



CLARK COUNTY
RFP #776
LEGAL DOCUMENT RECORDEDING SYSTEM REPLACEMENT
FINAL QUESTIONS and ANSWERS
UPDATED: 4/16/2020

	QUESTION	ANSWER
1.	Attachment D, Item 3.5: Can the County please further explain the business process with this request?	Occasionally the dept will have a document that is scanned multiple times, I.e. marriage cert, the system would recognize that there was already a scanned document to avoid duplication
2.	Attachment D, Item 10.5: Can you please explain the reject slip workflow process and what sort of updates you wish to notify the customer?	The customer needs to know where their document is in the workflow, so if an item is rejected, accepted, resubmitted, etc. They need to be able to access what the status is of the document.
3.	Attachment D, Item 11.4.3: Can you please describe the specific problems you are having with eRecording stamps to warrant this type of report?	E-recording always has a stamp and we can always manually place a stamp. We will remove this requirement.
4.	Attachment D, Item 11.4.10: Can you please explain this request in more detail?	This requirement refers to when a document type is changed and the customer needs to be able to access and view the updated information.
5.	Due to the current COVID-19 crisis, will the County consider accepting electronic submissions instead of hardcopies?	No
6.	Can the County clarify the proposal content format in Section IIC?	See below
7.	a. How should proposals be organized?	See below
8.	i. According to sections 1-7 of section IIC? Or Sections 1&2, and 4 of item A of Section 1?	Proposal content in section A details what the proposal must contain, items 1-7 break down in detail what should be included in each section
9.	b. Section 4 mentions providing the Price Proposal in an Attachment. Is there a specific form the County would like pricing in? Or can vendors supply their own pricing grids?	The vendor can supply their own pricing grid as long as they include: <ul style="list-style-type: none">• Software cost• Hosted solution cost (if applicable)• On prem system cost• 5 year Maintenance Cost• Resource Cost• Implementation Cost• Total Cost

10.	c. Under the Cover Sheet section, section 3 is missing. Is this intentional?	Yes
11.	d. Section 1&2 mentions an Equal Benefit Worksheet. Can the County provide this worksheet?	No, please disregard this requirement and the W9 form request as it is not needed
12.	e. Section 4 mentions SaaS and On Premise Questions. Where are these questions listed?	There is a security questionnaire attachment that includes the on Premise and SaaS questions
13.	f. Attachment C is included in both Section 4 Scope of Work and Section 2 Project Team. Which section should Attachment C be under?	Attachment C should be placed under IIC Sec. 4
14.	What section should Attachment D be placed under?	Attachment D should be placed under IIC Sec. 4
15.	How many documents does the County record annually?	Approximately on average 120 thousand per year
16.	How many databases are there to be converted?	Just one, the current eagle recorded database
17.	What integrations are required?	Please reference 9.0 Interfaces
18.	Is the County interested in a new payment vendor?	Not at this time, we currently use point and pay and Teller, if the proposed solution is not compatible with these please detail out the specific requirement
19.	Would you be able to provide a version of the Requirements and security documents that will allow us to have editing capabilities in the Vendor response/Comments fields? We share these among teams, and editing and compiling data is tricky with not being able to format text, etc.	They should have been included in the original email that was sent. Yes please open the attachment(s) directly from the county website versus inside the RFP and editing is available, Please then save them as a separate attachment in your response https://www.clark.wa.gov/general-services/requests-proposals
20.	Does the county provide Equal Benefit Worksheet and Declaration?	Already answered above
21.	In Proposal Content, it goes from Sec 1 and 2 to Section 4. Is there no Section 3? Is it meant to be the Compliance forms?	Already answered above
22.	To be clear, Attachment A should be the cover sheet of my response? Or is it the first document of content?	The coversheet of the response
23.	Does the county have a preferred price proposal document?	Already answered above
24.	According to Proposal Content—Section 4, it states that the Proposer’s Response to SaaS and/or On-Premise questions need to be documented. Does that mean you want them pulled out separate from Security Worksheet	No, they do not need to be separate. Simply answer the questions for SaaS and on premise in the security worksheet and all questions in the requirements worksheets

	C and the Requirements Worksheet, where applicable?	
25.	Does "Proposer's Response to SaaS and/or On-Premise questions" mean the full Requirements Worksheet?	The majority of the SaaS and on premise questions are contained in the security worksheet, as detailed above Simply answer the questions for SaaS and on premise in the security worksheet and all questions in the requirements worksheets
26.	Please clarify what Letter of Acceptance, in Section 4 means	This is referencing the "letter of interest"
	Will vendor be penalized if they do not submit RFP on recyclable material? Many shops that provide these resources are closed due to the Coronavirus.	No
27.	Does the county provide Equal Benefit Worksheet and Declaration?	Already answered above
28.	Attachment D, Item 9.8: How is the County currently getting excise from PACS into Eagle Recorder and can you explain how you want this integration to work? What information would you like to have exported from PACS and how often?	In our current environment Teller is acting as the intermediary and pushes the excise tax into the application. The new system would need to integrate with PACS and allow the users to go into PACS, work the excise, then pull the information from PACS for the excise stamp and excise fees to be collected in conjunction with the recording fees back into the application.
29.	What are the number of core users, the number of read-only users, and the amount of storage space the system is using?	Core users - 50 Read only - 15 The current amount of storage space is 2 TB
30.	Will the county still be holding onsite demos as part of the evaluation process?	Yes, as the stay at home orders are lifted the onsite demo will continue as scheduled
31.	What data points do you need/want for the references (length of time as customer, contact name, email and phone, what services are provided, etc.)?	Length of time as customer, contact name, email and phone, services provided, number of transactions/year or size of county.
32.	How can we make the "Notes" cell larger, to accommodate for text.	We did not put any limit on the amount of text that can be added to the cell, you should be able to expand to any size needed Adjust the row height to make all wrapped text visible <ol style="list-style-type: none"> 1. Select the cell or range for which you want to adjust the row height. 2. On the Home tab, in the Cells group, click Format. 3. Under Cell Size, do one of the following: <ul style="list-style-type: none"> o To automatically adjust the row height, click AutoFit Row Height. o To specify a row height, click Row Height, and then type the row height that you want in the Row

		height box.
33.	Are we permitted to submit additional documentation to support answers on the Security Requirements and/or the Requirements document? Will they count against the 20-page maximum allowed?	Yes, you are allowed to submit additional documentation to support answers on the security requirements and this will not count against you in the 20 page limit
34.	Section 3.2- Do you want this automated?	Yes
36.	Section 4.2.1.1 and 4.2.1.2- The external submitter (CSC, Simplifile, ePn, etc.) will typically handle any email communication with the end submitter. Our system will share statuses with the eRecording provider, not the end user. Are you looking for something different?	E-recording third-party vendors already do this. This would be specific to G2G, direct submissions to the new system.
37.	Section 5.16- Does Closeout mean for the day, or just exiting the system? What type of alert are you looking for? Email? Pop up?	closeout for the day. A pop up or notification would be expected.
38.	Section 7.3.10- Is there an additional document that will be required to be recorded?	Yes, there is an additional document that the birthdate automatically prompts the system to print out for parental signature. It is also recorded.
39.	Section 7.7- Are you looking for a tracking type report?	Yes, just to determine quantity and date range.
40.	Section 10.1.3- Please provide further clarification on what type of notification you would like. Visual? Email?	Email or visual notification.
41.	Section 10.4- Does delete mean void? Please clarify what you're looking for. What do you want the user to be able to do?	This requirement is about the ability to create, edit, delete the receipt message. Has nothing to do with "voiding" an actual receipt.
42.	Section 10.5- Define expectations of "web portal." Is it interactive, where the county and customer can interact? Or just a simple web site?	This is not interactive
43.	Section 12.1.3- What format are the images in?	The images are in TIFF format.
44.	Resource cost , what is that specifically in the RFP referencing	If there is a cost of a person over and above the implementation cost. i.e. hotel, plane fares, breakout the costs of what for example a \$100,000 includes
45.	What is the expected implementation timeline	This will be dependent upon the Covid19 release for people to go back to work and the project plan, hopefully we can do a lot of the contracting process online but will not set a start work 1 year with the 2 year extensions until after we have an anticipated go date from the Governor and County approval
46.	General requirements spreadsheet questions, do you want us to leave Clark County notes?	vendors can remove any notes Clark County added and simply respond

47.	What is the expected workflow for over the counter documents? Once scanned the system does automatically bring up teller up	Today a document is taken over the counter, scanned, receives and electronic stamp, work thru a point of sale system (teller) for receipting into system, comes out of POS into application- a ping comes up and then the user goes into the application (teller auto pops up)
48.	How is excise handled?	Over counter- go thru teller to Pacs, excise sent to teller for consolidation, do not calculate in the current application, users go into Pacs as they are cross trained, receives info from teller, all in one stamp
49.	RFP mentions OCR, are we envisioning auto indexing?	Don't utilize OCR now but would like to have it as an option, could price as an option separately but please be clear if it is included or separate cost
50.	Did not see anything for auto redaction?	Do not currently use auto redaction, as above if separate cost please propose with cost included
51.	Aside from any unforeseen circumstances do we see a possibility of the RFP being postponed or cancelled altogether or just pushed back	Do not envision this being permanently postponed but rather simply pushed back as we are looking for improving our current situation
52.	Scanning front and back of all docs do we save the white space?	We do not save all white pages just need to be able to do duplex scanning