COUNTY OF SONOMA
RECORDING, VITAL RECORDS AND CASHIERING SYSTEM

Request for Proposals (RFP)

The County of Sonoma is pleased to invite you to respond to a Request for Proposal for Clerk-Recorder-Assessor Recording, Vital Records and Cashiering System (RVRC).

Proposals must be received no later than 2:00 p.m. on March 16, 2012.

A.   Introduction/Purpose

This request for Recording, Vital Records and Cashiering System proposals is intended to solicit responses from vendors with expertise in the development, installation, management and support of document capture, indexing, reporting and cashiering systems to support the recording, vital records and customer service functions of the Sonoma County Clerk-Recorder-Assessor.

The system must comply with Government Accounting Standards Board (GASB) fiscal management standards and provide the capability to electronically integrate with other business systems. The successful bidder will design, install and implement the system while also providing comprehensive system training, operation and maintenance documentation.

The County intends to award a contract to the most responsible vendor whose proposal conforms to the RFP and meets County requirements. If the RFP process demonstrates vendor systems that address different business needs with varying degrees of expertise and efficiencies, more than one contract may be awarded. The Sonoma County Clerk-Recorder-Assessor reserves the right to award to multiple firms, and may award all, or a portion thereof, of services at its sole discretion.

1. Project Background and Description

The Sonoma County Clerk/Recorder/Assessor is responsible for recording, maintaining and preserving all official records and indices associated with land records, including deeds, liens, and maps, and all documents associated with vital statistics including births, deaths and marriages. The Assessor division is responsible for identifying and valuing all real and business property in Sonoma County for property taxation purposes.

Two separate offices provide public services and access to information related to the County Clerk-Recorder-Assessor functions and responsibilities. The Recorder and Assessor divisions

share a combined customer service area where all documents related to property transactions are filed and recorded. Research stations/kiosks with access to the Clerk's Fictitious Business Name system, the Recorder's Official Public Records and Pre-1980 Images, the Assessor Property Tax system, a Property Sales database, and Assessor and Recorder parcel maps are available to the public. A variety of printed information, maps, aerial photos, documents and services are available at the customer service counter. Transaction fees for the various services are processed and recorded through the recording/cashiering system.

The County Clerk's office has a separate office and customer service location where all marriage licenses are issued, civil marriage ceremonies performed, miscellaneous business statements and environmental documents filed and copies of birth, death and marriage records are issued. Research stations/kiosks are also available to the public with access to the Fictitious Business Name system, on-line Marriage License applications, and Vital Statistics Indices for birth, death and marriage records. Transaction fees for the various County Clerk services are processed and recorded through the same recording/cashiering system.

Sonoma County's population is estimated at approximately one half-million (500,000). As a result, the Clerk-Recorder-Assessor Offices processes a moderate number of transactions every year. The following is a list of estimated annual transactions by type:

Transaction Types	Annual Estimates
Recordings	120,000
Certified birth, death or marriage certificates	20,000
Cashiering - various	150,000
Total	**290,000**

Sonoma County records date back to 1850. All records are on microfilm. Official Public Records from 1980 forward are in digital format in the current Recording system. Earlier records from 1850 to 1979 have been converted to digital format in a Digital Reel system for access. Vital records, including birth, death and public marriage licenses, from August 1999 to the present are scanned/verified in digital format in the current Recording system. Birth, death and public marriage records prior to August 1999 have also been converted to digital format in a Digital Reel system. Due to privacy rights, confidential marriage records are not maintained in the Recording system. Confidential marriage records are available on the Digital Reel system from 1972, when they began, through 2000. From 2001 forward, paper files are kept in office.
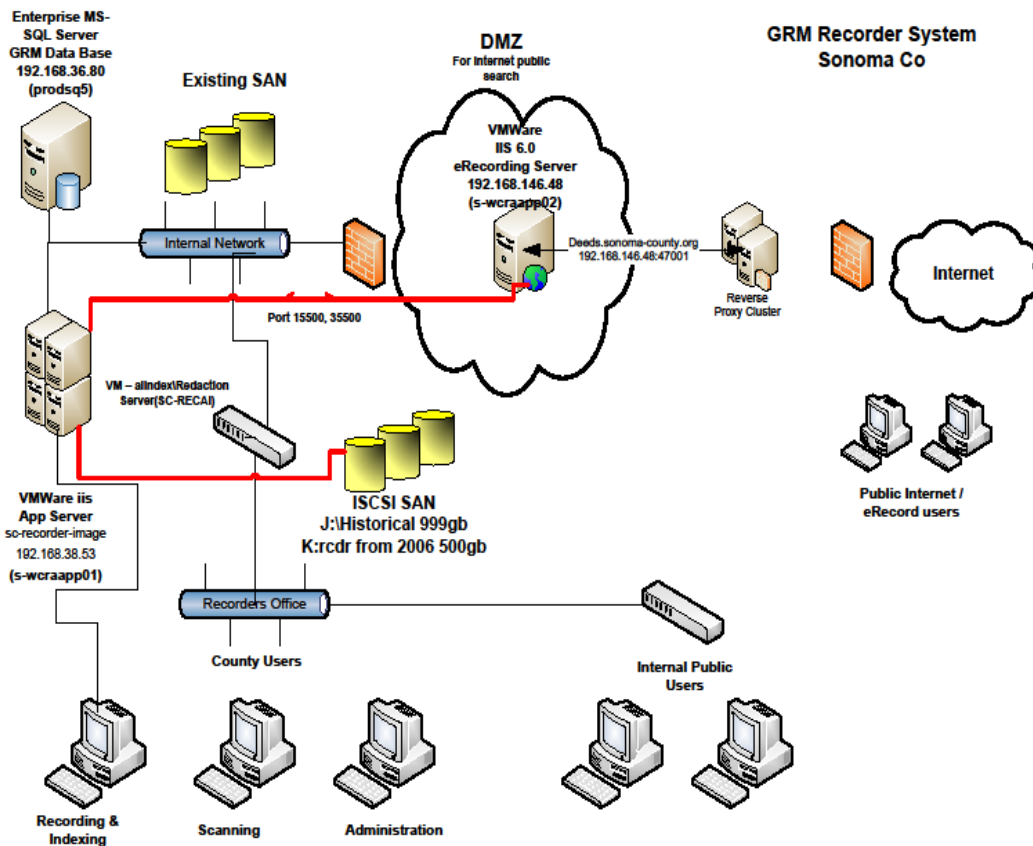
The scope of this project includes importing County Clerk records on the Digital Reel system (approximately 332 rolls) including vital records, and fictitious business name records into the central repository and retrieval system for the new Recording and/or Vitals system installed. Future consideration will also be given to importing the Official Public Records (approximately 4,247 rolls) that are currently maintained in the Digital Reel system.

The current system is in a client-server environment utilizing a storage area network (SAN). Storage capacity is five (5) terabytes for current online data. The server operating system is Windows 2003 in a clustered environment. The current database management system is

Microsoft SQL Server 2005. The current images are stored in TIFF Group IV format. The system is accessed via Ethernet network, Intranet, and Internet.

The Clerk-Recorder's Office currently uses the following server and storage hardware:

Servers	Storage Area Network (SAN)
	HP Enterprise Virtual Array (EVA) 6000
	HP Enterprise Virtual Array (EVA) 8100
Vmware ESX/VSphere hosts:	
HP DL385 G5 and G7, 64 GB memory, Operton processors (qty 2 8x core)	Storage equipment:
HP NC522SFP Dual Port 10GBe Gigabit Server Adapters	HP Storageworks FC 1142Sr 4 GB PciE HBA
SQL Cluster (prodsql5)	Approximately 3.5 TB – currently used
Dual HP DL 380 G5, utilizing Microsoft 32 GB memory utilizing SAN backend Clustering Services	

Fictitious Business Name filings are currently processed and indexed using an in-house developed application on a VB6 front-end and SQL server backend.

The Clerk-Recorder's Office is divided into the following five (5) areas:

1. Vitals / General Business

2. Recording / Document Reception

3. Public Files / Customer Service

4. Scanning / Imaging / Indexing / Verification

5. Accounting

Each area's current technical set-up is as follows:

Vitals/General Business	Recording/Doc Reception	Public Files/ Customer Service	Scanning/Imaging	Accounting
Workstations:	Workstations:	Workstations:	Workstations:	Workstations:
5 Clerks 1 Manager	10 Recorders 1 Manager	4 Clerks Office 17 Recorders Office 3 Customer Service	2 Scan Stations 1 Index/Verification 1 Archive Writer 1 CD Writer	4 Accounting
Scanners	Scanners	Scanners	Scanners	Scanners
1 Fujitsu fi-6130 2 Fujitsu fi-6130z	1 Fujitsu fi-6670	0	1 Fujitsu fi-5950 1 Kodak i750 1 Fujitsu fi-6670	0
Printers	Printers	Printers	Printers	Printers
1 Debit Card Reader 5 Ithaca Receipt 1 HP Color Laser 2025 1 HP LaserJet 4250 1 Sharp AR550 Copier/Printer	2 Debit Card Readers 8 Ithaca Receipt 11 Zebra Label 1 HP Color LaserJet 4600 1 HP LaserJet 3005 1 HP LaserJet 5si 1 HP LaserJet 4000 1 Sharp AR355mfp Copier/Printer	3 Ithaca Receipt	0	1 Sharp AR-M355N Copier/Printer

The desktop workstations are a mix of Dell Optiplex computers (GX745, GX755 & GX780). The desktop equipment is of varying ages and replacement schedules; the majority of the equipment uses 3 GHz processors with 2 GB of memory, the older equipment uses 2.4 GHz processors with 1 GB memory, all are running Windows XP service pack 3 operating systems. The majority of the equipment is scheduled to be replaced in the 2013/2014 fiscal year (a few

will be replaced sooner) with Dell Optiplex 790 computers using Core i5-2400 (3.1 GHz) processors with 4 GB of memory, they will be running Windows 7 64-bit operating systems.

There is one (1) Fujitsu fi-6130 sheet-fed scanner, two (2) Fujitsu fi-6130z scanners, two (2) Fujitsu fi-6670 production scanners, one (1) Fujitsu fi-5950c batch scanner, and one (1) Kodak i780 batch scanner. Additionally, the Recorder's Office also uses a Kodak DAW4800 archive writer to create record archival to microfilm.

2. Desired Goals/Objectives/Outcomes

The County is seeking a system or systems, with proven installations and applications in other California County Clerk/Recorder offices that are capable of handling the business needs for the recording, vital record, fictitious business name and cashiering functions of the Clerk-Recorder-Assessor department. The system(s) must be able to convert non-digital images from different mediums into indexed, integrated digital images. The system must be capable of cashiering, transaction processing, and accounting and reconciliation functions. The system must have the ability to integrate data with existing systems and databases.

Additionally, the County desires images and records maintained on the Digital Reel system imported and integrated into the new system to allow searches for all records in a single source.

The County desires a Recording, Vital Records and Cashiering system to be provided, installed, programmed, tested and fully implemented to the County's satisfaction. System specifications, administrative and user functions are to be fully documented. Staff training provided in the use and maintenance of the system that is comprehensive and sufficient for operability with confidence.

B.   Statement of Requirements

1. Minimum Qualifications – *Five years minimum of verifiable experience providing large scale electronic document management solutions to California County Clerk and Recorder agencies of similar size to that of the County of Sonoma.* All permits, licenses and professional credentials required to supply products and perform services as specified under this RFP.

2. ***Installation of Recording, Vital Records and Cashiering System (RVRC) – Installation and implementation of a document capture, reporting, storage management and cashiering system, and capability to store, link and retrieve documents from the County's existing Electronic Document Management System (EDMS).***

3. Data Conversion/Migration Services – Conversion services and management of data stored on external drives, paper, maps, books and integration of the current online data into the proposed solution; and analysis of index-to-image availability.

4. <u>Assessment of Hardware</u> – Assessment of the current workstation and server/storage environments; and, on the basis of County approved components, review and develop hardware recommendations.

5. <u>RVRC System Specific Requirements</u> –

   a. <u>Transaction Processing</u> – Ability to accept standard forms of payment for in-person and electronic transactions. System ability to track key information about transactions whether payment is successful or not. The ability to set business rules surrounding actions for successful and unsuccessful transactions is essential. The system must retain payment and receipt history; reconcile accounts; report overages and/or shortages; and interface with the County's enterprise fiscal system, Electronic Document Management System (EDMS), and other systems for the purpose of scheduled and real-time account/transaction result updates. Transactions must be auditable. Transaction reporting must be configurable.

   b. <u>Reconciliation</u> – Automatic reconciliation for all transactions, activities, revenue, accounts, and deposits. It is essential that banknote paper distribution reconciles with associated revenue.   The RVRC System must provide the ability to reconcile revenue according to flexible timeframes, transactions and/or activity. Reporting periods must be configurable. Reconciliation must be configurable and auditable.

   c. <u>Cashiering/Cash Out</u> – A cashiering function able to perform all business calculations automatically and accurately in compliance with business, state, and local rules and requirements. Calculations input must be configurable. The process of beginning and ending a Cashiering session should be integrated into the system with strong internal controls to formalize and capture the process of cashing in and out as well as reporting cashiering activities, auditing activities, and applying strong accounting controls.

   d. <u>Vital Records Banknote Paper Stock Management</u> – Security controls and settings to help manage, disburse, track, reconcile, and report on vital banknote paper and all associated transactions.

   e. <u>Billing and Invoicing</u> – A flexible and automatic means of billing/invoicing customers for goods and services. Account status reports should be flexible and have real-time updates of account status. Automatic invoicing should be available for account-based customers. Reporting must be available in hard copy and soft copy, using security to provide access to online reports. The County must be able to save online soft copies. All billing/invoicing activity must be auditable.

   f. <u>Vital Records</u> – The ability to output document copies to banknote, souvenir, or plain paper according to business rules for the document type. The output paper type and certificate/license field names must be configurable. The County must have the ability to provide an in-office kiosk and online submission for marriage applications. The kiosk and online marriage application submission must integrate with standard office clerk-assisted marriage applications for seamless queuing and processing of all submitted applications. The RVRC System must

also provide the ability to barcode, label, and code document type (i.e. birth, death, or marriage), characteristics (i.e. sealed, confidential, etc.), and to initiate index creation for vital records. All vital records activity must be auditable.

g. <u>General Business</u> – The ability to capture, store, manage and process general business documents. Stored documents must be secured and easily retrievable. All general business activity must be auditable.

h. <u>Indexing/Verification</u> – The ability to index electronic documents and link to the County's Electronic Document Management System (EDMS). System must use an integrated automated learning tool to assist in applying typical abbreviations and common indexing rules and shortcuts. Hot keys should be included and configurable to help maximize productivity. Indexing and verification queues must be customizable. All indexing/verification activity must be auditable.

i. <u>Recording</u> – The ability to serve account-based and walk-up customers meeting all California and County requirements with a high level of service, efficiency, and innovation. It must leverage technology in service delivery and system integration including, but not limited to, electronic recording. All recording activity must be auditable.

j. <u>Scanning/Document Capture</u> – The ability to scan documents up-front or back-office in batch. It must leverage scanner and/or application features to automatically handle common document quality control tasks and to minimize manual intervention to preserve the highest quality document. The system must provide hot key controls for flexibility in handling quality control exceptions. Scanner performance should be at the manufacturer-rated speed. All scan/capture activity must be auditable.

k. <u>Import/Export</u> – The ability to export and/or FTP data from the RVRC System for business purposes managed by user id-based security. The export to physical media must be flexible to accommodate writing to typical mediums. All import/export activities must be auditable.

l. <u>User Productivity/Workflow Reporting</u> – Dashboards and intuitive monitoring tools to aid in workflow and user productivity review. Tools must provide real-time information while allowing review of historical data.

m. <u>Correspondence</u> – Configurable reason-code customer correspondence templates for go-back/document rejection and customer service letters. Letters should be exportable to and compatible with Microsoft Word. Generated correspondence must be saved without overwriting the templates and searchable. Correspondence should be linked to the documents/transactions to which it pertains. All correspondence activity must be auditable. The ability to use workflow for supervisor approval is desirable.

n. <u>Official Public Records Search/Customer Service</u> – Secure public kiosks for public self-service access to system searches of public records. The ability to

have public kiosks print to County-staffed customer service area is required. Authorized Clerk-Recorder staff must be able to manage print queues to network printers. The system must provide a means of claiming and confirming document printouts and intuitive access for customer service use in assisting customers by telephone.

o. <u>System Interface</u> – An electronic interface with various County and other business partners for document recording, search, and purchase. These interfaces must leverage technology to process transactions electronically whether with a government-to-government business partner or other local entity. The system must provide adaptable interfaces that are modern, seamless, and in compliance with all governing laws and regulations that apply to individual interfaces.

p. <u>Technology</u> – A modern technical environment that is current, innovative, efficient, robust, resilient, and flexible for all aspects of technology.

q. <u>Accessibility</u> – ADA compliant and speech-to-text options.

r. <u>Documentation and References</u> – Electronic system documentation and help for all functions.

s. <u>Reporting</u> – The ability to integrate RVRC financial reporting with the future County Enterprise Financial System (currently FAMIS). As a result, the proposed RVRC System must have strong, dynamic, and configurable fiscal reporting and include access to a large selection of useful standard fiscal reports. The system must include the following:

    i. The ability to query data to create custom ad-hoc analytical reports on fiscal data; and

    ii. Easily retrievable data elements (including system time stamps, transactions by user, task durations by user, etc.) that are accessible at any time by authorized persons without database or programming knowledge and experience.

t. <u>Training</u> – On site system training and on-going refresher training for all modules of the system, productivity and workflow, system administration and technology, accounting/reporting, public search and government to government interface. The number of hours/days that will be dedicated to training in each of the areas must be specified along with the target audience for each area of training and course content. A plan for on-going and refresher training after system implementation must also be specified. On-going training may be web-based, computer-based, or on-site. Proposer is to provide all training materials as well as specify and coordinate set-up of equipment required for on-site training.

u. <u>Data Conversion/Migration</u> – The conversion requirements include, but are not limited to, the following:

i. Indexing and providing conversion services for data from different media (i.e., microfilm, external hard drives, paper, maps, land records and any other offline medium) for the purpose of integration into the online system;

ii. Analyze index-to-image availability; and,

iii. Report and provide a plan of action to handle discrepancies, where applicable.

A questionnaire designed to provide information necessary to evaluate the proposed system is included as Attachment C, Recording, Vital Records and Cashiering System Functionality Checklist." Proposers are required to provide yes or no answers and response codes to all questions listed in Attachment C.

C. *Schedule*

The following schedule is subject to change. Except as provided below, changes will only be made by written amendment to this Request for Proposals, which amendment shall be issued to all parties by the Department issuing this proposal.

Date	Event
February 6, 2012	Release Request for Proposals
February 17, 2012	Pre-Bid Conference & Walk Through
February 24, 2012	Deadline for Proposer's Questions
March 2, 2012	County's Responses to Questions Due
March 16, 2012	Proposals Due
March 30, 2012	Proposals Evaluated by County
April 6, 2012	Vendor Demonstrations/Interviews Conducted (responsive proposers invited)
April 16, 2012	Notice of Intent to Award (*subject to delay without notice to proposers*)
May 15, 2012	Board of Supervisors Awards Contract (*subject to delay without notice to proposers*)

D. Pre-Bid Conference

A conference to discuss questions related to this RFP shall be held at 585 Fiscal Drive, Room 103 in Santa Rosa on February 17, 2012.

E. Questions

Proposers will be required to submit any additional questions in writing before the close of business February 24, 2012, at 5 p.m. in order for staff to prepare written responses to all consultants. Written answers will be shared with all potential bidders. Questions are best received and most quickly responded to when emailed to celia.peterson@sonoma-county.org. Questions will not be accepted by phone.

F. Corrections and Addenda

1. If a proposer discovers any ambiguity, conflict, discrepancy, omission, or other error in this RFP, the proposer shall immediately notify the contact person of such error in writing and request clarification or modification of the document. Modifications will be made by addenda as indicated below to all parties in receipt of this RFP.

2. If a proposer fails to notify the contact person prior to the date fixed for submission of proposals of a known error in the RFP, or an error that reasonably should have been known, the proposer shall submit a proposal at their own risk, and if the proposer is awarded a contract they shall not be entitled to additional compensation or time by reason of the error or its subsequent correction.

3. Addenda issued by the County interpreting or changing any of the items in this RFP, including all modifications thereof, shall be incorporated in the proposal. The proposer shall submit the addenda cover sheet with the proposal (or deliver them to the Sonoma County Clerk/Recorder/Assessor, if the proposer has previously submitted a proposal to the Department). Any oral communication by the County's designated contact person or any other County staff member concerning this RFP is not binding on the County and shall in no way modify this RFP or any obligations arising hereunder.

G. Proposal Submittal

1. Form: Proposers must submit one (1) electronic copy, one (1) signed original, and four (4) copies of the signed proposal by March 16, 2012. Proposals must be enclosed in a sealed envelope or package and clearly marked "RECORDING, VITAL RECORDS AND CASHIERING SYSTEM". Proposals shall be submitted to:

   Sonoma County Clerk/Recorder/Assessor
   Attention: Alicia Tonelli
   585 Fiscal Drive, 103
   Santa Rosa, CA 95403

2. Due Date: Proposals must be received no later than 2:00 p.m. on March 16, 2012. The proposal due date is subject to change. If the proposal due date is changed, all known recipients of the original RFP will be notified of the new date.

3. <u>General Instructions</u>: To receive consideration, proposals shall be made in accordance with the following general instructions:

   a) The completed proposal shall be without alterations or erasures.

   b) No oral or telephonic proposals will be considered.

   c) The submission of a proposal shall be an indication that the proposer has investigated and satisfied him/herself as to the conditions to be encountered, the character, quality and scope of the work to be performed, and the requirements of the County, including all terms and conditions contained within this RFP.

4. <u>Proposal Format and Contents</u>: For ease of review and to facilitate evaluation, the proposals for this project should be organized and presented in the order requested as follows:

   a) **Section I - Organizational Information**:

   Firm Description

   Provide a description of the firm, number of years in business, and its core competencies.

   Provide specific information concerning the firm in this section, including the legal name, address and telephone number of your company and the type of entity (sole proprietorship, partnership, or corporation and whether public or private). Include the name and telephone number of the person(s) in your company authorized to execute the proposed contract. If two or more firms are involved in a joint venture or association, the proposal must clearly delineate the respective areas of authority and responsibility of each party. All parties signing the Agreement with the County must be individually liable for the completion of the entire project even when the areas of responsibility under the terms of the joint venture or association are limited.

   Organization Chart
   Provide an organization chart of the organization, which identifies each member of the firm involved with the program. The chart should show the organizational structure of the team, the specialty or position of each team member. Include all specialty Sub-Consultants that would be expected to be utilized on the program.

   Key Personnel
   Identify the key personnel and their back-ups that will be assigned to the program.

   Pursuant to the County's Local Preference Policy for Services, please provide and fill out the attached local Business declaration for Services form with your proposal if applicable. More information about the County's purchasing policies can be found on:
   http://www.sonoma-county.org/purchasing/selling.htm

b) **Section II - Qualifications and Experience**:

Provide specific information in this section concerning the firm's experience in the services specified in this RFP, within the State of California. Examples of completed projects, as current as possible, should be submitted, as appropriate. **References are required.** Please provide names, addresses, and telephone numbers of contact persons within three (3) client agencies for whom similar services have been provided.

Debarment or Other Disqualification

Proposer must disclose any debarment or other disqualification as a vendor for any federal, state or local entities. Proposer must describe the nature of the debarment/disqualification, including where and how to find such detailed information

c) **Section III - Project Approach and Work Schedule**:

Provide a description of the methodology developed to perform all required services. This schedule should contain specific milestones and dates of completion which will be used to set schedules. Also identify the extent of County personnel involvement deemed necessary, including key decision points at each stage of the project. Information as to the type of any software that is anticipated to be used in the planning process should also be discussed.

Include your response to the Statement of Requirements as referenced in Section B., beginning on page 5.

Quality Control
Describe the level of quality control that you recommend for this program. What characteristics define this level of quality?

Sample Reports
The submitted sample should represent the level of document quality control that would be recommended for this program.

d) **Section IV - Cost of Service**:

The proposal shall clearly state ALL of the costs associated with the project, broken down by category of products and services, and all on-going costs for recommended or required products and services, such as maintenance.

The project costs must be broken out and include all expenses that will be charged to the County, including but not limited to hourly rates for labor, software costs, software maintenance costs, implementation fees, shipping, insurance,

communications, documentation reproduction, and all expenses, including travel, meal reimbursement, hotel per diems, taxes, etc. Failure to clearly identify all costs associated with the proposal may be cause for rejection of the Consultant's proposal.

e) **Section V – Identification of subcontractors:**

Proposers shall identify all subcontractors they intend to use for the proposed scope of work. For each subcontractor listed, proposers shall indicate (1) what products and/or services are to be supplied by that subcontractor and, (2) what percentage of the overall scope of work that subcontractor will perform.

f) **Section VI - Insurance**:

The selected proposer will be required to submit and comply with all insurance as described in the attached Sample Agreement. Securing this insurance is a condition of award for this contract.

g) **Section VII - Additional Information**:

Include any other information you believe to be pertinent but not required.

h) **Section VIII – Contract Terms:**

Proposers must include a statement acknowledging their willingness to accept the sample contract terms (Attachment A) or identify specific exceptions to the sample agreement.

H. Selection Process

1. All proposals received by the specified deadline will be reviewed by the County for content, including but not limited to fee, related experience and professional qualifications of the bidding proposers.

2. County employees will not participate in the selection process when those employees have a relationship with a person or business entity submitting a proposal which would subject those employees to the prohibition of Section 87100 of the Government Code. Any person or business entity submitting a proposal who has such a relationship with a County employee who may be involved in the selection process shall advise the County of the name of the County employee in the proposal.

3. Proposals may be evaluated using the following criteria (note that there is no value or ranking implied in the order of this list):

a) Demonstrated ability to perform the services described;

b) Experience, qualifications and expertise;

c) Quality of work as verified by references;

d) Costs relative to the scope of services;

e) A demonstrated history of providing similar services to comparable entities within the state of California;

f) Willingness to accept the County's contract terms;

g) Any other factors the evaluation committee deems relevant. (When such criteria are used for evaluation purposes, the basis for scoring will be clearly documented and will become part of the public record.); and,

h) The locality of the Proposer;

4. The County Department Head in consultation with the Purchasing Agent reserves the right, in their sole discretion, to take any of the following actions at any time before Board approval of an award: waive informalities or minor irregularities in any proposals received, reject any and all proposals, cancel the RFP, or modify and re-issue the RFP. Failure to furnish all information requested or to follow the format requested herein may disqualify the proposer, in the sole discretion of the County. False, incomplete, misleading or unresponsive statements in a proposal may also be sufficient cause for a proposal's rejection.

5. The County may, during the evaluation process, request from any proposer additional information which the County deems necessary to determine the proposer's ability to perform the required services. If such information is requested, the proposer shall be permitted three (3) business days to submit the information requested.

6. An error in the proposal may cause the rejection of that proposal; however, the County may, in its sole discretion, retain the proposal and make certain corrections. In determining if a correction will be made, the County will consider the conformance of the proposal to the format and content required by the RFP, and any unusual complexity of the format and content required by the RFP. If the proposer's intent is clearly established based on review of the complete proposal submittal, the County may, at its sole option, correct an error based on that established content. The County may also correct obvious clerical errors. The County may also request clarification from a proposer on any item in a proposal that County believes to be in error.

7. The County reserves the right to select the proposal which in its sole judgment best meets the needs of the County. ***The lowest proposed cost is not the sole criterion for recommending contract award.***

8. All firms responding to this RFP will be notified of their selection or non-selection after the evaluation committee has completed the selection process.

9. Generally, the firm selected by the Evaluation Committee will be recommended to the Board of Supervisors for this project, but the Board is not bound to accept the recommendation or award the project to the recommended firm.

I.   Finalist Interviews

After initial screening, the evaluation committee may select those firms deemed most qualified for this project for further evaluation. Interviews of these selected firms may be conducted as part of the final selection process. Interviews may or may not have their own separate scoring during the evaluation process.

J.   General Information

1. Rules and Regulations

   a) The issuance of this solicitation does not constitute an award commitment on the part of the County, and the County shall not pay for costs incurred in the preparation or submission of proposals. All costs and expenses associated with the preparation of this proposal shall be borne by the proposer.

   b) Sonoma County reserves the right to reject any or all proposals or portions thereof if the County determines that it is in the best interest of the County to do so.

   c) The County may waive any deviation in a proposal. The County's waiver of a deviation shall in no way modify the RFP requirements nor excuse the successful proposer from full compliance with any resultant agreement requirements or obligations. Sonoma County reserves the right to reject any or all proposals, or to waive any defect or irregularity in a proposal. The County further reserves the right to award the agreement to the proposer or proposers that, in the County's judgment, best serves the needs of Sonoma County.

   d) All proposers submit their proposals to the County with the understanding that the recommended selection of the review committee is final and subject only to review and final approval by the Department Director (via delegation), the County Purchasing Agent or the Board of Supervisors.

   e) Upon submission, all proposals shall be treated as confidential documents until the selection process is completed. Once the notice of intent to award is issued by the County, all proposals shall be deemed public record. In the event that a proposer desires to claim portions of its proposal exempt from disclosure, it is incumbent upon the proposer to clearly identify those portions with the word "Confidential" printed on the top right hand corner of each page for which such privilege is claimed, and to clearly identify the information claimed confidential by highlighting, underlining, or bracketing it, etc. Examples of confidential materials include trade secrets. Each page shall be clearly marked and readily separable from the proposal in order to facilitate public inspection of the non-confidential portion of the proposal. The County will consider a proposer's request for exemptions from disclosure; however, the County will make its decision based upon applicable laws. An assertion by a proposer that the entire proposal, large portions of the proposal, or a significant element of the proposal, are exempt from disclosure will not be honored and the proposal may be rejected as non-responsive. Prices, makes and models or catalog numbers of the items offered, deliverables, and terms of payment shall be publicly available regardless of any designation to the contrary.

f) The County will endeavor to restrict distribution of material designated as confidential to only those individuals involved in the review and analysis of the proposals. Proposers are cautioned that materials designated as confidential may nevertheless be subject to disclosure. Proposers are advised that the County does not wish to receive confidential or proprietary information and those proposers are not to supply such information except when it is absolutely necessary. If any information or materials in any proposal submitted are labeled confidential or proprietary, the proposal shall include the following clause:

a. [Legal name of proposer] shall indemnify, defend and hold harmless the County of Sonoma, its officers, agents and employees from and against any request, action or proceeding of any nature and any damages or liability of any nature, specifically including attorneys' fees awarded under the California Public Records Act (Government Code §6250 et seq.) Arising out of, concerning or in any way involving any materials or information in this proposal that [legal name of proposer] has labeled as confidential, proprietary or otherwise not subject to disclosure as a public record.

2. Nonliability of County

The County shall not be liable for any precontractual expenses incurred by the proposer or selected contractor or contractors. The County shall be held harmless and free from any and all liability, claims, or expenses whatsoever incurred by, or on behalf of, any person or organization responding to this RFP.

3. Proposal Alternatives

Proposers may not take exception or make material alterations to any requirement of the RFP. Alternatives to the RFP may be submitted as separate proposals and so noted on the cover of the proposal. The County reserves the right to consider such alternative proposals, and to award an agreement based thereon if it is determined to be in the County's best interest and such proposal satisfies all minimum qualifications specified in the RFP. Please indicate clearly in the proposal that the proposal offers an alternative to the RFP.

4. Lobbying

Any party submitting a proposal or a party representing a proposer shall not influence or attempt to influence any member of the selection committee, any member of the Board of Supervisors, or any employee of the County of Sonoma, with regard to the acceptance of a proposal. Any party attempting to influence the RFP process through ex-parte contact may be subject to rejection of their proposal.

5. Form of Agreement

   a) No agreement with the County shall have any effect until a contract has been signed by both parties. Pursuant to Sonoma County Code Section 1-11, County personnel are without authorization to waive or modify agreement requirements.

   b) A sample of the agreement is included as Attachment A hereto. Proposers must be willing to provide the required insurance and accept the terms of this sample agreement. With few exceptions, the terms of the County's standard agreement will not be negotiated. *Indemnification language will not be negotiated.*

   c) Proposals submitted shall include a statement that (i) the proposer has reviewed the sample agreement and will agree to the terms contained therein if selected, or (ii) all terms and conditions are acceptable to the proposer except as noted specifically in the proposal. A proposer taking exception to the County's sample agreement must also provide alternative language for those provisions considered objectionable to the proposer. Please note that any exceptions or changes requested to the Agreement may constitute grounds to reject the proposal.

   d) Failure to address exceptions to the sample agreement in your proposal will be construed as acceptance of all terms and conditions contained therein.

   e) Submission of additional contract exceptions after the proposal submission deadline may result in rejection of the consultant's proposal.

6. Duration of Proposal; Cancellation of Awards; Time of the Essence

   a) All proposals will remain in effect and shall be legally binding for at least ninety (90) days.

   b) Unless otherwise authorized by County, the selected proposer will be required to execute an agreement with the County for the services requested within sixty (60) days of the County's notice of intent to award. If agreement on terms and conditions acceptable to the County cannot be achieved within that timeframe, or if, after reasonable attempts to negotiate such terms and conditions, it appears that an agreement will not be possible, as determined at the sole discretion of the County, the County reserves the right to retract any notice of intent to award and proceed with awards to other consultants, or not award at all.

7. Withdrawal and Submission of Modified Proposal

   a) A proposer may withdraw a proposal at any time prior to the submission deadline by submitting a written notification of withdrawal signed by the proposer or his/her authorized agent. Another proposal may be submitted prior to the deadline. A proposal may not be changed after the designated deadline for submission of proposals.

K. Protest Process

Any and all protests must be in writing and must comply with the timelines and procedures set forth at: *http://www.sonoma-county.org/purchasing/selling.htm*

Attachments:

Attachment A: Sample Agreement

Attachment B: Local Business Declaration for Services

Attachment C: System Functionality Checklist

Attachment D: Integration Guide to OnBase

Standard Professional Services Agreement ("PSA")
Revision E – January 2011

AGREEMENT FOR PROFESSIONAL SERVICES

This agreement ("Agreement"), dated as of _____, 20__ ("Effective Date") is by and between the County of Sonoma, a political subdivision of the State of California (hereinafter "County"), and _____ (hereinafter "Contractor").

R E C I T A L S

WHEREAS, Contractor represents that it is a duly qualified _____, experienced in the preparation of _____ and related services; and

WHEREAS, in the judgment of the _____ , it is necessary and desirable to employ the services of Contractor for _____.

NOW, THEREFORE, in consideration of the foregoing recitals and the mutual covenants contained herein, the parties hereto agree as follows:

A G R E E M E N T

l. Scope of Services.

1.1 Contractor's Specified Services**.**

Contractor shall perform the services described in Exhibit "A," attached hereto and incorporated herein by this reference (hereinafter "Scope of Work"), and within the times or by the dates provided for in Exhibit "A" and pursuant to Article 7, Prosecution of Work. In the event of a conflict between the body of this Agreement and Exhibit "A", the provisions in the body of this Agreement shall control.

1.2 Cooperation With County. Contractor shall cooperate with County and County staff in the performance of all work hereunder.

1.3 Performance Standard. Contractor shall perform all work hereunder in a manner consistent with the level of competency and standard of care normally observed by a person practicing in Contractor's profession. County has relied upon the professional ability and training of Contractor as a material inducement to enter into this Agreement. Contractor hereby agrees to provide all services under this Agreement in accordance with generally accepted professional practices and standards of care, as well as the requirements of applicable federal, state and local laws, it being understood that acceptance of Contractor's work by County shall not operate as a waiver or release. If County determines that any of

Contractor's work is not in accordance with such level of competency and standard of care, County, in its sole discretion, shall have the right to do any or all of the following: (a) require Contractor to meet with County to review the quality of the work and resolve matters of concern; (b) require Contractor to repeat the work at no additional charge until it is satisfactory; (c) terminate this Agreement pursuant to the provisions of Article 4; or (d) pursue any and all other remedies at law or in equity.

1.4 Assigned Personnel.

    a. Contractor shall assign only competent personnel to perform work hereunder. In the event that at any time County, in its sole discretion, desires the removal of any person or persons assigned by Contractor to perform work hereunder, Contractor shall remove such person or persons immediately upon receiving written notice from County.

    b. Any and all persons identified in this Agreement or any exhibit hereto as the project manager, project team, or other professional performing work hereunder are deemed by County to be key personnel whose services were a material inducement to County to enter into this Agreement, and without whose services County would not have entered into this Agreement. Contractor shall not remove, replace, substitute, or otherwise change any key personnel without the prior written consent of County.

    c. In the event that any of Contractor's personnel assigned to perform services under this Agreement become unavailable due to resignation, sickness or other factors outside of Contractor's control, Contractor shall be responsible for timely provision of adequately qualified replacements.

2. Payment.

For all services and incidental costs required hereunder, Contractor shall be paid in accordance with the following terms:

Upon completion of the work, Contractor shall submit its bill[s] for payment in a form approved by County's Auditor and the Head of the County Department receiving the services. The bill[s] shall identify the services completed and the amount charged.

3. Term of Agreement. The term of this Agreement shall be from _____ to _____ unless terminated earlier in accordance with the provisions of Article 4 below.

4. Termination.

    4.1 Termination Without Cause. Notwithstanding any other provision of this Agreement, at any time and without cause, County shall have the right, in its sole discretion, to terminate this Agreement by giving 5 days written notice to Contractor.

    4.2 Termination for Cause. Notwithstanding any other provision of this Agreement, should Contractor fail to perform any of its obligations hereunder, within the time and in the manner herein provided, or otherwise violate any of the terms of this Agreement, County may immediately terminate this Agreement by giving Contractor written notice of such termination, stating the reason for termination.

    4.3 Delivery of Work Product and Final Payment Upon Termination.
In the event of termination, Contractor, within 14 days following the date of termination, shall deliver to County all materials and work product subject to Section 9.10 (Ownership and Disclosure of Work Product) and shall submit to County an invoice showing the services performed, hours worked, and copies of receipts for reimbursable expenses up to the date of termination.

    4.4 Payment Upon Termination. Upon termination of this Agreement by County, Contractor shall be entitled to receive as full payment for all services satisfactorily rendered and expenses incurred hereunder, an amount which bears the same ratio to the total payment specified in the Agreement as the services satisfactorily rendered hereunder by Contractor bear to the total services otherwise required to be performed for such total payment; provided, however, that if services which have been satisfactorily rendered are to be paid on a per-hour or per-day basis, Contractor shall be entitled to receive as full payment an amount equal to the number of hours or days actually worked prior to the termination times the applicable hourly or daily rate; and further provided, however, that if County terminates the Agreement for cause pursuant to Section 4.2, County shall deduct from such amount the amount of damage, if any, sustained by County by virtue of the breach of the Agreement by Contractor.

    4.5 Authority to Terminate. The Board of Supervisors has the authority to terminate this Agreement on behalf of the County. In addition, the Purchasing Agent or _____Department Head, in consultation with County Counsel, shall have the authority to terminate this Agreement on behalf of the County.

5. Indemnification. Contractor agrees to accept all responsibility for loss or damage to any person or entity, including County, and to indemnify, hold harmless, and release County, its officers, agents, and employees, from and against any actions, claims, damages, liabilities, disabilities, or expenses, that may be asserted by any person or entity, including Contractor, that arise out of, pertain to, or relate to Contractor's performance or obligations under this Agreement. Contractor agrees to provide a complete defense for any claim or action brought against County based upon a claim relating to Contractor's performance or obligations under this Agreement. Contractor's obligations under this Section apply whether or not there is concurrent

negligence on County's part, but to the extent required by law, excluding liability due to County's conduct. County shall have the right to select its legal counsel at Contractor's expense, subject to Contractor's approval, which shall not be unreasonably withheld. This indemnification obligation is not limited in any way by any limitation on the amount or type of damages or compensation payable to or for Contractor or its agents under workers' compensation acts, disability benefits acts, or other employee benefit acts. This indemnity provision survives the Agreement.

6. <u>Insurance</u>. With respect to performance of work under this Agreement, Contractor shall maintain and shall require all of its subcontractors, contractors, and other agents to maintain, insurance as described in Exhibit [B/C/D], which is attached hereto and incorporated herein by this reference

7. <u>Prosecution of Work</u>. The execution of this Agreement shall constitute Contractor's authority to proceed immediately with the performance of this Agreement. Performance of the services hereunder shall be completed within the time required herein, provided, however, that if the performance is delayed by earthquake, flood, high water, or other Act of God or by strike, lockout, or similar labor disturbances, the time for Contractor's performance of this Agreement shall be extended by a number of days equal to the number of days Contractor has been delayed.

8. <u>Extra or Changed Work</u>. Extra or changed work or other changes to the Agreement may be authorized only by written amendment to this Agreement, signed by both parties. Minor changes, which do not increase the amount paid under the Agreement, and which do not significantly change the scope of work or significantly lengthen time schedules may be executed by the Department Head in a form approved by County Counsel. The Board of Supervisors/Purchasing Agent must authorize all other extra or changed work. The parties expressly recognize that, pursuant to Sonoma County Code Section 1-11, County personnel are without authorization to order extra or changed work or waive Agreement requirements. Failure of Contractor to secure such written authorization for extra or changed work shall constitute a waiver of any and all right to adjustment in the Agreement price or Agreement time due to such unauthorized work and thereafter Contractor shall be entitled to no compensation whatsoever for the performance of such work. Contractor further expressly waives any and all right or remedy by way of restitution and quantum meruit for any and all extra work performed without such express and prior written authorization of the County.

9. <u>Representations of Contractor</u>.

   9.1 <u>Standard of Care</u>. County has relied upon the professional ability and training of Contractor as a material inducement to enter into this Agreement. Contractor hereby agrees that all its work will be performed and that its operations shall be conducted in accordance with generally accepted and applicable professional practices and standards as well as the requirements of applicable federal, state and local laws, it being understood that acceptance of Contractor's work by County shall not operate as a waiver or release.

9.2 Status of Contractor. The parties intend that Contractor, in performing the services specified herein, shall act as an independent contractor and shall control the work and the manner in which it is performed. Contractor is not to be considered an agent or employee of County and is not entitled to participate in any pension plan, worker's compensation plan, insurance, bonus, or similar benefits County provides its employees. In the event County exercises its right to terminate this Agreement pursuant to Article 4, above, Contractor expressly agrees that it shall have no recourse or right of appeal under rules, regulations, ordinances, or laws applicable to employees.

9.3 Taxes. Contractor agrees to file federal and state tax returns and pay all applicable taxes on amounts paid pursuant to this Agreement and shall be solely liable and responsible to pay such taxes and other obligations, including, but not limited to, state and federal income and FICA taxes. Contractor agrees to indemnify and hold County harmless from any liability which it may incur to the United States or to the State of California as a consequence of Contractor's failure to pay, when due, all such taxes and obligations. In case County is audited for compliance regarding any withholding or other applicable taxes, Contractor agrees to furnish County with proof of payment of taxes on these earnings.

9.4 Records Maintenance. Contractor shall keep and maintain full and complete documentation and accounting records concerning all services performed that are compensable under this Agreement and shall make such documents and records available to County for inspection at any reasonable time. Contractor shall maintain such records for a period of four (4) years following completion of work hereunder.

9.5 Conflict of Interest. Contractor covenants that it presently has no interest and that it will not acquire any interest, direct or indirect, that represents a financial conflict of interest under state law or that would otherwise conflict in any manner or degree with the performance of its services hereunder. Contractor further covenants that in the performance of this Agreement no person having any such interests shall be employed. In addition, if requested to do so by County, Contractor shall complete and file and shall require any other person doing work under this Agreement to complete and file a "Statement of Economic Interest" with County disclosing Contractor's or such other person's financial interests.

9.6 Statutory Compliance. Contractor agrees to comply with all applicable federal, state and local laws, regulations, statutes and policies applicable to the services provided under this Agreement as they exist now and as they are changed, amended or modified during the term of this Agreement.

9.7 Nondiscrimination. Without limiting any other provision hereunder, Contractor shall comply with all applicable federal, state, and local laws, rules, and regulations in regard to nondiscrimination in employment because of race, color, ancestry, national origin, religion, sex, marital status, age, medical condition, pregnancy, disability, sexual orientation or other prohibited basis, including without limitation, the County's Non-Discrimination Policy. All nondiscrimination rules or regulations required by law to be included in this Agreement are incorporated herein by this reference.

9.8 <u>AIDS Discrimination</u>. Contractor agrees to comply with the provisions of Chapter 19, Article II, of the Sonoma County Code prohibiting discrimination in housing, employment, and services because of AIDS or HIV infection during the term of this Agreement and any extensions of the term.

9.9 <u>Assignment Of Rights</u>. Contractor assigns to County all rights throughout the world in perpetuity in the nature of copyright, trademark, patent, right to ideas, in and to all versions of the plans and specifications, if any, now or later prepared by Contractor in connection with this Agreement. Contractor agrees to take such actions as are necessary to protect the rights assigned to County in this Agreement, and to refrain from taking any action which would impair those rights. Contractor's responsibilities under this provision include, but are not limited to, placing proper notice of copyright on all versions of the plans and specifications as County may direct, and refraining from disclosing any versions of the plans and specifications to any third party without first obtaining written permission of County. Contractor shall not use or permit another to use the plans and specifications in connection with this or any other project without first obtaining written permission of County.

9.10 <u>Ownership And Disclosure Of Work Product</u>. All reports, original drawings, graphics, plans, studies, and other data or documents ("documents"), in whatever form or format, assembled or prepared by Contractor or Contractor's subcontractors, contractors, and other agents in connection with this Agreement shall be the property of County. County shall be entitled to immediate possession of such documents upon completion of the work pursuant to this Agreement. Upon expiration or termination of this Agreement, Contractor shall promptly deliver to County all such documents, which have not already been provided to County in such form or format, as County deems appropriate. Such documents shall be and will remain the property of County without restriction or limitation. Contractor may retain copies of the above- described documents but agrees not to disclose or discuss any information gathered, discovered, or generated in any way through this Agreement without the express written permission of County.

9.11 <u>Authority</u>. The undersigned hereby represents and warrants that he or she has authority to execute and deliver this Agreement on behalf of Contractor.

10. <u>Demand for Assurance</u>. Each party to this Agreement undertakes the obligation that the other's expectation of receiving due performance will not be impaired. When reasonable grounds for insecurity arise with respect to the performance of either party, the other may in writing demand adequate assurance of due performance and until such assurance is received may, if commercially reasonable, suspend any performance for which the agreed return has not been received. "Commercially reasonable" includes not only the conduct of a party with respect to performance under this Agreement, but also conduct with respect to other agreements with parties to this Agreement or others. After receipt of a justified demand, failure to provide within a reasonable time, but not exceeding thirty (30) days, such assurance of due performance as is adequate under the circumstances of the particular case is a repudiation of this Agreement. Acceptance of any improper delivery, service, or payment does not prejudice the aggrieved

party's right to demand adequate assurance of future performance. Nothing in this Article limits County's right to terminate this Agreement pursuant to <u>Article 4</u>.

11. <u>Assignment and Delegation</u>. Neither party hereto shall assign, delegate, sublet, or transfer any interest in or duty under this Agreement without the prior written consent of the other, and no such transfer shall be of any force or effect whatsoever unless and until the other party shall have so consented.

12. <u>Method and Place of Giving Notice, Submitting Bills and Making Payments</u>. All notices, bills, and payments shall be made in writing and shall be given by personal delivery or by U.S. Mail or courier service.   Notices, bills, and payments shall be addressed as follows:

        TO: COUNTY: _____
                                        _____
                                        _____

        TO: CONTRACTOR: _____
                                        _____
                                        _____

When a notice, bill or payment is given by a generally recognized overnight courier service, the notice, bill or payment shall be deemed received on the next business day. When a copy of a notice, bill or payment is sent by facsimile or email, the notice, bill or payment shall be deemed received upon transmission as long as (1) the original copy of the notice, bill or payment is promptly deposited in the U.S. mail and postmarked on the date of the facsimile or email (for a payment, on or before the due date), (2) the sender has a written confirmation of the facsimile transmission or email, and (3) the facsimile or email is transmitted before 5 p.m. (recipient's time). In all other instances, notices, bills and payments shall be effective upon receipt by the recipient. Changes may be made in the names and addresses of the person to whom notices are to be given by giving notice pursuant to this paragraph.

13. <u>Miscellaneous Provisions</u>.

    13.1 <u>No Waiver of Breach</u>. The waiver by County of any breach of any term or promise contained in this Agreement shall not be deemed to be a waiver of such term or provision or any subsequent breach of the same or any other term or promise contained in this Agreement.

    13.2 <u>Construction</u>. To the fullest extent allowed by law, the provisions of this Agreement shall be construed and given effect in a manner that avoids any violation of statute, ordinance, regulation, or law. The parties covenant and agree that in the event that any provision of this Agreement is held by a court of competent jurisdiction to be invalid, void, or unenforceable, the remainder of the provisions hereof shall remain in full force and effect

and shall in no way be affected, impaired, or invalidated thereby. Contractor and County acknowledge that they have each contributed to the making of this Agreement and that, in the event of a dispute over the interpretation of this Agreement, the language of the Agreement will not be construed against one party in favor of the other. Contractor and County acknowledge that they have each had an adequate opportunity to consult with counsel in the negotiation and preparation of this Agreement.

13.3 Consent. Wherever in this Agreement the consent or approval of one party is required to an act of the other party, such consent or approval shall not be unreasonably withheld or delayed.

13.4 No Third Party Beneficiaries. Nothing contained in this Agreement shall be construed to create and the parties do not intend to create any rights in third parties.

13.5 Applicable Law and Forum. This Agreement shall be construed and interpreted according to the substantive law of California, regardless of the law of conflicts to the contrary in any jurisdiction. Any action to enforce the terms of this Agreement or for the breach thereof shall be brought and tried in Santa Rosa or the forum nearest to the city of Santa Rosa, in the County of Sonoma.

13.6 Captions. The captions in this Agreement are solely for convenience of reference. They are not a part of this Agreement and shall have no effect on its construction or interpretation.

13.7 Merger. This writing is intended both as the final expression of the Agreement between the parties hereto with respect to the included terms and as a complete and exclusive statement of the terms of the Agreement, pursuant to Code of Civil Procedure Section 1856. No modification of this Agreement shall be effective unless and until such modification is evidenced by a writing signed by both parties.

13.8 Time of Essence. Time is and shall be of the essence of this Agreement and every provision hereof.

IN WITNESS WHEREOF, the parties hereto have executed this Agreement as of the Effective Date.

CONTRACTOR: _____

_____

By: _____

Name: _____

Title: _____

Date: _____

COUNTY: COUNTY OF SONOMA

CERTIFICATES OF INSURANCE ON FILE WITH AND APPROVED AS TO SUBSTANCE FOR COUNTY:

By:_____
    Department Head

Date: _____

APPROVED AS TO FORM FOR COUNTY:

By: _____
    County Counsel

Date: _____

By: _____
  Chair
  Board of Supervisors

Date: _____

ATTEST:

_____

Clerk of the Board of Supervisors

PROPOSAL COVER SHEET

Acceptance of County Contract Form

A sample agreement is contained as Attachment "A" to the County's Request for Proposals. Although the attached draft is subject to revision before execution by the parties, by submission of a proposal, the undersigned indicates that, except as specifically and expressly noted in its proposal, the proposer has no objection to the attached draft or any of its provisions such that, if selected, the proposer will enter into a final agreement based substantially upon the attached draft.

Certification of Authority

By signing below, the person executing the certificate on behalf of the proposer affirmatively represents that s/he has the requisite legal authority to do so on behalf of the proposer. Both the person executing this proposal on behalf of the proposer and proposer understand that the County is relying on this representation in receiving and considering this proposal. The person signing below hereby acknowledges that s/he has read the entire Request for Proposals document and has complied with all requirements listed therein.

Official Authorized to Sign for Proposal/Contractor

_____
Signature

_____
Title   Date

COUNTY OF SONOMA

GENERAL SERVICES PURCHASING DIVISION

2300 COUNTY CENTER DRIVE, SUITE A208
SANTA ROSA, CALIFORNIA 95403
(707) 565-2433   Fax: (707) 565-6107

DECLARATION OF LOCAL BUSINESS FOR SERVICES

Sonoma County gives local businesses a preference in formal solicitations of services as set forth in the County of Sonoma Local Preference Policy for Services.

In order to qualify for this preference, a business must meet *all* of the following criteria:

1. For businesses with a location in a city within Sonoma County, a valid business license if required by the city; and

2. A valid physical address located within Sonoma County from which the vendor or consultant operates or performs business on a day-to-day basis.

By completing and signing this form, the undersigned states that, under penalty of perjury, the statements provided herein are true and correct and that the business meets the definition of a local business as set forth in the County of Sonoma Local Preference Policy for Goods.

All information submitted is subject to investigation as well as disclosure to third parties under the California Public Records Act. Incomplete, unclear, or incomprehensible responses to the following will result in the bid not being considered for application of the County's local preference policy. False or dishonest responses will cause the rejection of the bid and curtail the declarant's ability to conduct business with the County in the future. It may also result in legal action.

1. Legal name of business: _____

2. Physical address of the principal place of business.

   _____

   _____

3. Business license issued by incorporated city within the County:

   License Number _____ Issued by: _____

Authorized Signature: _____ Date: _____

Printed Name & Title: _____

SONOMA COUNTY CLERK/RECORDER/ASSESSOR

Recording, Vital Records and Cashiering (RVRC) System

RVRC SYSTEM FUNCTIONALITY CHECKLIST

Bidders are required to submit a response of "Yes" or "No" for each of the following features regarding whether or not the item is a Standard Feature - Fully Supported (SFFS) as defined below. For items that are **not** SFFS, please indicate its availability with one of the following Response Codes.

RESPONSE CODES

SFFS	**Standard Feature - Fully Supported** An item or feature that is available and is currently deployed as a standard in current customer production environments. The feature would be available if the product were deployed today.
CO	**Configuration Option** Available for security authorized user to change settings through tables, or other means.
3P	**Third Party product or feature** Not native to proposed system but available through 3rd party business partner.
PE (Fee)	**Paid Enhancement** Custom feature, available through additional programming for an additional cost.
NFE (No Fee)	**No Fee Enhancement** Custom feature, available through additional programming at **no** additional cost.
N/A	Item is **Not Available** in currently deployed production versions. In the "Item Details" column, please indicate the date that the item will be available, if applicable.
SRNF	**Standard Report** The report is available today and would be delivered with a standard system.
CRF (Fee)	**Custom Report** The report is not currently available but can be created at an additional fee.
CRNF (No Fee)	**Custom Report – No Fee** The report is not currently available but can be created at **no** additional fee.

Bidders **must** submit, with their bid, a fully completed "RVRC System Functionality Checklist" (Attachment C) including all supporting documentation. Bids which are submitted without a completed "RVRC System Functionality Checklist" (Attachment C) may be disqualified. Attachment C contains a list of system capabilities which the County requires from the RVRC System.

A "**Yes**" response means that the bidders proposed system will comply with the listed "System Feature". In the case that the question or statement in the "System Feature" column requires additional information or a description, an answer of "Yes" shall mean that the bidder will provide the additional information or documentation with their bid. Please do so by entering information in the "Additional Details and Information" column and/or attaching additional sheets as needed with your bid response. When attaching additional information or descriptions to items in Attachment C, bidder should note the item by first stating the corresponding "Section" and item number. A listing of the section titles is provided below.

A "**No**" response means that the bidder is unable to answer the question about the system or comply with the description listed in the "System Feature" column. An inability to comply with the specifications provided by the County may result in disqualification of your bid.

A response of "**N/A**" or no response to any "System Feature" will be interpreted to mean that the bidder is unable to provide the "System Feature" required by the County.

Categories
a.   **Transactions**
b.   **Reconciliation**
c.   **Cashiering/Cash Out**
d.   **Vital Index Bank Note Stock Management**
e.   **Billing and Invoicing**
f.   **Vital Records**
g.   **General Business**
h.   **Indexing/Verification**
i.   **Recording**
j.   **Scanning/Document Capture**
k.   **Import/Export**
l.   **User Productivity/Workflow Reporting**

m. **Correspondence**
n. **Official Public Records Search/Customer Service**
o. **System Interface Requirements**
p. **Technology**
q. **Accessibility**
r. **System Documentation**
s. **Reporting**

a. TRANSACTIONS

SYSTEM FEATURES Does the proposed system:	Standard Feature - Fully Supported (SFFS)?		If not SFFS, then enter a Response Code below.	ADDITIONAL DETAILS AND INFORMATION
	YES	NO	RESPONSE CODE (see Ex. O, page 1)	
1. Process cash payments?				
2. Process debit card payments via third-party vendor?				
3. Process credit card payments via third-party vendor?				
4. Process payments by check?				
5. Process Automated Clearing House (ACH) payments?				
6. Process Electronic Funds Transfer (EFT) or wire payments?				
7. Process account-based payments?				
8. Integrate ACH Payments with accounting revenue detail and reporting?				
9. Return digital receipts to the payment sender, stored, and integrated with accounting closeout?				
10. Scan checks and store images with associated transaction(s)?				
11. Use role-based security model for viewing check images?				
12. Integrated Credit Card Payment and Receipting with accounting revenue detail and reporting?				
13. Integrated Debit Card Payment and Receipting with accounting revenue detail and reporting?				
14. Allow multiple forms of payment on a single transaction?				
15. Use a shopping cart model or other on-screen running transaction list and total?				
16. Provide the means to add and delete items from the shopping cart or transaction list?				
17. Provide order total updates on the screen as transaction items are added or deleted?				
18. Allow order of multiple document types within a				

	single transaction, using the same order screen and transaction?				
19.	Tie returned checks to original transactions and receipts?				
20.	Flag customers with returned checks to aid in fraud management?				
21.	Allow County personnel with proper security clearance to remove fraud warning flag on NSF customers?				
22.	Provide auditable removal of Fraud flag on NSF customers by user identification numbers?				
23.	Perform refund processing and reports to provide fund/account and payee detail input for refund check creation?				
24.	Provide an option to date an adjustment as the date of the receipt or the date of the original transaction to allow the County to apply the appropriate revenue recognition policy?				
25.	Provide a configurable adjustment reason list, configurable by the County but restricted by role-based security?				
26.	Provide the ability to post shortages/overages to a receipt and/or user id?				
27.	Generate a receipt for each transaction which can be reprinted?				
28.	Provide the ability to review all transactions and actions taken by user id, business location, etc.?				

b. RECONCILIATION

SYSTEM FEATURES Does the proposed system:	Standard Feature - Fully Supported (SFFS)?		If not SFFS, then enter a Response Code below	ADDITIONAL DETAILS AND INFORMATION
	YES	NO	RESPONSE CODE	
1. Automatically reconcile the day's revenue to the day's activities and perform reconciliation for cashiers and business area (ex. recording, vitals, general business, public, etc.)?				

2.	Provide ability to export revenue and deposit data by business area to MSAccess database or configure automated deposit reports to meet County formatting requirements?			
3.	Perform reconciliation and distribution of transfer taxes collected for at least9cities?			
4.	Automatically reconcile cash, revenue, and asset accounts for any specified period of time?			
5.	Automatically reconcile the banknote paper physical inventory?			
6.	Reconcile banknote revenue using revenue generated report for various periods (daily, weekly, monthly, quarterly, annually, etc.)?			
7.	Provide the means to review all reconciliation actions by user id, business location, etc.?			

c. CASHIERING/CASH-OUT

	Standard Feature - Fully Supported (SFFS)?		If not SFFS, then enter a Response Code below	
SYSTEM FEATURES **Does the proposed system:**	**YES**	**NO**	**RESPONSE CODE**	**ADDITIONAL DETAILS AND INFORMATION**
1. Show a running total of quantity of items and total cost for chargeable transactions in the shopping cart?				
2. Limit the cashier daily cash out role to cash/check count, entry, and submittal?				
3. Provide an input screen for cashiers to enter cash at closing by currency denominations?				
4. Allow for a single or double blind count on cash-out?				
5. Create a cash-out receipt/journal during the cash-out process?				
6. Perform cash-out reconciliation by cashier for each business area and for overall operations?				
7. Assign security clearances to designated users for the role of daily reconciliation reviewer and approver?				
8. Automatically update accounting revenue reports during the cash-out process?				
9. Provide the ability to review all cashiering actions by user id, workstation, business location, etc.?				

d. VITAL INDEX BANK NOTE STOCK MANAGEMENT

SYSTEM FEATURES Does the proposed system:	Standard Feature - Fully Supported (SFFS)?		If not SFFS, then enter a Response Code below	ADDITIONAL DETAILS AND INFORMATION
	YES	NO	RESPONSE CODE	
1. Scan vital certificate barcodes and use scanned data to create document instrument numbers that can be associated with scanned images, meeting requirements for confidential licenses?				
2. Use role-based security to restrict access to supervisor or higher for entry or modification of banknote paper inventory?				
3. Automatically assign banknote paper sheet/number to next transaction, with ability to turn auto assignment on and off?				
4. Include workflow or supervisor level reporting to track voids, including date; time, user id, location, and reason code?				
5. Account for banknote paper by serial number and by cashier?				
6. Provide management and accounting reports of banknote paper used for the day?				
7. Provide reports on spoiled banknote paper including user information?				
8. Generate daily reconciliation of number of banknote sheets issued including quantity issued and revenue?				
9. Allow management to review all actions taken using banknote paper by user id, workstation, network printer, business location, etc.?				

e. BILLING AND INVOICING

SYSTEM FEATURES Does the proposed system:	Standard Feature - Fully Supported (SFFS)?		If not SFFS, then enter a Response Code below	ADDITIONAL DETAILS AND INFORMATION
	YES	NO	RESPONSE CODE	
1. Automatically generate invoices, monthly statements and billing letters for government agencies (state/county/cities) and any account-based customers?				
2. Generate accounts receivable aging report and historical report by customer?				
3. Provide a web interface for account-based customers to review invoices and account status?				
4. Generate invoices for data exported to CD, DVD, microfilm, or via electronic transport methods?				
5. Provide the ability to review all billing and invoicing activity by user id, location, etc.?				
6. Provide options for discrete close of account period based on fiscal year-end, month-end, and/or calendar year-end close cycle?				
7. Provide the ability to post fiscal reports online for automatic viewing in real time?				

f. VITAL RECORDS

SYSTEM FEATURES Does the proposed system:	Standard Feature - Fully Supported (SFFS)?		If not SFFS, then enter a Response Code below	ADDITIONAL DETAILS AND INFORMATION
	YES	NO	RESPONSE CODE	
1. Provide ability to apply and configure annotations to documents?				
2. Provide ability to search by receipt number?				
3. Provide certified copies of confidential marriage certificates?				
4. Provide certified copies of birth, death, and marriage certificates?				
5. Allow for sealing records by users with proper security				

clearance?			
6. Use watermarks for copy type (ex. 'informational')?			
7. Provide a vital record e-commerce interface that allows customers to order vital document copies via the internet, download required document(s) for signature and notarization?			
8. Provide for electronic integration with the state vital records system?			

g. GENERAL BUSINESS

SYSTEM FEATURES Does the proposed system:	Standard Feature - Fully Supported (SFFS)?		If not SFFS, then enter a Response Code below	ADDITIONAL DETAILS AND INFORMATION
	YES	NO	RESPONSE CODE	
1. Have an option to perform electronic date stamping of various endorsements (e.g. "certification", "filed" and "endorsed filed") in various areas of documents as determined by user?				
2. Store signatures of County Health Officers for County Clerk authentication role?				
3. Provide an integrated method of storing and searching all accepted business documents?				
4. Provide a means of importing documents and filled out forms?				
5. Accept, index and store Fictitious Business Name Registrations?				
6. Include a Fictitious Business Name search feature that looks up submitted business names and returns any existing matching owner name and the active/inactive status? If the business name does not exist, does the system clearly state that the name is not in use in Sonoma County?				
7. Include an in-office kiosk for customers to search Fictitious Business Names and begin the process of filing or renewing an FBN?				
8. Allow Fictitious Business Names kiosk document fill, printing, and links to customer queuing if selected for signature and completion of processing at the clerk's counter?				

9.	Generate barcode labels for Fictitious Business Name documents?			
10.	Index recently recorded marriage certificates using an electronic input file?			
11.	Provide e-Commerce for other general business or official public documents as-needed?			
12.	Provide configurable document retention by document type?			
13.	Review all actions taken in the general business area by user id, document, workstation, location, etc.?			

h. INDEXING/VERIFICATION

SYSTEM FEATURES Does the proposed system:	Standard Feature - Fully Supported (SFFS)?		If not SFFS, then enter a Response Code below	ADDITIONAL DETAILS AND INFORMATION
	YES	NO	RESPONSE CODE	
1. Index and verify official public records, liens, birth, marriage and death records and provide index correction capability?				
2. Index assessor parcel number(s)?				
3. Index cross reference information - OPR documents?				
4. Use death event data from the State of California's Birth/Death Cross Match Report to update the Sonoma County birth index and watermark subsequent birth certificate copies?				
5. Retain index codes for hot key use?				
6. Use automatic indexing rule learning tool?				
7. Rotate document 180° within indexing screen?				
8. Provide hot keys to assist in making changes and navigating a document or document list?				
9. Seal birth certificates, removing the image and index from our records?				
10. Provide flexibility for the indexing supervisor to assign document types by user, user queue, document grouping; adjust as-needed; and provide the capability to assign indexed batches for verification?				
11. Review all actions taken against a document by user id, workstation, document queue, etc.?				

i. RECORDING

SYSTEM FEATURES Does the proposed system:	Standard Feature – Fully Supported (SFFS)?		If not SFFS, then enter a Response Code below	ADDITIONAL DETAILS AND INFORMATION
	YES	NO	RESPONSE CODE	
1. Maintain accurate system time to provide the correct recording time for documents?				
2. Assign sequential instrument numbers for all recordings?				
3. Provide support for instrument numbers in the 10 character instrument number format YYYYNNNNNN (i.e. 2011000001) that resets on the first business day of each calendar year, changing to the current year and starting the numbers at 000001?				
4. Provide annual instrument number reset through automation or scheduling to allow for unattended execution?				
5. Provide a document code/description table?				
6. Maintain a customer list for 7:00 am reservation customers that can be easily updated?				
7. Provide for 7:00 am reservations of consecutive recording official record numbers for Title Company batches and present customer list(s) through a menu, shortcuts, or hot-keys?				
8. Restrict counter recording from 7:00 am - 8:00 am to a configurable list and blocks general counter recording until 8:00 am?				
9. Provide a drop-down list and/or hot keys for revenue detail and account numbers using configurable tables to allow for authorized updates?				
10. Display customer escrow account balance after a customer name is selected?				
11. Provide customizable system-generated rejection letter templates with a drop-down rejection reason list?				
12. Display a running total of the customer's escrow balance as items are added to the customer's transaction?				
13. Allow all documents in a batch to be assigned the same recording time?				

14.	Use the system time as the recording time?				
15.	Allow users to enter multi-titled document(s) in one (1) screen?				
16.	Provide hot keys or drop-down selection of document codes to record documents by type?				
17.	Automatically calculate and collect County and City Transfer Tax based on designated formula using defined fees that are configurable to create flexibility for changes as required?				
18.	Automatically calculate government fees using configurable tables, including a no fee option?				
19.	Prompt user to confirm acceptance of a batch with options to add, modify, and delete documents within a batch before the payment collection step?				
20.	Provide the flexibility to modify government fees as needed or mandated using tables through a user-friendly interface?				
21.	Provides the means to print conformed copy labels?				
22.	Provide the means to print Preliminary Change of Ownership labels?				
23.	Provide the means to process twenty day notices?				
24.	Provide the means to print a label without tax?				
25.	Provide automated recording of land maps with options to import electronically or scan?				
26.	Provide automated import and recording of County tax liens and releases of batches up to 5,000?				
27.	Provide the means to return an electronic file to the Sonoma County Tax Collector mainframe system after recording for batch notice printing?				
28.	Import and record California State Franchise Tax Board (FTB) liens electronically in compliance with California State FTB approved electronic recording?				
29.	Provide the means to import and record city liens electronically?				
30.	Provide the means to return an electronic flat file to cities after recording liens or the release of a lien?				
31.	Provide the means to export land maps?				
32.	Require customer information entry at the payment collection screen?				
33.	Provide an efficient method of processing mail batches?				
34.	Provide flexibility to accommodate integration of unique business rules and exceptions in recording process and fee application?				

		Standard Feature - Fully Supported (SFFS)?		If not SFFS, then enter a Response Code below	
35.	Provide the flexibility to define screen layouts to accommodate Sonoma County's specific needs?				
36.	Provide electronic recording compliant with the California Electronic Recording Delivery Act of 2004? (If not compliant with the California Electronic Recording Delivery System [ERDS], then describe the proposed solutions' integration capability with existing state-certified ERDS systems.)				

j. SCANNING /DOCUMENT CAPTURE

SYSTEM FEATURES Does the proposed system:	Standard Feature - Fully Supported (SFFS)?		If not SFFS, then enter a Response Code below	ADDITIONAL DETAILS AND INFORMATION
	YES	NO	RESPONSE CODE	
1. Perform automatic deskew and hot key with single page flexibility?				
2. Perform automatic deletion of blank pages during document scanning?				
3. Rotate upside down document images automatically or using hot keys?				
4. Provide the flexibility to scan in simplex or duplex mode?				
5. Provide automated document and page count verification for scanning recorded documents with immediate user screen notification and real time update-to-scanning reports?				
6. Provide redaction integration through services and/or tools with quality control process for seamless real-time redaction and tool access through hot key, tool bar icon, or drop-down menu selection(s) to initiate interface with redaction features?				
7. Provide a hot key for movement to the next or the previous scanned documents?				
8. Provide a hot key to choose single-sided or duplex scanning?				
9. Provide a hot key to zoom in and out for scan quality control?				
10. Provide hot keys that allow changes and navigation through a document or document list?				

11.	Provide a hot key or shortcut to manually correct upside down documents?				
12.	Assign an identification code to vital records as they are scanned or electronically imported for vital document type (birth, death or marriage)?				
13.	Provide the means to review all actions taken ondocuments by user id, location, etc.?				
14.	Support 200 dot per inch (dpi) and greater resolution?				
15.	Include application configurable dpi settings?				
16.	Include configurable workflow for scanned images?				
17.	Include a back-up and recovery process in front-end scanning modules, using local workstation or some other means of assuring resilience for outages that occur after a document has left the office but before data commits to storage?				
18.	Provide the means to mask confidential information on documents that contain sensitive information not used by the Sonoma County Clerk-Recorder-Assessor?				
19.	Provide the means to mask with different document types and create templates for recurring document types that is adaptable to accommodate document format changes or the need to change the placement of the masking?				
20.	Provide intuitive, easily accessible contract and density within the application?				
21.	Provide tools or hot keys to assist in image quality control?				
22.	Manage image quality control through the application?				

k. IMPORT/EXPORT

	Standard Feature - Fully Supported (SFFS)?		If not SFFS, then enter a Response Code below	
SYSTEM FEATURES **Does the proposed system:**	**YES**	**NO**	**RESPONSE CODE**	**ADDITIONAL DETAILS AND INFORMATION**
1. Provide the means to export reports to Microsoft Word, Excel, or PDF, or print through a drop-down, link, or icon?				
2. Provide the means to export some or all indices and images to external media through intuitive user interfaces that do not require programming /developer				

	skill set or time with user role-based security to limit access?				
3.	Provide an interface for export to microfilm?				
4.	Provide the means to export OPR, Vitals, and FBN index to Word, Excel, Access or PDF?				
5.	Provide the means to export OPR, Vitals, FBN images and index to CD, DVD, microfilm, or other storage by document type, specific instrument number, instrument number range, or date range?				

l. USER PRODUCTIVITY/WORKFLOW REPORTING

SYSTEM FEATURES Does the proposed system:	Standard Feature - Fully Supported (SFFS)?		If not SFFS, then enter a Response Code below	ADDITIONAL DETAILS AND INFORMATION
	YES	NO	RESPONSE CODE	
1. Provide a single configurable management productivity interface that shows a graphical representation of the flow of work and productivity statistics at any point in time that is accessible by user id or role-based security for each supervisor/management view?				
2. Provide a single configurable dashboard that displays a summary of all work areas?				
3. Include workflow delay/bottleneck notification tools to notify supervisors of bottlenecks and delays in their area?				
4. Provide user activity reports with sorting options with adjustable retention periods that can be set to meet business rules?				
5. Include adjustable productivity and service level thresholds that can be set based on individual task or process?				
6. Provide a selection menu or options for reading document recording barcode label?				
7. Provide real-time work status by location in the business process for all documents accepted but not yet verified that can be sorted by business process?				
8. Provide a real-time work status that can be sorted by document type?				
9. Provide a real-time work status that can be sorted by				

	user id and with role-based restricted access?				
10.	Provide printable historical work status reports online?				
11.	Provide the means to view history and status of a single document?				
12.	Provide the means to see the number of documents moving through workflow, the location of each document, user id's, and actions taken against document?				
13.	Provide customizable statistical reports for clerk functions?				
14.	Provide system use and work-flow time, demand and statistical analysis?				

m. CORRESPONDENCE

		Standard Feature - Fully Supported (SFFS)?		If not SFFS, then enter a Response Code below	
SYSTEM FEATURES **Does the proposed system:**		**YES**	**NO**	**RESPONSE CODE**	**ADDITIONAL DETAILS AND INFORMATION**
1.	Provide a library of go-back/document rejection letter templates with reason choices for easy auto-completion and some free form spaces as-defined with supervisor input during system planning and analysis?				
2.	Generate go-back/document rejection letters that use MS Word as the editor?				
3.	Provide a link to go-back/document rejection letter templates when several pre-defined circumstances occur (ex. shortage)?				
4.	Automatically run spell-check for correspondence before saving, exporting or printing?				
5.	Provide the means to audit correspondence on user id, creation date, revision dates by user id, creation date, revision dates?				
6.	Preserve the documentation trail so that revisions to saved correspondence are saved with a name and a number iteration?				
7.	Complete go-back/document rejection letters which are stored and searchable by user id, date, reason, and customer name?				

n. OFFICIAL PUBLIC RECORDS SEARCH/ CUSTOMER SERVICE

SYSTEM FEATURES Does the proposed system:	Standard Feature - Fully Supported (SFFS)?		If not SFFS, then enter a Response Code below	ADDITIONAL DETAILS AND INFORMATION
	YES	NO	RESPONSE CODE	
1. Provide search and print public kiosks?				
2. Include public kiosks that use a shopping cart/order summary model and store print selections in a list with real-time updates to total cost?				
3. Include a shopping cart/order summary that prompts customers to confirm their desire to print the items listed in the cart/summary at the calculated cost before allowing print request to be processed?				
4. Give customers the option to cancel or order public documents after total cost is displayed?				
5. Create and print an order number on claim checks or documents for the customer to retrieve their order at the employee-staffed purchase/print window?				
6. Provide public print orders sorted by order number and viewable on the employee's screen?				
7. Print land map copies on 8½" x 11" paper at the employee customer service area?				

o. SYSTEM INTERFACE REQUIREMENTS

SYSTEM FEATURES Does the proposed system:	Standard Feature - Fully Supported (SFFS)?		If not SFFS, then enter a Response Code below	ADDITIONAL DETAILS AND INFORMATION
	YES	NO	RESPONSE CODE	
1. Provide the means to interface with County mainframe and other secure County servers for the purpose of file exchange?				
2. Provide the means to interface with other local government entities for government-to-government processing of liens?				
3. Provide the means to securely export index and/or images using an electronic interface to specified business partners or business customers?				

4.	Provide the means to interface with other systems using batch or real-time automation?			
5.	Provide the means to export land maps?			
6.	Require customer information section to be completed at the payment collection screen?			
7.	Provide an effective way to process and track mail batch using a process that creates an audit trail?			

p. TECHNOLOGY

SYSTEM FEATURES Does the proposed system:	Standard Feature - Fully Supported (SFFS)?		If not SFFS, then enter a Response Code below	ADDITIONAL DETAILS AND INFORMATION
	YES	NO	RESPONSE CODE	
1. Provide Intranet access to designated public records?				
2. Provide application internet facing security diagram and specifications for how this area of security is handled?				
3. Provide a universal method of printing?				
4. Provide a simple method of replacing online forms through a user interface?				
5. Support and provide public and private repository and view for redacted documents in compliance with California legislation?				
6. Support and provide a simple query tool for custom reporting by management system users?				
7. Support Internet Security and Acceleration (ISA) Server 2006 or newer?				
8. Ensure system access accountability by assigning an individual owner to each account?				
9. Prompt users to change their passwords every 120 days or less?				
10. Operate using a High Availability model with no single point of failure (ex. Uses cluster/load-balancing, etc.)?				
11. Work in a client-server environment?				
12. Integrate with County's OnBase Electronic Document Management System (EDMS) using one of the vendor-supplied application programming interfaces (see OnBase API)?				
13. Provide application updates that are server-based?				

14.	Package updates for delivery to workstations?				
15.	Include dataflow diagrams for all processes with updates provided when the processes change?				
16.	Provide database schema documentation at installation which is updated when upgrades or changes modify the schema?				
17.	Include documentation and user manuals that are updated with each application version change and major update?				
18.	Include complete system documentation in softcopy and hardcopy?				
19.	Include solution and hardware configuration that takes measures to incorporate hardware and application business resilience and redundancy?				
20.	Present system errors or field entry errors on-screen with useful directions and/or an online help link?				
21.	Include a diagram and a description detailing how the application interacts with clustered-server failover?				
22.	Include application services that can be scaled across multiple servers?				
23.	Have a history of being successfully implemented in a production environment using Hyper-V?				
24.	Have a history of being successfully implemented in a production environment using VM-Ware?				
25.	Include an application that currently interfaces with other content management software?				
26.	Include an application that supports and runs on 64-bit Operating Systems?				
27.	Include support for SQL 2005?				
28.	Include support for SQL 2008?				
29.	Include support of HP Open view for system performance monitoring?				
30.	Include support of Quest Spotlight for SQL for database back-ups?				
31.	Include an application that uses stored procedures as a standard?				
32.	Include printing that is application-driven?				
33.	Use Microsoft SQL Server Reporting Services (SSRS) for report generation and printing?				
34.	Use Crystal Reports for report generation and printing?				
35.	Include an application that uses specific network ports?				
36.	Perform SQL real-time backups without creating performance or other problems for the application?				

37.	Have integrated e-commerce?				
38.	Have integrated electronic recording?				
39.	Include an option for sign-on using Lightweight Directory Access Protocol (LDAP)?				
40.	Include an option for sign-on using Active Directory?				
41.	Provide integration with an Interactive Voice Response (IVR) System for order status and similar service in current installations?				
42.	Include a detailed hardware list for server(s), storage, peripherals and other required equipment?				
43.	Have a standard network speed capability of 1 Gig Ethernet?				
44.	Have a database response time of one (1) millisecond or less?				
45.	Provide the means to create internal controls for the separation of duties?				
46.	Provide a dynamic reporting tool to allow creation of custom reports by County resources with the ability to export to Word, Excel, or PDF?				
47.	Provide the means to adjust customer billing rates and/or fees?				
48.	Provide the means to set an effective date for automatic system application in advance?				
49.	Provide the means to keep multiple application screens open at the same time?				
50.	Provide the means to seal records?				
51.	Provide tools for real-time online help through help keys, links or "hover over" function?				
52.	Provide printable user manuals stored on the system?				
53.	Provide the means to update tables for fees, fee calculations, adjustment reason list, go-back/document rejection letter reasons, and next step actions?				
54.	Provide the means to print and view document audit trail?				
55.	Provide intranet access to designated public records accessible by role-based security?				
56.	Provide a universal method of printing?				
57.	Store electronic copies of all forms that are uploaded to the Clerk-Recorder-Assessor website and retains last two (2) versions with version or revision and date posted information?				
58.	Provide a table and report of documents posted on the website with revision/post date?				
59.	Provide a user-friendly interface that can be used to				

	replace online forms?			
60.	Support and provide a public and private repository for redacted documents in compliance with California legislation?			
61.	Provide a simple query tool for custom reporting?			
62.	Provide a means of designating documents as confidential that is auditable and has role-based security?			
63.	Securely maintain and manage a public and private copy of redacted documents?			
64.	Securely maintain and manage a private copy of confidential documents?			

q. ACCESSIBILITY

SYSTEM FEATURES Does the proposed system:	Standard Feature - Fully Supported (SFFS)?		If not SFFS, then enter a Response Code below	ADDITIONAL DETAILS AND INFORMATION
	YES	NO	RESPONSE CODE	
1. Provide the means to configure system for speech-to-text functionality in public and staff modules?				
2. Provide tools/options for flexibility and intuitive system access in compliance with the Americans with Disabilities Act (ADA) for hearing or visually impaired on the public and staff areas?				

r. SYSTEM DOCUMENTATION

SYSTEM FEATURES Does the proposed system:	Standard Feature - Fully Supported (SFFS)?		If not SFFS, then enter a Response Code below	ADDITIONAL DETAILS AND INFORMATION
	YES	NO	RESPONSE CODE	
1. Provide technical operation and systems administration manuals for all processes that will be managed by County staff and/or other technical resources?				

s. REPORTING

Please specify below whether or not the listed reports are standard in the proposed RVRCSystem.

#	REPORT	DESCRIPTION	FREQUENCY	Is this a Standard Report? YES	Is this a Standard Report? NO	ADDITIONAL DETAILS AND INFORMATION
1.	Accounts Receivable Aging Report	Lists all debtors, ages, and debt amounts into the following categories: current, 30-59 days, 60-89 days, over 90 days, etc.	Monthly			
2.	Accounts Receivable Analysis	Shows year-over-year comparisons for revenues received for the month and year-to-date, as well as last year's actuals for the year by customer account.	Monthly			
3.	Balances By Customer	Lists the beginning balance, ending balance, and total credit/debit for selected accounting periods for each customer account.	Monthly			
4.	Billing Statement by Customer	Shows the customer's beginning balance, charges and/or credits for the period by transaction description and amount, and ending balance.	Daily			
5.	Detailed Activity Report, which includes all transactions in the system for the selected period or periods.	Generated based on the following user-selectable parameters: • Date range(s), either by accounting period or activity period if they are different • Type(s) of activities, such as charges, payments, fees, refunds, surplus, miscellaneous debits and credits, etc., with activity dates • Payment type(s), such as cash, receivable, credit card, debit card, ACH, wire, ITF (Inter-fund Transfer) etc. • Adjustment(s), such as insufficient funds (NSF), • Transfer tax details • Customer(s) by account number or name • User ID(s)	Ad Hoc			

		• General Ledger account(s), including fund The report has the ability to include the customer number and name; invoice date, number and amount; activity type, date and amount; payment type, date and amount; adjustment type, date and amount; user ID, time of input and time duration; city/county transfer tax details; and/or general ledger and fund account.				
6.	Revenue Account Detail Report	Details transactions for selected revenue account(s) within a user-defined date range, user ID, invoice number, transaction description and amount, account number and account name.	Ad Hoc			
7.	Revenue Account Summary Report	Summarizes the sales revenue of selected date ranges by revenue accounts. Format can be customized. Sortable by accounting periods and account numbers.	Ad Hoc			
8.	Revenue Report	Total all Clerk-Recorder-Assessor revenue by revenue account and by trust fund account.	Weekly			
9.	Receipt Summary	Summarizes transactions by listing the total deposit and total payment types by user ID. Payment types mean cash, checks, debit/credit cards, ACH/wire, and accounts receivable accounts (escrow, voucher). Format can be customized. Sortable by accounting periods, departments, and user IDs.	Daily			
10.	Receipt Detail Report	Same as the Receipt Summary except with transaction descriptions and amounts. Format can be customized. Sortable by accounting periods, departments, and user IDs.	Daily			
11.	Accounts Receivable Reconciliation Report	Details transaction descriptions and amounts if there are reconciling differences, or a report that shows "reconciled" if everything agrees by reconciling receivable balance against charges and payments.	Daily and Monthly			
12.	Revenue Reconciliation Report	Details transaction descriptions and amounts if there are reconciling	Daily and Monthly			

		differences, or a report that shows "reconciled" if everything agrees by reconciling revenue amount against total payment types (i.e., cash, checks, credit/debit card transactions, receivable payments, etc.).				
13.	Cashier Reconciliation Report	At the end of a cashier's shift, details transaction descriptions and amounts if there are reconciling differences or a report that shows "reconciled" if everything agrees by reconciling revenues against payment type.	End of Shift			
14.	Daily Treasury Deposit	Totals amounts by payment type, and is automatically uploaded to central accounting system. A paper copy accompanies the cash, checks, etc., to Treasury for deposit.	Daily			Sonoma County generates daily deposit forms with a MS Access data base report. The County is in the process to purchase a new Finance Mgmt. System. Does your system have ability to upload reports to other systems?
15.	General Ledger Trial Balance Report	Lists the beginning balance, total debit, total credit and the ending balance for a selected accounting period by general ledger account.	Daily or Monthly			
16.	General Ledger posting recap query/report	Lists all postings made to revenue accounts.				
17.	Non-Sufficient Fund (NSF) and Redeemed Checks Listing Report	Lists all the NSF checks received by customer name and number, check number and amount, invoice date, user ID, etc. Format can be customized and sorted by check amount, invoice date, invoice amount, accounting period, customer name, transaction type, or user ID.	Bi-weekly			
18.	NSF Check(s) by Customer	A list of NSF check(s) by customer. The current RVRCsystem uses this list to generate a letter requesting payment from the customer.	Bi-weekly			
19.	Shortages/ Overages Report	Lists all the shortages/overages for a selected date range by user ID, reason code, transaction description, amount, and customer name.	Daily			

20.	Adjustments Report	Provides an audit trail on all adjustment transactions. Lists adjustments by selected data range, user ID, invoice number, reason code, and customer name. Contains adjustment date, amount and reason; invoice number, date and amount; user ID; and customer name. Access limited by role-based security.	Daily			
21.	Vital Records Used	Lists the number and total amount of vital records (Birth, Death and Marriage) issued daily and reconciles amount of revenues including non-cash transactions, such as sales "on account" and payments through County Inter Fund Transfer, etc., generated to the number of certificates (banknotes) printed and voided. Format can be customized and sorted by periods, user ID, invoice number, bank notes number, etc.	Daily			
22.	Certified Copy Audit Report	Lists certificates issued and voided by certificate number, invoice number and user ID within a user-defined date range.	Monthly			
23.	Bank Note Reconciliation Report	The current RVRCsystem keeps track of bank notes released as inventory and reconciles them to bank notes issued, voided, and on-hand by user ID. This report is generated with certificate numbers and user IDs if there is a difference or a report with "reconciled" if there is no discrepancy.	Daily and Real Time			
24.	Cash out Slip	Prints after each user ID closes the drawer at the end of each day and/or his/her shift. Includes his/her name, department, date, denominations of bills and coins collected, and other type of payments received (checks, debit card).	End of Shift			
25.	Transfer Tax Report	Details the total transfer tax liability for each city and county. Contains document number, amount, type, recording date, assessor parcel number, city amount, county amount, and the name of the grantor/grantee within a	Daily and Monthly			

		user-defined date range.				
26.	Birth/Death Certificate Cross match Report	Identifies all birth certificates marked as "death". Includes and is sortable by name, certificate number, date of birth, mother's maiden name, date of death, date and time of cross match, and user name.	Ad Hoc			
27.	Birth Certificate Rescan Report	A list of all rescanned birth certificates that includes and is sortable by name, certificate number, date of birth, date rescanned and user name.	Daily			
28.	Birth Certificate Missing Image Report	A list of all missing birth images that includes and is sortable by name, certificate number, date of birth, mother's maiden last name, and the name of last user.	Ad Hoc			
29.	Sealed/Deleted Birth Certificate Report	A list of all sealed/deleted birth certificates that includes the local registration number (LRN), the date and time of sealing, and user name.	Monthly			
30.	Rescanned Death Certificate Report	A list of all rescanned death certificates that includes and is sortable by name, certificate number, date of death, date rescanned and user name.	Bi-weekly			
31.	Death Certificate Missing Image Report	A list of all missing death images that includes and is sortable by name, certificate number, date of death and the name of last user.	Ad Hoc			
32.	Sealed/Deleted Death Certificate Report	A list of all sealed/deleted death certificates include and sort by name, certificate number, date of death and user name.	Monthly			
33.	Official Public Records (OPR) Audit Report	A list of all indexed documents that includes and is sortable by the name of the indexer, instrument number, document type, date and time of indexing, sequence number, type of change (if different from populated information), new data and user name.	Daily			

34.	OPR Correction Report	A list of all verified documents that includes and is sortable by the name of the verifier, date and time of verification, instrument number, sequence number, date of correction (if any), new data (if any) and the name of the indexer.	Daily			
35.	OPR Document Count Report	A list of each document type used including the total number of each and the grand total. Sortable by document type and totals.	Monthly			
36.	OPR Error Rate Report	A list that includes and is sortable by indexer, number of documents indexed, document type, verifier, number of documents changed during verification and error rate percentage.	Daily			
37.	OPR Instrument Number Gaps Report	A list of missing instrument numbers that includes and is sortable by name (if any), instrument number, date of recording & name of last user.	Ad Hoc			
38.	OPR Lien Notification Report	A list of all recorded lien "notification" documents including instrument number. Sortable by certificate number, name, date of recording, date and time of indexed notification and user.	Ad Hoc			
39.	OPR Index/No Image Report	A list of missing images. Sortable by instrument number, date recorded, document type and the name of the last user.	Ad Hoc			
40.	OPR Permanent Index Report	A list of permanent verified documents. Sortable by grantor, grantee, instrument number, document type and date recorded.	Daily			
41.	OPR Rescan Report	A list of all rescanned OPR records. Sortable by instrument number, document type, date of original recording, date rescanned and user name.	Daily			

42.	User Activity Summary By User Report	Tracks all auditable actions performed by an individual user or work area for vital records, general business, and OPR Documents. Provides the means to search by user/group name, date, or time range. Includes the following totals: index, verify, edit/modify, seal birth & death certificates; index lien notifications; index, verify, edit/modify OPR documents; edit/modify verified OPR documents; create/delete OPR sequence; display & print OPR image; delete OPR index.	Daily			
43.	User Activity Summary Report	A list of all user activity including Customer Service, Index, Recording, Scanning, and Vitals information. Sortable by each activity, user, date, and unit.	Daily			

Integration Guide to OnBase

Table of Contents

Integrating with OnBase

When OnBase modules and functionality cannot provide the necessary functionality for a business problem, it is time to turn to the OnBase APIs and Exit Points. APIs and Exit Points provide the foundation for integrating OnBase with other applications. The use of these features opens your business application to a wide range of integration and customization possibilities. With a small amount of code in the right spot, you can make talking to that third party application seamless to the user.

So what is an Exit Point? What is an API?

OnBase Exit Points

An OnBase Exit Point is a distinct place within the functionality of a module of OnBase that allows for the execution of custom code. From a user perspective, the code is run seamlessly in the background and the user may not be aware of the custom code's existence. The custom code itself can be an OnBase VB Scrip or an SQL script, depending on how the custom code is to be executed. Thus, the Exit Point being used will help dictate the type of code that can be written for execution at that specific Exit Point.

> **Example**: ABC Company has an external database that contains Keyword values that need to be added to a document. Currently, when documents are brought into OnBase, they are indexed with the Primary Keyword of Order Number. Based on the Order Number, ABC would like to query the external database and get the Secondary Keyword values. You devise a solution using the External Autofill's hook, where you can now decide to write the query to the other system as a VB Script or a SQL script, as both are accepted by External Autofill Sets.

OnBase APIs

OnBase offers a set of APIs or Application Programming Interfaces to allow a developer the ability to hook into OnBase functionality from the comfort of their own custom code. This custom code may reside within a VB Script that is configured in OnBase, or in another application written completely separate from OnBase. In either case, it is the responsibility of the developer to choose the correct API for the solution, as well as t he correct licensing model for the solution. The following chart shows the architecture and where the different APIs fit, as well as the licensing required.
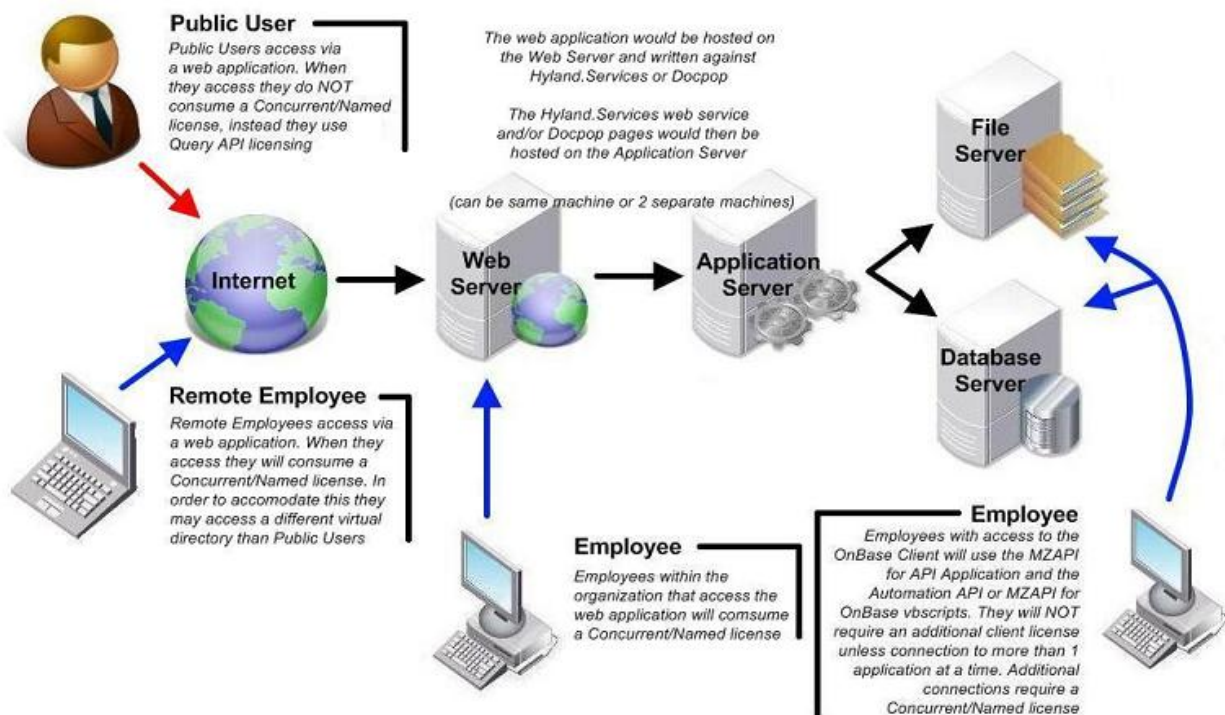
Deciding on an API Solution

OnBase has a wealth of functionality included in over one hundred modules to meet the business process requirements presented to a company on a day-to-day basis. In most situations, these modules' feature sets are more than enough to solve any business problem. However, when a problem cannot be solved with a module in the OnBase suite, it may be appropriate to consider one of the OnBase APIs to meet the business requirement.

In determining if an API solution is appropriate, it becomes necessary to ask several questions:

Is there an OnBase module that will meet my business needs?

If there is an OnBase module that can meet a business requirement, the OnBase module should be the first and foremost choice. The OnBase module will be a more stable and reliable solution than API code. This is because the OnBase modules go through a full quality assurance process for every release. Using the OnBase module will also avoid the necessity of extra support for the solution, as all OnBase modules are supported through technical support with a standard maintenance agreement.

Is there an OnBase module that "almost" meets my business needs?

If there is an OnBase module that almost meets the business requirement but does not have all the necessary functionality, you should investigate the possibility of enhancing the product to include the needed feature. OnBase modules are always preferred for solutions over the API. It is also possible that the feature(s) you require is already implemented in a more recent version of the OnBase product. In either case, support personnel can assist with providing the recommended solution to the business problem and if the best solution isn't readily available (due to an enhancement, etc.) they can assist with finding a workaround to meet the business requirement in the short term.

Is there an OnBase module that "almost" meets my business needs that can be extended thru the API?

Many of the OnBase modules have hooks that allow a trained individual the ability to extend or alter the standard functionality that is offered. These hooks provide the best of both worlds because they offer the ability to use the power of the OnBase module and have the flexibility to customize the functionality with minimal API programming.

In planning the development of an API Solution, these questions are important to ask:

What are the potential development costs of the solution?

Creating an API Solution can be costly. In order to create any API Solution, there are many costs that are often overlooked that should be considered beyond the actual development costs of the solution. These costs include the cost of training, licensing for the OnBase APIs, cost of maintaining the solution in the future, cost of enhancing the solution as business requirements change, and the cost of testing the solution.

Do you wish to provide the staff to develop and then maintain the solution?

Once again, reflecting on the cost of the solution, there is the cost of the resources that are required to develop, test, deploy, and administer the solution. These resources will need to be utilized not just during the initial development of the solution but also during the life of the solution as it is maintained, and enhanced.

How do you engage custom development services?

There is also the option of engaging services to provide the solution for you. If you wish to contract for a custom API solution, you can initiate the process by contacting your account manager. Your account manager can facilitate the initial request to the appropriate personnel.

The more information that you can provide up front, the faster and easier it will be to initiate the process. If you can provide a high level written description of your business needs to your account manager, this will greatly benefit the process. Any technical details that you may have such as deployment environment, security requirements, and application specifics will also be of benefit.

What types of services are offered?

Custom Development services can be provided in the following levels of engagement:

- **Full Solution Services** - When you do not wish to provide the staff to develop the solution, then full solution services can be provided. These services consist of the initial Discovery phase, in which the business and technical requirements will be gathered, fully documented and reviewed by the business personnel. If necessary, a proof of concept may be considered during this phase to solidify the requirements and prove the technical feasibility of those requirements. The Implementation phase consists of design, development, unit testing, solution testing, installation, testing support, go live support, training (as needed), and documentation (Administration Manual, Help Manual, Installation Manual, as needed).

  In this level of engagement, all code is copyrighted and the code is not delivered as part of the solution. Only the compiled components are delivered.
- **Discovery and Design of the Solution** - If you have an API Certified individual that will be responsible for implementing the solution, but assistance is required during the initial phases of the project, then discovery and design services are offered to fulfill this need. These services consist of gathering and defining the business requirements and translating these into the design of the solution. There may also be a need for a proof of concept to be developed to ensure that the design is technically feasible.

  The solution design will consist of recommending the appropriate API for the solution, defining the hook points that the solution may interact with OnBase, recommending any modules or client licensing needed to meet the solution's needs, and defining the high level architecture of the API solution.
- **API Consulting** - If you have an API Certified individual who has the majority of the skill set needed to design and implement the solution, but they would benefit from the added expertise of an OnBase API Professional, then API consulting services are offered to fulfill this need. These services usually consist of an initial meeting to give an overview of the business requirements and the design of the solution, and then ad-hoc API questions, design questions, or collaborative development discussions can occur to assist the API Certified individual with the development of a quality API solution. When engaging in this type of services, it is important to ensure that all of the business and technical requirements are clearly defined and provided.

Envisioning API Solutions

Once you have decided on an API Solution to resolve the business problem, it is important to begin the process of envisioning your solution. API solutions are not something that are out-of-the-box ready. Prior to implementation, and depending on the solution, API solutions require a certain level of time and effort. It is important to go through the step of envisioning the solution to better determine if it may or may not meet the business requirements, based on the current information you have.

The steps to Envisioning an API Solution are the following:

- Gather Requirements
- Design the Solution
- Implement the Solution

Gather Requirements

Gathering requirements is a very important step in the process of creating an API Solution. If the requirements are not discovered and thoroughly discussed with all concerned parties, something may be missed in the final solution and cause issues down the road. The best way to approach an API Solution is like a news reporter; interview anyone and everyone that may know something about the solution. The more people you talk to, the more requirements will show themselves. This includes interviewing at least one user. That user should be someone who will use the solution when it is finished, and therefore be the best source of feedback for its design.

The questions you ask during this process are crucial. Below are several typical starting questions. This is not a complete list, but will hopefully inspire more questions and further discussion to aid in the discovery of your API Solution.

What is the current business process?

What challenges are you facing with this process?

What is working well in the current business process?

What are the frustrations of the users?

How do you envision solving the problems you are encountering?

What is the time frame for a solution to this issue?

What is the desired solution?

The second to last question about time frame is important as well. This will give you insight into the approach that will work the best. Maybe instead of a long drawn out solution, you have a two-step process. First, implement a short term solution to resolve some frustration while you work on the complete solution. A small win early can buy the time to win big later.

An important part of gathering the requirements and asking all these questions is to avoid assuming anything about the business process or the solution. Why assume when answers are readily available? If any assumptions are made, they should be identified early in the design and agreed upon by both parties.

<u>Design the Solution</u>

Before you write one line of code, it is very crucial that you take a step back and design the solution before beginning implementation. As you begin to design the solution, you may find that a given solution that looked great doesn't meet the business requirements or a better solution may emerge. The best steps to take when designing a solution are:

Step 1 - Draw Out the Solution

> This could be on paper, whiteboard or depending on where you are - a napkin!

Step 2 - Review the Solutions Faults

> Decide if the apparent issues are something that the customer and the users can live with.
>
> Review the issues with the customer and ensure the understand the issues and any impact this will have on the solution.

Step 3 - Review the Benefits to the Solution

> It is usually easy to see what the big benefits to any solution are, but it is important to see if there is anything else that will benefit from your design.

Step 4 - Gain a Vision of the User Experience

> Ask yourself the following questions:
>
> Can the users effectively work within the constraints of the designed solution?
>
> Does the solution appear intuitive and user friendly, it this a solution that the users will want to use?

Step 5 - Review the OnBase APIs and Licensing Model for the Solution

> Find the API that best complements the solution and will offer the right functionality.
>
> Draw out the licensing model that will be required for such a solution, and ensure that the customer has the correct licenses. Note which licenses they will have to purchase.

Step 6 - Proof of Concept

> Sometimes it isn't clear if something will really solve the business problem. In these cases, a simple proof of concept can help determine uncertainties.

When designing a solution, don't focus on the OnBase API or licensing model, but instead focus on what makes sense for the solution. The APIs and the licensing models were not meant to constrain a user to certain solutions, but instead should give the framework to create solutions.

If a given API doesn't have the required functionality, this is something that can be resolved with the help of API Support. If a licensing model is too restrictive, or you can't find the right licensing model for a given solution, it is important to work with a Hyland Account Manager. Hyland offers the support and services necessary to make your solutions successful.

Implement the Solution

Last, but not least, in the process of envisioning your solution is the implementation of the solution. This step includes the coding and testing and go-live stages of the solution. In this step, the developer has creative reign in how their design will meet the needs of the solution and customer. It is his job to decide on the programming environment, type of application to create and overall architecture of the code that is to be written.

Obviously, with this freedom comes responsibility to the customer. Any decisions that would affect the customer or the way they support the solution should be discussed prior to implementation. This would include the framework required on the machine, .NET or JAVA, and the type of application, if it involves a web application that will require IIS or some other technology. Developers should never assume that because most sites may have something preloaded on every machine that this customer site will have the same configuration. Every customer site is different and every security policy is different.

Once the development of the solution has taken place, it is time to test. Prior to conducting any testing in the customer's test environment, the developer or quality assurance staff should perform internal testing to alleviate as many foreseeable issues as possible. Once the solution passes the internal test, the solution can be delivered into the customer's test environment for their solution testing. Make sure the customer is testing the solution for usability, performance, and especially for load. All types of testing are important and should be tried prior to rolling the solution out into production. The last thing anyone wants is a solution that works great in test and then fails in a production environment.

Once all testing is completed, congratulations; you now have an API Solution that should be rolled out to the production environment of the customer. At the conclusion of the process, it is important to know who is responsible for the maintenance and support of the custom solution. This is where source control systems can be utilized to house the code and ensure each version of the code is properly stored and can be identified for support staff to access. This is especially important when an issue arises. This will ease the effort in maintaining the solution long term.

In Conclusion

This document is meant to give you the guidelines for forming your own process for creating API solutions. By no means does this process represent an inflexible model. The ideas within this document are the same ideas followed by the integrations team at Hyland, and are shared to give guidance in how to get started and approach a solution.

Introduction to the OnBase APIs

The OnBase APIs

OnBase has a wealth of functionality and modules to address the greater majority of business problems that companies encounter on a day-to-day basis. In most situations, this is more than enough to solve a given problem. When a problem can not be solved with a standard piece of OnBase functionality, it is time to turn to the OnBase APIs.

Available APIs:	
Automation API **Thick Client API** **Hyland.Services** **Unity** **DocPop**	**OnBase offers more than one API because each of the APIs is suited for use in different types of environments. It is our intention to provide the right tool for the solution, in addition to providing the best possible API to solve the business problem.**

It is our intention to provide the necessary tools to empower a developer to develop the best API Solution possible. With this great extensibility and flexibility comes a responsibility of the developer to maintain a working knowledge of all the OnBase APIs and maintain a certification status in order to receive documentation and support. With a dedicated support team for API Support, Hyland is committed to assisting its partner and customer base when API Solutions need to be developed by providing technical support for troubleshooting OnBase API defects. Hyland also provides contracted services for any level of project development assistance that is desired.

In any API Solution choosing the right API is just as crucial, if not even more crucial, than the actual implementation of the solution. OnBase offers a variety of APIs and each one is best suited for different types of solutions. It is very important to know the differences of the APIs and the appropriate architectural environments for each.

Automation API Overview

The Automation API is used primarily when working with one document to access that document's information, as necessary.

Features

- Document Date, and Document Handle for a specific document, as well as the Keyword Values and E-Form Field Values associated with that document.
- There is also some limited image processing functionality, as well as the ability to copy documents to a local drive.
- The Automation API has a ScriptAPI object which allows access to the Thick Client API, while sharing the session of the currently logged in user. This "link" allows a direct connection to the Thick Client API.

Limitations

- The Automation API does not contain the necessary functions to perform a query for documents or archive a new document into the OnBase system.
- In most cases, the objects within this API are only available in the context of an OnBase VB Script running within the Thick Client.
- There exists no functionality within the Web Client for the execution of scripts without workflow.

OnBase Client API Overview

The OnBase Client API offers functionality to query for documents, get document information, save a document locally in different formats, and also archive new documents into the OnBase repository. In addition to the document centric functionality, the OnBase Client API provides methods for integrating with Workflow and Folders, and provides some configuration and application level methods.

Features

- Unlike the Automation API, the OnBase Client API allows for execution outside the context of the OnBase Client, with full functionality. However, the Thick Client is still required during execution, as it acts as a broker, passing information between the API application and the OnBase database. This allows the OnBase Client API to be launched programmatically, if the user has not yet opened it. However, the API does not provide a method for closing the OnBase Client programmatically.
- With a dependence on the OnBase Client, this API offers ways to programmatically open hit lists and documents within the OnBase Client, so that you can utilize the viewers and functionality of the OnBase Client while executing your API solution. Conversely, you can also have the API operate without the use of the OnBase Client viewer, keeping the results of such queries internal to the API solution.

Limitations

- The OnBase Client API requires an OnBase Client to be open and running in Broker mode (default mode of the OnBase Client).

Hyland Services API Overview

Hyland.Services is a .NET Web Service that can be used to integrate with applications across the Internet. Currently, both .NET Client Libraries and a separate library for use with the Java programming language and platform are provided.

Features

- Many OnBase system elements can be obtained through Hyland Services, including Custom Queries, Documents, Document Types, Document Type Groups, E-Forms, Envelopes, File Cabinets, Folders, Keysets, Keyword Types, Notes, Print Queues, and Workflow elements, etc.
- Hyland Services also provides a means for querying and archiving documents into the OnBase repository.
- Workflow functionality can be utilized through this API as well.

Limitations

- The Hyland.Services API architecture is a little more complex than the other APIs. In this API, everything revolves around the lowest level of the Core Services Framework, the DMCoreX API.
- Although the DMCoreX API should not be programmed to, it is still necessary to install this API on any machine that is running the Hyland.Services API.

Unity API Overview

Unity API is an object-oriented programming model that communicates via a .NET Web Service that can be used to integrate with applications across the Internet. Currently, .NET Client Libraries are provided with future plans to include Java libraries.

Features

- Many OnBase system elements can be obtained through Unity, including Custom Queries, Documents, Document Types, Document Type Groups, E-Forms, Envelopes, File Cabinets, Folders, Keysets, Keyword Types, Notes, Print Queues, and Workflow elements, etc.
- Unity also provides a means for querying and archiving documents into the OnBase repository.
- Workflow functionality can be utilized through this API as well.
- The Core.NET directly accesses the OnBase database and the file server containing the OnBase Disk Groups.

Limitations

- The Unity API architecture is a little more complex than the other APIs. In this API, everything revolves around the lowest level of the Core Services Framework, the Core.NET.
- Although the Core.NET cannot be programmed to, it is still necessary to install this API on any machine that is running the Application Server.

DocPop API Overview

DocPop is a web page that will allow an application to pass in a URL to obtain a document hit list and display a document. DocPop can be configured to utilize the OnBase ActiveX controls or return the documents in straight HTML.

Features

- DocPop connections can be created in several ways. DocPop custom URLs can return a group of documents by Custom Query, Document Type, Document Type Group, or Keyword Values. It is also possible to return a single document by document ID.

Limitations

- DocPop will use a session ID that has already been established, otherwise it will try and establish a new connection and an extra license may be consumed.
- DocPop is confined to the same web browser requirements as the Web Client.

Comparing the OnBase APIs

When integrating with OnBase, the number of available APIs can be overwhelming. Learning how to use them in class is not the same as appreciating the strengths and weaknesses of each one. The information presented here is intended to complement your existing understanding of the APIs by explaining the differences between each of them.

Each API integrates with OnBase in a different way, and the correct choice may become clear once these distinctions are understood and then properly evaluated during the discovery process of any project.

These factors include:

- Choosing between Core Services API, Desktop API, and Hyland.Services
- Environment and Functionality
- Java API Considerations
- Selection of ActiveX Controls
- Choosing Between the OnBase Client API or the Automation API
- Choosing Between the OnBase Client API or a Core-Based Solution
- Workflow Environments

Conclusion

As you can see, there is no clear cut way to define which API should be used. Only after careful analysis of your requirements can you determine which will best fit your needs. Hopefully the points raised above will help you pick the proper API for your OnBase solution. Determining which API to use will become easier the more OnBase knowledge and experience you gain.

Environment and Functionality

This table shows how the various APIs were designed to work in different environments and through different OnBase Clients. When implementing an OnBase solution, the differences between the APIs should be considered because different APIs will lead to fundamentally different systems, and considering the different possibilities will help you decide how your solution should be structured.

API	OnBase Environment	Type of Component	Programming Environment	Operating Environment	Footprint
Automation API	OnBase Client	OnBase VB Scripts	VB Scripts	Windows	Thick Client Installed
OnBase Client API	OnBase Client	Script or Application	COM	Windows	Thick Client Installed
DocPop	OnBase Web Server	Web Page	URL link	Internet Explorer	ActiveX controls, if used
Desktop API	OnBase Desktop	Script or Application	COM	Windows	OnBase Desktop installed
Hyland.Services	OnBase Application Server	Any type of Application	COM, .NET or Java	Windows or any system (with Java support)	A single DLL or JAR file
Unity	OnBase Application Server	Any type of application, including OnBase Unity scripts	.NET (future plans for Java)	Windows (any system, once Java becomes available)	A single DLL

Choosing Between the OnBase Client API or the Automation API

The Automation API and OnBase Client API are complementary technologies of OnBase. Both APIs require the OnBase Client to be running on a client machine in order to service their requests.

The Automation API, while not as robust, contains the right objects and functionality for OnBase VB Scripts, while the OnBase Client API offers a more robust set of functionality that can be used in an OnBase VB Script or in an application running outside of the client. The Automation API provides additional functionality with direct access to the OnBase Client API for those times when the additional functionality of the OnBase Client API is required in an OnBase VB Script.

Use the following guidelines to assist you when selecting one of these APIs:

Step 1 - Are users going to be in the Thick Client?

Yes: proceed to step 2

No: try Hyland.Services or DocPop

Step 2 - Are you writing an OnBase VB Script?

Yes: proceed to step 3

No: use the OnBase Client API

Step 3 - Do you require access to objects available in Automation API?

Yes: use the Automation API & proceed to step 4

No: proceed to step 4

Step 4 - Do you require functionality above and beyond the Automation API?

Yes: use the OnBase Client API

No: stick to the Automation API

It is important to note that more than one API can be used in a given script. There is no limitation to the number of APIs that can be used in a given component, but at the same time, it is important to note the licensing and session management concerns that using multiple APIs can cause.

Choosing Between the OnBase Client API or a Core-Based Solution

The most important decision when creating an API solution is choosing between the OnBase Client-based APIs (Automation API and OnBase Client API) or the Core-based APIs (DocPop, Unity and Hyland Services). The Core-based APIs offer a unique alternative to the OnBase Client-based APIs, allowing the developer to create integrations without requiring the OnBase Client to run as a Broker. The Core-based APIs use a set of DLLs to access the database directly, while the OnBase Client must run as a Broker for the OnBase Client-based APIs.

For situations in which the users normally work within the client, the OnBase Client API and Automation API offer an easy and intuitive way to customize your business procedures. In those situations, there is no additional footprint because the OnBase Client is already installed. Core-based APIs should be considered when a custom application will be used to interface with OnBase, instead of one of the available OnBase Clients.

Additionally, Hyland has provided OnBase Client and SOA ActiveX controls that can be used to quickly reproduce standard OnBase functionality. The ActiveX controls include displaying a document hit list, viewing a document, retrieving documents, and archiving a document.

Last, but certainly not least, when talking about creating API solutions, is DocPop. DocPop is another way to quickly assemble a solution that will allow an application to pass in a URL to obtain a document hit list and display a document. Fast, easy, and effective, DocPop can also reduce the time required to create integrations, as only a URL is required.

Choosing Between the Core Services API, Desktop API, and Hyland.Services

The Core Services API offers a low-level interface directly to the Core DLLs. The OnBase Desktop is built on top of the Core Services API, and streamlines installation and maintenance by letting the Core DLLs reside on a server. The Desktop API provides access to certain Core Services Modules through the OnBase Desktop. Hyland.Services reduces the footprint to almost nothing by communicating with an OnBase Application Server via a web service.

The Core Services API provides significant functionality; however, applications using the Core Services API tend to take longer to develop and have more difficult low-level calls than equivalent solutions made with the other APIs built on the Core. Because of this, the Core Services API is no longer a recommended solution and you should choose to use other APIs for new projects. Currently, an exception to this is Workflow scripting; when running in a Core-based environment, the Core Services API is still required.

The Desktop API is usually engaged for the following purposes:

- Through DCOM, the Thick Client API can be set to connect to a client on a remote machine; however, this is considered a legacy feature. New solutions that need to connect to a remote machine for their functionality should be written with Hyland.Services rather than the Thick Client API.

- When the Desktop is installed in Local Mode, no server is needed, but the entire Core is installed locally. This document assumes that the Desktop is installed in Remote Mode, as recommended by Hyland.

Presentation Services module in the Core Services API. This API requires that the OnBase Desktop is installed on the client workstation. The OnBase Desktop can be used as a simplified OnBase client interface, as well as supporting many other Core-based modules such as Microsoft Outlook Integration, Application Enabler, and others.

Hyland.Services is the recommended API for new solutions. An advantage of Hyland.Services is that it is a web service, which allows for increased security by separating the application layer. Since this API uses a web service, it is accessible by both Windows and non-Windows systems. You only need to distribute a few

12

DLLs (for .NET programs) or JAR files (for Java programs), along with your application, to give your users full OnBase functionality. Unity builds on the advantages of Hyland.Services by providing an object-oriented programming model that utilizes the web service underneath.

Java API Considerations

Both the Core Services API and Hyland.Services offer Java interfaces. However, the Core Services API only offers a wrapper that calls the underlying COM DLLs; this means that the API will still need to be used on a Windows machine. Decisions about whether to use the Java or COM interfaces should be based on the programming environment that you are most comfortable with.

In contrast, the client side Hyland.Services Java interface stands alone from the Hyland.Services .NET interface. However, the Hyland.Services web service must still run on a Windows machine. The client side Java interfaces can be used on any operating system that supports Java. In many cases, this will be a major factor in making your decision about which API to use.

Selection of ActiveX Controls

The OnBase ActiveX controls can be used to effectively create a custom solution. These controls offer much functionality without a lot of custom coding to implement them. A popular use for the ActiveX controls is to view OnBase documents; however, they can be used to perform other tasks such as document queries and uploads. The following two types of OnBase ActiveX controls can be used with the OnBase API:

- OnBase Client ActiveX Controls
- SOA ActiveX Controls

The OnBase Client ActiveX controls are ideal if your solution is a desktop solution and you need to access OnBase functionality. These controls are standalone to the OnBase Client itself and do not require the OnBase Client to be running. If you need to include OnBase Client API code in your application with your OnBase Client ActiveX controls, then the OnBase Client must be running. These controls can give your application a little bit of the look and feel of the OnBase Client.

The SOA ActiveX controls can be used for either a desktop or web environment. These controls require a bit more coding to implement than the OnBase Client controls; however, they offer more flexibility than the OnBase Client ActiveX controls. For example, the API integrator can add or remove the right-click menus from these controls, providing a solution specifically tailored for your end user's needs. These controls send/retrieve data using web services requests and will work hand in hand with a Hyland Services API solution.

As an aside, DocPop is a great way to view OnBase documents fairly easily in a custom application without requiring very much custom code, time or expense to implement. This is especially true if your clients are already using the OnBase Web Client.

Choosing the Correct API for Workflow Environments

Workflow can be accessed from both the OnBase Client and Core based environments. There is a very important difference between them when the **SYS - Run Script** action is performed. Since Workflow actions are document-centric, the APIs provide direct access to the current document. It makes sense to use the Automation API for this; however, this API is only available in the Thick Client. When a script is run in a Core-based environment, the Core Services API must be used instead. Objects for the current session and current document are passed in so the Core can duplicate the document-centric functionality of the Automation API.

OnBase defines separate entry points for each interface. **Sub Main35** is used for OnBase Client scripts and **Function Main** is used for the Core based scripts. The following facts can be considered if you want to restrict your Workflow scripts to a single API:

- If one type of client is consistently used for Workflow, the script can be written for only that environment. Also, consider that your OnBase environment may change in the future, which may require other APIs.

- A Core-based interface, known as the Client Core Services Workflow, is now available, and workflow services are run on an OnBase Application Server. If this optional interface is used, even the Thick Client users can communicate with an OnBase Application Server when using workflow. In this case, the scripts can be defined as Core only, and they will work in all Workflow environments.

- If users are accessing Workflow from both the OnBase Client and Core-based environments, a timer can be used to run scripts in a specific Workflow environment. This would allow you to write scripts for only one OnBase API and use it regardless of the Workflow environment. Since these tasks will be routed through a timer, the user will have to wait for the timer to execute the script.

Keep in mind that when a script is executed in the OnBase Client, **Sub Main35** will be executed and the Automation API and OnBase Client API should be used. Scripts executing in a Core-based environment will execute **Function Main** and the Core Services API should be used.

Finally, a script executing in the OnBase Client should not use the Core Services API unless specific Core functionality is necessary. Though this may seem like an easy way to reuse code, the Core login can consume extra Concurrent licenses that are held for a minimum of 5 minutes. Licenses can be consumed very quickly if this script is run often.

New to 8.2, Workflow can take advantage of Unity scripts to replace the old Core Services scripts. These scripts are run from a different action, **SYS - Run Unity Script**, and instead of using VB Script, you now have the ability to use .NET.

<u>Licensing the OnBase APIs</u>

API Licensing

The OnBase API licensing has been designed with versatility and scalability in mind. It ensures that you are able to purchase both a quantity and type of license that precisely suits your needs, while maintaining the ability to increase licenses or change the licensing model altogether with little or no redevelopment of your API-based solutions.

Hyland Software has been challenged with the need to create limitations to the API to prevent violations to the licensing agreement such as preventing a single machine from serving as the application server (gateway), thereby providing access to thousands of unlicensed users. These limitations prevent violations to the licensing agreement. Attempts to circumvent these limitations are a violation of the licensing agreement. Since limitations are not in place for every aspect of the agreement, it is the responsibility of the programmer to understand and to adhere to the licensing requirements.

Note: Every user that accesses the system must use a Client license. The licensing agreement specifically prohibits pooling or multiplexing of licenses. Failure to adhere to the licensing as granted may make the programmer (personally) and the organization liable for damages.

Every user that accesses the system must use a Client license. The licensing agreement specifically prohibits pooling or multiplexing of licenses. Therefore for every user accessing the system, a programmer must create a separate API connection that consumes a Client license for that connection.

The Client licenses that are available for consumption are:

API License	Description
Concurrent Client	The default licensing model that is used 90% of the time consumes a Concurrent Client License upon establishing a connection. No additional configuration settings or API method parameters are needed to consume a Concurrent Client license because this is the default license for the API.
Named User Client	The Named User Client license is used for a single user by name. This allows an administrator to designate an individual by name that should always have access to the system via their Named User Client license.
Query per Hour (Query Meter)	The Query per Hour license is a licensing option unique to the API. The Query per Hour license allows the customer to have an unrestricted number of users connected to the system, depending on the number of query blocks purchased.

A system can use a combination of Client licenses, as appropriate for their business.

Archival API License (Functional)

This license does not relate to users, but instead provides access to different functionality. This license only needs to be purchased once for a given OnBase system as it is a database license. The Archival API license is not required with the Unity Integration Toolkit License or Web Services Toolkit as these licenses include the ability to archive documents. Other APIs such as the Core Services API and OnBase Client API require this license.

The Archival API license is needed in order to archive new documents into the OnBase repository via any of the OnBase APIs. This license also includes the archival of new Electronic Forms and Virtual Electronic Forms as the creation of one of these two types is considered a new document just as in archiving an image document or any other file format.

Note: This license is <u>only</u> required for the archival of new documents. It is <u>not</u> required for archival functionality involved with existing documents in the OnBase repository such as re-indexing, adding revisions, etc.

In the absence of this license, the APIs will return an error when trying to archive a new document to the OnBase repository via the API.

Concurrent Client License

The intent of a Concurrent Client license is to allow a single user access to the system by consuming a single license. The Concurrent Client licenses are available for use by any user, but can only be utilized by one user at any given time.

Note: Multiple users should not be allowed access through a single connection consuming a single license, as this would be in violation of the licensing agreement.

The system will restrict the number of users connected to the system at any given time to the number of Concurrent Client licenses that are purchased. For example, if the system is licensed for 100 Concurrent Client licenses, then only 100 users can have open connections to the system at the same time. The next user that tries to connect to the system will fail, and the system will display an error indicating that no licenses are available.

Example 1: In the case of an API connection that is connected and then disconnected within 1 minute, that license will not be available for another user to consume until 4 minutes after the connection is properly disconnected, bringing the total time that the license was consumed to 5 minutes.
Example 2: In the case of an API connection that is connected and then disconnected after 5 hours of usage, that license will be released and immediately available for the next user to consume after the connection is properly disconnected.

Occasionally it is appropriate to use a single set of user credentials (user name / password) to grant access to multiple users. In this scenario, however, it is still necessary to create multiple connections consuming multiple licenses for each physical user accessing the system, even though they are using the same user credentials. The system will allow multiple connections to exist which are authenticated against the same user credentials.

When consumed, the Concurrent Client license is held until the connection is properly disconnected, and a minimum of 5 minutes from the time of login has passed. This means that a user can consume a license for as long as they need, whether they need 1 minute or 5 hours. Keep in mind that if the total time of the connection is less than 5 minutes, then that license will not be available for use until a total of five minutes from the time of the connection has been exceeded.

Query Consumption

A single Concurrent Client license can only execute a set number of queries per hour. Since the concurrent license is intended to be used by a single user at any given time, this limit should be well within the range of queries needed for a user to effectively perform their work functions.

The only exception to this limit is when the context in which the query was executed was in an OnBase VB Script using the Thick Client API interface (ScriptAPI object). In this case, the limit is then per execution of the script and not per hour. The number is then changed to approximately 50 queries per one execution of the script. Any subsequent executions of the same script in this context would be granted a fresh 50 queries.

Note: If you selected more than one document from the hit list and selected Run Script on the selected documents, the script will execute once for every document in the list. So, if you have 10 documents selected and run a script, the script will execute 10 times.

Queries attempted in excess of the designated amount will result in the application/script returning an error code indicating that you have exceeded the queries per hour allotted. If this situation occurs, the API code should be examined to ensure that best practices were used during implementation. Performing multiple queries within a loop will effect application and database performance and should be avoided. Review the code to determine if the queries could instead be combined into a single compound query this will also ensure that an application stays within the query limit in addition to improving performance.

If the code is following best practices then the Sales Account Manager should be contacted to ensure that the proper licensing model is being used for the solution.

Special Considerations

Special consideration should be taken into account when utilizing the Thick Client API, as this API will allow the first connection to utilize the existing OnBase Client Broker connection which could be consuming a Concurrent Client or a Workstation license. Only subsequent connections to the same broker will consume additional Concurrent Client licenses.

Named User Client License

Each Named User Client license is designated for a single user. It can only be used by that user, and it is not available for other users, even if that user is not currently connected. In the Concurrent Client licensing model, this user may have been denied access if all of the Concurrent Client licenses were in use by other users when they attempted to connect to the system.

The Named User Client license is designated via the configuration module when setting up a user. A Named User Client license will

be consumed if the user credentials used to log in match those of an OnBase user who has been configured as a Named user.

That Named user may log in and will only consume a single Named User Client license. That license will be released immediately upon logging out. However, that user can only have two open connections at any given time. Connecting to more than two OnBase applications or API connections with the same user, who is configured for a Named User Client license, will cause an error to be returned.

It is not necessary to pass any additional parameters to the API method to consume a Named User Client license; the API will automatically respect the configuration for that user.

Query Consumption

Refer to the Query Consumption description in the Concurrent Client License section. The same restrictions apply to both the Named User Client license and the Concurrent Client license.

Special Considerations

The same restrictions apply to both the Named User Client license and the Concurrent Client license. Refer to Special Considerations in the Concurrent Client License topic.

Query Meter License

The Query per Hour license allows the customer to have an unrestricted number of users connected to the system. The users are restricted by the number of queries that can be executed in an hour. The number of queries allotted in a given hour is determined by the number of blocks of 500 queries the customer has purchased. If a customer purchases 2 blocks of 500 to be run at one workstation, they would have a total of 1000 queries per hour. The 1000 queries are shared by all users.

Example: A customer purchases 1 block of 500 to be run at one workstation, therefore they have a total of 500 queries available in one hour. Ten users connect to the system. User A executes 400 queries at 9:00AM and User B executes 100 queries at 9:30AM. The next user that attempts to execute a query will get an error stating that the query meter was exceeded. At 10:00AM, an hour later, the 400 queries will become available for any user to use. At 10:30AM the 100 queries will become available for any user to use.

This licensing option comes in two types, each meant for a specific business scenario:

Query Meter License Type	Description
Core Query API **(Retrievals per Hour)**	This licensing option is for API solutions that allow external users to access information from an organization's internal OnBase system. External users are defined as users that are not employees of the organization. In this scenario, trying to gauge the number of concurrent licenses required to service the external users is difficult since their usage may be unknown. This license is specific to Core-based APIs. It can be utilized from the Unity API and the Hyland Services API, as well as the other legacy Core Services APIs. This license is also licensed as a Workstation license. When buying licenses, always buy licenses for every Web Server that will be utilizing the license. Note that you can buy query per hour blocks for more than one workstation. The API connection code will have to be modified to utilize the Core Query API license. In most cases, there is a simple parameter that gets passed into the connection code with the username and password. For specific information, see the Hyland.Services SDK. If you happen to be using a legacy API and are trying to utilize this license, please refer to the documentation provided with that legacy API or contact API Support.
Client Query API **(Retrievals per Hour)**	This licensing option is for API solutions that perform query intensive server-side processing. In this scenario, the process is typically not driven by individual user action and is a scheduled process executed on a given interval. This license is specific to the Thick Client API. This license is a workstation license, meaning that this license is to be registered on the workstation that is acting as the broker for the application utilizing queries per hour. Note that you can buy query per hour blocks for more than one workstation, so that users may connect to different applications on different workstations and still utilize the license from both workstations. The API application will check your client to see if you are running with the Client Query API license registered on that workstation. You do not have to modify your connection code.

Unity Automation API License (Functional)

This license is a functional license. It does not relate to users, but instead provides access to different functionality.

The Unity Automation API license is needed in order to utilize the Unity API from within the OnBase Client. This license only needs to be purchased once for a given OnBase system, as it is a database license. With this license, a programmer is able to utilize the full functionality of the Unity API from within Unity scripts. This license automatically includes access to the archival of new documents into OnBase. This means that the Archival API license does not need to be purchased separately in order to archive through the Unity API.

This license also provides access to the new configuration option for Unity scripts. Now, rather than programming in VB Script and using the existing APIs, you can program in .NET and utilize this new API. This license includes access to the development environment for Unity, as well as all the functionality the editor offers.

Unity Integration Toolkit License (Functional)

This license is a functional license. It does not relate to users, but instead provides access to different functionality.

The Unity Integration Toolkit license is needed in order to utilize the Unity API from outside of OnBase. This license only needs to be purchased once for a given OnBase system, as it is a database license. With this license, a programmer is able to utilize the full functionality of the Unity API.

This license automatically includes access to the archival of new documents into OnBase. This means that the Archival API license does not need to be purchased separately in order to archive through the Unity API.

Web Services Toolkit License (Functional)

This license does not relate to users, but instead provides access to different functionality.

The Web Services Toolkit license is needed in order to utilize the Hyland.Services API, a .NET Web Service available for integrations. This license only needs to be purchased once for a given OnBase system as it is a database license. With this license, a programmer is able to utilize the full functionality of the Hyland.Services API.

This license automatically includes access to the archival of new documents into OnBase. This means that the Archival API license does not need to be purchased separately in order to archive thru the Hyland.Services API. You will still need the Archival API license if you are using APIs other than Hyland.Services to archive documents.

Resources

Training Class Agenda

The API Training Class is a full week course (5 days total) that explores the OnBase APIs and enables students to learn necessary skills to program to the APIs with their custom applications. The course includes many hands-on labs to focus on key concepts. A training reference manual is also provided. At the completion of the class, students will have the ability to perform basic OnBase operations (document queries, archivals, obtaining various collections, document types, view documents, etc.) using the OnBase APIs.

Topics

- Script Automation API
- Thick Client API
- Thick Client ActiveX Controls
- Hyland.Services Web Service
- SOA ActiveX Controls
- Unity API
- DocPop Integration
- API Licensing
- Choosing the Correct API for a Custom Solution

Prerequisites

System Administration (CA-1100)
or
Introduction to Installation (CP-1100)

Goals

Provide students with the necessary background and skill set that is required to enable them to develop and deploy custom solutions using the OnBase APIs. Students will learn which OnBase API is best suited for their given situation and the best practices for each of the OnBase APIs covered in this course. By the conclusion of the course students will have the proper skill set to begin designing and developing solutions using each of the OnBase APIs covered in the course.

Measurements

An exam, along with class participation and attendance, plus lab completion, are required to pass and receive a class completion certificate.

Monday	**Script Automation API**
	   ■ Introduction to OnBase Scripting
	   ■ Configuring VB Scripts within the OnBase Thick Client
	   ■ Traversing the Automation API
	   ■ When to use the Automation API
	   ■ Accessing the Thick Client API from OnBase VB Scripts
		9:00am - 5:00pm

Tuesday	**Thick Client API**
	   ■ Introduction to the Thick Client API
	   ■ Installing the Thick Client API
	   ■ Thick Client API Object Model
	   ■ When to use the Thick Client API
	Thick Client Active X Controls
	   ■ Introduction to the Thick Client ActiveX Controls
	   ■ When to use the Thick Client ActiveX Controls
		9:00am - 4:30pm

Wednesday	**Hyland.Services API**
	   ■ Introduction to the Hyland.Services Web Service
	   ■ Installing the Hyland.Services Web Service
	   ■ Creating & Sending Requests to Hyland.Services
	   ■ Parsing Responses from Hyland.Services
	   ■ When to use Hyland.Services Web Service
	Pop Integrations
	   ■ Introduction
	   ■ When to use Pop Integrations
		9:00am - 4:30pm

Thursday	**Unity API**
	   ● Introduction to the Unity API
	   ● Installing the Unity API
	   ● Unity Object Model
	   ● Unity Automation Scripting
	   ● Unity Integration Toolkit
		9:00am - 5:00pm

Thursday (Night)	**Pizza & Programming (OPTIONAL)**
	   ■ Meet 1-on-1 with an API Support Analyst.
	   ■ Ask questions related to class or your own projects.
		5:00pm – 9:00pm

Friday	**Review Session**
	   ■ Last chance to ask questions before taking the exam
	API Certification Exam
	   ■ Comprehensive Exam
	       30 Questions
	       3 Practical Programming Sections
		9:00am - 5:00pm

<u>API Certification</u>

In order to effectively craft and implement solutions utilizing one of the OnBase APIs that reflect the evolving design strategies and software enhancements, API developers must maintain an OnBase API certification credential. This designation is awarded to experienced OnBase API developers that demonstrate an ability to effectively develop and deploy an API solution to resolve a business problem that could not have otherwise been solved with the existing functionality of OnBase.

The certification course presents an introduction to the main OnBase APIs available. This course will also provide students with "hands on" experience developing custom applications that use the OnBase APIs presented in throughout the course. At the conclusion of the course an exam will be given to test knowledge as well as the development and troubleshooting skills a developer learned throughout the week of the course. Upon successful completion of the exam the API Certification status will be awarded and the individual will then be considered certified for the two years following the date the exam was completed. While certified, Hyland Software offers a robust SDK, consisting of reference documents, help files, and sample code. Additional e-mail support is also offered for API certified developers.

Requirements for Certification

In order to achieve certification an individual must:

• Successfully complete the API Training & Certification course

All API developers who have not successfully achieved the certification must first attend the API Training & Certification course. Once this certification is achieved, a developer may recertify by either registering for the full API Training & Certification course or attend a TechQuest conference offering the API recertification. Failure to maintain the certification credential will result in a loss of privileges to updated documentation and support. Once certification has lapsed a person must attend the full API Training & Certification course to regain their certification status.

Resources for Certified API Developers

The education and training that you receive in the API Training & Certification course is supported by Hyland Software with ongoing resources that allow you to successfully implement OnBase solutions to meet your customer's evolving business needs.

Software Development Kit	OnBase currently offers documentation and samples for the APIs in the form of a Software Development Kit. The full development kit is only available to those individuals who have maintained the OnBase Certified API Developer credential. There is currently a single software development kits that can be downloaded by contacting Technical Support and requesting the download information for that SDK. The full SDK is only available to those who are certified while a reduced SDK, offering overview information, can be downloaded by other customers and partners wishing to learn more about the APIs
API Training Downloads	Upon completion of the API Training course, developers will be given download information in order to have a copy of the current API Training materials. This download is available in the private download area of either teamonbase.com or users.onbase.com. The download will include the Power Point presentations as well as the lab materials with completed solutions. This can be used as a review tool for taking the recertification exam in the future.
API Technical Support	Hyland Software Technical Services offers product support for the APIs to OnBase API Certified Developers though our API Support Group. API Support is an E-mail-initiated support service to resolve product or documentation issues while crafting an API solution. API Support can be contacted by E-mailing the API Support group via apisupport@onbase.com. An OnBase API Analyst will then be assigned to your issue and should be in contact with you within 48 hours of receipt of your issue. It is important to note that support for the APIs is limited to the resolution of defects. API Support should not be contacted if you require additional assistance beyond the resolution of defects. In cases where you require assistance with programming, software design, business system analysis, or assistance with a Microsoft operating system or development tool issue, Hyland Software, Inc. offers such services through their Custom Solutions Group (CSG). The CSG team is responsible for crafting and assisting in the development and deployment of API-based solutions. They can assist you on your projects through contracted services. To learn more about these services please contact your Hyland Account Manager.

Contacting API Support	When E-mailing API Support please include, at the minimum, the following information:
	1. OnBase Build/Version Information
	    Example: Core Services 5,2,0,95
	    Example: Thick Client 5,2,0,564
	2. OnBase API being used
	    Example: Automation API, Thick Client API, Hyland.Services, etc.
	3. Operating System
	4. Database Type
	5. Operating Environment
	    Test or Production?
	6. Remote Access Information
	7. Error Reports and logs (Debug Console output; Thick Client API Error messages)
	8. API application code snippets
	9. Any additional information we should know about the solution
	    Example: screen shots, business case being solved, etc.
	
	Note: The more information you are able to provide up front, the easier it will be for the API Analyst to gain an understanding of your issue and the end result you are trying to achieve. Only with this understanding can an API Analyst help you resolve your issues and give you the best possible solution.

TeamOnBase.com (Resellers) **Users.OnBase.com (End Users)**	These two resource sites allow access to the OnBase Modular Reference Guides, product information, and product updates. When developing a solution involving the OnBase APIs, please refer to these materials for in-depth descriptions of the OnBase products. The knowledge included in various documents will allow you to streamline the design and functionality of your solution.
VB Scripting Resources	If you are working with OnBase VB Scripts, it can be handy to have a good VB Script reference book available. A recommended reference is VB Script 2nd Edition, published by Wrox™. If you prefer to work from the web, the DevGuru VB Script Introduction provides a good reference coupled with real-world examples. It can be found at: http://www.devguru.com/Technologies/vbscript/QuickRef/vbscript_intro.html

API Technical Support

Hyland Software Technical Services offers product support for the APIs to OnBase API Certified Developers though our API Support Group. API Support is an E-mail-initiated support service to resolve product or documentation issues while crafting an API solution.

API Support can be contacted by E-mailing the API Support group via apisupport@onbase.com. An OnBase API Analyst will then be assigned to your issue and should be in contact with you within 48 hours of receipt of your issue.

It is important to note that support for the APIs is limited to the resolution of defects. API Support should not be contacted if you require additional assistance beyond the resolution of defects. In cases where you require assistance with programming, software design, business system analysis, or assistance with a Microsoft operating system or development tool issue, Hyland Software, Inc. offers such services through their Custom Solutions Group (CSG). The CSG team is responsible for crafting and assisting in the development and deployment of API-based solutions. They can assist you on your projects through contracted services. To learn more about these services please contact your Hyland Account Manager.

When E-mailing API Support please include, at the minimum, the following information:

1. OnBase Build/Version Information

    Example: Core Services 5,2,0,95
    Example: Thick Client 5,2,0,564

2. OnBase API being used

    Example: Automation API, Thick Client API, Hyland.Services, etc.

3. Operating System

4. Database Type

5. Operating Environment

    Test or Production?

6. Remote Access Information

7. Error Reports and logs (Debug Console output; Thick Client API Error messages)

8. API application code snippets

9. Any additional information we should know about the solution

    Example: screen shots, business case being solved, etc.

Note: The more information you are able to provide up front, the easier it will be for the API Analyst to gain an understanding of your issue and the end result you are trying to achieve. Only with this understanding can an API Analyst help you resolve your issues and give you the best possible solution.

SONOMA COUNTY
Clerk-Recorder-Assessor
www.sonoma-county.org/cra

March 28, 2012

Recording, Vital Records and Cashiering System
Request for Proposals
Addendum #1

To All Interested Parties:

Below are responses to all questions posed by vendors at the pre-bid conference held on Friday, February 17, 2012 and responses to questions submitted in writing on or before February 24, 2012.

Pre-Bid Conference

1. Is this a mandatory pre-bid conference? *No. Questions and answers will be sent out to all, and published as an addendum.*

2. Are you currently using Onbase for document storage? *Not in the Recorder's office. The County is rolling it out as a document storage system. We are interested in finding out if it interfaces; if the capability exists.*

3. Would it be acceptable to push images from the system to Onbase? *That will be decided by the business need, and who needs access to what images.*

4. Will Onbase licensing be paid for by the County? *Yes.*

5. Would we be given primary keys for access into Onbase? Would we work with them or would that be the County's responsibility? *That is something we need to explore.*

6. Should we do two bids – one without Onbase and one with? That would probably be the best way. *Onbase is not required, but we would like to consider the possibility.*

7. What is the difference between Public versus official records? *Public records have had social security numbers redacted.*

8. What other systems are on the public computers? *Property tax, and Assessor information and the FBN index.*

Recorder's Office Tour

1. Do data entry/indexing clerks have dual monitors? *Not at this time. Our PC's are on schedule to be replaced early in FY 12/13. Dual monitors can be provided if needed sooner or at that time.*

2. Are the PC's leased? *The County provides computers on a five-year replacement schedule.*

3. Are you running XP? *We are currently running both XP and Windows 7. 64 bit; however, all desktop computers will be on Windows 7. 64 bit prior to a new system installation.*

4. Do you do microfilm processing? *Beginning in March, microfilm will be sent out for processing.*

5. How many scanners are used? *1 scanner in the front office and 2 in the tech lab.*

6. What was the peak scanning volume? *800 to 900 documents a day.*

7. Do you scan and return documents at the counter? *Not at this time.*

8. Is cashiering segregated between the divisions? *There are different reports for divisions, but the up-front system is the same for all.*

9. Do you integrate payments with the Tax Collector? *We do not take in property tax payments. They are received by the Tax Collector and recorded in a separate system.*

Clerk's Office Tour

1. Is the marriage license system integrated*? No, licenses are issued through a separate system. Cashiering transactions and scanning marriage license images are done through the Recorder system.*

2. Is the notary portion integrated? *No integration with imaging. Cashiering is done through the Recorder system.*

3. Do you scan vitals? *Yes; birth, death and marriage.*

4. Do you track bond paper automatically or manually? *Currently it is tracked manually. We would consider doing it automatically.*

5. Do notaries do confidential marriages? *No.*

6. Do you scan marriage licenses? *Public licenses, yes. Confidential licenses, no.*

7. Where are marriage licenses indexed? *At the Recorder's Office.*

8. Does the Clerk's Office index the confidential licenses? *Yes.*

9. Are FBN's scanned or paper? *Paper.*

Additional Questions Pre-Bid Conference

1. On the public terminals, is there just a link to the Assessor data, whose system runs separately*? Yes, there is a link to the Assessor system.*

2. Is there any transferring of images to the Assessor system? *No, we are not currently doing that.*

3. Do you transfer images to anyone else? *Minimally. Images are exported onto CD for third-party purchase.*

4. Would we entertain FTP? *We do not currently support FTP for remotely accessing confidential data. The County would consider the use of SECURE FTP on a case-by-case basis. We would*

have to utilize either web transfer or ad-hoc transfer via IpSwitch WS_FTP.

5. The current environment appears to be Windows and V-Sphere (Virtual Servers). Are we required to only use the space the current system is using? *For any solution, if we needed any more servers, we would build them. We could get more data storage if needed. The current data storage is 3 to 4 terrabytes.*

6. We should be able to host in your environment, correct? *Yes.*

7. Would we be able to use a temporary server as a solution, and then transfer it onto a virtual server for production mode? *The preference may be that we host on a virtual server for beta and testing, allow access to the vendor, and then transition to production.*

8. Could we introduce a different operating system? *The County has preferred hardware environment standards (see attached) in order to support interoperability between systems and streamline maintenance, support and training. An alternate operating system would not necessarily be compatible with existing systems, and would bring questions around maintenance and backup. It is up to each participant to make the business case as to why the County should choose a non-preferred OS environment standard.*

9. Is the data hosted in a SQL database now? *Yes.*

10. Can we introduce a new database system? *ISD supports Microsoft SQL Server 2005 and 2008 R2. An alternate database system would bring questions around maintenance and backup. It is up to each participant to make the business case as to why the County should choose a non-preferred software environment standard.*

11. Is the Recorder data segregated or shared? *Other departments may access the Recorder system in order to meet their business requirements.* How is the information shared? *The Recorder data are currently stored in an Enterprise SQL cluster environment. The document data are only accessible to internal users via the Recorder system web application on the County Intranet and only the document index is accessible to the public via the Recorder system web application on the Internet. All documents are redacted according to the statutory requirements governing each document type. The use of OnBase as the County's EDMS provides potential future opportunities to further integrate Clerk/Recorder data with other County documents; however, there are currently no specific plans to do so. It is up to each participant to make the business case as to why their system could or should be integrated with OnBase, if applicable.*

12. Page 8, Item S requests integration with a future Accounting system. Do we know what that system is? *No, the County has not selected a vendor yet, but we are interested in knowing if the system has the capability to integrate with an accounting system.*

13. Could it be a hand-off of information between the two systems? *Yes, eliminating duplicate data entry is desirable.*

14. Page 8, Item T mentions refresher training. Is that requested on a yearly basis? *The time of the refresher training is not specific. We're asking if you are willing to provide training for new employees, and for employees to refresh their knowledge.*

15. Should we include the cost in the proposal? *We are asking if you willing to do the training, and how is it billed. For instance, some companies include it in the annual fee, others bill it separately.*

16. Regarding Digital Reel, you would like to get the data out of it? Should that be included in RFP? *The conversion and migration of data from Digital Reel should only be included for the Vital Records as a separate cost item in the response to this RFP. This is discussed in further detail in question #19 below.*

17. Is Digital Reel proprietary? *Yes.*

18. Do we have permission to extract the data and images at this time? *No.*

19. The 321 rolls of Vital documents need to be processed, correct? *Yes, importing those records into the system should be included as a separate cost in the proposal. We have since found out the number of rolls for Vital records conversion is actually 255 rolls with 580,485 total frames. Assume for the purposes of your response that the images and the data will be provided in a format compatible with your system requirements.*

20. Digital Reel/BMI is a proprietary system. Will the cost of the export be borne by the County or vendor? *Yes, any cost associated with exporting images in the Digital Reel system will be borne by the County.*

21. In the Response Matrix, Section F, Items 1-8 request integration with the state vital system. How much integration? *Ideally, we would like the system to have the capability to import all of the vital records data and images directly from the state. As it is now, we download the record data from Public Health, manually scan the images from a photocopy, and cross reference them in the system.*

22. Can we receive the Response Matrix in a non-pdf format? *Yes. This has been sent.*

23. Is there integration with the County Tax Department? *Yes, information goes both ways. Tax Collector and Assessor information is stored together with Assessor information in the Property Tax System. Recorder information may be extracted and linked to tables in the Property Tax system using a program from that system. Document number is linked to Assessor Parcel using the Assessor Parcel Number (APN) as the foreign key. Recorder information may also be obtained through the Integrated Voice Response (IVR) system. Specifically, the primary document number may be referenced by the APN which is linked to the Recorder system by a database to database SQL query.*

24. In the Response Matrix, Section I, Items 7-9 discuss 8am Recordings. How does that work, do you block numbers? *Yes, the companies let us know how many numbers they need, and we block that many numbers in for an 8 a.m. recording time.*

25. Does the numbering system start over every year? *Yes.*

26. What part of the system would you need to be ADA-compliant/text-to-speech? *All web sites internal or external. See ADA Policy: http://webstandards.sonoma-county.org/content.aspx?sid=1014&id=1300.*

27. How should we handle the licensing on the Operating Systems? Will they be priced through the County volume licensing? *Yes, that would be appropriate.*

28. Would the vendor be required to maintain the SQL database, or just set up the tables? *The vendor is not required to maintain the database. It depends on the vendor. Most are maintained on cluster by ISD. Some are maintained by the vendor.*

29. Regarding the images from Digital Reel, would you want indexing done by the vendor or the County? *We will work with the representative from Digital Reel to get the indexing information in the format necessary to be imported.*

30. How far does the current system go back? *OPR from 1980 forward are in the current system. Records from 1964 to 1980 are indexed in the current system with images available on Digital Reel. OPR from 1850 to 1963 are indexed and the images are available on Digital Reel.*

31. In a perfect world, when would implementation be? *The beginning of the fiscal year, July 1, 2012 would be ideal. Realistically, we would like implementation to take place before the end of the calendar year.*

32. When do you expect the go-live date to be? *The go-live date will be dictated by the process, and contract negotiations.*

33. Are you leaving the pricing model to the vendors? How do you want the system costed out so you have apples to apples comparison? *Yes. In the vendor response, we expect a pricing model to include what your company deems to be the basic product and system features with an explanation in the System Functionality Checklist, Attachment C, of the features that are standard and fully supported, a Configurable Option, or available as a No Fee Enhancement, in Standard Reports or a Custom Report (No Fee). Any other features that fall into the response codes of Third Party product or feature, Paid Enhancement, or Custom Report (Fee), we would like separate costing information, if it is known.*

34. Do you have automated indexing and redaction? *Yes, through the Mentis system.*

Vendor #1 Written Questions

1. Page 6, Item 6 – Assessment of Hardware – Can the County provide for a full inventory of current hardware and its specs in use, including the dates when that hardware was placed in service, so we can make our recommendations? *See page 3 of the RPF for server types, as this information is current. ISD prefers to work with virtual server technology for the application server tier, which provides for the ability to add server load balancing, and faster disaster recovery. The virtual hosts for the Recorder application were each put into operation in 2010. ISD prefers to utilize a SQL cluster as the back-end solution, and this was put into operation in 2008. One change to the overall configuration from the RFP: ISD is currently migrating the Enterprise back-up solution to ComVault Simpana, which is licensed by TB of storage needed rather than licensed by individual server.*

2. Page 7, Item h – What does the county mean by "System must use an integrated automated learning tool to assist in applying typical abbreviations and common indexing rules and shortcuts"? *The County means an automated indexing system, similar to what is integrated in our current system using Mentis technology.*

3. Page 8, Item S – This item references the ability to "integrate…with" a future County Enterprise Financial System. What specific integration is being sought? *Revenue account summary data from daily transactions and deposits to eliminate duplicate entry.*

4. Page 8, Item t – The item relating to Training requires a refresher training program after system implementation. At what time interval does Sonoma County envision that training taking place? Does the County anticipate this training may be required to be repeated on a periodic basis? *See Additional Questions Pre-Bid Conference above, on page 3, item #14.*

5. Page 8, Item u – Regarding data conversion and migration – Can the County provide detailed information regarding current numbers in the database and the number of specific records contained within the 332 rolls of microfilm that are requested for conversion, as well as details regarding the indexing required (identification of specific indexing fields, lengths of those fields and whether those fields are alpha, numeric or both?). *We have found out that there are actually a total of 255 rolls of film with 580,485 frames for the vital records we wish to convert and migrate. Specific indexing requirements are not available at this time. Assume for the purposes of your response that the images and the data will be provided in a format compatible with your system requirements.*

6. Can the county provide samples of the film? *Yes, upon request.*

7. Will Sonoma County exercise the idea of converting the 332 rolls of film after the implementation of the Recorder and Clerk systems? Making this film conversion a separate project? *The initial focus will be the successful implementation of the lands and vitals systems. The film conversion and import of images will be a separate project.*

8. In the response matrix Section G, item 10. - "Index recently recorded marriage certificates using an electronic input file" Can you elaborate on this requirement? *We want to know if the functionality exists for the recording system to integrate with the marriage license system to index recently issued marriage licenses.*

9. In the responses matrix Section H, item 4 - "Use death event data from the State of California's Birth/Death Cross Match Report to update the Sonoma County birth index and watermark subsequent birth certificate copies?" Can you elaborate on this? Are you looking for this to be automated or for the staff to have the ability to mark a birth certificate so they can be printed with the watermark in the future? *This functionality would generate and print all future copies of a birth certificate with a watermark in the event of death, in order to prevent id theft. The birth certificate should be cross referenced with the death certificate. These records need to be flagged in the system. Automated rather than manual flagging/marking would be good, but we don't know if this exists or is possible.*

10. In the response matrix Section i, items 7-9 - Can you please elaborate on the 7 am recordings? Do you currently block off a set of numbers? *Yes, see Additional Questions Pre-Bid Conference, page 4, item #24.* If yes, what if you don't block off enough numbers or too many? *We block off as many as the customer asks for. They must supply more documents to fill in if given too many numbers. If they don't have enough numbers blocked off, they can go on record in a separate recording after 8 o'clock.*

11. In the response matrix section i, item 26 - "Provide automated import and recording of County tax liens and releases of batches up to 5,000?" can you elaborate on this? Can you define your current process? *The data and the images are imported automatically, using an outbound electronic .text file. Will this be a G2G or a direct integration? This is not currently a direct integration. Files are imported once every two to three months. We need a system that will allow the import up to 5,000 records and images without breaking up into smaller batches.*

12. In the response matrix section i, item 29 - Are these city liens submitted in PRIA format? *Currently city liens are not submitted in PRIA format, but are recorded manually. The goal over time is to record electronically.*

13. In the response matrix section j, item 20 - "Provide intuitive, easily accessible contract and density within the application." Can you please clarify? *This is a typographical error and the*

word "contract" should be "contrast." Contrast and density needs to be adjustable when verifying images for legibility.

14. In the response matrix section L, item 6 - "Provide a selection menu or options for reading document recording barcode label." Can you please clarify? *We are asking if the proposed system has the capability to read the barcode on first page of document.*

15. In the response matrix section L, item 10 - "Provide printable historical work status reports online" Is this a standard workflow report? *Yes it is a standard workflow report.*

16. In the response matrix section o. item 1 - "Provide the means to interface with County mainframe and other secure County servers for the purpose of file exchange?", what type of file exchange is being considered? *A standard, comma delimited text file for interface with public health and the state for vital records.*

17. In light of time frame for questions...can Sonoma County accommodate an extension to the due date of the RFP so the vendors can effectively respond to them? Responses can have an impact to the proposals that will be submitted. *Yes, the due date for this RFP will be extended. The adjusted schedule is included at the end of this Addendum.*

Vendor #2 Written Questions

1. Do the references have to be in the State of California? *Yes, we are looking for a system that has been tested and proven in the state of California.*

2. How does the Sonoma County Clerk-Recorder's Office currently provide speech to text accessibility? *The County of Sonoma uses the Section 508 standards and WCAG 2.0, Level AA as guidelines for pages within our website. We are actively engaged in the ongoing process of testing, developing, and updating our website for compliance with these accessibility standards. We invite participants to make recommendations and/or highlight capability in their respective systems.*

3. Does the Sonoma County Clerk-Recorder's office currently use OnBase for their imaging requirements? Could further details be provided on OnBase's function with the Clerk-Recorder's office? Would the new proposed system replace OnBase or only integrate with OnBase to share information? *No, it's used by Assessor for superceded maps and other documents. We will probably integrate with OnBase to share information, but we are open to storing documents in OnBase if a worthy solution is presented.*

Vendor #3 Written Questions

1. *Approximately how many images (pages) are currently in the Digital Reel system dating from 1850 to 1979?* – This information will be obtained at a later time. The scope of the RFP does not include conversion of this group of images; however, it may be considered as a future project.

2. What DPI was used in the Digital Reel conversion from microfilm to digital image? *300 DPI*

3. Are the Digital Reel images all bi-tonal or are any gray scale? *They are all gray scale.*

4. Approximately how many images (pages) are currently in the OR system dating from 1980 forward? *Approximately 15,700,000.*

5. What DPI was used in the OR system images? *300 DPI*

6. Are the OR images all bi-tonal or are any gray scale? *Bi-tonal*

7. Are OR and Digital Reel the only image source systems being considered for conversion? For example, does the in-house FBN system contain images? *The in-house FBN system does not contain images. The conversion is not part of this RFP, but if an FBN function is included as part of the system functionality, we may consider as a future project scanning some 10 years of FBN images into the system. At approximately 4,000 to 5,000 images per year.*

8. Can you provide historical recording volumes for last five years?

Year	Documents	Total Doc Titles	Images
2007	136,980	154,125	640,845
2008	114,995	125,057	451,170
2009	125,189	138,688	526,054
2010	119,718	136,486	504,223
2011	116,788	132,244	483,620

9. Regarding "Cashiering – Various", are the related transactions expected to electronically interface to other systems or are they just for use in cashiering and distributing funds to appropriate fee accounts? *We need to know if the proposed system has the capability to electronically transfer data related to cashiering transactions and account code information to other systems. We use an automated deposit form developed in a Microsoft Access database that pulls the information from tables in the current system. We want to know if the proposed system has the future potential to transfer data directly to the central finance information system to eliminate duplicate data entry, but this is not a requirement.*

10. Are Images identified by book, page, or document number, both? *Prior to 1979, official records are reference by book and page, and from 1980 to the present official records are by document (instrument) number.*

11. Are the images in single or multipage format? *Single page format.*

12. Are there documents without images in the OR image system? *Yes, Documents from 1/1/64 to 12/31/79 are indexed in the OR system, but the images are stored on the Digital Reel system. The OR image system only has images from 1/1/80 to the present. Official Records from 1850 through 1963 have index information available on Digital Reel system or in the Blue Books and the images stored on the Digital Reel system.*

13. Are Images without documents in the OR image system? *No.*

Vendor #4 Written Questions

1. Even though this RFP is for Recording Systems, I understand from the RFP section Project Background and Description that the Clerk's office handles issuing the copies of birth, death and marriage records? *That is correct. The County Clerk currently issues certified copies of vital records.*

2. Must the Cashiering System include all Clerk functions as well so that your Clerk Department can also use the Cashiering System or will your Clerk Department continue to use the same cashiering system you currently use? *The new system should be able to collect fees for all services provided in the Clerk's Office as well as the Recorder and the Assessor customer service counters in the Recorder's office. The current system has the ability to record cashiering transactions for other services provided outside of the Recording system.*

3. In order to be able to import images from the Digital Reel, do you have an API or an SDK of some type for interfacing with the Digital Reel System? *Converting the Digital Reel images for a format ready for import will have to be worked out with the vendor, BMI.*

4. On Page 6 of the RFP, 5.f Vital Records. You mention that you want online submission for marriage applications. I want to clarify that this is for printing of Informational and/or Certified Copies of Marriage Certificates? *Yes, this is for printing Informational and/or Certified copies of marriage certificates. Requests can be sent through the mail or submitted through Vital Chek.*

5. On Page 6 of the RFP, 5.f Vital Records. You want to be able to barcode, label and code document type (i.e. birth, death or marriage). Do you want to put Cashiering System labels with barcodes on birth, death and marriage documents? Not on docs themselves. If yes, on the front side or back side? *We want to put it on the lower bottom front of certified copies and on the marriage license itself when we register the license.*

6. On page 9 of the RFP, you mention in section 5.u.i, conversion services for data from different media. Does this conversion service also include back file paper document conversion to digital images? If yes, do we need to provide per page prices for scanning conversions? *No, this does not include back file paper document conversion.*

7. For Attachment C, item h.5. Please explain further what this means? *When indexing, recording, printing there's a hot key used to lessen the number of keystrokes required.*

8. For Attachment C, item j.18-19. Provide the means to mask confidential information and mask with different document types. When you mention "mask" do you mean the same as in "redaction"? *Yes it is the same as redaction.*

9. For Attachment C, item j.20. Please describe this item in more detail. Do not understand what 'contract and density' within the application means? *This is a typographical error and the word "contract" should be "contrast." Contrast and density needs to be adjustable when verifying images for legibility.*

10. For Attachment C, item p.12. Please describe the extent of the integration wanted using the OnBase API? For example, do you want the integration to be at the beginning when initially scanned or at the storage level when the document has been completely processed and needs to be placed in an image repository? *The County is currently in the process of implementing a Countywide Electronic Document Management System (EDMS). As such, we must evaluate all proposed systems that use documents to determine their level of integration and compatibility with the OnBase system. OnBase has published a standard that was included with the RFP. Vendors should indicate to what level they currently support OnBase. The answer we are interested in knowing is if your system has the ability to integrate with OnBase at the storage level when the document has been completely processed and needs to be placed in an image repository. We want the Recording system to integrate with OnBase for retrieval of the stored images from OnBase when researched.*

<u>Vendor #5 Written Questions</u>

1. Attachment C – Section a. Transactions – Requirements #12 through #13 - Please describe the level of integration you are looking for. What third party vendor are you currently using and what equipment (manufacturer and model number) do you currently use? *VitalChek is the current vendor. We have a card reader and check printer. Currently there is one-way integration from the cashiering system to the vendor card reader to transmit the amount of the transactions. Looking to the future we hope to have the integration and avoid cutting a third party check, etc.*

2. Attachment C – Section d. Vital Index Banknote Stock Management – Requirement #1 - Can you please provide additional details for this requirement including the workflow around this requirement? *Vital records banknote paper is issued in lots of 500 to each clerk. Each clerk keeps a manual log of the serial numbers used each day. Clerks review applications for vital records for accuracy then locate the image for the document requested, which can be in one of three systems. Banknote paper is printed with the image directly from the system on a laser printer or fed into a copier machine, if the image must be printed on plain paper first. Tracking the serial numbers of the banknote stock used to the transactions in the cashiering system is required. And, we're asking if the proposed system can do this for confidential licenses, keeping the information and images restricted from the public.*

3. Attachment C – Section e. Billing and Invoicing– Requirement #7 - Is this requirement for internal use only or is this for a public facing website? *This would be used internally.*

4. Attachment C – Section g. General Business– Requirement #1 - Is the electronic stamping for scanned images or hard copy documents? *On scanned images for official records, electronic stamping currently exists. General Business documents in the Clerk's office are electronically stamped. On marriage license that has been registered, it includes the local registration number and the date.*

5. Attachment C – Section g. General Business– Requirement #3 - Please describe "general business documents." *The various filings handled by the Clerk's office including FBN, Fish & Game Notices of Determination, Notary Public, Process Server Applications, Professional Registrations, Oath forms, Appointment forms, cancellation of appointments, revocations, etc. The question is how much automation may be available for the general business functions. These are not requirements but we'd like to know if any of these features are offered.*

6. Attachment C – Section p. Technology – Requirement #25 - What other content management software do you envision integrating with? *The County is currently implementing the Ektron Web Content Management System version 8.5. Initial installation and pilot site development scheduled beginning April 2012 and through FY 12-13.*

7. Attachment C – Section p. Technology – Requirement #35 - Can you please further describe this requirement perhaps by including an example? *ESRI-ArcGIS-Server-based web applications often utilize specific ports for communication. We are not limiting your response to this one example.*

8. Attachment C – Section s. Reporting – Requirement #40 - Please provide information on the distinction of "permanent" in this requirement. What would be an example of a non-permanent OPR? *There is no such thing as a non-permanent OPR.*

Vendor #6 Written Questions

1. Question 1 – Digital Reel
Our understanding is that the Clerk-Recorder has 321 reels of vital documents that must be converted from BMI's Digital Reel format, to a format that can be incorporated into the new Clerk-Recorder application. Being as the Digital Reel format is proprietary to BMI, will Sonoma County be providing these images to the selected vendor, in a non-proprietary format, or will Sonoma County be providing the selected vendor with BMI's authorization to extract the images from Digital Reel?

Will the Clerk-Recorder be providing the required indexing data for these 321 reels of Digital Reel vitals, or will the selected vendor be responsible for obtaining the required indexing data, from the document images?

Please see response to #19 of Additional Questions Pre-Bid Conference on page 4.

2. Question 2 – Redaction and Auto Index
As we understand it, the Sonoma County Clerk-Recorder currently uses Mentis products for their Redaction and Auto Indexing. Does the Clerk-Recorder contract directly with Mentis for use of these products, or are they provided through their current application vendor? *These products are provided through the current application vendor.*

Would the successful bidder be expected to integrate with the current Mentis products licensed to the county, or would the new vendor be expected to provide their own Redaction and Auto Indexing solutions, using either Mentis or a comparable product? *There is no expectation that the successful bidder integrate with the current Mentis products, but a redaction and auto indexing solution is required.*

3. Question 3 - Intranet
Will the county *set* up, or allow the vendor to set up, intranet web services that would provide other county departments access to Clerk-Recorder data and document images? *Yes, intranet web services are currently provided to other county departments via an App/Web server provides access to the documents internally.*

4. Question 4 - Backups
Does Sonoma County IT currently have an integrated backup strategy/solution for the various servers in their vSphere environment? If so, what backup strategy/solution are they using? *Symantec NetBackup (server-based back-up) and ComVault Simpana (Enterprise storage back-up).*

5. Question 5 – Interdepartmental data transfers
May data be exported from the Clerk-Recorder application to other departments via flat files, csv or tab delimited files, Excel Spreadsheets, etc? *Yes.*

The following questions were asked on the bidder's conference, and are being repeated here for an official written response.

6. Question 6 - Sonoma County vSphere
Is it preferred that the new Clerk-Recorder application server run in the Sonoma County vSphere environment? *Yes. This is the preferred solution.*

7. Question 7 – Red Hat Enterprise Linux
   Does Sonoma County IT, or the Sonoma County Clerk-Recorder, have any objections to the new Clerk-Recorder application being hosted on a vendor-maintained Red Hat Enterprise Linux server? *Our preferred environment is Windows Server 2008 R2. We support Linux for our customers to a limited degree and are willing to consider the solution on a case-by-case basis.*

8. Question 8 - Temporary Staging / Development Server
   Does Sonoma County IT have adequate vSphere resources to accommodate a temporary staging/development server for this project? *Yes.*

9. Question 9 - C-Isam databases vs SQL databases
   Is it mandatory that the new Clerk-Recorder application use an SQL database, or can the new Clerk-Recorder application use C-ISAM databases? *All authorized users will be provided access to the C-ISAM data in lieu of access to the SQL data. SQL 2008 is the preferred solution.*

10. Question 10 - On-Base EDMS
    Is use of the County's On-Base EDMS mandatory or optional, and are any costs (licensing, hardware costs, maintenance costs …) associated with the use of On-Base EDMS, the responsibility of the County? *Use of the County's On-Base EDMS is optional. If it is part of the selected system, licensing costs will be the responsibility of the County Clerk-Recorder.*

Sent via email:

In section 1.c Section III – Project Approach and Work Schedule, there is a sentence that states:

> "Include your response to the Statement of Requirements as referenced in Section B., beginning on page 5." What exactly does this mean?
>
> *In your response to the RFP, please describe how your company meets each of the listed items/requirements, beginning on page 5, under section B. Statement of Requirements.*

March 26, 2012

<div align="center">
Recording, Vital Records and Cashiering System
Request for Proposals
Addendum #1 Adjusted Schedule
</div>

C.   *Schedule*

The following schedule is subject to change. Except as provided below, changes will only be made by written amendment to this Request for Proposals, which amendment shall be issued to all parties by the Department issuing this proposal.

Date	Event
February 6, 2012	Release Request for Proposals
February 17, 2012	Pre-Bid Conference & Walk Through
February 24, 2012	Deadline for Proposer's Questions
March 28, 2012	County's Responses to Questions
April 12, 2012	Proposals Due
April 25, 2012	Proposals Evaluated by County
May 2, 2012	Vendor Demonstrations/Interviews Conducted (responsive proposers invited)
May 11, 2012	Notice of Intent to Award (*subject to delay without notice to proposers*)
June 19, 2012	Board of Supervisors Awards Contract (*subject to delay without notice to proposers*)

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April 3, 2012

<center>
Recording, Vital Records and Cashiering System
Request for Proposals
Addendum #2
</center>

To All Interested Parties:

We are sending out this Addendum #2 to the Recording, Vital Records and Cashiering System Request for Proposals to provide additional information related to Sonoma County's use of OnBase as an enterprise document management system (EDMS). Some of the new information specifically addresses questions and some of it is general information provided by the vendor working with Sonoma County on the EDMS.

To clarify, integration with OnBase is not a mandatory part of this RFP. Additionally, in your response, it is acceptable to provide two proposals, one with EDMS integration and one without. Any follow up questions to clarify the information presented in Addendum #1 and Addendum #2, may be sent to celia.peterson@sonoma-county.org.

The County is currently rolling out an enterprise document management system (EDMS). The Assessor's Office is currently utilizing OnBase and integrating it with their property tax system. The Recorder's Office is interested in determining whether the proposed solution can integrate with OnBase to allow users of the proposed solution to retrieve images stored in OnBase directly from a screen within the proposed Recorder System. Documents would be stored in OnBase once they had been completely processed by the proposed solution. In your proposal, please indicate the integration options of your solution with an EDMS. Please also indicate if you provide read only access to your back-end database via ODBC drivers to aid in automated indexing of Recorder documents.

1.   Would it be acceptable to push images from the system to OnBase? *That will be decided by the business need, and who needs access to what images. Additional comments from the vendor: I believe they are indicating the "type of integration" here. In general a LOB system will have the ability to "link to images" that point to a directory (that is usually what they mean by they have imaging capabilities). So in this question, it appears that they want to "provide a way to 'sync' to Onbase" rather than an integration. Depending on the vendor, this can be problematic. Please see the attached integration done correctly between a Line of Business Application (LOB) and an EDMS system. This is the same method as used by many larger vendors such as SAP and PeopleSoft. In this scenario, you really are not 'syncing' because the interface allows for two way communication to and from the LOB. Think SharePoint integration and Onbase. You add and delete docs from SharePoint, but they are really*

being managed by the Enterprise Repository (rather than being stored in both places which is what you do not want). The reason for a centralized repository and the reason that bigger players in Case Mgmt, CRM and ERP systems are moving this way is because, if the document content is not stored in a centralized repository, then the County cannot properly manage Document Retention, implement storage, security, audit, and trusted policies with regard to content across the enterprise. It is becoming more common for a standard interface to be made available by LOB. If not, then OnBase has several methods to test integration such as Application Enabler, DocPop and SDK kits to integrate.

2.   Would we be given primary keys for access into Onbase? Would we work with them or would that be the County's responsibility? *They are not going to be able to write to the OnBase database just like Onbase will not write to their own. A better 'integration-lite' approach would be for them to allow a configurable button on a screen(s) that will pass a parameter and call an executable (url). In this way, simply pressing the button will pass the search parameters to Onbase and show all documents associated with the record.*

3.   Does the Sonoma County Clerk-Recorder's office currently use OnBase for their imaging requirements? Could further details be provided on OnBase's function with the Clerk-Recorder's office? Would the new proposed system replace OnBase or only integrate with OnBase to share information? *No, it's used by Assessor for superceded maps and other documents. Probably integrate with OnBase to share information, but we are open to storing documents in OnBase if a worthy solution is presented.*

4.   Could you offer some words here about what that integration might look like? *From answer above: In general a LOB system will have the ability to "link to images" that point to a directory (that is usually what they mean by they have imaging capabilities). Please see the attached integration done correctly between a Line of Business Application (LOB) and an EDMS system when the integration functionality is built-in. This is the same method as many larger vendors such as SAP and PeopleSoft. In this scenario, you really are not 'syncing' because the interface allows for two way communication to and from the LOB. Think SharePoint integration and Onbase. You add and delete docs from SharePoint, but they are really being managed by the Enterprise Repository (rather than being stored in both places which is what you do not want). The reason for a centralized repository and the reason that bigger players in Case Mgmt, CRM and ERP systems are moving this way with providing integration to EDMS systems is because, if the document content is not stored in a centralized repository, then the County cannot properly manage Document Retention, implement storage, security, audit, and trusted policies with regard to content across the enterprise. It is becoming more common for a standard interface to be made available by LOB. If not, then OnBase has several methods to test integration such as Application Enabler, DocPop and SDK kits to integrate. Alternatively, an 'integration-lite' approach that has been around a long time would be for vendor to allow a configurable button on a screen (s) that will pass a parameter and call an executable (url). In this way, simply pressing the button will pass the search parameters to Onbase and show all documents associated with the record.*

Hansen 8 EDMS Interface

INFOR™

Hansen 8 EDMS Interface (Revision: 1.2)

Table of Contents

Introduction

Hansen 8's EDMS (enterprise document management system) interface allows agencies to use external document management systems such as SharePoint to manage their Hansen 8 attachments. Since agencies use a wide variety of systems to manage their documents, Infor has developed a generic interface that defines a universal set of standards for sharing documents. This means that any vendor can follow these standards to develop an EDMS provider for Hansen 8.

This document provides general guidelines for creating a provider, but focuses mainly on the steps needed to deploy a provider once it's written. See "Creating a Provider," below, for information on how to create a provider for a specific EDMS.

Once complete, the provider will be contained in a file called an assembly, which contains code that allows Hansen 8 and the specific EDMS to communicate with each other. To deploy the provider, you will need to copy the assembly to a server, configure the provider in Hansen 8, and then associate it with an attachments catalog. You can then use the standard Attachments controls in Hansen 8 to add new attachments to the provider and to retrieve documents from it.

Configuration

Placing the Provider on the Server

The provider's assembly will be a file with a .dll extension that will need to be placed on a server where it can communicate with both Hansen 8 and the agency's EDMS. Hansen 8 does not require the provider to be installed in any particular location, since you will enter the full path to the provider when you configure it in Hansen 8.

Depending on the EDMS there may also be additional steps involved in setting up the provider on the server, such as creating a virtual directory in IIS or adding a .config file to the Hansen 8 directory.

Configuring the Provider in Hansen 8

After installing the provider on the server the next step is to configure it within Hansen 8. This will allow Hansen 8 to find the provider and communicate with it.

To configure the provider, select **System** in the Hansen 8 menu and click **Administration** (under **Admin**) to open the Hansen 8 Administration page. Then click **EDMS Configuration** under **Agency Personalization**.
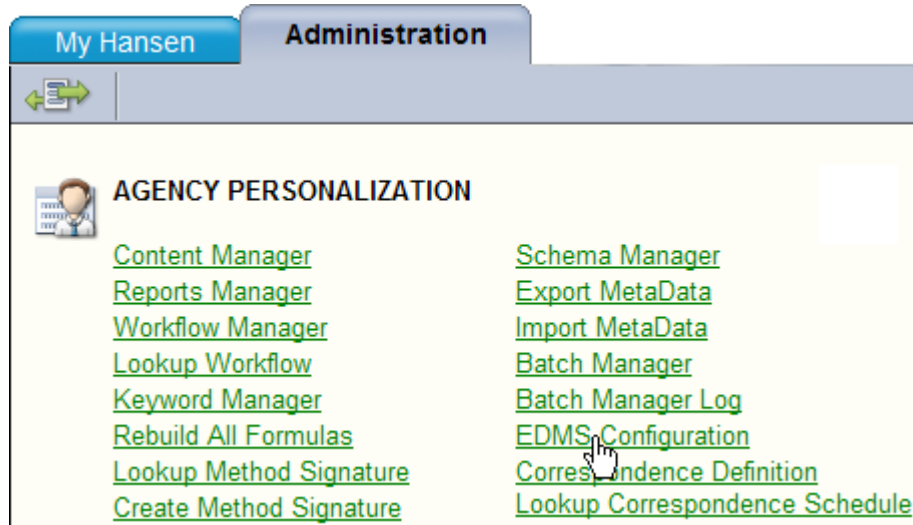
Hansen 8 displays the Lookup EDMS Providers page, which lists the existing providers and allows you to add new ones. Note that you will need to click the **Search** button to see existing providers.
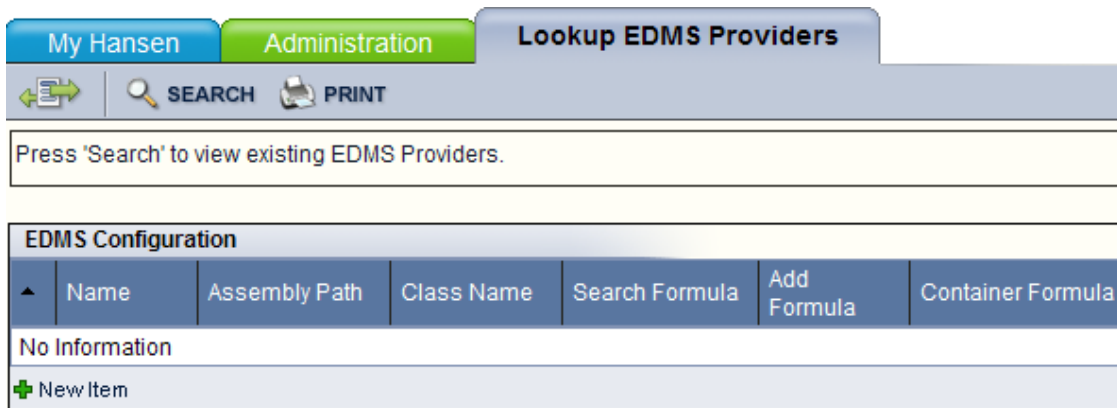
To add a new provider, click **+ New Item** at the bottom of the **EDMS Configuration** grid. Hansen 8 displays the Add EDMS Provider dialog box.

To configure the provider you will enter a name, the location of the provider's assembly, and three formulas that control the metadata that Hansen 8 will use for documents stored in the provider. See the Appendix for sample formluas.

- In the **Provider Name** field, enter a display name for this provider. This name will identify the provider within Hansen 8.

- In the **Assembly Path** field, enter the full path to the assembly on the server where you installed it.

- Once you've entered the assembly path, you can select the provider's class from the **Class Name** list box. The class is the unit of code within the selected assembly that defines the features of the provider, such as the name of the associated EDMS and its location on the server.

- In the **Search Formula** field, enter a formula to determine the metadata Hansen 8 will use when searching for documents that are managed by the provider. The metadata consists of a set of key/value pairs, such as the moniker of a business object or the primary key of a specific record in your database that a document in the EDMS is associated with. See the Appendix for a sample search formula.

- In the **Add Formula** field, enter a formula to determine the metadata Hansen 8 will use when adding documents to the provider. See the Appendix for a sample add formula.

- In the **Container Search Formula On Add** field, enter a formula to determine the metadata Hansen 8 will use to search for a container when adding documents. A container is a storage unit within the EDMS, such as a folder in a file system. See the appendix for a sample container search formula.
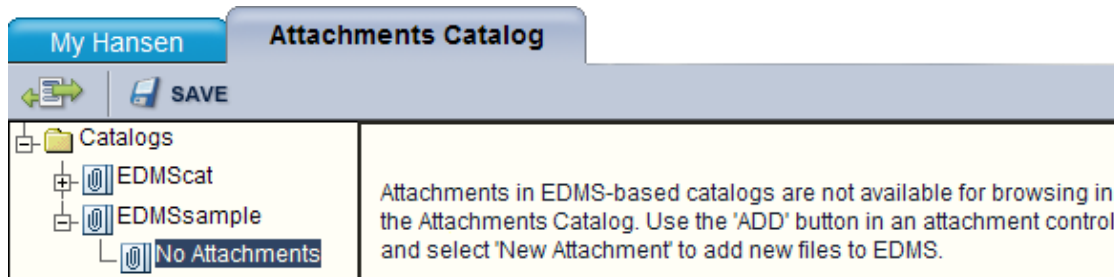
Adding the Attachments Catalog

After configuring the EDMS provider you will need to associate it with an attachments catalog. This will allow you to access the provider through any Attachments control in Hansen 8.

To add the catalog, select **Resources** in the Hansen 8 menu and under **Attachments** click **Attachments Catalog**. To add a new catalog, right-click on the root node in the **Catalogs** tree and select **Create Attachments Catalog**. Then type a name for the catalog in the **Catalog ID** field and select the provider you just configured from the **Select Provider** list. (The list will include the name of each EDMS provider you've configured in EDMS Configuration.)
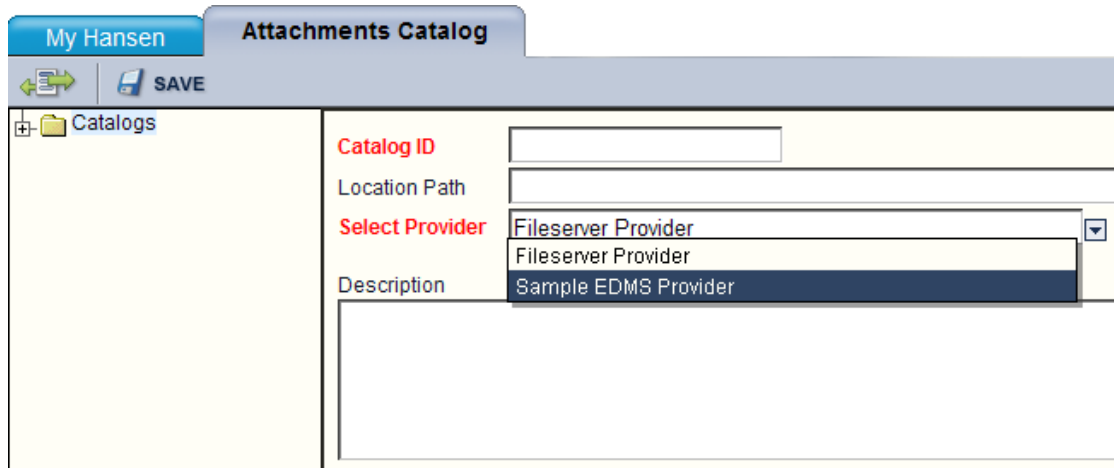
Since the catalog's documents will be managed by the EDMS provider, this is the only information you need to enter. In fact, Hansen 8 won't allow you to add documents to the provider through the Attachments Catalog interface, as you can with a standard attachments catalog.

After you save the EDMS catalog, the last step is to set up permissions for the new catalog in Access Control. (See the Hansen 8 help for instructions.)

Using the Provider

Once you've set up an attachments catalog for the EDMS provider, you can use the **ADD** button on any Attachments control in Hansen 8 to add new documents to the EDMS. Each Attachments control also includes an **INQUIRE** button that allows you to view related attachments that are stored in the EDMS.

When you click the **ADD** button on an Attachments control, Hansen 8 displays two options in a drop-down menu: `New Attachment` and `Existing Attachment`.


Selecting `Existing Attachment` allows you to add an attachment from a standard attachments catalog. To add an attachment to an EDMS, click the **Add** button and select `New Attachment`. Hansen 8 displays the Add New Attachment dialog box.
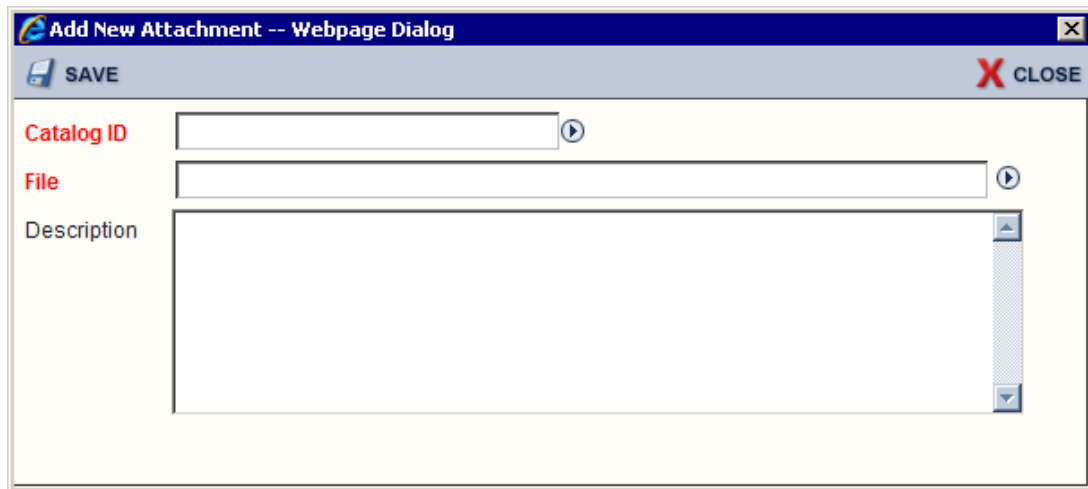
To add an attachment, simply enter the attachments catalog you created for the EDMS provider in the **Catalog ID** field and then enter the file you want to attach in the **File** field. Clicking on the popup button ⏵ to the right of the **File** field will open the Choose File dialog box, which you can use to browse to the file you want.

Then enter a description of the attachment in the **Description** field and click **Save**. Hansen 8 will use the formulas you defined when configuring the EDMS provider to select the appropriate container within the EDMS and add metadata to the file you're attaching.

After you add attachments to the EDMS, the Attachments control will display the number of attachments that are associated with the currently loaded record and a thumbnail for each attachment, which you can click on to view the document. Note that Hansen 8 will display each new attachment as you add it, but when you next open the record you will need to click **INQUIRE** to see any existing EDMS attachments.
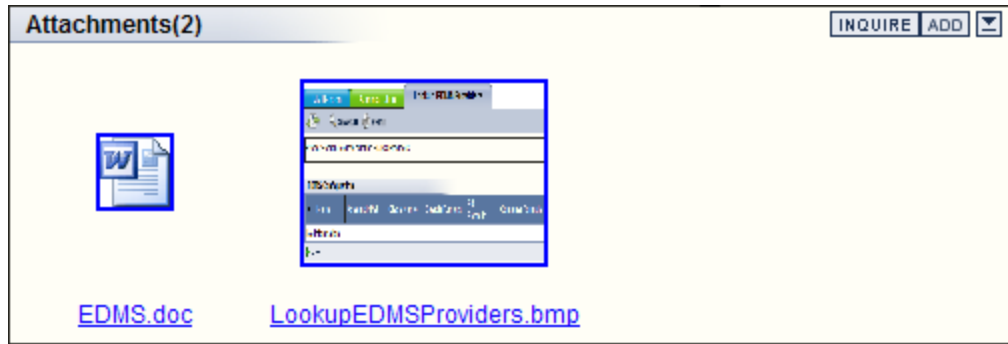
Creating a Provider

This section merely provides general guidelines for creating a document management provider, rather than detailed instructions. In addition to these guidelines, there are two resources in the Hansen 8 documentation download that will assist you in creating a provider:

▪ DocumentManagement.chm, in the API\Business Objects folder, contains complete documentation on the EDMS interface and its supporting classes.

▪ The CodeSamples\Code\DocumentManagement folder contains a sample provider. This is a simple provider that uses the file system to store documents, and it's provided to illustrate the basic concepts.

The EDMS interface is called IEDMSProvider, located in the Hansen.Core.DocumentManagement namespace. This namespace includes two supporting classes that you can use to work with documents in the EDMS.

▪ The Container class represents a container within the EDMS (comparable to a directory in a file system). The table below describes the properties of the Container class. See the API documentation for more complete information.

Property	Type	Description
ID	string	Unique ID for the container
Metadata	SortedDictionary<string, string>	The container's metadata
Name	string	Name of the container as it appears in the EDMS
Thumbnail URI	string	URI of the thumbnail image associated with the container

▪ The Document class represents a document in the EDMS. The table below describes the properties of the Document class. See the API documentation for more complete information.

Property	Type	Description
Container	Container	Container in the EDMS where the document is located
DisplayName	string	Name of the document as it appears in the EDMS
DocumentURI	string	URI of the document
ID	string	Unique ID for the document
Metadata	SortedDictionary<string, string>	The document's metadata
ThumbnailURI	string	URI of the thumbnail image associated with the document

As defined in the IEDMSProvider interface, the provider must implement the following methods:

- AddDocument: Adds a new document to a specified container in the EDMS. This is an overloaded call, allowing you to pass in either the URI of the document or the file content itself. You can also include the document's metadata.

```
Document AddDocument(Container container, byte[] filebytes,
string title, SortedDictionary<string, string> metadata);

Document AddDocument( Container container, string
fileSystemName, string title, SortedDictionary<string, string>
metadata );
```

- CreateContainer: Creates a new container in the EDMS. You can also include the container's metadata.

```
Container CreateContainer(string displayName,
SortedDictionary<string, string> metadata);
```

- ListDocumentsInContainer: Lists the documents in a specified container.

```
List<Document> ListDocumentsInContainer(Container container);
```

- SearchForContainer: Searches for a container in the EDMS based on a display name or a set of metadata.

```
List<Container> SearchForContainer(string displayName);

List<Container> SearchForContainer(SortedDictionary<string,
string> metadata);
```

- SearchForDocuments: Searches for a document in the EDMS based on a set of metadata.

```
List<Document> SearchForDocuments(SortedDictionary<string,
string> metadata);
```

- UpdateDocument: Updates an existing document in the EDMS. As with the AddDocument method, you can pass in either the URI of the updated document or the file content.

```
Document UpdateDocument(Document original, byte[] filebytes);

Document UpdateDocument(Document original, string
fileSystemName);
```

Appendix: Sample Formulas

Search Formula

The search formula forms the metadata to be used when searching for documents in the EDMS. The search formula can use the same metadata as an add formula, so see the add formula below for an example.

Add Formula

The add formula forms the metadata to associate to a document when it's added. The sample below provides metadata for vehicles.

```
' If we come from Assets it will be a AssetAttachmentCollection
if TypeOf(oBusinessObject) is
Hansen.AssetManagement.IAssetAttachmentCollection then


'MetaData.Add("Hansen.AssetManagement.IAssetAttachmentCollection"
, oBusinessObject.PrimaryKey)

    ' The parent should be an Asset, but we can check anyway
    if TypeOf(oBusinessObject.Parent) is
Hansen.AssetManagement.IAsset then

      'MetaData.Add("Hansen.AssetManagement.IAsset", "Yes")

      ' Create particular type of Asset
      Select oBusinessObject.Parent.AssetType.AssetType
        Case Hansen.AssetManagement.AssetTypeCode.VEHCompType

        Dim oVehicle as Hansen.AssetManagement.Fleet.IVehicle
        oVehicle =
ServerApplication.NewComponent("Hansen.AssetManagement.Fleet.Vehi
cle", oBusinessObject.UserInfo)
        oVehicle.AssetKey = oBusinessObject.PrimaryKey
        oVehicle.LoadByKey()

        MetaData.Add("Moniker",
"Hansen.AssetManagement.Fleet.Vehicle")
        MetaData.Add("PrimaryKey", oBusinessObject.PrimaryKey)
        MetaData.Add("ID", oVehicle.ID)
        MetaData.Add("Manufacturer", oVehicle.Manufacturer.Code)

      End Select
```

```
'       if oBusinessObject.Parent.AssetType.AssetType =
Hansen.AssetManagement.AssetTypeCode.VEHCompType then

           'MetaData.Add("Vehicle", "Yes")

        'End If

    End if

End if
```

Container Search Formula on Add

This formula forms the metadata used to search for a container to add a document to. Below is a simple formula that will put all documents in the Temp directory.

```
CType(MetaData,System.Collections.Generic.SortedDictionary(of
string,string)).Add("ContainerName","Temp")
```

April 26, 2012

Recording, Vital Records and Cashiering System
Request for Proposals
Addendum #3 Adjusted Schedule

C. *Schedule*

The following schedule is subject to change. Except as provided below, changes will only be made by written amendment to this Request for Proposals, which amendment shall be issued to all parties by the Department issuing this proposal.

Date	Event
February 6, 2012	Release Request for Proposals
February 17, 2012	Pre-Bid Conference & Walk Through
February 24, 2012	Deadline for Proposer's Questions
March 28, 2012	County's Responses to Questions
April 12, 2012	Proposals Due
May 2, 2012	Proposals Evaluated by County
May 21-22, 2012	Vendor Demonstrations/Interviews Conducted (responsive proposers invited)
May 31, 2012	Notice of Intent to Award (*subject to delay without notice to proposers*)
July 31, 2012	Board of Supervisors Awards Contract (*subject to delay without notice to proposers*)

AGREEMENT FOR LICENSED SOFTWARE AND SERVICES
Contract ID# 2013-0163

This agreement ("Agreement") is made this 13th day of August, 2013 ("Effective Date") by and between Tyler Technologies, Inc., a Delaware corporation with offices at 5519 53rd Street, Lubbock, Texas 79414 ("Tyler") and Sonoma County, with offices at 585 Fiscal Drive, Rm. 103, Santa Rosa, CA 95403 ("Client").

WHEREAS Client selected Tyler to furnish, deliver, install and implement the products set forth in the investment summary attached hereto as Attachment A ("Investment Summary");

NOW THEREFORE, in consideration of the foregoing and of the mutual covenants and promises set forth herein, Tyler and Client agree that Tyler shall provide products and services, and Client shall pay prices, as set forth in this Agreement.

SECTION A – SOFTWARE LICENSE AGREEMENT

1. Licensed Grant.
a) Upon the Effective Date, Tyler hereby grants to Client a non-exclusive, non-transferable, royalty-free, revocable license to use the Tyler software products set forth in the investment summary attached hereto as Attachment A ("Investment Summary") and related interfaces (collectively, the "Tyler Software Products") and documentation provided in or with the Tyler Software Products ("Documentation") for Client's internal business purposes only and otherwise subject to the terms and conditions of this Agreement. This license is revocable by Tyler if Client fails to comply with the terms and conditions of this Agreement, including without limitation, Client's failure to timely pay the Software fees in full. Upon Client's payment in full for the Tyler Software Products, this license will become irrevocable, subject to the restrictions on use and other terms set forth in this Agreement.
b) Tyler shall retain ownership of, including all intellectual property rights in and to, the Tyler Software Products and Documentation.
c) The Tyler Software Products are not licensed to perform functions or processing for subdivisions or entities that were not disclosed to Tyler prior to the Effective Date.
d) The right to transfer the Tyler Software Products to a replacement hardware system is included in this Agreement. Client shall pay Tyler for the cost of new media or any required technical assistance to accommodate the transfer. Client shall provide advance written notice to Tyler of any such transfer.
e) Client acknowledges and agrees that the Tyler Software Products and Documentation are proprietary to Tyler and have been developed as trade secrets at Tyler's expense. Client shall use best efforts to keep the Tyler Software Products and Documentation confidential and to prevent any misuse, unauthorized use or unauthorized disclosure of the Tyler Software Products or Documentation by any party.
f) The Tyler Software Products may not be modified by anyone other than Tyler. If Client modifies the Tyler Software Products without Tyler's prior written consent, Tyler's obligations to provide maintenance services on, and the warranty for, the Tyler Software Products will be void. Client shall not perform decompilation, disassembly, translation or other reverse engineering on the Tyler Software Products.
g) Client may make copies of the Tyler Software Products for archive purposes only. Client shall repeat any and all proprietary notices on any copy of the Tyler Software Products. Client may make copies of the Documentation for internal use only.
h) Tyler maintains an escrow agreement with an escrow services company under which Tyler places the source code of each major release of the Tyler Software Products. At Client's request, Tyler will add Client as a beneficiary to such escrow agreement. Client will pay the annual beneficiary fee and is solely responsible for maintaining its status as a beneficiary.

2. Limited Warranty. For the purposes of this Agreement, a "Defect" is defined as a failure of the Tyler Software Products to substantially conform to the then-current specifications and the functional descriptions of the Tyler Software Products in Tyler's written proposal to Client. In the event of conflict between the afore-mentioned

documents, the then-current specifications will control. A Tyler Software Product is "Defective" if it contains a Defect. For as long as a current Maintenance Agreement is in place, Tyler warrants that the Tyler Software Products will not contain Defects. If the Tyler Software Products do not perform as warranted, Tyler will use reasonable efforts, consistent with industry standards, to cure the Defect in accordance with Tyler's then-current support call process. Should Tyler Software Products develop any Defect within the first 2 years of installation that cannot be cured, Tyler shall refund to Client all License fees paid for the defective software upon termination of license and discontinued use of Tyler Software Products and thereafter as depreciated on a straight-line basis over 7 years. Nothing herein shall limit or prevent Client's ability to dispute any other fees charged by Tyler related to such defective software through the date of termination hereunder.

3. Intellectual Property Infringement Indemnification.
a) Tyler's Obligations. Tyler shall defend and indemnify Client against any claim by an unaffiliated third party of this Agreement that a Tyler Software Product, if used within the scope of this Agreement, directly infringes that party's registered United States patent, copyright or trademark issued and existing as of the Effective Date or as of the distribution date of a release to the Tyler Software Product, and will pay the amount of any resulting adverse final judgment issued by a court of competent jurisdiction or of any settlement made by Tyler in writing.
b) Client's Obligations. Tyler obligations in this section are contingent on the Client performing all of the following in connection with any claim as described herein:
   i. Promptly notifies Tyler in writing of any such claim;
   ii. Gives Tyler reasonable cooperation, information, and assistance in connection with the claim; and
   iii. Consents to Tyler's sole control and authority with respect to the defense, settlement or compromise of the claim.
c) Exceptions to Tyler's Obligations. Tyler will have no liability hereunder if the claim of infringement or an adverse final judgment rendered by a court of competent jurisdiction results from:
   i. Client's use of a previous version of a Tyler Software Product no longer supported by Tyler, and the claim would have been avoided had Client used the current version of the Tyler Software Product and such current version was or would have been available to Client had Client continued to receive Maintenance services;
   ii. Client's combining the Tyler Software Product with devices or products not provided by Tyler;
   iii. Use of a Tyler Software Product in applications, business environments or processes for which the Tyler Software Product was not designed or contemplated, and where use of the Tyler Software Product outside such application, environment or business process would not have given rise to the claim;
   iv. Corrections, modifications, alterations or enhancements that Client made to the Tyler Software Product and such correction, modification, alteration or enhancement is determined by a court of competent jurisdiction to be a contributing cause of the infringement; or,
   vi. Client's willful infringement, including Client's continued use of the infringing Tyler Software Product after Client becomes aware that such infringing Tyler Software Product is or is likely to become the subject of a claim hereunder.
d) Remedy.
   i. In the event a Tyler Software Product is, by a court of competent jurisdiction, finally determined to be infringing and its use by Client is enjoined, Tyler will, at its election:
      (a) Procure for Client the right to continue using the infringing Tyler Software Products; or
      (b) Modify or replace the infringing Tyler Software Products so that it becomes non-infringing.
   ii. The foregoing states Tyler's entire liability and Client's sole and exclusive remedy with respect to the subject matter hereof, provided that any such modification or replacement substantially meets the specifications of the then-current Software version or client has agreed that the replacement or modified product suits clients' needs.
   iii. In the event Tyler is unable to satisfy the above requirements, Client may terminate this Agreement, and Tyler agrees to refund the amount defined under Section 2.

SECTION B – PROFESSIONAL SERVICES AGREEMENT

1. Expenses. Expenses shall be billed in accordance with the then-current Tyler Business Travel Policy, based on

Tyler's usual and customary practices, plus a 10% travel agent processing fee. The current Tyler Business Travel Policy is attached hereto as Attachment B. Copies of receipts shall be provided on an exception basis at no charge, provided, however, that Tyler invoices for travel expenses shall contain sufficient detail to allow Client to determine the appropriateness of such expenses. Receipts for mileage and miscellaneous items less than twenty-five dollars ($25) are not available.

2. <u>Cancellation of Services</u>. In the event Client cancels services less than two (2) weeks in advance, Client is liable to Tyler for all non-refundable expenses incurred by Tyler on Client's behalf and (ii) the hourly fees associated with the canceled services if Tyler is unable to re-assign its personnel only to the extent that such personnel cannot perform services for other Tyler clients, provided, however, that Tyler will use best reasonable efforts to re-assign such personnel and otherwise mitigate any loss hereunder.

3. <u>Additional Services</u>.
a) The Investment Summary, Attachment A, contains a good faith estimate of service fees and travel expenses. Training and/or consulting services utilized in excess of those set forth in the Investment Summary and additional related services not set forth in the Investment Summary will be billed at Tyler's then-current rates, plus travel expenses incurred in accordance with Section B(1).
b) Programming and/or interface quotes are estimates based on Tyler's understanding of the specifications supplied by Client. In the event Client requires additional work performed above the specifications provided, Tyler will submit to Client an amendment containing an estimate of the charges for the additional work. Client will have thirty (30) calendar days from the date the estimate is provided to approve the amendment.

SECTION C – MAINTENANCE AGREEMENT

1. <u>Maintenance Services</u>.
a) This Maintenance Agreement is effective on the earlier of (i) ninety (90) days after successful use of a Tyler Software Product in live production, or (ii) one hundred eighty (180) days from the date Tyler made the Tyler Software Products available to Client for downloading; and will remain in force for an initial one (1) year term, which will renew automatically for additional one (1) year terms unless terminated in writing by either party at least fifteen (15) days prior to the end of the then-current term. Fees for subsequent years are subject to change, provided, however, that fees for Maintenance Services shall not be increased by more than 5% of the previous year's base rate for years 2 through five.
b) <u>Maintenance Services Terms, Conditions, Limitations and Exclusions</u>.
   i) For as long as a current Maintenance Agreement is in place, Tyler shall, in a professional, good and workmanlike manner, perform its obligations in accordance with Tyler's then current support call process in order to conform the Tyler Software Products to the applicable warranty under this Agreement. If Client modifies the Tyler Software Products without Tyler's prior written consent, Tyler's obligations to provide maintenance services on and warrant the Tyler Software Products shall be void. Tyler reserves the right to suspend maintenance services if Client fails to pay undisputed maintenance fees within sixty (60) calendar days of the due date. Tyler will reinstate maintenance services upon Client's payment of the overdue maintenance fees.
   ii) For as long as a current Maintenance Agreement is in place Tyler shall provide Client with all releases Tyler makes to the Tyler Software Products that Tyler makes generally available without additional charge to customers possessing a current Tyler annual Maintenance Agreement. Third Party Products; and installation, consulting and training services related to the new releases will be provided to Client at Tyler's then-current rates. Client acknowledges and agrees that a new release of the Tyler Software Products is for implementation in the Tyler Software Products as they exist without Client customization or modification. Tyler shall support prior releases of the Tyler Software Products in accordance with Tyler's then-current release life cycle policy.
   iii) Maintenance fees do not include installation or implementation of the Tyler Software Products, onsite support (unless Tyler cannot remotely correct a defect in a Tyler Software Product), application design, other consulting services, support of an operating system or hardware, and support outside Tyler's normal business hours.

c) <u>Client Responsibilities</u>.

    i) Client shall provide, at no charge to Tyler, full and free access to the Tyler Software Products; working space; adequate facilities within a reasonable distance from the equipment; and use of machines, attachments, features, or other equipment necessary to provide maintenance services set forth herein.

    ii) Tyler currently utilizes "Go To Assist" as a secure commercial PC to PC remote connectivity tool to provide remote maintenance services. Client shall maintain for the duration of the Agreement a high-speed Internet connection capable of connecting to Client's PC's and server. As a secondary connectivity tool to the Tyler Servers, Tyler will install a third party secure unattended remote connectivity program which is currently Bomgar. Client will need to provide Tyler a login account with local administrative privileges to the Tyler Servers. Tyler requires that Client also maintain an alternate remote connectivity method (including VPN, if necessary) for backup connectivity purposes. Tyler, at its option, will use the connections to assist with problem diagnosis and resolution.

SECTION D – THIRD PARTY PRODUCT AGREEMENT

1. <u>Agreement to License or Sell Third Party Products</u>.

a) For the price set forth in the Investment Summary, Tyler agrees to license or sell and deliver to Client, and Client agrees to accept from Tyler the hardware ("Hardware") and third party software ("Third Party Software") set forth in the Investment Summary (collectively, the "Third Party Products").

b) <u>Third Party Product Warranties</u>. Client acknowledges and agrees that Tyler is not the manufacturer of the Third Party Products. As such, Tyler does not warrant or guarantee the Third Party Products. Tyler hereby grants and passes through to Client any warranty adjustments that Tyler may receive from the developer, manufacturer or supplier of the Third Party Products ("Developer").

c) <u>Third Party Software Maintenance</u>.

    i) In the event Client elects not to purchase through Tyler maintenance services on the Third Party Software, it shall be the responsibility of Client to repair and maintain the Third Party Software and purchase enhancements as necessary after installation.

    ii) In the event Client elects to purchase through Tyler maintenance services on the Third Party Software, Tyler will facilitate resolution of a defect in Third Party Software with the Developer.

    iii) In the event the Developer charges a fee for future Third Party Software release(s), Client shall be required to pay such fee.

d) For purposes of this Agreement, Tyler shall support and maintain any third party software products which are embedded into the Tyler Software Products for which Client is not required to execute a separate license agreement with the applicable developer. In the event of defects therein which Tyler is unable to resolve, Tyler shall coordinate defect resolution with the manufacturer or developer on behalf of Client.

SECTION E – GENERAL TERMS AND CONDITIONS

1. <u>Taxes</u>. The fees set forth in the Investment Summary do not include any taxes, including, without limitation, sales, use or excise tax. All applicable taxes shall be paid by Tyler to the proper authorities and shall be reimbursed by Client to Tyler. In the event Client possesses a valid direct-pay permit, Client will forward such permit to Tyler on the Effective Date, in accordance with Section E(21). In such event, Client will be responsible for remitting all applicable taxes to the proper authorities. If tax-exempt, Client will provide Tyler with Client's tax-exempt certificate.

2. <u>Force Majeure; Client Assistance</u>. "Force Majeure" is defined as an event beyond the reasonable control of a party, including governmental action, war, riot or civil commotion, fire, natural disaster, labor disputes, restraints affecting shipping or credit, delay of carriers, inadequate supply of suitable materials or any other cause which could not with reasonable diligence be foreseen, controlled or prevented by the party. Neither party shall be liable for delays in performing its obligations under this Agreement to the extent that the delay is caused by Force Majeure.

Force Majeure will not be allowed unless:

a) Within ten (10) business days of the occurrence of Force Majeure, the party whose performance is delayed

4

thereby provides the other party or parties with written notice explaining the cause and extent thereof, as well as a request for a time extension equal to the estimated duration of the Force Majeure events.

b) Within ten (10) business days after the cessation of the Force Majeure event, the party whose performance was delayed provides the other party written notice of the time at which Force Majeure ceased and a complete explanation of all pertinent events pertaining to the entire Force Majeure situation.

Either party will have the right to terminate this Agreement if Force Majeure suspends performance of scheduled tasks by one or more parties for a period of one hundred-twenty (120) or more days from the scheduled date of the task. This paragraph will not relieve Client of its responsibility to pay for services and goods provided to Client and expenses incurred on behalf of Client prior to the effective date of termination.

In addition, Client acknowledges that the implementation of the Tyler Software Products is a cooperative process requiring the time and resources of Client personnel. Client shall, and shall cause Client personnel to, use all reasonable efforts to cooperate with and assist Tyler as may be reasonably required to meet the project deadlines and other milestones agreed to by the parties for implementation. Tyler shall not be liable for failure to meet such deadlines and milestones when such failure is due to Force Majeure (as defined above) or to the failure by Client personnel to provide such cooperation and assistance (either through action or omission).

3. Indemnification.

a) Tyler shall indemnify and hold harmless Client and its agents, officials and employees from and against any and all direct claims, losses, liabilities, damages, costs and expenses (including reasonable attorney's fees and costs) for personal injury or property damage arising from Tyler's negligence or willful misconduct. This indemnification obligation is not limited in any way by any limitation on the amount of damages or compensation payable to or for Tyler or its agents under workers' compensation acts, disability benefits acts, or other employee benefit acts.

4. Limitation of Liability. In no event shall Tyler be liable for special, indirect, incidental, consequential, or exemplary damages, including, without limitation, any damages resulting from loss of use, loss of data, interruption of business activities, or failure to realize savings arising out of or in connection with the use of the Tyler Software Products, Services, or Third Party Products. Tyler's liability for damages and expenses arising from the Tyler Software Products or Services, except claims applicable to Section E(3) above, whether based on a theory of contract or tort, including negligence and strict liability, shall be limited to the Fees set forth in the Investment Summary related to the defective product or service. Tyler's liability for damages and expenses arising from the Third Party Products, whether based on a theory of contract or tort, including negligence and strict liability, shall be limited to the license fee/purchase price of the Third Party Products. Such fees reflect and are set in reliance upon this limitation of liability.

5. Disclaimer. THE RIGHTS, REMEDIES, AND WARRANTIES SET FORTH IN THIS AGREEMENT ARE EXCLUSIVE AND IN LIEU OF ALL OTHER RIGHTS, REMEDIES, AND WARRANTIES EXPRESSED, IMPLIED, OR STATUTORY, INCLUDING, WITHOUT LIMITATION, THE WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, AND SYSTEM INTEGRATION, WHICH ARE HEREBY DISCLAIMED BY TYLER.

6. Insurance. With respect to performance of work under this Agreement, Tyler shall maintain and shall require all of its subcontractors, consultants, and other agents to maintain insurance as described in Attachment C, which is attached hereto and incorporated herein by this reference.

7. Dispute Resolution. The parties agree to notify each other within fifteen (15) business days of becoming aware of a dispute under this Agreement ("Dispute Notice Date").

The parties further agree that, before resorting to any formal dispute resolution process, they will first engage in good faith negotiations in an effort to find a solution that serves their respective and mutual interests. Party principals agree to participate directly in these negotiations. Unless otherwise agreed in writing, the parties shall have fifteen (15) business days from the Dispute Notice Date to begin these negotiations, and thirty (30) days from the Dispute Notice Date to complete these negotiations. All such negotiations will be deemed confidential

settlement discussions not subject to disclosure under Federal Rule of Civil Procedure 408 and/or any similar applicable state rule.

In the event the parties fail to resolve the dispute as set forth above, the dispute will be referred to non-binding mediation. Thereafter, either party may assert its other rights and remedies under this Agreement within a court of competent jurisdiction.

Nothing in this Article will prevent a party from applying to a federal or state court of competent jurisdiction to obtain injunctive relief pending resolution of the dispute through the dispute resolution procedures set forth herein.

8. No Intended Third Party Beneficiaries. This Agreement is entered into solely for the benefit of Tyler and Client. No third party will be deemed a beneficiary of this Agreement, and no third party will have the right to make any claim or assert any right under this Agreement.

9. Governing Law. This Agreement will be governed by and construed in accordance with the laws of Client's state of domicile.

10. Severability. If any term or provision of this Agreement or the application thereof, to any extent, be held invalid or unenforceable, the remainder of this Agreement or the application of such term or provision to persons or circumstances other than those as to which it is held invalid or unenforceable will not be affected thereby, and each term and provision of this Agreement will be valid and enforced to the fullest extent permitted by law.

11. No Waiver. In the event that the terms and conditions of this Agreement are not strictly enforced by Tyler or Client, such non-enforcement shall not act as or be deemed to act as a waiver or modification of this Agreement, nor shall such non-enforcement prevent Tyler or Client from enforcing each and every term of this Agreement thereafter.

12. Amendment. This Agreement may only be modified by written amendment signed by authorized representatives of both parties.

13. Termination.
a) Termination for Cause. Client may terminate this Agreement for cause in the event Tyler does not cure a material breach of this Agreement within thirty (30) days of receiving notice of such breach from Client. Upon such termination, Client shall pay Tyler for all services and expenses not in dispute and non-Defective Tyler Software Products which were delivered or incurred prior to the date Tyler received Client's notice of termination. Payment for services and expenses in dispute, including, but limited to disputes arising under Section A(2), will be determined in accordance with the dispute resolution process.
b) Termination for Non-appropriation. If Client should not appropriate or otherwise make available funds sufficient to purchase, lease, operate or maintain the products set forth in this Agreement, or other means of performing the same functions of such products, Client may unilaterally terminate this Agreement only upon thirty (30) days written notice to Tyler. Upon termination, Client shall remit payment for all products and services delivered to Client and all expenses incurred by Tyler prior to Tyler's receipt of the termination notice. Client will not be entitled to a refund or offset of previously paid license and other fees.

14. No Assignment. Neither party may assign its rights and responsibilities under this Agreement without the other party's prior written permission, not to be unreasonably withheld, except that Tyler may, without prior consent of the Client, assign the contract in its entirety to the surviving entity of any merger or consolidation or to any purchaser of substantially all of Tyler's assets. Tyler shall notify Client at least 30 days after any such merger, consolidation, or purchase of assets, and Client shall have the right to terminate this Agreement for convenience at its election, provided, however that Client shall not be entitled to any refund of fees previously paid hereunder.

15. Successors and Assigns. This Agreement shall inure to the benefit of and be binding on the parties hereto and their permitted successors and assigns.

16. <u>Confidentiality</u>. Both parties recognize that their respective employees and agents, in the course of performance of this Agreement, may be exposed to confidential information and that disclosure of such information could violate rights to private individuals and entities. Each party agrees that it shall not disclose any confidential information of the other party and further agrees to take appropriate action to prevent such disclosure by its employees or agents. The confidentiality covenants contained herein will survive the termination or cancellation of this Agreement for a period of two (2) years. This obligation of confidentiality will not apply to information that:

a) At the time of the disclosure is in the public domain;

b) After disclosure, becomes part of the public domain by publication or otherwise, except by breach of this Agreement by a party;

c) A party can establish by reasonable proof was in that party's possession at the time of disclosure;

d) A party receives from a third party who has a right to disclose it to that party; or

e) Is subject to Freedom of Information Act or California Public Records Act requests, only to the extent disclosure is based on the good faith written opinion of the receiving party's legal counsel that disclosure is required by law: provided, however, that that receiving party shall give prompt notice of the service of process or other documentation that underlies such requirement and use its best efforts to assist the disclosing party if the disclosing party wishes to obtain a protective order or otherwise protect the confidentiality of such confidential information. The disclosing party reserves the right to obtain protective order or otherwise protect the confidentiality of its confidential information.

17. <u>Shipping</u>. Delivery shall be F.O.B. shipping point.

18. <u>Project Schedule</u>. A Sample Project Plan, Attachment D, provides an example schedule demonstrating the major milestones and deliverables for the Sonoma County Eagle Recorder Installation.

19. <u>Payment Terms</u>.

a) Tyler shall invoice Client $72,375.00 upon the Effective Date. Such amount equals 25% of the license fees for the Tyler Software Products.

b) Tyler shall invoice Client $144,750.00 when Tyler has made the Tyler Software Products available to Client for downloading. Such amount equals 50% of the license fees for the Tyler Software Products.

c) Tyler shall invoice Client $43,425.00 upon the earlier of (i) the first use of a Tyler Software Product in live production, or (ii) one hundred eighty (180) days from the date Tyler made the Tyler Software Products available to Client for download. Such amount equals 15% of the license fees for the Tyler Software Products.

d) Tyler shall invoice Client $28,950.00 upon the expiration of the thirty (30) day period commencing upon use of the Tyler Software Products in live production. Such amount equals 10% of the license fees for the Tyler Software Products.

e) Tyler shall invoice Client fees for services, plus expenses, if and as provided/incurred.

f) Tyler shall invoice a 50% deposit for modifications upon delivery of specifications and 50% upon delivery of modification. Tyler will perform a modification upon receipt of written notice to proceed from Client. Client will have thirty (30) days from delivery of a modification to test such modification. In the event Client does not report an issue with such modification to Tyler within such thirty (30) day period, the modification will be deemed in compliance with the specifications.

g) Prices do not include travel expenses incurred in accordance with Tyler's then-current Business Travel Policy.

h) Payment is due within thirty (30) days of the invoice date.

i) Maintenance fees are waived through the earlier of (i) ninety (90) days after use of the Tyler Software Products in live production, or (ii) one hundred eighty (180) days from the date Tyler made the Tyler Software Products available to Client for downloading. Subsequent annual Maintenance fees will be due on the anniversary of such date.

20. <u>Electronic Payment</u>. Tyler prefers to receive payments electronically. Tyler's electronic payment information is as follows:

Bank:	Wells Fargo Bank, N.A.
	420 Montgomery
	San Francisco, CA 94104
ABA:	121000248
Account:	4124302472
Beneficiary:	Tyler Technologies Inc. – Operating

21. Entire Agreement. This Agreement represents the entire agreement of Client and Tyler with respect to the subject matter hereof, and supersedes any prior agreements, understandings, and representations, whether written, oral, expressed, implied, or statutory. Client hereby acknowledges that in entering into this Agreement it did not rely on any information not explicitly set forth in this Agreement.

22. Multiple Originals and Signatures. This Agreement may be executed in multiple originals, any of which shall be independently treated as an original document. Any electronic, faxed, scanned, photocopied or similarly reproduced signature on this Agreement or any amendment hereto shall be deemed an original signature and shall be fully enforceable as if an original signature.

23. Notices.
a) All notices or communications required or permitted as a part of this Agreement will be in writing (unless another verifiable medium is expressly authorized) and will be deemed delivered when:
 i) Actually received,
 ii) Upon receipt by sender of a certified mail, return receipt signed by an employee or agent of the party,
 iii) Upon receipt by sender of proof of email delivery, or
 iv) If not actually received, ten (10) days after deposit with the United States Postal Service authorized mail center with proper postage (certified mail, return receipt requested) affixed and addressed to the respective other party at the address set forth in this Agreement or such other address as the party may have designated by notice or Agreement amendment to the other party.
b) Consequences to be borne due to failure to receive a notice due to improper notification by the intended receiving party of a new address will be borne by the intended receiving party. The addresses of the parties to this Agreement are as follows:

Sonoma County Clerk/Recorder/Assessor	Tyler Technologies, Inc.
585 Fiscal Dr. Rm. 103	5519 53rd Street
Santa Rosa, CA 95403	Lubbock, Texas 79414
Celia Peterson – Accounting Manager	Albert Mendoza – Contract Specialist
celia.peterson@sonoma-county.org	albert.mendoza@tylertech.com

24. Independent Contractor. This is not an agreement of partnership or employment of Tyler or any of Tyler's employees by Client. Tyler is an independent contractor for all purposes under this Agreement.

25. Tyler Products and Services. Client may purchase additional Tyler products and services at then-current list price, pursuant to the terms of this Agreement, by executing a mutually agreed addendum.

IN WITNESS WHEREOF, persons having been duly authorized and empowered enter into this Agreement.

County of Sonoma   Tyler Technologies, Inc.

By: _William F Rousseau_   By: _S Brett Cate_
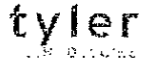
Name: _William F. Rousseau_   Name: _S. Brett Cate_

Title: _Clerk Recorder Assessor_   Title: _President, LAD_

Date: _8/13/13_   Date: _7/31/13_

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Customer Name:	Sonoma County, CA
Contact:	Celia M. Peterson
Date:	July 24, 2013
Salesman:	M. Babak

Investment Summary

Prepared for:	Sonoma County, CA		Contract ID # :	2013-0000
Contact Person:	Celia M. Peterson		Issue Date:	7/24/13
Address:	585 Fiscal Drive, Suite #103			
	Santa Rosa, CA 95403		Salesman:	M. Babak
Phone:	707-565-3245			
Fax:				
Email:	celia.peterson@sonoma-county.org		Tax Exempt:	Yes / No

Product Service & Equipment		As Verified	As Progress Occurs	Totals	Maintenance
Total Applications Software					
License Fees		289,600.00		339,500.00	71,400.00
Less Preferred Customer Discount				(\$50,000.00)	
Total Professional Services			153,650.00	153,650.00	
Annual Support Connectivity					600.00
Annual Software Escrow					750.00
Annual OCR Engine Knowledge Refresh					7,500.00
Annual Disaster Recovery					21,925.00
Annual Digital Reel Upload					5,000.00
Annual Test and Training Database					9,925.00
Totals		289,500.00	153,650.00	443,150.00	117,100.00

Please Note: Travel expenses will be billed as incurred.

443,150.00 +
117,100.00 +
560,250.00 *

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Eagle Recorder / Eagle Clerk

License Fees - Software	QTY	Price Per Unit	License Fee	Annual Maint. Fees
Base License Fee	1	26,000	26,000	5,200
(per installation of the master application)				
Full Use Licenses				
Site License	1	140,000	140,000	28,000
Public View Licenses				
Site Licenses	1	20000	20,000	4,000
Forms Printing				
(per installation of the master application)	1	Included	Included	Included
14 Number of Forms Included. Additional costs for additional form setup. Duplex printing requires a duplex printer.				
Public Printing				
(per installation of the master application)	1	12,500	12,500	2,500
Totals for Eagle Software and Support			**198,500**	**39,700**

Totals for Eagle Software	**$198,500**

Services	
Analysis, Design & Site Prep	11,200
Conversion Services	
Data Upload	12,500
Image Upload	4,000
Software Staging	11,200
Testing & User Acceptance	16,800
Production System Transition	2,240
Project Management	17,360
Installation of Software and Hardware	5,040
Training Services	
On-site Training	19,600
WebEx Training	4,000
Go-Live Services	30,240

Service Totals for Eagle Recorder / Eagle Clerk Module:	**$134,180**
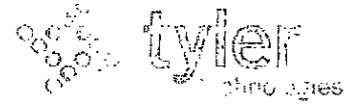
Total of all License and Services

Sub-Total for Eagle Software Modules:	$332,680

Credit (if any):	$50,000

Annual Software Support for Eagle Software Modules:	$39,700

Annual Support Connectivity

There are three options for support connectivity. You must select one option.
Tyler's preferred connectivity option is Option 1 and is selected by default until
you specifically request another option.

Option 1: CheckPoint Connectivity hardware and software. Annual support cost. Required for Web Hosting or Disaster Recovery.	$600

Annual Software Escrow Agreement

Annual Software Escrow Agreement with 3rd Party Source Code Agent. Fees for the
escrow agreement are payable by the County.

Annual Software Escrow Agreement:	$750

Additional

Software, Services & Support for Eagle Web	QTY	Price Per Unit	License Fee	Maint. Fees
Web Application				
Internet Access Module	1	25,000	25,000	5,000
eForms				
Internet and Intranet Application for submitting applications and forms such as but not limited to Marriage, FBN, Process Server over the Internet and Intranet. Only available via public view terminals if Eagle Web option is not chosen.	1	6,000	6,000	1,200
Web Services				
Remote Installation and Implementation Services are included at no charge. Assumes Eagle Web Installation and Implementation occurs in conjunction with Eagle Recorder / Eagle Clerk Training and Implementation. Additional charges will apply if on-site services are required.	1	2,800	2,800	(Services)
Total for Eagle Web Software, Services and Hardware:			$33,800	6,200
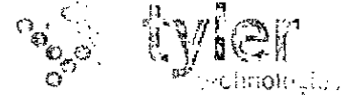
Software, Services & Support for Eagle OCR	QTY	Price Per Unit	License Fee	Annual Maint. Fees
OCR - Automated Indexing				
Automated Indexing Module	1	60,000	60,000	12,000
OCR - Automated Redaction				
Automated Redaction Module	1	15,000	15,000	3,000
OCR Services				
Installation and Implementation - Assumes Eagle OCR Training and Implementation occur in conjunction with Eagle Recorder / Eagle Clerk Training and Implementation. Please see additional information under the Explanation of Services and Description of Optional Modules portion of this quote.	1	5,470	5,470	(Services)
OCR Engine Knowledge Refresh				7,500
Total for Eagle OCR Module:			**$80,470**	**22,500**

Software, Services & Support for Eagle Quickdocs	QTY	Price Per Unit	License Fee	Annual Maint. Fees
Quickdocs				
Integrated Electronic Document Recording Capability Includes integration with the SECURE and CeRTNA Portals	1	35,000	35,000	10,500
Quickdocs Services				
Installation and Implementation - Assumes Quickdocs Training and Implementation occur in conjunction with EagleRecorder Training and Implementation.	1	11,200	11,200	(Services)
Total for Eagle Quickdocs Module:			**$46,200**	**10,500**

Disaster Recovery Services

Total Annual Cost

Daily duplication of data and images for the purpose of Disaster Recovery. Includes Emergency ASP Service. Actual cost of service is dependent upon the amount of images and data being copied and the level of Disaster Recovery Service chosen.

$21,925

Digital Reel Upload
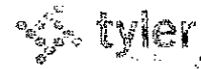
Total Annual Cost

Importing 255 Rolls of film consisting of 580,485 frames
Includes 2 uploads

$5,000

Test and Training Database

Includes setup and ongoing support for a test and training database. Test and training

Annual Support for Test and Training Database	$9,925

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SERVICES

DESCRIPTION OF SERVICES	Estimated Service Costs	Total Estimated Hours	Estimated Days On-Site
<u>Analysis, Design & Site Preparation</u>	11,200	80	6

Includes a Client Survey. Provides for a study of forms, workflow, hardware environment, reports, fees and other information. Provides for creation of client specific presentations, fees and forms.

<u>Conversion Services</u>			
<u>Data Upload</u>	9,000	n/a	n/a

This line item anticipates a complete data upload. Tyler will supply the County with the exact file layout format required for uploading the data. The County will supply all data in a fixed ASCII text file on CD or other media mutually agreed upon in the exact file layout format as specified. If supplied in this format, the minimal upload fee listed in the item will apply. If the data is supplied in any other format than the one required by Tyler, additional charges will apply. Tyler will provide record count information (records in, records out; etc.). County will be responsible for reviewing the inputted data and the converted data for accuracy and completeness.

<u>Image Upload</u>	7,500	n/a	n/a

This line item anticipates a complete image upload. Tyler will supply the County with the exact image file layout format required for uploading the images. The County will supply all images on CD or other media mutually agreed upon in the exact image layout format as specified. If supplied in this format, the minimal upload fee listed will apply. If the images are supplied in any other format than the one required by Tyler, additional charges will apply. Tyler will provide image count information (images in, images out; etc.). County will be responsible for reviewing the uploaded images for accuracy and completeness.

<u>Staging of Software</u>	11,200	80	0

Includes professional services for all staging of all the software components (search screens; labels; workflow; lookups, indexing macros; tables and lists; document codes; current reports; forms; fees and products). Include configuration of the production and test databases.

<u>Testing and User Acceptance</u>	16,800	120	0

Includes professional services for user testing and acceptance of all the software components (search screens; labels; workflow; lookups, indexing macros; tables and lists; document codes; current reports; forms; fees and products).

<u>Production System Transition</u>	2,240	16	0

Includes professional services to transition from implementation support to standard support.

<u>Project Management</u>	17,360	124	4

Includes estimated professional services for project management and general project development. Project management includes meetings with end user staff members for development of work requirements, resources required (Client and Tyler), project management and project tracking. Specify software modifications / enhancements and design if required. Develop Project Plan and Schedule. Develop Conversion Upload Plan and Schedule. Develop Staging, Installation, Training and Implementation Plan.

<u>Installation</u>	5,040	36	3

Includes estimated professional services for installation of the software and any hardware quoted herein. Includes configuration of database and application servers.

<u>Training Services</u>			
<u>Training and Implementation</u>	19,600	140	15

Includes estimated professional services for training and implementation required for a successful implementation of the project.

<u>WebEx - Remote Training Hours</u>	4,000	40	n/a

Includes estimated remote WebEx training hours for follow-up training.

<u>Go-Live Services</u>	30,240	216	27

Includes estimated professional services for Go-Live implementation and transition.

<u>Pricing Note</u>
Service hours are based on a typical installation for a county of this size. Service hours assume that the Client is able to meet their obligations regarding staff availability for all scheduled training, hardware delivery dates (if ordering their own hardware), etc. Service hours could be greater than those quoted in extraordinary circumstances. Any additional hours required will be scheduled with the consent of the Client's Project Manager.

<u>Travel and On-Site Services Expense Pricing Note</u>
Travel and on-site services expenses ARE NOT included in this quote. If on-site services are required, travel expenses would include meal Per Diem; airfare, hotel, car rental, mileage, parking expenses and other miscellaneous travel expenses. All airfare is booked a minimum of two weeks in advance. Should a schedule change necessitate rescheduling / rebooking a flight, the rebooking fee, plus any additional airfare charges, are billable.

Fixed Services Total	$134,180

Attachment B

Tyler Business Travel Policy

1. Air Travel

   A.   Reservations and Tickets

   The travel coordinator has been directed to provide travelers the lowest available airfare within two hours before or after the requested departure time (a.k.a. two-hour window). Employees are encouraged to make reservations far enough in advance to take full advantage of discount opportunities.

   B.   Baggage Fees

   Fees for checking up to two pieces of baggage will be fully reimbursed, provided they are directly related to Tyler business. Baggage fees for sports equipment are not reimbursable.

2. Ground Transportation

   A.   Private Automobile

   Business use of an employee's private automobile will be reimbursed at the current IRS rate plus out of pocket costs for tolls and parking. Mileage will be calculated by using the employee's office as the starting and ending point, in compliance with IRS regulations. Employees who have been designated a home office should calculate miles from their home.

   B.   Rental Car

   Employees are authorized to rent cars when cost, convenience and the specific situation require their use. The Company has selected specific providers as its primary rental car firms. Reservations must be made through the travel coordinator or online booking tool to ensure that we take full advantage of the contract. When renting a car for Company business, employees should decline the "collision damage waiver" and "personal accident insurance" on the rental agreement as the Company carries leased vehicle coverage for any employee leasing a vehicle for business purposes. Travelers should also decline the "fuel purchase option" and return the car with a full tank of gas. The Company will not reimburse for non-essential products and services such as GPS devices and Satellite Radio.

   C.   Public Transportation

   Taxi or airport limousine services should be considered when traveling in and around cities or to and from airports. The Company will reimburse the actual fare plus a reasonable tip (15-18%). In the case of a free hotel shuttle to the airport, a $1 tip per bag is reimbursable.

3. Lodging

   The Company has selected specific providers as its preferred hotel vendors. Reservations must be made through the travel coordinator or online booking tool to ensure that we take full advantage of the contracts. Hotel chains that are well established, reasonable in price and conveniently located in relation to the traveler's work assignment should be selected. Typical hotel cost per night

should not exceed $100 per night before taxes. If the customer has a discount rate with a local hotel, please notify the travel coordinator as soon as possible to ensure that all employees can take advantage of the rate.

4. Meals

Meals while on travel status are reimbursable per the rate published by the IRS at www.gsa.gov/perdiem

The split for the per diem meals is:

15% Breakfast
25% Lunch
60% Dinner

A.   Overnight Travel

Employees on overnight travel status are eligible to claim all three meals on their expense report except as follows:

Departure Day

| Depart before 12:00 noon | lunch and dinner |
| Depart after 12:00 noon | dinner |

Return Day

Return before 12:00 noon	breakfast
Return between 12:00 noon & 8:00 p.m.	breakfast and lunch
Return after 7:00* p.m.	breakfast, lunch and dinner

*7:00 is defined as direct travel time and does not include time taken to stop for dinner

B.   Same Day Travel

Employees traveling at least 2 hours to a site and returning in the same day are eligible to claim lunch on an expense report. Employees on same day travel status are eligible to claim dinner in the event they return home after 8:00* p.m.

*8:00 is defined as direct travel time and does not include time taken to stop for dinner

5.   Internet Access – Hotels and Airports

Employees who travel may need to access their e-mail at night. Many hotels provide free high speed internet access and Tyler employees are encouraged to use such hotels whenever possible. If your hotel charges for internet access it is reimbursable up to $15.00 per day. Charges for internet access at airports are not reimbursable.

Effective April 1, 2012

Attachment C

With respect to performance of work under this Agreement, Tyler shall maintain and shall require all of its subcontractors, consultants, and other agents to maintain insurance as described below unless such insurance has been expressly waived by the attachment of a *Waiver of Insurance Requirements*. Any requirement for insurance to be maintained after completion of the work shall survive this Agreement.

Failure to demand evidence of full compliance with the insurance requirements set forth in this Agreement or failure to identify any insurance deficiency shall not relieve Tyler from, nor be construed or deemed a waiver of, its obligation to maintain the required insurance at all times during the performance of this Agreement.

1. **Workers Compensation and Employers Liability Insurance**
   a. Workers Compensation insurance with statutory limits as required by the Labor Code of the State of California.
   b. Employers Liability with minimum limits of $1,000,000 per Accident; $1,000,000 Disease per employee; $1,000,000 Disease per policy.
   c. *Required Evidence of Insurance*: Certificate of Insurance.

2. **General Liability Insurance**
   a. Commercial General Liability Insurance on a standard occurrence form, no less broad than Insurance Services Office (ISO) form CG 00 01.
   b. Minimum Limits: $1,000,000 per Occurrence; $2,000,000 General Aggregate; $2,000,000 Products/Completed Operations Aggregate. The required limits may be provided by a combination of General Liability Insurance and Commercial Umbrella Liability Insurance. If Tyler maintains higher limits than the specified minimum limits, County requires and shall be entitled to coverage for the higher limits maintained by Consultant.
   c. Any deductible or self-insured retention shall be shown on the Certificate of Insurance. Consultant is responsible for any deductible or self-insured retention.
   d. Sonoma County Clerk/Recorder shall be additional insureds for liability arising out of operations by or on behalf of Tyler in the performance of this Agreement.
   e. The insurance provided to the additional insureds shall be primary to, and non-contributory with, any insurance or self-insurance program maintained by them.
   f. The policy definition of "insured contract" shall include assumptions of liability arising out of both ongoing operations and the products-completed operations hazard (broad form contractual liability coverage including the "f" definition of insured contract in ISO form CG 00 01, or equivalent).
   g. The policy shall cover inter-insured suits between the additional insureds and Consultant and include a "separation of insureds" or "severability" clause which treats each insured separately.
   h. *Required Evidence of Insurance:*
      i. Copy of the additional insured endorsement or policy language granting additional insured status; and
      ii. Certificate of Insurance.

3. **Automobile Liability Insurance**
   a. Minimum Limits: $1,000,000 combined single limit per accident.
   b. Insurance shall apply to all owned autos. If Tyler currently owns no autos, Tyler agrees to obtain such insurance should any autos be acquired during the term of this Agreement or any extensions of the term.
   c. Insurance shall apply to hired and non-owned autos.
   d. *Required Evidence of Insurance*: Certificate of Insurance.

4. **Professional Liability/Errors and Omissions Insurance**
   a. Minimum Limit: $1,000,000 per claim or per occurrence.
   b. Any deductible or self-insured retention shall be shown on the Certificate of Insurance.
   c. If the insurance is on a Claims-Made basis, the retroactive date shall be no later than the commencement of the work.
   d. Coverage applicable to the work performed under this Agreement shall be continued for two (2) years after completion of the work. Such continuation coverage may be provided by one of the following: (1) renewal of the existing policy; (2) an extended reporting period endorsement; or (3) replacement insurance with a retroactive date no later than the commencement of the work under this Agreement.
   e. *Required Evidence of Insurance*: Certificate of Insurance.

5. **Standards for Insurance Companies**
   Insurers, other than the California State Compensation Insurance Fund, shall have an A.M. Best's rating of at least A:VII.

6. **Documentation**
   a. The Certificate of Insurance must include the following reference: Sonoma County Eagle Recorder/Clerk System. All required Evidence of Insurance, except additional insured endorsement, shall be submitted prior to the execution of this Agreement. Tyler agrees to maintain current Evidence of Insurance on file with County for the entire term of this Agreement and any additional periods if specified in Sections 1 – 4 above.
   b. The name and address for Additional Insured endorsements and Certificates of Insurance is: Sonoma County Clerk/Recorder, 585 Fiscal Dr., Room 103, Santa Rosa, CA 95403.
   c. Required Evidence of Insurance shall be submitted for any renewal or replacement of a policy that already exists, at least 20 (20) days after expiration or other termination of the existing policy.
   d. Tyler shall provide immediate written notice if: (1) any of the required insurance policies is terminated; (2) the limits of any of the required policies are reduced; or (3) the deductible or self-insured retention is increased.

7. **Policy Obligations**
   Tyler's indemnity and other obligations shall not be limited by the foregoing insurance requirements.

8. **Material Breach**
   If Tyler fails to maintain insurance which is required pursuant to this Agreement, it

shall be deemed a material breach of this Agreement. County, at its sole option, may terminate this Agreement and obtain damages from Tyler resulting from said breach, subject to the Limitation of Liability.

Sample Sonoma County, CA
Eagle Recorder Installation
Sample Project Plan

ID	Task Name	Start	Finish
1	**Project Management**	**Mon 7/8/13**	**Fri 11/29/13**
2	Recurring Status Meetings	Tue 9/3/13	Fri 5/9/14
3	**Project Initiation**	**Mon 9/23/13**	**Mon 9/23/13**
4	Kickoff meeting	Mon 9/23/13	Mon 9/23/13
5	**Analysis & Design/Site Visit**	**Mon 9/23/13**	**Fri 10/4/13**
6	Onsite Visit	Mon 9/23/13	Wed 9/25/13
7	Analysis & Design	Thu 9/26/13	Fri 10/4/13
8	**Install of Software/Hardware**	**Tue 9/3/13**	**Fri 10/18/13**
9	Review HW Spec & Order	Tue 9/3/13	Fri 9/6/13
10	Stage Servers	Mon 10/14/13	Wed 10/16/13
11	Install Software	Thu 10/17/13	Fri 10/18/13
12	Stage & Install PC Hardware	Thu 10/17/13	Fri 10/18/13
13	**Conversion**	**Mon 9/30/13**	**Fri 1/10/14**
14	Provide Tyler Source Data	Mon 9/30/13	Fri 10/4/13
15	Data & Image Mapping	Mon 10/28/13	Fri 11/1/13
16	Run Conversions	Mon 11/4/13	Fri 12/13/13
17	Verify Conversion	Mon 12/30/13	Fri 1/10/14
18	**Staging Application**	**Mon 10/7/13**	**Fri 11/1/13**
19	System Set up	Mon 10/7/13	Fri 10/25/13
20	App & Configuration Review	Mon 10/28/13	Fri 11/1/13
21	**User Acceptance**	**Mon 1/20/14**	**Fri 1/31/14**
22	Functional Testing	Mon 1/20/14	Fri 1/31/14
23	**Training**	**Mon 2/10/14**	**Fri 3/7/14**
24	Training Preparation	Mon 2/10/14	Fri 2/14/14
25	Management Training	Mon 2/17/14	Fri 2/21/14
26	Staff Training	Mon 2/24/14	Fri 3/7/14
27	**Go Live Services**	**Fri 3/14/14**	**Fri 5/2/14**
28	Gap Conversion	Fri 3/14/14	Mon 3/17/14
29	Go Live Services Onsite	Mon 3/17/14	Fri 4/4/14
30	Follow-up Go Live Services	Mon 4/28/14	Fri 5/2/14

Project: Eagle Recorder

Task		Project Summary	Inactive Milestone	Manual Summary Rollup	Progress
Split		External Tasks	Inactive Summary	Manual Summary	Deadline
Milestone	◆	External Milestone	◇	Manual Task	Start-only	C
Summary		Inactive Task	Duration-only	Finish-only	]

THIS TIMELINE IS AN EXAMPLE ONLY
An actual working timeline would be established
upon contract signing and site visit.