CLARK COUNTY

RFP #846
SOFTWARE and IMPLEMENTATION SERVICES for a VITAL RECORDS (VR) SOLUTION
QUESTIONS and ANSWERS
UPDATED: NOVEMBER 14, 2022

	QUESTION	ANSWER
1.	Where it states CCPH Vital Records processes 4500 certificates per year, does that translate to total certificates or number of customers?	That number is the amount of total permits. The 4500 is the approximate monthly amount; for yearly it's about 45,000 instead.
2.	In Clark County, are there local hospitals with Labor/Delivery wards that we are certifying newborns in?	In the wards, they are given applications to fill out, then they either have to bring in or mail it in. We currently work with DOH/Whales system. Wouldn't need that function in this system, just need tracking purposes.
3.	Reading through the pdf, in part 1, item 3 (scope of project) – it calls out a cloud-based system to provide accounting applications for invoicing/receiving. Can you provide more context on what you are envisioning for accounting piece as far as invoicing/AR? For accounts receiving, is there another hardware component?	We have separate receiving machines. For the accounting side, vital records program does not have a large menu of options – there are about 10-11 different options, that will have very small variations. We also have a shipping charge and order processing fee. People come up to counter in our office and pay cash/credit card and we give receipt. For funeral homes, we also need to provide online payment options. For clarification, receipt is both an order confirmation and payment receipt Over-the-counter people will get receipt from kiosk CCPH uses; we still need to log/reconcile customer payments that come in throughout the day, to match at EOD. If kiosk came down or we stopped using them, we would still ability need to process through our system (receipts, invoicing)
4.	How do we provide receipt to funeral home that will have multiple requests?	Through our existing system.
5.	If funeral homes submit online, do we provide a paper receipt?	We give each funeral home an invoice per descendent (paper form even though they submit it online)
6.	Item 1 – cloud-based cash management system – is it just for reconciling or do we expect it to provide some sort of system here too?	We have cash drawers, provide audit for that employee (login). Will need to be able to provide report by employee.

7.	**When would a payment need to be issued for orders?**	We collect when they are ordering it – needs to take payment immediately. Examples of cases that we may issue a refund for the original order: a funeral home could order certs and the record isn't in system yet, or corrected copies not received yet.
8.	**Is there some level of match for refunds? For example, if paid by check, will issue refund by check? Credit card payments refunded back on credit card?**	Cards are what funeral homes pay with, will refund by card. If paid by check, need to do in ad-hoc form requested by Workday system, as we use Workday to cut checks. The processing of payments coming in, we need to apply that payment in new system, so it updates the aging. Need upload file from this system to workday to account for revenues, cash, refunds, etc. There is a running AR account on workday system specifically for Vital Records.
9.	**What is the requested format needed for export data?**	CSV. We will work with awardee on developing the upload file.
10.	**What is the requested frequency of export?**	Monthly. We would want to transmit by the 5th of the following month to ensure month-end work is complete.
11.	**Is there a fee schedule by records document type? How do we use mechanism and how often do fees get modified/updated/added?**	It's very rare to change/update fees for Vital Records. The state controls the actual fee rate itself. Fees can be loaded with anticipated date of launch, if they haven't taken effect yet.

12.	**For the monthly summary of numbers of certificates/information of copies by event type – what is the format necessary?**	Account by program element code – type of certificate and by account (summary of what is produced by certificate type)
		For example, a table:
		    Type 1 – X number
		    Type 2 – Y number

13.	**Will the new system need to leverage the program element codes in the new system?**	No, anything that will allow us to clarify and track how many of each type were processed will be fine.
14.	**If we have more questions after this call, can we submit question still?**	Yes, questions can be submitted to A'ndrea Lee via email after the call. Deadline to submit questions is Jan 11, 2023.