

ADVERTISEMENT FOR REQUEST FOR PROPOSAL
COBB COUNTY PURCHASING DEPARTMENT

BID OPENING DATE: MARCH 11, 2010

Sealed proposals from qualified contractors will be receive before 12:00 NOON, March 11, 2010, in the Cobb County Purchasing Department, 1772 County Services Parkway, Marietta, GA 30008 for furnishing all labor. Materials, equipment, appliances, etc. pursuant to the plans, specifications, condition and addenda for:

**SEALED BID # 10 -5477
REQUEST FOR PROPOSAL
LAND RECORDS IMAGE BASED MANAGEMENT SYSTEM, SERVICE AND MAINTENANCE
FOR EXISTING COURT, GENERAL LEDGER AND NEW REAL ESTATE SYSTEMS
COBB COUNTY CLERK OF SUPERIOR COURT**

**PRE-PROPOSAL MEETING: FEBRUARY 24, 2010 @ 10:00 A.M.(EST)
COBB COUNTY PURCHASING DEPARTMENT
1772 COUNTY SERVICES PARKWAY
MARIETTA, GEORGIA 30008**

No bids will be accepted after the 12:00 noon deadline.

Proposals are opened at 2:00 p.m. at Cobb County Purchasing Department, 1772 County Services Parkway, 2nd Floor, Bid/Meeting Room, Marietta, GA 30008.

Performance Bond and Labor and Material Payment Bond, or other security instruments as allowed by law each in the amount equal to 100% of the contract sum will be required of the successful bidder. Bonds must be written by a surety company licensed to do business in the State of Georgia, have a "Best's" rating of "A" or better, appear on the current U.S. Treasury Department list of sureties that are acceptable on bonds for the federal government (circular 570), and have recommended bonds limits equal to or in excess of those required for this project; otherwise acceptable to the owner.

No proposal may be withdrawn for a period of one hundred eighty (180) days after date of bid opening, unless otherwise specified in the bid documents. Cobb County will consider the competency and responsibility of bidders in making the award. Cobb County reserves the right to reject any and all proposals, to waive informalities and technicalities, to reject portions of the proposals, and to award contracts in a manner consistent with the County and the laws governing the State of Georgia.

This solicitation and any addenda are available for download in PDF format on the Cobb County purchasing website. www.purchasing.cobbcountyga.gov

To request a copy of the proposal documents, **FAX** the following information to the Purchasing Department @ 770-528-1154 or **e-mail** requests to purchasing@cobbcounty.org:

Company name, contact name, company address, phone number and fax number.

Please reference the proposal number and the title of the proposal in the request

Advertise: FEBRUARY 12, 19, 26, 2010
MARCH 5, 2010

BIDDING INSTRUCTIONS – TERMS AND CONDITIONS

1. PREPARATION OF BID:

- (A) Bidders are expected to examine the drawings, specifications, schedules, and all instructions. Failure to do so will be at the bidder's risk.
- (B) Each bidder shall furnish the information required by the bid form. The bidder shall sign and print or type his/her name where designated. The person signing the bid must initial erasures or other changes.
- (C) Unit price for each quotation shall be shown and such price shall include packing unless otherwise specified, along with a total and grand total where applicable. In case of discrepancy between a unit price and extended price, the unit price will be presumed correct.
- (D) Where not otherwise specified, bidders must definitely state DATE OF DELIVERY.

2. EXPLANATION TO BIDDERS:

Any explanation desired by a bidder regarding the meaning or interpretation of Invitation to Bids, Request for Proposals or Qualifications, drawings, specifications, etc., must be in writing. All questions must be received within seven (7) business days prior to the bid opening date for a response to be generated by the County to all bidders in the form of an addendum. If any statement in the bidding documents, specifications, etc., appears ambiguous to the bidder, the bidder is specifically instructed to make a written request to the Purchasing Department, unless otherwise outlined in the specifications. Any information given to a prospective bidder concerning an Invitation for Bid will be furnished to all prospective bidders, as an addendum to the invitation, if such information is necessary to bidders in submitting bids on the invitation or if the lack of such information would be prejudicial to uninformed bidders. Receipt of the addendum by a bidder must be acknowledged on the bid or by letter received before the date and time specified for the bid opening. **ORAL EXPLANATION OR INSTRUCTIONS GIVEN BEFORE THE AWARD OF THE CONTRACT WILL NOT BE BINDING.**

3. SUBMISSION OF BIDS: FACSIMILE BIDS WILL NOT BE CONSIDERED.

- (A) Any Bid Package and modifications thereof shall be enclosed in a sealed envelope, addressed to the office specified in the Invitation to Bid, with the name and address of the bidder, the date and hour of bid opening, and name of bid. A bid reply label will be included in most bid packages stating the above referenced information. Any bid package NOT having bid information on outside of package could be opened as regular mail, and bid could be disqualified.
- (B) Samples of items, when required, must be submitted within the time specified, unless otherwise specified by the County, and at no expense to the County
- (C) An item offered must at least meet specifications called for and must be of quality which will adequately service the purpose and use for which it was intended.
- (D) Full identification of each item bid upon, including brand name, make, model, and catalog number, must be furnished according to the bid specifications if requested to identify exactly what the bidder is proposing. Supporting literature may be furnished to further substantiate the proposal.
- (E) The bidder represents that the article(s) to be furnished under this Invitation to Bid is (are) new and that the quality has not deteriorated so as to impair its usefulness.
- (F) Bids cannot be withdrawn or corrected after the bid opening (except reductions or changes by the successful bidder which would be beneficial or advantageous to the County). The County as deemed necessary may reject changes.
- (G) Cobb County is exempt from Federal Excise Tax and Georgia Sales Tax.
- (H) Cobb County does not accept conditional bids.

4. DEFAULT:

The Award as a result of bids received under this invitation may be in part based on the delivery factor. Accordingly, should delivery fail to be performed within the time specified by the bidder, the bid may then be declared in default of the contract. In such event, the County may then proceed to purchase in the open market the items from another source.

5. F.O.B. POINT:

Unless otherwise stated in the Invitation to Bid and any resulting contract, all articles will be F.O.B. Destination. This means delivered, unloaded, and placed in the designated place.

6. AWARD OF CONTRACT:

The Contract will be awarded to the responsible bidder whose bid will be the most advantageous to the County, price, and other factors considered. The County will make the determination. The County reserves the right at any time to reject any and all bids, to waive informalities and technicalities, to award portions of the bid, and to award contracts consistent with the County and the laws governing the State of Georgia. Normal payment terms are net thirty (30) days after receipt of invoice by the Finance Department.



COBB COUNTY
PURCHASING DEPARTMENT
1772 County Services Parkway
Marietta, Georgia 30008-4012
(770) 528-8400/FAX (770) 528-1154
www.cobbcounty.org

IMPORTANT NOTICE – PLEASE READ CAREFULLY!!

All vendors are required to submit the ORIGINAL AND AT LEAST one (1) duplicated copy of any bid submitted to Cobb County. Please refer to your bid specifications to determine if more than one (1) copy is required. Non-submission of a duplicate copy may disqualify your bid/proposal.

A “**SEALED BID LABEL**” has been enclosed to affix to your bid. This label ***MUST*** be affixed to the outside of the envelope or package, **even if it is a “NO BID” response**. Failure to attach the label may result in your bid being opened in error or not being routed to the proper location for consideration. No bid will be accepted after the date and time specified. **IT IS THE VENDOR’S RESPONSIBILITY TO ENSURE THAT EACH BID HAS BEEN RECEIVED IN A TIMELY MANNER.**

BIDS MUST BE RECEIVED BEFORE 12:00 (NOON) ON BID OPENING DAY

Bids must be received at the Cobb County Purchasing Department. **Any bids received later than 12:00 (noon) will not be accepted.** The County accepts no responsibility for delays in the mail. Bids are to be mailed or hand delivered to:

COBB COUNTY PURCHASING DEPARTMENT
1772 COUNTY SERVICES PARKWAY
MARIETTA, GA 30008-4012

Bids will be opened at 2:00 P.M. in the Cobb County Purchasing Department, 1772 County Services Parkway, 2nd Floor, Conference/Bid Room, Marietta, GA 30008.

Thank you in advance for your cooperation.

SEALED BID LABEL

SEALED BID ENCLOSED

DELIVER TO:
COBB COUNTY PURCHASING
1772 County Services Parkway
Marietta, GA 30008-4012

SEALED BID # 10-5477 DATE: March 11. 2010

BIDS MUST BE RECEIVED BEFORE 12:00 NOON

DESCRIPTION: Request for Proposal

Land Records Image Based Management System, Service And Maintenance For Existing Court, General Ledger And New Real Estate Systems

PLEASE ATTACH LABEL TO OUTSIDE OF BID PACKAGE



Cobb County...Expect the Best!

REQUEST FOR PROPOSAL

SEALED BID # 10 – 5477

**LAND RECORDS IMAGE BASED MANAGEMENT SYSTEM, SERVICE AND MAINTENANCE FOR
EXISTING COURT, GENERAL LEDGER AND NEW REAL ESTATE SYSTEMS
COBB COUNTY CLERK OF SUPERIOR COURT
BID OPENING DATE: MARCH 11, 2010**

**PRE-PROPOSAL CONFERENCE: FEBRUARY 24, 2010 @ 10:00 A M. (E.S.T.)
COBB COUNTY PURCHASING DEPARTMENT
1772 COUNTY SERVICES PARKWAY
MARIETTA, GEORGIA 30008**

**BIDS ARE RECEIVED IN THE
COBB COUNTY PURCHASING DEPARTMENT
1772 COUNTY SERVICES PARKWAY
MARIETTA, GEORGIA 30008
BEFORE 12:00 (NOON) BY THE BID OPENING DATE**

**BIDS WILL BE OPENED IN THE COBB COUNTY PURCHASING DEPARTMENT
BID/MEETING ROOM AT 2:00 P.M.**

**VENDORS ARE REQUIRED TO SUBMIT THE ORIGINAL AND 5 COPIES OF BID AND 1 CD-ROM
(UNLESS OTHERWISE SPECIFIED IN BID SPECIFICATIONS)**

N.I.G.P. COMMODITY CODE: 20853

NAME: _____

ADDRESS: _____

REPRESENTATIVE: _____

PHONE: _____ FAX: _____

E-MAIL _____

NOTE: The Cobb County Purchasing Department will not be responsible for the accuracy or completeness of the content of any Cobb County Invitation to Bid or Request for Proposal or subsequent addenda thereto received from a source other than the Cobb County Purchasing Department.



Cobb County...Expect the Best!

"STATEMENT OF NO BID"

COBB COUNTY PURCHASING DEPARTMENT
1772 COUNTY SERVICES PARKWAY
MARIETTA, GA 30008

TO ALL PROSPECTIVE BIDDERS:

Because of the many requests to be placed on our vendors' list, we are continuously updating the list. While we want to include all bona fide vendors, we do not want to mail bids to those vendors who may no longer be interested in participating in our bidding process.

If you do not choose to respond to the attached Invitation to Bid/Request for Proposal, please fill out the form below indicating whether or not you want to be retained on our current vendor list.

Vendors who do not respond in any way (by either submitting a bid or by returning this form) over a period of one year may be removed from the current vendor list.

Vendors who do not wish to bid often return the entire bid package, sometimes at considerable postage expense. Returning the entire bid package is not necessary. Simply return this form.

Thank you for your cooperation.
Cobb County Purchasing Department

**"STATEMENT OF NO BID"
SEALED BID NUMBER 10-5477
REQUEST FOR PROPOSAL**

**LAND RECORDS IMAGE BASED MANAGEMENT SYSTEM, SERVICE AND MAINTENANCE
FOR EXISTING COURT, GENERAL LEDGER AND NEW REAL ESTATE SYSTEMS**

If you do not wish to respond to the attached Invitation to Bid/Request for Proposal, please complete this form and mail/fax to: **Cobb County Purchasing Department, Attention: Sealed Bid Department, 1772 County Services Parkway, Marietta, GA. Fax # 770-528-1154**

I do not wish to submit a bid/proposal on this solicitation.

I wish to be retained on the vendor list for this commodity or service: Yes _____ No _____

Please PRINT the following:

Company

Representative

You are invited to list reasons for your decision not to bid: _____

COBB COUNTY GOVERNMENT

REQUEST FOR PROPOSAL

**LAND RECORDS IMAGE BASED MANAGEMENT
SYSTEM, SERVICE AND MAINTENANCE FOR
EXISTING COURT, GENERAL LEDGER AND NEW
REAL ESTATE SYSTEMS**

CLERK OF SUPERIOR COURT

SEALED BID #10-5477



Cobb County...Expect the Best!

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1 Overview and General Instructions to Proposers

The purpose of this Request for Proposal (RFP) is to provide sufficient information to interested and competent organizations which will provide them the opportunity to respond by submitting proposals for a Land Records System, E-filing, General Ledger and Maintenance for Cobb County Clerk of Superior Court.

1.01 Pre-Proposal Conference

There will be a pre- proposal conference for all interested parties:

Date: Wednesday, February 24, 2010
Time: 10:00 a.m.
Location: Cobb County Purchasing Department
1772 County Services Parkway
Marietta, Georgia 30008-4012

Although attendance at this meeting is not mandatory, proposers are strongly urged to attend, as it is expected that many relevant questions will be asked and answered during this conference. Proposers may submit written inquiries or request clarifications verbally at the Pre-Proposal Conference.

1.02 Request for Additional Information

It is anticipated that most questions will be answered at the Pre-Proposal Conference. However, if there are additional questions or inquiries after the Pre-Proposal Conference, they shall be submitted and received in writing before **5:00 pm Tuesday, March 2, 2010 to:**

Cobb County Purchasing Department
Attn.: Rick Brun
1772 County Services Parkway
Marietta, Georgia 30008-4012

FAX: (770) 528-1154
E-mail: purchasing@cobbcounty.org

Proposers are expressly instructed that the above contact is the only authorized source of information. Unauthorized contact with any other personnel may result in immediate disqualification of the proposer. Any response to a properly submitted inquiry will in writing either via mail or facsimile to all potential proposers. Cobb County is not bound by any oral representations, clarification, or changes made to the written specification by County's employees unless such clarification or change is provided to the vendors in written addendum form from Cobb County.

1.03 Addenda to this RFP

Addenda will be posted on the Cobb County Website at purchasing.cobbcountyga.gov. No Addenda will be issued later than three days prior to the date for receipt of proposals except an Addendum withdrawing the request for proposals or one, which includes postponement of the date for receipt of proposals. Each proposer shall ascertain prior to submitting a proposal that the proposer has received all Addenda issued, and the proposer shall acknowledge the receipt in the proposal.

1.04 Proprietary Information

Any information contained in a proposal that is considered proprietary by the proposer shall be clearly marked as such. Information not marked as proprietary will be considered public information generally available. The entire document may not be designated as proprietary.

1.05 *Costs of Proposal Preparation*

All costs incurred in the preparation of a proposal including but not limited to labor, travel and incidental expenses are the complete responsibility of the proposer and are not recoverable from Cobb County.

1.06 *Delivery of Proposals*

Proposers are instructed to deliver one (1) original hardcopy, (1) CD and five (5) duplicate copies of their response to this RFP before 12:00PM (Noon), **March 11, 2010 to:**

Cobb County Purchasing Department
Attn.: Purchasing Director
1772 County Services Parkway
Marietta, Georgia 30008-4012

All responses shall be sealed and clearly marked "LAND RECORDS IMAGE BASED MANAGEMENT SYSTEM, SERVICE AND MAINTENANCE FOR EXISTING COURT, GENERAL LEDGER AND NEW REAL ESTATE SYSTEMS". – Sealed Bid No. 10-5477

No proposal will be accepted after the above date and time. The proposer shall assume full responsibility for timely delivery at the location designated for receipt of proposals.

1.07 *Bonding*

1.07.01 *Performance/Payment Bond*

Within ten (10) days after notice of an award, Proposers are required to have a valid Performance/Payment Bond in force covering the work to be performed up to the time of total acceptance by Cobb County. The bond shall be in the amount of one hundred (100) percent of the contract amount, guaranteeing to Cobb County the completion and performance of the work covered in such a contract, as well as full payment of all suppliers, agents, laborers or subcontractors employed in the performance of the project. Such bond will be in a form and with a surety acceptable to Cobb County and will provide for the protection of all persons supplying labor and materials used for the performance of the work. Purchase Order(s) will not be issued until an acceptable Performance/Payment Bond has been received. The proposer agrees to keep such bond or a replacement thereof, in force at all times during the course of the performance for this project, including any change orders.

1.07.02 *Qualification of Surety*

A surety company of recognized and acceptable standing, authorized to do business in the State of Georgia and having a resident agent in Cobb County or adjacent area shall execute the Performance Bond. The Surety Company will hold a current certificate of authority as acceptable surety on Federal Bonds, in accordance with U.S. Department of Treasury Circular 570, Current Revision.

1.07.03 *Contract Assignment*

A successful proposer(s) may not assign any part of a resultant contractual agreement (except contract payments) without the prior written authorization of Cobb County.

1.08 *Non Collusion Statement*

By submission of a proposal, the vendor certifies, under penalty of perjury, that to the best of its knowledge and belief:

- The prices in the proposal have been arrived at independently without collusion, consultation, communications, or agreement, for the purpose of restricting competition, as to any matter relating to such prices with any other vendor or with any competitor.
- Unless otherwise required by law, the prices, which have been quoted in the proposal, have not been knowingly disclosed by the vendor prior to opening, directly, or indirectly, to any other vendor or to any competitor.
- No attempt has been made, or will be made, by the vendor to induce any other person, partnership, or corporation to submit or not to submit a proposal for the purpose of restricting competition.

1.09 *Conflict of Interest/Contingency Fees/Certification by Subcontractors*

By submission of a proposal, the vendor certifies, under penalty of perjury, that to the best of its knowledge and belief:

- A. No circumstances exist which will cause a conflict of interest in performing the services required by this RFP
- B. That no employee of the County, nor any member thereof, nor any public agency or official affected by this RFP, has any pecuniary interest in the business of the Vendor or his subcontractor(s) has any interest that would conflict in any manner or degree with the performance related to this RFP

The vendor also warrants that he and his subcontractor(s) have not employed or retained any company or person other than a bona fide employee working solely for the vendor or subcontractor(s) to solicit or secure a contract agreement with Cobb County, as related to this RFP, and that he and his subcontractor(s) have not paid or agreed to pay person, company, corporation, individual, or firm other than a bona fide employee working solely for the vendor or his subcontractor(s) any fee, commission, percentage, gift, or other consideration contingent upon or resulting from the award of this agreement.

For any breach or violation of this provision, the County shall have the right to terminate any related contract or agreement without liability and at its discretion to deduct from the price, or otherwise recover, the full amount of such fee, commission, percentage, gift, payment or consideration.

The successful vendor shall require each of its subcontractor(s) to sign a statement certifying to and agreeing to comply with the terms of (A) and (B) above.

1.10 *Indemnification/Hold Harmless Agreement*

By submission of a proposal, the selected vendor agrees to indemnify Cobb County and, to the fullest extent permitted by law, protect, defend, indemnify and hold harmless Cobb County, its officers, officials, employees, and volunteers from and against all claims, actions, liabilities, losses, (including economic losses) or costs arising out of any actual or alleged (a) bodily injury, sickness, disease, or death; or injury to or destruction of tangible property including the loss of use resulting there from; or any other damage or loss arising out of or resulting claims resulting in whole or in part from any actual or alleged act or omission of the vendor, subcontractor, anyone directly or indirectly employed by any of them; or anyone for whose acts any of them may be liable in the performance of work; (b) violation of any law, statute, ordinance, governmental administrative order, rule, regulation, or infringement of patent rights or other intellectual

property rights by the vendor in the performance of work; or (c) liens, claims or actions made by the vendor or other party performing the work, as approved by the County.

The indemnification obligations herein shall not be limited by any limitation on the amount, type of damages, compensation, or benefits payable by or for the vendor or his subcontractor(s), as approved by the County, under worker's compensation acts, disability benefit acts, other employee benefits acts or any statutory bar or insurance.

1.11 *Proof of Insurance*

Consultant shall procure and maintain for the duration of the contract, insurance against claims for injuries to persons or damages to property that may arise from or in connection with performance of the Work hereunder by the Consultant, his agents, representatives, employees, or consultants.

A. MINIMUM LIMITS OF INSURANCE

1. General Liability: \$1,000,000 combined single limit per occurrence for comprehensive coverage including bodily injury, personal injury and property damage for premises/operations, products/completed operations, and contractual liability.
2. Professional Liability: \$1,000,000 each claim/annual aggregate including "errors and omissions" liability.
3. Automobile Liability: \$1,000,000 combined single limit per accident for bodily injury and property damage, including all owned, hired, and non-owned when applicable.
4. Workers' Compensation and Employers Liability: Workers' Compensation limits as required by the Labor code of the State of Georgia and Employers Liability of \$100,000 per accident.

B. DEDUCTIBLES AND SELF-INSURED RETENTION

Any deductibles or self-insurance retentions must be declared to and approved by the Owner. At the option of the Owner, either: The insurer shall reduce or eliminate such deductibles or self-insured retentions as respects the Owner, its officers officials, and employees; or the Consultant shall procure a bond guaranteeing payment of losses related to investigations, claim administration and defense expenses.

C. OTHER INSURANCE PROVISIONS

1. General Liability and Automobile Coverages: The Owner and its officers, officials, employees and volunteers are to be covered as additional insureds as respects: liability arising out of activities performed by or on behalf of the Consultant.
2. The Consultant is responsible for insuring its own property and equipment.
3. Workers' Compensation and Employers Liability Coverage. The insurer shall agree to waive all rights of subrogation against the Owner and its officers, officials, and employees.
4. All Coverages: Each insurance policy required by this clause shall be endorsed to state that coverage shall not be suspended, voided, canceled by either party, reduced in coverage or in limits except after thirty (30) days' prior written notice by certified mail, return receipt requested, has been given to the Owner, Cobb County, Georgia, in care of the {DEPARTMENT AND ADDRESS}

D. ACCEPTABILITY

Insurance is to be placed with insurers with a Best's rating of no less than A:VIII, or otherwise acceptable to the Owner.

E. VERIFICATION OF COVERAGE

Consultant shall furnish the Owner with certificates of insurance. The certificates are to be received and approved by the Owner before any work commences. The Owner reserves the right to require complete, certified copies of all required insurance policies at any time.

F. CONSULTANTS

Consultant shall include all consultants and professionals as insured under its insurance or shall ensure that all consultants and professionals have met the insurance requirements of this agreement. Owner may request evidence of all consultants and professional's insurance.

1.12 Clarification of Proposals

During the evaluation of proposals, Cobb County may, at its discretion and at no cost to Cobb County, invite any respondent to appear for questioning or provide written responses during proposal evaluation for the purpose of clarifying statements in the proposal.

1.13 Software Demonstration

If requested by Cobb County, the proposer agrees to provide a demonstration of the proposed software solution on a Cobb County site to be conducted within three weeks of request.

1.14 Prime Proposer Responsibility

It is recognized that several firms may wish to combine their resources in responding to this RFP. However, one firm shall be identified as the prime proposer and shall be responsible for the entire contract. Proposals by such combinations are acceptable, provided that each proposal is a complete proposal (as defined within this RFP) and contains all required information. The proposer shall be a certified partner of the software product being proposed.

This specification shall require the successful proposer to supply a fully operational Real Estate and Deed Application, General Ledger, E-filing installed and operating in the facilities of the Cobb County Government. Prime proposer responsibility requires that the successful proposer be responsible for the complete definition, delivery, integration, training and implementation and continued maintenance of the systems. If multiple proposers wish to jointly propose a solution, the proposer that will be completely responsible for system integration shall be clearly specified in the proposal. The proposal shall contain a section which describes the Company Information Overview for each company proposed to participate in the solution.

1.15 Modification or Withdrawal of Proposals

Modifications to or withdrawals of proposals that have been submitted may take place without hindrance at any time up to the deadline for proposal submission. After this time, no modifications to or withdrawals of proposals may be made for any reason.

1.16 *Proposal Duration*

Proposals submitted in response to this RFP shall be valid for a period of 180 days from proposal submission deadline, and shall be so marked.

1.17 *Proposer's Experience*

Proposers submitting a response to this RFP must have experience with providing similar systems as proposed in this document. The proposer must meet the following criteria:

- Present existing experience in Georgia supplying and maintaining image based records processing systems similar to Cobb Court and LRS
- Currently "GSCCCA Certified" for Real Estate Indexing, Automated Lien Indexing, Automated Plat Indexing, Criminal Case Disposition (aka SB50/OBTS) and Civil Case Transmissions (aka SB176/Civil)
- Georgia Superior Court References
- Disclosure of all litigation or other legal proceeding (arbitration, mediation, etc) in which vendor or any affiliated entity has been a party to within the last ten years as well as complete disclosure of the outcome and/or current status of each instance. Involvement in litigation may be sole reason for rejection of the proposal.
- Office in Metro Atlanta area with system support resources
- The proposer shall identify the proposed implementation staff and their related experience. Résumé's shall be included for key implementation staff members.
- The proposer shall identify the proposed support staff and their related experience. Résumé's shall be included for key support staff members.
- The proposer shall identify a site were the proposed system can be viewed functioning in a live environment preferably near Cobb County.
- The applicable customer references shall include contact names, email addresses and telephone numbers along with a brief description of system, including:
 - Type of computer equipment
 - Population base served
 - Number/Type of real estate instruments processed per month within the system
 - Number of users/departments supported
 - Version of software they are using
 - Post implementation support
 - Implementation duration for each customer

1.18 *Uniform Proposals*

To facilitate comparative analysis and evaluation of proposals it is desired that a uniform format be employed in structuring each proposal. The required format is one that will coincide with specifications in Section 4.01 of this RFP in the Proposal Format section. The vendor's degree of compliance with the requirements of the RFP will be a factor in the subsequent evaluation of the proposal. Proposals with major deviations or omissions may be considered non-responsive and not evaluated. Company proposals will become part of the contract with Cobb County should they be selected under the RFP.

1.19 *Added Value*

Vendors may include anything unique in their proposed solution which adds value to the products/services provided to Cobb County Government. The cost of this added value must be clearly explained and justified in the proposal.

1.20 *Award of Contract*

It is anticipated that a contract will be awarded to the successful proposer. However, no work is to begin, nor is the County liable for any costs whatsoever, until the contract has been duly signed and certified by the appropriate parties.

The successful proposer will enter into a contract with the County on a form agreeable to Cobb County.

1.21 *Multiple Awards*

Cobb County reserves the right to make multiple awards or to make an aggregate award, whichever is deemed most advantageous to Cobb County. If Cobb County determines that an aggregate award to one proposer is not in Cobb County's best interest, "all or none" offers shall be rejected. Cobb County reserves the right to purchase any desired equipment, software, and/or services from any source in part or in whole.

1.22 *Right to Reject Any or All Proposals*

Each proposal must comply with all requirements for a regular proposal as directed or required by this RFP. Notice is hereby given to all companies bidding that if their proposal is defective or irregular, the proposal may be rejected immediately. Cobb County reserves the right to reject any or all proposals or to waive any specific technicalities or informalities in order to accept any proposal deemed to be in the best interest of Cobb County. Cobb County also reserves the right to accept any portion of any bid and to enter into a contract with one or more proposers. Cobb County will reserve right to reject any vendor that has had litigation or mediation in past 10 years and refuses to disclose the settlement. Involvement in litigation may be sole reason for rejection of the proposal. The successful vendor will be required to enter into a contract agreeable to the County, and in the event a negotiated contract cannot be completed, then the County may withdraw from the negotiations and enter into negotiations with another qualified vendor. Cobb County also reserves the right to accept any portion of any bid and enter into a contract with one or more respondents.

1.23 *Multi-Year Contract Provisions*

The successful respondent will be required to enter into a contract containing the provisions as required by Georgia law pertaining to multi-year contracts. The following is a sample of the provision and will be adjusted as to the term or as to the length of the contract.

This contract shall terminate absolutely and without further obligation on the part of Cobb County at the close of the calendar year in which it was executed, and at the close of each succeeding calendar year for which it may be renewed as provided in O.C.G.A. Section 36-60-13. The contract shall automatically renew for each of the remaining calendar years provided for in the contract, unless positive action is taken by Cobb County to terminate such contract, and the nature of such action shall be written notice provided to the consulting firm within sixty (60) days before the end of the initial year of the contract or each succeeding remaining calendar year.

This contract shall terminate immediately and absolutely at such time as appropriated and otherwise unobligated funds are no longer available to satisfy the obligations of Cobb County under this contract.

1.24 Disadvantaged Business Enterprises (DBE)

The following provisions should be carefully read to determine applicability to your business.

Cobb County Government encourages the participation of all businesses in offering their services and/or products. The Cobb County Government has the goal to fairly and competitively procure the best product at the most reasonable cost.

A Disadvantaged Business Enterprise (DBE) is generally defined as a Female, Black American, Hispanic American and any other minority owned business. The Federal Government has long had a program in place to ensure participation of DBE vendors and suppliers. The State of Georgia has established a similar program whereby DBE firms are defined, certified and made known. This effort is managed by the Georgia Department of Transportation (GDOT). More information can be obtained from GDOT web site:

A. <http://www.dot.state.ga.us/eo-div/index.shtml>

The Cobb County Government addresses DBE business participation (frequency and dollar value) in the following ways:

- A. Cobb County wishes to identify all DBE participation; both at the contractor and sub-contractor levels in the following ways.
 - 1. DBE businesses are requested to identify such status at the time they register as a vendor.
 - 2. DBE businesses are requested to identify themselves at the time they propose to do business. Please complete EXHIBIT B if applicable and return with bid submittal.
 - 3. All businesses will receive with each Purchase Order an instruction sheet for use of the furnished Cobb County Government DBE Participation Report, EXHIBIT C. Businesses are requested to complete this report and submit it with each invoice for the time period billed.
- B. Cobb County has established a Disadvantaged Business Enterprise Plan in accordance with the regulations of the U.S. Department of Transportation (U. S. Department of Transportation (USDOT), 49 CFR Part 26.) The Cobb County Department of Transportation is the lead agency for implementing the USDOT DBE Program for the County.
- C. The Plan applies only to projects which are clearly indicated by the County.

1.25 Americans With Disabilities Act

Cobb County requires all contractors to comply with applicable sections of the Americans With Disabilities Act (ADA) as an equal opportunity employer. In compliance with the Americans With Disabilities Act (ADA), Cobb County provides reasonable accommodations to permit a qualified applicant with a disability to enjoy the privileges of employment equal to those employees without disabilities. Disabled individuals must satisfy job requirements for education background, employment experience, and must be able to perform those tasks that are essential to the job with or without reasonable accommodations.

1.26 Evidence of Compliance with Georgia Security & Immigration Compliance Act

The County and Contractor agree that compliance with the requirements of O.C.G.A. Sec. 13-10-91 and Rule 300-10-1-.02 of the Rules of the Georgia Department of Labor are conditions of this Agreement for the physical performance of services.

The Contractor represents that it employs:

_____ 500 or more employees;

_____ 100 or more employees; or

_____ fewer than 100 employees

(Contractor must initial appropriate category)

Contractor Name

The Contractor further agrees that its compliance with the requirements of O.C.G.A. Sec. 13-10-91 and DOL Rule 300-10-1-.02 is attested to on the executed Contractor Affidavit and Agreement attached hereto as EXHIBIT A.

If employing or contracting with any subcontractor(s) in connection with this Agreement, Contractor further agrees:

- A. To secure from the subcontractor(s) such subcontractor(s)' indication of the employee-number category applicable to the subcontractor(s); and
- B. To secure from the subcontractor(s) an affidavit attesting to the subcontractor's compliance with O.C.G.A. Sec. 13-10-91 and DOL Rule 300-10-1-.02; such affidavit being in the form attached hereto and referenced as EXHIBIT A-1; and
- C. To submit such subcontractor affidavit(s) to the County when the subcontractor(s) is retained, but in any event, prior to the commencement of work by the subcontractor(s).

The failure of Contractor to supply the affidavit of compliance at the time of execution of this Agreement and/or the failure of Contractor to continue to satisfy the obligations of O.C.G.A. Sec. 13-10-91 and DOL Rule 300-10-1-.02 as set forth in this Agreement during the term of the Agreement shall constitute a material breach of the contract. Upon notice of such breach, Contractor shall be entitled to cure the breach within ten (10) days, upon providing satisfactory evidence of compliance with the terms of this Agreement and State law. Should the breach not be cured, the County shall be entitled to all available remedies, including termination of the contract and damages.

THIS PAGE MUST BE SUBMITTED WITH BID PACKAGE

SEE AFFIDAVITS ON FOLLOWING PAGES

**CONTRACTOR AFFIDAVIT & AGREEMENT
EXHIBIT A**

By executing this affidavit, the undersigned contractor verifies its compliance with O.C.G.A. § 13-10-91, stating affirmatively that the individual, firm or corporation which is contracting with Cobb County, Georgia, has registered and is participating in a federal work authorization program* [an electronic verification of work authorization program operated by the U.S. Department of Homeland Security or any equivalent federal work authorization program operated by the U.S. Department of Homeland Security to verify information of newly hired employees, pursuant to the Immigration Reform and Control Act of 1986 (IRCA), P.L. 99-603], in accordance with the applicability provisions and deadlines established in O.C.G.A. § 13-10-91.

The undersigned further agrees that should it employ or contract with any subcontractor(s) for the physical performance of services pursuant to the contract with Cobb County, Georgia, the contractor will secure from the subcontractor(s) verification of compliance with O.C.G.A. § 13-10-91 on the attached Subcontractor Affidavit. (EXHIBIT A-1). The contractor further agrees to maintain records of such compliance and shall provide a copy of each such verification to Cobb County, Georgia, at the time the subcontractor(s) is retained to perform such services.

BY: _____
Authorized Officer or Agent
[Contractor Name]

Date: _____

Title

Printed Name

Company Name

SUBSCRIBED AND SWORN
BEFORE ME ON THIS THE
____ DAY OF _____, 200_

Notary Public
My Commission Expires:

*The applicable federal work authorization program as of the effective date of the statute is the Basic Pilot program of the Systematic Alien Verification for Entitlements (SAVE) Program Office of U.S. Citizenship and Immigration Service (USCIS).

**SUBCONTRACTOR AFFIDAVIT
EXHIBIT A-1**

By executing this affidavit, the undersigned subcontractor verifies its compliance with O.C.G.A. § 13-10-91, stating affirmatively that the individual, firm or corporation which is engaged in the physical performance of services on behalf of Cobb County, Georgia, has registered and is participating in a federal work authorization program* [an electronic verification of work authorization program operated by the U.S. Department of Homeland Security or any equivalent federal work authorization program operated by the U.S. Department of Homeland Security to verify information of newly hired employees, pursuant to the Immigration Reform and Control Act of 1986 (IRCA)], in accordance with the applicability provisions and deadlines established in O.C.G.A. § 13-10-91.

BY: _____
[Authorized Officer or Agent
[Contractor Name]

Date: _____

Title

Printed Name

Company Name

SUBSCRIBED AND SWORN
BEFORE ME ON THIS THE
___ DAY OF _____, 200_

Notary Public
My Commission Expires:

*The applicable federal work authorization program as of the effective date of the statute is the Basic Pilot program of the Systematic Alien Verification for Entitlements (SAVE) Program Office of U.S. Citizenship and Immigration Service (USCIS).

EXHIBIT B

DISADVANTAGED BUSINESS ENTERPRISE (DBE) IDENTIFICATION FORM

A Disadvantaged Business Enterprise (DBE) is generally defined as a Female, Black American, Hispanic American and any other minority owned business. If your firm is classified as a Disadvantaged Business Enterprise (DBE), please complete this form and submit with bid response or send to:

Cobb County Purchasing Department
Attn: Mr. Rick Brun, Purchasing Director
1772 County Services Parkway
Marietta, GA 30008
Fax: 770-528-1154
Email: purchasing@cobbcounty.org

Name of Firm: _____

Address: _____

Telephone: _____

Fax: _____

Email: _____

MBE Certification Number: _____

Name of Organization Certification _____

This information is acquired for informational purposes only and will have no bearing on the award unless otherwise stated

**Instructions for Completing Exhibit C
Disadvantaged Business Enterprise (DBE)
Participation Report**

All Cobb County Government contractors or vendors are requested to complete a report descriptive of any DBE subcontractor involvement in work for which the government is making payment. If otherwise specified in an RFP or contract, additional reporting forms may be required as well.

The objective of this request is to assist in the identification of Disadvantaged Business Enterprise (DBE) business participation with the Cobb County Government and to quantify that participation.

The Cobb County Government does not administer a DBE Certification Program. The principle certification agency for the State of Georgia is the Georgia Department of Transportation. As a Contractor/Vendor you are not responsible for verification of any DBE Certification information of your subcontractor.

*** Instructions ***

1. Contractor/Vendor is furnished the one-page DBE Participation Report form with each Cobb County Government-issued Purchase Order.
2. Contractor/Vendor completes this form for each billing period and attaches it to the invoice to then be sent to the Cobb County Government.
3. Upon receipt of a Contractor/Vendor invoice, County staff should simply separate the completed DBE form and transmit to:

Cobb County Purchasing Department,
Attn.: DBE Report

A Disadvantaged Business Enterprise (DBE) is a firm that is under the control of someone in an ownership position (at least 51%) that:

1. Has membership in one or more of the following groups: Female, Black American, Hispanic American, Native American, Subcontinent Asian American and Asian-Pacific America. There may be other groups that may be eligible to be certified as DBE;
2. Is a U.S. citizen or lawfully admitted permanent resident of the U.S.;
3. Has a personal net worth which does not exceed \$750,000; and,
4. The business meets the Small Business Administration's size standard for a small business and does not exceed \$17.42 million in gross annual receipts;
5. The business is organized as a for-profit business.
6. The business may also be DBE eligible as a certified U.S. Small Business Administration 8(a) program.

EXHIBIT C
Cobb County Government Disadvantaged
Business Enterprise Participation Report

→ PLEASE keep this blank form to make copies for actual use as needed. Also, please print or type in the form. ←

Submitted by: _____ Period Invoiced: _____
 Name of Prime Contractor/Vendor From/To:

Cobb County Project Name: _____ Bid or P.O. Number: _____

Cobb County Department or Agency receiving service or product: _____

Description of Purchased Service/Product: _____

Full Contracted Amount: \$_____ Payment amount requested at this time: \$_____

1. Are YOU, the Prime Contractor or Vendor a DBE business? YES _____ NO _____
2. Please provide the following information for each subcontractor participating during this reporting period:

Subcontractor Business Name	Type Service or Product Supplied	Subcontractor Business/Contact Tel. Number	Actual Dollar Value of Subcontractor Participation this Reporting Period
			\$
			\$
			\$
			\$
			\$
			\$
			\$

Submitted by: _____
 Printed Name

Title or position: _____

Signature of Authorized Representative

Date Completed: _____

County Departments: Please send this completed form to the Cobb County Purchasing Department, ATTN: DBE Report

2 *Introduction*

2.1 *Opening Statement*

Each of Georgia's 159 counties has a Superior Court. This court is the highest level trial court of the state and consists of two elements-judges and superior court clerk.

- The judges are responsible for the operation of the court including disposition of the cases.
- The clerk's office maintains the official records of the court including real estate records.

Every county has four local elected officials whose positions are created by the State Constitution. These are the sheriff, probate judge, tax commissioner and clerk of superior court. These positions have four year terms and the person holding the office is responsible for performing the duties of that office as set forth by the official code of the State of Georgia.

Each county's growth rate is the driving influence in measuring the workload of the court system. As an example, since 1985 Cobb County Clerk's office has filed more cases and real estate records than were filed in the previous 152 years of service.

It is the goal of Cobb County Superior Court Clerk, Jay C. Stephenson, to maintain an efficient, updated website as a public service to the community. Mr. Stephenson has been recognized locally and nationally as a leader in this endeavor.

The Clerk maintains the Official Deed Records for all of Cobb County Georgia. A document that affects the title to real estate must be filed with the Clerk's Office in order to become public notice.

The most common document types filed with the Clerk are:\

- Warranty Deeds
- Security Deeds
- Assignment of Security Deeds
- Quit Claim Deeds
- Satisfaction of Security Deeds
- Leases
- Mechanics and Materialmen Liens
- Bonds to Discharge Mechanics and Materialmen Lien
- Plats
- Property Tax Liens
- State Tax Liens
- Federal Tax Liens
- Lis Pendens Notice
- Trade Name Registration apply
- UCC (Uniform Commercial Code Financing Statements)

2.2 Project Background

The Superior Court Clerk of Cobb County began offering remote access to court document filed in their office in 1999. They were the first in Georgia to have a system which gave the public remote access to Superior Court Records. Given this history, it is imperative that any new application used by the Real Estate Division of Superior Court Clerk be able to offer the public this same type of service in addition to documenting the financial activities of the office.

2.3 Vision

Cobb County's guiding vision of the future focuses on improving the public's access to the records held in the Clerk's office. Simplifying and enhancing the way citizens access government services is clearly part of that vision. By providing efficient access to official records, Cobb County and Clerk's office continue to set the standard for excellence in customer service.

2.4 Goals

This Request for Proposals (RFP) is issued by Cobb County and the Clerk of Superior Court (CSC) to procure proposals for the following: an image based land records processing system (LRS), indexing, public viewing retrieval, receipting, General Ledger, accounting reports, ad hoc reports, maintenance of Court, Land Records and E-Filing systems and website. This procurement includes design, development and support services necessary to satisfy the requirements outline in the RFP.

CSC currently utilizes a Court case management, land records systems and website that runs the CSC comprehensive image based computer systems used by the public to locate official records which are maintained digitally and microfilm media.

2.5 Project Objectives

Cobb County's visions and goals for this project are to procure the following:

- Re-build the existing Land Records functionality which includes imaging documents for public review on a platform that utilizes current technologies and architecture.
- Add E-Filing of documents via the web to the functionality of the Real Estate division
- Offer support maintenance along with system upgrades for entire CSC operating system including Court, Real Estate, General Ledger and website
- Provide General Ledger and account tracking that ties together entire CSC operations from the Court and Real Estate divisions.

3 Operating Environment

The proposed system (software and hardware) shall include an environment for training and testing which is separate from the live environment.

The following tables provide the current operating environment for Cobb County Government.

This information should be used to determine the system loading level during the system response time test period.

Cobb County Information

Average Number of Land Record Instruments Filed Monthly	25,000
Average Number of Document Pages Filed Monthly	160,000
Number of County Users	300+
Cobb County Population	679,325
Business Hours	M-F, 8 am – 5 pm

4 Proposal Format and Content

4.01 Proposal Format

To assist in the evaluation of proposals resulting from the RFP, it is requested that each proposal be written in a concise and forthright manner and that unnecessary marketing statements and materials be avoided. The proposals should consist of nine sections; vendor solutions for each of the proposal requirements criteria listed below (and described further in the sections to follow) must be clearly stated. Additional relevant information may be placed in appendices.

Section	Section Name	Section Description
1.	Executive Summary	This section should contain a summary of the proposal for review by senior management. The required statement found in section 4.02 should be included in the Executive Summary.
2.	Brief Company Overview	This section should contain a brief overview of the responding company and include the following information. Please include same information for companies you may be partnering with: <ul style="list-style-type: none">• Company name• Address• Telephone number• Fax number• Website• Year company was established• Number of employees
3.	Financial Statements	This section should contain a copy of the three most recent financial statements for the responding company and their proposed partners.
4.	Qualifications and References	This section should contain responses to section 1.17 of the RFP and describe the proposer's experience with providing complete solutions.
5.	Implementation Plan and Project Schedule	This section should contain a draft of the implementation plan for this project including a preliminary project schedule as described in section 7.08.
6.	Maintenance and Support Plan	This section should contain responses to section 9.04 of the RFP and describe the proposer's maintenance and support capabilities. Maintenance must include the support for the existing court, general ledger and real estate system.

- | | | |
|----|--|--|
| 7. | Proposal Responses | This section should contain the proposer’s responses to all items in sections 5.0 of the RFP. |
| 8. | Supporting Documentation for Responses | This section should contain any supporting documentation for the responses provided for sections 5 of the RFP. |
| 9. | Cost Section | This section should contain a completed Cost Section for the proposed system using the form found at the end of the RFP. Costs for additional services and features not covered in the Cost Section forms can be provided in an appendix.
Do not change the Cost Section Form. |

4.02 *Proposal Contents*

Each proposal shall include a description of the software, recommended hardware and reimbursable services necessary to meet the requirements to implement the Land Records System and provide required support of all specified CSC systems. The proposal is not complete unless it contains both a Proposal Response Section and a Cost Section as described. A proposal that lacks either a Proposal Response Section or a Cost Section will not be evaluated and therefore will not be eligible for contract award.

The proposal shall include a proper response to each requirement contained in Section 5 – **Land Records System Functions and Features** of this RFP. Proposer shall return the forms provided in Section 5 with responses marked as detailed in Section 4.03. The proposal should also include any additional comments necessary to fully describe the functional capabilities of the proposed system, and give enough technical detail to allow the evaluation team to assess the feasibility of the proposed approach.

The Proposal shall include the following statement:

“This proposal represents all costs to cover and include all labor and supervision, materials, equipment, machinery, apparatus, tools, services, transportation, and all other facilities, licenses, permits, taxes, fees, charges, excises, services, expenses and incidentals of any description whatsoever necessary to perform and complete in a professional manner and to the complete satisfaction and approval of the Cobb County Government, free from all liens or claims of laborers, material, suppliers, or subcontractors and in conformity in all respects with all applicable federal, state, county or municipal laws, ordinances, rules or regulations, all working things contemplated by the RFP in contract.”

It shall be clearly understood that, although the cost of the system is important, the overriding cost consideration will be the total anticipated cost of installing, operating, and supporting the system over its lifetime, including ultimate replacement considerations.

The proposal’s Cost Section should detail the individual components of the system cost. These components include software licenses, software development cost for modules that shall be modified or created, cost of proposed services, ongoing maintenance and support costs. The proposer shall include the support cost and the professional services cost required for software and hardware upgrades. If included, the cost for the **optional** components should be labeled as “Optional Components”.

In addition, the Cost Section shall include purchase options only. Prices quoted by proposal shall be firm and best prices. Prices for expansions/upgrades of each/all components of the proposal shall be included and guaranteed as “not to exceed” pricing for two years from contract signing.

4.03 *Response Format*

The following section contains the response documents, which shall be completed and submitted as part of the Proposal Response Section. Failure to complete and return this section of the RFP will be a basis for disqualification. This section is to be returned on the original hard copy forms provided;

in no case shall the requirements be retyped or altered in any way from those provided within. If the forms are retyped or altered in any way then the response will be disqualified. Responses shall also be recorded on the enclosed spreadsheet and returned with the proposal. In the event that the paper response and electronic response differ, the paper response will be used.

Each item in this response document shall be marked with one of the following "status codes":

- [E] Requirement is fully and completely met by proposed system and can be demonstrated in the proposed software package.
- [M] Requirement will be provided by proposed modifications to the base software package in the total price proposed. These modifications will be maintained in the base software package in a future release within 6 months of the software package being implemented; and a walk-through of the future release can be provided.
- [P] Requirement will be provided by proposed modifications to the base software package in the total price proposed. These modifications can be added with a minor modification to the proposed system and become part of the proposed software package.
- [O] Requirement will be provided by a standard option. The cost of these options shall be provided in the cost section of the proposal.
- [C] Requirement will be provided by custom modifications not supported in future releases and the cost indicated separately.
- [X] Requirement can not be provided.

In the event that additional information is to be provided on a separate sheet to further describe the method in which the proposed Land Records System meets the specific requirement, an asterisk shall be entered on the response form following the "status code", such as [M*].

This part of the proposal shall include a response to each element of **Section 5.0** (Sections 5.01 through 5.10). To avoid ambiguity any additional comments or explanation required by the proposer should be identified by element number.

5 Land Records System Functions & Features

5.01 Architecture / Technology Requirements

1. [] The software is built on open standards to support running on Unix/Windows server operating systems.
2. [] The web based software supports industry leading commercial web based application servers.
3. [] The software is built on architecture that supports custom configuration with no custom programming required.
4. [] The software is built on architecture that allows version/system upgrades that support custom configurations with no additional programming.
5. [] The system is designed to operate without any software on the client machines including any plug-ins or middleware.
6. [] The system is designed to support both Microsoft SQL Server 2005 or higher and/or Oracle 9i or higher.
7. [] The system has the ability to create multiple user-defined tables and fields.
8. [] The system has the ability to utilize Messaging Application Programming Interface (MAPI) compliant e-mail systems.
9. [] The system has the ability to support Extensible Markup Language (XML) transactions with external systems.
10. [] The system is "user friendly" so that it can be operated with minimal training by employees

- who have little or no computer experience.
- 11. [] The system has the ability to support field-level security.
- 12. [] The system has context sensitive on-line help screens.
- 13. [] The system has the ability for the user to define pull down lists for any database attribute within the application.
- 14. [] The system supports real-time data edits and cross field edits.
- 15. [] The system allows wildcards to be used for any field when searching.
- 16. [] The system allows user definition of required fields.

Please provide a written or visual representation of your proposed architectural systems design.

5.02 *Integration/Interface Requirements*

- 17. [] The system has the ability to verify addresses against a master address database.
- 18. [] The system supports multiple integration approaches including web services, XML, APIs, flat file, etc...
- 19. [] The system supports single-directional data push with application systems operating on Windows Server 2003, H.P. UX, Solaris 10 and AIX 5 operating systems utilizing SQL Server or Oracle as the database management systems.
- 20. [] The system is able to import imaged documents already compiled in other formats.
- 21. [] The system has the ability to integrate with standard Microsoft Office products, including MS Word, MS Excel, MS Access and MS Outlook.

Please list any current applications interfaced with the proposed system including what types of information are part of the interfaces. Also, explain how the interface is being accomplished such as a data push or more significant integration.

5.03 *Real Estate Division Requirements*

5.03.1 *General Requirements*

- 22. [] Generally have image based processing, storage, retrieval, and efficiency levels of the existing system
- 23. [] Accept paper or electronic documents for document recording
- 24. [] Automatically update to real time the web site with all electronic public available real estate data
- 25. [] Calculate costs and taxes
- 26. [] Assign recording unique id numbers
- 27. [] Allow cross referencing, cancellations and notices to append to images
- 28. [] On-screen public information
- 29. [] Capability of up 3 keystroke verification levels
- 30. [] Public index searches on name, book page, instrument type, clerk file number, land description, street name and number, subdivision name, and combined wildcard searches (i.e. Google-type searches)
- 31. [] Index/images updated automatically as data is applied to system
- 32. [] Adjustable date range of searches
- 33. [] List of available data inquiry by cursor or function key
- 34. [] Inquiry by as few as one (1) character
- 35. [] Inquiry by combined data types: name/book type/instrument or book type/instrument type or description/book type/name
- 36. [] Inquire grantor or grantee or both
- 37. [] Inquire by 1 or more individual book types or all book types
- 38. [] Data fields available through index
- 39. [] PT-61/Sales Price available through index
- 40. [] Print screen or document; one page, entire document or selected pages of a document
- 41. [] Rotate images

- 42. [] Zoom down on portions of image, with rubber bank and ability to “dray” enlarged area across document
- 43. [] Provide a “help” function within the system
- 44. [] Provide a “Go to” page number function
- 45. [] Provide View previous/next page functionality
- 46. [] Provide View previous/next document functionality
- 47. [] Perform “record search” inquiry which will search on a group of names (1 to 10 names) and build an index of instruments from the civil suit, federal tax liens, general execution (GED) docket, Lis Pendes notices, lien book, etc. for the required number of years immediate past (7-20 years)

5.03.2 Real Estate Transaction Recording Requirements

- 48. [] Must automatically generate Transfer tax stamps and in the case of Intangible Tax allocate the monies to the appropriate municipalities.
- 49. [] System must automatically generate document numbers and the associated book and page numbers
- 50. [] Must mark and identify documents and how they will be linked to information contained in the document index
- 51. [] Must be able to handle money including fee calculations, the generation of detailed receipts and the way these are entered into the General Ledger. The financial data created by the recording process must be interfaced to the CSC general financial system.
- 52. [] The system must allow for a cash drawer to be closed out at any time during the day and provide the necessary tracking and reporting.
- 53. [] Fees must automatically be calculated on the number of pages and the type of document recorded. The system must provide a method for counting and recording the number of pages handled for each document and the total count of each type of document.
- 54. [] The system must allow for a method to change the fee amounts as required.
- 55. [] The system must generate management reports to show total documents recorded by type and amount of money received. The system must be able to create standard reports or ad hoc types of reports.
- 56. [] Automatically calculate intangible and real estate transfer taxes and recording fees including multi-county transactions
- 57. [] Support the entry of the filer name and address
- 58. [] Allow for the completion of a batch of multiple recordings at one time
- 59. [] Support comment lines for special handling instructions for government charge information
- 60. [] Support recording “no charge” documents
- 61. [] Support the entry of return information for those documents that are returned to the customer at the time of recording
- 62. [] Support the entry of the source of the document
- 63. [] If documents for recording are from an attorney or firm that has an address already entered into system then it should auto-fill the information on the receipt screen
- 64. [] Must support Walk-in customer’s documents for recording from a new customer and e-Filing
- 65. [] Support documents for recording have been mailed into the office in the following manner:
 - Support additional instrument types and book types for future use
 - Support single key stroke for duplicate field values for multiple recordings (modify key)
 - Allow skipping of fields when entering data, if a field is not applicable or otherwise not required to be completed
- 66. [] Must support Cash transactions
- 67. [] Must support Charge transactions
- 68. [] Must support Mail In/Checks, Cash and Charge transactions in the following manner:
 - Draw down accounts POS accounts
 - Invoiced accounts (government)
 - Credit card and Pay Pal
 - Combination cash, check and charge transactions
 - Automatically generate and assign an instrument (CFN) number

- Automatically generate and assign a book and page number of each book type (if applicable)
- Automatically generate the recording date and time (with a Supervisor Only function to edit)
- Print on the first page of documents that are recorded the following:
 - daily file sequence number
 - recording date
 - recording time
 - wording “Jay C. Stephenson” with capability to edit as required
 - Wording “Clerk of Superior Court” with capability to edit as required
 - Wording “Cobb County” and/or Cobb Judicial Circuit with capability to edit as required
 - Book and page number
 - Option to print the wording “Transfer Tax Pd” and tax amount with capability to edit wording as required
 - Option to print the wording “Intangible Tax Pd” and tax amount with capability to edit wording as required
- Print on subsequent pages of the documents that are recorded the following book and page number
- Print a receipt for documents that are recorded with the following:
 - Daily file sequence number (unique)
 - Recording date
 - Recording time
 - Operator ID
 - Transaction payment type (cash, check, charge)
 - Type of document
 - Number of pages
 - Name of customer (filer name), account number and name if a “charge”
 - Total amount
 - Amount tendered
 - Amount returned to customer
 - Breakdown of fees; total amount of transfer tax paid and the municipality to which it was credited and total amount of intangible tax
 - Receipt must handle multiple documents
 - The book and page number of reference case number

69. [] Support modification of recorded time and date as a supervisor only function

70. [] Support check endorsement and re-endorsement using the receipt (currently use slip printers and now want to eliminate the slip printers for file stamps with electronic stamp with the following):

- Daily file sequence number
- Recording date
- Recording time
- Instrument kind (range of numbers if a batch)
- Operator ID
- Transaction payment type
- Total amount: If multiple payment types then indicate the amount for each transaction payment type separately
- Wording “For Deposit Only” with capability to edit as required
- Wording “Jay C. Stephenson” with capability to edit as required
- Working “Clerk of Superior Court” with capability to edit as required
- Cursive signature of clerk with capability to edit as required
- Name of bank and bank account number
- Recording code
- Type of customer – Walk-in if presenting recording in person or dropping off “folder” work, Mail-in received by US Mail or commercial courier service
- Support assigning instrument kinds in consecutive order (i.e.: 1,2,3,) for a batch of recorded documents

- Support a batch of multiple recordings under one or more transaction payment types
 - Support override capability of amounts due as a Supervisor only function
71. [] Support corrections to monies through the following methods:
- Support comments
 - Support printing new receipt
 - Support operator ID of person making corrections as a Supervisor only function
72. [] Support non acceptance of a charge transaction if balance will go negative unless overridden (POS draw down)
73. [] Support initializing each cash drawer for the start of the day by performing the following:
- Verify the current date and time
 - Assign operators that are permitted to sign-on to the cash drawer including the supervisor
 - Print cash drawer totals - supervisor only function
74. [] Support ending the current working day for each cash drawer by performing the following:
- Print cash drawer totals
 - Clear the assignee operator
 - Sign the cash drawer off the system
 - Drawer may be activated and de-activated any number of times during the day
- Supervisor only function
75. [] Support closing out the current working day for each cash drawer by performing the following:
- Print cash drawer totals
 - Clear the cash drawer totals
 - Automatically assign or enter the requested working date
 - Supervisor only function
76. [] Support the withdrawal of money from the till for each register as a Supervisor only function
77. [] Support the establishment of the change fund for each cash drawer;
78. [] Support the operator sign-on for different security levels and capabilities for each cash drawer
79. [] Support the printing of register subtotals for each cash drawer
80. [] Support the resetting of the validation (receipt) number and cash drawer number for each cash drawer as a Supervisor only function
81. [] Automatically generate and assign the daily file sequence number for each cash drawer
82. [] Automatically generate the next working date
83. [] Support over-riding the next working date generated
84. [] Support over-riding the recording date and recording time for each cash drawer
85. [] Support the printing of each cash drawer's functions and transactions
86. [] Support the printing of "A" pages on a document for missed pages
87. [] Support printing refund checks for overpayment
88. [] Support a message if the deposit account is low (POS draw down accounts)
89. [] Support the capability of printing duplicate receipts with indication that it is a duplicate receipt
90. [] Support the minimum assignment of three tills (or operators) per register
91. [] Support a minimum of 300,000 documents filed annually

5.03.3 Real Estate Document Return Requirements

92. [] Provide acceptance of return address information entered by reorder/cashier if requested
93. [] Allow the following fields to be entered by the document return entry staff (if a valid address code is entered, the "Return To" return name and address will be automatically entered by the system):
- Return name
 - Return address 1
 - Return address 2
94. [] Support the capability of printing mailing labels for returning the original documents.
95. [] Support a batch mode, so if there are multiple documents that are to be mailed to the same location the mailing labels indicate that the document is (1) of however many documents are in that batch to be mailed to that same address (ex. 1 of 24)
96. [] Support the capability of suppressing the printing of mailing labels in desired cases
97. [] Support an Address Code table for return information. The table will consist of codes with an associated address values for each code:

- 98. [] Allow for modification of the code table
- 99. [] Present a “pop-up” display list of all codes in the table and address values associated with each code when the cursor is in the code field on the screen
- 100. [] Allow an operator to select a code from the “pop-up” list with the associated address values filling the corresponding fields on the screen

5.03.4 Real Estate POS Accounts

Repeat customers who wish to establish “draw down” accounts by placing monies into an account that will allow the user to print copies and the print costs are deducted from the draw down account. The print (copies) request can go to service counter or to an assigned printer that allows copies to be made without clerk release of copies.

- 101. [] Provide ability to request copies and to pick up and service counter
- 102. [] Provide ability to request copies to assigned printer and customer picks up without clerk release

5.04 Document Imaging Requirements

The proposed system must provide the capability to capture images of documents immediately after recording (up-front) by using advanced imaging technologies to make high quality images of them available to the public on a high performance, shared, on-line system. The proposed system must provide the capability to create microfilm from the image files for legal archival purposes. On “Rush Recording” CSC requires the ability to capture document images at the same time they are recorded. There will be exceptions to this in the case of large volume documents or when a customer does not wait for them.

The Proposer should thoroughly describe the proposed method and system capabilities for capturing and managing an on-line collection of recorded and indexed documents. Please include a job flow diagram which shows how the hard copy forms and imaged documents are handled in the office. The preferred method of workflow by the CSC is to image documents immediately as received, then to file and record transactions based on the image rather than the hard copy. Additionally, describe the limitations for handling a large collection of documents and the daily volume of documents to be taken in. Approximately 300,000 documents per year are being recorded. On most days this translates to approximately 8,000 pages. The volume of documents recorded will continue to grow by a minimum of 5% annually.

5.04.1 Document Scanning Requirements

- 103. [] Provide immediate on-screen validation for scanned document images
- 104. [] Support matching the information entered in by the recorder/cashier with the image
- 105. [] Support the capability of easily scanning different sized pages for a document (8 1/2” x 11” or 8 1/2” x 14”)
- 106. [] Support the capability of scanning different document sizes (up to 30” x 36”)
- 107. [] Provide operator adjustable quality controls (i.e. contrast) that can be adjusted before an image is accepted
- 108. [] Display the scanned image and index screen simultaneously or not
- 109. [] Allow person scanning to re-scan images without permanently storing the original image scanned
- 110. [] Support sending the images to an indexing queue
- 111. [] Support flatbed and automated scanning of the documents
- 112. [] Support the scanning of a document (Ex: affidavit, Clerk’s certificate) to account for a book and page number that may not be associated with an instrument kind
- 113. [] Support the capability of scanning dual-sided (duplex) documents
- 114. [] Maintain a count of pages at scanning for verification to fee collection count of pages
- 115. [] Provide for de-skewing and cropping of the image

- 116. [] Support all scanning requirements for efficient indexing
- 117. [] Support determining the count of pages while scanning by checking if a page is blank or has data contained upon it
- 118. [] Scan incoming correspondence creating images of the correspondence
- 119. [] Support integration of OCR and ICR software for indexing
- 120. [] Support reporting which details the book/page that have been scanned in a user defined time period
- 121. [] Support the cross referencing of documents/images to each other (as for satisfactions of security deeds)

5.04.2 Document Indexing Requirements

Documents are indexed by grantor name(s), grantee names(s), book and page number, type of document, recording date and a legal description. Plats are indexed by book and page number, type of document, subdivision, and a legal description.

- 122. [] Allow data entry with KEY STROKE verification of the index information they enter
- 123. [] Support the entry of the following fields:
 - Instrument type
 - Action (e.g. A = add, C = change, F = find and D = delete)
 - Document title (automatically generated from document type)
 - Grantor (multiple – unlimited number)
 - Grantee (multiple – unlimited number)
 - Legal description; with district, land lot, block, lot, unit, phase, subdivision – all need to be sortable data elements
 - Open-ended legal description – general description – non sortable
- 124. [] Automatically load all data entered or automatically generated by the recording/cashiering function into the corresponding fields; instrument kind, recording date, recording time, page count, book and page number and book
- 125. [] Allow changes to certain data on the permanent index under security control, with any changes written to a change-log security audit file. (Any changes or corrections to Index must have the date, time and initials of the person making the correction)
- 126. [] Allow for the forward and backward paging of the image document during the indexing process
- 127. [] Allow for date entry while using edits and verification tables
- 128. [] Support the entry of pertinent tax information:
 - Name and address of taxpayer
 - Tax type
 - Lien type
 - Amount of taxes, penalties and interest due and unpaid
 - Provide an audit trail of all transactions, by user
- 129. [] Provide the same document size throughout the batch (currently we have to zoom in and out when each new document appears)
- 130. [] Provide in the legal field once the information is entered and there is a need to “delete” that one strike of the delete key will delete (currently we have to strike the delete key several times before delete occurs)
- 131. [] Provide in Cross Referencing the default to font size 8 (currently we have to change the font with each reference)
- 132. [] Provide the ability to view the document type cross referencing from the intake area to ensure the document is called the same as filing counter

5.04.3 Document Index Verification Requirements

- 133. [] Provide reports for verification for a different operator ID than the indexing entry operator ID
- 134. [] Allow the following fields to be re-keyed (verified) by indexing staff:

- Instrument type
 - Page count
 - Index document type
 - Grantor (multiple – unlimited number)
 - Grantee (multiple – unlimited number)
 - Legal description
 - Require “field level” comparison of data
135. [] Allow corrections to index with the system capturing the operator ID for each correction made
136. [] Allow for one of the following options:
- Accept original data
 - Accept new data
 - Re-key data item(s)
137. [] Allow for “flagging” of errors so that file can be returned to original data entry clerk of correction. Transaction printout of file is used by supervisor to verify corrections where properly executed. This functions as a training feed-back method
138. [] Allow configuration markers to control which data items are to be key verified and which are not
139. [] The system will provide the capability of verifying that all records entered for a given day have been completed through recording/cashiering, indexing, indexing verification and document entry
140. [] Provide for Cobb County style indexing and GSCCCA compliant from single data entry
141. [] Hold scanned images in a queue magnetic storage at least until image verification and indexing, indexing verification and document return entry have been completed
142. [] Allow for data to be updated as applied without GSCCCA approval
143. [] Support multiple levels of security for the indexing entry and verification functions

5.04.4 Document Indexing Miscellaneous Requirements

144. [] Support a search on the following fields:
- Grantors
 - Grantees
 - Recording date
 - Instrument kind
 - Book type, book and page number
 - Legal description (sortable data elements)
 - Allow range of dates for search
 - By one (1) character or letter of the alphabet
145. [] Provide batch processing capability for multiple document packages, with search review of any entered data or image documents in the package
146. [] Support integration between indexing and image retrieval software
147. [] Support ability to enter corrections for history indexes without changing original entry (leave original – append correct information with date and time of correction)
148. [] Allow for the deletion, addition or correction of the field values
149. [] Support indexing and key verification from either the image or the document
150. [] Support sending the images to a document return queue for Document Return to start their process
151. [] Provide field level “help” functions
152. [] Support a Name Code table for automatically generating the grantee or grantor name.
153. [] The Name Code table will consist of codes with an associated name value for each code
- Allow for modification of the code table
 - Present a “pop-up display list for all codes in the table (and the name value associated with each code) when the cursor is in the code field on the screen
 - Allow for operator to select a code from the “pop-up” list, with the associated name value filling the corresponding field on the screen
154. [] Support the expunging and/or sealing of a record
- Provide the capability of changing the information in the record

- Provide scanning a Clerk's Certificate in the place of the original document (image) This may be one page to replace several, or several replaced by one
- 155. [] Support screen prints at any stage of the recording/indexing process
- 156. [] Provide for inquiries using "wildcard" or partial text searches
- 157. [] All dates in the system must be capable of handling four (4) digit years
- 158. [] Provide retrieval of document images within 2 seconds or less
- 159. [] Continue to maintain adequate response time as system grows

5.05 Public Inquiry of Imaged Documents Requirements

- 160. [] Support full-size display of up to 8 ½" x 11" documents and scaled full image of 8 ½" x 14" or 22" x 17"
- 161. [] Support "scroll" through list of index records
- 162. [] Support retrieval of indexes by remote workstations
- 163. [] Support display of multiple party names in alphabetical order for all indexes
- 164. [] Support the following functions for an image displayed:
 - Move through the document page by page
 - Jump forward and backward in the document
 - Select a specific page for viewing
 - Support thumbnail images
- 165. [] Provide multiple search criteria
 - Grantor/grantee name or party names
 - Recording date
 - Index document type
 - Instrument kind which includes Federal Tax Liens, General Execution Docket and other lien docket
 - Book type, book and page number
 - Legal description; district, land lot, lot, block, unit, phase and subdivision
 - Uniform Commercial Code filing statements by debtor and lender
 - Uniform Commercial Code number
 - Street name and number
- 166. [] Support the following image manipulation functions:
 - Zoom in and out
 - Pan image back and forth
 - Pan and scroll zoomed image
 - Rotate image in 90 degree increments
 - Flip image
- 167. [] Support the following image manipulation functions:
 - Scroll image up and down
 - one key displays previous document
 - one key displays next document
 - Use some means to move around the document
 - Retrieve and display document within 2 seconds
- 168. [] Provide ad hoc reporting:
 - Search by grantor/grantee name within a specific date range
 - Search by grantor/grantee name with a specific index document type
 - Search by index document type within a specific date range
 - Other search criteria that may be determined
- 169. [] Support printing daily, weekly and monthly reports on-line or in batch:
 - Book and Page Control list
 - Daily Index listing
 - Register on Instruments report, or on some media
 - Mailing list and labels for "return to:" documents
 - Accounting Audit Report
 - Accounting ad hoc reports

- Accounting receipt summary report
 - List of tables
170. [] Support general statistics on-line or in batch:
- Provide monthly/yearly document volume statistics by index document type
 - Provide monthly/yearly the number of pages for each book type statistics
 - Provide the number of pages scanned for a given day statistic
 - Provide the number of records created on recording date statistic
 - Provide totals for cash, checks, charges and credit cards if available per day
 - Provide the number of documents completed through each process; recording/cashiering, indexing entry, indexing verification, document return entry
 - Provide monthly status report on all cash handling
 - Provide all print request statistics for a customer (POS)

5.06 E-Filing Requirements

171. [] The e-Filing portal will be locally Hosted
172. [] Generally accessible by the public that agrees to terms
173. [] Offers the ability to block some parties from usage
174. [] Automatic e-mail generation of successful request for filing
175. [] System will count pages, connected to PT.61, preliminarily figure cost and taxes for check; final cost figured by clerk
176. [] System must comply with Georgia Electronic Signature Act
177. [] System will Queue file requests in chronological order for acceptance review by clerk
178. [] System will Track date/time of each event (transaction)
179. [] Will offer acceptance review by clerk with the following phases:
- Accept
 - Charge
 - Send notice of acceptance with recording info or send notice of rejection with reason
180. [] Must allow filing party to contest cost/taxes to appropriate party with appeal to Superior Court. This must be in “users agreement” as well as functionality (as in paid under protest taxes)
181. [] E-filed documents should be queued for real time processing
182. [] Accept common image format
183. [] Must accept credit cards and Pay Pal
184. [] Be integrated into filing procedures similar to those currently in use

5.07 General Ledger Requirements

Please provide a written response for a comprehensive General Ledger which will accept transactions from the Land Records system and the Courts Case Management system. This General Ledger functionality should be able to track the following:

- bank account balances from multiple banks
- escrow, abandoned fund and other account type balances
- collected & disbursed monies
- various liability accounts

The General Ledger system should also provide tracking for audit purposes and robust reporting capabilities.

5.08 Micrographics (Archiving) Requirements

After real estate documents are indexed and the index is verified they are received in the Micrographics

Department where microfilm is made from the images. Each roll of film contains 6500 instruments. The film is processed in-house and then viewed for corrections and clarity. If any corrections are made the film is verified, and CSC “house” copy is made from the master copy.

- 185. [] Support the production of microfilm from the images
- 186. [] Provide the capability to contract microfilm services and or provide in-house microfilm production.
- 187. [] Produce periodic GSCCCA compliant micro film/micro fiche grantor and grantee indexes

5.09 Compliance Requirements

- 188. [] The system has the ability to trace all additions, updates and deletes from all database tables.
- 189. [] The system has the ability to trace all committed changes to database tables.
- 190. [] The system has the ability to trace changes in status on any record.
- 191. [] The system prohibits record deletions without proper security.

5.10 System Administration Requirements

- 192. [] The system is able to support a system administrator who will have access to all functions in the systems, including system administration and security, as well as all transaction types.
- 193. [] The system allows multiple groups and roles that govern individual access to the system and transactions within the system. The users will be placed in the appropriate group and assigned a role. The role will determine whether or not the individual may access a transaction, and if the access is updated or viewed only.
- 194. [] The system requires the user to supply a complex password that requires some combination of letters and numbers.
- 195. [] The system must provide the ability for the application administrator to reset passwords.
- 196. [] The system must provide administrators the ability to establish, implement and change business rules with relative ease and minimum training.
- 197. [] The system allows customizations or definition of templates without programming or changes to source code.

6 Hardware and Software Environment

This section presents the requirements for the County’s hardware and software standards. Actual memory sizes, processor speeds, peripherals and system software standards packages shall be recommended by the Proposer.

6.01 County Standards

The Proposer shall conform to the County Standards specified in this section. Servers, desktops, laptops and tablet PCs shall not require administrator rights to operate. The County standard prohibits providing administrator or root privileges to servers for executing any software in the production environment.

The County Standards for server operating systems are:

- HP UX 11.11 and higher
- Solaris 9 and higher,
- AIX 5L version 5.2 and higher,
- Windows Server 2003.

The County standards for the desktop environment are:

- Microsoft Windows XP (Service Pack 2 and higher)
- Microsoft Office 2003
- Microsoft Outlook
- Microsoft Visio
- Internet Explorer 6.0 and higher (Service Pack XPSP 2 and higher)
- ESRI ArcGIS version 9.2 and higher

The County standards for ad-hoc reporting are:

- Oracle© Discoverer
- Crystal Reports
- MS SQL Server 2000 Reporting Services

The County standards for database management system are:

- Oracle 9i and higher ©
- SQL Server 2005 and higher

The County standards for network protocols communicating externally are:

- Port 80
- Port 443
- Any other ports must be approved by Cobb County Network Security

The County standards for network communication are:

- Ethernet
- Wireless 802.11g
- Wireless Cellular Broadband

6.02 Reliability

This application requires extremely high reliability in all components. The proposer shall describe the steps taken to ensure the highest level of system availability. The system proposed shall provide a minimum 99.99% per week of system availability. The following events shall not cause the proposed system to fail or be taken offline:

- Changes to any application data items, i.e. security level, operator identification, workstation additions, deletions or changes, etc.
- Failure of a disk controller
- Failure of a processor.
- Failure of a disk drive.
- Failure of a power supply.
- Failure of a Network interface card.
- Failure of a fan.

7 Professional Services

This section describes the services to be provided by the successful proposer in the course of implementing and supporting the systems.

7.01 System Definition

The proposal should include an executive summary describing an overall implementation plan. The successful vendor shall develop detailed plans to be included as deliverables in the contract.

The proposer must include hours to evaluate the current system/business processes and procedures and recommend necessary changes to effectively and most efficiently implement the proposed solution. Implementation services will need to be extensive with the proposer providing most of the effort in both documenting/integrating business processes and configuration of the system. However, there should be enough training during the implementation to allow the County to change and support the system as needed after implementation is complete.

7.02 Project Management

Cobb County uses the Project Management Institute's (PMI) Project Management Body of Knowledge Guide (PEMBOK) methodology as a project management best practice.

The proposer should describe their experience in implementing and managing projects using PEMBOK or a similar project management methodology.

The county is particularly interested in how the proposer's project management approach utilizes the following or similar key process groups when implementing a project. Also, the proposer should provide documentation which shows their understanding of the application of such documents within each key process group.

1. Initiating - Setting up the project for success by identifying the right team (especially the project manager) and scope, as well as determining the relationship between the project and its alignment with the client's overall objectives.
2. Planning – Developing the relevant resources, timelines and milestones, and aligning project deliverables to business priorities (i.e. risk management, communications, quality, cost/budgeting, duration and sequencing, external dependencies).
3. Executing – Assigning a project team and distributing information to ensure the proper project activities are undertaken. This process also includes ensuring quality assurance methods are in place to address change management.
4. Controlling and Monitoring – Ensuring the resulting project activities is in check with the original project charter and plan, and risk from uncontrolled external actions is mitigated.
 - a. Monitor quality, costs and schedule;
 - b. Manage stakeholder relationships, risk and contract monitoring;
 - c. Identify discrepancies (or variations) within the project schedule to ensure project schedule is met.
 - d. Ensure proper project communications
5. Closing – Making sure you have delivered everything expected of the project.

7.03 Data Conversion

Proposer shall describe approach to convert the following from the existing system Land Records system:

- Existing imaged documents with current indexing

- Existing account balances from Land Records POS system

Additionally, for the General Ledger functionality, conversion should include beginning balances from existing system.

7.04 *County Staff Training*

The proposer shall prepare a training plan for County staff that will enable them to operate and support the system. This plan shall include any courses to be provided off-site, classroom training, and on-the-job training necessary for both computer operators and programmers. Describe any prerequisite knowledge or skills required. If there are additional costs for this training it shall be clearly identified in the proposal.

Additionally, a description of the number and type of staff required to support the system must be provided. The skill sets required of each individual should be included in this description. The description of staffing requirements should include all management, technical and functional areas for the ongoing support of the system.

7.05 *User Training Manual*

Vendor shall recommend best practices and system configuration for effective system set up. Using this information, the vendor will prepare a manual that defines all work flow processes and procedures for users. The vendor shall provide a sample of the typical manual or training approach as part of the response.

7.06 *User Training and System Testing*

The types and amounts of user training that will be supplied at no additional cost shall be described. The proposer shall include a plan that results in acceptable training for system operation. The proposer shall include the setup for a training/test environment on the test server which is completely separate from the live production server environment.

7.07 *Application Documentation*

Please list all reproducible copies of documentation that will be provided prior to final system acceptance. For example:

1. User training manuals for all transactions and functions supported
2. Data Dictionary
3. Data model/entity relationship diagrams and data flow diagrams
4. System module chart (application flow) showing each application module and its relation to the other modules
5. General system design and reference information
6. System transaction flow and control
7. List of all application programs, with summary of their purpose or function including a table of all procedures or processes and which processes are called by what other processes
8. Detailed program documentation within each source module
9. Table definitions and record layouts
10. Definition of all system control tables
11. Report and workstation display formats

7.08 *Project Schedule*

The Proposer shall provide a project implementation plan with Gantt chart showing estimated starting and ending times for each major activity within the project and Proposer and County personnel who are required to participate in each activity.

Prior to contract signing, the successful Proposer will resubmit the draft project implementation plan as indicated above with starting and ending times established.

7.09 *Interface to Existing Systems*

The Proposer shall have the ability to create a summary batch file daily from the Land Records system that can be interfaced into the General Ledger. It shall total and summarize all daily activities by revenue type in this batch file.

7.10 *Support of Existing Court System*

The Proposer shall provide support and ongoing maintenance for the existing CSC System which is an integrated system that provides for recording, indexing, imaging and retrieval of court records, court case management, fee accounting, scheduling and calendaring, and reporting which conforms to Georgia Uniform Rules for Superior Courts Rule 40, 253 Ga. 883. The existing Courts system is Windows based utilizing an Oracle database. This is a customized application developed for Cobb County. Access to the source code is available for support purposes.

8 *Evaluation Methodology*

All complete proposals will be evaluated according to the guidelines set forth in this RFP. The lowest priced proposal will not necessarily be the one selected, as cost is only one of the factors that will be considered. The evaluation team will complete their assessments of the merit of each proposal but the criteria below are not in weighted order.

1. Cost – The entire cost of the project shall be evaluated including costs for software acquisition, user licenses, planning and implementation, hardware and infrastructure, mobile hardware, and annual operation.
2. System Functions – The system functionality satisfactorily meets the needs of the Cobb County Clerk of Superior Court.
3. Ease of Use – The system is easy to use for all common users.
4. System Modularity and Configurability – The proposed product is built in such a way that the county can add and configure system functionality to accommodate changing needs within the county.
5. Planning and Implementation Services – Adequate project planning and implementation services will be provided to ensure successful project completion.
6. Public Access – The vendor provides adequate access to records of the Clerk of Superior Court.
7. Integration of System Processes – The system integrates the functionality of Land Records, E-

Filing, Web and General Ledger.

8. Proposer Reputation and Ability – The vendor has a reputation and track record that is satisfactory to Cobb County.

9 Additional Requirements

9.01 Acceptance

The system will undergo a process of certification, which shall include the following, prior to acceptance by the Cobb County Government:

The proposer shall certify in writing to the County that the application system is completely installed, meets all design requirements, is free of defects, the data conversion is complete, accurate, correct and the total system (application, file building, conversion, back-up and recovery procedures) is ready for operation.

The proposer shall be prepared to demonstrate all functions of the system prior to the start of user acceptance testing.

The proposer shall provide documentation and interface specifics on each interface to our existing Cobb County systems.

Upon receipt of the letter of certification from the proposer by Cobb County, a sixty (60) day period of user acceptance testing will commence. User acceptance testing will include an intensive exercise of each component and module of the system simulating a normal workload. This testing will provide assurance that the various components and modules of the system operate as specified. During this period, the system shall demonstrate a total availability of 99.99% or more.

The system will be considered "unavailable" if any of the following conditions occur:

- Any component or module capability is not available to all active workstations.

In addition, if the system is reloaded in entirety, either manually or automatically, the system will be assumed to be down for one full hour or actual time if greater, per occurrence. Scheduled system reloads will be counted as actual time down only.

In the event that the required level of reliability is not demonstrated at the end of the sixty day period, the County may, completely at its own discretion, allow a period, not to exceed sixty (60) days, during which the Proposer is allowed to correct any deficiencies with the system. If this extension is allowed, the Proposer shall reinitiate certification by submitting a revised letter of certification to the County within the sixty (60) day extension period specifying the corrections made to the system. The certification process described here will then be repeated. This statement of the possibility of extension in no way obligates the County to do so.

9.02 Warranty

The proposer shall warrant the entire system for a period of at least one (1) year from the date of system acceptance. ALL Warranty activities shall be provided on-site in Cobb County unless specifically waived in writing by Cobb County.

9.03 Software Licenses

The Proposer shall provide a list of software and database required to develop, maintain, and execute the proposed system including the name of the third party software, the version of the software and the

manufacturer of the software. The licenses of all software required to develop, maintain, and execute the proposed system software shall be in the name of Cobb County Government

9.04 *Maintenance/Extended Support*

For software maintenance and support, the Proposer shall provide responses to the items below and include any supporting documentation:

- The Proposer shall provide details of product support services available during system start up and after the product is installed including details of expected training, technical support, hardware and software support.
- The Proposer shall provide the normal hours of operation for support and the associated cost.
- The Proposer shall describe the availability of 24-hour, seven-days-a-week emergency support and the associated cost.
- The Proposer shall describe the structure of support that will provide response times of 2 hours during non-business hours and 1 hour during business hours.
- The Proposer shall provide the procedure used to resolve a “system down/production critical” call from a customer.
- The Proposer shall provide the average amount of time between a report of a non-mission critical bug and the “fix” becoming available in the software.
- The Proposer shall provide the policy for providing software upgrades and enhancements. Are professional services needed? If yes, are services provided on-site or off-site?
- The Proposer shall provide an optional extended service agreement for system maintenance including software and hardware.
- The Proposer shall provide a calendar of scheduled updates of the solution proposed.

10 Cost Section

The following section contains the response documents, which shall be completed and submitted as part of the Proposal Response Section. Failure to complete and return this section of the RFP will be a basis for disqualification. This section is to be returned on the original hard copy forms provided; in no case shall the requirements be retyped or altered in any way from those provided within. If the forms are retyped or altered in any way then the response will be disqualified. Responses shall also be recorded on the enclosed spreadsheet and returned with the proposal. In the event that the paper response and electronic response differ, the paper response will be used.

LAND RECORDS SOFTWARE ACQUISITION COSTS

Core Software	\$
Optional Module(s) (If Required)	\$
E-filing	\$
Third Party Software (If Required)	\$

PLANNING AND IMPLEMENTATION COSTS

Professional Services	\$
Travel and Reimbursable Expenses	\$
On-site Training	\$
Interface/Integration	\$

CONVERSION AND DATA CLEANUP COSTS

Professional Services	\$
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HARDWARE COST

Server Hardware	\$
Additional Hardware (If Required)	\$
Server Software Req'd (server operating system, virtualization software..)	\$

TOTAL ACQUISITION AND IMPLEMENTATION COST	\$
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YEAR ONE OPERATION COSTS

Support/Upgrades/Maintenance

Land Records	\$ _____
Courts Case Management	\$ _____
General Ledger Accounting	\$ _____
Website/E-filing	\$ _____

YEAR TWO OPERATION COSTS

Support/Upgrades/Maintenance

Land Records	\$ _____
Courts Case Management	\$ _____
General Ledger Accounting	\$ _____
Website/E-filing	\$ _____