 2003, Ethernet network.

1.2 The Kanawha County Commission has defined a set of mandatory system requirements that are included later in this RFP. In addition, it includes functions that are either operational and in use at the courthouse, or have been determined to be important in the new computing environment.

1.3 The Kanawha County Commission's intention is to procure the most functionally complete, cost-effective imaging solution available. Responses to this RFP will be evaluated and scored by a team representing selected users' groups in the courthouse. The following criteria will be evaluated:

- Mandatory system requirements (RFP Section 4.0)
- Functional requirements (RFP Section 5.0)
- Relational Database management System using SQL
- Installation, implementation, conversion, and training plan
- Software Support Organization
- Research and Development
- User Documentation (include copy with your response)
- Software performance record in other government entities
- Vendor financial stability
- Quality and clarity of proposal presentation
- Cost of core system
- Cost of optional products
- Conformance with proposed instructions and conditions
- Conformance with proposal response format (RFP Section 3.0)

SECTION 2.0 PROPOSAL INSTRUCTIONS AND CONDITIONS

2.1 It is the intent of the Kanawha County Commission, through this Request For Proposal and conditions contained herein, to establish to the greatest possible extent complete clarity regarding the requirements of both parties to the Agreement resulting from the Request For Proposal.

Before submitting a proposal, the vendor shall be thoroughly familiarized with all contract conditions referred to in this document, and any addenda issued before the proposal submission date. Such addenda shall form a part of the RFP and shall be made a part of the contract. It shall be the vendor's responsibility to ascertain that the proposal includes all addenda issued prior to the proposal submission date.

The vendor shall determine by personal examination, and by such other means as may be preferred, the actual conditions and requirements under which the Agreement must be performed. If, upon inspection and examination by the vendor, there are any existing conditions or requirements of the service which are not completely understood, the vendor shall contact the individual listed in Section 2.4.

If the vendor intends to visit the Kanawha County Commission document sites, the vendor shall request an appointment through the office of John Caudill.

2.2

NOTIFICATION OF INTENT TO BID

Responding vendors who expect to be notified of any correspondence or addenda related to this RFP shall complete the "Notification of Intent to Bid Form" (see Appendix A) and hand deliver it to the Kanawha County Commission or send it via registered mail, addressed to the Kanawha County Commission Purchasing Department no later than the date specified in Section 2.9.

2.3

SIGNATURE AND LEGIBILITY

Each vendor's name, address, and signature shall be clear and legible. The proposal shall contain a cover letter on corporate letterhead, signed by an authorized representative of the company.

2.4

INTERPRETATIONS AND ADDENDA

No interpretation made to any respondent as to the meaning of the RFP shall be binding the Kanawha County Commission unless repeated in writing and distributed as an addendum by the Kanawha County Commission. Interpretations and/or clarifications shall be requested in writing from the Kanawha County Commission, Attention: Dennis Wyer or denniswyer@kanawha.us. All such written requests shall specify the Section(s), Subsection(s), Paragraph(s), and page number(s) to which the request refers. All questions will be posted to the Commission's technical support website at <http://support.kanawha.us>

2.5

PREPARATION OF PROPOSALS

Proposals shall be prepared in accordance with Proposal Response Format, Section 3.0. Proposals not complying with this format may be considered non-responsive and may be removed from consideration on this basis.

2.6

SUBMISSION OF PROPOSALS

Final proposals must be received by the deadline specified in Section 2.9. Two copies of the proposal must be delivered to the following address:

Kanawha County Commission
Purchasing Department
409 Virginia St. East
Charleston, WV 25301

in sealed envelopes clearly marked:

Request For Proposal for Back Scanning Solution
Or
Request For Proposal for Document Scanning Solution
Or
Request For Proposal for Total Imaging Solution

Proposals will be accepted up to, and no proposals may be withdrawn after, the time and date shown in Section 2.9. Vendors are responsible for ensuring that proposals are received by the above office prior to the deadline. Proposals received after the deadline will not be considered.

2.8

VENDOR'S COSTS

Costs for developing proposals are entirely the responsibility of the vendor and shall not be chargeable to the Kanawha County Commission.

2.9

PROJECTED SCHEDULE OF EVENTS

* Release of RFP document	4/16/2007
* Last day to submit questions	5/4/2007
* Last day to submit "Notification of Intent to Bid Form"	5/4/2007
* Submission of proposals	5/8/2007
* Response evaluation period	30 days
* Recommendation to the Commission to award a contract	June 11, 2007
* Proposed contract start date	June 20, 2007

2.10

RIGHTS TO PROPOSAL DOCUMENT

All copies and contents thereof of any proposal, attachment, and explanation thereto submitted in response to this Request For Proposal, except copyrighted material, shall become the property of the Kanawha County Commission. All copyrighted material must be clearly marked.

2.11

ORAL PRESENTATION AND DEMONSTRATION

Vendors may be required to make an oral presentation to the Kanawha County Commission's evaluation team during the RFP evaluation period. The Kanawha County Commission and vendor will schedule these presentations at a mutually agreed upon time and location. Vendors will be informed about details of the presentation and given sufficient time to prepare for such a presentation.

2.12

AWARD OF CONTRACT

Award of contract for the core system will be made to one vendor whose proposal provides the most favorable solution to the Kanawha County Commission.

It is anticipated that the contract, if awarded, will be awarded within 60 days of the closing date for receipt of vendor proposals. Vendors must state that the proposal is valid for 60 days from the submission date shown in Section 2.9.

The Kanawha County Commission reserves the right to reject all proposals and not issue any contract based on this RFP.

It is possible to provide bids separately by separate companies or one company representing two different companies in order to meet the demand for back scanning and future scanning and retrieval needs. **The two systems must be guaranteed by each vendor to be fully compatible and supported.**

2.13 PROJECTED SOFTWARE OPERATIONAL DATE

In order to meet the Kanawha County Commission's need for a timely implementation of the new Imaging System, it is anticipated that the core software system will be brought into operation by June 6, 2007

SECTION 3.0

PROPOSAL RESPONSE 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 and may be disqualified at the discretion of the Kanawha County Commission.

Proposals should be prepared as simply as possible and provide a straightforward, concise description of the vendor's capabilities to satisfy the requirements of the RFP. Expensive bindings, color displays, promotional material, etc, are not necessary or desired. **EMPHASIS SHOULD BE CONCENTRATED ON ACCURACY, COMPLETENESS, AND CLARITY OF CONTENT.** All parts, pages, figures, and tables should be numbered and clearly labeled. The proposal should be organized into the following major sections:

<u>Section</u>	<u>Title</u>
1.0	Executive Summary
2.0	Company Background
3.0	Proposed Application Software and Computing Environment
4.0	Itemized Database Software
5.0	Itemized Optional Software
6.0	Itemized Hardware
7.0	System Security
8.0	Responses to Mandatory Requirements
9.0	Responses to Functional Requirements
10.0	Implementation Support and Training
11.0	Maintenance Program
12.0	Client References
13.0	Cost Quotations
14.0	Contract Terms and Conditions

Instructions relative to each part of the response to this RFP are defined in the remainder of this section.

3.1 EXECUTIVE SUMMARY (Section 1.0)

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

3.2 COMPANY BACKGROUND (Section 2.0)

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

The vendor must outline the company's background, including:

How long the company has been in business
A brief description of the company
Company size and organization
Three years of audited financial statements.

3.3 PROPOSED APPLICATION SOFTWARE AND COMPUTING ENVIRONMENT (Section 3.0)

The vendor must present, in detail, features and capabilities of the proposed application software.

In addition, the following information should be included.

Hardware Environment - Describe the supported computer hardware environment in which the proposed software will run. In the event there are multiple computer systems available, itemize all options.

Operating System - Identify the operating system that is supported by the proposed applications software and the proposed database management system in the hardware environment recommended above. In the event there are multiple operating systems available, list all options.

List the operating system software support products required to support the recommended computing environment. List any additional vendor software products required to support your proposed application software.

3.4 ITEMIZED DATABASE SOFTWARE (Section 4.0)

Provide a description of the Relational Database Management System (RDBMS) 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. Specify if software is dependent upon vendor's hardware.

3.5 ITEMIZED OPTIONAL SOFTWARE (Section 5.0)

The vendor should include a description of any features (or value added components) available for use with the proposed software that has 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 Kanawha County Commission.

3.6 ITEMIZED HARDWARE (Section 6.0)

The vendor should include an itemized description of any hardware to be included in this proposal if the vendor intends to be considered for hardware purchases.

3.7 SYSTEM SECURITY (Section 6.0)

The vendor should include a detailed description of the proposed software and database security features.

3.8 RESPONSES TO MANDATORY REQUIREMENTS (Section 7.0)

The vendor must provide narrative responses to each of the requirements listed in Section 4.0 of the RFP.

3.9 RESPONSES TO COMPANY AND FUNCTIONAL REQUIREMENTS (Section 8.0)

Responses to the requirements listed in Section 5.0 of this RFP must be provided in this section of the vendor's response. Vendors should use the format provided and add explanation details as necessary. The following answer key should be used when responding to the requirements:

Y- This feature is provided.

U- The proposed user tools can be used to include this feature.

- F- There is a future plan to provide this feature - include and note anticipated release date.
- M- Modification would be required at an additional cost.
- N- This feature is not provided.

3.10 IMPLEMENTATION SUPPORT AND TRAINING (Section 9.0)

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, Conversion support, Overview of proposed training, including options for on-site or training center services, end users and data processing personnel Implementation and training plan, including estimated time-frame and deliverables for each stage of the project.
Resumes detailing related trainer experience.

3.11 MAINTENANCE PROGRAM (Section 10.0)

Specify the nature of any post-implementation support provided by the vendor including:

Telephone support, include toll-free access; hours of operation.
Delivery method of future upgrades and product enhancements
Availability of users groups
Problem reporting and resolution procedures

3.12 CLIENT REFERENCES (Section 11.0)

Vendors must provide at least three client references that are similar in size and complexity of the Kanawha County Commission that may be visited, and that have licensed the proposed software for a comparable computing environment. Information should include at the minimum:

Contact
Title
Address
Telephone Number
Software licensed and implementation status
Hardware environment

3.13 COST QUOTATIONS (Section 12.0)

The vendor's cost quotations must be itemized and include all costs (e.g., license fees, source code, object code, implementation and training, travel and per diem, documentation, maintenance, and hourly rates).

3.14 CONTRACT TERMS AND CONDITIONS (Section 13.0)

In this section, the vendor is to state any exceptions to the conditions listed in Section 6.0 of this RFP deemed important by the vendor. Sample license and maintenance agreements should also be provided in this part of the vendor's response. This section is intended to form the basis for the development of a contract to be awarded as a result of the RFP.

SECTION 4.0

MANDATORY REQUIREMENTS

The requirements defined in this section contain the overall general functions of the Imaging Solution. The new Imaging Solution should provide the Kanawha County Commission with an integrated computing environment designed to support its special, and often complex, requirements. Recognizing that little has remained constant over the last few years, the computing environment should be designed to accommodate change. The primary objective of the Kanawha County Commission in developing Imaging System is to provide a well-formed responsive process that can be easily adapted to new policies and procedures, as well as provide for new data and reporting needs. New reports satisfying management information requirements should be available on an ad hoc basis, as well as by using a standard report generation facility.

Identified below are a number of requirements that must be addressed by the vendor's bid for the core system. These requirements are considered mandatory in implementing the complete Imaging Solution as defined in Section 5.0 of this RFP. Together, they define a system that will operate efficiently in the proposed computer environment while providing a high level of flexibility in meeting the Kanawha County Commission's current and future computing requirements.

4.1 FLEXIBILITY

Imaging Solution must be designed with the recognition that the Kanawha County Commission will have ever-changing requirements. As such, it needs to utilize a Relational Database Management System (RDBMS) to perform state-of-the-art computing functions.

Flexibility must be provided to meet external and internal management reporting requirements. This requirement can be met by providing user-controlled sequence, frequency, and content specification for production reports, and by either providing a modern report/retrieval system for ad hoc report requests or the availability of an end-user report/retrieval facility associated with the database product.

Imaging System must be designed to minimize impact on the overall system arising from additions, changes, or deletions to the database. The system should permit changes in database structure without requiring recompilation of programs not directly impacted by the changes and provide for importing existing scanned images.

4.2

BATCH AND ON-LINE PROCESSING ENVIRONMENT

The Kanawha County Commission intends to implement a distributed environment which provides the ability for users to take control and responsibility for their data. To accomplish this, the new system should provide end-users with the ability to enter data in an on-line interactive mode.

4.3

SYSTEM SECURITY

The system must provide system and application security controls to prevent unauthorized use of the database, restrict access to the database, maintain database process controls, and log all database transactions. In addition, the system should provide security to limit availability to application software screens, data elements, and the contents of data elements where appropriate.

4.4

DATA/SYSTEMS INTEGRATION

Imaging system must use an integrated database transcending functional areas. It must operate from a single data element dictionary addressing the entire system, with common update and query capability.

4.5

MODULARITY

Imaging System must be modular in design to accommodate a phased implementation. Once implemented, the system must be able to easily expand to include new functions without major impact on the system.

4.6

PROCESS CONTROLS

The system should provide the following process controls:

Comprehensive edit controls which, for example, prevent incomplete or incorrect data from being processed

Programmatic control of the process flow to prevent information from being processed in the wrong sequence

Processing cycles completed in a logical, prescribed order

Integrity of data entering the database, safeguarded through editing criteria

4.7

SYSTEM DOCUMENTATION

Specific elements of documentation which must be available with the system include:

User and Technical Manuals -- On-line and Hard Copy
Data Element Dictionary
Operations Manual
On-line "HELP" Text

4.8

OPERATIONAL EFFICIENCY

Operational efficiency needs to be satisfied from both a technical and a functional viewpoint. Technical efficiencies can be achieved through modern development methodology and fourth generation programming techniques, and through the utilization of a well-defined applications specific database management system. Functional efficiencies can be achieved by providing input capabilities directly from the Kanawha County Commission into the system. Errors in input must be capable of being corrected by the Kanawha County Commission.

4.9

RDBMS TECHNICAL REQUIREMENTS

The Kanawha County Commission requires a relational type database. This section contains the requirements for the Relational Database Management System (RDBMS) used to control the primary data storage for all software components. The vendor must recommend a RDBMS product or identify RDBMS products, which can be used in support of the vendor's software.

- * Multi-Tasking - The RDBMS must permit simultaneous database access, permitting simultaneous access to files and queuing update requests at the record or field level when field contention prevents simultaneous updates. In addition, it must permit concurrent processing of batch and on-line jobs accessing the same data files and database.
- * Independence - The RDBMS must be independent of terminal type or transaction type and be able to be accessed from any PC in the network.

- * Logging, Restart, and Recovery - The RDBMS must provide restart capabilities, as well as database access activity logging and blackouts.
- * Performance and Activity Statistics - The RDBMS must support performance monitoring tools and activity statistics reporting features. Statistics should be available on database access rates (both update and query) by program, terminal, and ID, and by time of day.
- * Administrative Tools - The RDBMS should include a powerful set of administrative tools to monitor utilization, trace database access chains, optimize schema and sub-schema definitions, model, report areas/pages percent full, and to optimize file placement and layout.
- * Relational Database Characteristics The RDBMS should utilize the concept of user views whereby pseudo-schema are defined and stored for utilization by users without the users becoming involved in the actual schema and sub-schema structures of the database. The system should provide a security system to control utilization of user views by user ID, account, and activity.
- * Data Dictionary Facility - The system should include an active integrated data dictionary. This dictionary should be an integral component of the data access capabilities, including the definition of both data attributes and values.
- * Data Import Facility - The system should include a data import facility which permits transferring data from other data files into the database.
- * Data Access - All data must be available for read and update, not only through the RDBMS, but also directly from C++ programs.
- * End User Query Facilities - The system must have end-user query facilities, which permit easy access to the information in the database.

4.10 MICROCOMPUTER ACCESS AND MANIPULATION

Software tools must be available which provide decision support capabilities. These include the ability to select a subset and/or summary database from the production RDBMS, download this information to a PC, manipulate the information using the same (or similar) tools and commands as those used on the mainframe, and upload developed information to the mainframe.

4.11 CLIENT/SERVER AND GRAPHICAL USER INTERFACE & GUI TECHNOLOGIES

The proposed software must run in a Microsoft Windows Server GUI environment with Microsoft Windows Vista compatible clients and must provide for public retrieval of scanned images via the Internet.

4.12 ON-SITE SCANNING

Because of the fragile and sensitive nature of the documents to be scanned, all back-scanning must be performed on site. All images must be redundant to networked storage and one offsite storage medium.

SECTION 5.0

FUNCTIONAL REQUIREMENTS

GENERAL SYSTEM FEATURES

Requirement	Response Code
Ability to access all data elements within the application database.	
Ability for on line update of all data elements within the application database (with few exceptions).	
Ability to edit data elements entered on-line at the time the element is entered, not in a subsequent batch update process.	
Ability for real time updates such that on-line access from anywhere within the network displays the most current element value.	
Ability for user definition and maintenance of system values and rules without requiring programmer intervention or recompilation of programs.	
Provision for non-technical, complete, and easy-to-read user documentation, including reports, on-line functions, screen illustrations and data entry requirements.	
Does your company provide hard copy documentation? if so, please include one complete copy with this response.	
On line user documentation.	
User defined on line documentation which may be used as an on-line procedures manual.	
Provision for technical documentation including data element dictionary, program Narratives (functions and elements), record and file specifications, batch process operating instructions.	
Cursor sensitive help text on all screens.	
Provision for a relational database management system.	
Ability for the software's use with an independent query/report language which will provide inquiry and report generation capabilities.	
Provision for a security component which controls access to information based on organization and individual permissions.	
Provision for user defined security for all options, tables and views.	
Ability to produce batch reports which permit the organization to adequately monitor and manage the functional areas for which the system is being acquired.	
Ability to provide for full back-up and recovery in the case of any type of malfunction (hardware and/or software).	
Ability to produce comprehensive management reporting for all areas within the organization process.	
Ability to produce both standard and ad hoc reports, as well as allow for the use of standard statistical packages so that research and analysis can take place.	
Ability to run entirely in GUI mode.	

GENERAL SYSTEM FEATURES

Requirement	Response Code
Ability to produce internal reports of a unit' as well as an organization-wide basis.	
Ability to run software on client or server.	
Pop-up windows.	
Ability to produce ad hoc letters and/or reports and include database information specific to a person.	
Ability to provide report restarts, sequence selection and printer configuration override.	
Ability to view on-line all information stored in the system.	
Provision for multiple databases to allow for multiple departments, testing, training, etc., that co-reside and may be accessed simultaneously with productive use of production database.	
Provision for seamless integration of all proposed systems.	
Provision for version change control to maintain update modification information for support purposes.	
Ability to store and retrieve images on hard drive arrays, portable drives, CD-R, DVD-R AND microfilm.	

RECORDS INDEXING SYSTEM FEATURES

Requirement The Records Indexing application software must include modules to:	Response Code
Accept documents for recording and filing	
Provide remote filing capability	
Create a database for indexing and verification of information from recorded and filed documents	
Create a database of recorded and filed document images	
Allow for on-site public and staff access to the document information and document image databases	
Deliver the capability for remote access via the Internet of the document information and document image databases by the public	
Permit billing and collection for access services	
Account for received revenues	

6.0 Scanning Existing Documents

It is our intent that requirements for custom programming be minimized. Therefore, it is important that the software proposed maintain a very high degree of configuration flexibility. This is to ensure that as new requirements are created and imposed on this office, most such changes will be able to be met with on-site staff merely changing configuration parameters.

In order to help ensure that respondents have the experience required to successfully implement this application, responding vendors should be able to reference at least 5 comparable imaging projects, implemented and supported by the vendor.

The vendor must have the capability of scanning large volumes (approximately 3,388 cubic feet) of fragile material on site, ensuring by bond the integrity of the material handled. All scanned images must be fully compatible and search-and-retrievable within the overall imaging solution contained in this RFP.

All material must be scanned onto networked hard drives AND to a secured offsite location.

On Site Imaging Requirements	Response Code
Ability to manually scan paper documents using flatbed to ensure document integrity	
Ability to store images in one universal database for public access via terminals or the Internet	
Ability to provide secure offsite backup storage of scanned data	
Ability to seamlessly integrate all scanned images into one imaging solution as provided herein	
Ability to OCR index all documents and images for fast and easy search and retrieval	
Ability to perform all scanning on location whether the Dunbar warehouse or Courthouse	

Requirement	Response Code
Ability to automatically assign the book and page numbers using a user specified number of pages to be included in the book, variable by the type of book.	
Ability to process transactions consisting of one or more documents on one receipt.	
Ability to automatically calculate, on-line, individual fees and the total fees for each document.	
Ability to select the method for optional auto-filling of the mailing label fields during the recording process. Options to include entries from the entered parties, from previously entered firm IDs, or from manually entered information. Criteria must be installation selectable by the type of document being recorded.	
Ability to specify a virtually unlimited number of instrument number series, to optionally vary by document type.	
Ability to generate instrument numbers whose sequence portion resets each day or each year.	
Ability to either 1. optionally print the book and page number on first page of the documents, and subsequent numbers on following pages (validation printing) as the documents are recorded, and 2. optionally validation-print the instrument number and the reference number on all pages of the documents as they are recorded.	
Indexing The Indexing process refers to the extraction of information from the previously recorded documents. This information includes various dates and references to other filed and recorded documents, details on the parties to the recorded documents, and in the case of documents that have real property associated with them, specifics about the various properties associated with the recorded documents.	
Ability to enter virtually unlimited user defined document types and maintain specific information for these documents on-line, as well as the associated properties, parties, fees, and other information. Possible document types to be indexed (now or in the future) include:	

<ol style="list-style-type: none"> 1. real property deeds, mortgages, assignments, and releases 2. financing statements (UCC's) 3. liens (federal tax, state tax, property tax, mechanics, etc.) 4. judgments 5. vital records (birth, death, marriage) 6. licenses (hunting, fishing, etc.) 7. Commission minutes and associated documents 8. miscellaneous documents pertaining to county clerk, sheriff's dept., commission, assessor and other county offices. 	
Ability to add new document types without the use of programmers, compilers, or technical tools.	
Ability to support cloning and modification of existing document type definitions when creating new document types.	
Ability to have multiple document types coexist on the same index information database.	

Indexing - General Requirements

Requirement	Response Code
Ability to have user definable document data entry field input requirements. Options to include: a. Required - field appears on the screen and data must be entered, b. Optional - field appears on the screen, but data is not required, or c. Suppressed - field does not appear on the screen, as it is not desired during the indexing process.	
Ability to specify separate data entry screen input items to be presented for the indexing function than are required for the recording function, for the same types of documents.	
Ability to isolate documents by their document types and the state of their processing (i.e. all non-verified mortgages) for data entry retrieval purposes.	
Ability to retrieve documents to be indexed or verified, using a flexible method such as book and page number, instrument number or next in work queue.	
Ability to vary the selection of information entered during indexing by the type of document being entered.	
Ability to user-define the field prompt text for the recording, indexing and verification fields.	
Ability to vary user-defined screen prompt wording for data entry information by the type of document being indexed or recorded.	
Ability to selectively and automatically generate book and page, instrument number, a secondary reference number, and date and time filed for new documents. Options for generating the above values to be selected independently for each value, and to provide for the following options: 1. generation at time of initial document recording, or 2. manual entry.	
Ability to edit data elements entered on line at the time the element is entered, not in a subsequent batch update process.	
Ability to collect up to four dates (including the filed and signed dates), two time of day fields (including the time filed), two miscellaneous counters (for fee calculations), and five amount fields (for fee calculations) for any document.	
Ability to record time in hours, minutes, and seconds.	
Ability to declare a type of document to be inactive; allowing those types of documents to remain in the system but not to allow new types of that document to be entered.	
Ability to access the search menus from the document data entry screens (without losing data already entered), view information from previously recorded documents, and return to the point of location before the search was initiated.	
Ability to support freeform entry of notations (narratives) on all recorded and filed instruments.	
Ability to allow user selection of the method for optional auto-filling of the mailing label fields during the indexing process. Options to include entries from the entered parties, from pre-entered party information, or from manually entered information. Criteria must be installation selectable by the type of document being recorded.	
Ability to retain mailing label information for later query by the staff	
Ability to clone an existing document entry, creating a new document entry of the same type, with installation defined fields - variable by the type of document being cloned -used to populate the new document entry.	
Ability to optionally view detail and total fee information during indexing.	

Ability to archive selected ranges of documents to off-line storage, removing them from the system. Documents to be archived should be within a date range coupled with a range of document types.	
Ability to restrict a type of document to have a maximum number of pages (for reasonableness checking).	
Ability to enter a 3 character state code designation. Ability to enter a 10 character alphanumeric zip code.	
Ability to enter document, party and property information on a single screen in the application.	

Indexing Document Image Interface

Ability to selectively specify - based on the type of document - access to stored images that have been stored using the book and page, the instrument number, or the entry number.	
Ability to display the image of the document while entering document indexing information.	
Ability to display the image of the document while re-key verifying the document data.	

Indexing Book Types

Ability to define multiple types of books or reels, etc.	
Ability to user define the maximum number of pages by type of book, with protection against book-page overflow.	
Ability to auto-assign book, page, and instrument numbers for new document entries.	
Ability to optionally override the previously auto-assigned book, page, and instrument numbers at time of indexing.	

Indexing - Party Data

Ability to enter virtually unlimited parties for any recorded document.	
Ability to treat surname, given name, and middle name as separate data elements.	
Ability to optionally - by type of document - allow entry of party address information.	
Ability to pre-enter commonly used party name and address information for easy retrieval during entry of party information during indexing and verification.	
Ability to retrieve pre-entered party information utilizing a user defined identifier for each party, that is optionally selectable from a pop-up window during indexing and verification.	
Ability to copy parties from a previously entered document during indexing and verification.	
Ability to copy one or both party types from a previously entered document during indexing and verification and optionally switch the party designation (i.e. party 1 becomes party2 and party2 becomes party 1).	
Ability to enter a party type for each entered party that is user defined such as husband, wife, attorney, child, etc.	

Indexing - Property Data

Ability to enter virtually unlimited properties per document.	
Ability to enter at least 70 characters of property description text.	
Ability to enter full non-platted legal descriptions. The description is to include section, township, range, and optional quarter, optional quarter-quarter, and optional quarter-quarter-quarters.	
Ability to enter full platted legal descriptions. The description is to include town or city, subdivision, block, lot and optional unit.	
Ability to optionally enter any combination of property text description, tract or legal description, property ID information, or property address information for any property on any document.	
Ability to copy properties from a previously entered document.	
Ability to clone an existing property entry from the document being entered, creating a new property with the same characteristics, for that document.	
Ability to clone an existing property entry from the document being entered, creating new properties of the same characteristics for that document but with different lot numbers as specified at the time of the clone operation. Allow for a specified range of sequential, even, or odd lot numbers to be generated.	
Ability to have user definable town/city codes. Codes must be retrievable during entry from a selection window.	
Ability to enter parcel or tax ID numbers that are at least 35 characters in length, for use with original and new parcel numbers.	

Indexing - Security

Ability to establish security profiles for users that restrict access to specific types and groups of documents.	
Ability to establish security profiles for users that restrict access to specific types of activities;	

including entering new document entries, indexing documents, re-key verifying documents, faxing documents, viewing document images, viewing secured documents, and updating secured documents.	
Ability to restrict access to any menu option based on the user's ID.	
Ability to restrict a type of documents to a "secure" status; allowing only an operator whose security profile allows access to "secure" documents to access that information.	

Indexing - Re-Key Verification

Ability to perform re-key verification, where a second operator enters selected data a second time and the system detects variances between entries and asks for the correct entry.	
Ability to define the fields to re-key verify, for each unique document type. Fields to be re-key verified should optionally be any or all of the data fields available during indexing.	
Ability to support a "verified" field. This should alert anyone viewing that record that the record has been verified. With the verified field, once a document has been verified by re key verification, this flag should automatically change to "yes", meaning that the information displayed has been formally checked for validity.	
Ability to provide for manual setting of the "verified" flag for groups of documents that have been sight verified.	

Indexing Linked Documents

Ability to enter a document as more than one type of document; such as a mortgage and a deed, or a partial release and a deed. Each separate entry must be able to share the same instrument number and/or book-page designation.	
Ability to link documents using a common reference or folder number, or UCC number.	
Ability to interchangeably enter either book page assignments or instrument numbers when directly referencing other documents.	
Ability to directly reference virtually unlimited numbers of documents from any other document.	
Ability to automatically mark lien type documents to show that they have been released or assigned.	
Ability to optionally display released status indicators for liens.	
Ability to optionally display an assigned status for liens, financing statements, and mortgages, etc.	
Ability to optionally display partially released status indicators for liens.	
Ability to link documents by direct reference to the linked documents' book-page or instrument number.	

Indexing - Change History

Ability to maintain an on-line history of all changes to verified documents.	
Ability to record date and time of the change.	
Ability to record the ID of the operator who made the change.	
Ability to support a "changed" field. This should be a flagged field that alerts anyone viewing that record that the record has been changed since the document was verified. When a change is made in the system after the document has been through the verification process, the flag should automatically convert to "yes", indicating that something has been changed.	

Indexing-Workflow

Ability to define at least 10 processing stations that documents can pass through, including the recording, the indexing, and the verification step. Installation must be able to specify to the system which of these processing steps each document type requires.	
Ability to automatically detect when the processing of a document has completed the recording, the indexing, or the verification steps, and to queue that document's processing to the next specified step for that type of document.	
Ability to allow the installation to specifically request the movement of groups of documents from one processing work queue to next, as defined for each type of document to be so moved.	
Ability to provide for a system administrator to monitor work in progress, items in queues, and document processing backlogs.	

Indexing - Reports

Ability to print a General Index Report. Printout must include: date recorded, grantor/grantee, type of document, instrument number, book and page, party names, property address if available, property legal description if available, property text description if available, documents that this document refers to. Document types included in the report must be able to be pre-determined by the user. Report must be able to be printed for different pre-determined groups of documents. Each pre-determined group of documents coupled with this report must be associated with a separate menu option for ease of execution. Report must be able to be run for a range of party names together with a range of dates filed. Allow the user to specify whether the report should be in grantee or grantor order, or in order by grantee and grantor.	
Ability to print a Tract Index Report. Printout must include: property legal description, property address (if available), 1st grantee, 1st grantor, tax or parcel-ID number, date recorded, type of document, instrument number, book and page. Document types included in the report must be able to be predetermined by the user. Report must be able to be printed for different predetermined groups of documents. Each predetermined group of documents coupled with this report must be associated with a separate menu option for ease of execution.	
Ability to print a report that lists all documents recorded for a selected period in order of entry. Printout must include: date and time filed, instrument number, type of document, book and page, total fees, grantors and grantees, and to whom document was returned. Document types included in the report must be able to be predetermined by the user. Report must be able to be printed for different predetermined groups of documents. Each predetermined group of documents coupled with this report must be associated with a separate menu option for ease of execution.	
Ability to print a report that summarizes fee information for selected groups of documents. Printout must include for each document type, the total fee amounts broken down into the cash amount, check amount, amount charged, and amount billed for in-house billing. Report must provide totals by type of document, the document group, and the report. Document types included in the report must be able to be predetermined by the user. Report must be able to be printed for different predetermined groups of documents. Each pre-determined group of documents coupled with this report must be associated with a separate menu option for ease of execution.	
Ability to print a report that can be used for sight verification of recorded and indexed documents. Data selection must be by verification status coupled with instrument number range or file date range. Printout must include all of the document, party, property, and notation information for the documents selected. Document types included in the report must be able to be predetermined by the user. Report must be able to be printed for different predetermined groups of documents. Each predetermined group of documents coupled with this report must be associated with a separate menu option for ease of execution.	
Ability to print a report that lists the processing status of the documents. Printout must include: instrument number, type of document, processing status, first grantor and first grantee. Document types included in the report must be able to be predetermined by the user. Report must be able to be printed for different predetermined groups of documents. Each pre-determined group of documents coupled with this report must be associated with a separate menu option for ease of execution. Report sequence should be in processing status order and document type order. User should be able to select documents to print by a range of processing status and document types.	
Ability to print a report that breaks the fee Information down by the type of payment collected at the time of recording the document. Printout must include for each type of document recorded the current, MID and YTD breakdown of the numbers of documents recorded, and the breakdown of the total fees collected by cash, check, charge, and in-house billings. Document types included in the report must be able to be pre-determined by the user. Report must be able to be printed for different predetermined groups of documents. Each predetermined group of documents coupled with this report must be associated with a separate menu option for ease of execution.	
Ability to print a report that breaks the fee Information down by the type of payment collected at the time of recording the document. Printout must include for each cashier, the numbers of documents recorded for the specified date range, and the breakdown of the total fees collected by cash, check, charge, and in-house billings. Document types included in the report must be able to be predetermined by the user. Report must be able to be printed for different predetermined groups of documents. Each predetermined group of documents coupled with this report must be associated with a separate menu option for ease of execution.	
Ability to print a report that lists the number and types of documents recorded, indexed, and verified for a period of time, by operator. Document types included in the report must be able to be	

predetermined by the user. Report must be able to be printed for different predetermined groups of documents. Each pre-determined group of documents coupled with this report must be associated with a separate menu option for ease of execution.	
Ability to print a report that lists breaks in the instrument number sequence. Printout must include: Document types included in the report must be able to be predetermined by the user. Report must be able to be printed for different predetermined groups of documents. Each predetermined group of documents coupled with this report must be associated with a separate menu option for ease of execution.	
Ability to print a report that lists breaks in the book and page sequence. Document types included in the report must be able to be predetermined by the user. Report must be able to be printed for different pre-determined groups of documents. Each predetermined group of documents coupled with this report must be associated with a separate menu option for ease of execution.	
Ability to print a report that lists all changes to recorded and indexed information made since the document information was designated as verified; including the time, date and the operator that made the change.	
Ability to print a report that generates mailing labels for a range of dates filed, zip codes, and types of documents.	
Ability to print a report that reprints recording sheets for a selected document. Ability to print a report that lists all general ledger accounting information. Information should be grouped by type of fee collected, listing the amounts and the general ledger accounts for each document recorded.	
Ability to print listings for all information that is entered by the user during the installation tailoring and rules specification process.	
Ability to request that the information normally printed on the document by the document validation printer during the recording process be printed on a submitted, already recorded document.	

Search

The Search refers to the access of stored document image and document index information by the lay public, by the professional public, and by the internal staff. The Search software must allow terminal users to access specific and related document information using computer workstations and terminal equipment connected to the document database.

Search - General Requirements

Ability to restrict the public terminals to have access to installation selected searches only.	
Ability to ensure that documents can be designated with variable levels of security to prevent a user from viewing the image, and/or the detailed indexing information, and/or any reference to it at all by the search.	
Ability to optionally allow the search user to view the stored image of a document. Ability to optionally allow or restrict search users to reference related or linked documents using one or more of the following criteria: 1. documents that are referred to by a specific document, 2. other documents that refer to this document, or 3. document entries that share the same book page, instrument number, or reference (or folder) number.	
Ability to search party information by Russell search.	
Ability to search by party information.	
Ability to search by property parcel ID.	
Ability to search by property address.	
Ability to search by property legal (i.e. tract) description.	
Ability to search by document reference or folder number.	
Ability to search by document book and page.	
Ability to search by document instrument number.	
Ability to search all documents for a selected date by the order of entry.	
Ability to search all documents for a selected word or phonetically	

Search - Installation Configuration Options

Ability to configure (without additional programming) the searches to provide usability that ranges from the maximum amount of flexibility (for the professional user) to the fewest options to learn (for	
--	--

the non-professional user).	
Ability to restrict a search to specific document types or groups of document types.	
Ability to restrict specific searches to specific security profiles.	
Ability to specify the text of the screen prompts for each search defined for all of the data elements presented or entered.	
Ability to tailor search menus so that only specific installation defined searches are presented to a given search user.	
Ability to customize screen instructions to search users.	
Ability to optionally request a search of the changes that have been made to any given document entry since that entry was designated as having been verified. As each earlier version of the entry is presented, those items that were changed from the previous entry must be marked.	
Ability to optionally allow search users to vary search parameters from the search terminal to reverse the order of the entries presented.	

Search - User Configuration Option

Ability to optionally allow search users to use an AKA (Also Known As) capability where parties to documents that are known under different names, have DBA's that are different names, have different ways that they are spelled or specified, or have changed their name, etc. are previously defined to the system as equivalents; resulting in all of the AKA variants being presented by the search, instead of just the one party name variant specified.	
Ability to optionally allow search users to vary party search parameters from the search terminal to do a phonetic search on the last name and/or the first name, or to do no phonetic search at all.	
Ability to optionally allow search users to vary party search parameters from the search terminal to switch between partial and exact last, first and middle name search criteria.	
Ability to optionally allow search users to vary party search parameters from the search terminal to ignore the middle name when ordering the result of the search.	
Ability to optionally allow search users to vary party search parameters from the search terminal to include entries with blank middle names when all other specified party data matches.	
Ability to optionally allow search users to vary party search parameters from the search terminal to include property information if present.	
Ability to optionally filter party search by property address.	
Ability to optionally filter party search by party type.	
Ability to optionally filter party search by range of dates filed.	
Ability to optionally filter property search requests by range of dates filed, party names and party types.	
Ability to optionally filter party search by document types and groups.	

Search - Printing and Faxing of Results

Ability to permit or to restrict the printing of the list of the documents presented by the search.	
Ability to permit or to restrict the printing of the list of data entered during indexing and recording of a document.	
Ability to permit or to restrict the printing of the stored image of the document for any given search definition.	
Ability to permit or to restrict the faxing of the list of the documents presented by the search.	
Ability to permit or to restrict the faxing of the list of data entered during indexing and recording of a document.	
Ability to permit or to restrict the faxing of the stored image of the document for any given search definition.	
Ability to automatically bill print or fax requests to previously authorized parties' accounts.	
Ability to determine and print installation defined charges on a print request cover sheet.	
Ability to optionally allow the search user to request a printout of the change history of a referenced document.	
Ability to optionally allow previously authorized users to fax printed information, in lieu of printing it.	
Ability to specify the beginning page number and the number of pages for printing and faxing of images.	

Remote Access

Remote Access refers to the software that allows users located away from the public access and onsite search equipment to access the database of stored document images and document index information using normal Internet access, for a fee.

Ability to remotely access the database of stored document images and document index information using secure Internet access.	
Ability to access all public access search functions - as determined by the installation. Ability to automatically detect connection along with an elapsed time-sensitive disconnect provision for unknown or unidentified users.	
Ability to restrict access to previously approved users with optional, remote user dependent, accounts receivable threshold balance checks.	
Ability to automatic logoff inactive users after an installation specified timeout period. (All billing information should be updated as though the user had manually logged off).	
Ability to generate charges for remote access usage. Charges to be a user defined rate per faxed page with a minimum charge for faxing, and a resource usage charge for each request the remote user makes.	
Ability to set installation specified standard rates and to set individual user override rates for remote access usage.	
Ability to provide the required security features to ensure that only installation selected searches are accessible to remote users.	
Ability to fax images to either a default or a remote user specified fax number.	
Ability to automatically update Accounts Receivable balances on a real-time basis (or near real-time basis) as remote access charges are incurred, with a disconnect provision if the balance falls below a pre-specified value.	
Ability to generate detailed invoice data including the remote access user's log-in times and pages faxed.	
Ability to print a report that lists all activity for a range of remote user IDs.	
Ability to print a report that lists all remote user activity for a specified time period.	

Accounts Receivable

Accounts Receivable refers to the processing surrounding tracking the account balances for the users of Remote Access and for those clients that are allowed to establish pre-paid balances that are drawn against during the Recording process.

Ability to provide for user-defined entity types to classify customers.	
Ability to provide for recurring charges on a periodic basis.	
Ability to establish customer credit limits.	
Ability to provide user-defined charge and payment codes.	
Ability to provide user-defined accounting distributions associated with end charge and payment code.	
Ability to provide for either invoice or statement generation.	
Ability to provide for on-line entry for requesting billing.	
Ability to bill by type of charge and/or type of customer.	
Ability to assess late charges.	
Ability to provide on-line query of account status on detail charges and payments.	
Ability to provide for cashier checkout.	
Ability to process miscellaneous cash not related to receivables.	
Ability to identify accounts sent to collection agencies.	
Ability to provide lockbox interface processing	

General Requirements

Ability to record applicant demographic information including address, county and nation.	
Ability to record applicant biographic information including birthplace, date of birth and age.	
Ability to record applicant parent information including names, occupations, birthplace and address.	

Transaction Processing

Ability to accept single or multiple payments for single or multiple services on one detailed receipt while crediting each payment to the proper general ledger account and/or system.	
Ability to accept transactions that are payments against existing accounts receivable balances.	
Ability to cancel transaction information for a receipt prior to printing the receipt.	
Ability to void transaction information for a previously printed receipt upon optional special password approval.	
Ability to allow virtually unlimited user definable transaction type codes and transaction processing characteristics.	
Ability to allow transaction information to be deleted or modified prior to the printing of a receipt.	
Ability to inquire into Accounts Receivable information while entering a Cash Receipt transaction.	
Ability for supervisors to add adjustment transactions to any session.	
Ability to hold transaction information within a receipt that contains multiple transactions, for further processing (i.e. additions, changes, and deletions) prior to printing the receipt.	

Payment Processing Requirements

Ability to provide an on-line calculator for general use without leaving the cashiering program.	
Ability to provide an on-line check tabulator for use in adding checks submitted for payment. The tabulator should be accessible without leaving the cashiering program, and should float the tabulated total back to the cashier's screen without requiring reentry of the total.	
Ability to retain receipt information for ad-hoc reporting and retrieval. Data retained must include all check numbers and amounts accepted by the cashier, amounts and types of payments, the type of transaction, name and address of the transacting party, time and date of transaction, and all information printed on the receipt.	

CASH MANAGEMENT FEATURES

Ability to accept multiple payment methods to pay for a single receipt.	
Ability to calculate and display the change owed to a customer.	
Ability to retain refund amounts either by cash or check if the payment received is more than the total charges on a receipt.	
Ability to process major credit/debit card transactions via secure Internet connection	

Billable Transaction Processing Requirements

Ability to optionally bill receipts to the Accounts Receivable system.	
Ability to automatically post billed transactions and Accounts Receivable payment transactions to the Accounts Receivable system.	
Ability to refuse billable transactions if the house account balance is drawn below a predefined level.	
Ability to validate customer ID's against Accounts Receivable data.	
Ability to send the receipt or bill number (for later reconciliation) to be printed on the generated invoice when transactions are sent to Accounts Receivable.	

Receipt Generation Requirements

Ability to generate receipts at time of payment transaction.	
Ability to print a receipt for the customer with: a summary of fees for each type of transaction, the receipt or bill number, operator's ID, identification of the individual issuing the receipt, identification of the party to whom the receipt is issued, the amount of checks used for payment, and the amount	

of any refund issued for check over-payments.	
Ability to provide (for an additional charge) custom developed receipt print programs for each transaction type.	
Ability to auto-generate a receipt (or bill) number.	
Ability to distinguish between the printing of a "receipt" (when actual payments are received) and a "bill" (when sending invoice data to Accounts Receivable)	
Ability to support multiple receipt formatting programs (by transaction type code)	
Ability to optionally bypass receipt printing by the cashier on any given receipt	
Ability to print duplicate receipts on any given receipt	

Reporting and Close-out

Ability to provide a complete audit trail of which cashiers processed what transactions, including no sales, and voided receipts, etc., and the amounts of those transactions	
Ability to provide an edit list on each cashier's session by receipt, including cashier's user ID, customer's name, payment types received, transaction types processed, date and time of each transaction, amount tendered and amount paid - broken down by cash, check, charge, or billed.	
Ability to provide a general ledger report to include transaction code, date of transaction, customer name, and amount, with a summary of the general ledger account information	

DOCUMENT IMAGING FEATURES	
Requirements	Response Code
The system must be PC based and support stand-alone and network versions.	
The system must utilize Windows XP operating system and be Vista compliant on the client workstations and Windows 2003/Microsoft SQL Server 2005 on the database or mass storage servers.	
Systems must be LAN independent	
The systems must support the ability to create both turnkey applications and enabled applications. <ul style="list-style-type: none"> * Turnkey applications allow users to create their own system, including database screens and fields, security, and system flow through a simple application generator * Enabled applications allow users to image enable any existing application including DOS, Window and/or Windows application through DDE, OLE, Doss Screen scrapes, etc. 	
The system, whether turnkey or enabled, must support the ODBC database standard. The system must be able to supply any of the ODBC database drivers available	
The system, whether turnkey or enabled, must support the following levels or security: <ul style="list-style-type: none"> * Application and User * User Privileges (e.g. detailed capabilities and limitations) * Document/Record Level * Annotation, notes, and redaction 	
The system must support multiple objects including: <ul style="list-style-type: none"> * Image Objects: Bi-Tonal, color, or grayscale images up to E-size * COLD Objects: Computer output files and generic text and * OLE Objects: Any OLE application (e.g. voice, video, sound, Microsoft Office, Word, Excel, etc.) 	

DOCUMENT IMAGING FEATURES	
The system must provide desktop utilities that can enhance and process images including: <ul style="list-style-type: none"> * Bi-Tonal image enhancement (e.g. de-skewing, de-speckling, de-shading, line removal, margin alignment) * Color Image Enhancement (e.g. contrast adjustment, softening/sharpening, RGB modification, intensity of adjustment, etc.) * The ability to format images into a variety of image formats as well as the ability to convert image files from one format to another 	

<ul style="list-style-type: none"> * The utilities should be able to electronically mail images * Auto detect blank pages * Auto correct skewed pages 	
The system objects must be compressed and decompressed through software and, if desired, a hardware option may be obtained	
System must support the display of any object on a SVGA screen or better	
Provision for a relational database management system.	
System objects must be able to be stored and retrieved as standard files from a variety of magnetic, DAT, and CD-ROM subsystems	
The system storage back-end must support standard file system interfaces allowing any PC desktop application to "see" the backend as a logical drive and utilize its storage potential	
The system must support the ability to migrate on ODBC database application from one ODBC database to another	
The system backend must support SCSI, optical WORM, MIO drives, and jukeboxes, DAT drives and jukeboxes, and CD/DVD-ROM drives and jukeboxes	
The system backend must support a simple, standard Windows interface. Proprietary user interfaces will not be accepted. Windows must be running at all times and be native to anything (feature and/or process) the application is doing	
The system backend must support a variety of hardware subsystems from many different vendors. In addition, the backend must support sophisticated caching capabilities, backup and archive features, reports, platter management, and move scheduling through a standard GUI	
The Windows interface must support the ability to create and/or add objects through a scanner, file importation facility, fax queue, clipboard, or OLE application.	
The system must support bi-tonal, grayscale, color and engineering drawing size scanners	
The system must support the ability to print and fax any object (grayscale, and color) on existing Windows print or fax devices. Color images are expected to be converted to an acceptable format to output device "on-the-fly". The system must not force the user to run any other program to convert them.	
The system must support the ability to organize objects in a user defined environment The system must be able to publish applications including the database, viewer, and objects to CD/DVD-R for self contained CD/DVD retrieval, viewing, printing, and faxing.	
The system must directly support a variety of OCR and workflow packages. The system must be OLE 1 and 2 compliant. IN OLE w, the system must support Container and Automation standards as well as drag and drop.	
<p>The system must support computer output files (COLD) and have the following capabilities:</p> <ul style="list-style-type: none"> * Gul extract set-up and extraction process that uses a simple point and click process * An application scheduler that does not require any user or administrator intervention to process, extract, and report on jobs * A compression capability of at least 3/4:1 on 132 column reports * Ability to display, print, and/or fax pages or documents as ASCII or image. Image display, print, and fax must support both ASCII and graphical forms overlay * "On-the-fly" data validation must be provided to allow for extract field validation during the extraction process * An exception reporting capability that provides detailed information regarding the number of pages in a report that did not process and why * A preview mode that allows the user to view a sample extraction before initiating the actual process * COLD software must reside on either a local workstation, a shared server, or a dedicated server * Ability to extract page or line reports (with an average of 4 fields per page or line in excess of 75,000 pages per hour) 	
Provision for multiple databases to allow for testing, training, etc., that co-reside and may be accessed simultaneously with productive use of production database.	

Provision for seamless integration of all proposed systems.	
Provision for version change control to maintain update modification information for support purposes.	

DOCUMENT IMAGING FEATURES

Since document imaging is an integral part of the proposed system. It must support a large database of stored images that are seamlessly accessed via API's from the application software. Intuitive ease of operation is of major importance. The document imaging system proposed must provide the software to handle all operations related to the scanning and retrieval of documents that are received for recording by this office. Specifically, the Document Imaging application must provide for the following items.

Requirement	Response Code
Ability to support visual image annotation.	
Ability to receive and output images from and to industry standard microfilm sources for concurrent update of image index and document image databases.	
Ability to support from one hundred thousand to 5+ million of multi-page on-line documents.	
Ability to provide full document image and image index database integrity and backup provisions.	
Ability to provide disaster recovery procedures of the image index and document image database.	
Ability to provide seamless (to the end-user) client based API integration with Oracle7 Forms 4.0 or equivalent application software, via Microsoft Windows DDE, or via a Visual Basic client application.	
Ability to exchange image index information for fax requests via Oracle 7 or equivalent application database server tables	
Ability to perform basic server imaging functions via a server API for retrieval, queuing, faxing, etc.	

System Hardware and Software Support

Ability to execute in a Microsoft Windows XP client workstation session and be Vista compliant, concurrent with Microsoft SQL Server 2005 based application software.	
Ability to manage multiple view and scan, graphical user interface sessions.	
Ability to present - via API requests - images on a Microsoft Windows compatible split-screen display, with the image session and the imaging requesting application session both able to be viewed simultaneously in full screen mode.	
Ability to provide API controlled image printing on multiple Microsoft Windows supported laser printers, without the use of imaging boards.	
Ability to provide a means of storing images in an industry standard format	
. Ability to support multiple standard SCSI optical drives and jukeboxes.	
Ability to provide software level image compression and decompression workstation support, that requires no additional imaging boards.	
Ability to support PCTCP-IPX/SPX network protocols	

Fax Support

Ability to provide API controlled faxing of images to remote locations along with flexible fax retry options and API feedback, on both me server and the client.	
Ability to queue multiple concurrent fax requests.	

Scanning of Documents

Ability to scan documents using multiple scan stations.	
Ability to scan documents at resolutions of 100-1200 DPI in halftone, gray scale modes	
Ability to provide document verification during the individual and batch scanning process.	
Ability to accept input from remote scanners and FAX machines	
Ability to scan, index, and commit documents in batches as well as individually	
Ability to automatically index utilizing an industry standard, non-proprietary, zone bar-code on either the first or the last page of the document; with optional inclusion of the barcode page as a part of the image	
Ability to allow manual alteration of the image index to correct operation errors.	

Ability to re-scan a complete document or part of a document without having to manually delete all pages of the miss scanned document, then having to re-scan the complete document.	
--	--

Viewing Documents

Ability to provide an efficient means of document retrieval and rapid page to page transition	
Ability to provide full function and user friendly image manipulation without a requiring a mouse.	
Ability to allow the scanned document to be rotated, moved on the screen, scrolled page by page, displayed in reverse video, and to provide the terminal user with the ability to enlarge any section of the scanned document.	
Ability to isolate designated public use terminals and users from accessing image system functions other than those specifically required to view and manipulate (i.e. page forward and backward, rotate, reverse image, and magnify) an image	
Ability to handle multiple, simultaneous requests for an imaging document, and for multiple imaging documents.	
Ability to scroll through a displayed image that is too large to fit on the workstation monitor.	
Ability to provide security control over access to document images, scanning, print and fax operations, and over index database information.	

VENDOR REQUIREMENTS

COMPANY INFORMATION

General Requirements	Response Code
Ability to provide audited financial reports for the most recent three years.	
A copy of your company's Dun & Bradstreet report for 2006 has been included in Section 6.0 Attachments	
Ability to provide a breakdown of the number of employees allocated to Research and Development, Support, Sales and Administration. Include in Section 13.0 Attachments	
Ability and willingness to provide source code with the software license, without additional charge	
State number of years the company has been providing RDBMS based Applications	
State number of years the company has been providing Image Enabled Applications	
State number of years the company has been providing Kiosk Enabled Applications	
State number of years the company has been providing Barcode Enabled Applications	
State number of employees in company	
State number of years the company has been providing Client/Server Applications	
Support Requirements	
What are the hours of operation for the Help Desk?	
Ability to provide toll-free telephone support for this product	
State number of personnel that are sole dedicated to Help Desk support	
Is the database and development tools support provided by the application vendor?	
Does the software provider have an on-line system in place to track new and working calls incoming from customers, as well as keep history on all support calls?	
Does the Software provider have a mechanism in place to track response times of incoming calls from customers by individual consultant and by product and the ability to report statistics on response time?	
Does the software provider have a mechanism in place to track resolution of times of incoming calls from customers by individual consultant and by product and the ability to report statistics on resolution time?	
Can the software provider provide statistics showing the response and resolution times on support calls by individual consultant and by product?	
Does the software provider track fiscal year to date statistics of individual consultants' response and resolution times of incoming calls from customers?	
What is the average response time for support calls to the help desk?	
Can vendor provide percentage of support calls that have response from a help desk consultant to the customer in less than 1 hour?	
Does the software provider have a priority-based procedure in place to resolve a "system down/production critical" call from a customer?	
Does the software provider survey the customer support calls to receive feedback on the help desk to include knowledge, professionalism, and response time of that consultant?	
Does the software provider measure the results of the call surveys and can you provide these results?	
Does the software provider send to customers an annual Customer Satisfaction Survey that solicits feedback on, but is not limited to, the help desk, training, maintenance, and the overall company for evaluation of services and products provided to customers? if so, include a copy of this Survey with Survey Results in Section 6.0 Attachments	
Does the software provider have a procedure in place to accept and respond to help desk requests via email?	
Does the software provider have a mechanism in place to determine varying degrees of urgency for callback to the customer?	
Does the software provider have a mechanism in place to track total number of calls received by product?	
Does the software provider have the ability to retrieve online and produce reports of a customer's call history for review?	
Does the software provider have a mechanism in place for customers to subscribe to specific product list-servers in order to communicate with and get feedback from other customers about their use of the products?	

Does the software provider have a mechanism for generating statistical reports for the customer support organization and provide a sample copy of report(s) with explanation of how to interpret? if so, include a copy of this report in Section 6.0 Attachments	
Does the software provider assign an Account Manager?	
Can vendor provide list of Account Manager responsibilities? Include in Section 6.0 Attachments	
User Group Requirements	
Does vendor host annual User Group meetings/conferences? if so, where was the last one held?	
Does vendor have Client Advisory Groups for product input?	
Research and Development Requirements	
Does vendor have a continuing Research and Development program?	
Does vendor allocate employees strictly for research and development? if so, how many?	
State the approximate dollar amount of research and development investment made in 2007?	
Does vendor have ability to provide percent of revenue allocated for Research and Development. if so, what percentage?	
Marketing Requirements	
Ability to provide product calendar outlining future upgrades and enhancements.	
Does vendor allocate a Product Manager for each product? If so, please attach position description in Section 6.0 Attachments.	
Does vendor provide multiple methodologies for clients to recommend product enhancements?	
Does vendor provide clients with method of direct contact at executive level?	
Does vendor provide client communication services in the form of a list-server?	
Does vendor devote staff to conduct on-going market research to gain knowledge of market and product trends?	
Does vendor belong to national associations and organizations related to services provided with the proposed software application(s)?	

SECTION 6.0

ATTACHMENTS

The following attachments are to be included in this section:

- 1) 2095 Audited Financial Statement Included (Y/N) _____
- 2) 2096 Audited Financial Statement Included (Y/N) _____
- 3) 2007 Audited Financial Statement Included (Y/N) _____
- 4) 2007 D&B Report Included (Y/N) _____
- 5) Company Organization Chart Included (Y/N) _____
- 6) Company EEO Report Included (Y/N) _____
- 7) Help Desk Response & Resolution Statistics Included (Y/N) _____
- 8) Customer Satisfaction Survey Form(s) Included (Y/N) _____
- 9) Customer Satisfaction Survey Results Included (Y/N) _____
- 10) Source Code Agreement (Not Escrow) Included (Y/N) _____
- 11) Object Code Agreement Included (Y/N) _____
- 12) Support Agreement Included (Y/N) _____
- 13) Programming Languages Used Included (Y/N) _____
- 14) Account Manager's Responsibility Included (Y/N) _____
- 15) Product Manager's Responsibility Included (Y/N) _____

APPENDIX A-1

NOTIFICATION OF INTENT TO BID FORM

As instructed in Section 2.0, any vendor considering the submission of a proposal in response to the RFP must forward the lower portion of this page, properly completed, to:

Kanawha County Commission
409 Virginia Street E.
Charleston, WV 25301

via registered mail or hand delivered no later than the date identified in the timetable in Section 2.9.

NOTIFICATION OF INTENT TO BID

Request For Proposal For Imaging System

Company Name

intends to submit a proposal in response to the above titled RFP. Send all RFP addenda and all other related correspondence to the individual and location identified below:

Signature

Name

Title

Company Name

Street

City, State, Zipcode

(Area Code) Telephone Number