



TOWN OF STRATFORD
REQUEST FOR PROPOSAL
RFP #2011-016
INTEGRATED LAND RECORDS SYSTEM

I. GENERAL INFORMATION

- 1.1 **Purpose:** The Town of Stratford, Connecticut (hereafter referred to as the “TOWN”) is seeking the services of a single source reliable and experienced vendor to install an Integrated Land Records System in the office of the Town Clerk. The “VENDOR” will also be responsible for the conversion of all existing data from the current vendor. The system shall include all hardware, software, installation, training and ongoing technical support. The “TOWN” will have the option to purchase it’s own hardware, and/or purchase some of or all of the hardware quoted from the “VENDOR”. The “VENDOR” must be currently engaged in the business of integrated land records systems within the State of Connecticut and have experience with municipalities of similar size and population. The “VENDOR” must have had successful experiences with the conversion of the existing Town Clerk data to the new “VENDORS” system.

The Town of Stratford is seeking to lease a turnkey system for a four-year term. VENDORS should propose solutions that can accommodate the Town Clerk’s current volume and projected growth. The proposal for the new Integrated Land Records System will include the single service provider to install, maintain and fully support a system with the following capabilities, which include the following:

- All Hardware necessary to be used with the proposed system
- Microfilm Creation
- Cashiering System
- Internet Access with Web Hosting
- Imaging Management & Scanning
- Indexing & Verification
- Searching & Retrieval
- Reports & Queries
- Land Record Books and Book Paper
- Data Conversion
- Printouts

1.2 **Proposals:** All proposal received by the Town in response to this RFP will be retained. Submissions must meet the following criteria to be considered:

- A. Constitute a complete response to this RFP, using the proposal form provide in this document.
- B. **Include one (1) original and three (3) copies. The price proposal and/or fee structure must be submitted in a separate envelope from the base proposal.**
- C. Proposal must be received by:

**Michael Bonnar
Town of Stratford Purchasing Agent
2725 Main Street
Stratford, CT 06615**

Proposals are due: No later than 3:00 pm on Friday March 18, 2011.

Envelopes must be clearly marked “**INTEGRATED LAND RECORDS SYSTEM**”. Firms mailing proposals should allow for normal delivery time to ensure timely receipt of their proposals. Proposal may not be submitted by e-mail.

- D. Must be signed by an official authorized to bind the firm to its provisions.
- E. Must include a statement that the proposal remains valid for a period of at least ninety (90) days from the date of its submission.

1.3 **Rejection of Proposals:** The Town reserves the right to reject any and all proposals received as a result of this RFP.

1.4 **Communications Concerning RFP:** All questions relevant to the development of a proposal are to be directed in writing via electronic mail to:

Mr. Michael Bonnar, Purchasing Agent
Town of Stratford
Email: : mbonnar@townofstratford.com

Any questions determined to be of interest to all prospective firms will be answered in writing and posted on the Town of Stratford Department of Purchasing website as an addendum under the bid invitation. **Except as authorized by Mr. Bonnar, no vendor may contact any other employee or elected or appointed official of the Town of Stratford with respect to the RFP or the submission of a bid.**

1.5 **Additional Information:**

- A. **Revisions or addendums to the RFP:** in the event it becomes necessary to revise or supplement any part of the RFP, the revision or supplement will posted for all prospective firm on the Town of Stratford Purchasing Website under the bid announcement.
- B. **Experience: Only firms with 5 or more years of experience in INTEGRATED LAND RECORDS SYSTEM for municipalities should apply.**

- C. Incurring Costs:** The Town will not be liable for any cost incurred by a firm in preparation or submission of a proposal.
- D. Civil Rights Compliance:** Where applicable, firm must comply with the Civil Rights Act of 1964, the Equal Employment Act, and the Connecticut Fair Employment Practices Act.
- E. News Releases:** News releases pertaining to this RFP or the services, study or project to which it relates will not be made without prior approval, and then only in coordination with the Town.
- F. Acceptance of Proposal Content:** The contents of the successful proposal may, at the Town's option, become part of the contract entered into by the successful firm and the Town.

1.6 Information to be Provided by the Town of Stratford to the Selected Vendor:

The Town of Stratford Town Clerk's office current land records system is configured with the following equipment: The Town Clerk's office recorded 9,073 documents in 2010.

- **Database Server, (1)**
- **Indexing, (3)**
- **Public Inquiry Stations, (2)**
- **Scan Stations, (1)**
- **System Printer, (1)**

Proposals must exceed the current configuration of equipment shown above.

II. PROJECT OVERVIEW

2.1 Technical Requirements:

The Town of Stratford wishes to lease a turnkey integrated land records system for a period of four years. The timetable for acquisition, installation, conversion, testing, and acceptance of the proposed system shall be determined by the successful vendor and the Town of Stratford.

Project Description

Design:

Vendors should propose a fully developed and fully functional software system. In addition, there may be certain tasks or functions, which need clarification. The selected Vendor will meet with the Town Clerk and do a structured walk-through of the proposed system. The Vendor and the Town Clerk will make review workflow, setup of user-defined tables and parameters and the physical deployment of workstations. Additional meetings will be required to define integration requirements, installation and training.

Implementation:

- **Install and configure all hardware**
- **Implement any standards determined in Design stage**
- **Install and configure all software applications**
- **Convert and load all available data into the database**
- **Implement and test Operation System and Network Security**
- **Test all network connectivity**

Training:

- **Provide on-site training for all application software**
- **Provide on-site training on the use of all additional hardware**
- **Provide on-site training of routine System Administration and Operations**
- **Train and rehearse various disaster recovery scenarios**

Town Clerk will

- **Designate the personnel to be trained on backup and recovery procedures**
- **Schedule staff members to be available for training**

Acceptance:

- **Facilitate weekly follow-up conference calls between all interested parties**
- **Keep the implementation team available for immediate follow-up to any post-installation issues**

Documentation:

Selected Vendor will prepare the following documentation and provide it in hardcopy or electronic formats:

- **Documentation for the Network Settings**
- **Documentation for Operating System**
- **System diagram**
- **All software and hardware documentation provided by equipment manufacturers**
- **System operation and administration documentation, written for non-technical users**

2.2 SERVICES

A. SYSTEM INSTALLATION

The Vendor shall be responsible for the purchase, delivery, installation and testing of all the hardware. The Vendor must coordinate with the Town on cabling services. The installation of cable through the ceilings, wall, or floors will be performed by the Town. The Vendor is responsible for testing all hardware and software components to ensure that the system is fully operational.

B. TRAINING

The Vendor must provide appropriate customer training for all aspects of the system. Please provide a detailed training plan and schedule with costs specifically enumerated. Please provide a description of the training classes to be provided and the duration of the class, (in hours and days). All training must be on-site at the Stratford Town Clerk's office.

C. HARDWARE MAINTENANCE

Unless otherwise mutually agreed to by the Town Clerk and the Vendor, response time for the maintenance technician to be on-site to service the specified equipment must be no later than eight business hours after notification of required service. The system must be equipped with remote communications to provide technical support via a dial-up diagnostic unit of VPN. The vendor must have existing maintenance facilities with sufficient parts inventory and trained technicians experienced in providing quality service on the equipment specified. Please provide with your response a copy of the equipment maintenance agreement.

D. LOCAL AREA NETWORK

The Vendor shall supply a network requirement design, which is consistent with the Town's networking standards. The Vendor will consult with the Town's IT staff will provide the selected Vendor with any information and/or networking support including internet connectivity, fire walls, routing, switching, etc.

2.3 TERMS AND CONDITIONS

A. THE CONTRACT

The contract shall be executed between the Town Clerk and the successful Vendor. Primary responsibility for the contract administration and implementation shall be exercised for the Town Clerk by the Town of Stratford.

The contract shall consist of the following in order of controlling priorities for priority in conflict between documents.

1. The executed agreement for hardware, software, training, and maintenance services between the selected Vendor and the Town of Stratford, Connecticut.
2. Any addenda issued by the Town
3. This Request for Proposals and the specifications contained herein;
4. The selected Vendor's bid.

B. PRIME VENDOR RESPONSIBILITY

The selected Vendor shall assume responsibility for all services and the system components offered in the proposal whether or not it produces them. Further, the Town Clerk will consider the selected Vendor to be the sole point of contact with regard to contractual matters, including payment of any and all charges resulting from the Contract.

C. RELATED CONTRACTS

Vendor shall disclose the identity of any subcontractors in the proposal prior to hire. Vendor shall be responsible for all work of subcontractors and shall warrant the quality of such work. After the award of the Contract, the Vendor shall not hire or use subcontractors not previously identified in the proposal without prior written approval from the Town Clerk. No subcontractor may be used to create any custom software absent approval by the Town Clerk and subject to prior approval by the Town Clerk. No approval is required for the purchase of articles, supplies, components or procurement or mechanical services, provided those articles, supplies, components, or mechanical services

do not include installation, programming, hardware, or other goods and services of the kind contemplated by the Contract. All work subcontracted shall be at the expense of the Vendor.

D. TIME AND PERFORMANCE

This Contract shall be binding upon both parties upon receipt by the Vendor of a fully signed copy of the Agreement for Services and receipt of a fully executed purchase order.

E. DURATION OF TERMS AND CONDITIONS

All pricing terms and conditions submitted in the Vendor's response shall remain firm for a period of ninety (90) calendar days after the scheduled proposal or make a written request to withdraw their proposal from consideration.

F. RECORD KEEPING REQUIREMENTS

The Vendor shall maintain all financial records in a manner consistent with generally accepted accounting principles. Documentation to support each action shall be filed in a manner allowing it to be readily located. To the extent that time records are used to support payment, Vendor shall contemporaneously make available to the Town, upon request, the time records for all persons employed or independently contracted on this agreement.

All disbursements for the Contract shall be for obligations incurred in the performance of this Contract and shall be supported by contracts, invoices, vouchers, and other data appropriate to support the disbursements.

All disbursements for the Contract shall be for obligations incurred only after the effective date of the Contract, unless specific authorization for prior disbursements has been given in writing by the Town Clerk.

During the period covered by this Contract and until the expiration of four (4) years after final payment under the Contract, the Vendor agrees to provide the Clerk, its duly authorized representative, and any person, agency, or instrumentality providing the Clerk with financial support to the work undertaken hereunder with access to and the right to examine any books, documents, papers, and records of the Vendor involving transactions related to the Contract.

G. ENTIRE AGREEMENT

BY SUBMITTING A PROPOSAL, THE VENDOR ACKNOWLEDGES THAT IT HAS READ THESE SPECIFICATIONS, UNDERSTANDS THEM, AND AGREES TO BE BOUND BY THE REQUIREMENTS, TERMS AND CONDITIONS OF THE SPECIFICATIONS. THE VENDOR FURTHER AGREEST THAT THE CONTRACT, AS OUTLINED IN THIS DOCUMENT IS THE COMPLETE AND EXCLUSIVE STATEMENT OF THE AGREEMENT BETWEEN THE PARTIES AND SUPERCEDES ALL PROPOSALS, ORAL OR WIRTTEN, AND ALL OTHER COMMUNICATION BETWEEN THE PARTIES RELATING TO THE

SUBJECT MATTER OF THE CONTRACT. THE CONTRACT MAY BE MODIFIED ONLY IN WRITING, SIGNED BY THE VENDOR AND THE TOWN CLERK. FURTHERMORE BY PROVIDING THE TOWN WITH A PROPOSAL BASED ON THE SPECIFICATIONS, THE VENDOR EXPRESSLY WARRANTS THAT THE VENDOR'S PROPOSED SYSTEM WILL FULFILL THE REQUIREMENTS OF THE SPECIFICATIONS.

H. CONFLICTS OF INTEREST

No personnel of the Vendor or member of the governing body of any locality, or other public official or employee of any such locality in which, or relating to which the work under this Contract is being carried out, and who exercises any functions or responsibilities in connection with the review or approval of the undertaking or carrying out of any such work, shall prior to the completion of said work, voluntarily acquire any personal interest, direct or indirect, which is incompatible, or in conflict with the discharge and fulfillment of such person's functions and responsibilities with respect to the carrying out of said work. Any person who acquires an incompatible or conflicting personal interest, prior to, on, or after the effective date of the Contract, or who involuntarily acquires incompatible or conflicting personal interest, shall immediately disclose that interest to the Town Clerk in writing. Thereafter, such person shall not participate in any action affecting the work under this Contract, unless the Town Clerk determines that, in light of the personal interest disclosed, such person's participation in any action would not be contrary to the public interest.

I. HEADINGS

The headings used in this solicitation are for convenience only and shall not affect the interpretation of any of the terms and conditions.

J. GOVERNING LAW – SEVERABILITY

The validity, construction, and performance of this solicitation and the resulting Contract and the legal relations among the parties to the solicitation and resulting Contract, shall be governed by and construed in accordance with the laws of the State of Connecticut. Venue shall only be proper in the Town of Stratford, Connecticut. If any provision of the solicitation and resulting Contract of the application of any such provision shall be held by a court of competent jurisdiction in Connecticut to be contrary to law, the remaining provisions of the solicitation and resulting contract shall remain in full force and effect.

K. COMPLIANCE WITH THE LAW

The Vendor agrees to comply with all applicable federal, state and local laws in the conduct of the work under the Contract. The Vendor accepts full responsibility for payment of all taxes and insurance, including workers' compensation insurance premiums, unemployment compensation insurance premiums, all income tax deductions, and social security deductions for all work authorized by this Contract without further charge than the proposed price.

L. CIVIL RIGHTS/ADA

The successful Vendor agrees that as a condition of the contract, there shall be no discrimination against any employee, agent, or subcontractor because of race, color, sex, religion, national origin, handicap, or any other factor as specified in Title VI of the Civil Rights Act of 1964, Rehabilitation Act of 1973 and subsequent amendments. It is further agreed that the vendor will comply with all appropriate federal and state laws regarding such discrimination and the right to and method of appeal shall be made available to all persons under this contract. The Vendor shall comply with all rules and regulations of the Americans with Disabilities Act.

M. NO ADDITIONAL WAIVER IMPLIED

If the Town of the Vendor fails to perform an obligation or obligations under the Contract and that failure subsequently is waived by the other party, the waiver shall be limited to the particular failure so waived. A waiver shall not be effective unless it is in writing. A waiver of any term of this agreement shall not be construed as an ongoing waiver of any other term of this agreement.

N. ASSIGNMENT

Neither this Contract nor any rights, duties or obligations described in this Contract shall be assigned by either party without prior written consent of the party.

O. METHOD OF BILLING

A purchase order shall be issued to make payments to the Vendor.

All line items that appear on any invoice for this Contract must have receipts or other appropriate documentation to support the expenditure and must be available upon request.

The Vendor shall submit an invoice to the "Bill To" address on the purchase order. A proper invoice must include the following information and/r attached documentation:

1. Name and address of business as designated in the Contract;
2. Federal Tax Identification Number of business as designated in the Contract;
3. Invoice remittance address as designated in the Contract;
4. Purchase order number authorizing the deliverable; and
5. Description including time period, serial number when applicable, unit price, quantity and total price of the deliverable actually delivered or rendered as specified in the Purchase Order.

If an invoice contains a defect or impropriety and/or it is not a proper invoice as defined in this section, a written notification and the improper invoice shall be sent to the business concerned at the address designated for receipt of Purchase Orders within fifteen (15) calendar days after receipt of the invoice. The notice

shall contain a description of the defect or impropriety and any additional information necessary to correct the defect or impropriety. If such notification has been sent, the required payment date shall be thirty (30) days after the receipt of a proper invoice or system acceptance, whichever is later.

Payments under the Contract shall be due on the thirtieth (30th) calendar day after the later of the date of actual receipt of a proper invoice by the Town Clerk, or the date the system, materials, goods, supplies, or services are accepted in accordance with the terms of the Contract. The date of the warrant issued in payment shall be considered the date payment is made. Vendor payment shall not be initiated before an invoice is received.

Unless otherwise mutually agreed to by the Town Clerk and the Vendor, the Vendor may submit an invoice to the Town Clerk upon complete and successful installation, testing and acceptance of the Town of Stratford's, Town Clerk's Land Records System, and the Town Clerk's certification that installation, testing and training is successful and complete.

P. SOFTWARE TERMS AND CONDIDITIONS

Vendor warrants it shall possess all necessary rights to allow the Town to use all software that Vendor provides to the Town during the term of lease. Vendor warrants that when the software is delivered and installed, it will operate on the specified computer/s in the manner as described in the relevant software documentation, in the Vendor's proposal.

For a period of four years after the date of acceptance of the software, Vendor warrants that it shall:

1. Maintain the software to operate in a manner as described in the relevant software documentation, the Vendor's proposal, and the Request for Proposal
2. Supply technical bulletins and updated user guides as they become available
3. At the discretion of the Town Clerk, supply the Town Clerk with newer versions, updates, improvements, enhancements or modifications to the software
4. Correct or replace the software and/or remedy any programming error that is attributable to the Vendor and
5. Service the software in a professional manner with qualified personnel.

The Vendor shall provide updated software documentation upon delivery of updated software releases. The Vendor acknowledges that said newer versions, updates, improvements, enhancements, and modifications to the software or documentation shall be subject to the provisions of the Contract.

The Vendor warrants that it shall exert its best efforts to correct programming errors that are attributable to the Vendor, provided that the Clerk notifies the Vendor of all such problems with the software orally or in writing, and that the Town Clerk provides information sufficient to identify the problem.

Q. HARDWARE TERMS AND CONDITIONS IF APPLICABLE

- 1. Vendor warrants that all hardware furnished for the installation hereunder shall be new and not used or refurbished. Such hardware must have been manufactured within the last 12 months from the date of installation. In no event shall any hardware proposed for the system be an alpha or beta test product.**
- 2. Vendor warrants that it shall provide the necessary operational, remedial and preventative maintenance for the hardware during the term of the lease in a timely, reasonable and professional manner.**
- 3. Vendor warrants that its bid, including but not limited to its proposed system, shall meet or exceed all of the requirements of the Town as set forth in this Request for Proposals, including but not limited to the Clerk's functional, technical and maintenance requirements.**
- 4. Vendor warrants that the system, as a whole, will have a 99% uptime or better during regular business hours.**
- 5. Unless otherwise mutually agreed to by the Town Clerk and the Vendor for a specific occurrence, the Vendor warrants that any hardware maintenance (if applicable) performed under the Contract during the four-year lease shall be completed as follows.**
 - a) Any fileserver, tape back-up or networking component shall, if defective or out of service be repaired or replaced at the site not later than (4) hours after notice to the Vendor**
 - b) If a problem results in the non-function of any modem, uninterruptible power system, workstation or printer it shall be repaired or replaced within (8) hours of notice to the Vendor**
 - c) In the event of a multiple system failure, or if more that one of the components of the system is non-functioning, they shall be under repair within (4) hours and**
 - d) All other hardware maintenance performed on products specified for this system shall be completed within three (3) days of notice to the Vendor**

R. EQUAL EMPLOYMENT OPPORTUNITY

In carrying out the Contract, the Vendor shall not discriminate against any employee or applicant for employment because of race, religion, national origin, color, sex, sexual orientation, age, handicap, or Vietnam-era veteran status. The Vendor shall ensure that applicants are hired, and that employees are treated during employment, without regard their race, religion, national origin, color, sex, sexual orientation, age, handicap, or Vietnam-era veteran status. Such action shall include but not be limited to the following: employment, promotion, demotion, or transfer; recruitment or recruitment advertising; layoff or termination; rates of pay or other forms of compensation; and selection for training, including apprenticeship.

The Vendor agrees to post in conspicuous places available to employees and applicants for employment, notices setting forth that the Vendor complies with all applicable federal and state nondiscrimination laws. In all solicitations or advertisements for employees by or on behalf of the Vendor, the Vendor shall state that all qualified applicants will receive consideration for employment

without regard to race, religion, national origin, color, sex, sexual orientation, age, handicap, or Vietnam-era veteran status. The Vendor shall incorporate the foregoing requirements of this paragraph in all of its contracts for any of the work prescribed in this Contract (other than subcontracts for standard commercial supplies or raw materials), and will require all of its subcontractors for any part of such work to incorporate such requirements in all subcontracts for such work.

The proposal shall include a thorough background of the firm, including experience and references from similar projects. Time and completion shall be identified; along with any additional tasks that the “**VENDOR**” finds will enhance the **proposal**.

Proposal should also include the following:

- A. Brief Statement as to the firm’s particular abilities and qualifications related to this project;
- B. List of municipalities in Connecticut and other states for which the firm has provided similar services in the last three to five years. Please also include the name and contact information for these references.
- C. Resumes of key personnel who would be assigned to this project;
- D. Additional information or documentation that may be useful and applicable to this project.
- E. Prior to contract, the winning firm will be required to show evidence of insurance coverage of a kind and in an amount satisfactory to the Town.
- F. Information concerning any suits filed, judgments entered or claims made against the firm during the last five years with respect to employee assistance program services provided by the firm (b) or any declaration of default or termination for cause against the firm with respect to such services. In addition, state whether during the past five years the firm has been suspended from bidding or entering into any government contract.
- G. A total of 2 printed and one electronically formatted copy of the final report along with cost estimates should be provided to the **Purchasing Agent, Michael Bonnar**.

III. SELECTION PROCESS

3.1 **Review Process:** All proposals will be reviewed by a committee comprised of the **Town Clerk, Asst. Town Clerk** and the Chief Administrator Officer.

3.2 The Town reserves the right to waive non-material deficiencies in any proposal.

Proposal will be evaluated based on what is deemed to be in the best interest of the Town, including such factors as the **Vendor’s** experience, and expertise in the **Integrated Land Records System** to municipalities, clarity and creativity of the proposal, recommendations of entities for which the bidder has previously provided

services, the persons to be assigned to the project by the bidder, and the total proposed cost. Cost will not be the sole factor in evaluating bids.

A short list of finalists will be developed and firms may be interviewed by the Selection Committee after the proposals are received, if need. If interviews are required, the bidders will be notified of the time and date and information to be presented.

The Selection Committee expects to recommend a firm for approval no later than **April 22, 2011**. The Town expects to complete its review of all proposals and select the tentative bidder within one month after receipt of proposals. If necessary, the Town reserves the right to extend the review period.

Selection as the firm with the preferred proposal does not provide any contract rights to that firm. Any such rights shall accrue only if and when the Town and the firm execute a binding contract. The Town reserves the right to negotiate with the successful firm in any manner necessary to best serve the interests of the Town. If the Town fails to reach an agreement with the successful bidder, the Town may commence negotiations with an alternative bidder or reject all bids and reinstitute the RFP process.

IV SYSTEM REQUIREMENTS QUESTIONNAIRE – APPENDIX A

THIS APPENDIX MUST BE SUBMITTED WITH YOUR PROPOSAL

INSTRUCTIONS: All specifications described below are **MANDATORY**. Each item should be answered with either a “YES” or “NO” answer to be considered responsive. Vendors are welcome to provide additional information for any specification. Vendors may provide alternatives after they have first provided a “YES” or “NO” response to the specification. Alternatives must be clearly labeled. Vendors must provide a brief explanation of why an alternative solution should be considered satisfactory.

Any requirements or features, which involve an additional cost, must be reflected in the “Added Cost” column. If no added cost is itemized, it is assumed that the requirement or feature is included in the quoted price. All exceptions and added costs must be summarized and identified on the page designated as “Exceptions & Summary of Added Costs”.

SYSTEM REQUIREMENTS, ARCHITECTURE & COMPATIBILITY

Item	Requirement	Response	Added Cost	Comments
1	Open Architecture: Proposed solution shall incorporate the use of open systems architecture to allow for integration with existing information systems.			
2	Client/Server: The system shall be based on client/server architecture with industry standard personal computers connected via a local area network.			
3	Industry Standard: The system shall incorporate well-defined industry standards in the area of operating systems, database connectivity, communications and storage.			
4	Integration: The system shall be designed with openness, which will permit it to be integrated into environments that include other applications and other systems with minimal effort.			
5	Vendor software must be			

	written utilizing Microsoft.Net Technology			
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OPERATING SYSTEM

Item	Requirement	Response	Added Cost	Comments
1	The operating system for the server shall be fully compatible with Windows 2003 or greater operating environment. Please state the operating system for your proposed solution.			

DATABASE

Item	Requirement	Response	Added Cost	Comments
1	SQL Server Compatible: The system shall be fully compatible with Microsoft (MS) SQL Server			
2	Nonproprietary Database Server: The Town of Stratford must have the ability of using the database to run additional applications (i.e., the system should not require the use of a proprietary database server).			
3	Analysis by Vendor: Vendor shall provide the Town of Stratford with an analysis which will assist in determining the best methods to use for the management of the index data, files and objects.			

SERVERS

Item	Requirement	Response	Added Cost	Comments
1	Server Descriptions: Vendor shall list the number and type of server(s) required for the proposed application; a description of the server(s); their role; and recommended specifications.			

Server

Description

Role

Specifications

WORKSTATIONS & PRINTERS

Item	Requirement	Response	Added Cost	Comments
1	Workstation Operating System: The workstation operating system must be a Windows XP Professional or higher system.			
2	Workstation Configuration: Vendor shall indicate the recommended workstation configuration to be used with this system.			
3	Printers: Vendor shall list the number and type of printers required for the proposed system; the role of each printer; and recommended specifications.			

Vendor's recommended workstation & printers configuration:

HARD DISK STORAGE

Item	Requirement	Response	Added Cost	Comments
1	RAID Storage Environment: The storage environment for data, documents and images must be a RAID level 1 or better solution.			
2	Prohibit Optical Storage: The Vendor must be capable of providing solutions that DO			

	NOT require or utilize optical disk storage.			
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DATA STORAGE

Item	Requirement	Response	Added Cost	Comments
1	Storage Variety: The system shall use a variety of storage media for the storage of data, objects and images.			

SYSTEMS FEATURES

Item	Requirement	Response	Added Cost	Comments
1	Software License Structure: The Vendor shall provide a concise explanation of how the procurement of the software license(s) is structured (i.e., concurrent/named licenses for users, server licenses, modules, etc.)			

EXPLANATION:

Item	Requirement	Response	Added Cost	Comments
2	Additional Functionality: The Vendor shall provide an explanation of how additional functionality or features that are not currently included in the released product are integrated. Systems must be fully integrated, not add-on software from multiple companies. The explanation should also include how custom features are managed during			

	subsequent upgrades.			
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EXPLANATION:

Item	Requirement	Response	Added Cost	Comments
3	User Friendly: Vendor must be able to provide user friendly, menu-driven software, allowing the novice operator to quickly and easily accomplish tasks with a minimum of confusion or delay. Describe the features of the proposed software that contribute to its ease of use for both users and system administrators..			

Item	Requirement	Response	Added Cost	Comments
4	Manager Friendly: The system shall be easily managed by a trained project manager (i.e.,			

	the day-to-day management of the system shall NOT require an application programmer).			
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CASHIERING & DOCUMENT RECEPTION

Item	Requirement	Response	Added Cost	Comments
1	Clerk Identification: Each clerk must be assigned a password for tracking purposes.			

Item	Requirement	Response	Added Cost	Comments
2	Cashiering of Documents: The proposed system must be able to print and reprint receipts validation stamps, labels and barcode labels.			

Item	Requirement	Response	Added Cost	Comments
3	Document Numbers, Book and Pages: The proposed system must assign sequential document numbers.			

Item	Requirement	Response	Added Cost	Comments
4	Recording Cost Calculation: The proposed system must automatically calculate recording fees.			

Item	Requirement	Response	Added Cost	Comments
5	Flexibility: The proposed system must be flexible in being able support “no charge” fees, and refunding fees.			

Item	Requirement	Response	Added Cost	Comments
6	Multiple Funds: The proposed system must provide for automatic distribution of fees to multiple user-defined accounts.			

Item	Requirement	Response	Added Cost	Comments
7	Receipts: The proposed system must have the ability to generate numbered, detailed, customized receipts to meet the needs of the Town Clerk.			

Describe receipt characteristics:

Item	Requirement	Response	Added Cost	Comments
8	Multiple Documents: The proposed system must accept unlimited documents per receipt and multiple forms of payment.			

Item	Requirement	Response	Added Cost	Comments
9	Multiple Cashiers: The proposed system must accommodate Four (4) multiple cashiers working simultaneously without causing harm or interference to the assigning of sequential document numbers, books/pages, date and time stamps, etc. The system must prevent other cashiers from gaining a document number in the middle of a batch.			

Item	Requirement	Response	Added Cost	Comments
10	Fee Schedule: The proposed system must allow authorized office staff to easily create, setup and maintain fee schedules for each document type. The Clerk's staff must be able to change these fees if it becomes necessary.			

Item	Requirement	Response	Added Cost	Comments
11	Labels or Validation Stamps: The proposed system must automatically produce labels and/or validation stamps for recording information, check validation and date/time stamps.			

Item	Requirement	Response	Added Cost	Comments
12	Document Return Information: Cashiers must be able to enter the name & address for return of the document. It is preferred that the system provide a drop-down list of common names and addresses. The Clerk's staff must have the ability to correct the common names and addresses if a correction is needed.			

Item	Requirement	Response	Added Cost	Comments
13	Multiple Deliver Addresses: Cashiers have the option to enter multiple names and addresses for the return of documents on a single receipt.			

Item	Requirement	Response	Added Cost	Comments
14	Source Information: The proposed system should have the ability to identify the delivery method for the document (i.e. walk-in, certified mail, express mail, etc.)			

Item	Requirement	Response	Added Cost	Comments
15	VOIDS: The proposed system must permit authorized employees to void receipts. Voided receipts must be accounted for in the daily reports.			

Item	Requirement	Response	Added Cost	Comments
16	Page Miscount Adjustment: The proposed system must have an easy remedy if the cashier miscounts the number of pages for a document after the transaction, or, during the transaction.			

Item	Requirement	Response	Added Cost	Comments
17	Instrument Type Correction: Authorized employees have the ability to correct the instrument type after a receipt has been issued. Such adjustments must be accounted for in the daily reports.			

Item	Requirement	Response	Added Cost	Comments
18	Address Changes: Cashiers have the ability to change the address for mailing the recorded document after the receipt has been issued.			

Describe features for correcting cashiering errors:

Item	Requirement	Response	Added Cost	Comments
19	Check Control Report: The proposed system must generate a detailed report, which lists the receipt number, check number, payer's name and amount of each check collected for a given date.			

Item	Requirement	Response	Added Cost	Comments
20	End of Day Reports: The proposed system must generate a report, which shows a breakdown of fees collected for a given date. This report must be broken down by clerk and by cash station. A total of all fees collected must also be provided.			

Item	Requirement	Response	Added Cost	Comments
21	Barcodes: The proposed system must be able to utilize barcode technology for tracking documents and for batch scanning.			

Item	Requirement	Response	Added Cost	Comments
22	Miscellaneous Fees: The proposed system must accommodate the receipting of miscellaneous fees for such as; copies on the same receipt with documents.			

Item	Requirement	Response	Added Cost	Comments
23	Integration: The proposed system must transfer to indexing function all information generated during the cashiering function.			

Item	Requirement	Response	Added Cost	Comments
24	Partial Indexing: The proposed system must provide the option to do partial or complete indexing at the time of receipting.			

Item	Requirement	Response	Added Cost	Comments
25	Page Count Verification: The proposed system should have the ability to verify the number of pages scanned to the number of pages entered at the time of receipting.			

Item	Requirement	Response	Added Cost	Comments
26	One Screen Entry: The proposed system must use one simple screen to take fees and index document recordings.			

Item	Requirement	Response	Added Cost	Comments
27	Chart of Accounts: Fees must be set up to match the finance department's chart of accounts.			

INDEXING & VERIFICATION

Item	Requirement	Response	Added Cost	Comments
1	Instrument Number: The proposed system must automatically increment the instrument number for each new document. The number should consist of the year, followed by a sequence number.			

Item	Requirement	Response	Added Cost	Comments
2	Indexing Capabilities: The proposed system must have the ability to define and maintain multiple logical (report) and physical (image) indices on the stored documents. The system must support an unlimited number of grantors and grantees per instrument.			

Item	Requirement	Response	Added Cost	Comments
3	Document Types: The proposed system must accept an unlimited number of user-defined document types in order to comply with indexing standards required by the State of Connecticut.			

Item	Requirement	Response	Added Cost	Comments
4	Unlimited Fields: The proposed system must support an unlimited number of remark fields, legal description lines and references to related documents.			

Item	Requirement	Response	Added Cost	Comments
5	Blanket Documents: The proposed system must be able to index “blanket” documents.			

Item	Requirement	Response	Added Cost	Comments
6	Corrections: The proposed system must permit authorized staff to make corrections to previously-indexed data and to add remarks to explain the correction in the index.			

Item	Requirement	Response	Added Cost	Comments
7	Corrections: The proposed system must permit authorized staff to make corrections to previously-indexed data and to add remarks to explain the correction in the index.			

Item	Requirement	Response	Added Cost	Comments
8	Tables: The proposed system must include Town maintainable tables to promote consistent data entry. At a minimum, tables must include “names” and “document types”.			

Item	Requirement	Response	Added Cost	Comments
9	Verification: The proposed system must support re-key verification. As index data is verified, the system must tag the index entry as verified. The system must be able to track records, which are pending verification.			

Describe the verification features of your proposed solution.

Item	Requirement	Response	Added Cost	Comments
10	Related Documents: The proposed system must allow for the association between related documents to be established. During indexing and verification, they system must show the basic information associated with the related document so that the employee can verify that the link being made is correct. This associated information must automatically provide links in the public search and internet applications.			

Item	Requirement	Response	Added Cost	Comments
11	Deletion or Alterations: Software should include devices/security to prevent deletion or alteration of any verified image store in the system.			

Describe how the system will prevent deletion or alteration of any verified image from the system.

Item	Requirement	Response	Added Cost	Comments
12	Index Availability: Index information must be available for lookup by the staff and public immediately after data is entered.			

Item	Requirement	Response	Added Cost	Comments
13	Workflow Management: The proposed system must provide a method for the distribution of documents by management, as well as a method of viewing the status of a document in the recording process (i.e., whether it has been indexed, verified, scanned, etc). This could be accomplished by reports or by viewable progress charts.			

Describe the workflow management features of your solution.

Item	Requirement	Response	Added Cost	Comments
14	Concurrent Functions: The proposed system must have the capability of recording, inputting data, scanning and printing indices simultaneously.			

Item	Requirement	Response	Added Cost	Comments
15	Index Copying Features: The proposed system must allow for			

	<p>copying the following data from previously indexed documents for consistent data entry, such as the following; names from the previous document, names from previously saved documents, names using cross-references, exchange grantor/grantee names, legal description using cross-references.</p>			
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Item	Requirement	Response	Added Cost	Comments
16	<p>Other Indices and Records: The Town may wish to scan and incorporate older books and re-index into the system, whenever Town employee work schedules permit.</p>			

Describe how this could be accomplished with your proposed solution; no additional fees should be assessed for this functionality if scanned and self imported.

IMAGING MANAGEMENT & SCANNING

Item	Requirement	Response	Added Cost	Comments
1	<p>Image Workflow: The image software must be capable of distributing images for viewing or printing to other users and print queues as required. Image scanning may be implemented at any point desired in the recording workflow..</p>			

Describe the image distribution capabilities:

Item	Requirement	Response	Added Cost	Comments
2	Batch Processing: The proposed system must have the ability to scan with barcode recognition, index and store individual batches of one or more pages.			

Item	Requirement	Response	Added Cost	Comments
3	Barcode Scanning: The scanning module must read the barcode information, regardless of placement, on each document and page. The scan operator must be alerted if it detects any errors or discrepancies.			

Describe the barcode capabilities.

Item	Requirement	Response	Added Cost	Comments
4	Simultaneous Processing: The proposed system must have the ability to scan and index			

	documents to the database server from multiple indexing and scanning workstations simultaneously.			
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Item	Requirement	Response	Added Cost	Comments
5	Resolution: The scanners must allow for the adjustable resolution of the scanned image by the operator.			

Describe the recommended scanner specifications:

Item	Requirement	Response	Added Cost	Comments
6	Memory: The imaging software must hold images in memory for review before committing the media to permanent storage. While being reviewed, the operator must be able to rotate images and be able to change the order of pages so that the document can be committed to the storage right side up and in the correct order.			

Item	Requirement	Response	Added Cost	Comments
7	Image Manipulation: The scanner operator must be able to immediately verify the quality of the digitized image as it is scanned. a)The scanner operator must be able to adjust size, position, sharpness, contrast, clarity, resolution, reverse image, etc. b)The			

	<p>system must allow for the replacement of a specific page or pages without having to rescan the entire document.</p> <p>c)The system must have the capability to revert/invert, zoom and rotate the image. d)The system must permit the rotation of a page that has been scanned in the wrong orientation without rescanning.</p>			
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Item	Requirement	Response	Added Cost	Comments
8	Duplex Scanning: The proposed system must support dual sided scanning for documents containing information on both sides.			

Item	Requirement	Response	Added Cost	Comments
9	Page Count: The software must compare the number of pages receipted in cashiering. If there is a miss-match, the software must alert the operator and prevent the saving of the scan until the page count is rectified.			

Item	Requirement	Response	Added Cost	Comments
10	Scan Audit Report: The proposed system must compile a scan audit report which lists the document numbers within a specified range which have not been scanned.			

Item	Requirement	Response	Added Cost	Comments
11	Masking: The proposed system must have the capability to manually mask any information on images. The capability to turn the masking on or off for the in-house image display must be available. Masking must not appear on microfilm.			

Item	Requirement	Response	Added Cost	Comments
12	Scanning Workflow: The proposed system must be able to			

	scan documents at any point in the workflow.			
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SEARCHING & RETRIEVAL

Item	Requirement	Response	Added Cost	Comments
1	Search Fields: The proposed system must be able to scan documents at any point in the workflow.			

Item	Requirement	Response	Added Cost	Comments
2	Print Options: The software should allow users to print the current page, selected pages, the entire document, a print screen option, and a detailed line item report of all selected entries.			

Item	Requirement	Response	Added Cost	Comments
3	Secure Environment: The software must provide a secure application environment where the public can perform searches limited to inquiry only.			

Item	Requirement	Response	Added Cost	Comments
4	Internal & Internet Searches: The proposed system must provide for both an internal public search and an internet public search. The internet search should have the same features and capabilities as the internal search, except that the Town Clerk shall have the option to display images on the internet search.			

INTERNET ACCESS

Item	Requirement	Response	Added Cost	Comments
1	Internet User Licenses: The Vendor shall provide unlimited user licenses for internet access of data.			

Item	Requirement	Response	Added Cost	Comments
2	Internet Ready: The application must be internet ready, to allow for remote			

	access to indices and/or images for public users. The Town Clerk shall have the option to display indexing data, which has not yet been verified.			
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Item	Requirement	Response	Added Cost	Comments
3	Indices/Images: The application must have the capability to turn off the images and allow only the indices to be accessed via the internet.			

Item	Requirement	Response	Added Cost	Comments
4	Redaction: The application must replicate any manual redaction to the internet.			

Item	Requirement	Response	Added Cost	Comments
5	Web Hosting: The Vendor shall host the server from which the public may access the Clerk’s data via the internet.			

Item	Requirement	Response	Added Cost	Comments
6	Intranet Access: Town employees who are connected to the Town of Stratford network may have unlimited intranet “Read Only” access to the system.			

Describe the intranet access capabilities.

Item	Requirement	Response	Added Cost	Comments
7	Security: Any internet/intranet services that are implemented by the Vendor shall be secure, without causing any harm or interference to the system and data. Access shall be “Read Only”, and unauthorized users shall not be able to gain access to the system.			

Item	Requirement	Response	Added Cost	Comments
8	Subscription Remote Access: Any internet/intranet services The proposed system must have capability of purchasing an accounting function or module which will allow and assess user subscription fees for “Read Only” internet remote access to the system. The system may allow for flat rate monthly subscription charges and/or a pay per print. The system should also allow for the monthly processing of these customer accounts.			

Item	Requirement	Response	Added Cost	Comments
9	Performance: Remote internet access implemented by the Vendor must perform at the highest level possible. The system must be consistently reliable and operate at a high rate of speed that is acceptable to the both the Town Clerk and to remote users.			

Item	Requirement	Response	Added Cost	Comments
10	Viewer Preferences: The system must allow the user to set up and maintain their preferences for viewing search results.			

Describe any features, which may be customized or beneficial to frequent users of the Internet access system.

CHARGE ACCOUNTS OR DEBIT ACCOUNTS

Item	Requirement	Response	Added Cost	Comments
1	Charge Accounts: The system must allow for the setup of charge accounts for frequent customers, with the ability to select from a list of open accounts. The proposed system must allow the posting of copies, recordings, and payments to such accounts. The system must assign receipt numbers to all postings and payments.			

Item	Requirement	Response	Added Cost	Comments
2	Invoicing: The proposed system must have the ability to print an invoice on demand, as well as batch printing of invoices at the end of a billing cycle. The system must be able to display an account history on demand as needed.			

Describe the charge account/debit account capabilities:

ELECTRONIC RECORDING (FUTURE UPGRADE)

Item	Requirement	Response	Added Cost	Comments
1	The system must be eRecording ready and able to accept documents to be recorded electronically when the Town Clerk decides to upgrade. Documents recorded electronically must be incorporated into the in-house recording module. They must integrate with the system's cashiering, imaging and indexing modules.			

Item	Requirement	Response	Added Cost	Comments
2	Open Interface. The electronic recording system must be able to receive documents electronically that meet industry standards developed by the Property Record Industry Association (PRIA) from any qualified submitting agency that complies with the proper recording and security procedures.			

Item	Requirement	Response	Added Cost	Comments
3	Index Formatting: The index information submitted with the electronic document must have the capability to be edited so that it can be integrated with the indexing standards of the Town of Stratford Town Clerk's office.			

Item	Requirement	Response	Added Cost	Comments
4	Additional Information: Is your company currently working with any States/Counties/Municipalities that are using your electronic recording system?			

Please list States/Counties/Municipalities that are electronically recording documents using your system.

REPORT GENERATION & QUERIES

Item	Requirement	Response	Added Cost	Comments
1	Fee Summary: The proposed system must produce a report, which, displays daily, month to date, and year to date recording fees, with a breakdown by general fund and document types.			

Item	Requirement	Response	Added Cost	Comments
2	Daily Reception Report: The proposed system must produce a list of all indexed data by consecutive document number. This report should indicate the delivery name, address, and date for each document.			

Item	Requirement	Response	Added Cost	Comments
3	Instrument Type Report: The proposed system must produce a report of indexed data according to selected document types for a specific date or document number range.			

Item	Requirement	Response	Added Cost	Comments
4	Index: The proposed system must be capable of producing an alphabetical grantor/grantee index of all data for a given time frame.			

Item	Requirement	Response	Added Cost	Comments
5	Receipt Detail Report: The proposed system must produce a report, which shows the details of each receipt for a given time frame.			

Item	Requirement	Response	Added Cost	Comments
6	Queries: The proposed system must have the capability to query the database based on user parameters.			

Describe what Query capabilities your system has:

DATA CONVERSION

Item	Requirement	Response	Added Cost	Comments
1	All Data & Images: The selected Vendor will be responsible for converting all present data and images into the new system. All costs associated with the conversion process must be included in the quoted price.			

Item	Requirement	Response	Added Cost	Comments
2	Plats: Plats scanned in-house or stored on CD may be able to be imported into the new system.			

Item	Requirement	Response	Added Cost	Comments
3	Experience: Vendors must have at least 10 years experience migrating other Vendor data and images to their			

	system.			
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ACCESSIBILITY & DATA SHARING

Item	Requirement	Response	Added Cost	Comments
1	Authorities: The software must be able to distinguish between Town Clerk personnel, Town personnel and the public.			

Describe the capabilities of how your system tracks individual users and the ability to add and remove users.

Item	Requirement	Response	Added Cost	Comments
2	Security: Public access must be presented with options that limit such access to searching, viewing of index data and images and printing. A public user must under no circumstances be allowed to modify data or perform functions, which could affect the integrity of the data or system.			

Describe the security provisions in the software and the various levels of security.

Item	Requirement	Response	Added Cost	Comments
3	Data Sharing/Transfer: The Clerk wishes to share and/or transfer information across applications, hardware platform/networks. It is mandatory that information entered into the proposed system be available to other computer applications with the Town.			

Describe the hardware and software required to allow connection to the proposed system by Town personnel working in other departments.

Item	Requirement	Response	Added Cost	Comments
4	Integration with Town offices: The Town Clerk wishes to integrate with other Town offices.			

Explain how this would be accomplished.

TRAINING

Item	Requirement	Response	Added Cost	Comments
1	Clerk & Staff Training: The selected Vendor must provide training for the Town Clerk's office personnel, including ongoing training for any system updates and new employees.			

Describe the training provided under the proposal and describe the trainer's experience with a Town Clerk's office.

Item	Requirement	Response	Added Cost	Comments
2	Training of Professional Users: It is desirable that the Vendor selected would provide training to the professional users such as; title searchers, appraisers and attorneys. A morning and an afternoon session for these users would help make this a more seamless transition.			

Item	Requirement	Response	Added Cost	Comments
3	Internet Search Support:			

Describe support services, which may be provided to users on the Internet search.

Item	Requirement	Response	Added Cost	Comments
4	Documentation:			

Describe the documentation or reference material, which is provided with the software.

SECURITY – CONTROLLED ACCESS SHALL BE PROVIDED AT THE APPLICATION AND USER LEVELS.

Please describe what security controls your company provides in the following areas:

- **Application Level**
- **User Level**
- **Additional Functions**

FILE BACKUP & DISASTER RECOVERY

Please describe the Data Backup procedures your company provides in the following areas:

- **Backup for system software, including indices, images and financial data from the cashiering system.**
- **Provide a description of the software and hardware used in the backup system.**
- **Are any or all systems available during backup?**
- **Power Outages**
- **Data Loss**
- **Disaster Recovery**
- **Replication of Data**
- **Experience: Has your company had any experience in disaster backup services in the past year in the State of Connecticut? If yes, please list the municipality where services were provided.**

VENDOR SUPPORT

Item	Requirement	Response	Added Cost	Comments
1	Vendor Access: The Vendor must have the ability to connect to the system for support or diagnostic issues. The Vendor must describe the support options being offered (i.e. telephone, dial-up, onsite, VPN, etc.). The proposal must include a toll free support phone number.			

Item	Requirement	Response	Added Cost	Comments
2	Hardware Support: The Vendor shall outline the problem-solving plan for hardware issues.			

Please describe hardware support for equipment owned by your company. Please include details regarding the replacement of defective equipment, availability of on-site technicians, and procedure for obtaining parts.

Item	Requirement	Response	Added Cost	Comments
3	Software Support and Upgrades: The Vendor shall outline the services provided under software support. Describe the frequency, cost.			

Please describe the frequency, cost and rollout procedure for software enhancements or upgrades.

Item	Requirement	Response	Added Cost	Comments
4	Support Staff: A support call must be answered by a live person in the United States and have hours of 8:00 a.m.-6:00 p.m. ET			

Item	Requirement	Response	Added Cost	Comments
5	Customer Satisfaction:			

Describe how your company measures customer satisfaction. Describe your methods of tracking response time and problem resolution. What key performance factors are utilized for evaluation of your support team?

OTHER REQUIREMENTS

Item	Requirement	Response	Added Cost	Comments
1	Data Ownership: The Town of Stratford shall be the sole owner of any and all information contained in the new system, to include, but not be limited to indices and images. The Vendor shall have absolutely no claim whatsoever to this information. In the event the Town Clerk’s office desires to extract or export this information, the system must allow for such, utilizing open nonproprietary techniques.			

Item	Requirement	Response	Added Cost	Comments
2	System Capacity: The system must have the capacity to process the current workload plus five additional years of projected growth. The system must be scalable or expandable as the workload increased in the future. The system must be expandable in ways not to degrade the speed and performance of the system.			

Item	Requirement	Response	Added Cost	Comments
3	System Upgrades: The Vendor shall provide regular updates and current software releases to the system. The Vendor will notify the Town Clerk 24 hours in advance, either by phone or in writing, for authorization to install any program enhancements, fixes or changes to any application, or system software. The Vendor agrees not to eliminate, reduce or depreciate any functions performed by the installed software, unless agreed to by the Town Clerk.			

Item	Requirement	Response	Added Cost	Comments
4	System Performance: The overall performance of the system must be of the highest level available. The system must be consistently reliable and perform at a high rate of speed, regardless of the number of records and images contained in the system.			

Item	Requirement	Response	Added Cost	Comments
5	Printing: The system must allow users to print to local, shared and network printers. Printing must include but not be limited to images, indices and queries. The system must have the capability to print images to a laser printer while viewing them on screen.			

Item	Requirement	Response	Added Cost	Comments
6	Vendor Experience: The Vendor should have experience with the successful implementation of land records management systems in at least of 20 Counties or Towns of equal or greater recording volume as compared to the Town of Stratford. References must be provided on the Vendor Background and Qualifications attachment.			

Item	Requirement	Response	Added Cost	Comments
7	Association Involvement: Vendor should be involved for at least 5 years with the Connecticut Town Clerk's Association.			

TOWN OF STRATFORD

INTEGRATED LAND RECORDS SYSTEM

The undersigned has read, understands, and affirms his compliance with requirements contained in the Request for Proposal for the **INTEGRATED LAND RECORDS SYSTEM** for the Town of Stratford, Connecticut. The undersigned submits this proposal in good faith and without collusion with any other person, individual or firm.

Name and Address of Firm

Company Name	Authorized Signature
Street Address	Printed Name
City, State, Zip Code	Title Date
Phone #	Fax # Date
Email Address	Title Date

Four Year Lease	YEAR 1	YEAR 2	YEAR 3	YEAR 4
Hardware				
Software				
Conversion of Data				
Installation Costs				
Training				
Hardware & Software Support				
Internet Assess with Hosting				
Microfilm, Printouts, Binders & Paper				
Total Annual Cost				

48 MONTH LEASE: \$ _____ / per month

Total cost must include all needed hardware, software, conversion & training costs, web hosting, microfilm creation, printouts and record book binders and paper.

(ATTACH AND NUMBER ADDITIONAL SHEETS AS NECESSARY)

Total Additional Sheets: # _____

EXCEPTIONS

Exceptions to the Mandatory Requirements

Vendors must use this section to identify all exceptions to the mandatory requirements of the Request for Proposals for an Integrated Land Records System for the Town of Stratford, Town Clerk's office.

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SUMMARY OF ADDED COSTS

Vendors must use this section to itemize any additional costs, which were listed in the System Requirements

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VENDOR BACKGROUND AND QUALIFICATIONS

Vendors shall provide responses to the following items and attach to this form any other pertinent documentation.

- **Brief history of the vendor, including the number of years in the land records management industry and the ownership structure**
- **Chronology of the company's growth, number of full-time employees and number of customer support personnel**
- **Number of Town Clerk's who have land record systems currently supported by the vendor, as well as a list of the States in which the vendor has installations**
- **Brief statement of the company's background demonstrating financial stability**
- **Describe any workforce reduction during the past 5 years, any pending litigation, liens or claims filed against the vendor**
- **Describe the company's commitment to research and development of software upgrades**
- **Provide a minimum of 5 references of Town Clerk's that are current clients. Please include town name, contact name, address, telephone number and the year of the installation**

OVERVIEW OF THE PROPOSED SYSTEM

Please use this page and any additional pages necessary, and provide an outline of the features and capabilities of your proposed Integrated Land Records System for the Town of Stratford.

IMPLEMENTATION, PROJECT MANAGEMENT & PERSONNEL

Please provide a brief description and schedule of implementation for your proposed system. Please provide brief resumes of personnel who will be assigned to this account.