



Jefferson County

Request for Proposal

Document Imaging and Content Management System

Proposals Due: June 21, 2012

Sections 5.1 and 5.3 revised June 8, 2012

Table of Contents

1.0 RFP Overview	2
1.1 Introduction	2
2.0 Proposal Submittal Instructions.....	2
2.1 RFP Schedule	2
2.2 Submission of Questions	2
2.3 Submission of Proposals.....	2
2.4 Opening of Proposals	2
2.5 Ownership of Proposals.....	3
2.6 Other information	3
2.7 Public Records Law	3
3.0 Terms and Conditions.....	3
4.0 Vendor Qualifications.....	4
5.0 Current Systems.....	5
5.1 Oracle Imaging and Process Management	5
5.2 Document Capture	6
5.3 Document Storage	6
5.3 General Computer Systems	6
5.4 System Integration.....	6
6.0 Scope of Work.....	6
6.1 Recommended Document Imaging and Content Management Software	6
6.2 Project Management Timeline.....	6
6.3 System and Application Design	6
6.4 Hardware and Network requirements.....	6
6.5 General system functions.....	6
6.6 Specific Tasks.....	6
6.7 Training	7
6.8 Workflow.....	7
6.9 Security.....	7
6.10 Web Access	7
6.11 Records Retention.....	7
6.12 Audit Trail	8
6.13 Credit Card Payment for Documents of documents.....	8
7.0 Proposal Pricing.....	8
8.0 Evaluation of Proposals.....	8
8.1 Evaluation Criteria.....	8

1.0 RFP Overview

1.1 Introduction

The primary objective of this process is the procurement of a Document Imaging and Content Management System that will provide Jefferson County with state of the art tools to manage documents in multiple county departments. Proposals should include professional services for implementation of new software, migration of documents from the current Oracle Imaging and Process Management system and integration of Oracle Document Capture scanning for high volume applications. Integrated viewing, emailing and printing of documents from JD Edwards, ArcGIS, AS400 Property Assessment and Tax Systems should be addressed by all proposals.

Incurred costs

Jefferson County is not responsible for any costs incurred by the Vendor in the preparation of the proposal, participation in the Vendors' meeting, or for any other cost in responding to the RFP.

2.0 Proposal Submittal Instructions

2.1 RFP Schedule

The following is a list of the important dates for activities related to the RFP process. The County reserves the right to change these dates and will post the changes on the county website (<http://www.jeffersoncountywi.gov/>) under the doing business tab.

Activity	Time	Date
RFP released		06/4/2012
Submission of proposals	4:30 pm	06/21/2012
Vendor Interviews / Demonstrations		06/27/2012 - 6/28/2012
Planning and Zoning Committee Review		07/30/2012
County Board Approval		08/13/2012
Anticipated contract start date		08/31/2012

2.2 Submission of Questions

Questions shall be submitted to: Andy Erdman, Director, Land Information Office, 920-674-7146
andye@jeffersoncountywi.gov

2.3 Submission of Proposals

All proposals shall be submitted in complete original form. No faxed or emailed proposals will be accepted. Proposals shall be sealed and marked **“Document Imaging and Content Management Project”**. **Vendors shall submit 3 copies of their proposal in paper form.**

Sealed Proposals must be delivered no later than 4:30 p.m. on June 21, 2012 to:

**Andy Erdman, Director
 Land Information Office
 320 S. Main Street, Room 101
 Jefferson, WI 53549**

2.4 Opening of Proposals

The proposals will be opened June 22, 2012 in the Land Information Office office:

Room 101
 320 S. Main Street
 Jefferson, WI 53549

2.5 Ownership of Proposals

All proposals become the property of the County upon submission, and the proposals will not be returned to the Vendors. By submitting a proposal, the Vendor agrees that the County may copy the proposal for purposes of facilitating the evaluation.

2.6 Other information

Vendors may submit any other information that is not described in this proposal that would be beneficial to the County. If in the Vendor's opinion the County has overlooked anything material or relevant, such item(s) may be brought to the County's attention and be included in the proposal.

2.7 Public Records Law

All proposals are subject to the Wisconsin Public Records Law.

3.0 Terms and Conditions

3.1 The County reserves the right to accept or reject any or all proposals or portions thereof without stated cause.

3.2. The County reserves the right to re-issue any requests for proposals.

3.3. Upon the selection of a finalist Vendor, the County by its proper officials, employees, or agents shall attempt to negotiate and reach a final agreement with this Vendor. If the County, for any reason, is unable to reach a final agreement with this Vendor; the County reserves the right to reject such Vendor and negotiate a final agreement with the Vendor who has the next most viable proposal or bid. The County may also elect to reject all proposals and re-issue a request for proposal.

3.4 Clarification of proposals: The County reserves the right to obtain clarification of any point in a Vendor's proposal or obtain additional information.

3.5 The County is not bound to accept the proposal with the lowest cost, but may accept the proposal that demonstrates the best ability to meet the needs of the County.

3.6 The County reserves the right to waive any formalities, defects, or irregularities in any proposal, response, and/or submittal where the acceptance, rejection, or waiving of such is in the best interests of the County.

3.7 The County reserves the right to disqualify any proposal, before or after opening, upon evidence of collusion, intent to defraud, or any other illegal practice on the part of the Vendor.

3.8 The Vendor, if selected, agrees to the fullest extent permitted by law, to indemnify, defend and hold harmless, the County, and its agents, officers and employees, from and against all loss or expense including costs and attorney fees by reason of liability for damages including suits at law or in equity, caused by any wrongful, intentional, or negligent act or omission of the Vendor, or its (their) agents and / or subcontractors which may arise out of or connected with activities covered by this contract.

3.9 Insurance

3.9.1 The Vendor, if selected, agrees that in order to protect itself as well as the County, its officers, Board, and employees under the indemnity provisions set forth in the paragraph above, Vendor will at all times, during the terms of this contract, keep in force insurance policies issued by an insurance company authorized to do business and licensed in the State of Wisconsin. Unless otherwise specified in Wisconsin Statutes, the types of insurance coverage and minimum amounts shall be as follows:

- Workers' Compensation: minimum amount statutory
- Comprehensive General Liability and Auto: \$1,000,000 per occurrence and in aggregate for bodily injury and property damage
- Excess Liability coverage: \$1,000,000 over the General Liability and Automobile Liability Coverage

3.9.2 The County shall be given thirty (30) days advanced written notice of any cancellation or non-renewal of insurance during the term of this contract. Upon execution of this contract, the Vendor will furnish the County with written

verification of the existence of such insurance. In the event of any action, suit, or proceedings against the County upon any matter herein indemnified against, County shall cause notice in writing thereof to be given to Vendor by certified mail, addressed to its post office address. The County shall cooperate with Vendor and its attorneys in defense of any action, suit or other proceedings.

4.0 Vendor Qualifications

Vendors shall prepare and submit a qualifications proposal in the following order:

4.1 Letter of interest (not to exceed two pages)

4.2 Table of contents

4.3 Vendor experience and qualifications

4.3.1 Type of organization:

- a. Corporation proposing as a single entity for all services
- b. Corporation proposing as a prime entity for all services with sub-consultant(s).
- c. Joint Venture.
- d. Partnership.
- e. Other.

4.3.2 Length of time in business and ownership history of prime and its sub-consultant(s) or joint venture partner(s). [If prime entity is a wholly owned subsidiary of another corporation, please provide details]

4.3.3 Location of principal office that will be responsible for implementation of this contract.

4.3.4 Location of other offices from which resources may be drawn.

4.3.5 Size, resources and capabilities of responding entity;

- a. Organizational structure of Business Entity for this project (partners, associates, consultants, subcontractors and other participants and titles)
- b. Services and professional disciplines provided in-house by prime responding entity.

4.4 Relevant Experience

4.4.1 Company experience providing similar services to other Wisconsin Counties or municipalities.

4.4.2 Company experience providing similar services to other governmental organizations or companies in the private sector.

4.5 Organization and Key Personnel - please identify primary contact and any key support personnel

4.5.1 Organizational Structure/hierarchy

4.5.2 Qualifications of key personnel/staff providing services under this proposal. Indicate firm of origin where more than one company is involved if prime business entity is responding.

4.6 References

Provide client agency name, contact name, title, address, and phone number of at least three Wisconsin County or Municipal clients or other relevant clients where your firm has installed the proposed software solution.

4.7 Disaster Recovery Plan

Vendors shall describe their Disaster Recovery Plan and specifically describe how continuity of service will be maintained in an emergency or disaster event.

5.0 Current Systems

5.1 Oracle Imaging and Process Management - Jefferson County currently uses Oracle Imaging and Process Management to manage document storage and retrieval for seven county departments. Concurrent Users typically number between 10 and 15 during normal business hours.

DEPARTMENT	APP NAME	DOCUEMNTS	Pages Annotations	Users*
Child Support	Support Records	Orders, Judgments, Correspondence, Acknowledgment of Service, Financial, Paternity, Interstate, Applications, Placement, Criminal, Medical, and Bankruptcy	176,090 0	14
Family Court Services - Clerk of Courts	Mediation	Status Report, Summaries, Legal, Screening, Case Notes, Correspondence, Photographs and Law Enforcement	20,512 0	4
	Custody Studies	Tracking Sheets, Legal, Cases Notes, Autobiographies, Correspondence, References, Parent Journals, Law Enforcement, Medical Consulting, Human Services, School-Daycare, Photographs	86,893 0	
Finance	Accounts Payable	Invoices, Vouchers and Checks	238,114 0	5
Human Services	Client Files	Family Chart Reference, Legal, Medical, School/SR, Correspondence, Releases Wraparound, Photos, ASP – Annual Recrt., and Var/Fin/PS/Auth. Etc.	267,114 0	3
Land Information Office	Address Assignment	Address Assignment and Deletions	4,761 0	6
	Government Survey Monuments	Section Summaries and Corner Tie Sheets	2,746 4	
	Highway Plats	Relocation Order and Plans	1,287 0	
	Plat of Surveys	Plat of Surveys	17,649 0	
	Personal Property Assessment Roll	Assessment Rolls Computer Output to Laser Disk (COLD)	25,223 2,500 0	
	Real Estate Assessment Roll	Assessment Rolls (COLD)	2,186,080 66,000 0	
Treasurer	Real Estate Tax Bills	Tax Statements (COLD)	332,103 0	8
	Real Estate Tax Bills	Tax Statements pdf images	142,334 0	
	Personal Property Tax Bills	Tax Statements (COLD)	23,136 0	
	Posted Real Estate Tax Roll	Tax Rolls (COLD)	2,401,608 88,000 0	
Planning and Zoning	Land Use	Permits	114,717 129	8
	Land and Sanitary Violations	Violations, Photos	1,500 0	
	Petitions	Conditional Use, Re-zoning and Variance	124,505 9	

	Private Onsite Sanitary Sewer Systems	Applications, Plans and Soil Tests	122,793 34	
Register of Deeds	Grantor/Grantee Index	Index Search Pages	44,446 0	24
	Recorded Documents	Deeds, Mortgages, Plats, Certified Survey Maps, Conservation Easements, Condominium Plats, Condominium Declarations Liens, Lis Pendens, Easements, Annexations and Other Miscellaneous documents.	2,358,352 12,287	
	Service Discharge	Certification of Release of Discharge from Active Duty	21,659 0	
	Vital Records	Birth and Death Certificates	689 1	

* Approximately 1/3 of the users access the records through an internet client. Some are remote offsite users while others are executing URL calls from one of the County's line of business applications.

5.2 Document Capture – Jefferson County currently has 6 workstations with Oracle Document Capture Software and Cannon Scanners for the high volume scanning and indexing applications. A large format copier/scanner for importing black and white large format documents up to 36 inches is located in the Land Information Office. **The County intends to continue using these workstations and scanner for document input.**

5.3 Document Storage – Oracle Imaging and Process Management system documents are stored on a Infinivault Model 5 appliance which is backed up to a Archive Appliance Jukebox at a secondary data center across town. The imaging system documents currently require 336 **Gb** of storage space. The Infinivault has sufficient storage capacity to meeting document imaging needs for the next 5 years and beyond.

5.3 General Computer Systems include MS Office tools and MS Exchange, Active Directories, Cisco IP Phones, Virtual VM Ware HP Servers, CAT5 building networks and switches with fiber optics connections between all major county facilities.

5.4 System Integration – Integration with JD Edwards World A9.1, AS400 Property Assessment and Tax Systems and ESRI GIS is currently achieved by making URL calls to the Oracle Imaging and Process Management Web Access SDK for retrieval of documents.

6.0 Scope of Work

Vendors shall prepare and submit a Scope of Work proposal includes but is not limited to the following items.

6.1 Recommended Document Imaging and Content Management Software configuration or modules. The proposal should include sufficient software licensing to replace all current functions.

6.2 Project Management Timeline for all major phases of project implementation with dates and deliverables.

6.3 System and Application Design process to replace all existing document imaging applications.

6.4 Hardware and Network requirements for proposed Document Imaging and Content Management software and related SQL or other Databases.

6.5 General system functions such as searching, viewing, emailing and exporting of documents. Include an overview of Optical Character Recognition (OCR) and full text search capabilities.

6.6 Specific Tasks

6.6.1 Requirements for integrating the current Oracle Document Capture (scanning and indexing) operations.

6.6.2 Process for migration of all current system document images, databases, annotations, sticky notes and redactions to new system.

6.6.4 Proposed system for importing scanned documents from the Land Information Office large format scanner and other low volume scanning.

6.6.5 Implementation of document retrieval from JD Edwards, Property Assessment and Tax and Tract Indexing systems for the following line of business applications (currently done with URL calls):

Content Management Application	Related Management System
Address Assignments Real Estate Tax Bills Land Use Permits Land and Sanitary Violations Petitions Private Onsite Sanitary Sewer Systems Recorded Documents Real Estate Tax Bills	AS400 Property Assessment and Tax System
Accounts Payable	JD Edwards
Recorded Documents	Tract Indexing

6.6.6 Implement a system for exporting multi-page Recorded Documents in the Register of Deeds Department to single page TIFF images with files named by document number and page for document number ranges.

Example: 999999_1.tif
999999_2.tif

6.6.7 Integrate email archiving into Child Support Records application for e-discovery and document retention periods for minor children.

6.7 Training – Number of Hours for each phase of training

6.7.1 Train Management Information System (MIS) application development staff on system maintenance and application development.

6.7.2 Train at least 2 end users in each department that currently use Oracle Imaging and Process Management client software.

6.7.3 Train Scan Station operators on processing changes to commit document batches to the new system.

6.8 Workflow

6.8.1 Design and implement workflow processing of Certified Survey Map and Subdivision Plat review and approval by Planning and Zoning, Land Information and County Surveyor. This would serve as a demonstration workflow application for other county departments.

6.8.1 Train Manage Information System (MIS) application development staff on workflow development and application maintenance. State proposed number of training hours for workflow.

6.9 Security – Describe system security layers and how users are secured to use the system.

6.10 Web Access – Web access is a critical component in the County's current document imaging system. Proposals should fully describe web capabilities for secure confidential and general public viewing.

6.11 Records Retention – Explain tools for records retention management of document lifecycles. For example: Human Service retains records for 7 years unless the case involves a minor child. The retention period for minor children cases must be retained until the child turns 26 years of age.

6.12 Audit Trail – Provide software capabilities for tracking document viewing, printing, emailing, deleting and redacting. The Register of Deeds office currently uses an audit file to track viewing and printing of recorded documents for billing remote access subscribers.

6.13 Credit Card Payment for Documents - Describe software capabilities for allowing internet searches for content and purchasing select documents with credit cards. The Register of Deeds would like to implement a one time search mechanism to augment our subscription service for title searches and copies of documents.

7.0 Proposal Pricing

7.1 Proposed software costs should include a breakdown of all initial purchase costs along with future ongoing support fees. Distinctions between single user and concurrent licensing should be plainly discernable.

7.2 Proposed Professional Services should provide hourly charges and timeline estimates for all major phases of the project. Jefferson County is open to performing some of the migration or application setup as part of the MIS staff training process.

8.0 Evaluation of Proposals

8.1 Evaluation Criteria

Jefferson County will evaluate proposals based on but not limited to the following: cost, software capabilities, vendor qualifications and experience, performance on similar projects, references.

8.2 Vendor Interviews and Presentations

The County may contact vendors to clarify information in the vendor's proposal. A limited number of vendors may be asked to make presentations scheduled for June 27 or June 28, 2012.