



COLLIN COUNTY

Office of the Purchasing Agent
2300 Bloomdale Road
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ADDENDUM NO. TWO (2)

LAND AND VITALS RECORD MANAGEMENT SYSTEM

RFP NO. 2019- 321

Effective: October 24, 2019

Delete: Attachment A – Requirements

Replace With: Attachment A – Requirements – Addendum No. 2
(Revised Item 5.38.3)

Please note all other terms, conditions, specifications drawings, etc. Remain unchanged.

Sincerely,
Michalyn Rains CPPO, CPPB
Purchasing Agent

Reference Number	<p>IMPORTANT INFORMATION:</p> <p>Requirements that require a detailed response shall be submitted as attachment with titled "Detailed Response to Requirements". The responses shall be in order and include the reference numbers within this document. Acknowledgement of response on this sheet is required and reference of location of response shall be referenced in the comment section of this document.</p> <p>Any responses that are answered as a yes mean that the system will fully comply with no setup required, configurable with no changes to source code, or are provided with reporting tool. If the functionality is not available at this time the response shall be answered as no and shall be included in your proposal as "exceptions" with further explanation. Refer to Section 7.0 of the specifications for more details on Exceptions.</p>	Yes System currently performs these functions and/or agree to requirement	No System does not perform this function and/or cannot agree to requirement	<p>Written Response: Include additional comments below. If you need additional space please include with your submittal attachment titled "Detailed Response to Requirements" and note accordingly below.</p>
GENERAL REQUIREMENTS				
5.19 MAJOR APPLICATION COMPONENTS OF THIS PROJECT INCLUDE: (Items below pertain to this Section.)				
5.19.1	Official Public Records system for all land and vital records shall have: *Cashiering and Recording *eRecording *Scanning *Indexing/auto indexing *Verifying			
5.19.2	The system shall have Public Inquiry Functionality (non-confidential records)			
5.19.3	The system shall have Integration of Vital Statistics with the state electronic registration database, filing and certification of birth and death records, issuing and recording of marriage licenses, issuing and recording of Assumed Names (DBA) and Abandonments, recording of Livestock marks, brands and tattoos, cashiering, indexing/auto indexing, online applications for birth/death certificates, assumed names, abandonments, and marriage licenses and scanning.			
5.19.4	The system shall have Web services			
5.19.5	The system shall have Customer Service Cashiering			
5.19.6	Strongly prefer system includes Storage and Microfilm Creation services			
5.19.7	The system shall complete data conversion of all records from existing system(s)			
5.19.8	Strongly prefer the system have Online Applications-Multiple Languages *Birth Certificate *Death Certificate *Marriage License *Declaration of Informal Marriage *Assumed Name Incorporated *Abandonment of Assumed Name Incorporated *Abandonment of Assumed Name Unincorporated *Request for Copies			
5.19.9	Data conversion: *Contractor shall create a data conversion plan to convert all current data and images residing in the current Granicus system. *The data conversion plan shall clearly define the roles and responsibilities of the contractor and Collin County.			
5.19.10	Fit Gap Analysis: * As part of the Start-up and Planning Phase of the project, the contractor shall perform a Fit-Gap analysis with County Clerk personnel to identify any gaps in required public offerings or functionality required by Texas State Statute * All gaps shall be identified on a gap list that will be tracked to resolution during the duration of the project *Each identified gap will require an action plan to resolve the gap			
5.19.11	Parallel Test Period: *As part of the Implementation Phase of the project, Collin County shall have a Parallel Test Period of 30-60 days prior to GO-Live implementation date of the new system *Issues uncovered during the Parallel Test Period will be tracked and resolved prior to GO-Live implementation *Severity of Parallel Test Period issues may impact the Go-Live implementation date			
5.19.12	Other Components: *Hardware *System shall have Implementation services *Contractor shall provide training *Contractor shall provide support and maintenance *System shall have the ability for customer to e-sign applications, documents and credit/debit payments at counter *System shall have the ability to support desktop, laptop, tablet or smartphone use across all platforms			
5.19.13	The system shall have search capabilities within the application.			

5.19.14	Cloud-based can be optional but shall comply with federal Criminal Justice Information Services (CIJS) standards. The cloud-based solution shall comply with the Collin County Information Technology Cloud Services agreement, (Refer to Exhibit A, Collin County SaaS Subscription Agreement.)			
5.20	CONTRACTOR RESPONSIBILITIES - Shall include, but are not necessarily limited to:			
5.20.1	Designing, engineering, ordering, delivering, installing (with coordination and assistance from the County IT department and the API integration), testing, developing and inputting software databases.			
5.20.2	Production, implementation, documenting and warranting all systems and applications proposed.			
5.20.3	Contractor shall perform all tasks necessary to develop and install all operating systems and user databases including data conversion from the existing system with coordination and assistance from the County IT department.			
5.20.4	Contractor shall meet with all necessary user groups (County Clerk, IT, Auditor, eRecording Submitters, Third Party Credit/Debit Payment contractors and TexEver contractor) to gather the information necessary to complete all final station and application database designs for all systems and applications that may be a part of any contract resulting from this RFP.			
5.20.5	Entering all system, user and application database(s) into the appropriate systems and testing them comprehensively with coordination and assistance from the Collin County IT department.			
5.20.6	Developing and conducting training programs specifically designed for the system being installed, including system administration, reporting, recordings, etc. fine-tuning application database(s) after the final phase of Production Implementation.			
5.20.7	Provide a testing environment to all the Clerk to thoroughly test all aspects of all applications.			
5.20.8	Providing customer service, help desk and disaster recovery services.			
5.20.9	A primary contact on behalf of the contractor shall be provided subject to the County Clerk's approval.			
5.20.10	Contractor's proposal shall clearly identify proven expertise to provide the following functionalities to meet the business needs of the Collin County Clerk through the implementation of an automated LVRMS.			
5.20.11	The LVRMS software shall provide an automated method to manage most functions of the land and vital records business process using a single sign in. Using bar code reader technology or other technology, the system shall automate to the greatest extent possible the recording and issuing functions surrounding core areas of the Collin County Clerk's Land Records and Vital Statistic functions.			
FUNCTIONAL REQUIREMENTS				
5.21	ADMINISTRATION (Items below pertain to this Section.)			
5.21.1	System shall have ability to create, edit and delete user profiles; designate rights and roles, and re-set passwords.			
5.21.2	System shall be able to provide a single sign-in for each user for access to any authorized application/function.			
5.21.3	System shall have ability to manage user sessions for all personnel including ending session and purging session.			
5.21.4	System shall have ability to create user groups and manage rights and roles for the group including adding/deleting/cloning rights.			
5.21.5	Strongly prefer ability to track personnel performance including length of time spent on a transaction, number of transactions processed and error rating.			
5.21.6	Strongly prefer dashboard view of user defined activities including but not limited to: number of documents filed/recorded; documents indexed/verified; current error rate; clerk activity and total fees collected per document type.			
5.21.7	System shall have ability to see any users' session in real time. Display session history and have ability to print the history or export it to a file such as Excel.			
5.21.8	System shall have ability to void or hide any document within the application. When a document is voided the system shall insert a placeholder that includes the instrument number of the voided document.			
5.21.9	System shall have ability to recover an eRecording reference number when no image is available or an eRecorded filing is missing a document. This reference number is required by eRecording submitters in order to find a missing image.			
5.21.10	System shall provide ability to maintain/edit various tables including fee schedule, document types, eRecording document types, filing codes, indexing codes, customer name and contact information, and subdivision list. Keep history of any changes made to tables including date of change and user name.			
5.21.11	System shall have ability to update any online application as necessary.			
5.21.12	System shall create and maintain a Missing Child Alert listing to include an alert for cashiers that prevents a birth record from being processed without a supervisory override. If an override is given, must have ability to clearly document reason and include date and name of person overriding alert. Include ability to deactivate alert as needed.			
5.21.13	System shall create and maintain non-sufficient funds listing including alerts for cashiers.			
5.21.14	System shall have ability to export bulk data on a designated schedule or by user defined date range without limitations.			
5.21.15	System shall have ability to process billing for recurrent and non-recurrent open records requests.			
5.22	LAND RECORDING: (Items below pertain to this Section.)			
5.22.1	System shall have the ability to accept and record documents received by eRecording, walk-in customer and mail.			
5.22.2	System shall provide ability for clerk to select document code from drop down list, by using hot keys and/or provide auto search when clerk enters letters in search box.			
5.22.3	System shall assign unique instrument numbers to each recording with no numbers repeated.			
5.22.4	System shall have Instrument number series automatically reset to "1" at the beginning of each new year.			
5.22.5	System shall have the ability to place electronic certification, seal and signature on recorded documents. Certification stamp shall be a floating stamp that includes the certification block, the County Clerk's electronic signature and a space for the clerk to electronically sign and date. Stamp is to be comprised of one block of information and configurable to allow changes as needed.			
5.22.6	System shall create electronic bar code that is unique to each recorded document.			

5.22.7	System shall provide auto indexing functionality using elastic search or other technology to allow clerk to select any section of document and auto populate indexing fields.			
5.22.8	System shall provide configurable hot keys and/or icons to allow system navigation.			
5.22.9	Strongly prefer system to provide touch screen technology to allow clerk to touch monitor, select data and move it into appropriate place in system by dragging with stylus or finger.			
5.22.10	Strongly prefer system to provide touch screen technology to perform duties such as recording, eRecording, cashiering and end of day balancing and reporting.			
5.22.11	System shall automatically generate rejection letter when document cannot be recorded stating reason for rejection.			
5.22.12	System shall provide a configurable list of reasons a document would be rejected using a drop down list and/or provide an auto search when clerk enters letters in search box. Allow authorized personnel to edit list.			
5.22.13	System shall have ability to issue certified and non-certified copies.			
5.22.14	System shall provide Optical Character Recognition (OCR) on all images.			
5.22.15	System shall have ability to suspend a batch and resume recording at a later time.			
5.22.16	Strongly prefer ability to track recorder performance including length of time to record a document, number of eRecordings processed, walk-in customers assisted, mail processed and error rating.			
5.23	PLATS: (Items below pertain to this Section.)			
5.23.1	System shall assign unique instrument numbers to each recording with no numbers repeated.			
5.23.2	System shall assign volume and page to each instrument with no number repeated.			
5.23.3	System shall have instrument number and page series automatically reset to "1" at the beginning of each new year.			
5.23.4	System shall have compatibility with Océ plotter that will allow for the import of images into land/vitals database.			
5.23.5	System shall have ability for authorized personnel to manually change instrument number and volume/page when necessary.			
5.23.6	System shall have ability to receive and record a plat electronically.			
5.23.7	System shall have recording label to include the instrument number and the volume and page.			
5.23.8	System shall have ability to scan plats using plotter scanner, marry images with corresponding tax certificates and upload into system. Shall have ability to print plats using the plotter scanner.			
5.23.9	System shall provide ability to sort and organize recorded plats by user defined date.			
5.24	ERECORDING: (Items below pertain to this Section.)			
5.24.1	System shall detect whether an eRecording has payment associated with each document filing attached and if not, reject			
5.24.2	System shall provide ability to retain history of reasons for returning an eRecording. Display when the document was returned, why it was returned and by whom.			
5.24.3	Strongly prefer system provide ability for clerk to highlight error on document when returning for corrections.			
5.24.4	When working in the eRecording queue, next document in queue shall automatically appear when the clerk has completed the previous document.			
5.24.5	System shall provide a verification message that clerk must click "yes/accept" or "no/cancel" to accept a document for recording.			
5.24.6	System shall have ability for clerk to fully index documents during the recording process and have document show as eRecorded and indexed.			
5.24.7	When processing eRecordings, system shall allow clerk to print any one page of a document before it is accepted.			
5.24.8	System shall have ability to prevent documents from being accessed by more than one (1) clerk at a time.			
5.24.9	System shall have ability to place barcode on any area of document and rotate horizontally or vertically.			
5.24.10	System shall have ability to shrink document within a one (1) inch top and two and a half (2.5) inch bottom margins to allow for the recording information while maintaining a minimum of 300 dpi.			
5.24.11	System shall have ability to move recording information block as needed with ability to group and ungroup information contained in block. To include ability to resize the block as needed.			
5.24.12	System shall have ability to add an additional page for recording information and charge the additional page fee.			
5.24.13	System shall provide ability to deskew, despeckle and remove borders, and allow clerk to rotate image while processing the document for each page in document.			
5.24.14	System shall have ability for clerk to add fee(s) for additional names/debtors.			
5.24.15	System shall have ability for clerk to enter page where signature is located and legal description.			
5.25	LAND RECORDS INDEXING: (Items below pertain to this Section.)			
5.25.1	Land records indexing shall have these required fields: *Grantor - Last name, first name or business name. *Grantee - Last name, first name or business name. *Date - MM/DD/YYYY including fields for entering the recording date and the document date. Prohibit future dating. *Document Type - 2 characters with ability to change code. *Legal Description - Lot/Block, Acreage, Subdivision Name with searching capabilities, Book & Page. *Street address with link to Collin Central Appraisal District. *Return mailing address – linked to USPS zip codes which populate city and state.			
5.25.2	Strongly prefer contractor provide touch screen technology and dual monitors to allow clerks to perform indexing and verifying duties.			
5.25.3	System shall provide auto indexing functionality using elastic search or other technology to allow clerk to select any section of document and auto populate indexing fields with ability to modify as needed.			

5.25.4	System shall show error message if an entry is duplicated and allow clerk to override when necessary.			
5.25.5	System shall have ability to spell check data entry against contents in document.			
5.25.6	System shall provide configurable lists for common indexing information such as names, subdivisions and financial institutions. Lists should be searchable using drop down and/or provide an auto search when clerk enters letters in search box.			
5.25.7	System shall provide a configurable reference database and ability to link to reference material.			
5.25.8	While indexing a document, system shall provide indexer the ability to easily find and view other documents that were recorded in the same batch as the one being indexed.			
5.25.9	System shall provide ability for supervisor to return a document back to the indexer with comments to make corrections when any errors are found in the indexing process and track this as an error. Clerk must then send the corrected document back to supervisor for verification.			
5.25.10	System shall provide ability for indexer to send a document in question to authorized staff without generating penalties or errors against the indexer. Include a comment box for indexer to enter questions (similar to instant messaging).			
5.25.11	Strongly prefer ability to track indexer performance including length of time spent on a document, number of documents indexed and verified, and error rating in real time and user defined date range.			
5.25.12	System shall require reviewing clerk to verify he/she has reviewed a document for errors in indexing by clicking a "Verified" button. Prevent save if document is missing a field. Allow override with comments to document reason for override.			
5.25.13	System shall provide an audit trail of indexer and verifier entries. Determine which entry was in error and return document to that clerk to correct before publishing to public website.			
5.25.14	System shall provide hot keys to use previous index entered.			
5.25.15	System shall provide key word search within each document similar to using the Ctrl+F function in MS Office.			
5.25.16	System shall provide redaction of confidential information as required by statute.			
5.25.17	If pop-up notification or error message is received, strongly prefer system allow clerk to scroll through document to review without closing message.			
5.25.18	System shall provide ability to email non-confidential images directly from system.			
5.25.19	System shall have ability to print a single page or multiple pages of a document.			
5.25.20	System shall have ability to zoom in or out of a document using touch screen, icons or hot keys.			
5.25.21	System shall provide ability to move from one document to the next without leaving workflow.			
5.25.22	System shall have ability to index referring document number in order to link corresponding documents.			
5.25.23	System shall have ability to copy any information on a document and paste it into another part of the system.			
5.26	BIRTH/DEATH RECORDS: (Items below pertain to this Section.)			
5.26.1	System shall be able to integrate with the TexEver, the state's electronic registrar (effective January 2019) database for birth and death records. Records must be automatically imported from TexEver into the vitals database throughout the day and include state assigned document number on each record.			
5.26.2	System shall create a local document number unique for each birth and death record with no number repeated. Number series is to automatically reset to "1" at the beginning of each new year. (This number is separate from the state assigned number.)			
5.26.3	System shall have ability for authorized personnel to correct or manually enter record number when necessary. Provide ability to enter why the manual entry was made and by whom.			
5.26.4	The customer shall have the ability to complete an application for a birth or death record online whether in the County Clerk's office or at home with option of picking up the document at one of the County Clerk's offices or by receiving the document by mail. Depending on option selected, the customer will be directed as to the next steps for obtaining the document. Request is to be sent into a queue and customer is to receive a confirmation number to reference the application.			
5.26.5	When request is received, the clerk shall have ability to review the application and complete the transaction electronically including ability to apply certification.			
5.26.6	Certification stamp shall be a floating stamp that includes the certification block, the County Clerk's electronic signature and a space for the clerk to electronically sign and date. Provide ability to activate/deactivate this feature as state requirements and business processes change.			
5.26.7	If customer requests birth or death certificate to be returned by mail, strongly prefers system move request to a holding queue and allow customer to access at a later date using a unique code. When requirements for application and ID have been met, allow customer to access the online request, scan and attach the application and ID, and submit for processing. If requirements are not met, clerk will have ability to reject the request. Send an email to the customer notifying them whether or not their request can be completed.			
5.26.8	System shall provide ability for clerk to enter private notes on application regarding applicant, identification presented and whether the birth/death certificate was issued. If record was not issued, provide clerk the ability to mark the application "Not Issued" and flag it for transfer into a specified folder in Laserfiche. Include a comment box for clerk to enter reason why document was not issued. Provide ability to report on this information.			
5.26.9	System shall provide ability for clerk to redact certain information from birth records prior to issuing the record. Shall be able to prevent redactions from showing on security paper.			
5.26.10	System shall include issue date on all certified copies.			
5.26.11	Strongly prefer system to include field for applicant to provide email address and phone number.			
5.26.12	Application shall meet State of Texas statutory and County Clerk requirements.			

5.26.13	Strongly prefer system provide a drop down menu offering multiple language choices for applicant. Application must be translated into English when it arrives in clerk's work queue.			
5.26.14	When an application has been submitted to the queue, system shall ensure all information that was entered is secured and cannot be accessed by another applicant using same terminal. For example, when application is submitted all information that was entered into that application is to be deleted on the end user side.			
5.26.15	System shall have ability to automatically purge application after a pre-designated amount of time has passed if the customer does not follow through with the transaction.			
5.26.16	All applications shall be kept in the database with the ability to electronically transfer the applications and supporting documents to Laserfiche following County Clerk defined schedule.			
5.26.17	System shall provide list of reasons a record was not issued using drop down and/or auto search when clerk enters letters in search box.			
5.26.18	System shall provide history for the issuance of birth records and death records. History is to detail when the record was issued, who it was issued to and name of clerk who issued the record with ability to report on this information. History is to stay with each birth record.			
5.26.19	System shall provide an electronic form within the system for the clerk to complete to allow the issuance of certified copies of historic birth and death certificates. Form fields will be determined by the County Clerk and must print on security paper.			
5.26.20	Strongly prefer touch screen capability with icons representing various tasks that must be performed including but not limited to issuing birth/death records, filing assumed names, filing abandonments of assumed names, issuing and recording marriage records, and filing DD214s.			
5.26.21	System shall have ability for clerk to cashier multiple document types in one transaction. For example, issuing a birth certificate, marriage license and filing an assumed name in a single transaction using one or more payment types.			
5.26.22	Shall have ability to track the number of birth records issued per record (TAC 181.24). If any record issuance exceeds statutory limit clerk will receive an alert notification and will be unable to proceed. Only authorized personnel may override to issue record. Include comments field to document why record was issued. Ability to report on name of person who purchased these records, relationship to the name of record and when purchase took place.			
5.26.23	System shall have ability to flag birth records of anyone who has been reported as missing.			
5.26.24	System shall have ability to flag and mark a birth record "Deceased" when notification is received that the person of record is deceased.			
5.26.25	System shall have ability to generate an Abstract of Death report that can be mailed or emailed to proper authority.			
5.26.26	System shall provide ability to process a Certification of Death. Parameters to be established by Clerk.			
5.26.27	System shall provide ability to process a Certification of Birth. Parameters to be established by Clerk.			
5.26.28	System shall provide ability to process Burial Transit Permits to include ability to email permit to appropriate entity when complete.			
5.26.29	System shall have ability to add a flag with an alert on any document as necessary. Alert to include a notification explaining the nature of the alert and what steps are to be taken next.			
5.27	MARRIAGE LICENSE: (Items below pertain to this Section.)			
5.27.1	The customer shall have the ability to complete an application for a marriage license online whether in the County Clerk's office or at home.			
5.27.2	Request is to be sent into a queue and customer is to receive a confirmation number to reference the application. When request is received, the clerk shall have ability to review the application and complete the transaction electronically.			
5.27.3	Application shall allow applicant to enter resident address without restricting to a US zip code. For example, applicant will have ability to enter an address located in London, England.			
5.27.4	Application shall allow applicant to enter place of birth without restricting to a US zip code. For example, applicant will have ability to enter birth location such as Madrid, Spain.			
5.27.5	System shall include separate field for applicant to enter the address where they want their license to be returned after it has been recorded.			
5.27.6	System shall include signature line for officiant.			
5.27.7	System shall include field for applicant to provide an email address.			
5.27.8	System shall provide sufficient room for applicant to enter his/her full name.			
5.27.9	Application shall meet statutory and County Clerk requirements.			
5.27.10	Strongly prefer system provide a drop down menu offering multiple language choices for applicant. Application must be in English when it arrives in clerk's work queue.			
5.27.11	System shall have ability to automatically purge application after a pre-designated amount of time has passed if the customer does not follow through with the transaction.			
5.27.12	The marriage license shall print in English.			
5.27.13	When request is received, the clerk shall have ability to review the application and complete the transaction electronically.			
5.27.14	System shall have ability for clerk to make changes to application when necessary.			
5.27.15	System shall have ability for clerk to toggle/switch the location of the information for applicant 1 and applicant 2 back and forth.			
5.27.16	System shall provide ability for clerk and applicant to see same application in the same format.			
5.27.17	System shall provide ability to process an absent applicant or proxy when issuing license. Allow the clerk to scan and attach any additional documentation that may be required. Documentation will be kept with the marriage record.			
5.27.18	System shall have ability to enter private clerk's notes for internal use only.			

5.27.19	System shall have ability to flag a marriage record for which a Twogether in Texas certificate was used. If the same certificate number is used more than once, the clerk will receive a notification on the screen and cannot continue.			
5.27.20	Information for license shall print on the County Clerk's marriage paper following the established format. Licenses shall print duplex and in legal size format. Printing options shall be automatically used when document type is selected.			
5.27.21	System shall allow license to include field for name of County Clerk that will default to current Clerk and can be deactivated at Clerk's discretion.			
5.27.22	System shall have ability to send bulk data to the state based on state requirements. Must also have ability to scan and attach affidavits to certain records when necessary.			
5.27.23	System shall have ability to run daily report of marriage licenses recorded. Report to include each applicant's name, date of marriage and address where license was returned. Ability to send daily report to designated personnel via email.			
5.27.24	System shall have ability to automatically purge application after a pre-designated amount of time has passed if the customer does not follow through with the transaction.			
5.27.25	When an application has been submitted to the queue, system shall ensure all information that was entered is secured and cannot be accessed by another applicant. For example, when application is submitted all information that was entered into that application is to be deleted on the end user side.			
5.27.26	System shall flag marriage licenses that have been issued but not returned for recording and automatically send an email to applicant. Also include ability for system to generate a notification letter to applicant and automatically create address field to print envelopes for mailing the letter. Include verification that envelopes printed correctly. If not, clerk will be able to reprint.			
5.27.27	System shall provide a customizable electronic form within the system for the clerk to complete to allow the issuance of certified copies of historic marriage licenses. Form fields will be determined by the County Clerk and must print on specialty paper.			
5.28	RECORDING MARRIAGE LICENSE: (Items below pertain to this Section.)			
5.28.1	System shall provide configurable drop down list for officiant type such as Minister, Priest and Justice of the Peace.			
5.28.2	System shall allow default County of Marriage to Collin with the ability for clerk to change as necessary.			
5.28.3	System shall allow default State of Marriage to Texas with the ability for clerk to change as necessary.			
5.28.4	System shall allow when a license is recorded, applicant information and return address is to be sent to a queue and automatically create address field to print envelopes for mailing back license. Include verification that envelopes printed correctly. If not, clerk will be able to reprint.			
5.28.5	System shall allow when license is recorded, application to be sent to a queue that can be exported to the state following a designated schedule. Include ability for supervisor to send export manually.			
5.29	WAIVERS: (Items below pertain to this Section.)			
5.29.1	System shall have ability to waive state license fee and/or 72 hour wait requirement when applicant(s) can produce: a certified copy of a court order; has participated in the Twogether in Texas pre-marital program and has certificate of participation; or is on active military duty.			
5.29.2	System shall allow all waivers to print on the back of license. In cases where the applicants need a judge's signature to waive the waiting period, the waiver and a signature line shall print on the back of the license.			
5.29.3	System shall allow waiver history is to be kept with license information and include reason for waiver and name of clerk who issued the waiver.			
5.30	DECLARATION OF INFORMAL MARRIAGE: (Items below pertain to this Section.)			
5.30.1	The customer shall have the ability to complete an application for a declaration of an informal marriage online whether in the County Clerk's office or at home.			
5.30.2	System shall allow request to be sent into a queue and customer is to receive a confirmation number to reference the application. When			
5.30.3	System shall include field for applicant to provide an email address.			
5.30.4	Application shall meet statutory and County Clerk requirements.			
5.30.5	Strongly prefer system provides a drop down menu offering multiple language choices for applicant. Application must be in English when it arrives in clerk's work queue.			
5.30.6	System shall allow ability to automatically purge application after a pre-designated amount of time has passed if the customer does not follow through with the transaction.			
5.30.7	When an application has been submitted to the queue, system shall ensure all information that was entered is secured and cannot be accessed by another applicant using same terminal. For example, when application is submitted all information that was entered into that application is to be deleted on the end user side.			
5.31	ASSUMED NAME (DBA); ABANDONMENT AND ASSUMED NAME: (Items below pertain to this Section.)			
5.31.1	The customer shall have the ability to complete application online for an assumed name and/or abandonment of an assumed name whether at the County Clerk's office or from home with the option of completing the transaction in person, or via mail. Depending on option selected, the customer will be directed as to the next steps for obtaining the document.			
5.31.2	If customer requests filing to be returned by mail, strongly prefer system move request to a holding queue and allow customer to access at a later date using a unique code.			
5.31.3	attach the application and ID and submit for processing. If requirements are not met, clerk will have ability to reject the request. Provide a notification message/check list requiring clerk to verify that all requirements have been met in order to issue certificate via email or USPS.			
5.31.4	System shall provide separate applications for incorporated and unincorporated assumed names with both clearly marked.			

5.31.5	System shall provide separate applications for abandonment of incorporated and unincorporated assumed names with both clearly marked.			
5.31.6	Application shall meet statutory and County Clerk requirements.			
5.31.7	Strongly prefer system provides a drop down menu offering multiple language choices for applicant. Application must be in English when it arrives in clerk's work queue.			
5.31.8	System shall include field for applicant to provide an email address and phone number.			
5.31.9	When request is received, the clerk shall have ability to review the application and complete the transaction electronically including ability to apply certification.			
5.31.10	Certification stamp shall be one block that includes the certification block, the County Clerk's electronic signature and a space for the clerk to electronically sign and date. Stamp to be configurable to allow changes as needed and resizable.			
5.31.11	System shall allow ability for clerk to modify applications as statutory requirements and business processes change.			
5.31.12	System shall allow ability to allow the clerk to scan an assumed name/abandonment certificate into the system after the transaction has been completed and return the original certificate to the customer. The retention period will be defined by the County Clerk.			
5.31.13	System shall allow ability to record and issue multiple assumed name/abandonment certificates in a single transaction. Include space for private clerk's notes for internal use only.			
5.31.14	System shall allow ability for a clerk to email a recorded assumed name or abandonment of an assumed name to a customer directly from the system.			
5.31.15	Clerk shall have ability to review the application and complete the transaction electronically including ability to apply certification for Assumed Name (DBA) and Abandonment of Assumed Name.			
5.31.16	Application shall meet State of Texas statutory and County Clerk requirements for assumed names.			
5.31.17	System shall allow ability to automatically purge application after a pre-designated amount of time has passed if the customer does not follow through with the transaction.			
5.32	CASHIERING: (Items below pertain to this Section.)			
5.32.1	System shall provide ability to use multiple payment types to cashier a single transaction for land records and vital statistic functions. Payment types include cash, check, money order and credit/debit card.			
5.32.2	System shall allow Integration with third party credit/debit card vendor to provide ability to accept payment without leaving the system.			
5.32.3	System shall provide ability for clerk to process multiple document types in one transaction. For example, issue a marriage license, certify a birth record, and record an assumed name on one receipt in a single transaction.			
5.32.4	System shall provide ability to print multiple document types without changing printer settings when processing a single transaction. This includes letter, legal, duplex and special/security paper.			
5.32.5	System shall be able to add appropriate fee based on document type selected. Cashier screen to show receipt preview including a detail of each document, document fee, number being purchased and transaction total.			
5.32.6	System shall allow the customer to have the ability to complete an application for certified copies online whether in the County Clerk's office or at home.			
5.32.7	Application shall meet statutory and County Clerk requirements.			
5.32.8	Strongly prefer system provides a drop down menu offering multiple language choices for applicant. Application must be in English when it arrives in clerk's work queue.			
5.32.9	System shall allow request to be sent into a queue and customer is to receive a confirmation number to reference the application.			
5.32.10	When request is received, the clerk shall have ability to review the application and complete the transaction electronically, including ability to apply certification, and return the certified copy to the customer by email.			
5.32.11	System shall provide ability to build receipt template and allow authorized personnel to edit template as necessary.			
5.32.12	System shall provide ability to find any receipt after a transaction is completed and re-print the receipt when needed. Receipt can only be purged by authorized personnel.			
5.32.13	System shall have ability to search transactions by transaction number, check number, party name or date recorded.			
5.32.14	System shall provide ability for clerk to enter customer's email address to automatically email their receipt when transaction is completed.			
5.32.15	System shall provide ability for customer to e-sign applications using an electronic signature pad, documents and credit/debit payments at counter.			
5.32.16	System shall provide configurable list for payments on account and allow clerk to select account that applied to that transaction. Include payments on account in daily reporting.			
5.32.17	System shall provide ability for clerk to enter amount owed to the County Clerk from eRecording submitters.			
5.32.18	System shall have ability to reconcile unpaid transactions for an account.			
5.32.19	System shall have ability to void any transaction including related fees, and include a comment box for private clerk's notes detailing the reason for the void. When a void has processed, create a new barcode for the voided document.			
5.32.20	System shall also provide ability to run a report on voided transactions to include detail of transaction, reason for void, barcode for void, clerk/supervisor who processed the void and any comments entered regarding the void.			
5.32.21	Strongly prefer touchscreen technology with icons representing various tasks including but not limited to end of day balancing, till reconciliation and daily reporting.			
5.32.22	System shall provide ability for any authorized clerk to run cash register report by user defined date range.			

5.33	SCANNING: (Items below pertain to this Section.)			
5.33.1	System shall provide high speed, high resolution scanning using Fujitsu fi-6770A scanners (currently using) with a minimum of 300 dpi. If this particular scanner is not available, contractor shall recommend comparable device.			
5.33.2	System shall allow documents be scanned to PDF-A format. If better, archive quality format is available, contractor will make recommendation.			
5.33.3	System shall have ability to scan documents that contain large page counts such as several hundred pages. Including allowing the clerk to scan part of the document, save the scan and continue scanning the rest of the document at a later time.			
5.33.4	System shall provide ability to deskew, despeckle, align and remove borders on all pages of a document at one time.			
5.33.5	System shall have ability to clearly scan document barcodes regardless of where they are located on the document.			
5.33.6	System shall have ability to scan a document and allow clerk to manually enter instrument number.			
5.33.7	System shall have ability to delete pages and adjust page count as necessary.			
5.33.8	System shall import files.			
5.33.9	System shall import maps and oversized pages in a document from the OCE [®] plotter and marry documents with corresponding tax certificates.			
5.34	PRINTING: (Items below pertain to this Section.)			
5.34.1	System shall provide functionality to allow printing documents from database in legal and letter format in single page or duplex using standard copy paper or special marriage/security paper regardless of document type.			
5.34.2	System shall be able to print various document sizes and types without changing printer settings.			
5.34.3	System shall provide automatic printing of receipt when transaction is completed.			
5.35	GENERAL - SYSTEM SHOULD PROVIDE AT A MINIMUM THE FOLLOWING FUNCTIONALITY FOR SEARCHING PUBLIC RECORDS: (Items below pertain to this Section.)			
5.35.1	System shall display a minimum of 5,000 search results with no restrictions on maximum number of results.			
5.35.2	System shall provide auto search capability that will offer suggestions/results when user enters letters in search box.			
5.35.3	System shall provide search results based on user specifications. For example, display all results on one page or a specific number of results per page across many pages. Allow user to sort a results list by any field.			
5.35.4	System shall have ability to save a specific document from search results in order to electronically submit to a customer.			
5.35.5	System shall have ability to export search results to PDF, Excel, and Word. System shall export all results at one time, not just one page at a time.			
5.35.6	difference.			
5.35.7	System shall provide ability for customer to add document(s) to a shopping cart and save. When customer has completed their tasks the clerk will pull up the customer's shopping cart, print the requested documents and cashier the transaction.			
5.35.8	System shall allow search by individual name.			
5.35.9	Business name search – The page shall provide a field to enter a business name.			
5.35.10	System shall search by Human/Firm or by Party1/Party2/entry as it appears on document(s).			
5.35.11	System shall search by entering volume and page numbers without requiring a minimum number of characters.			
5.35.12	System shall search by user defined date range.			
5.35.13	System shall filter results by document type and display how many documents of each type are returned in search results.			
5.35.14	System shall filter/print grid results.			
5.35.15	System shall create/view/close shopping basket.			
5.35.16	Instrument - System shall search by year, year and month, year, month and day or full document number			
5.35.17	Book & Page - System shall search by a specific book (i.e. Federal Tax Lien) or ALL			
5.35.18	Property Address - Strongly prefer system provides a hyper-link address to the Collin Central Appraisal District.			
5.35.19	Document Type - System shall filter search by document type within a user defined date range			
5.35.20	Legal Description - System shall: *Search by legal description with lot, block, book and page *Search by the name of the subdivision *Search by partial name of subdivision to bring up all options *System must provide search functionality for the County Clerk's Historic Index Search and Historic Books.			
5.36	ADVANCED PUBLIC INQUIRY FUNCTIONS: (Items below pertain to this Section.)			
5.36.1	The advanced public inquiry is subscription based access to the County Clerk's public records and shall include at a minimum the same functionality that is currently available. This feature is currently being entirely managed by the contractor.			
5.36.2	Should the County Clerk choose to continue with a subscription based service, it is expected that the contractor shall manage all aspects of the feature including maintaining user profiles and passwords, providing access based on subscription tier selected, customer support, collecting fees based on subscription tier and forward the appropriate fees to the County Clerk. Authorized personnel will retain ability to override fees at the Clerk's discretion. System must include at a minimum the following functionality: *Unlimited overall search results. *Provide search results based on user specifications. For example, display all results on one page or a specific number of results per page across many pages. Should allow user to sort entire results list by any field.			

5.36.3	Search capabilities shall include the following:			
5.36.4	<p>Land Records System shall have ability to search by: *Name *Instrument Number *Street Address *Legal Description *Book/Page *Date Recorded *Subdivision</p>			
5.36.5	<p>Document Filters: *Plats *Land Records *Document Type *Year document recorded</p>			
5.36.6	<p>Vital Statistics Records *Assumed Names/Abandonments</p> <p>Birth Records-Index of Name Only: *Child's name *Parents' names</p> <p>Death Records-Index of Name Only: *Decedent name</p> <p>Marriage Records: *Applicant 1 *Applicant 2</p> <p>Date of event: *Date of birth *Date of death *Date of marriage</p>			
5.36.7	<p>Result columns: *Instrument number *Date Recorded *Name *Party Role - Grantor/Grantee, Child, Parent, Applicant 1 or Applicant 2 *Document Type *Book *Page *Legal Description *Document Verified *View Image *Sort each result column *Historical Records *Submit Assumed Name Application *Submit Marriage License Application *Birth/Death Index *Export results (Excel, PDF, Word, RTF)</p>			
5.36.8	System shall provide compatibility mode for PC, laptop, smartphones, and tablets across all platforms.			
5.37	REPORTING FUNCTIONS: (Items below pertain to this Section.)			

5.37.1	<p>Reporting functions shall include ad hoc and on demand reports with user defined date/time range. Reporting types include but are not limited to:</p> <ul style="list-style-type: none"> *Cash Register Report *Audit Transaction Report *Daily eRecording Transaction Report *Daily Fees Summary Report *Daily Transaction Report *Unpaid Daily Transaction Report *Account Transaction Report *Account Check List Report *Checks List Report *Corrections Report *No Fee Summary Report *Refund Checks List Report *Refundee Checks List Report *Suspended Transaction Report *Invoice of Account *Accounts Report *General Index Report *Document Proof Report *Void Documents Report 			
5.37.2	<ul style="list-style-type: none"> *Grantor Index Report *Grantee Index Report *Name Statistics Report *Scanned Documents Report *Document Workflow-Index *Document Workflow-Status *Document Workflow-User *Staff Performance Report *Birth records issued *Death records issued *Marriage/Informal marriage records issued *Marriage licenses recorded *Burial Transit Report *Certification of Death Report *Certification of Birth Report *Officiant of Record on Marriage Licenses Report *Assumed Names filed-Incorporated and Unincorporated *DD214 records filed/issued *Abandonments filed *Records not issued *ACH Transaction Report *Mailing Report *Returnee Label (Used by Vitals and Indexing) 			
5.37.3	Collin County strongly prefers that the software provide the ability for us to use a tool to create adhoc custom reports without vendor assistance.			
TECHNICAL REQUIREMENTS				
5.38 TECHNICAL ENVIRONMENT (Items below pertain to this Section.)				
5.38.1	The following technical requirements are specific to on premise installations. Cloud based or on-premise solutions should identify the technical framework in place to support the proposal and identify the security measures taken to maintain integrity of county data.			
5.38.2	Solution shall operate in a VMware vSphere virtualized server environment.			
5.38.3	The software shall operate on Microsoft Windows Server 2012 R2 servers running on VMware ESXi 5.5, 6.0, or 6.5 hosts connected to a NetApp based NAS storage system. Regardless of deployment option, the proposal must provide estimated storage requirements to support the initial solution deployment and provide growth requirements to accommodate five (5) years of data growth. If a on-premise solution is proposed, the proposal must provide the estimated recurring storage cost for the same five (5) year period.			
5.38.4	The standard application server deployment consists of dual vCPUs with 4GB of vRAM, and 75GB disk space. The proposal shall identify server configuration specifications for all servers required for the proposed solution. Proposals must specify the number and configuration of servers required to support the solution. If a on-premise solution is proposed, the proposal shall provide the estimated recurring cost for the same five (5) year period.			
5.38.5	The county will soon begin to update servers to Microsoft Windows Server Standard 2016 and VMware ESXi 6.5.			

5.38.6	The solution shall operate within an enterprise Microsoft SQL Server 2014 environment. The proposal must identify the minimum IOPS required to support the full solution.			
5.38.7	The software will have dedicated database space within a shared database instance.			
5.38.8	The Enterprise SQL Server environment consists of physical clustered servers connected via fibre channel to an EMC ExtremIO SAN.			
5.38.9	System Administrator privileges are restricted to the Collin County DBA team. The proposal shall identify the required SQL Server permission levels.			
5.38.10	The proposed solution shall identify the required storage space to support the database along with growth estimates. The proposal shall provide estimated storage requirements to support the initial solution deployment and provide growth requirements to accommodate five (5) years of data growth. If a on-premise solution is proposed, the proposal must provide the estimated recurring cost for the same five (5) year period.			
5.38.11	The proposed solution shall not store scanned images, pictures, or video in the Microsoft SQL Server database. Image/video files shall be stored on a segregated storage environment dedicated to those file types. The proposed solution shall maintain a pointer to the storage location. Image data backup uses a storage mirror utilizing NetApp CDOT SnapMirror and SnapVault technology.			
5.38.12	The primary design shall support simultaneous users, without system performance degradation as user access increases incrementally.			
5.38.13	The proposed solution shall be capable of supporting multiple concurrent user logins with no performance decrease.			
5.38.14	The proposal shall identify the maximum recommended number of concurrent connections capable with the recommended server configuration specifications.			
5.38.15	Proposed solutions should be through a web based application with no client side code installed or required for either end user or administrator access.			
5.38.16	The proposal shall identify the required bandwidth necessary to support constituent access as well as county employee connections.			
5.39	TECHNICAL AND SECURITY REQUIREMENTS (Items below pertain to this Section.)			
5.39.1	Cloud based proposals shall provide rules of engagement to Collin County for the performance of penetration testing on a yearly basis.			
5.39.2	All proposals shall encrypt transmission of all data that is in transit, or at rest.			
5.39.3	All proposals shall hash data at rest, in support of ensuring data integrity.			
5.39.4	All proposals shall log access, at any administrative level, to all stored data.			
5.39.5	All proposals shall log administrative tasks to Solution.			
5.39.6	All proposals shall support the automated export of relevant system actions (including, but not, limited to system authentication) to the County's Security Information and Event Management (SIEM) platform.			
5.39.7	Cloud based proposals shall provide Collin County two options for user ID management.			
5.39.8	A cloud based repository of user ID's and password or ability to federate Collin County user repositories into the solution.			
5.39.9	Collin County on-premise proposals shall provide system administration access via a web console, and not require client software.			
5.39.10	Cloud based proposals shall not require VPN client software.			
5.40	INTEGRATE WITH THIRD PARTY PAYMENT VENDOR: (Items below pertain to this Section.)			
5.40.1	Contractor shall provide API to integrate with Collin County's credit/debit card vendor, Certified Payments, to allow clerk ability to take payment without leaving Land/Vitals database.			
5.40.2	*Integrate with Certified Payments used for credit card payments. *Integrate with Frost Bank used for legalease. *Process ACH payments from e-recording submitters, IRS and the State of Texas in the administration function of the application. *Capability to run all reports for Certified Payments and Frost Bank within the application. Currently this is handled through the Certified Payment website and Frost Bank website. This is not integrated with the current Land and Vitals application. *Process recorded documents and charge the constables' account in the cashing function of the application. Currently any payments made by the constable offices are processed through our administration function of the current application.			
5.41	MAINTENANCE/WARRANTY/SERVICE RESPONSE REQUIREMENTS (Items below pertain to this Section.)			
5.41.1	Warranty service shall include Contractor response to system problems in the following manner: Service shall include, when necessary, all services be available twenty-four (24) hours per day, seven (7) days per week.			
5.41.2	Vendor shall provide implementation support and ongoing Production Support including unlimited telephone support, remote access support or in-person support (if applicable) Collin County's location(s) or such other locations as the DA's office may specify or is necessary.			
5.41.3	Vendor shall provide for a fail-over process in case of a processor failure or natural disaster.			
5.41.4	Vendor shall provide total system failure procedures identifying if system will be a self-contained re-boot or if it will require manual intervention.			
5.41.5	If a cloud-based solutions is proposed, vendor shall provide a disaster recovery plan that would restore data if the cloud system's data center was rendered unusable as a result of a natural disaster or major catastrophe.			
5.41.6	In the event of a system or database crash, vendor shall provide database restore procedures for immediate recovery following the restoration or correction of a hardware or software failure.			
5.41.7	Response to major failure maintenance calls shall not exceed four (4) hours. Major Failure maintenance shall be defined as follows:			
5.41.8	The entire system is inoperative.			
5.41.9	Disruption in service to a single user of material nature. Material nature shall mean the DA's operations are critically affected.			
5.41.10	Response to a minor failure shall not exceed the next business day following the report.			

5.41.11	Minor Failure shall be defined as follows:			
5.41.12	Any request for service when a major failure does not exist shall be deemed to be a minor failure.			
5.41.13	When a request for emergency service is received from Collin County, Contractor shall assign qualified maintenance personnel, within two (2) hours of request, twenty-four (24) hours per day, seven (7) days per week.			
5.41.14	In the event that any emergency is not corrected by the Contractor within twelve (12) hours from receipt of notice, the Contractor shall replace that portion of the system causing such emergency with new items of equipment or software within twenty-four (24) hours from receipt of the emergency.			
5.41.15	Contractor shall provide Collin County an escalation call list and shall keep the escalation call list updated as time passes.			
5.41.16	Should the condition require a hardware re-boot, Contractor shall notify Collin County's designated IT Support Group and ask Collin County's permission to re-boot the hardware environment.			
5.42	SYSTEM INSTALLATION AND TESTING PLANS (Items below pertain to this Section.)			
5.42.1	Install, configure, test and make operational the contractor's system in the County/IT environment.			
5.42.2	Provide system testing. This is a test for system operations, features, application integration, application testing, etc.			
5.42.3	For system acceptance testing, the contractor will provide a test plan to verify that the system has performed to functional requirements.			
5.43	IMPLEMENTATION REQUIREMENTS (Items below pertain to this Section.)			
5.43.1	Supply a certified Project Manager who will work with the County for the duration of this project. The County Clerk will provide a Senior Administrator to work with vendor until project is complete.			
5.43.2	Be onsite for Go-Live and any subsequent days/weeks as needed by the County Clerk. The Contractor shall supply enough personnel to cover the land and vitals personnel in both the McKinney and Plano offices.			
OPTIONAL - STORAGE AND MICROFILM CREATION REQUIREMENTS				
5.44	OPTIONAL - STORAGE AND MICROFILM CREATION: (Items below pertain to this Section.)			
5.44.1	County shall provide digital images, processing and/or duplication. For filming of digital images and Archive Writer capable of writing TIFF and/or PDF images shall be used. The contractor shall have two (2) processors and two (2) Archive Writers in the event that one (1) should fail.			
5.44.2	Contractor shall provide silver halide microfilm originals. Film shall be conventional silver halide typed manufactured for use as microfilm with a safety base of polyester (ANSI/NAPM IT9.1-1996). Contractor shall be able to provide both Diazo and Silver duplicates upon request.			
5.44.3	It is estimated that the volume of pages that the contractor will convert to archival microfilm is on average 90,000 pages per month.			
5.44.4	The Contractor's services shall adhere to the Texas State Library and Archives Commission standards.			
5.44.5	Provide creation of CD monthly for Land and Vitals.			
5.44.6	Provide creation of film monthly for Land and every three (3) months for Vital.			
5.44.7	Inventory			
5.44.8	Preview			
5.44.9	Film Quality Assurance			
5.44.10	Film/Box Supplies			
5.44.11	Chemicals			
5.44.12	Boxing			
5.44.13	Labeling			
5.44.14	Final Quality Assurance			
5.44.15	Report Generation			
5.44.16	Vault Storage during Production Period			
5.44.17	Receiving/Shipping Order Generation			
5.44.18	Project Manager Time			
5.44.19	Ground Shipping to McKinney, TX			
5.44.20	Image Quality Assurance (on all images that go to Contractor electronically)			
5.44.21	PROCESSING AND DUPLICATING PROCEDURES			
5.44.22	16mm x 215ft Processing			
5.44.23	Contractor shall process and inspect 16 mm x 215 feet rolls of microfilm per specifications. Cut and sonic splice refilms/error and verify sequence of images. Provide a silver halide roll of microfilm. Produce laser printed title strips and affix to microfilm jackets. Provide quality control to validate sequence and contents of jackets.			
5.44.24	Download digital images monthly for processing from Collin County FTP site			
5.44.25	Images shall come on single-page TIFF format			
5.44.26	Perform 100% check that all images are complete and of acceptable image quality			
5.44.27	Images shall be processed on 16mm x 215 feet microfilm with approximately 3,300 images per roll			
5.44.28	Receive developed film for processing at Production Facility			
5.44.29	Convert archival acetate film to silver polyester film			
5.44.30	All rolls shall be checked for all images, density, labeling and other discrepancies			
5.44.31	Recording and Miscellaneous Rolls shall be labeled by Date, Beginning and Ending Recording Numbers, and Roll Number.			

5.44.32	16mm 2 mil Diazo Duplication			
5.44.33	Receive original 16mm microfilm for duplication at Production Facility			
5.44.34	Film shall be duplicated on 16mm 2 mil diazo microfilm			
5.44.35	All rolls shall be checked for all images, density, labeling and other discrepancies			
5.44.36	All rolls shall be duplicated with a density as close to ANSI standards as possible without compromising the quality of the images on the duplicate			
5.44.37	Recording and Miscellaneous Rolls shall be labeled by Date, Beginning and Ending Recording Numbers, and Roll Number			
5.44.38	Film shall be placed in tan M cartridge			
5.44.39	16mm x 215ft Silver Duplication			
5.44.40	Receive original 16mm microfilm for duplication at Production Facility			
5.44.41	Film shall be duplicated on 16mm x 215ft silver microfilm			
5.44.42	All rolls shall be checked for all images, density, labeling and other discrepancies			
5.44.43	All rolls shall be duplicated with a density as close to ANSI standards as possible without compromising the quality of the images on the duplicate			
5.44.44	Recording and Miscellaneous Rolls shall be labeled by Date, Beginning and Ending Recording Numbers, and Roll Number			
5.44.45	FILM CARTRIDGE STORAGE			
5.44.46	Film cartridges not in production shall be stored in a secure vault when not in production. Contractor's facility shall have proper security measures in-place to track ingoing and outgoing traffic.			
5.44.47	Boxes shall be stored in Contractor's warehouse			
5.44.48	Warehouse shall be meet the following requirements:			
5.44.49	Disaster safe			
5.44.50	Fire proof vault			
5.44.51	Describe how the vault is fire proof			
5.44.52	A minimum storage period of 12 months applies			
5.44.53	Contractor shall provide 16" x 12" x 10" boxes on a per-box basis			
5.44.54	As of November 2017, Collin County currently has approximately 12,800 rolls of microfilm stored offsite. This number will increase as new images are converted to microfilm.			
5.44.55	Other miscellaneous storage, boxing and inventory database tracking shall be billed per hour given that there are various sized rolls and frames per roll			
5.44.56	REWORK			
5.44.57	In the event above specifications are not met by the Contractor, the County Clerk's Office shall request the work to be redone and resubmitted for approval. Contractor shall absorb all costs incurred as a result of non-compliance.			
5.44.58	DELIVERY			
5.44.59	Contractor shall include in their pricing delivery of film.			
5.44.60	Contractor shall provide a detailed packing slip with each delivery to the County Clerk.			
5.44.61	Film shall be returned in plastic film box containers, meeting nationally accepted standards for microfilm presentation.			
5.44.62	Film box labels are to be created according to specifications. Specification shall be provided to the Contractor, and may change periodically.			
5.44.63	Collin County reserves the right to obtain services on the open market in the event the Contractor fails to make delivery and any price differential shall be charged against the Contractor.			
5.44.64	INSPECTION			
5.44.65	The County may inspect contractor facilities prior to award and during the life of the contract in order to verify set standards and minimize potential risk.			
5.44.66	OPTIONAL SERVICES			
5.44.67	RETRIEVALS			
5.44.68	All retrieval requests shall be processed and fulfilled to the County Clerk with in 24 hours.			
5.44.69	Is there a charge for the retrieval? If so, please provide the County Clerk with a minimum and maximum cost associated with the retrieval.			
5.44.70	Do you provide these services 7 days a week?			
5.44.71	Emergency retrieval services shall be available by telephone 24 hours per day and seven (7) days per week			
5.44.72	DIGITAL IMAGES			
5.44.73	Convert existing microfilm to digital images.			