REQUEST FOR PROPOSALS FOR
DESIGN, PURCHASE & INSTALLATION
FOR AN
ELECTRONIC DOCUMENT AND RECORDS MANAGEMENT SYSTEM

1. INTRODUCTION

Island County, a political subdivision of the State of Washington, invites you to respond to this Request for proposal (RFP) with a sealed Package for an ELECTRONIC DOCUMENT AND RECORDS MANAGEMENT SYSTEM to be purchased for Island County.

For the purposes of this document, the words “response” or “Package” shall mean the vendor’s submitted response to Island County’s RFP, inclusive of any materials identified as exhibits.

The term RFP shall be used to identify this document.

All hardware, training and services provided by supplier and all software licensed by the supplier hereunder and referenced with all the functionality represented within the supplier’s response to this RFP will herein be called and referred to as the "ISLAND COUNTY DOCUMENT AND RECORDS MANAGEMENT SYSTEM", hereinafter, denoted ICEDRMS.

In order to support reuse of this Package for other projects, the term “The System” shall mean the Island County Imaging System.

1.1 Definitions

Client Software — Any software required to be loaded and run on a workstation in order for the ICEDRMS to function correctly.

Server Software — Any software required to be loaded and run on a server class computer in order for the ICEDRMS to function correctly.

Workstation — Any computer used by Island County employees to perform work on Island County’s network.

1.2 Objective

Island County seeks to acquire and implement a comprehensive, state-of-the-art automated Document Imaging and management software product that provides efficient data entry, reliable internal processing and record retention, document assembly and reports, and an intuitive user interface that is easy to learn and use. This request for information will be used in determining approval for procurement, budgeting and selection of a preferred vendor by Island County.

Currently Island County has no imaging system in place. This project will focus on the Superior Court Clerk’s office and in subsequent phases be extended to other departments for their imaging and record retention needs. In addition, a future phase will include extending the application to the web.

Initially, the system will create images of filed (source) documents and interface to the Washington State Office Administrator for the Courts SCOM1S system. Our target is to start operating on the new ICEDRMS in the 1st quarter of 2006.

1.3 Project Expectations

The ICEDRMS shall be of an expandable modular design to readily incorporate additional future enhancements. It should be developed, tested, and maintained using a high-quality software development methodology for long-term reliability and technical efficiency.

Vendors should have substantial knowledge of court document filing and processes, imaging system, and integration with the SCOMIS system. Vendors shall have a demonstrate-able expertise developing, implementing, and maintaining Court filing system software products. In addition, vendors shall have knowledge of enterprise wide imaging system affecting multiple departments and extendable to the web or other media as required. This would include implementation of subsequent phases such as the Sheriffs office, The Prosecutors office, The Treasurer, Public Works, Assessor’s office and Planning.
1.4 Project Goals

Island County will acquire software from a prime contractor who can meet minimum standards, which are highlighted in this document. The system shall:

- Be functionally rich in capabilities to manage filed documents, provide statistical information, and enhance document work flow
- Be compliant with Island County computer and networking standards
- Provide excellent intra-department security controls
- Be capable of operating in an enterprise networking environment
- Provide the capability of importing and exporting information (data). Island County has interests in pulling and comparing information from our other Criminal Justice systems.
- Provide the ability to create images of documents using non-proprietary image formats
- Have no proprietary components
- Provide a “write once” interface with the SCOMIS system
- Provide segregated security by department and view to include a secured public view of disclosable documents
- Include an HSM and automated archival process
- Capable of managing records management functions; templates, retention tagging, reporting, version control and disposition.

Secondary goals, which are not mandatory requirements, are:

- Provide a capability to upload index information from ODBC data sources
- Provide a capability to load information into data sources, dependent on security requirements.
- Provide capability to export information to other Judicial Systems as those systems become defined.
- Provide secure web access to public documents

Minimum standards are defined as meeting at least 70% functionality as identified in the Functional Requirements, and Technical Requirements sections.

1.5 SYSTEM REQUIREMENTS OVERVIEW

The system is required to provide assistance and reduce workloads for operational and administrative arenas within the Island County Clerks Office. It is expected that the new system will provide the minimum benefits, as provided in the Functional Requirements.

In response to this RFP, the supplier must also present a full plan for the implementation of their system including environmental requirements, staff assistance required, time and cost figures, and operational requirements, in terms of personnel and time. The cost should be separated into two sections. The first section should include the costs to implement the Clerks Imaging System. The second part should include estimated costs to extend this application to other departments and offices. The cost should clearly identify professional services costs, software license costs, additional software modules and their purposes and estimated hardware requirements.

The County reserves the right to acquire standard office automation data processing components from its current approved provider. Standard components should be priced separately.

1.6 SYSTEM AND FUNCTIONAL REQUIREMENTS

The System and Functional requirements included in this document are considered to be minimum requirements; suppliers are encouraged to identify areas in their Package which exceeds the requirements or add additional functionality otherwise not requested and associated costs where applicable. The additional functionality should be identified in the section after the Functional Specifications.

1.7 HARDWARE AND ACCESS REQUIREMENTS

1.7.1 Data Entry Device Requirements

Island County currently has approximately 450 workstations. It is estimated that 5-15 workstations will connect with the ICEDRMS for database updates, indexing and scanning on average for the first phase. As the other departments are added to the system, the average concurrent connection is estimated to be no more than 25 for scanning/indexing and no more than 75 for data lookup and retrieval. Island County is interested in a system that will provide web based image lookup and database query access for all departments via our intranet web site that is currently under construction and for all external interested parties through our Public Access Web Site. Internet access to the imaging system must be gained via a secured channel and firewall as provided by our offices. In addition, security for non-publicly accessible images must be maintained. All of the workstations that will access the ICEDRMS internally will have connectivity through the Network and are currently running Microsoft Windows 2000 Professional on the desktop, file and print operating system.
1.7.2  Data retrieval and Printer Requirements

The ideal ICEDRMS system will allow for the creation of a subset of the data to be provided on a CD (with indexes and a viewer that ideally utilizes the capabilities inherent to a browser) or printed with minimal interaction of the operator. Island County utilizes Hewlett-Packard printers for the majority of our printing needs. The ICEDRMS shall be compliant with all Hewlett-Packard printer models currently supported by Hewlett-Packard. In addition, CD burning is required within each department. A methodology for providing monitored self-service document print and CD creation to the public after receipt of payment is required.

1.7.3  Data Storage Requirements

Island County is primarily a NT 4.0 network. The ideal solution will allow images to be stored separately from the database on an NT server. While Island County prefers to deploy the ICEDRMS file storage on a NT Network; the vendor shall specify additional resource requirements as part of the RFP response. In addition, ODBC and database compatibility will be taken into consideration. Currently, Island County maintains both ACCESS and Microsoft SQL databases. Security should be incorporated into the system and single sign-on is preferred.

1.7.4  Other Technical requirements

Included is additional information about Island County’s network environment and technical requirements. This section is required to be fully filled out by the vendor.

SECTION II  Administration

2  ADMINISTRATION

This RFP contains sufficient information and instructions to enable qualified responders to prepare and submit Packages and supporting material. To be considered responsive, responders must submit a complete Package that substantially satisfies the technical and functional requirements as stated in this RFP. This RFP contains system requirements, evaluation criteria, and responder’s responsibilities if a contract is negotiated. This RFP also contains major terms and conditions that the successful responder will be expected to accept.

2.1  Package Response Date and Location

All Packages shall be received in the Office of the Board of County Commissioners before 9:30 am on the date of opening clearly marked “REQUEST FOR PROPOSALS TO PROVIDE DOCUMENT IMAGING SYSTEM TO BE OPENED APRIL 3, 2006. LATE PACKAGES WILL NOT BE ACCEPTED. Packages arriving after the deadline will remain unopened and will not be considered. All Packages and accompanying documentation will become the property of Island County and may not be returned. All expenses for the preparation of Packages are the responsibility of the responder.

Vendors assume the risk of delivery of their submissions. Island County assumes no responsibility for any delays caused by any delivery service.
2.2 **RFP Communication Liaison**

During the RFP process, the following individual will be responsible for official communication with responders with regards to questions, both written or oral, project status, and award announcements. No provision in this RFP will be considered modified unless a written amendment is officially issued specifying such changes. Amendments and clarifying Questions regarding this RFP will be posted on the Island County Web site. Responders should check the web site periodically for such information.

County Contact Person:

Cathy Caryl, Director  
Island County Central Services  
PO Box 5000  
1 NE 7th  
Coupeville Wa 98239  
360.679-7305  
cathyc@co.island.wa.us

Questions for clarification about items in the ICEDRMS RFP shall be submitted in writing via email to cathyc@co.island.wa.us. Questions will be accepted until 4:30 PM Pacific Standard Time. All questions will be reviewed and a response issued.

2.3 **Letter of Intent**

Vendors intending on submitting a Package to this RFP are requested to submit a letter of intent. The letter should identify the following information:

- Company Name
- RFP Contact for Company
- Address for Company Contact
- Phone Number/Fax Number for Company Contact
- E-mail address for Company Contact.

The Letter of Intent should be in the form of an email. The letter does not commit the vendor to respond to the RFP. All vendors who have submitted a letter of intent will receive electronic mail notification of Package changes or responses to questions submitted by other competitors.

2.4 **Package Certification**

The vendor must certify that all vendor Package terms, including prices, will remain in effect for a minimum of ninety (90) days after the Package Due Date, that all proposed software has been operational at a non-vendor owned customer site for a period of ninety (90) days prior to the Package Due Date, that all proposed capabilities can be demonstrated by the vendor, and that the proposed software is currently marketed and sold. The Package Certification form is in this RFP.

2.5 **Package Terms and Conditions**

2.5.1 **Multiple Packages**

Vendors interested in submitting more than one Package may do so, provided each Package stands alone, and independently complies with the instructions, conditions, and specifications of the RFP.

2.5.2 **Waiver of Minor Administrative Irregularities**

Island County reserves the right, at its sole discretion, to waive minor administrative irregularities contained in any Package.
2.5.3 Single Response
A single response to the RFP may be deemed a failure of competition, and in the best interest of Island County, the RFP may be cancelled, extended, or revised and reissued.

2.5.4 Package Rejection
Island County reserves the right to reject any and/or all Packages at any time without penalty.

Further, Island County reserves the right to not make an award, if it is deemed that no single Package fully meets the technical and functional requirements of this RFP, or to award the contract for only a portion of the functionality identified herein.

2.5.5 Withdrawal of Packages
Vendors may withdraw a Package, which has been submitted at any time up to the Package closing date and time. To accomplish this, a written request signed by an authorized Representative of the vendor or an electronic message sent from the companies RFP liaison’s electronic mail address must be submitted to the County Commissioner Clerk of the Board. After withdrawing a previously submitted Package, the vendor may submit another Package at any time up to the Package closing date and time.

2.5.6 Non-endorsement
As a result of the selection of a vendor to supply products and/or services to Island County, Island County is neither endorsing nor suggesting that the vendor’s product is the best or only solution. The vendor agrees to make no reference to Island County in any literature, promotional material, brochures, sales presentation or the like without the express written consent of Island County.

2.5.7 Proprietary Package Material
Any information contained in the Package that is proprietary must be clearly designated. Marking the entire Package as proprietary will neither be accepted nor honored, if a request is made to view a vendor’s Package, Island County will comply according to the Open Public Records Act, Chapter 42.17 Revised Code of Washington (RCW). If any information is marked as proprietary in the Package, such information will not be made available until the affected vendor has been given an opportunity to seek a court injunction against the requested disclosure.

2.5.8 No Obligation to Buy
Island County reserves the right to refrain from contracting with any vendor. The release of this RFP does not compel Island County to purchase.

2.5.9 False or Misleading Statements
Proposals which contain false or misleading statements, or which provide references that do not support an attribute or condition contended by the Vendor, may be rejected. If, in the opinion of the County, such information was intended to mislead the County in their evaluation of the Proposal, and the attribute, condition, or capability is a requirement of the RFP, the Proposal shall be rejected.

2.5.10 Vendor Representatives Signature
An individual who is authorized to bind the vending firm contractually shall sign the Proposal. The signature must indicate the title or position that the individual holds in the firm. Firms who sign their contracts with the name of the firm must provide the name of a corporate officer for signature validation by the County.

An unsigned Proposal will be rejected. A Proposal may be signed by an agent of the Vendor only if he/she is an officer of a corporation the Vendor has authorized to sign contracts on its behalf, a member of a partnership Vendor, or is properly authorized by a power of attorney or equivalent document submitted to the County prior to the submission of Proposals or with the Proposal. The name and title of the individual signing the Proposal must be typed immediately below the signature.
2.5.11 Cost of Preparing Packages

Island County shall not be liable for any costs incurred by vendors in the preparation and presentation of Packages and demonstrations in response to this RFP.

2.5.12 Errors in Package

Island County shall not be liable for any errors in vendor Packages. Vendors will not be allowed to alter Package documents after the deadline for Package submission.

Island County reserves the right to make corrections and amendments due to errors identified in Packages by Island County or the vendor. This type of correction or amendment will only be allowed for such errors as typing, transposition or any other obvious error. Vendors are liable for all errors or omissions contained in their Packages.

2.6 Contract Terms and Conditions

The following Terms and Conditions in all or in part may be incorporated into any contractual agreement between vendor and Island County. Terms and conditions that use the word “shall”, in this section, are considered requirements by Island County and are intended to be incorporated into any agreement between vendor and Island County.

2.6.1 County Rights to Award Contract

Island County reserves the right to:

- Award the contract according to the evaluation criteria set forth in this RFP which includes due regard to quality of services, experience, compliance with technical and functional requirements and other factors, in addition to price.
- To make the award to any responder or combination of responders whose Package(s), in the opinion of the County, is in the best interest of the County. This determination maybe made with due regard to quality of services, experience, compliance with the specifications, and other such factors as may be necessary in the circumstances.
- Island County reserves the right to use any information obtained through responder demonstrations, user surveys, site visits, or other means, inclusive of information obtained after the RFP submission, as criteria for Package evaluation
- Island County reserves the right to enter into an “interagency agreement” with any existing contracts with state or other county agencies as is appropriate in acquiring this system.

2.6.2 Indemnification:

To the fullest extent permitted by law, the responder chosen for award (Vendor) shall indemnify, defend and hold harmless Island County and its appointed and elected officers and employees, from and against all claims arising out of or resulting from the performance of the contract. “Claim” as used in this agreement means any financial loss, claim, suit, action, damage, or expense, including but not limited to attorney’s fees, attributable for bodily injury, sickness, disease or death, or injury to or destruction of tangible property including loss of use resulting there from. Vendor’s obligation to indemnify, defend, and hold harmless includes any claim by Vendor’s agents, employees, representatives, or any subcontractor or its employees.

2.6.3 Insurance

Responder chosen for award (Vendor) shall maintain, during the life of the Contract, Industry Standard Occurrence Commercial General Liability Policy Form (CG0001) or equivalent, including Premises/Operation, Products/Completed Operation, Blanket Contractual Liability and Personal Injury coverage, including Errors and Omissions. All insurance policies shall be issued by companies authorized to do business under the laws of the State of Washington and have a Best’s rating of at least A-VII. All insurance other than Professional Liability and Workmen’s Compensation, to be maintained by the Vendor shall specifically include the county as an “additional insured” and shall not be reduced or canceled without thirty (30) days written prior notice to the County. The Vendor’s insurance coverage shall be primary insurance as respect to the County, its officers, employees and volunteers. Any insurance or self-insurance maintained by the County, its officers, officials, employees or volunteers shall be excess of the Vendor’s insurance and shall not contribute to it. Minimum limit of coverage required is One Million ($1,000,000.00) per occurrence and aggregate.
2.6.4 Configuration Adjustment with Contract

Island County reserves the right to select and exclude any equipment or software for the actual acquisition regardless of the configuration proposed by the vendor. The vendor will be consulted on any such adjustments whenever it is determined that the configuration adjustment may adversely impact system performance.

2.6.5 Package Incorporated Into Contract

The responder chosen for award shall be prepared to have its Package incorporated, along with all of its other written correspondence concerning this RFP, into the contract. Any false or misleading statements found in a Package will be grounds for disqualification. The Package shall be added as an exhibit to any contractual agreement between vendor and Island County.

2.6.6 Cooperative Purchasing

The Washington State Inter-local Cooperative Act RCW 39.34 provides a means for governmental agencies to cooperatively purchase goods and services. Responder shall agree that other Washington State municipalities may acquire the software under terms equivalent to this contract.

2.6.7 Graduated Payments Schedule

Contract payments shall be made to the Responder upon installation of the ICEDRMS and successful completion of performance periods based on the modules that have been installed or that have successfully completed a performance period.

The County shall base payments on installation progress and/or successful completion of the performance period. The final payment schedule shall be based upon a mutually agreed to implementation schedule established prior to contract award.

2.6.8 Source Code/Software

Copy Of Software: To protect Island County in the event the supplier chooses not to perform or is no longer able to perform the required services, a copy of the Software Source Code will be supplied to Island County. Supplier will keep Software Source Code current with all customization and new release(s) of the product(s). All customized developed source code or enhancements for the ICEDRMS will be supplied to Island County royalty free. Professional services for implementation and customization will be considered work-for-hire and does not provide the vendor rights to the completed work unless otherwise stipulated as proprietary in nature and defined as such prior to implementation.

Escrow Account For Software: In lieu of providing a copy of software, the Software Source Code shall be held in escrow, with Island County having full rights to all code in the event the Supplier ceases to perform required services. This includes all programs, libraries, and utilities required to build and maintain the software program. Supplier will keep the Software Source Code current with each new release of the product(s).

2.6.9 Software Upgrades

The software license to be negotiated with the successful responder shall include a provision for software upgrades for the life of the contract.

2.6.10 Compliance With Changes In Statutory Requirement

The successful responder will guarantee continued compliance with Washington statutes for the life of the contract.

2.6.11 Right to make multiple copies of software

The County shall have the right to make multiple copies of the software for the explicit purpose of recovering from a system failure or other disaster. It is Island County’s policy to backup all production systems each night and retain these backups for a disaster recovery purposes.
2.6.12 Documentation

The vendor shall provide documentation for all proposed software.

If the vendor supplies documentation in paper form, then the successful vendor must provide at least two complete sets of operating manuals for the proposed software. One copy shall be a reproduction master for use by Island County in producing operating manuals for internal usage. The vendor shall provide an unlimited license for the County to copy and distribute the documentation for internal use. Vendor shall also provide price quotations for providing documentation manuals as an alternative to the County making its own copies.

If the vendor supplies documentation in electronic form, then Island County shall provide an unlimited license for Island County to copy and distribute the documentation for internal use.

2.6.13 Software Licenses for Training Machines

Island County would like to discuss the possibility of having the software licensed free of charge for our training center for the purposes of training staff in its use. Island County agrees that such a license would only be for training purposes only, and cannot be used for production work.

2.7 General Terms and Conditions

2.7.1 Necessary Ancillary Software

Unless specifically excepted by the terms of the RFP, all software, including language compilers, middleware, database interfaces, and system management tools, ordinarily furnished or prudently required to make the proposed software product a complete functioning system when installed on County supplied computers and operating systems shall be clearly identified and furnished by the vendor, at no additional cost to Island County.

Island County reserves the right to procure through its own means third party commercially available software and hardware specified by the vendor in order for ICEDRMS to function correctly. Third party software shall include all items identified in the preceding paragraph, as well as, operating systems, and database systems.

2.7.2 Prime Contractor Relationship

Island County intends to contract only with the responder of the winning Package to be known as the Prime Contractor. The responder selected shall be solely responsible for performance of the entire system. Subcontracting assignments are allowed under this contract but Island County requires that information about any subcontracting relationship be provided as part of the Package. In the event of a subcontracting arrangement, the prime contractor assumes all responsibility for delivery, installation, maintenance and any support service including documentation that is supplied by the subcontractor. In no event will the Prime Contractor subcontract for more than fifty percent (50%) of the total value of the contract. Maintenance of systems software, if provided by a third party acceptable to the County, is exempted from the requirements of this section.

Joint ventures between two or more responders will not be considered nor will any sharing of the performance obligation with a third party be considered.

2.8 Delivery

The vendor assumes responsibility for the delivery, installation, maintenance, and initial adjustment of all vendor supplied equipment, software, and support services proposed.
2.9 Respondent Demonstration

At the option of Island County, and as a condition prior to contract award, respondents may be required to demonstrate the functionality of equipment / systems proposed. The demonstration must be conducted with the products proposed and must be able to demonstrate the functionality and speed as stated in the responder’s Package.

Failure to agree to the demonstration will disqualify the responder. Failure to use the products proposed or failure to achieve the performance proposed may disqualify the responder. If Island County elects to have demonstrations conducted, it is highly desirable that these occur at facilities located in Island County, as this will permit the greatest participation by the staff.

In addition, the Responder demonstration will enable the County to verify response to the RFP Functional and Technical Requirements. Should the demonstration reveal variations from the responses to the RFP, Island County reserves the right to adjust the scoring to reflect actual conditions of the proposed system. Final scoring will be calculated taking into account any adjustments that need to be made.

Further, at the option of Island County, and as a condition precedent to contract award, the respondent(s) may be required to demonstrate the functionality of the equipment/systems proposed by performing a benchmark demonstration. Essentially this would be a mini installation of the proposed product for Island County. This would permit an evaluation of the software, its compliance with Washington State laws, and its impact on the business rules and procedures employed at Island County. The demonstration must be conducted with the products proposed and must be able to demonstrate the functionality, speed, and capacity as stated in the respondent’s Package, under loads equivalent to that of the desired system.

It is understood that any associated costs for on-site responder demonstrations or benchmark test shall be incidental to the contract and those costs shall not be passed on to the County.

At the option of Island County, and as a precedent to contract award, County employees may visit sites deemed similar to the County for the purpose of evaluating the fully installed product in an operational environment.

2.10 Timelines

2.10.1 Planned Project Schedule

The following schedule of events is anticipated:

<table>
<thead>
<tr>
<th>Event</th>
<th>Anticipated Completion Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Issue RFP</td>
<td>3/15/2006</td>
</tr>
<tr>
<td>Receive RFP Responses</td>
<td>4/3/2006</td>
</tr>
<tr>
<td>Select Preferred Responder</td>
<td>4/7/2006</td>
</tr>
<tr>
<td>Begin Implementation</td>
<td>To be scheduled</td>
</tr>
<tr>
<td>Complete Implementation</td>
<td>To be scheduled</td>
</tr>
</tbody>
</table>

Table 2.10.1-1 Anticipated Completion Dates

The County will conduct appropriate follow up with the finalist respondent(s) to select the preferred system. These activities may include: interviews, demonstrations, site visits, reference checks, and any other activities considered necessary to make an informed selection for the County.

2.11 RESPONSE FORMAT AND CONTENT

Elaborate documentation, expensive binding, detailed artwork, or other embellishments are neither necessary nor desirable. The responder may include additional information, such as an Executive Summary, but this will not be used in the final evaluation.

2.11.1 Response Instructions

The responder is expected to respond to all sections. The first section of the functional requirements contains a list of the functional requirements by module. The second contains technical requirements for the ICEDRMS. The third includes Responder Experience, Implementation Strategy, and Capability. The final section includes cost.

It is the expectation of Island County that the vendor use the documents provided in this RFP, when responding. Use of these documents will help to ensure a consistent response to this RFP. Each responder shall address all requirements specified in the sections. It is desired the integrity of each section of the RFP be preserved.
A Mandatory Requirement (MR) is an extremely important requirement for the operation of the ICEDRMS Project. A NO response to any requirement indicated by MR can result in an automatic disqualification and elimination of the responder’s response to this RFP. The codes defined below are used in sections containing functional and technical requirements:

<table>
<thead>
<tr>
<th>Requirement Designation</th>
<th>Expectation</th>
</tr>
</thead>
<tbody>
<tr>
<td>MR</td>
<td>The requirement or function specified is a mandatory requirement.</td>
</tr>
<tr>
<td>HD</td>
<td>The requirement or function specified is highly desirable</td>
</tr>
<tr>
<td>D</td>
<td>The requirement or function specified is desirable</td>
</tr>
<tr>
<td>I</td>
<td>Island County—further information on the requirement or function</td>
</tr>
</tbody>
</table>

Table 2.13.1-2 Requirements Designation Definitions

In the rightmost column in the specifications table, denoted “Supported YES/NO/PLAN”, the vendor shall specify one of the following options:

<table>
<thead>
<tr>
<th>Option</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>YES</td>
<td>The current production release of the software provides this feature without modification.</td>
</tr>
<tr>
<td>NO</td>
<td>This feature is not provided or planned.</td>
</tr>
<tr>
<td>PLAN</td>
<td>This feature is planned for inclusion in a scheduled future release. Please provide estimated release date.</td>
</tr>
</tbody>
</table>

Table 2.13.1-3 Vendor Response Options for Specification Tables

It is expected that the responder will elaborate responses to the RFP in the vendor response column.

2.12 User Definition For Software License

For purposes of the software licenses provided in this agreement, “user” for each component of the system shall be defined as follows:

1. An individual that is actively accessing the operating system environment (requires an account on the system and a login to the system).
2. Each concurrent access to the application software is considered as one user for the ICEDRMS application license.

2.13 Evaluation Process

The Island County ICEDRMS project team will review the responses to this RFP. This team includes Representatives from the County Clerk’s Office, Records Department, and Central Services. The project team will make recommendations to Senior County management and the Board of County Commissioners based on the written RFP response, demos of applications modules, references, and other criteria.

Due to short intervals associated with the schedule for this project it is suggested that responders meet the requirements of this RFP with standard, currently available products and services. This approach will ensure that minimum time and effort is spent in developing new products and that the associated costs will be as low as possible.

Negotiation of this contract will commence with the responder submitting the best Package in accordance with the evaluation categories contained in this section. A responder may be eliminated from consideration for failure to comply with all of the mandatory requirements or failure to comply with RFP instructions within Section 2. Mandatory features are identified on the right-most side with the code MR.

To help responders understand Island County’s priorities and to structure a fair evaluation of all Packages, we have developed the following evaluation categories and the possible maximum percentage points that each will receive in Package review:

<table>
<thead>
<tr>
<th>Category</th>
<th>Total Points Awarded</th>
<th>Percentage of Total Points</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cost</td>
<td>100</td>
<td>25%</td>
</tr>
<tr>
<td>System Capabilities</td>
<td>100</td>
<td>25%</td>
</tr>
<tr>
<td>User functionality</td>
<td>100</td>
<td>15%</td>
</tr>
<tr>
<td>Experience and Capability</td>
<td>100</td>
<td>15%</td>
</tr>
<tr>
<td>System Platform</td>
<td>100</td>
<td>20%</td>
</tr>
</tbody>
</table>

Table 15-1 Total Points Award By Evaluation Category

2.13.1 Cost

Overall five year cost, including software, software warranty and hardware/software maintenance, and initial implementation costs, data conversion costs, training costs, and all other associated costs required in response to this RFP will be required. Pricing shall be checked for completeness and mathematical accuracy. Errors and inconsistencies shall be handled according to the severity of the error. Minor
mathematical errors shall be called to the attention of the responder and responder will make corrections. Substantial errors shall be reviewed with the responder or, at the County’s option, the Package may be disqualified.

The cost element of the evaluation category, however, will only be factored in with the top three (3) highest rated firms. This will be derived from the scoring of the functional, technical, and experience/capability evaluation category. Ultimately the cost evaluation/analysis will be used as a qualitative and quantitative indicator, which will help determine the highest rated Package.

Refer to Section 6 - Cost for the cost form to be completed.

2.13.2 Functional Requirements

All Packages shall be evaluated to ensure that they meet all functional requirements that are listed in the RFP. Mandatory requirements will be evaluated to determine whether the intent of the requirement will be met. If these responses do not meet the intent of the mandatory requirement, the Package may be determined to be non-responsive and may be disqualified.

2.13.3 Technical Requirements

All other requirements of the Package, including implementation plans, system maintenance plans and options will be evaluated in this category. The following list provides an overview of significant technical areas of concern.

- Open Systems Architecture
- Upward Compatibility and Migration Path
- Conformance with Industry Standards
- Conformance with Washington State regulations for imaging systems and related records management requirements.
- System Architecture
- Scalability
- Performance
- Functional Methodology

2.13.4 Responder Experience and Capability

This section includes responder references, credentials, experience, similar installations, and commitment. The following list provides an overview of the areas of interest.

- Application software development plan and development methodology
- Demonstration of expertise in application area
- Comprehensive maintenance plan
- Hardware and software technical support
- Comprehensive training plan
- Key personnel assigned to project and resources available to ensure corporate commitment
- Past relevant experience with this type of project and ability to demonstrate relevant experience.
- Corporate commitment to products and product lines
- Demonstrated financial stability and commitment

The responder must provide references, which contain elements of modules sought in this Package. Questionnaires may be sent to customer references by Island County or contacted by telephone. Secondary references may also be contacted. If necessary, multiple references can be used.

Responder’s references shall be contacted and interviewed. Basic areas of concern shall be:

- Quality and performance of recommended equipment in a DIS.
- Verification that proposed system performs as presented by respondent
- Installation of hardware and software
- Effective maintenance and technical support
- Review of any problems and their resolution
- Overall opinion of responder’s performance and personnel
- Projected vs. actual costs
- Stability and performance to specification of product line
Responses by responder’s customers shall be evaluated individually and as a whole. At the County’s option, negative responses may be reviewed with the responder if they are considered a singularity. Consistent unfavorable responses will have a negative effect on the evaluation and may warrant disqualification of a Package.

SECTION III

3 BACKGROUND

The Superior Court Clerk is, by law, the administrator of the court records and exhibits, the financial officer for the courts, a quasi-judicial officer and the ex-officio clerk of the court.

The mission of the Superior Court Clerk is to provide, preserve and protect an accurate, complete public record for all constituents—the public, courts, legal community and law enforcement.

A primary function of the Superior Court Clerk’s Office is to receive, organize, and file all documents pertaining to each case filed in Superior Court. Once filed with the Clerk, these documents become the individual court case’s legal file. The legal file is considered an archival record and must be kept forever by the County Clerk either in its original paper form or in a statutorily approved alternate media such as microfilm.

The Clerk is required by law to create a legal record, referred to as the Case Docket for each case filed in Superior Court. This docket is arranged in a chronological date format and summarizes all documents received for filing in the case legal file, all the case’s scheduled proceedings before the judges and a record of monies received by the Clerk that pertain to the specific court case.

The Island County Clerk, along with the 38 other county clerk offices in the state of Washington, uses the State SCOMIS and JIS computer systems. SCOMIS is the acronym for Superior Court Management Information System. SCOMIS is an automated case management system. All cases filed in Island County since July 2, 1984 have been data entered into the SCOMIS software program.

Cases recorded in SCOMIS include non-confidential and confidential cases. Non-confidential case type categories include criminal, civil, domestic, probate, guardianship, juvenile offender, and judgment cases. Occasionally, individual cases in the non-confidential case type categories become restricted from public access by means of a court order. Restricted or confidential case types include paternity, adoption, mental illness, and juvenile dependency cases. Information can be retrieved on a county-by-county basis through the SCOMIS system. Information available through SCOMIS includes an index of cases by parties; a record of papers filed for each case (docket); dates for court motions or trials; cases set for a calendar; case disposition and judgment information; case status information; a list of case litigants and their attorneys; and a Washington State Bar Association attorney directory. Criminal charge and sentencing information is also available in SCOMIS for adult felony and juvenile offender cases.

3.1 Creating a New Case

A new court case is created when an initiating document is filed with the Clerk. A unique case number assigned to the case identifies each case. The new case is then entered into the SCOMIS program and, where required by statute, is also entered into the JIS statewide person database.

3.1.1 Case Documents Processing

Documents are received for filing by various methods including being mailed to the Clerk’s Office, brought into the office or received in court when the case is scheduled for a hearing or a trial before a judge or a court commissioner.

A document contained in a court file may range in size from one page to several hundred pages. The number of documents contained within a case file can range from two to more than a hundred. Most documents within a case are identified by a document sub-number unique to each document and an abbreviated document description.

Each document is stamped with the filing date. Documents are first sorted by their respective “case type” category for processing by the data entry clerks. Each document is reviewed prior to processing for file date stamp, court signatures, or “clerk’s action” requirements. Action by the clerk may include targeting calendar dates; receipting various fees or trust funds; providing certified or informational copies to other employees, agencies, or departments; processing writs, appeals to higher courts or changes of venue to other courts or a multitude of other requirements to meet county, state and federal regulations and statutes.
After the data entry clerks complete document processing, the documents are forwarded to the Records Section. There they are sorted into case number order within the case type category and then filed into the court case legal file folder.

3.1.2 Daily Security Microfilming

By statute, the Clerk must keep a duplicate copy of wills and documents signed by a judge. At the clerks’ discretion, duplicates of other documents in a case may also be kept for security purposes.

The Island County Clerk has kept this record in a microfilm format and in MIMS. This record series is statutorily titled the Journal, but is commonly referred to as “MIMS” record. These documents should be scanned for security purposes prior to being physically filed in the folder.

3.1.3 Archived Cases

Cases that have been resolved and completed by the court and have had no documents filed for an 18 month period after the case completion date are eligible for archiving. In Island County, cases eligible for archiving are supposed to be archived on a quarterly basis and microfilmed in their entirety.

After microfilming, the hard copy of the record is either transferred to the Regional Archives in Bellingham or destroyed by shredding. The Clerk designates the disposition method. Currently no funds are available and no cases are being microfilmed.

3.1.4 Existing Problems

Island County Local Court Rule 10 (d) — Form of Pleadings and other Papers, states “All original pleadings, papers, and briefs, memoranda, affidavits and all other original documents filed with the office of the Island County Clerk and pertaining to an active cause numbered case, must be physically filed within three court days of physical receipt of said documents(s) by the office of the Island County Clerk.” This deadline and the way the courts operate evokes the following problems:

Documents circulating around the processing divisions may be required by the court immediately or by counsel or parties wanting to review them prior to court. This interrupts processing and documents are often difficult to locate in their workflow. Two employees cannot work on the same case or document at the same time. Files and documents can become lost. Considerable time is spent copying, faxing, and mailing documents to other employees, agencies or departments.

3.2 Vision of Document Imaging

For the time being, we envision documents coming into the office in much the same way as they do now - on paper, either delivered to the Clerk’s Office in person or through the mail. In the future we wish to utilize electronic filing of documents.

The same necessary tasks that are currently carried out by the staff will continue, including presorting documents by case type category and processing most “action required” functions prior to imaging. After sorting, the documents will be prepared for scanning. Preparing the documents for scanning will include the task of removing staples, paperclips and mending any torn pages. Scanning will be done throughout the day with the goal of scanning each document the same day it is received. Scanning may occur at the same time the data is entered into SCOMIS. A review of processes will determine the best methodology. Disposition of the paper document will be determined and if appropriate routed to the Records Section for filing into the court file folder.

The imaged document will be available for use by several users at the same time. Distribution will be done using the imaged document making the retrieval of the paper document minimal. If paper files are needed and a page or document is missing, a new one can easily be printed from the imaging system. The integrity of the original document will be preserved preventing theft, unauthorized changes and forgery. The need for daily microfilming and SCOMIS archive filming will be eliminated. Archival quality film can be produced directly from the images if that is the preservation strategy we choose to utilize. The system should support the ability to download and send the images to an outsourced microfilming company as appropriate using file transfer or CD burning capabilities. In subsequent phases we plan to extend the use of this system to all departments with-in the county. The use of electronic signatures and web access of public documents will be very important to the future success of this project.
In addition, the Sheriff’s office maintains documents by Case number that may coincide with a number supplied by the dispatch system or citation. The Prosecutor maintains documents as numbered by a CRIMES database. These documents may or may not be entered into SCOMIS.

Finally, in review of this system, an understanding of the Judges’ bench process will be helpful in future enhancements and phases of this project. It is anticipated that in the future the Judge will work with electronic files rather than paper documents. In that event, a system that allows a clerk to prepare and provide the judge the appropriate documents for a case will be imperative.

SECTION IV

4 Island County ICEDRMS Technical Requirements

This section contains technical requirements for the system. The first part of this section provides each vendor with an overview of our current network capabilities and standards. It also provides information on any projects and/or operational philosophies that may be relevant to implementation and support issues relating to the system.

After this introduction, the technical requirements section starts. In this section, we will state specific requirements that Island County would like to have the system incorporate. Island County will also use this section to ask specific questions about the system.

Reminder: As stated in Section 1 of this RFP, whenever use of the words “the system” appears, it is referring to the ICEDRMS. Use of this nomenclature will provide maximum re-use of this RFP for other Packages we are planning.

4.1 Technology Environment

The Island County Clerk’s Office is located on the Coupeville campus and is connected to the network on Category-5 cabling, running at speeds 100 Mbits/second. Island County operates a TCP/IP switched network.

Island County is currently upgrading all Microsoft based workstations and servers on our network to Microsoft’s Windows 2000 Operating System. Following are some specific details about workstations and servers operating on our network.

4.1.1 Workstations

Island County’s network contains approximately 450 workstations running Microsoft’s Windows 2000 Professional Operating System. Island County works to replace each workstation once it has been in service for four years. This means that we are consistently enhancing the performance capabilities of the workstations, but that in some cases we are two-to-three years behind currently available machines. Our minimum supported station and our currently supported workstation specifications follow:

Minimum Workstation (Machines greater than / year old)
- Dell pentium 4 630 GHZ
- 512 Mbytes of RAM
- 60 Gbytes hard drive or greater

4.1.2 Servers

The network contains approximately 15 servers. Currently, Island County operates the following operating systems on our network servers:

- Microsoft Windows NT 4.0
- Microsoft Windows 2000 Server
- Microsoft 2003 Server

4.1.3 Database Management System (DBMS)

It is considered highly desirable that the system utilizes Microsoft SQL 2000 Server and that the vendor solution is staying current with upgrades.

4.1.4 Information Integration Philosophy

All information that is produced by Island County employees and sub-contractors is viewed as ‘owned by Island County’. In this light, it is
critical that Island County has the ability to move information from one information system to another information system. Vended systems, by design are often vertical in nature, i.e. they assume that the information collected in the application will only be utilized by that application. In truth, Island County has found that it is rare that we have any data systems where information is not needed in another application. Hence, we view information as essentially horizontal in nature. Take for example an address. There are many road name changes that happen in any political jurisdiction. Island County is not immune to this issue. If each database at Island County uses the road name in some manner, then whenever a name is changed, the staff that utilizes the database will have to update the address information. For vertical systems, this becomes problematic. We find very quickly that many departments are not informed of the road name, so address information quickly goes “out of sync”. If applications are designed with the horizontal data issue in mind, we find that we have methods that can be used to synchronize changes in horizontal information. This improves information integrity, enhances confidence in our information systems, allows information to be used in abstract data analysis, and enhances employee efficiencies and many other benefits.

Consequently, Island County’s information philosophy is to procure and or create systems that provide the ability to move information in and out of them. A DBMS such as Microsoft’s SQL Server already has significant tools that allow Information Services engineers to access data in any system.

This issue is so significant to Island County that great attention will be paid to it in evaluation of vendor Packages.

4.1.5 **Electronic Messaging System**

Island County uses MS Exchange 5.5 & Outlook 2000+ as our electronic messaging system.

4.1.6 **Internet Connectivity and Use**

Island County provides Internet connectivity for all employees that have workstations on Island County’s network, Internet access speed is a T1 connection. Employees are authorized to utilize the Internet capabilities for County Business. Employees are not authorized to download software to County owned workstations.

If the system provides the capability of providing software enhancements through the Internet, it is the expectation that the Island County Central Services department will download such upgrades and install them.

Island County currently uses Microsoft Internet Explorer V6.0 as our Internet browser.

Use of the Internet by the vendor to provide software upgrades or patches to Island County Central Services staff is highly desired.

4.1.7 **Office Automation Environment**

Island County uses the Microsoft Office 2000 products as our primary office automation toolset, although we are making plans to migrate to Office XP. All workstations that will be procured for this project will be configured with the following Microsoft Office tools:

- Microsoft Office
- Microsoft Excel
- Microsoft PowerPoint
- Microsoft Outlook
- Microsoft Access

4.1.8 **Network Deployment of Software**

The Island County Central Services department uses to package network downloadable software and patches. It is highly desired that the system operate within the NAL environment for client software installations, patches and upgrades.

4.1.9 **Backup and Disaster Recovery**

Island County currently has an enterprise backup system to backup all servers, application, and server stored user data to a backup server. The enterprise system backs up to magnetic tape. Backups are retained for a short period of time and the tapes are generally rotated or destroyed.
One tape each month is put into an archive and retained for four months.

Your Package may utilize Island County’s existing backup capability, or recommend another method. Your system should include documented use of HSM and CD/DVD creation to ensure long term storage of archived documents.

4.1.10 Telecommuting

Island County is working to provide the means for departments to operate from remote locations, inclusive of remote office, homes, and during travel. In order to accomplish this requirement, Island County is planning on using the Internet and Virtual Private Network (VPN) protocol. It is highly desirable that the system, operate in a VPN environment.

4.1.11 System Support

As Island County improves our security for remote access to our network, it becomes prudent from a security perspective to re-evaluate the support connections our vendors currently utilize to access our network to support their products. Island County is very interested in phasing out conventional methods of accessing systems in favor of the more secure VPN connection discussed above. We believe that the requirements for vendors to utilize the VPN technology are:

Designate one authorized personnel. Purchase one secure RSA “fob” from Washington State Department of Information Services. VPN tunneling is supported solely via this manner into Island County networking. There is a monthly fee for this service which shall be maintained by the vendor for the duration of the maintenance or service contracts.

4.1.12 Imaging

As with all other technologies, the world of imaging is changing. At Island County, we are seeing the need to maintain a picture of the original document, as well as, the need to capture the “information” contained within the document. We believe that over the next few years, there will be a strong movement to get away from traditional imaging systems to systems that use database technologies to capture information instead.

It is important to us that we work with a vendor who has a good understanding of the changes in the imaging industry and has strategic vision in their product. We are very interested in supporting electronic filing and supporting Legal XML if these technologies become approved for use. Our requirements section will ask specific questions to determine your company’s vision in these areas.

4.1.13 Digital Signatures

Island County is studying the role of Digital Signatures in our automated systems. We currently have not deployed a Digital Signature solution, although the use of Digital Signatures for legal documents is authorized under State and National law.

We are very interested in hearing about your companies plans to support Digital Signatures. Please feel free to provide any relevant information regarding this subject as part of your submittal.
Implement a County Clerk Imaging System that meets State standards for the storage and retrieval of Superior and District Court records. The system will help ensure the integrity of the court files and allow easy access by multi users. In addition Extend the system to other departments and offices to meet their unique records management requirements.

<table>
<thead>
<tr>
<th>Requirement Designation</th>
<th>YES</th>
<th>NO</th>
</tr>
</thead>
<tbody>
<tr>
<td>The proposed imaging system shall minimize duplicate data entry of information between the proposed imaging system and SCOMIS.</td>
<td>HD</td>
<td></td>
</tr>
<tr>
<td>The system must have the ability to receive information from other agencies.</td>
<td>HD</td>
<td></td>
</tr>
<tr>
<td>The system must be capable of displaying multiple windows when indexing</td>
<td>HD</td>
<td></td>
</tr>
<tr>
<td>The system must allow for the ease of routing images from person to person through user-controlled workflow.</td>
<td>HD</td>
<td></td>
</tr>
<tr>
<td>The system must allow the monitoring of workflow by supervisors, administrator and co-workers</td>
<td>MR</td>
<td></td>
</tr>
<tr>
<td>The system must provide the ability to change (without programming) all assigned variable field values or codes</td>
<td>HD</td>
<td></td>
</tr>
<tr>
<td>The system must provide transferring and confirmation capabilities to multiple users.</td>
<td>HD</td>
<td></td>
</tr>
<tr>
<td>The system must allow authorized staff to handle documents and files of a confidential and sealed nature.</td>
<td>HD</td>
<td></td>
</tr>
<tr>
<td>The system must have the capability to easily restrict access to specific documents that originally have an open status and through court proceedings become sealed.</td>
<td>HD</td>
<td></td>
</tr>
<tr>
<td>The system must provide an audit trail for each of the images to show that the integrity of the image and the document has been maintained. If the image should need to be deleted and rescanned, the audit trail must show such action. The system must log/track before and after images of changes along with dates and who (user id) made the change.</td>
<td>MR</td>
<td></td>
</tr>
<tr>
<td>The system must have the ability to index documents with a minimal amount of duplicate data entry between the imaging software and SCOMIS.</td>
<td>HD</td>
<td></td>
</tr>
<tr>
<td>The system must create non-proprietary industry standard format images (tif,gif,jpg,etc) that can be viewed using other imaging software</td>
<td>HD</td>
<td></td>
</tr>
<tr>
<td>The system must have the ability to produce standard and customized (ad hoc) reports</td>
<td>HD</td>
<td></td>
</tr>
<tr>
<td>The system must allow multiple users to scan documents simultaneously</td>
<td>HD</td>
<td></td>
</tr>
<tr>
<td>The system must allow the user to have update capability for any look-up tables.</td>
<td>HD</td>
<td></td>
</tr>
<tr>
<td>The system must allow users to log on at different locations</td>
<td>HD</td>
<td></td>
</tr>
<tr>
<td>The system must provide security within the application and allow security management by the system administrator. The application must limit user access to data and capabilities based on User ID to prevent accidental or unauthorized modifications of data.</td>
<td>MR</td>
<td></td>
</tr>
<tr>
<td>The system must have the ability to print any image currently displayed on the screen</td>
<td>HD</td>
<td></td>
</tr>
<tr>
<td>The system shall provide for efficient retrieval, ease of use, and up-to-date information about the digital images stored in the system</td>
<td>HD</td>
<td></td>
</tr>
<tr>
<td>The system shall have the ability to separate records by case type prior to moving to secondary long-term storage</td>
<td>HD</td>
<td></td>
</tr>
<tr>
<td>The system must have the ability to handle OAC case numbering standards</td>
<td>HD</td>
<td></td>
</tr>
<tr>
<td>The vendor shall provide a project director during the installation and training periods</td>
<td>M</td>
<td></td>
</tr>
<tr>
<td>The system should have the ability to easily produce a CD or diskette of multiple images that can be remotely viewed and searched by an offline PC without additional software loaded (IE: a response to a public request for images; define offline/public access requirements) Describe additional software or licenses required and process to create a CD.</td>
<td>HD</td>
<td></td>
</tr>
<tr>
<td>Requirement</td>
<td>Priority</td>
<td></td>
</tr>
<tr>
<td>------------------------------------------------------------------------------------------------</td>
<td>----------</td>
<td></td>
</tr>
<tr>
<td>(Multiple CD’s should be created royalty free to be viewed by a requester)</td>
<td>HD</td>
<td></td>
</tr>
<tr>
<td>The system shall allow the case number to be entered once when scanning a batch of documents for the same case. It should be maintained until the next case number is entered.</td>
<td>HD</td>
<td></td>
</tr>
<tr>
<td>The system should provide an integrated online help system that provides user help for the system</td>
<td>HD</td>
<td></td>
</tr>
<tr>
<td>The system should be able to produce electronically signed document and electronically certified documents for future use</td>
<td>HD</td>
<td></td>
</tr>
<tr>
<td>The system should have a sequential page numbering system for documents marked for printing (specifically for Appeals)</td>
<td>HD</td>
<td></td>
</tr>
<tr>
<td>The system should provide the ability through workflow to prioritize document processing</td>
<td>HD</td>
<td></td>
</tr>
<tr>
<td>The system should require verification that the digital image is correctly written to the disk (write and verify) providing us with additional protection for continued access to long term records</td>
<td>HD</td>
<td></td>
</tr>
<tr>
<td>The system should provide techniques for monitoring and reporting verification of the records stored on a secondary storage device</td>
<td>HD</td>
<td></td>
</tr>
<tr>
<td>The system should be internet enabled in preparation for future electronic filing of documents</td>
<td>HD</td>
<td></td>
</tr>
<tr>
<td>The system should have the ability to rotate the image and zoom in and out on parts of it. Zoom enlarged parts of images should be printable. As well as print as scanned.</td>
<td>HD</td>
<td></td>
</tr>
<tr>
<td>The system should be able to search for all documents stored in the database on any field and/or combination of fields in the index</td>
<td>HD</td>
<td></td>
</tr>
<tr>
<td>The system should have the ability to change scanner settings from within the application</td>
<td>HD</td>
<td></td>
</tr>
<tr>
<td>The system should be scanner hardware independent</td>
<td>HD</td>
<td></td>
</tr>
<tr>
<td>The system should have the ability to import industry standard images originally captured by other non-proprietary systems</td>
<td>HD</td>
<td></td>
</tr>
<tr>
<td>The system should have the ability to add notations to the image without altering the image</td>
<td>HD</td>
<td></td>
</tr>
<tr>
<td>The system must have the ability to handle OAC case numbering standards</td>
<td>HD</td>
<td></td>
</tr>
<tr>
<td>The system shall operate on a Server running the Windows 2000 Server platform</td>
<td>HD</td>
<td></td>
</tr>
<tr>
<td>Which hardware/operating system is considered the most favored platform? For example:</td>
<td>HD</td>
<td></td>
</tr>
<tr>
<td>What media do you use to distribute new versions of the software to your customers?</td>
<td>MR</td>
<td></td>
</tr>
<tr>
<td>Describe the process/strategy that you recommend for distribution of client software in the Island County environment</td>
<td>MR</td>
<td></td>
</tr>
<tr>
<td>How is your documentation distributed? Is it available on CD-ROM? How often are corrections published? If distributed on CD_ROM are there any licensing restrictions on how many users can simultaneously access it.</td>
<td>MR</td>
<td></td>
</tr>
<tr>
<td>Describe your proposed hardware, software and support strategies to maximize the availability and responsiveness of the application system for Island County business activities. Examples are predictive software analysis of hardware problems, data mirroring and separate table back ups, redundant processor components, use of separate development/system staging platform.</td>
<td>MR</td>
<td></td>
</tr>
<tr>
<td>The minimum workstation that Island County will procure is a 1.5 ghz, 128mb RAM, 30GB Hard Disk, 10/100 NIC, 17” monitor</td>
<td>MR</td>
<td></td>
</tr>
<tr>
<td>Please identify if this configuration meets the recommended requirements for your application. Also identify any additional configuration requirements recommended for application operation.</td>
<td>MR</td>
<td></td>
</tr>
<tr>
<td>All client software shall have the capability of being deployed from a network server. Such a capability eases the support requirements of Island County staff in Client distribution</td>
<td>MR</td>
<td></td>
</tr>
<tr>
<td>The system shall be capable of operating in a TCP/IP network environment</td>
<td>MR</td>
<td></td>
</tr>
<tr>
<td>The system shall utilize TCP/IP for all data layer network operations. Application layer services may use any standard interfaces that utilize the TCP/IP protocol as their underlying data transport mechanism.</td>
<td>MR</td>
<td></td>
</tr>
<tr>
<td>System must be compatible with industry standard image correction s/w</td>
<td>HD</td>
<td></td>
</tr>
<tr>
<td>The proposed system shall be implemented using a relational database system as its underlying data repository</td>
<td>MR</td>
<td></td>
</tr>
<tr>
<td>Explain how the proposed system is implemented using a relational</td>
<td>MR</td>
<td></td>
</tr>
<tr>
<td>Question</td>
<td>Answer</td>
<td></td>
</tr>
<tr>
<td>-------------------------------------------------------------------------</td>
<td>--------</td>
<td></td>
</tr>
<tr>
<td>Database system as its data repository. What relational database is it using?</td>
<td>MR</td>
<td></td>
</tr>
<tr>
<td>The system shall use Microsoft SQL server as the database repository</td>
<td>MR</td>
<td></td>
</tr>
<tr>
<td>Generally how far behind the system lag support for new SQL server releases from Microsoft? Please provide this answer in months or years</td>
<td>MR</td>
<td></td>
</tr>
<tr>
<td>The proposed system shall be designed to operate in a multi-tiered network environment. Please describe.</td>
<td>MR</td>
<td></td>
</tr>
<tr>
<td>Where are the business logic and workflow rules maintained</td>
<td>MR</td>
<td></td>
</tr>
<tr>
<td>What tools can be used to report these business rules (established in the database or the application code)?</td>
<td>MR</td>
<td></td>
</tr>
<tr>
<td>Does the system maintain a full audit trail of all changes to business rules (in the database and the application code, showing the changes made, the date, and the user ID of the person making the change)?</td>
<td>MR</td>
<td></td>
</tr>
<tr>
<td>Can application processing be moved between clients and servers on the network?</td>
<td>MR</td>
<td></td>
</tr>
<tr>
<td>If application processing can be moved, describe how this is accomplished for example: How are servers and clients defined in the network? Are there ways to control which processors are used as the primary processors for certain jobs?</td>
<td>MR</td>
<td></td>
</tr>
<tr>
<td>Please describe your recommended Backup and Recovery strategy including hardware and software that will be needed to support that strategy in the Island County environment. Please include estimates of the duration of time that database access may be unavailable due to backup and/or database maintenance processes. This description should include, but is not limited to recovery from facility destruction, data corruption due to hardware failure, and data corruption due to software.</td>
<td>MR</td>
<td></td>
</tr>
<tr>
<td>The system shall be capable of unattended backup</td>
<td>MR</td>
<td></td>
</tr>
<tr>
<td>What are the options for backup and recovery? (Full, Incremental?)</td>
<td>MR</td>
<td></td>
</tr>
<tr>
<td>Would the product need to be re-licensed to run on a recovery machine in the event of a disaster?</td>
<td>HD</td>
<td></td>
</tr>
<tr>
<td>Can the application data be backed up while the database is in use for production work?</td>
<td>HD</td>
<td></td>
</tr>
<tr>
<td>The system shall support automatic journalizing of database changes</td>
<td>MR</td>
<td></td>
</tr>
<tr>
<td>The system shall support automatic rollback of incomplete transactions in the event of a system or program failure without needing manual restoration or unlocking of files</td>
<td>MR</td>
<td></td>
</tr>
<tr>
<td>The system shall support manual roll forward capability to reproduce activity from tape backup or journal files in the even of disk failure.</td>
<td>MR</td>
<td></td>
</tr>
<tr>
<td>The proposed system shall be capable of being partitioned across multiple disk drives in order to achieve high throughput and performance in a distributed processing environment</td>
<td>HD</td>
<td></td>
</tr>
<tr>
<td>What kind of support is provided for mirroring and replication of data?</td>
<td>MR</td>
<td></td>
</tr>
<tr>
<td>Does the system provide an active central repository of data elements, records, programs showing where data is sued in system (data dictionary)?</td>
<td>MR</td>
<td></td>
</tr>
<tr>
<td>The system shall support automated HSM and archival to DVD,CD or other currently available media? Please describe.</td>
<td>MR</td>
<td></td>
</tr>
<tr>
<td>What Open System standards are supported?</td>
<td>MR</td>
<td></td>
</tr>
<tr>
<td>The system shall be ODBC compliant</td>
<td>MR</td>
<td></td>
</tr>
<tr>
<td>The system shall use a commercially available off-the-shelf DBMS</td>
<td>MR</td>
<td></td>
</tr>
<tr>
<td>The system must be capable of implementing full records management functions and reporting for records management purposes.</td>
<td>MR</td>
<td></td>
</tr>
<tr>
<td>The Vendor must provide a detailed plan for implementing the proposed system. This implementation plan must include all tasks by both the County and the Vendor covering the period of notification of contract award through installation of all components of the proposed system. The plan must include the estimated duration associated with each task. The Vendor must also identify all tasks that involve joint County and Vendor participation after the system is installed for testing. The Vendor must provide a detailed explanation of the level of support that will be required from the County Information Systems staff to achieve the proposed implementation plan as well as what level of support will be required from the County Information Systems staff after implementation.</td>
<td>MR</td>
<td></td>
</tr>
</tbody>
</table>
SECTION V

5 Company Information

This section asks specific information about the company and its financial standing. Our intent is to verify the viability of the company to support Island County for the next several years.

5.1 Company Information

Company Name _________________________________________________________________
Address _____________________________________________________________________________
City, State, Zip ________________________________________________________________________
5.2 Company Contact Information

Contact Name ______________________________________________________________

Address ___________________________________________________________________

City, State, Zip _____________________________________________________________

Phone Number _____________________________________________________________

FAX Number ______________________________________________________________

E-Mail Address ____________________________________________________________

5.3 Technical Support Questions

Hours and methods of technical support: _______________________________________ 

Is there a user’s group? Are users able to request system changes? If so, how? ____________

What is the release/version number of the software that you are proposing? _______________

Provide the approximate release dates of the last three
versions of your proposed software (if applicable). ____________________________

How frequently are you planning to issue new releases in the future? ____________________________

What is your policy in terms of supporting previous versions of your software? ____________________________

Do you provide a toll-free telephone number for customer support? ____________________________

What hours is telephone support provided (Pacific Standard Time)? ____________________________

Do you guarantee callback response time as part of your standard support? ____________________________

If so, what is the guaranteed response time? ____________________________

Do you provide your customers with a list of features planned for upcoming releases? ____________________________

If so, attach a copy of the latest planned feature list with planned release dates. ____________________________

How do you track problems with your software? ____________________________

Do you inform customers of these problems as soon as they are identified? ____________________________

How do you track open issues and calls from customers? ____________________________

How could Island County see the status of all our calls? ____________________________

When working on a customer problem, do you normally log into the customer’s system to see the problem, or do you try to recreate the problem on your own system? ____________________________

Are new releases provided under the maintenance contract? ____________________________

Who installs the maintenance release, supplier, or user? ____________________________

5.4 Development Plans

Please describe your company’s development plans for the next 1-3 years for the product you are proposing.

(Use additional sheets if necessary)

5.5 Customer References

The vender shall provide three (3) customer references.
5.5.1 Customer Reference 1

<table>
<thead>
<tr>
<th>Customer Name</th>
<th>Business Address</th>
<th>Contact Name</th>
<th>Title of Contact</th>
<th>Contact Phone</th>
<th>Description of Installation</th>
<th>Date Installed</th>
<th>Relevance to Island County</th>
</tr>
</thead>
</table>

5.5.2 Customer Reference 2

<table>
<thead>
<tr>
<th>Customer Name</th>
<th>Business Address</th>
<th>Contact Name</th>
<th>Title of Contact</th>
<th>Contact Phone</th>
<th>Description of Installation</th>
<th>Date Installed</th>
<th>Relevance to Island County</th>
</tr>
</thead>
</table>

5.5.3 Customer Reference 3

<table>
<thead>
<tr>
<th>Customer Name</th>
<th>Business Address</th>
<th>Contact Name</th>
<th>Title of Contact</th>
<th>Contact Phone</th>
<th>Description of Installation</th>
<th>Date Installed</th>
<th>Relevance to Island County</th>
</tr>
</thead>
</table>

5.6 Discontinued Installations

Disclose any sites where proposed software was initially installed and subsequently discontinued from operation. Explain what happened and
provide contact references.

5.7 Proposed changes to Master Services Agreement (MSA)

Please indicate any proposed changes to the MSA your firm would like to recommend. Each firm may also introduce its standard software agreement in this section to replace Island County's MSA.

SECTION VI

6 Price Package

Instructions: Provide itemized pricing details for each software, hardware and service product proposed. Include itemized pricing for all of the following categories (sub total each category): customization planning and process consulting; configuration, installation and acceptance testing; post-installation operational support and system tuning; annual maintenance/upgrade subscription; Hardware; Application Software; and all other service costs necessary to meet the requirements specified. You may attach additional sheets if necessary.

Where applicable, detail per license costs such as capture software required for automation indexing, workflow or export to CD; page counts and scanner connections; VRS; Integration and user application integration suites; Web usage; capture from print (IE: e-mail word...)

<table>
<thead>
<tr>
<th>Proposal costs for Imaging System Phase I:</th>
<th>Licenses or Unit Price</th>
<th>Extended Purchase Price</th>
<th>Yearly Maint/Support Price</th>
</tr>
</thead>
<tbody>
<tr>
<td>List Hardware Rqmts</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>List Software modules</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>List Customized modules (VAR specific)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>List Services</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>List Conversion from MIMS Service</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>List Optional Software, hardware or Services</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Proposal costs for Imaging System Phase II:

<table>
<thead>
<tr>
<th>Item</th>
<th>Purpose/options</th>
<th>Licenses or Unit Price</th>
<th>Extended Purchase Price</th>
<th>Yearly Maint/Support Price</th>
</tr>
</thead>
</table>
### Proposal costs for Imaging System Phase III:

<table>
<thead>
<tr>
<th>Item</th>
<th>Purpose/options</th>
<th>Licenses or Unit Price</th>
<th>Extended Purchase Price</th>
<th>Yearly Maint/Support Price</th>
</tr>
</thead>
<tbody>
<tr>
<td>List Hardware Rqmts</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>List Software modules</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>List Customized modules (VAR specific)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>List Services</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>List Conversion from MIMS Service</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>List Optional Software, hardware or Services</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Proposal costs for Imaging System all Phases:
6.1 Proposed Schedule

Please identify your proposed installation, data conversion, testing, training and go live schedule, Include dates for deliveries or other reference date (such as Week 2, etc.). Schedules may be in the form of a table of dates or a Gantt chart at the discretion of the vendor.

6.2 Technical Configuration Requirements

Please list all hardware configuration requirements for the ICEDRMS. Please specify number and type of servers, operating system, and any other requirements for a successful implementation of the ICEDRMS system.

6.2.1 Server Requirements

Please specify number and type of servers required to support the ICEDRMS, include operating system, recommended DBMS, hardware configuration requirements (recommended network speed, size and type of disk arrays, CPU speed, number of CPU’s).

<table>
<thead>
<tr>
<th>Item</th>
<th>Purpose/options</th>
<th>Licenses or Unit Price</th>
<th>Extended Purchase Price</th>
<th>Yearly Maint/Support Price</th>
</tr>
</thead>
<tbody>
<tr>
<td>List Hardware Rqmts</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>List Software modules</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>List Customized modules (VAR specific)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>List Services</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>List Conversion from MIMS Service</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>List Optional Software, hardware or Services</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
6.2.2 Workstation Requirements

Please specify minimum and recommended workstation requirements to operate the ICEDRMS. (Include Specifications for a scanning station, indexing station, CD creation station and administration station separately. Include all vendor or other software, hardware and dongle requirements for each workstation specified)

Provide a list of approved scanners

6.2.3 Checklist

Please ensure that the following items are included or have been previously sent to Island County

- Letter of Intent
- RFP response (this document)
- Package Certification
- Copy of proposed software maintenance agreement
- Copy of proposed software licensing agreement
- Web Site Address for software support and information

6.3 Package Certification

Do you certify that you are not on the Comptroller General’s list of ineligible contractors nor the list of parties excluded from Federal procurement or non-procurement programs? Yes No

Will you sell additional units to other government agencies within the State of Washington at the Package price, terms and conditions until both parties accept a written change? The County of Island accepts no responsibility for the payment of the purchase price by other government agencies. Yes No

Signature not required if Package is submitted electronically by an authorized electronic mail address of the company. See section 2.6 for additional information.

THE UNDERSIGNED have hereunto set their hands or caused their duly authorized officers to submit this Package, all as of the ____ day of ___________________, 2006.

By signing below, you certify in writing that all vendor Package terms, including prices, will remain in effect for a minimum of 90 days after the Package Due Date, that all proposed hardware and system software has been operational at a non-vendor owned customer site for a period of 90 days prior to the Package Due Date, and that all proposed capabilities can be demonstrated by the vendor.