

PANOLA COUNTY, TEXAS
110 SOUTH SYCAMORE, ROOM 201
CARTHAGE, TEXAS 75633

NOTICE OF AWARD AND CONTRACT

VIA U.S. MAIL/CERTIFIED RETURN RECEIPT REQUESTED

May 23, 2016

Louis Schiavone, Jr.
Vice President
Government Record Services, Inc.
8600 Harry Hines Boulevard, Suite 300
Dallas, Texas 75235-3015

RE: Request for Proposals dated March 16, 2016
Government Records Management Services
Term of Contract: Five (5) Years from Effective Date

Dear Sir or Madam:

Government Record Services, Inc. ("GRS") submitted a proposal to Panola County, Texas (the "County") in response to the above referenced Request for Proposal dated March 16, 2016 (the "RFP"). This letter is to inform you that the County accepts your proposal subject to the conditions set forth herein, and through this letter and award establishes this Contract to document our agreement.

A. Panola County accepts the equipment listing set forth in GRS's proposal at Table 3-1 subject to the following conditions:

1. The equipment listing in GRS's proposal differs in the number of certain items required by the RFP. The County accepts GRS's Table 3-1 with the following revisions to conform the quantities of the items in Table 3-1 to the requirements of the RFP. GRS shall provide:

Public Workstations – 3 (instead of 6 listed in Table 3-1)

Scanning Workstations – 3 (instead of 2 listed in Table 3-1)

Laser Scanners – 3 (instead of 2 listed in Table 3-1)

Laser Printer for Reports/Book Pages – 1 (instead of none listed in Table-1)

Laser Printer – 3 (instead of 2 listed in Table 3-1)

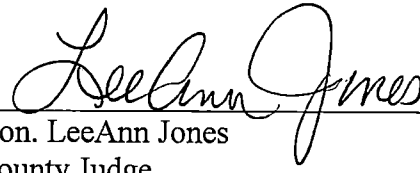
Software License for County-Owned Servers – 5 (instead of none listed in Table 3-1)

The remainder of items listed in Table 3-1 are accepted.

2. OCR Search Functionality. The County understands that GRS's implementation of OCR search functionality will be delayed until a database conversion has been completed. The County requires that GRS use its best efforts to implement OCR search functionality within a reasonable time, but no later than 90 days after the Effective Date (as defined herein). Until such OCR search functionality is implemented and operational, GRS shall not charge the County for such service, but shall continue to provide to the County the Internet Services for the County Clerk Real Property Records that GRS currently provides to the County under the current Agreement (as defined below), on the same payment terms for such Internet Services as under the current Agreement.
- B. As provided by Section VIII(H) of the RFP, all terms and conditions set forth in the RFP, as well as in the documents referenced below, are made a part of this contract. Only those assumptions and exceptions specifically noted in this award letter or attached to this award letter have been considered and granted by the County to GRS. Any other assumptions or exceptions are specifically denied. Any oral accommodations to grant any assumptions or exceptions are specifically disclaimed.
- C. In accordance with RFP Section VIII(H), this Contract between the County and GRS consists of:
- (1) this Notice of Award and Contract;
 - (2) The original RFP, as modified by Addenda No. 1 and attached hereto as Attachment A; and
 - (3) The proposal submitted by GRS in response to the RFP attached hereto as Attachment B, subject to the conditions set forth herein.
- D. This Contract becomes effective on the first day of the month following the date of execution by GRS (the "Effective Date"). Please sign this letter as provided below to acknowledge GRS's agreement to the terms of this Notice of Award and Contract. By executing this Contract you further agree that the Agreement for Information Technology Products and Services with an effective date of January 1, 2016 between GRS and Panola County (the "Agreement") is terminated as of the Effective Date of this Contract and that from and after termination of the Agreement, GRS shall provide government record management services to Panola County pursuant to the terms and conditions of this Contract.

If you have any questions, please contact me at 903-693-0392.

Sincerely,



Hon. LeeAnn Jones
County Judge
Panola County

Agreed:

GOVERNMENT RECORDS SERVICES, INC.

By: _____

Name: _____

Title: _____

Date: _____

Attachment A
RFP and Addenda

Attachment B

GRS Proposal

PANOLA COUNTY, TEXAS
PANOLA COUNTY COURTHOUSE, ROOM 216A
CARTHAGE, TEXAS 75633

March 16, 2016

REQUEST FOR PROPOSALS

Panola County, Texas (County) invites qualified firms to submit proposals for Government Records Management Services (Services). Proposals will be received until 9:00 a.m., April 25, 2016, by the County Judge, Panola County, Panola County Courthouse, Room 216A, Carthage, Texas 75633. The envelope containing your proposal response (**one (1) original and six (6) copies**) must be forwarded in a sealed envelope (FAX, E-Mail or other electronic proposal responses will not be accepted). To be properly processed, your proposal response must be plainly marked on the outside of the sealed envelope:

**Proposal for
Government Records Management Services**

The County reserves the right to reject any and/or all proposals, to reschedule, extend, or cancel this Request for Proposals (RFP) at any time, to award contracts for individual products or services as may appear advantageous, and to negotiate separately in any manner necessary to serve the best interest of the County.

PROPOSALS MUST BE RECEIVED IN THE OFFICE OF THE COUNTY JUDGE, PANOLA COUNTY COURTHOUSE, ROOM 216A, CARTHAGE, TEXAS 75633, ON OR BEFORE THE DEADLINE FOR RECEIPT OF PROPOSALS, WHICH IS 9:00 A.M. ON April 25, 2016. The Proposer is solely responsible for timely delivery to the stated location. Proposals delivered to County locations other than the address specified above will not be considered received by the County until they physically arrive at the Office of the County Judge (Room 216A). The County shall not be responsible for delays in delivery resulting from any need for the County to transport a proposal from another County location to the specified location, or error or delay on the part of any carrier used to do so, or of any carrier utilized by Proposer. Proposals received in the Office of the County Judge after the stated time and date will not be considered.

Proposals will be opened in the Commissioners Courtroom, Panola County Courthouse, Carthage, Texas during the meeting of the Commissioners Court that will commence at 9:00 a.m., on April 25, 2016. The names of the proposers will be read out loud, but the contents of the proposals will not be disclosed to competing offerors and will be kept secret during the process of negotiation. Proposals must be signed by the proposer.

No proposals may be withdrawn for a period of ninety (90) days subsequent to the deadline for receipt of proposals without the prior written consent of the Panola County Commissioners Court.

Hon. Lee Ann Jones
County Judge
Phone: 903-693-0392
Fax: 903-693-2726
Email: leeann.jones@co.panola.tx.us

I. PURPOSE

The County is seeking proposals from firms qualified and experienced in providing Government Records Management Services to provide complete services to the Office of the Panola County Clerk, and limited services to the Office of the District Clerk as further described herein (the "Services"). The Services shall include the following goods and services in accordance with the Specifications attached hereto as Exhibit A:

OFFICE OF COUNTY CLERK:

Microfilming, indexing, re-indexing, digitizing, Recording, Redaction Services, Recreation, High Speed Digital Conversion, Computer Hardware, Index Books Recreation, Full Service Indexing for Land Records and other records purchased for the office of the County Clerk. Proposals shall also include Importing/linking Previously Filed Images to the Computer and Internet Site, Imaging Retrieval-Internet Service Going Forward, Cashiering/Indexing-duplex Prints; Generic Indexing Package/Commissioner's Court Package, Marriage License, Court Minutes, Vital Statistics Software, Scanning Process-Image Retrieval for Microfilm Back-up, Microfilm Conversion to Digital Images, Permalife Paper-24 lb. Paper with Rounded Corners and Hole Punch to Desired Size of County's Volumes for the Office of the County Clerk.

OFFICE OF DISTRICT CLERK:

District Clerk Indexing; Offsite storage of existing microfilm for the Office of District Clerk and updating such existing microfilm records and related indices to reflect any court-ordered changes.

II. PROPOSAL FORMAT

Prefacing its Proposal, the Proposer shall provide an Executive Summary of two (2) pages or less, which gives in brief, concise terms, a summation of the Proposal. The Proposal itself shall be organized in the following format and informational sequence:

A. Section I of the Proposal shall include the following:

1. Indicate the name, physical address, telephone number, email address, and fax of the person in your firm authorized to negotiate contract terms and render binding decisions in contract matters.
2. State full name and address of your organization and identify parent company if you are a subsidiary. Include your main businesses, number of offices and locations. Specify the branch office or other subordinate element which will perform or assist in performing work herein. Indicate whether you operate as a partnership, corporation, limited liability company, or individual. Include the State in which incorporated or licensed to operate.

B. Section II of the Proposal shall contain an audited copy of your firm's most recent

financial statement. If this is unavailable, submit sufficient information indicating the financial status of your organization.

- C. Section III of the Proposal shall consist of a description of services and capabilities as outlined in the **Scope of Service** section of this Proposal and a detailed Implementation Plan. The Implementation Plan will be used by the County to monitor and assess the awarded Proposer's progress and to provide system documentation. The Implementation Plan shall include benchmark dates for at a minimum, the following:
1. Hardware configuration
 2. Software Installation
 3. Testing
 4. Validation
 5. County staff user training
 6. Commencement of system operation with performance of complete Services
- D. Section IV of the Proposal shall be the **Financial Proposal**. This section shall contain a straightforward, concise delineation of the Proposer's fees to satisfy the requirements of this RFP. The Financial Proposal shall state whether Proposer will submit invoices on a monthly or quarterly basis. It is the Proposer's responsibility to specify all costs (i.e., administrative fees, processing fees, etc.) associated with providing the products or services required. *The completion of the Cost Form (Exhibit B) provided in this RFP is mandatory for any proposal to be accepted.* If there is additional information that is to be considered please feel free to provide that information in addition to the Cost Form as necessary. The County will not compensate or be liable to the Contractor for any fees or costs not explicitly stated in the Proposal.

III. PROPOSAL INFORMATION

A. Schedule For Selection

Date	Event
March 16 and March 23, 2016	Notice of Request For Proposal published
April 8, 2016	Due date for questions
April 18, 2016	Response to proposer questions
April 25, 2016	Due date for proposals/Opening of proposals
April 26, 2016	Begin analysis of proposals
Approximately May 23, 2016	Recommendation to Panola County Commissioners Court

The County reserves the right to modify the schedule as circumstances may warrant.

B. Interpretation of RFP Wording

Interpretation of the wording of this Proposal shall be the responsibility of the Office of the County Judge. County staff will not give verbal answers to inquiries regarding the contents of the Proposal; all official responses will be in writing. Any verbal statement regarding or interpreting this Proposal shall be non-binding.

C. Written Inquiries

No inquiries shall be made by phone. Proposers may make written inquiries concerning this Proposal to obtain clarification of the requirements. Inquiries must be submitted no later than close of business on the date specified in Section III.A., "Schedule for Selection". Questions received by the County by this deadline, and corresponding answers, will be included in an Addendum.

Submit inquiries via E-mail to: leeann.jones@co.panola.tx.us; type "Government Records Management Services RFP" in the subject line of the email.

D. Rights of the County

The County reserves the right to require additional information from Proposers and to conduct necessary investigations or interviews to determine Proposer performance and to determine the accuracy of Proposal information. The County reserves the right to negotiate with Proposers as permitted by law for a Request for Proposals process.

E. RFP Information and Work Conditions

1. All Proposers are expected to carefully examine the Proposal documents. Any ambiguities or inconsistencies should be brought to the attention of the individual identified in Section III.C. of this Proposal. It is believed that all information necessary to complete a response is included in this Proposal. It is the responsibility of the Proposer to obtain clarification of any information that is not fully understood.
2. By the submission of a Proposal, the Proposer agrees to be responsible for: (1) having examined the Request for Proposal and all referenced citations of judicial decisions, statutory authority, and local policy; (2) having become familiar with the nature and scope of the Services required by the County; and (3) identifying any local conditions that may affect performance of Services, labor availability, administrative rules or other factors that may impact the County's timeline for commencement and performance of the Services.

F. Public Information

Proposals do not become public records until an award has been made. Trade secrets and other materials considered confidential by the Proposer should be clearly marked as such. If a request is made to review or obtain copies of the information marked confidential under the Texas Public Information Act, the County will forward the appropriate documents to the Texas Attorney General's Office and notify the Proposer so that the Proposer may submit its written reasons to the Attorney General as to why the information should be protected from disclosure. The County will abide by the decision of the Texas Attorney General.

G. Prior Terminations

Proposals shall include identifying and contact information for any of Proposer's contracts for services and products similar to the Services that have been terminated for cause within the preceding ten (10) years.

IV. SCOPE OF SERVICE

- A. The service and performance requirements that the selected Proposer (the "Contractor") shall be required to perform, and the requirements that goods provided by Contractor must meet are set forth in Specifications attached hereto as Exhibit A. Failure to address or to fully describe capabilities to accomplish all elements stated in this section will result in a loss of evaluation points.
- B. Proposer's proposal shall include (1) for the office of County Clerk, all of the Services that are the subject of this RFP, and (2) for the Office of District Clerk, shall include only offsite storage of existing microfilm records, which records were last created in 1994, and providing changes to such records and corresponding indices (such as expungements or sealing of records) that may be required by court order from time to time.
- C. Contractor shall be responsible for furnishing at its cost all labor, materials, equipment, software, and all other items necessary to perform under this RFP.
- D. Contractor shall back up all County records on a daily basis and maintain a copy of the backed-up records. Contractor shall provide a copy of the backed-up records to the County Clerk of Panola County by the end of the next business day in a DVD or electronic format as determined by the County in its discretion so that the backed-up records may also be retained on the County's hard drive.
- E. Contractor will ensure that County records may be accessed by County officials and employees through the County's existing wi-fi service.
- F. As part of government records management system, Contractor shall provide the County complete optical character recognition (OCR) search functionality for all users and all records.
- G. Contractor shall provide training for County personnel, at no additional charge and as needed, before and after placing its records management system into operation. Contractor shall also provide, at no additional charge, retraining for existing and new County personnel. The County shall determine, at its sole discretion, when training or retraining is needed.
- H. Contractor agrees that in each calendar month in which there is a complete service outage of forty-eight (48) hours or more and the outages are due to failure of the Contractor's records management system, Contractor shall discount the following month's invoice to the County by ten percent (10%) for each forty-eight (48) hours that the system was inoperable.
- I. The County requires that the Contractor have completed all software and equipment installations, completed all testing and training, and commenced performance of all Services required by this RFP within ninety (90) days from the date of Contractor's initial receipt of images and data from the County's existing provider, or by a date otherwise agreed upon by the parties. Notwithstanding the foregoing, time is of the essence and in no event shall Contractor delay commencement of performance of any of the Services under this RFP beyond January 1, 2017, or a date otherwise agreed upon by the parties. Contractor shall provide monthly updates together with appropriate supporting documentation to ensure that Contractor is on schedule to commence performance of all Services on January 1, 2017 or by the agreed date. During the final twelve (12) months of the Contract resulting from this RFP, Contractor shall take all actions reasonably necessary to cooperate with and provide for a smooth

and uninterrupted transition of services to any new Services provider selected by the County to succeed Contractor.

V. GENERAL CONTRACT REQUIREMENTS

A. Anti-Lobbying Provision

DURING THE PERIOD BETWEEN THE PROPOSAL SUBMISSION DATE AND THE CONTRACT AWARD, IF ANY, PROPOSERS, INCLUDING THEIR PRINCIPALS OR OTHER OWNERS, OFFICERS, EMPLOYEES, CONTRACTORS, AGENTS AND REPRESENTATIVES, SHALL NOT DISCUSS OR PROMOTE THEIR PROPOSAL WITH ANY MEMBER OF THE COMMISSIONERS COURT OR COUNTY STAFF EXCEPT UPON THE REQUEST OF THE COUNTY IN THE COURSE OF COUNTY-SPONSORED INQUIRIES, BRIEFINGS, INTERVIEWS, OR PRESENTATIONS.

This provision is not meant to preclude proposers from discussing other matters with Commissioners Court members or County staff. The policy is intended to create a level playing field for all potential proposers, assure that contract decisions are made in public, and to protect the integrity of the Proposal process. Its purpose is to stimulate competition, prevent favoritism and secure the best work and materials at the lowest practicable price, for the best interests and benefit of the County. Violation of this provision may result in disqualification of the Proposer.

B. Invoicing and Payments

Unless otherwise mutually agreed in writing, invoicing by the Contractor shall be monthly or quarterly, with sufficient detail to allow the County to determine the work performed for which payment is sought; and the Contractor shall upon request provide the County with appropriate supporting materials. Payment by the County shall be in accordance with and governed by Texas Government Code chapter 2251.

C. Criminal Background Check

The Contractor and each of its officers, employees, agents and contractors, and including anyone who has physical access to the County data, must have a clear criminal background investigation (CBI) result. The Panola County Sheriff's Office will act as the liaison between the Contractor and the Texas Department of Public Safety and coordinate all required CBI's. Department of Public Safety must administer and process all CBI's.

D. Independent Contractor

By submitting a proposal Contractor represents and agrees that it is engaged in an independent business; that it will perform the work as an independent contractor and not as an employee of the County; that it has and will retain the right to exercise control and supervision of the work and full control over the employment, direction, compensation and discharge of all persons assisting the Contractor in the work; that it will be solely responsible for the payment of its employees and others assisting it in this work, and for the payment of all federal, state, county and municipal taxes, fees and contributions pertaining thereto; and that it will be wholly responsible for its own acts and the acts of all persons assisting it.

E. County Audit Rights

The County shall have the right to audit the Contractor's work product and work processes and practices, including but not limited to: Contractor's data gathering, entry, evaluation and updating methods, processes and practices; data storage, retrieval and security processes, methods, and practices; and Contractor's security policies, practices, methods and processes (all collectively, "Contractor Data Practices"). Contractor will be required immediately to report any breaches or suspected breaches of data security, with detailed assessments of the scope of such breach or suspected breach; and to detail proposed Contractor responses and proposals to mitigate such breach or suspected breach and to prevent future such breaches. The County shall have the right to inspect and review Contractor's Data Practices and Contractor premises where County-related services are provided as deemed by the County to be appropriate or necessary in response to, or as reasonably necessary or convenient, to comply with, any law, regulation, or lawful order to which the County is subject.

F. Notification to County if County data is compromised, or is accessed by or disclosed to unauthorized persons

Contractor shall promptly notify the County in writing if any County data (or other County information) in the possession of Contractor is in any way destroyed, deleted, lost, overwritten, corrupted, modified by unauthorized persons, or its integrity, accuracy or accessibility is otherwise compromised; if any unauthorized persons or entities access County data of any kind; or there has been disclosure of County data of any kind to unauthorized persons (all collectively "Compromised"). The notification shall include identification of the data Compromised, by or to whom Compromised (if known), a full description of the nature and circumstances of the event, and of what, if anything, the Contractor is doing or proposes to do to remediate and to prevent such Compromises in the future; and the notification shall be updated or modified in writing promptly upon additional or different information about the event becoming known to the Contractor. If such an event occurs, the Contractor will cooperate with and assist the County in: investigating the event and remediating the data Compromise, developing and implementing processes and procedures to prevent future such events, as may be requested by the County; and in any judicial or other proceeding that may result (including appearing as a witness as requested by the County).

G. Notification to the County if disclosure of County data is sought or compelled

The Contractor shall promptly notify the County in writing if access to or disclosure of County data of any kind is requested by any third party, including but not limited to any open records requests or judicial or administrative pleadings or requests, or if disclosure of or access to County data otherwise is sought, or is ordered or threatened to be ordered, by a tribunal (including but not limited to a court or a governmental agency or unit) having requisite authority and jurisdiction. Pending and after such notification, the Contractor shall take no action to release or provide access to such data, or by omission fail to take an action which would preserve the security of such data, preclude the County from timely seeking relief to avoid disclosure of or access to such data, or otherwise prejudice the County's practical or legal ability to protect or seek protection for the confidentiality of such data. Proposers and the ultimate Contractor are given notice that data and other information concerning the County system may include information made confidential by law, and that unauthorized disclosure may subject the disclosing party to liability.

H. Subcontracting of Services.

The Contractor shall not subcontract the work to be performed hereunder, or any part of said work without the County's prior written approval. The County shall have full and complete discretion in withholding or granting such approval.

I. Altering Proposals.

Any interlineation, alteration, ensure made before proposal opening time, must be initialed by the signer of the proposal guaranteeing authenticity.

J. Sales Tax.

County is exempt by law from payment of Texas Sales and Use Tax and Federal Excise Tax; therefore the proposal shall not include such taxes.

K. Descriptions and Materials.

Any reference to model and/or manufacturer used in the Specifications is descriptive, not restrictive. It is used to indicate the type and quality desired. Design, strength and quality of equipment and materials used in performing the Contract must conform to the highest standards of manufacturing practice.

L. Compliance with Law.

Proposals must comply with all federal, state, county and local laws concerning the Services.

M. References.

Except as otherwise provided in the Specifications, offeror shall supply a list of at least three (3) references to whom offeror has provided services and products similar to the Services.

VI. EVALUATION CRITERIA**A. MINIMUM STANDARDS FOR RESPONSIBLE PROSPECTIVE PROPOSERS:**

A prospective Proposer must affirmatively demonstrate its responsibility. A prospective Proposer must meet the following requirements:

1. have adequate financial resources, or the ability to obtain such resources as required;
2. be able to comply with the required or proposed delivery schedule;
3. have a satisfactory record of performance;
4. have a satisfactory record of integrity and ethics;
5. be otherwise qualified and eligible to receive an award.

The County may request any other information sufficient to determine Proposer's ability to meet these minimum standards.

B. This is a NEGOTIATED procurement and as such, award will not necessarily be made to the Contractor submitting the lowest priced proposal.

C. The County will evaluate each proposal in the areas of experience, service capabilities,

and cost based on the following pre-determined criteria:

- 35% Proposer’s Qualifications/Experience/Performance History and Financial Status
- 25% Proposed Pricing
- 20% Meets Needs and Requirements of Panola County as well as Future Needs through Enhancements and Upgrades
- 20% Proposer’s Support/Service-Including Skills, Number and Availability of Support and Service Personnel

D. Proposal evaluators may require a Proposer to give an oral presentation or participate in discussions in order to clarify or elaborate on its proposal. Upon completion of oral presentations or discussions, Proposers may be requested to revise any or all portions of their proposals.

VII. TERM

Any Contract resulting from this solicitation will have an Initial Term of five (5) years from the date of award by the Panola County Commissioners Court, or such other date established by agreement. Upon expiration or termination of the Contract for any reason, Contractor agrees to continue providing at County’s request all Services on a month-to-month basis in accordance with the same terms and conditions contained in the Contract until notified by the County that the Services are no longer needed because the County has secured a replacement provider for the Services.

VIII. CONDITIONS

- A. The County reserves the right to reject any and/or all proposals, to make awards for individual products or services as may be advantageous to the County, and to waive any or all formalities in the RFP process or non-material non-compliances or other irregularities in a proposal. The County reserves the right to negotiate with proposers as permitted by law. SUBMISSION OF A PROPOSAL CONSTITUTES A FIRM OFFER BY THE PROPOSER TO PROVIDE THE GOODS AND SERVICES STATED AT THE PRICE AND UNDER THE TERMS AND CONDITIONS STATED, WHICH WILL BE HELD OPEN FOR A PERIOD OF 90 DAYS AFTER THE DEADLINE FOR RECEIPT OF PROPOSALS.
- B. Late proposals, if properly identified, will be returned unopened. No proposals may be withdrawn without written consent by the County in response to a written request to withdraw.
- C. The County desires to have the Proposer submit a proposal that incorporates all significant points enumerated in this RFP. Where the proposal is silent, the County will assume that the services set forth in the SCOPE OF SERVICE is accepted by Proposer and intended by Proposer as part of the proposal. The Panola County Commissioners Court may accept one or more proposals to become Contractors, and may accept or decline specific aspects of particular proposals, in its sole discretion.
- D. The County shall not be responsible for any expenses incurred by the Proposer in

preparing and submitting a proposal.

- E. A system for perpetual record keeping shall be maintained by the Contractor until the Contract is terminated, and for a period of no less than three years thereafter; and Contractor must make such records available to the County upon request during this entire period. The County shall be the absolute unqualified owner of all documents and electronic media prepared pursuant to this Contract. No information produced as a result of any agreement or contract with the County can be released without the prior written consent of the County.
- F. Questions concerning this solicitation shall be directed in writing to Panola County Judge at the email address indicated on the face of this document.
- G. **Compliance with laws, regulations and licenses.**
Contractor shall comply with the provisions of all applicable laws, regulations, permits and licenses relative to the Services to be performed hereunder.
- H. **It is the County's intent that a written notice of award mailed or otherwise furnished to the successful Proposer results in a binding contract without further action by either party.** The contract documents shall consist of this RFP together with any addenda, the successful Proposer's Proposal, any best and final offer(s), and the notice of award. By submitting a Proposal, the Proposer agrees that, absent written mutual agreement otherwise, no additional writing is required to form a binding contract; provided, however, that a written supplement, signed by both parties, will be needed to document any agreed terms inconsistent with this RFP and/or the successful Proposal.
- I. The County intends that payments to Contractor shall be made from current funds. Any contract resulting from this solicitation is contingent upon the continued availability of appropriations by the County and is subject to cancellation by the County upon sixty (60) days' written notice, either in whole or in part, without penalty, if funds are not fully appropriated by the Commissioners Court. The County agrees to use reasonable efforts to obtain and appropriate funds for payment of the Contract.
- J. The County reserves the right to terminate all or any part of any order or Contract resulting from this solicitation, with thirty (30) days written notice if the Commissioners Court deems termination in the best interest of the County, or for the County's convenience; or, to terminate immediately upon written notice to the Contractor for delay or nonperformance by the Contractor; or for other default by the Contractor that has not been cured within ten (10) days of written notice from the County. In the event of the termination of the contract with the Contractor for any reason, the Contractor shall as soon as possible, but in no event later than fifteen days (15) days from the later of the date of termination and the date Contractor ceases to provide month-to-month Services under Section VII, above, export and return to the County all County information, software, and equipment in its possession or under its control, or to which the Contractor has a right of possession or control. Within ten (10) days thereafter, the Contractor must certify and warrant to the County in writing that it has returned all such data to the County as required, and that all other County data has been permanently and securely deleted and the applicable hosting or other equipment

has been wiped clean as required.

- K. The person whose signature appears on the Proposal hereby certifies (by signing the Proposal) that the individual, firm and/or any principal of the firm on whose behalf the Proposal is submitted is not listed on the Federal Government's "List of Parties Excluded from Federal Procurement and Non-Procurement Programs" published by the U. S. General Services Administration (GSA) effective as of the date of opening of the Proposal, and agrees to notify the County of any debarment inquiries or proceedings, or of the threat or notice of any such inquiries or proceedings, by any federal, state or local governmental entity, which exist as of the date of submission of the Proposal, or that arise between the date of submission and such time as an award has been made under this procurement action.
- L. **INDEMNIFICATION BY CONTRACTOR.** – To the fullest extent permitted by applicable law:

THE CONTRACTOR WILL PROTECT, DEFEND WITH COUNSEL APPROVED BY THE COUNTY (SUCH APPROVAL NOT TO BE UNREASONABLY WITHHELD, DELAYED OR CONDITIONED), AND HOLD HARMLESS THE COUNTY AND ITS OFFICERS, ELECTED OFFICIALS, EMPLOYEES, AGENTS, CONTRACTORS, AND REPRESENTATIVES (ALL COLLECTIVELY "INDEMNITEES") FROM AND AGAINST ALL CLAIMS, DAMAGES, LOSSES, LIENS, CAUSES OF ACTION, SUITS, JUDGMENTS AND EXPENSES, INCLUDING ATTORNEY FEES, OF ANY NATURE, KIND, OR DESCRIPTION (COLLECTIVELY "LIABILITIES") ARISING FROM, CONCERNING OR RELATED TO THE PERFORMANCE OF SERVICES OR THE PROVISION OF GOODS BY CONTRACTOR UNDER THE CONTRACT, EVEN IF THE DAMAGE IS CAUSED IN PART BY THE NEGLIGENCE OF ANY INDEMNITEES, SO LONG AS IT IS NOT CAUSED BY THE SOLE NEGLIGENCE OR WILLFUL MISCONDUCT OF ANY INDEMNITEES.

CONTRACTOR SHALL PROTECT, DEFEND, AND HOLD HARMLESS THE COUNTY AND THE OTHER INDEMNITEES FROM AND AGAINST ALL THIRD PARTY CLAIMS, SUITS, LIENS, CAUSES OF ACTION, DAMAGES, JUDGMENTS, AND EXPENSES, INCLUDING ATTORNEYS' FEES, AND OTHER COSTS OR LOSSES ARISING FROM INFRINGEMENT OR ALLEGED INFRINGEMENT BY CONTRACTOR OR ANY OF CONTRACTOR'S AGENTS, SUBCONTRACTORS, REPRESENTATIVES OR EMPLOYEES, OF ANY UNITED STATES PATENT, TRADEMARK, OR COPYRIGHT, ARISING BY OR RELATED TO ANY OF THE SERVICES PERFORMED OR GOODS PROVIDED HEREUNDER BY CONTRACTOR; THE RECEIPT BY THE COUNTY OR ANY OF THE INDEMNITEES OF SUCH GOODS OR SERVICES; OR THE USE OF ANY ARTICLE OR MATERIAL, INCLUDING ANY INTELLECTUAL PROPERTY, RECEIVED FROM OR OTHERWISE PROVIDED BY CONTRACTOR TO THE COUNTY OR OTHER INDEMNITEES AND USED AT THE DIRECTION, OR WITH THE EXPRESS OR IMPLIED CONSENT OR OTHER APPROVAL, OF

CONTRACTOR. CONTRACTOR DOES NOT WARRANT AGAINST INFRINGEMENT BY REASON OF THE COUNTY'S DESIGN OF ARTICLES OR THE USE THEREOF IN COMBINATION WITH OTHER MATERIALS OR IN THE OPERATION OF ANY PROCESS NOT SANCTIONED BY CONTACTOR.

Upon becoming aware of any complaint or allegation of a claim, or upon filing or threat of filing of a suit with claims covered by this Paragraph L, the County shall promptly notify Contractor. Contractor shall be given full opportunity to settle or defend the claims or suit; provided, that any settlement terms that directly affect the County or any Indemnitee are subject to agreement by the County or the Indemnitee, as appropriate.

In the event of litigation or other proceedings concerning such a claim which Contractor defends, the County agrees to cooperate reasonably with Contractor. Contractor agrees to use legal counsel approved by the County, such approval not to be unreasonably withheld, delayed or conditioned; and the County and the other Indemnitees shall be entitled to be represented by counsel at their own expense.

These indemnity obligations shall survive the termination of this Contract or any agreement or purchase order arising under or related to it, for any reason whatsoever.

- M. Liquidated Damages.** Contractor recognizes and acknowledges that time is of the essence in the performance of this Contract and that the County will suffer financial loss if Contractor fails to commence providing all Services on the date required by this Contract. The parties recognize that delays, expense, and difficulties would be involved in proving in a judicial or arbitration proceeding the actual loss suffered by the County if any of the Services required by the RFP are not commenced on time. Accordingly, instead of requiring such proof, the County and Contractor agree that as liquidated damages for delay (but not as a penalty), Contractor shall pay the County \$ 80.00 for each day of delay that expires after the date specified in this Contract for commencement of performance of all Services.
- N. No Arbitration.** The County reserves the right to exercise any right or remedy available to it by law, contract, equity, or otherwise, including without limitation, the right to seek any and all forms of relief in a court of competent jurisdiction. The County shall not be subject to any arbitration process prior to exercising its unrestricted right to seek a judicial remedy, or without the County's written consent to arbitration. The remedies set forth herein or in any contract awarded are cumulative and not exclusive, and may be exercised concurrently. To the extent of any conflict between this provision and another provision in, or related to, this document, this provision shall control.
- O. Choice of law; venue.** Any claim or dispute concerning, related to, or arising under this RFP or any contract awarded under it shall be subject to the law of the State of Texas, without giving effect to its choice of law provisions. Venue for any such claim or dispute shall be and lie solely in the courts located in Panola County, Texas. The Contractor hereby expressly agrees to submit to the jurisdiction of such courts.

- P. Amendment; entire agreement.** Any contract awarded pursuant to this RFP shall constitute the entire agreement between the parties, consisting of this RFP (including any addenda), the accepted Proposal, any best and final offers and the notice of award . The contract will supersede any prior oral or written undertakings, understandings, promises, agreements or representations. The contract may be amended only by a writing executed by both parties; no oral or other agreements or representations will be effective to constitute an amendment.
- Q. Survival of terms.** If a court or other body having authority and jurisdiction determines that any provision in the contract is illegal or otherwise unenforceable, the remainder of the contract shall nonetheless survive and remain enforceable to the extent lawful and practicable and without changing the underlying purpose and intent of the parties.
- R. Construction.** Descriptive headings or captions in this Agreement are for convenience only and will not affect the construction or application of this Agreement. Words having established technical or trade meanings in the industry shall be so construed, unless otherwise defined in this Agreement. Listings of items will not be exclusive unless expressly so stated, but shall include other items, whether similar or dissimilar to those explicitly listed, as the context reasonably requires. No rule of construction requiring interpretation against the drafting party shall be applied or given effect. Words of any gender used herein shall be deemed to include words of any other gender; and use of the singular or the plural herein shall include the other, unless context requires otherwise.
- S. Nonassignable.** The contract is not assignable by Contractor without the express written consent of the County, which will be given or withheld in the sole discretion of the County.
- T. Cooperation.** Contractor agrees to cooperate fully with the County in the performance of the Services hereunder, or in the defense or settlement by the County of any lawsuit or other claim by any third party concerning, related to, or arising from the Services or this Agreement.
- U. Notice.** All notices, consents, requests, instructions, approvals and other communications provided for in this Contract shall be written in the English language and shall be deemed validly given (a) by personal delivery, registered mail, or courier service, (b) by facsimile or electronic transmission, in each case, to the address, facsimile number or email address, as applicable, of the parties as set forth below or as changed by such party by notice given hereunder. Notice sent by personal delivery, registered mail, or courier service shall be effective when delivered and notice sent by facsimile or e-mail shall be effective upon receipt so long as such delivery or receipt occurs prior to 5:00 p.m. on a business day in the place of receipt, and otherwise, any such delivery or receipt shall be deemed to have occurred on the next succeeding business day in the place of receipt.

If to the County:

County Judge
Panola County Courthouse, Room 216
Carthage, Texas 75633
Telephone: 903-693-0392

Facsimile: 903-693-2726
Email: leeann.jones@co.panola.tx.us

If to Contractor:

 _____, Texas _____
 Attn: _____
 Telephone: _____
 Fax: _____
 Email: _____

V. Waiver of Claims Based on Proposal.

EACH OFFEROR BY SUBMISSION OF A PROPOSAL TO THIS REQUEST FOR PROPOSALS WAIVES ANY CLAIMS IT HAS OR MAY HAVE AGAINST THE COUNTY, ITS ELECTED OFFICIALS, EMPLOYEES, OFFICERS, AGENTS, AND REPRESENTATIVES, AND OTHER CONSULTANTS, CONNECTED WITH, RELATED TO, OR ARISING FROM THIS REQUEST FOR PROPOSALS, INCLUDING, WITHOUT LIMITATION, THE ADMINISTRATION OF THE REQUEST FOR PROPOSALS, THE PROPOSAL EVALUATIONS, AND THE SELECTION OR NON-SELECTION OF THE OFFEROR. SUBMISSION OF A PROPOSAL INDICATES OFFEROR'S ACCEPTANCE THAT SOME SUBJECTIVE JUDGMENTS MUST BE MADE BY THE COUNTY DURING THE SELECTION PROCESS. WITHOUT LIMITING THE GENERALITY OF THE FOREGOING, EACH OFFEROR ACKNOWLEDGES THAT THE COUNTY WILL DOCUMENT THE BASIS OF ITS SELECTION AND WILL MAKE THE EVALUATIONS PUBLIC NOT LATER THAN THE 7TH DAY AFTER THE DATE THE CONTRACT OR CONTRACTS HAVE BEEN AWARDED, AND THE OFFEROR WAIVES ANY CLAIM IT HAS OR MAY HAVE AGAINST THE ABOVE-NAMED PERSONS AND ENTITIES BASED ON INFORMATION, OPINIONS OR JUDGMENTS CONTAINED IN SUCH EVALUATIONS.

W. Insurance Requirements.

Proof of insurance meeting the requirements set out in Exhibit C to this RFP must be furnished by the selected Proposer within five (5) days after the award of the Contract.

X. Conflict of Interest Questionnaire; Ethics Disclosure.

Proposer is advised to determine if it is required under Chapter 176 of the Texas Local Government Code to file a completed Conflict of Interest Questionnaire with the County; if so, the Conflict of Interest Questionnaire (Form CIQ) should be completed and submitted with Proposer's Proposal.

A Proposer who is awarded a Contract under this RFP must comply with the requirements of Texas Government Code Section 2252.908 and provide the County with the Proposer's disclosure certificate in accordance with Section 2252.908.

Y. Contractor Warranty. Contractor warrants that Services performed shall conform to the Specifications and that the Services will be performed in a professional and workmanlike manner in accordance with generally acceptable industry standards.

Z. Price Reduction.

If during the term of the Contract, the Contractors' prices to other customers for similar services are reduced below the price under this Contract, Contractor understands and agrees that the benefits of such reductions shall also be extended to the County.

EXHIBIT A

SPECIFICATIONS

PANOLA COUNTY GOVERNMENT RECORDS MANAGEMENT SERVICE

ALL WORK AND SUPPLIES IN RFP SPECIFICATIONS TO BE PROVIDED BY PRIMARY VENDOR, NO SUBCONTRACTORS PERMITTED

Specifications for Photostat month Re-creation

Vendor to microfilm county record volumes on site, using personnel experienced in photography county records.

Vendor to utilize microfilm camera equipment with duplex capability suitable for filming months in such a way as to be able to produce two sided paper prints from the microfilm at full or reduced sizes as determined by the county. Vendor is to supply necessary quality of microfilm equipment and labor to perform the job within the desired time frame required by the county.

Vendor to utilize Kodak 35mm Image link HQ microfilm, or equal, and certify the original and any silver duplicates ordered by the county to be archival processed to industry standards. Vendor is to perform periodic Ethylene Blue Testing to assure archival processing on a continuing basis.

Microfilm must be in the format described above in order to be usable for re-indexing purposes.

Representative vendor will provide a microfilm reader printer to the county for viewing of these images on microfilm during the time frame the original months are removed from the courthouse.

Vendor to remove original months to Vendor location approved and visited by the county.

Original months can only be removed once the reader printer and microfilm have been placed in a place for use and operational within the clerk's office.

Vendor to scan county record volumes at vendor location at 600 DPI, using personnel trained in scanning of months, 300 DPI will not be accepted.

Vendor to utilize scanning equipment with modification capability for scanning photo months. Results must be a white background month in duplex format. Vendor will supply two sided prints in full size printed at 600 DPI. 300 DPI will not be accepted.

Vendor will store the results on magnetic tape, CD, and 35 mm film.

Vendor is to provide high quality record binders of a quality acceptable to the county. A representative must produce a sample of the binder to be made available 48 hours prior to RFP opening. Within this binder must be the samples of the digitized worked scanned and printed at 600 DPI. Samples must be both 8 ½ x 11 and 8 ½ x 14 inch samples.

Binders must be provided with both. A silver copy (one roll) of the 35 mm film must be included for viewing 48 hours prior to RFP opening. This roll of film must include Photostat months.

Vendor is to supply storage cabinets for 8 ½ x 11 inch binders.

Ten or more references of Texas County Clerks' in which you have completed Month Re-Creation for within the past year.

Upon delivery of the Re-Created months, Vendor will place original record volumes in special storage cartons furnished by the vendor. The vendor will then label the boxes and move them to secondary storage.

Vendor will guarantee the results of the work.

Vendor will provide archival storage for both the magnetic tapes and microfilm rolls, consistent with the American Standards Institute (ANSI) PHI-1985 covering storage of such media. Storage of the electronic media will meet all Texas Electronic Storage Specifications.

Specifications for Indexing and recording of County Records

Archival Print Recording Services:

The vendor must provide on Kodak Model MRD-2 or equal 35mm camera, complete with an easel and duplex capabilities for filming months in such a way as to be able to produce a high-quality, two sided paper prints from the resultant duplex film record at full or reduced sizes as determined by the County, for each County office requesting this service.

All maintenance, including service and parts, must be provided on the camera. The vendor must provide his own maintenance. NO subcontracting will be allowed.

The vendor must provide all the required amounts of microfilm, print paper, mailers, film targets, microfilm cans, and spools, record binders and other miscellaneous supplies as needed for the microfilming and mailing of current filings.

The film must be high resolution 35mm camera-type microfilm with an anti-halation undercoat for the daylight load capability. An example of this film would be Kodak Image link HQ.

The Vendor must provide quality prints printed on Xerox "Copyflo" or equal continuous microfilm printing machines operated exclusively at the conventional operating speed of 20 feet per minute (fpm) as recommended by the manufacture. The copies must be of an appropriate size printed in duplex mode consistent with the requirements of the County offices requesting the service.

The processed microfilm must meet American National Standards Institute (ANSI) standards with respect to the image resolution, density and residual thiosuphate (hypo residue). Periodic methylene blue test must be performed to provide assurance of archival microfilm processing on an ongoing basis.

The vendor must provide storage if microfilm copies of the months in an archival storage environment in accordance with the ANSI PH 1.43-1985 standards. This environment must comply with ANSI standards as to temperature and humidity control. Must have a fire protection system and an electronic security system and must have an on site certified records librarian.

The vendor must provide representative samples or archival prints and recording paper clearly identifying the paper weights, print sizes and rag content percentages to the county committee that will be considering the RFP.

The vendor must provide the county with an annual inventory or all microfilmed stored.

The microfilm shall not be transferred or relocated from the original approved security storage site for any purpose without the specific written instructions from the County.

Computerized indexing samples and printed copies are required 48 hours prior to RFP opening applicable to business days.

FULL SERVICE COMPUTERIZED INDEXING OF LAND RECORDS

The vendor must be capable of performing data input from a variety of microfilm formats included 16mm and /or 35mm roll that contain the County's various records images.

The vendor must be utilize a virtually error-free procedure for the entering of land records index data involving a combination of 100 percent key verification, machine editing, procedures that will catch alphabetic data in numeric fields and vice versa, as well as machine checks for missing months numbers, missing parties to the months, et criteria, intensive operator training and monthed reference materials for key entry personnel.

The computerized indexing services must include an alphabetic listing of the grantors, and alphabetic listing of the grantees, a "Missing Number Report" to account for the entire Clerk's month numbers showing all the months indexed in each group of months submitted by the county.

The grantor/grantee index output reports most comply with the following specifications:

1. The name fields must be a minimum of 40 character to minimize the need for operator Judgments on abbreviations and to assure a truer alphabetic sort procedure.
2. The type of month field must be a minimum of 20 characters to prove adequate room To spell out most months types and certain combination month types.
3. Case numbers and money amounts must be shown on all index entries for abstracts of Judgments and tax liens.
4. Money amounts must be shown on deeds of trust index entries.
5. Prior month references on assignments and releases must be shown on the index report. If both volume and page prior month references and money amount are shown on the same month, the volume and page prior month reference will take priority over the money amount with respect to the information on the index report.
6. The page format of the data must prominently display the inclusive certification dates for the Index series at the top of each page.
7. At the office's head option, all properties described on a month must be shown on the Index regardless of number.
8. The output pages must be approximately 8 ½ x 14 inches in size, printed in 1 and scope mode and must be of a laser printed-type quality.
9. The Vendor must furnish the necessary sectional post binders of a plastic or poly material comparable in quality and style to those currently in use by the County. Alphabetic and "Current" divider tabs and customized printing or labeling of the binders must also be included.
10. The turnaround time for each vendor's receipt of film may not exceed five working days or Seven calendar days, until the finished products are dispatched back to the County.
11. Each index must be merged with the prior's months' index.
12. All months' indices must be merged to create year indexes.

At the end of each year, that year's index must be merged with the previous years' indices, thereby providing on continuous alphabetical computer indexes.

Evidence of 5, 10, and 15 year merge must be provided to the County for approval.

The vendor must provide unlimited training including indexing and recording support by the vendor's production facilities.

All equipment, film, paper mailers, binders and other supplies needed by the county must be provided by the vendor.

A written assurance must be included with the RFP that under no circumstances will the vendor sell, donate or otherwise transfer any film, prints, indices or any other month generated for the County records to any entity without the prior written approval of the Appropriate County Official.

The prices must include delivery of print by courier.

The vendor must provide a computerized alphabetic index of the County Clerk's index weekly and any other department's records as requested by the head of that department.

All data entry, verification, processing and printing must be done by vendor on his premises, subject to County inspection.

All work must be done by the primary vendor with no subcontracting. The vendor must provide evidence of total in-house capability.

The vendor must provide a disaster recovery plan for the County regarding both recording and indexing. All attendant costs must be included in the RFP prices of the per-month costs. This plan must include restoration of all indices from the off-site stored date tapes, the indices and the binders. Further, all recording media must be restored to its original state with and from stored-stored microfilm.

The RFP must include references from at least 10 Texas County Clerks regarding both recording and indexing.

Computerized indexing samples and printed copies are required 48 hours prior to RFP opening applicable to business days.

Specification for Redaction Services of Panola County Records

Redaction of Historical Records

- Contractor must provide off-site electronic and/or visually verified redaction of any/all Panola County records.
- Contractor must have ability to redact single page TIFF, multi-page TIFF and PDF structured and un-structured month types.
- Contractor must establish redaction rules to be utilized specific to Panola County months.
- Contractor must provide Panola County samples of redacted output for acceptance before project is initiated.
- Contractor must have ability to recognize and redact handwritten sensitive information.
- Contractor must have the in-house ability to convert 35mm microfilm to electronic images on records that are not currently in electronic format.
- Pricing quoted must include importing of both the redacted and original images to the Panola County real property system. Separate data sets (original and redacted) must be maintained.
- Contractor must be in the records management business for at least 5 years.
- Pricing for real property "Official Public Records" must be provided on a "per month" or "per month" basis (not per page).

Redaction Service LEVEL 1: Automated computer analysis of month. Electronic redaction is based on rules and parameters established during testing/acceptance. No trained operator individual image review. The result is 2 images an original and redacted image. - 95% accurate.

Redaction Service LEVEL 2: Same as Level 1 with the additional verification step of a trained operator who reviews each electronically redacted month for accuracy. The result is 2 images an original and redacted image. - 99% accurate.

Redaction Services on Daily Filing/Recordings

- Contractor must provide redaction services for incoming daily recordings of all private and personal numbers as established by Panola County Clerk.
- No major changes to County Clerk's existing real property daily recording process should be required.
- Contractor will download the daily recordings from the Clerk's computer system.
- Contractor will electronically redact off-site the required private information from each image.
- A trained operator will inspect and verify each image for accuracy and completeness. Handwritten and non-standard private information will be redacted during this phase.
- Two sets of data (images) will be transmitted back to Panola County Clerk and imported into the real property computer system for retrieval. The original images will be available for county personnel only and the redacted data set will be available on public workstations and the Panola internet site.
- Contractor will work diligently with Panola County Clerk to identify the private information to be redacted. Samples and extensive tests must be made and provided to Panola County before the redaction service is in place.
- Controls and the management of each data set will be the responsibility of the contractor.
- On-going redaction service must be integrated with existing computerized recording, cashing and management system.

SPECIFICATIONS FOR COUNTY RECORD MONTH RE-CREATION SERVICE

Vendor to film county record volumes on-site, using personnel experienced in photographing county records.

Vendor to utilize microfilm camera equipment with duplex capability suitable for filming months in such a way to be able to produce two-sided paper prints from the microfilm at full or reduced sizes as determined by the County. Vendor is to supply necessary quantity of microfilming equipment and labor to perform the job within the desired time frame required by the County.

Vendor to utilize Kodak 35 mm film Imagelink HQ microfilm, or equal, and certify the original and any silver film duplicates ordered by the county to be archival processed to industry standards. Vendor is to perform periodic Methylene Blue tests to assure archival processing on a continuing basis.

Vendor to provide a high quality record binder of a quality and style acceptable to the county. A sample of the binder is to be available to the county for evaluation at least 48 hours prior to RFP opening.

All equipment, services, supplies, binders, paper and delivery service necessary for the job to be supplied by vendor at vendor's expense.

All work and supplies to be provided by primary vendor, no subcontractors permitted.

A Proposer must be prepared to prove his "in-house" production capability for all phases of the work.

Samples of the Re-Creation work to be provided to this County at least 48 hours prior to RFP opening with vendor's name, paperweight, and rag content percentage clearly indicated thereon.

Provide a list of references (at least 10) County Clerks or County Recorders for which Re-Creation work has been completed and delivered within the last two years.

Upon delivery of the re-creation volumes, vendor will place original record volumes in special storage cartons, furnished by the vendor and label the contents for retirement to secondary stage.

Vendor will guarantee the resultant copies to be consistent in legibility with the quality of the original records photographed, within the limits of the commercial microfilming process. Work not meeting this standard will be re-done at vendor's expense.

Vendor to furnish "archival" storage service for original microfilm rolls, consistent with American Standards Institute (ANSI) PHL 43-1985 covering storage of processed safety film.

SPECIFICATIONS FOR COUNTY INDEX MONTH RE-CREATION SERVICES

Vendor to film County index record volumes on site, using personnel experienced in photographing county indexed records.

Vendor will provide maintenance to clean the bottom edges of the pages to insure a good quality image and print.

Vendor to utilize microfilm camera equipment with duplex capability suitable for filming months in such a way to be able to produce two-sided paper prints from the microfilm at full or reduced sizes as determined by the County. Vendor is to supply necessary quantity of microfilming equipment and labor to perform the job within the desired time frame required by the County.

Vendor to provide a high quality records binder of a quality and style acceptable to the county. This binder must include an A-Z metal tab set for the binder and be of a color determined by the county. A sample of this binder must be provided directly to the County Clerk at least 48 hours prior to RFP opening. Weekend days are excluded.

All equipment, services, supplies, binders, paper and delivery service necessary for the job to be supplied by vendor at vendor's expense.

All work and supplies to be provided by primary vendor, no subcontractors permitted.

A Proposer must be prepared to prove his "in-house" production capability for all phases of the work. The Proposer's facility must be open for a tour prior to RFP awarding, proving all in-house capability.

Representative samples of index recreation from a Texas county must be provided to the County clerk at least 48 hours prior to RFP opening. Weekend days excluded. The samples must include the vendor's name, rag content of paper and how it was printed.

Vendor's paper copies must be printed on a copyflo type printing device burning the toner into the paper for a total archival print.

Provide a list of references (at least 10) County Clerks or County Recorders for which this exact work has been completed and delivered to.

Upon delivery of the re-creation volumes, vendor will place original volumes in special storage cartons, furnished by the vendor and label the contents for retirement to secondary stage.

Vendor will guarantee the resultant copies to be consistent in legibility with the quality of the original records photographed, within the limits of the commercial microfilming process. Work not meeting these high standards will be re-done at vendor's expense.

Vendor to provide "in-house" vendor owned storage "archival" facilities services for the original microfilm rolls, consistent with the American National Standard Institute (ANSI)

Vendor to provide lost page replacement service at no charge to the county and provide a written disaster relief plan in case of complete loss of volumes.

Specifications for Microfilm Conversion to Digital Images and Loading to the Computer System

Vendor to provide required microfilm retrieved from storage vault on as needed basis. The film will be received by the vendor for scanning. The vendor will confirm inventory of all film. Vendor will scan the microfilm in dual stmonth mode (Grayscale and TIFF) using state-of-the-art NextScan Eclipse hi-speed, high-quality microfilm scanning devices. Vendor will carefully monitor the quality of all microfilmed month images. Vendor will detect any poor quality or exposed electronic month images. Using special image-correction software the vendor will sharpen Grayscale images and convert to 200 DPI Tiff images. The result will be new digital images of the highest and most consistent quality. After film is scanned, vendor will use special software that displays each page image and its associated index data fields side by side, after verifying index and data fields match, images will be permanently tagged to index, building an accurate image index file. Completed TIFF and index files will be loaded to the system.

SPECIFICATIONS FOR SECURITY FILMING SERVICE

Vendor to film county record volumes on-site using personnel experienced in photographing county records.

Vender to utilize microfilm camera equipment with duplex capability suitable for filming months in such a way to be able to produce two-sided paper prints from the microfilm at full or reduced sizes as determined by the County. Vendor is to supply necessary quantity of microfilming equipment and labor to perform the job within the desired time frame required by the County

Vendor to utilize Kodak 35 mm film Imagelink HQ microfilm, or equal, and certify the original and any silver film duplicates ordered by the county to be archival processed to industry standards. Vendor is to perform periodic Methylene Blue tests to assure archival processing on a continuing basis.

All work and supplies to be provided by primary vendor, no subcontractors permitted.

A Proposer must be prepared to prove his "in-house" production capability for all phases of the work.

Vendor is to provide at least ten (10) references of County Clerks in Texas in which this service has been provided.

Vendor to furnish "archival" storage service for original microfilm rolls, consistent with American National Standards Institute (ANSI) PHL 43-1985 covering storage of processed safety film.

SPECIFICATIONS FOR MICROFILM PRODUCTION OF SCANNED IMAGES

Must be capable of converting images on tape, CD or electronic download. Conversion software must be able to correctly scale, frame and rotate images. Vendor must utilize Kodak's Digital Science Archive Writer or equal. Newly created microfilm must be processed in a Kodak approved deep well or equal processing lab to insure quality and long term archival quality. Vendor must box, label and store the processed microfilm in an approved vault.

RFP SPECIFICATIONS FOR DIGITIZING IMAGES FOR OFFICAL PUBLIC RECORDS

1. 35mm microfilm digital scanning, the original months will be scanned on a high resolution 35mm microfilm camera that will provide duplex microfilm.
2. Minimum resolution of digital image will be 300DPI on all digitally scanned images.
3. Rescanned digital image resolution of poor images may be as high as 600DPI, depending on the quality of the input microfilm.
4. Every digital image page will be inspected for quality with poor images rescanned to the highest possible quality level.
5. To insure integrity of the county film library in its existing vault storage and that the original film remains on the premised of this vault. The successful Proposer will be required to work from a duplicate microfilm copy that may be purchased from the storage company.
6. Images provided to the county will be loaded onto the existing platform. These loaded images must be viewable in a seamless environment and all expense of this loading will be borne by the successful Proposer.
7. Payment will be made by the county after the completion of the final image upload and county verification of image quality.
8. The correctness of image indexing as to the volume and page of the scanned microfilm months will also be verified by the county and any expense incurred for error correction will be the responsibility of the successful Proposer.

PROVIDING INTERNET SERVICES FOR COUNTY CLERK REAL PROPERTY RECORDS

Vendor is to furnish an internet service for the retrieval of real property records and images via the internet on a go-forward basis.

Vendor is to have a link to the county web-site as well as their own web-site for retrieval of the real property records.

Vendor database information must be a parallel database of the actual server database of the county clerk’s office. The vendor must use an off-site location and MAY NOT use the same server/database for internet access of the County Clerks real property records.

The vendor must update the internet web-site records daily and may not fall behind longer than 3 business days from the time the clerk completes the daily transaction and work in the office.

The vendor must have in-house records conversion expertise and ability. Vendor must be able to import images of previously filed records to the systems and internet databases. Images must be matched, linked and verified to Panola County’s existing computerized grantor/grantee index database.

The vendor is responsible for charging, delivery, and all transactions between the public and the delivery of the records.

The vendor must provide the search capabilities on the internet for Real Property in the following formats:

- | | |
|-------------------------------|------------------|
| Business/last name/first name | with Date Ranges |
| Month Search | with Date Ranges |
| Volume Search | with Date Ranges |

The vendor must be the provider of the internet service: no sub-contractors permitted.

The web-site must have a thorough explanation for the following:

Monthly Users

Pay-per Access
 Certified Copies
 Page Viewer
 Download option

The vendor must supply a Search Help for understanding and maneuvering on the internet web-site.

The Contractor will provide the County complete optical character recognition (OCR) search functionality for all users and all Official Public Records. The County will be charged for the support and maintenance of the online database on a monthly basis; the determined price for each page and subscription prices will be set by the County, and 100% of the revenue from this service will go directly to the County. The Vendor must be able to set any price the County chooses for each page and subscription and to provide for payment by the user directly to the County.

REINDEXING SPECIFICATIONS

The re-indexing services provided by vendor are designed to achieve three primary goals:

1. To provide a computerized index for months recorded during a specified period of time, such as five years, ten years, twenty years, or more.
2. To assure that the information contained on the original recorded months matches the Information that is included in the index.
3. To eliminate index series that are either too short (requiring tedious, time consuming Searches through multiple index months) or too long (resulting in excessively long searches and monopolization of one index month by one searcher.)

The vendor's process will need to generate a highly accurate index for the designated period of time and allows the customer to replace an old, dog eared index month with new, updated index information in on-line format, printed format, or both. An electronic copy of the new index information resides with the vendor so that the index can be re-created in the event of a major fire or other disaster.

Requirements within the Re-indexing Process

The service is performed by specially trained operators who combine sophisticated data entry skills with broad knowledge and experience in lands records months and their related recording and indexing requirements.

Must be experienced personnel, applying specially developed accuracy and quality procedures, review the film or other image source of each original month and create full index entries based on that review. Drawing on specialized training in indexing and accuracy and minimizes problems that are present in the existing index, problems like omissions, incomplete entries, poor indexing decisions, key entry mistakes, and departures from current indexing conventions.

Eliminating such problems assures the customer of accurate, high quality information for entry into the database and for use in compiling new indexes for the designated period of time.

The re-indexing service must be developed specifically to meet the indexing and verification needs of local government, providing the level of accuracy needed for proper recording and management of land record months.

Reindexed data must be imported to county clerk's indexing and retrieval computer system. Data must be matched to images that reside on same system.

Monthing the customer's convections

Before actual re-indexing begins, the vendor must conduct a comprehensive assessment of the customer's current indexing convections. This assessment yields information that helps optimize the accuracy and completeness of the re-indexing service, and consequently the final index.

Miscellaneous Records Re-indexing (item 12a.)

This alternative requires all specifications detailed above for clerk records other than real property i.e. court, vital records, etc.

**IMAGING SYSTEM OF LAND RECORDS SPECIFICATIONS HARDWARE
EQUIPMENT WITH SOFTWARE AND MISCELLANEOUS REQUIREMENTS**

Vendor must supply a fully integrated imaging system interfacing directly to an existing full-service indexing package.

System must include a fully initiated microfilm back-up process to the imaging system. The microfilm will be made from the land records that are imaged onto the system. The images will be backed-up on 16mm microfilm and stored at the facilities of the vendor. NO subcontracting facilities will be permitted.

System indices must be updated within 48 hours of receiving the images from the County. Indices must be updated by use of high-speed connections within the county.

System must come with all preloaded images that county has on inventory.

System Software must include processing of Real Property, Vital Statistics, Court Records and Minutes, Marriage License Applications, Commissioner's Court Minutes, Redaction, Public Retrieval, Cashiering all records and required reports.

System must be priced on a flat per month basis. (Excluding costs of full-service indexing)

Pricing will include all software, hardware, upgrades and total maintenance on the system.

Pricing to include installation costs and toll-free 800 support and on-line internet email support.

A third party installer will bill Cabling installations.

System must include a Compaq or equivalent Data Base server capable of serving the Panola County Clerk Land Records operations, Vitals, Commissioners Court, foreclosures, deputations, brands and any other Generic offices that the county requests

System to have surge protection and Uninterruptible Power Supply (UPS). System must have the capability of adding future workstations and expansion.

Cashiering/imaging system/indexing/printing own months/microfilm

Workstations needed for County Clerk's office:

Equipment:

- 9-PC Workstations with 22" monitor
 - 3-Public Search stations
 - 3-Scanning workstation
 - 2-Cashiering Stations
 - 1-Workstation (non cashiering, non scanning)
- 3-Laser Scanners
- 1-Duplex Printer for printing reports and - book pages3-Laser Printer (regular)
- 1-File Server
- 1-UPS
- 1-CD-R burner for producing CDs
- 5 Software Licenses for County-Owned Hardware

System will support a true client server application environment and run on a local area network using a relational database and graphical interface.

Vendor will support all software with no third party involvement. County will not accept a dealer/vendor relationship. Application software must be owned and supported by the vendor.

Selected Vendor shall allow County to use existing case management applications on both County-owned hardware and Vendor-owned hardware. Vendor shall allow approved Microsoft Office software to be loaded on Vendor-owned hardware.

Vendor-owned hardware maintenance is the responsibility of the Vendor.

All cable, connectors, modems, hubs, surge units, UPS, and related software will be the responsibility of the vendor.

Vendor note: A total listing of all installed products in the above specifications will be required for our inspection at contract time.

Maintenance and Technical Support

Vendor shall maintain the System and provide technical support one-half (1/2) hour before and one-half (1/2) hour after normal business hours of the PANOLA County Clerk's Office. All maintenance cost are included in the monthly costs.

PANOLA COUNTY PROCESS AND REQUIRMENTS FOR IMAGING SYSTEM

The following is a step-by-step process for the operations of the Panola County Clerk's office for Real Property records with current equipment.

1. When a document is filed, it will be entered into a cashiering station. It is assigned a document number, volume and page. The money is distributed and the customer receives a receipt. (A first grantor and grantee may be entered into the cashiering system and the mail-back information to create a daily index.)
2. After a document has been filed through cashiering, it may be ready to scan. The document number and the number of pages are passed through the system to the scanning station. The county has the option to scan the image immediately or wait until they receive a range of documents to scan. The programs can run reports on which documents were scanned for the day and let you know if any numbers were skipped. The county also has the ability to rescan if an image didn't scan properly onto the system. Once the county saves that image to the system it is ready to be viewed by the document number.
3. When the county is done scanning for the day, they will send the daily images (documents) to the vendor. Once the vendor receives these images, they will return them to Panola County by phone modem or high speed internet connection. Once the vendor receives the images, it will not take longer than 48 hours to return the indexes to Panola County. The vendor will blind verify the indexing, and create a roll of security microfilm to be stored in a secure temperature/humidity-controlled vault.
4. The index information will attach to the proper images that coincide with that document. At that moment the document is ready to be searched by the public.
5. The vendor will send the printed indexes to Panola County .

Basic Requirements for Cashiering Module

Panola County would like the following features:

OVERVIEW

A Windows based Cashiering Module allowing the user full view of each step of the cashiering process which creates a quick paced environment conducive to working at the counter. The point and click concept minimizes the key strokes required for data entry and allows "pop-up" tables during the cashiering process.

The module can be stand-alone, or networked with all of the imaging/retrieval/indexing modules offered by the vendor. When networked, data entry is negated except for grantor/grantee and property description.

STAMPING FUNCTIONS

Networked to the PC is a computerized stamp machine and receipt printer. All information is automatically tracked and figured and the following information is stamped onto the months:

- Month Type
- Volume Number
- Page Number
- Month Number
- Time Filed
- Clerk Information

RECEIPTING FUNCTIONS

A "grocery store" styled receipt and copy is generated for the customer which discloses on the receipt the date, time, month, volume, page, month number, amount collected and change given.

REPORTING AND FINANCIAL MANAGEMENT FUNCTIONS

All financial reporting and general ledger posting functions required from the office can be generated in a variety of formats, detail of information, and time period requested. The module needs to generate the following:

- Fees collected by month type and number
- Fees collected by copier transaction
- Audit trail per transaction and per operator
- Fee distribution and fee month
- Fees from court collections
- Daily register
- Mailing labels
- Receivable Billing and Management

MARRIAGE LICENSE/APPLICATION SYSTEM

Software must enable the marriage application information to be transferred to the actual license. Must be able to print marriage license to meet Panola County's specifications.

ESTIMATED QUANTITIES

Because Panola County's recording needs are cyclical in nature, it is not feasible to offer prospective proposed estimated quantities of prints needed during a year.

INDEXING AND RECORDING OF COUNTY CLERKS RECORDS

FINANCIALS, DISASTER RECOVERY PLAN & REFERENCES

Proposers must provide a written Disaster Recovery Plan, Current Financial Statements, and References.

We assure Panola County that under no circumstances will we sell, Donate, or otherwise transfer any films, months, indices or any other month generated from Panola County records to any other entity without the prior written approval of the County.

Signature: _____

Typed Name and Title: _____

Date: _____

EXHIBIT B

COST FORM

PANOLA COUNTY GOVERNMENT RECORDS MANAGEMENT SERVICES

The undersigned Proposer agrees to perform Government Records Management Services in accordance with this Request for Proposals (RFP) and provide all related products and services at the prices indicated below for the five (5) year term established as provided on the RFP.

PANOLA COUNTY/DISTRICT CLERK SERVICES

Land Records Management System and Services \$ _____ per month

Includes:

Hardware

Land Records Software

All Generic Software

Software Licenses and Support

Cashiering/Indexing - Duplex Prints, Generic Indexing, Marriage, Courts, Vitals Software

Commissioners' Court minutes recording / indexing system software with OCR functionality. Software system must allow OCR scanning and automatic indexing of minutes providing word / topic searching

Scanning Process-Image Retrieval for Microfilm Back-up

(Please indicate here the cost of Scanning Process-Image Retrieval Microfilm Back-up included in the amount above:

\$ _____ per month)

OCR Online Records Search Service (100% Revenue to County) \$ _____ per month

Full service real property indexing
Flat Fee \$ _____ per instrument

Non-Indexed Prints
Flat Fee \$ _____ per instrument

Archival Prints
Flat Fee \$ _____ per instrument

District Clerk Indexing

1-100	\$ _____ per inst.
101-200	\$ _____ per inst.
201-1700	\$ _____ per inst.
1701-Up	\$ _____ per inst.

District Clerk Off-site Microfilm Storage
\$ _____ per month

Pricing for Optional Services and Products

(Services and products to be provided upon County's request)

- | | |
|---|-------------------------|
| 1. On-Site Security Microfilming/Scanning Handwritten and Typed Months | \$ _____ per book |
| 2. On-Site Security Microfilming/Scanning Photostat Months | \$ _____ per book |
| 3. High Speed Digital conversion of Photostat Months,
including 35mm and archival page month binder | \$ _____ per book |
| 4. High speed digital conversion of Photostat Months,
without 35mm film and including archival pages and binders | \$ _____ per book |
| 5. Re-Creation of large record months already on microfilm | \$ _____ per book |
| 5a. Re-Creation of Index Months already on microfilm. | \$ _____ per book |
| 6. Microfilming/Scanning and Recreation of Index Months w/ A-Z tab | \$ _____ per book |
| 7. Microfilming only index months | \$ _____ per book |
| 8. Re-Indexing of Typed and Photostat months including indexes
loaded onto system and merged prints | \$ _____ per inst |
| 9. Re-Creation of tumble style months | \$ _____ per book |
| 10. Price for Microfilming and Re-Creating School Records | \$ _____ per folder |
| 11. Price for digitizing microfilmed records to images and loading to computer | \$ _____ per inst |
| 12. Price for re-indexing real property records . | \$ _____ per inst |
| 12a. Re-indexing of miscellaneous records i.e. vital stats, courts, etc. | \$ _____ per doc |
| 13a. Additional public workstations | \$ _____ per month |
| 14. Additional cashiering workstations | \$ _____ per month |
| 15. Additional scanning workstations | \$ _____ per month |
| 16. Permalife paper 24lb paper with rounder corners and hole
punched to desired size of county's volumes | \$ _____ per ream |
| 17. Importing electronic images to real property system and linking images to
existing grantor/grantee index. | \$ _____ per document |
| 18. Price for importing/linking previously filed images to
internet site. | \$ _____ per year |
| 19. Price for 16mm film production from scanned images | \$ _____ per image |
| 20. Redaction of Existing Images (Historical) | |
| Real Property – Service Level 1 | \$ _____ per instrument |
| Service Level 2 | \$ _____ per instrument |
| Vitals, Courts, Misc. Records-Service Level 1 | \$ _____ per image/page |
| Service Level 2 | \$ _____ per image/page |

Conversion and Redaction of Microfilm

Real Property-Service Level 1
Service Level 2

\$ _____ per instrument
\$ _____ per instrument
\$ _____ per image/page
\$ _____ per image/page

Vitals, Courts, Misc. Records-Service Level 1
Service Level 2

On-Site Scanning/Conversion/Redaction of Paper Records Handwritten or Typed

Real Property-Service Level 1
Service Level 2

\$ _____ per instrument
\$ _____ per instrument
\$ _____ per image/page
\$ _____ per image/page

Vitals, Courts, Misc. Records-Service Level 1
Service Level 2

Photostat Records-Real Property-Service Level 1
Service Level 2

\$ _____ per instrument
\$ _____ per instrument
\$ _____ per image/page
\$ _____ per image/page

Vitals, Courts, Misc. Records-Service Level 1
Service Level 2

Redaction of Daily Records/Filings-Real Property (per specs)

\$ _____ per instrument

Redaction Services one-time Set Up

\$ _____

Redaction Software for On Site Redaction by Clerk

\$ _____

21. Records management consulting services (i.e. research, analysis, diagnostics, recommendations)

\$ _____ per hours

Please specify for any items listed on the RFP form any delivery, Freight, shipping or handling specifications.

\$ _____ per month

PROPOSER:

COMPANY NAME: _____

BY: _____

PRINTED NAME: _____

TITLE: _____

DATE: _____

ADDRESS: _____

TELEPHONE: _____

FAX: _____

EMAIL: _____

EXHIBIT C

INSURANCE REQUIREMENTS

General Liability:

Contractor's insurance shall include blanket contractual liability with a combined single limit of a minimum of \$1,000,000 each occurrence and \$2,000,000 in the aggregate and shall include the following:

- Blanket Contractual Liability
- Personal Injury
- Products and completed operations

Business Automobile Liability:

Contractor's insurance shall include Business Automobile Liability coverage with a combined single limit of at least \$500,000 per occurrence, and include coverage for but not limited to the following:

- Bodily injury and property damage
- Any and all Owned, Non-Owned or Hired vehicles, including employee owned vehicles used for business in whole or in part

Workers' Compensation and Employers Liability Insurance:

Contractor must elect to obtain workers' compensation coverage pursuant to Section 406.002 of the Texas Labor Code. Contractor shall maintain said coverage throughout the term of the contract and shall comply with all provision of Title 5 of the Texas Labor Code to ensure that the contractor maintains the coverage. Any termination of workers' compensation insurance coverage by Contractor or any cancellation or non-renewal of workers' compensation insurance coverage for the contractor will constitute a material breach of the contract.

Contractor's insurance will include Employer's Liability coverage with limits of at least \$500,000 each accident.

Other Insurance Requirements:

Contractor's general liability and auto liability insurance policies through policy endorsement shall name the County as an additional insured and must include wording that states that the policy shall be primary and non-contributory with respect to any insurance carried by the County. The certificate of insurance described below must reflect that the above wording is included in evidenced policies. The County must be notified at least 30 days in advance of any cancellation of any of the required policies. The County must receive a copy of the full policy from the selected firm.

The Contractor must agree to waive subrogation against the County, its officers, employees, and elected representatives for injuries, including deaths, property damage, or any other loss to the extent same may be covered by the proceeds of insurance.

Request for Proposals for Government Records Management Services

Addendum No. 1

Response to Prospective Proposer Question

Question: "Given the length of our financial statements, can Bidders provide these documents in electronic format only?"

Response: Due to the voluminous nature of some financial statements, the County is willing to waive the requirement that a paper copy of financial statements be provided with the proposal and will accept financial statements in searchable PDF electronic format, provided such financial documents are delivered to the County on or before the deadline for receipt of proposals.

Government Records Management Services for Panola County, Texas

Due Date: April 25, 2016

Submitted by:
Government Records Services, Inc.
8600 Harry Hines Blvd
Suite 300
Dallas, Texas 75235
Local Phone: 214.902.5000
Toll-free Phone: 800.782.5652



Louis Schiavone, Jr
Vice President

Government Records Services,
Inc.

8600 Harry Hines Boulevard
Suite 300
Dallas, TX 75235-3015

louis.schiavonejr@xerox.com
tel 703.891.8851
fax 214.902.5058

April 20, 2016

Hon. Lee Ann Jones
County Judge
Panola County Courthouse
Room 216A
Carthage, Texas 75633

RE: Government Records Management Services, Request for Proposals

Dear Ms. Jones:

ACS Government Records Services, Inc. (Xerox) is pleased to present our proposal to Panola County for Government Records Management Services. Our response is comprehensive and compliant with all bid documents, addenda, and instructions and meets or exceeds the minimum contractor qualifications.

Xerox has served the Panola County Clerk's office for over 20 years. While other bidders may have a general knowledge of the business requirements of a County Clerk's office, our Panola County experience uniquely qualifies us for the proposed work.

With the submission of our proposal, Xerox pledges to continue to deliver the quality of service you are accustomed to receiving, backed by an organization committed to successful implementations and a long-term partnership.

Significant benefits, that often times cannot be measured, will be realized by the Panola County Clerk and the office are: the consistency that is maintained by a functioning system, no need for data conversion, no new learning curve for the staff, no decline in service to the public, and the continued strong commitment to service delivery by Xerox.

As we have in the past, Xerox will continue to provide all the necessary infrastructure, services, and trusted resources required in this RFP. We truly are a one stop shop for all of your needs and there is an obvious value to awarding this contract to Xerox. Our impeccable reputation and exceptional product are a part of why more than 95% of our clients renew their agreements with us. To worry about dealing with a new and unproven vendor at this point is a risky endeavor. With Xerox, all management staff and technical processes are already in place to meet or exceed project specifications.



No ramp-up time is required. Xerox will coordinate our service with all involved Panola County departments and take responsibility for its successful and timely completion.

I am authorized to represent Xerox for the purpose of this proposal submission, to commit and bind Xerox in contractual matters, and to agree to terms and conditions. However, please note that our proposal is not a firm offer. We are willing to extend Panola County's current contract. If the County requires a new contract based on the terms and conditions set forth in the RFP, Xerox requires a separate contract in writing agreed to by the parties. For questions relating to the proposal please contact Jack Morris at 214.902.5000 or via email at Jack.Morris@xerox.com.

We appreciate your business and look forward to continuing to serve Panola County, the Panola County Clerk's Office and the citizens of Panola County.

Sincerely,

A handwritten signature in black ink, appearing to read "Louis Schiavone, Jr.", written in a cursive style.

Louis Schiavone, Jr

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Executive Summary [RFP II]

REQUIREMENT: RFP Section II

Prefacing its Proposal the Proposer shall provide an Executive Summary of two (2) pages or less which gives in brief concise terms, a summation of the Proposal

As the current provider of the Panola County Records Management and Imaging System and services, Xerox is uniquely familiar with the details of the County's document management needs.

Xerox has a solid understanding of the level of effort required and the experience to deliver the requested services on time and within budget. As the current provider of this system and services, no other competitor has a better understanding of records management in Panola County than Xerox.

20/20 Perfect Vision™ is in production across over 200 jurisdictions, including 58 Texas counties, proving our understanding and adherence to Texas statutes and the unique requirements of the state.

Xerox pledges to continue to deliver a world-class solution and superior services, backed by an organization committed to a successful implementation and a long-term partnership. We look forward to the opportunity to continue to work for the County.

Proposal Highlights

Our proposal and offering go above and beyond what is required in the RFP. The following services differentiate Xerox from other competitors and ensure that you receive the superior services you are accustomed to receiving from Xerox, allowing Panola County and the County Clerk's office to maintain their leadership position:

- **On time Implementation with no Conversion Risk.** As the incumbent Xerox is uniquely qualified to provide the required solution without risk of service interruption or data conversion delay, providing us with a significant technical advantage. With the volume of data that is currently on the Panola County system, it could take several months to convert the data.
- **Panola County Experience.** Xerox has provided all the proposed services to Panola County for years. While other bidders may have a general knowledge of the business requirements, Xerox is uniquely familiar with the subtle intricacies of records management in Panola County.
- **New Internet Price Structure.** Xerox will work with the County to determined pricing for searching and retrieving documents from the website. Xerox has proposed our Agile Super Search with full OCR searching capabilities. Xerox will support and maintain the site and the County will receive 100% of the revenue generated.

Xerox understands that Panola County is looking for a fully integrated records management and image processing system. Xerox possesses the necessary resources and expertise to provide all of these services as a single-source solution (completely in-house, no subcontractors).

With our solution Panola County continues to have the advantage of single-source support and maintenance for all hardware, and software. Our well-trained and friendly support staff has been supporting this system for more than 20 years and will continue to be the single point of contact for any question or issue regarding your entire solution.

By maintaining a consistent hardware and software environment with Xerox as your single provider, we maximize system uptime, speed issue resolution, and provide the highest possible level of efficiency as well as improved integration among other departments and applications.

Conclusion

The issue now facing Panola County is the selection of the optimal partner for this RFP. Xerox brings to this project our unmatched experience in Panola County and in other County Clerk systems and services, as well as, our thought leadership in government information-based programs. We are positioned to offer proven systems and proven personnel, and an overall resource base that is the deepest in the industry.

We offer a cost-effective solution, based not only on the County's stated requirements, but on our own knowledge of the critical nature of the County Clerk's needs and responsibilities. Our solution meets or exceeds the County's functional and technical requirements; it offers no implementation risk, superior reliability, and business continuity, and guaranteed support and services.

Xerox is still the optimal long term partner for Panola County.

1 Section I – Company Information [RFP II.A]

REQUIREMENT: RFP Section II.A

Section I of the Proposal shall include the following

1.1 Authorized Negotiator [RFP II.A.1]

REQUIREMENT: RFP Section II.A.1

Indicate the name, physical address, telephone number, email address, and fax of the person in your firm authorized to negotiate contract terms and render binding decisions in contract matters

The authorized negotiator for Government Records Services, Inc., is:

Name	Louis Schiavone, Jr., Vice President
Physical Address	Government Records Services, Inc. 8600 Harry Hines Boulevard, Suite 300 Dallas, TX 75235-3015
Telephone Number	800.782.5652
Email Address	louis.schiavonejr@xerox.com
Fax	214.902.5058

1.2 Company Information [RFP II.A.2]

REQUIREMENT: RFP Section II.A.2

State full name and address of your organization and identify parent company if you are a subsidiary. Include your main businesses, number of offices and locations. Specify the branch office or other subordinate element which will perform or assist in performing work herein. Indicate whether you operate as a partnership, corporation, limited liability company, or individual. Include the State in which incorporated or licensed to operate.

Main Office Branch to Perform Proposed Services

Government Records Services is licensed to operate in the state of Texas and has a single office in Dallas, Texas (address noted below).

Government Records Services, Inc. (Xerox)
8600 Harry Hines Boulevard
Suite 300
Dallas, TX 75235-3015
Telephone: 800.782.5652
Fax: 214.902.5058

Parent Company

Xerox Business Services, LLC. Xerox Business Services is a Limited Liability Company.

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2 Section II – Audited Financial Statements [RFP II.B]

REQUIREMENT: RFP Section II.B

Section II of the Proposal shall contain an audited copy of your firm's most recent financial statement. If this is unavailable, submit sufficient information indicating the financial status of your organization.

Xerox Corporation

Xerox Corporation is a \$22 billion leading global enterprise for business process and document management. Through a broad portfolio of technology, business process and outsourcing offerings, Xerox provides the essential back-office support that clears the way for clients to focus on what they do best: their real business. Headquartered in Norwalk, Connecticut, Xerox provides leading-edge document technology, services, software and supplies for production and office environments of any size. Xerox also offers extensive business process outsourcing and information technology outsourcing services, including government records management, HR benefits management, and customer relationship management services for commercial and government organizations worldwide.

Annual Report

The Xerox Corporation, headquartered in Norwalk, Connecticut, is an industry-leading business process outsourcing (BPO) services and document management, technology, and services enterprise. Xerox Corporation provides the industry's broadest portfolio of color and black-and-white document processing systems and related supplies, as well as document management consulting. Xerox Corporation is a Fortune 200 company whose shares were first listed on the New York Stock Exchange (NYSE) in 1961.

Xerox Corporation is a \$22 billion leading global enterprise for business process and document management with 140,000 employees serving customers in 160 countries. Through its broad portfolio of technology and services, Xerox Corporation provides the essential back-office support that clears the way for customers to focus on what they do best: their real business. Xerox Corporation offers its business process outsourcing and IT outsourcing services through Xerox Business Services, LLC, including data processing, human resource benefits management, finance support, and customer relationship management services for government and commercial organizations worldwide. The consolidated financial statements and SEC reports of Xerox Corporation (NYSE – XRX) include all of its subsidiaries.

Under the SEC filings, our 10-K document includes the most recent three years of financial statements as well as additional information demonstrating financial stability and ability to meet the financial responsibilities for the requirements of Panola County. Our Form 10-K can be found at this link: <http://services.corporate-ir.net/SEC.Enhanced/SecCapsule.aspx?c=104414&fid=9947185>

Xerox has provided our company's Annual Report electronically on CD, which includes an auditor's report including financial statements of owners/principals for the last three (3) years.

Company Facts

- World's leading document management, technology and services enterprise.
- Providing our state-of-the-art solutions to various state and local government offices for over 30 years.
- Providing services to more than 1,700 federal, state, county and local governments, making us one of the largest providers of services to government in the United States.
- \$22 billion annual revenue
- 160 countries
- Established in 1906
- 140,000 Employees
- NYSE: XRX

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3 Section III – Services Outline in the Scope of Work [RFP II.C]

REQUIREMENT: RFP Section II.C

Section III of the Proposal shall consist of a description of services and capabilities as outlined in the Scope of Service section of this Proposal and a detailed Implementation Plan. The Implementation Plan will be used by the County to monitor and assess the awarded Proposer's progress and to provide system documentation. The Implementation Plan shall include benchmark dates for at a minimum the following:

1. Hardware configuration
2. Software Installation
3. Testing
4. Validation
5. County staff user training
6. Commencement of system operation with performance of complete Services

As the current provider of the Panola County Records Management and Imaging System and services, Xerox is uniquely familiar with the details of the County's document management needs.

Xerox has a solid understanding of the level of effort required and the experience to deliver the requested services on time and within budget. As the current provider of this system and services, no other competitor has a better understanding of records management in Panola County than Xerox.

20/20 Perfect Vision™ is in production across over 200 jurisdictions, including 58 Texas counties, proving our understanding and adherence to Texas statutes and the unique requirements of the state. We keep this product updated and current with the Texas requirements, ensuring obsolescence prevention for years to come. Panola County will receive all such updates and enhancements as required to maintain compliance with Texas requirements.

Xerox pledges to continue to deliver a world-class solution and superior services, backed by an organization committed to a successful implementation and a long-term partnership. Our team of over 40 Land Records professionals is backed by an over 400-member team of Local Government professionals in the Xerox Local Government Solutions Group.

Our direct Government Records Management team—with whom the Panola County Clerk's office has worked closely—are not only Land and Public Records experts, but have also been pioneers in the process of electronic records management and workflow optimization.

We look forward to the opportunity to continue to work with and for Panola County.

3.1 Scope of Service Specification Requirements [RFP IV.A]

REQUIREMENT: RFP Section IV.A

The service and performance requirements that the selected Proposer (the "Contractor") shall be required to perform and the requirements that goods provided by Contractor must meet are set forth in Specifications attached hereto as Exhibit A. Failure to address or to fully describe capabilities to accomplish all elements stated in this section will result in a loss of evaluation points.

Xerox currently performs and will continue to perform all the services described in this RFP for both the office of County Clerk, and for the Office of District Clerk, including but not limited to, offsite storage of existing microfilm records, which records were started in 1994, and providing changes to such records and corresponding indices (such as expungements or sealing of records) that may be required by court order from time to time.

Xerox is responsible for furnishing all labor, materials, equipment, software, and all other items necessary to perform under this RFP.

Xerox recently completed a hardware refresh for the County. Any additional software and equipment installations required will be completed within ninety (90) days of the effective date of the Contract resulting from this RFP.

Xerox is the only vendor that can provide a smooth and uninterrupted transition of services.

3.1.a Specifications for Photostat month Re-creation [RFP Exhibit A]

REQUIREMENT: RFP Section Exhibit A

Vendor to microfilm County record volumes on site, using personnel experienced in photography County records

Vendor to utilize microfilm camera equipment with duplex capability suitable for filming months in such a way as to be able to produce two sided paper prints from the microfilm at full or reduced sizes as determined by the County. Vendor is to supply necessary quality of microfilm equipment and labor to perform the job within the desired time frame required by the County.

Vendor to utilize Kodak 35mm Image link HQ microfilm or equal, and certify the original and any silver duplicates ordered by the County to be archival processed to industry standards. Vendor is to perform periodic Ethylene Blue Testing to assure archival processing on a continuing basis.

Microfilm must be in the format described above in order to be usable for re-indexing purposes.

Representative vendor will provide a microfilm reader printer to the County for viewing of these images on microfilm during the time frame the original months are removed from the courthouse.

Vendor to remove original months to Vendor location approved and visited by the County.

Original months can only be removed once the reader printer and microfilm have been placed in a place for use and operational within the clerk's office.

Vendor to scan County record volumes at vendor location at 600 DPI, using personnel trained in scanning of months. 300 DPI will not be accepted.

Vendor to utilize scanning equipment with modification capability for scanning photo months. Results must be a white background month in duplex format. Vendor will supply two sided prints in full size printed at 600 DPI. 300 DPI will not be accepted.

Vendor will store the results on magnetic tape, CD, and 35 mm film.

Vendor is to provide high quality record binders of a quality acceptable to the County. A representative must produce a sample of the binder to be made available 48 hours prior to RFP opening. Within this binder must be the samples of the digitized worked scanned and printed at 600 DPI. Samples must be both 8 1/2 x 11 and 8 1/2 x 14 inch samples.

Binders must be provided with both a silver copy (one roll) of the 35 mm film must be included for viewing 48 hours prior to RFP opening. This roll of film must include Photostat months.

Vendor is to supply storage cabinets for 8 1/2 x 11 inch binders.

Ten or more references of Texas County Clerks' in which you have completed Month Re-Creation for within the past year.

Upon delivery of the Re-Created months, Vendor will place original record volumes in special storage cartons furnished by the vendor. The vendor will then label the boxes and move them to secondary storage.

Vendor will guarantee the results of the work.

Vendor will provide archival storage for both the magnetic tapes and microfilm rolls, consistent with the American Standards Institute (ANSI) PHI-1985 covering storage of such media. Storage of the electronic media will meet all Texas Electronic Storage Specifications.

Xerox will continue to microfilm County record volumes on site, using personnel experienced in photographing County records.

Xerox utilizes microfilm camera equipment with duplex capability suitable for filming books in such a way as to be able to produce two sided paper prints from the microfilm at full or reduced sizes as determined by the County. Xerox supplies necessary quality of microfilm equipment and labor to perform the job within the desired time frame required by the County.

Xerox utilizes Kodak 35mm Image link HQ microfilm, or equal, and certifies the original and any silver duplicates ordered by the County and provides archival processing to industry standards. Xerox performs periodic Methylene Blue Testing to assure archival processing on a continuing basis.

Microfilm is provided in the format described above in order to be usable for re-indexing purposes.

Xerox provides a microfilm reader printer to the County for viewing of these images on microfilm during the time frame the original books are removed from the courthouse.

We remove original books to our Dallas location that has been approved. The County may visit our facilities at any time.

Original books are only removed once the reader printer and microfilm has been placed in a place for use and operational within the clerk's office.

Xerox scans County record volumes at Xerox location at 600 DPI, using personnel trained in scanning of books.

Xerox utilizes scanning equipment with modification capability for scanning Photostats. Results are white background in duplex format. We supply two sided prints in full size printed at 600 DPI.

The results are stored on magnetic tape, CD, and 35 mm film.

Xerox currently provides high quality record binders that have been accepted by the County. Since we currently provide this service the County has a sample of the binders. Binders are provided with both, a silver copy (one roll) of the 35 mm film.

Xerox supplies storage cabinets for 8½ x 11 inch binders.

We included ten references of Texas County Clerks' in which we have completed Book Re-Creation for within the past year in Proposal Section 3.13.

Upon delivery of the Re-Created books, Xerox will place original record volumes in special storage cartons furnished by the Xerox, label the boxes, and move them to secondary storage.

Xerox provides archival storage for both the magnetic tapes and microfilm rolls, consistent with the American Standards Institute (ANSI) PHI-1985 covering storage of such media. Storage of the electronic media meets all Texas Electronic Storage Specifications.

3.1.b Specifications for Indexing and recording of County Records [RFP Exhibit A]

REQUIREMENT: RFP Section Exhibit A

Archival Print Recording Services

The vendor must provide on Kodak Model MRD-2 or equal 35mm camera complete with an easel and duplex capabilities for filming months in such a way as to be able to produce a high-quality, two sided paper prints from the resultant duplex film record at full or reduced sizes as determined by the County, for each County office requesting this service

All maintenance including service and parts must be provided on the camera. The vendor must provide his own maintenance. NO subcontracting will be allowed

The vendor must provide all the required amounts of microfilm, print paper, mailers, film targets, microfilm cans, and spools, record binders and other miscellaneous supplies as needed for the microfilming and mailing of current filings

The film must be high resolution 35mm camera-type microfilm with an anti-halation undercoat for the daylight load capability. An example of this film would be Kodak Image link HQ.

The Vendor must provide quality prints printed on Xerox "Copyflo" or equal continuous microfilm printing machines operated exclusively at the conventional operating speed of 20 feet per minute (fpm) as recommended by the manufacture. The copies must be of an appropriate size printed in duplex mode consistent with the requirements of the County offices requesting the service

The processed microfilm must meet American National Standards Institute (ANSI) standards with respect to the image resolution, density and residual thiosuphate (hypo residue). Periodic methylene blue test must be performed to provide assurance of archival microfilm processing on an ongoing basis

The vendor must provide storage if microfilm copies of the months in an archival storage environment in accordance with the ANSI PH 1 43-1985 standards. This environment must comply with ANSI standards as to temperature and humidity control. Must have a fire protection system and an electronic security system and must have an on site certified records librarian

The vendor must provide representative samples or archival prints and recording paper clearly identifying the paper weights, print sizes and rag content percentages to the County committee that will be considering the RFP

The vendor must provide the County with an annual inventory of all microfilmed stored

The microfilm shall not be transferred or relocated from the original approved security storage site for any purpose without the specific written instructions from the County

Computerized indexing samples and printed copies are required 48 hours prior to RFP opening applicable to business days

Xerox provides a Kodak Model MRD-2 or equal 35mm camera, complete with an easel and duplex capabilities for filming books in such a way as to be able to produce high-quality, two sided paper prints from the resultant duplex film record at full or reduced sizes as determined by the County, for each County office requesting this service.

All maintenance, including service and parts, is provided on the camera. Xerox provides maintenance without the use of subcontractors.

Xerox provides all the required amounts of microfilm, print paper, mailers, film targets, microfilm cans, and spools, record binders and other miscellaneous supplies as needed for the microfilming and mailing of current filings.

The film is high resolution 35 mm camera-type microfilm with an anti-halation undercoat for the daylight load capability.

Xerox will provide quality prints printed on Xerox "Copyflo" or equal continuous microfilm printing machines operated exclusively at the conventional operating speed of 20 feet per minute (fpm) as recommended by the manufacturer. The copies will be of an appropriate size printed in duplex mode consistent with the requirements of the County offices requesting the service.

The processed microfilm meets American National Standards Institute (ANSI) standards with respect to the image resolution, density and residual thiosuphate (hypo residue). Periodic methylene blue test are performed to provide assurance of archival microfilm processing on an ongoing basis.

Xerox provides storage of microfilm copies of the books in an archival storage environment in accordance with the ANSI PH 1.43-1985 standards. This environment complies with ANSI standards as to temperature and humidity control. The storage site has a fire protection system and an electronic security system and an onsite certified records librarian.

Xerox currently provide archival prints and recording paper clearly identifying the paper weights, print sizes and rag content percentages, so the County committee currently has samples.

Xerox provides the County with an annual inventory of all microfilmed stored. The microfilm is not transferred or relocated from the original approved security storage site for any purpose without specific written instructions from the County.

Xerox currently provides this service so computerized indexing samples and printed copies are currently provided.

3.1.c Full Service Computerized Indexing of Land Records [RFP Exhibit A]

REQUIREMENT: RFP Section Exhibit A

The vendor must be capable of performing data input from a variety of microfilm formats included 16mm and /or 35mm roll that contain the County's various records images

The vendor must utilize a virtually error-free procedure for the entering of land records index data involving a combination of 100 percent key verification, machine editing, procedures that will catch alphabetic data in numeric fields and vice versa, as well as machine checks for missing months numbers, missing parties to the months, et criteria, intensive operator training and monthed reference materials for key entry personnel.

The computerized indexing services must include an alphabetic listing of the grantors and alphabetic listing of the grantees, a "Missing Number Report" to account for the entire Clerk's month numbers showing all the months indexed in each group of months submitted by the County.

The grantor/grantee index output reports must comply with the following specifications

- 1 The name fields must be a minimum of 40 character to minimize the need for operator judgments on abbreviations and to assure a truer alphabetic sort procedure.
- 2 The type of month field must be a minimum of 20 characters to provide adequate room to spell out most months types and certain combination month types.
- 3 Case numbers and money amounts must be shown on all index entries for abstracts of judgments and tax liens
- 4 Money amounts must be shown on deeds of trust index entries.
- 5 Prior month references on assignments and releases must be shown on the index report. If both volume and page prior month references and money amount are shown on the same month, the volume and page prior month reference will take priority over the money amount with respect to the information on the index report
- 6 The page format of the data must prominently display the inclusive certification dates for the Index series at the top of each page
- 7 At the office's head option, all properties described on a month must be shown on the Index regardless of number
- 8 The output pages must be approximately 8 ½ x 14 inches in size, printed in 1 and scope mode and must be of a laser printed-type quality
- 9 The Vendor must furnish the necessary sectional post binders of a plastic or poly material comparable in quality and style to those currently in use by the County. Alphabetic and "Current" divider tabs and customized printing or labeling of the binders must also be included
- 10 The turnaround time for each vendor's receipt of film may not exceed five working days or Seven calendar days until the finished products are dispatched back to the County
- 11 Each index must be merged with the prior's months index
- 12 All months' indices must be merged to create year indexes

At the end of each year, that year's index must be merged with the previous years indices, thereby providing on continuous alphabetical computer indexes

Evidence of 5, 10, and 15 year merge must be provided to the County for approval

The vendor must provide unlimited training including indexing and recording support by the vendor's production facilities

All equipment, film, paper mailers binders and other supplies needed by the County must be provided by the vendor

A written assurance must be included with the RFP that under no circumstances will the vendor sell, donate or otherwise transfer any film, prints, indices or any other month generated for the County records to any entity without the prior written approval of the Appropriate County Official

The prices must include delivery of print by courier

The vendor must provide a computerized alphabetic index of the County Clerk's index weekly and any other department's records as requested by the head of that department

All data entry, verification, processing and printing must be done by vendor on his premises, subject to County inspection

All work must be done by the primary vendor with no subcontracting. The vendor must provide evidence of total in-house capability

The vendor must provide a disaster recovery plan for the County regarding both recording and indexing. All attendant costs must be included in the RFP prices of the per-month costs. This plan must include restoration of all indices from the off-site stored data tapes, the indices and the binders. Further, all recording media must be restored to its original state with and from stored-stored microfilm

The RFP must include references from at least 10 Texas County Clerks regarding both recording and indexing

Computerized indexing samples and printed copies are required 48 hours prior to RFP opening applicable to business days

Xerox is capable of performing data input from a variety of microfilm formats included 16mm and /or 35mm roll that contain the County's various records images.

Xerox utilizes a virtually error-free procedure for the entering of land records index data involving a combination of 100 percent key verification, machine editing, procedures that catch alphabetic data in

numeric fields and vice versa, as well as machine checks for missing instrument numbers, missing parties to the documents, intensive operator training and reference materials for key entry personnel.

The computerized indexing services includes an alphabetic listing of the grantors, and alphabetic listing of the grantees, a "Missing Number Report" to account for the entire Clerk's instrument numbers showing all the documents indexed in each group of documents submitted by the County.

The grantor/grantee index output reports comply with the following specifications:

1. The name fields are a minimum of 40 characters to minimize the need for operator Judgments on abbreviations and to assure a truer alphabetic sort procedure.
2. The type of document field are a minimum of 20 characters to prove adequate room to spell out most documents' types and certain combination document types.
3. Case numbers and money amounts are shown on all index entries for abstracts of Judgments and tax liens.
4. Money amounts are shown on deeds of trust index entries.
5. Prior document references on assignments and releases are shown on the index report. If both volume and page prior document references and money amount are shown on the same document, the volume and page prior document reference will take priority over the money amount with respect to the information on the index report.
6. The page format of the data is prominently display the inclusive certification dates for the Index series at the top of each page.
7. All properties described on a document must be shown on the Index regardless of number.
8. The printed output pages print on 8 ½ x 14 inches laser print quality.
9. Xerox will continue to provide the necessary sectional post binders currently used by the County along with Alphabetic and "Current" divider tabs and customized printing or labeling of the binders.
10. The turnaround time for each Xerox's receipt of film may will not exceed five working days or seven calendar days, culminating with the finished products returned to the County.
11. Xerox will merge each prior months index with the current index.
12. All months' indices must are merged to create year indexes.

At the end of each year, Xerox will merge the previous years' indices, providing continuous alphabetical computer indexes. Examples 5, 10, and 15 year merge is provided to the County for approval.

Xerox provides unlimited training including indexing and recording support by the Xerox's production facilities.

All equipment, film, paper mailers, binders and other supplies needed by the County is provided by the Xerox.

The price includes delivery of print by courier.

Xerox provides a computerized alphabetic index of the County Clerk's instruments weekly and any other department's records as requested by the head of that department.

All data entry, verification, processing and printing is done by Xerox on premises, subject to County inspection.

All work is done by Xerox with no subcontracting. Xerox is currently successfully providing these services, and has total in-house capability.

Xerox included a disaster recovery plan for the County regarding both recording and indexing in Proposal Section 3.12. All attendant costs are included in the RFP prices of the per-month costs. This plan includes restoration of all indices from the off-site stored data tapes, the indices and the binders. Further, all recording media is restored to its original state with and from stored-stored microfilm.

We included references from ten Texas County Clerks regarding both recording and indexing in Proposal Section 3.13.

Since Xerox provides indexing samples and prints the County has samples.

3.1.d Specification for Redaction Services of Panola County Records [RFP Exhibit A]

REQUIREMENT: RFP Section Exhibit A

3.1.d.1 Redaction of Historical Records [RFP Exhibit A]

REQUIREMENT: RFP Section Exhibit A

- Contractor must provide off-site electronic and/or visually verified redaction of any/all Panola County records
- Contractor must have ability to redact single page TIFF multi-page TIFF and PDF structured and un-structured month types
- Contractor must establish redaction rules to be utilized specific to Panola County months
- Contractor must provide Panola County samples of redacted output for acceptance before project is initiated
- Contractor must have ability to recognize and redact handwritten sensitive information.
- Contractor must have the in-house ability to convert 35mm microfilm to electronic images on records that are not currently in electronic format
- Pricing quoted must include importing of both the redacted and original images to the Panola County real property system
Separate data sets (original and redacted) must be maintained
- Contractor must be in the records management business for at least 5 years
- Pricing for real property 'Official Public Records' must be provided on a 'per month' or 'per month' basis (not per page)

Xerox provides off-site electronic and/or visually verified redaction of Panola County records.

Xerox has the ability to redact single page TIFF, multi-page TIFF and PDF structured and un-structured types. Xerox uses established redaction rules specific to Panola County.

Since Xerox currently provides this service the County has samples. Xerox will provide additional samples of redacted output for acceptance before project is initiated if required.

Xerox has the ability to recognize and redact handwritten sensitive information. We have in-house ability to convert 35mm microfilm to electronic images on records that are not currently in electronic format.

Pricing includes importing of both the redacted and original images to the Panola County real property system. Separate data sets (original and redacted) are maintained.

Xerox has been in the records management business for more than 30 years.

We provided pricing for real property "Official Public Records" on a "per document" or "per instrument" basis (not per page).

3.1.d.2 Redaction Service LEVEL 1 [RFP Exhibit A]

REQUIREMENT: RFP Section Exhibit A

Automated computer analysis of month. Electronic redaction is based on rules and parameters established during testing/acceptance. No trained operator individual image review. The result is 2 images an original and redacted image - 95% accurate

Redaction Service LEVEL 1: Xerox will perform automated computer analysis of the month (electronic redaction will be based on rules and parameters established by the County during testing/acceptance). There will be no trained operator individual image review taking place. The result will be two images, and original and redacted image, with a 99% accurate rate.

3.1.d.3 Redaction Service LEVEL 2 [RFP Exhibit A]

REQUIREMENT: RFP Section Exhibit A

Same as Level 1 with the additional verification step of a trained operator who reviews each electronically redacted month for accuracy. The result is 2 images an original and redacted image - 99% accurate

Redaction Service LEVEL 2: Xerox will perform the same redaction service as Level 1, with the additional verification step of a trained operator who reviews each electronically redacted document for accuracy. The result will be two images, an original and redacted image, with a 99% accurate rate.

3.1.d.4 Redaction Services on Daily Filing/Recordings [RFP Exhibit A]

REQUIREMENT: RFP Section Exhibit A

- Contractor must provide redaction services for incoming daily recordings of all private and personal numbers as established by Panola County Clerk
- No major changes to County Clerk's existing real property daily recording process should be required
- Contractor will download the daily recordings from the Clerk's computer system
- Contractor will electronically redact off-site the required private information from each image
- A trained operator will inspect and verify each image for accuracy and completeness. Handwritten and non-standard private information will be redacted during this phase
- Two sets of data (images) will be transmitted back to Panola County Clerk and imported into the real property computer system for retrieval. The original images will be available for County personnel only and the redacted data set will be available on public workstations and the Panola internet site
- Contractor will work diligently with Panola County Clerk to identify the private information to be redacted. Samples and extensive tests must be made and provided to Panola County before the redaction service is in place
- Controls and the management of each data set will be the responsibility of the contractor
- On-going redaction service must be integrated with existing computerized recording, cashing and management system

Xerox provides the following redaction services.

- Redaction services for incoming daily recordings of all private and personal numbers as established by Panola County Clerk.
- No major changes to County Clerk's existing real property daily recording process is required.

- Download the daily recordings from the Clerk's computer system.
- Electronically redact off-site the required private information from each image.
- Provide a trained operator to inspect and verify each image for accuracy and completeness. Handwritten and non-standard private information is redacted during this phase.
- Two sets of data (images) are transmitted back to Panola County Clerk and imported into the real property computer system for retrieval. The original instruments are available for County personnel only and the redacted data set is available on public workstations and the Panola internet site.
- Work diligently with Panola County Clerk to identify the private information to be redacted. Samples and extensive tests are made and provided to Panola County before the redaction service is in place.
- Controls and the management of each data set is the responsibility of Xerox.
- On-going redaction services are integrated with existing computerized recording, cashing and management system.

3.1.e Specifications for County Record Month Re-Creative Service [RFP Exhibit A]

REQUIREMENT: RFP Section Exhibit A

Vendor to film County record volumes on-site, using personnel experienced in photographing County records

Vendor to utilize microfilm camera equipment with duplex capability suitable for filming months in such a way to be able to produce two-sided paper prints from the microfilm at full or reduced sizes as determined by the County. Vendor is to supply necessary quantity of microfilming equipment and labor to perform the job within the desired time frame required by the County.

Vendor to utilize Kodak 35 mm film Imagelink HQ microfilm or equal and certify the original and any silver film duplicates ordered by the County to be archival processed to industry standards. Vendor is to perform periodic Methylene Blue tests to assure archival processing on a continuing basis.

Vendor to provide a high quality record binder of a quality and style acceptable to the County. A sample of the binder is to be available to the County for evaluation at least 48 hours prior to RFP opening.

All equipment, services, supplies, binders, paper and delivery service necessary for the job to be supplied by vendor at vendor's expense.

All work and supplies to be provided by primary vendor, no subcontractors permitted.

A Proposer must be prepared to prove his 'in-house' production capability for all phases of the work.

Samples of the Re-Creation work to be provided to this County at least 48 hours prior to RFP opening with vendor's name, paperweight, and rag content percentage clearly indicated thereon.

Provide a list of references (at least 10) County Clerks or County Recorders for which Re-Creation work has been completed and delivered within the last two years.

Upon delivery of the re-creation volumes, vendor will place original record volumes in special storage cartons, furnished by the vendor and label the contents for retirement to secondary stage.

Vendor will guarantee the resultant copies to be consistent in legibility with the quality of the original records photographed, within the limits of the commercial microfilming process. Work not meeting this standard will be re-done at vendor's expense.

Vendor to furnish 'archival' storage service for original microfilm rolls, consistent with American Standards Institute (ANSI) PHL 43-1985 covering storage of processed safety film.

Xerox currently films County record volumes on-site, using personnel experienced in photographing County records.

Xerox utilizes microfilm camera equipment with duplex capability suitable for filming documents in such a way to be able to produce two-sided paper prints from the microfilm at full or reduced sizes as determined by the County. Xerox supplies necessary quantity of microfilming equipment and labor to perform the job within the desired time frame required by the County.

Xerox utilizes Kodak 35 mm film Imagelink HQ microfilm, or equal, and certifies the original and any silver film duplicates ordered by the County to be archival processed to industry standards. Xerox performs periodic Methylene Blue tests to assure archival processing on a continuing basis.

Xerox currently provides high quality record binders of a quality and style acceptable to the County so the County has samples.

All equipment, services, supplies, binders, paper and delivery service necessary for the job are supplied by Xerox at Xerox's expense.

All work and supplies is provided by Xerox without the use of subcontractors. Xerox is prepared to prove "in-house" production capability for all phases of the work.

The County currently has samples of our Re-Creation work.

We included a list of ten references for which Re-Creation work has been completed and delivered within the last two years in Proposal Section 3.13.

Upon delivery of the re-creation volumes, Xerox places original record volumes in special storage cartons, furnished by Xerox and labels the contents for retirement to secondary stage.

Xerox ensures that the resultant copies are consistent in legibility with the quality of the original records photographed, within the limits of the commercial microfilming process. Work not meeting this standard will be re-done at Xerox's expense.

Xerox furnishes "archival" storage service for original microfilm rolls, consistent with American Standards Institute (ANSI) PHL 43-1985 covering storage of processed safety film.

3.1.f Specifications for County Index Month Re-Creation Services [RFP Exhibit A]

REQUIREMENT: RFP Section Exhibit A

Vendor to film County index record volumes on site, using personnel experienced in photographing County indexed records
Vendor will provide maintenance to clean the bottom edges of the pages to insure a good quality image and print

Vendor to utilize microfilm camera equipment with duplex capability suitable for filming months in such a way to be able to produce two-sided paper prints from the microfilm at full or reduced sizes as determined by the County Vendor is to supply necessary quantity of microfilming equipment and labor to perform the job within the desired time frame required by the County

Vendor to provide a high quality records binder of a quality and style acceptable to the County. This binder must include an A-Z metal tab set for the binder and be of a color determined by the County A sample of this binder must be provided directly to the County Clerk at least 48 hours prior to RFP opening Weekend days are excluded

All equipment services, supplies, binders, paper and delivery service necessary for the job to be supplied by vendor at vendor's expense.

All work and supplies to be provided by primary vendor, no subcontractors permitted.

A Proposer must be prepared to prove his "in-house" production capability for all phases of the work The Proposer's facility must be open for a tour prior to RFP awarding, proving all in-house capability.

Representative samples of index recreation from a Texas County must be provided to the County clerk at least 48 hours prior to RFP opening. Weekend days excluded The samples must include the vendor's name, rag content of paper and how it was printed

Vendor's paper copies must be printed on a copyflo type printing device burning the toner into the paper for a total archival print

Provide a list of references (at least 10) County Clerks or County Recordors for which this exact work has been completed and delivered to.

Upon delivery of the re-creation volumes, vendor will place original volumes in special storage cartons, furnished by the vendor and label the contents for retirement to secondary stage.

Vendor will guarantee the resultant copies to be consistent in legibility with the quality of the original records photographed within the limits of the commercial microfilming process Work not meeting these high standards will be re-done at vendor's expense

Vendor to provide "in-house" vendor owned storage "archival" facilities services for the original microfilm rolls consistent with the American National Standard Institute (ANSI)

Vendor to provide lost page replacement service at no charge to the County and provide a written disaster relief plan in case of complete loss of volumes

Xerox films County index record volumes on site, using personnel experienced in photographing County indexed records. Xerox provides maintenance to clean the bottom edges of the pages to insure a good quality image and print.

Xerox utilizes microfilm camera equipment with duplex capability suitable for filming documents in such a way to be able to produce two-sided paper prints from the microfilm at full or reduced sizes as determined by the County. Xerox supplies necessary quantity of microfilming equipment and labor to perform the job within the desired time frame required by the County.

Xerox provides a high quality records binder of a quality and style acceptable to the County. This binder includes an A-Z metal tab set for the binder and is of a color determined by the County. The County has samples of this binder.

All equipment, services, supplies, binders, paper and delivery service necessary for the job is supplied by Xerox at Xerox's expense. All work and supplies are provided by Xerox, no subcontractors are used.

Xerox currently performs these services "in-house" for all phases of the work and has the capability to continue to do so. The facility is open for a tour any time.

The County has representative samples of index recreation, as we currently provide these services.

Xerox's paper copies are printed on a copyflo type printing device burning the toner into the paper for a total archival print.

A list of ten references for which this exact work has been completed and delivered to is included in Proposal Section 3.13.

Upon delivery of the re-creation volumes, Xerox will place original volumes in special storage cartons, furnished by Xerox and label the contents for retirement to secondary stage.

Xerox will ensure the resultant copies are consistent in legibility with the quality of the original records photographed, within the limits of the commercial microfilming process. Work not meeting these high standards will be re-done at Xerox's expense.

Xerox provides "in-house" Xerox owned storage "archival" facilities services for the original microfilm rolls, consistent with the American National Standard Institute (ANSI).

Xerox to provide lost page replacement service at no charge to the County and provides a written disaster relief plan in case of complete loss of volumes.

3.1.f.1 Specifications for Microfilm Conversion to Digital Images and Loading to the Computer System [RFP Exhibit A]

REQUIREMENT: RFP Section Exhibit A

Vendor to provide required microfilm retrieved from storage vault on as needed basis. The film will be received by the vendor for scanning. The vendor will confirm inventory of all film. Vendor will scan the microfilm in dual stream mode (Grayscale and TIFF) using state-of-the-art NextScan Eclipse hi-speed, high-quality microfilm scanning devices. Vendor will carefully monitor the quality of all microfilmed images. Vendor will detect any poor quality or exposed electronic images. Using special image-correction software the vendor will sharpen Grayscale images and convert to 200 DPI Tiff images. The result will be new digital images of the highest and most consistent quality. After film is scanned, vendor will use special software that displays each page image and its associated index data fields side by side, after verifying index and data fields match, images will be permanently tagged to index, building an accurate image index file. Completed TIFF and index files will be loaded to the system.

Xerox provides required microfilm retrieval from storage vault on as needed basis. The film is received by the Xerox for scanning. Xerox confirms inventory of all film and scans the microfilm as required by the County (Grayscale and TIFF) using state-of-the-art NextScan Eclipse hi-speed, high-quality microfilm scanning devices. Xerox carefully monitors the quality of all microfilmed images. Xerox detects any poor quality or exposed electronic images. Using special image-correction software Xerox sharpens Grayscale images and converts to 200 DPI Tiff images. The result is new digital images of the highest and most consistent quality. After film is scanned, Xerox uses special software that displays each page image and its associated index data fields side by side, after verifying index and data fields match, images are permanently tagged to index, building an accurate image index file. Completed TIFF and index files are loaded to the system.

3.1.g Specifications for Security Filming Service [RFP Exhibit A]

REQUIREMENT: RFP Section Exhibit A

Vendor to film County record volumes on-site using personnel experienced in photographing County records

Vendor to utilize microfilm camera equipment with duplex capability suitable for filming months in such a way to be able to produce two-sided paper prints from the microfilm at full or reduced sizes as determined by the County. Vendor is to supply necessary quantity of microfilming equipment and labor to perform the job within the desired time frame required by the County.

Vendor to utilize Kodak 35 mm film Imagelink HQ microfilm or equal, and certify the original and any silver film duplicates ordered by the County to be archival processed to industry standards. Vendor is to perform periodic Methylene Blue tests to assure archival processing on a continuing basis.

All work and supplies to be provided by primary vendor, no subcontractors permitted.

A Proposer must be prepared to prove his 'in-house' production capability for all phases of the work.

Vendor is to provide at least ten (10) references of County Clerks in Texas in which this service has been provided.

Vendor to furnish "archival" storage service for original microfilm rolls, consistent with American National Standards Institute (ANSI) PHL 43-1985 covering storage of processed safety film.

Xerox films County record volumes on-site using personnel experienced in photographing County records.

Xerox utilizes microfilm camera equipment with duplex capability suitable for filming documents in such a way to be able to produce two-sided paper prints from the microfilm at full or reduced sizes as determined by the County. Xerox supplies necessary quantity of microfilming equipment and labor to perform the job within the desired time frame required by the County.

Xerox utilizes Kodak 35 mm film Imagelink HQ microfilm, or equal, and certify the original and any silver film duplicates ordered by the County to be archival processed to industry standards. Xerox performs periodic Methylene Blue tests to assure archival processing on a continuing basis.

All work and supplies are provided by Xerox, no subcontractors are used.

Xerox currently provides this service and is prepared to prove his "in-house" production capability for all phases of the work. Xerox has provided ten references of which this service has been provided in Proposal Section 3.13.

Xerox furnishes "archival" storage service for original microfilm rolls, consistent with American National Standards Institute (ANSI) PHL 43-1985 covering storage of processed safety film.

3.1.h Specifications for Microfilm Production of Scanned Images [RFP Exhibit A]

REQUIREMENT: RFP Section Exhibit A

Must be capable of converting images on tape, CD or electronic download. Conversion software must be able to correctly scale, frame and rotate images. Vendor must utilize Kodak's Digital Science Archive Writer or equal. Newly created microfilm must be processed in a Kodak approved deep well or equal processing lab to insure quality and long term archival quality. Vendor must box label and store the processed microfilm in an approved vault.

Xerox currently converts images on tape, CD or electronic download for Panola County. Conversion software correctly scales, frames and rotates images. Xerox utilizes Kodak's Digital Science Archive Writer or equal. Newly created microfilm is processed in a Kodak approved deep well or equal processing lab to ensure quality and long term archival quality. Xerox boxes, labels and stores the processed microfilm in an approved vault.

3.1.i RFP Specifications for Digitizing Images for Official Public Records [RFP Exhibit A]

REQUIREMENT: RFP Section Exhibit A

1. 35mm microfilm digital scanning the original months will be scanned on a high resolution 35mm microfilm camera that will provide duplex microfilm
2. Minimum resolution of digital image will be 300DPI on all digitally scanned images
3. Rescanned digital image resolution of poor images may be as high as 600DPI, depending on the quality of the input microfilm
4. Every digital image page will be inspected for quality with poor images rescanned to the highest possible quality level.
5. To insure integrity of the County film library in its existing vault storage and that the original film remains on the premises of this vault. The successful Proposer will be required to work from a duplicate microfilm copy that may be purchased from the storage company
6. Images provided to the County will be loaded onto the existing platform. These loaded images must be viewable in a seamless environment and all expense of this loading will be borne by the successful Proposer
7. Payment will be made by the County after the completion of the final image upload and County verification of image quality
8. The correctness of image indexing as to the volume and page of the scanned microfilm months will also be verified by the County and any expense incurred for error correction will be the responsibility of the successful Proposer

Xerox currently provides these services and meets or exceeds all specifications listed below.

1. 35mm microfilm digital scanning, the original documents will be scanned on a high resolution 35mm microfilm camera that will provide duplex microfilm.
2. Minimum resolution of digital image will be 300DPI on all digitally scanned images.
3. Rescanned digital image resolution of poor images may be as high as 600DPI, depending on the quality of the input microfilm.
4. Every digital image page will be inspected for quality with poor images rescanned to the highest possible quality level.
5. To ensure integrity of the County film library in its existing vault storage and that the original film remains on the premises of this vault. The successful Proposer will be required to work from a duplicate microfilm copy that may be purchased from the storage company.
6. Images provided to the County will be loaded onto the existing platform. These loaded images must be viewable in a seamless environment and all expense of this loading will be borne by the successful Proposer.
7. Payment will be made by the County after the completion of the final image upload and County verification of image quality.
8. The correctness of image indexing as to the volume and page of the scanned microfilm documents will also be verified by the County and any expense incurred for error correction will be the responsibility of the successful Proposer.

3.1.j Providing Internet Services for County Clerk Real Property Records [RFP Exhibit A]

REQUIREMENT: RFP Section Exhibit A

Vendor is to furnish an internet service for the retrieval of real property records and images via the internet on a go-forward basis

Vendor is to have a link to the County website as well as their own website for retrieval of the real property records

Vendor database information must be a parallel database of the actual server database of the County clerk's office. The vendor must use an off-site location and MAY NOT use the same server/database for internet access of the County Clerks real property records

The vendor must update the internet website records daily and may not fall behind longer than 3 business days from the time the clerk completes the daily transaction and work in the office

The vendor must have in-house records conversion expertise and ability. Vendor must be able to import images of previously filed records to the systems and internet databases. Images must be matched, linked and verified to Panola County's existing computerized grantor/grantee index database.

The vendor is responsible for charging, delivery and all transactions between the public and the delivery of the records

The vendor must provide the search capabilities on the internet for Real Property in the following formats

- Business/last name/first name with Date Ranges

- Month Search with Date Ranges

- Volume Search with Date Ranges

The vendor must be the provider of the internet service no sub-contractors permitted

The website must have a thorough explanation for the following

- Monthly Users

- Pay-per Access

- Certified Copies

- Page Viewer

- Download option

The vendor must supply a Search Help for understanding and maneuvering on the internet website

The Contractor will provide the County complete optical character recognition (OCR) search functionality for all users and all Official Public Records. The County will be charged for the support and maintenance of the online database on a monthly basis, the determined price for each page and subscription prices will be set by the County, and 100% of the revenue from this service will go directly to the County. The Vendor must be able to set any price the County chooses for each page and subscription and to provide for payment by the user directly to the County

Xerox furnishes an internet service for the retrieval of real property records and images via the internet on a go-forward basis. Xerox has a link to the County website as well as our own website for retrieval of the real property records.

Xerox's database information is a parallel database of the actual server database of the County clerk's office. Xerox uses an off-site location and DOES NOT use the same server/database for internet access of the County Clerks real property records.

Xerox updates the internet website records daily and does not fall behind longer than three business days from the time the clerk completes the daily transaction and work in the office.

Xerox has in-house records conversion expertise and ability. Xerox imports images of previously filed records to the systems and internet databases. Images are matched, linked and verified to Panola County's existing computerized grantor/grantee index database.

The determined price for each page and subscription prices is set by the County. The County will get all revenue from this service.

Xerox is responsible for charging, delivery, and all transactions between the public and the delivery of the records.

Xerox provides the search capabilities on the internet for Real Property in the following formats:

- Business/last name/first name (with DateRanges)
- Document Search (with DateRanges)
- Volume Search (with DateRanges)

Xerox is the provider of the internet service: no sub-contractors are used.

The website has a thorough explanation for the following:

- Pay-per Access
- Certified Copies
- Page Viewer
- Download option

Xerox supplies a Search Help for understanding and maneuvering on the internet website.

3.1.k Reindexing Specifications [RFP Exhibit A]

REQUIREMENT: RFP Section Exhibit A

The re-indexing services provided by vendor are designed to achieve three primary goals

- 1 To provide a computerized index for months recorded during a specified period of time, such as five years, ten years, twenty years, or more
- 2 To assure that the information contained on the original recorded months matches the Information that is included in the index
- 3 To eliminate index series that are either too short (requiring tedious, time consuming Searches through multiple index months) or too long (resulting in excessively long searches and monopolization of one index month by one searcher)

The vendor's process will need to generate a highly accurate index for the designated period of time and allows the customer to replace an old, dog eared index month with new updated index information in on-line format, printed format, or both. An electronic copy of the new index information resides with the vendor so that the index can be re-created in the event of a major fire or other disaster.

The re-indexing services provided by Xerox are designed to achieve three primary goals:

1. To provide a computerized index for documents recorded during a specified period of time, such as five years, ten years, twenty years, or more.
2. To assure that the information contained on the original recorded documents matches the Information that is included in the index.
3. To eliminate index series that are either too short (requiring tedious, time consuming Searches through multiple index books) or too long (resulting in excessively long searches and monopolization of one index book by one searcher.)

The Xerox process generates a highly accurate index for the designated period of time and allows the customer to replace an old, dog eared index book with new, updated index information in on-line format, printed format, or both. An electronic copy of the new index information resides with Xerox so that the index can be re-created in the event of a major fire or other disaster.

3.1.k.1 Requirements within the Re-indexing Process [RFP Exhibit A]

REQUIREMENT: RFP Section Exhibit A

The service is performed by specially trained operators who combine sophisticated data entry skills with broad knowledge and experience in lands records months and their related recording and indexing requirements

Must be experienced personnel, applying specially developed accuracy and quality procedures, review the film or other image source of each original month and create full index entries based on that review Drawing on specialized training in indexing and accuracy and minimizes problems that are present in the existing index, problems like omissions, incomplete entries, poor indexing decisions, key entry mistakes and departures from current indexing conventions

Eliminating such problems assures the customer of accurate, high quality information for entry into the database and for use in compiling new indexes for the designated period of time

The re-indexing service must be developed specifically to meet the indexing and verification needs of local government providing the level of accuracy needed for proper recording and management of land record months

Reindexed data must be imported to County clerk's indexing and retrieval computer system Data must be matched to images that reside on same system

The service is performed by specially trained Xerox operators who combine sophisticated data entry skills with broad knowledge and experience in lands records and their related recording and indexing requirements.

Xerox's experienced personnel, apply specially developed accuracy and quality procedures, review the film or other image source of each original document and create full index entries based on that review. Drawing on specialized training in indexing and accuracy minimizes problems that are present in the existing index, problems like omissions, incomplete entries, poor indexing decisions, key entry mistakes, and departures from current indexing conventions.

Eliminating such problems assures Panola County of accurate, high quality information for entry into the database and for use in compiling new indexes for the designated period of time.

Re-indexed data is imported to County clerk's indexing and retrieval computer system. Data is matched to images that reside on same system.

3.1.k.2 Monthing the customer's convections [RFP Exhibit A]

REQUIREMENT: RFP Section Exhibit A

Before actual re-indexing begins, the vendor must conduct a comprehensive assessment of the customer s current indexing convections This assessment yields information that helps optimize the accuracy and completeness of the re-indexing service and consequently the final index

The Xerox re-indexing service has been developed specifically to meet the indexing and verification needs of local government, providing the level of accuracy needed for proper recording and management of land record documents.

Re-indexed data is imported to County clerk's indexing and retrieval computer system. Data is matched to images that reside on same system.

Before actual re-indexing begins, Xerox conducts a comprehensive assessment of Panola County's current indexing convections. This assessment yields information that helps optimize the accuracy and completeness of the re-indexing service, and consequently the final index.

3.1.k.3 Miscellaneous Records Re-indexing (item 12a.) [RFP Exhibit A]

REQUIREMENT: RFP Section Exhibit A

This alternative requires all specifications detailed above for clerk records other than real property i.e. court vital records, etc.

Xerox's records re-indexing includes all specifications for clerk records other than real property (i.e., court, vital records, etc.).

3.1.l Imaging System of Land Records Specifications Hardware Equipment with Software and Miscellaneous Requirements [RFP Exhibit A]

REQUIREMENT: RFP Section Exhibit A

Vendor must supply a fully integrated imaging system interfacing directly to an existing full-service indexing package

System must include a fully initiated microfilm back-up process to the imaging system. The microfilm will be made from the land records that are imaged onto the system. The images will be backed-up on 16mm microfilm and stored at the facilities of the vendor. NO subcontracting facilities will be permitted.

System indices must be updated within 48 hours of receiving the images from the County. Indices must be updated by use of high-speed connections within the County.

System must come with all preloaded images that County has on inventory.

System Software must include processing of Real Property, Vital Statistics, Court Records and Minutes, Marriage License Applications, Commissioner's Court Minutes, Redaction, Public Retrieval, Cashiering all records and required reports.

System must be priced on a flat per month basis (Excluding costs of full-service indexing).

Pricing will include all software, hardware, upgrades and total maintenance on the system.

Pricing to include installation costs and toll-free 800 support and on-line internet email support.

A third party installer will bill Cabling installations.

System must include a Compaq or equivalent Data Base server capable of serving the Panola County Clerk Land Records operations, Vitals, Commissioners Court foreclosures, deputations, brands and any other Generic offices that the County requests.

System to have surge protection and Uninterruptible Power Supply (UPS). System must have the capability of adding future workstations and expansion.

The County currently utilizes Xerox's 20/20 Perfect Vision™ System, which is a fully integrated imaging system interfacing directly to an existing full-service indexing package.

The 20/20 Perfect Vision™ System includes a fully initiated microfilm back-up process to the imaging system. The microfilm is made from the land records that are imaged onto the system. The images are backed-up on 16mm microfilm and stored at the facilities of the Xerox. No subcontracting facilities are used.

The system indices are updated within 48 hours of receiving the images from the County. Indices are updated by use of high-speed connections within the County. 20/20 currently has the County images preloaded.

20/20 Perfect Vision™ software includes processing of Real Property, Vital Statistics, Court Records and Minutes, Marriage License Application, Commissioner's Court Minutes, Redaction, Public Retrieval, Cashiering all records and required reports.

The System is priced on a flat per month basis (excluding costs of full-service indexing). Pricing includes all software, hardware, upgrades and total maintenance on the system. Pricing includes installation costs and toll-free 800 support and on-line internet email support.

System has surge protection and Uninterruptible Power Supply (UPS). System must have the capability of adding future workstations and expansion.

**3.1.1.1 Cashiering/imaging system/indexing/printing own months/microfilm
[RFP Exhibit A]**

REQUIREMENT: RFP Section Exhibit A

Workstations needed for County Clerk's office
Equipment.

- 9-PC Workstations with 22" monitor
- 3-Public Search stations
- 3-Scanning workstation
- 2-Cashiering Stations
- 1-Workstation (non cashiering non scanning)
- 3-Laser Scanners
- 1-Duplex Printer for printing reports and - book pages3-Laser Printer (regular)
- 1-File Server
- 1-UPS
- 1-CD-R burner for producing CDs
- 5 Software Licenses for County-Owned Hardware

System will support a true client server application environment and run on a local area network using a relational database and graphical interface

Vendor will support all software with no third party involvement County will not accept a dealer/vendor relationship Application software must be owned and supported by the vendor

Selected Vendor shall allow County to use existing case management applications on both County-owned hardware and Vendor-owned hardware Vendor shall allow approved Microsoft Office software to be loaded on Vendor-owned hardware

Vendor-owned hardware maintenance is the responsibility of the Vendor

All cable, connectors, modems hubs surge units, UPS and related software will be the responsibility of the vendor

Vendor note A total listing of all installed products in the above specifications will be required for our inspection at contract time

Although the required configuration has been recently updated, Xerox has included the following hardware and software in our pricing.

Table 3-1. Equipment Listing

Item	Quantity	Description
Dell PE T320	1	Server
Dell OP 9020 SFF with 23" Flat Panel	6	Public Stations
Dell OP 9020 SFF with 23" Flat Panel	1	Indexing Station
Dell OP 9020 SFF with 23" Flat Panel	2	Cash Stations
Dell OP 9020 SFF with 23" Flat Panel	2	Scan Stations
Dell PwrConnect 2824 Switch 24Port 1GB	1	Switch
Fujitsu FI-7260	2	Scanners
HP M602X DTN	2	Laser Printers
CISCO 5505 Firewall	1	Firewall
APC 550 UPS	5	UPS
APC 1500 LCD UPS	1	UPS
APC SureArrest Perform	8	Surge Protectors
SEAGATE GOFlex 2TB EXT HD	1	USB EXT Drive
SEAGATE 500GB SLIM DRV	6	USB EXT Drives
Receipt/Validator - Axiohm A760	2	Receipt Validators
Cash Drawer APG	2	Cash Drawers

Software

- 20/20 RMS Software
- Microsoft Windows Server 2012
- Microsoft Windows 7
- Microsoft SQL Server 2014
- McAfee Endpoint Protect
- Symantec Ghost
- Novastor Backup Server
- PDF Factory Pro

The System supports a true client server application environment and runs on a local area network using a relational database and graphical interface.

Xerox supports all software with no third party involvement. The application software is owned and supported by Xerox. All Xerox provided hardware maintenance is the responsibility of Xerox.

All cable, connectors, modems, hubs, surge units, UPS, and related software are the responsibility of the Xerox.

20/20 Perfect Vision™ is in production across over 200 jurisdictions, including 58 Texas counties, proving our understanding and adherence to Texas statutes and the unique requirements of the state.

3.1.1.2 Maintenance and Technical Support [RFP Exhibit A]

REQUIREMENT: RFP Section Exhibit A

Vendor shall maintain the System and provide technical support one-half (1/2) hour before and one-half (1/2) hour after normal business hours of the PANOLA County Clerk's Office. All maintenance cost are included in the monthly costs.

Xerox maintains the System and provides technical support one-half (1/2) hour before and one-half (1/2) hour after normal business hours of the Panola County Clerk's Office. All maintenance cost are included in the monthly costs.

3.1.m Panola County Process and Requirements for Imaging System [RFP Exhibit A]

REQUIREMENT: RFP Section Exhibit A

The following is a step-by-step process for the operations of the Panola County Clerk's office for Real Property records with current equipment

- 1 When a document is filed, it will be entered into a cashiering station. It is assigned a document number, volume and page. The money is distributed and the customer receives a receipt. (A first grantor and grantee may be entered into the cashiering system and the mail-back information to create a daily index.)
- 2 After a document has been filed through cashiering, it may be ready to scan. The document number and the number of pages are passed through the system to the scanning station. The County has the option to scan the image immediately or wait until they receive a range of documents to scan. The programs can run reports on which documents were scanned for the day and let you know if any numbers were skipped. The County also has the ability to rescan if an image didn't scan properly onto the system. Once the County saves that image to the system it is ready to be viewed by the document number.
- 3 When the County is done scanning for the day, they will send the daily images (documents) to the vendor. Once the vendor receives these images, they will return them to Panola County by phone modem or high speed internet connection. Once the vendor receives the images, it will not take longer than 48 hours to return the indexes to Panola County. The vendor will blind verify the indexing, and create a roll of security microfilm to be stored in a secure temperature/humidity-controlled vault.
- 4 The index information will attach to the proper images that coincide with that document. At that moment the document is ready to be searched by the public.
- 5 The vendor will send the printed indexes to Panola County.

The following is a step-by-step process that Xerox currently provides for the operations of the Panola County Clerk's office for Real Property records with current equipment.

1. When a document is filed, it is entered into a cashiering station. It is assigned a document number, volume and page. The money is distributed and the customer receives a receipt. (A first grantor and grantee may be entered into the cashiering system and the mail-back information to create a daily index).
2. After a document has been filed through cashiering, it may be ready to scan. The document number and the number of pages were passed through the system to the scanning station. The County has the option to scan the image immediately or wait until they receive a range of documents to scan. The programs can run reports on which documents were scanned for the day and let you know if any numbers were skipped. The County also has the ability to rescan if an image didn't scan properly onto the system. Once the County saves that image to the system it is ready to be viewed by the document number.
3. When the County is done scanning for the day, they will send the daily images (documents) to Xerox. Once Xerox receives these images, they will return them to Panola County by phone modem or high speed internet connection. Once Xerox receives the images, it will not take longer than 48 hours to return the indexes to Panola County. Xerox will blind verify the indexing, and create a roll of security microfilm to be stored in a secure temperature/humidity-controlled vault.
4. The index information will attach to the proper images that coincide with that instrument. At that moment the instrument is ready to be searched by the public.
5. Xerox sends the indexes to Panola County and the merges.

3.1.n Basic Requirements for Cashiering Module [RFP Exhibit A]

REQUIREMENT: RFP Section Exhibit A

Panola County would like the following features:

3.1.n.1 Overview [RFP Exhibit A]

REQUIREMENT: RFP Section Exhibit A

A Windows based Cashiering Module allowing the user full view of each step of the cashiering process which creates a quick paced environment conducive to working at the counter. The point and click concept minimizes the key strokes required for data entry and allows "pop-up" tables during the cashiering process

The module can be stand-alone, or networked with all of the imaging/retrieval/indexing modules offered by the vendor. When networked, data entry is negated except for grantor/grantee and property description

Xerox provides the following features:

20/20 Perfect Vision™ includes a Windows based Cashiering Module allowing the user full view of each step of the cashiering process which creates a quick paced environment conducive to working at the counter. The point and click concept minimizes the key strokes required for data entry and allows "pop-up" tables during the cashiering process.

The module can be stand-alone, or networked with all of the imaging/retrieval/indexing modules offered by the Xerox. When networked, data entry is negated except for grantor/grantee and property description.

3.1.n.2 Stamping Functions [RFP Exhibit A]

REQUIREMENT: RFP Section Exhibit A

Networked to the PC is a computerized stamp machine and receipt printer. All information is automatically tracked and figured and the following information is stamped onto the months

- Month Type
- Volume Number
- Page Number
- Month Number
- Time Filed
- Clerk Information

Xerox's stamping functions include a computerized stamp machine and receipt printer networked to the PC. All information is automatically tracked and figured and the following information is stamped onto the documents:

- Book Type
- Volume Number
- Page Number
- Instrument Number
- Time Filed
- Clerk Information

3.1.n.3 Receipting Functions [RFP Exhibit A]

REQUIREMENT: RFP Section Exhibit A

A "grocery store" styled receipt and copy is generated for the customer which discloses on the receipt the date, time, month, volume, page, month number, amount collected and change given.

Xerox's receipting functions include a slip or "grocery store" styled receipt and copy which is generated for the customer. The receipt discloses the date, time, book, volume, page, instrument number, amount collected and change given.

3.1.n.4 Reporting and Financial Management Functions [RFP Exhibit A]

REQUIREMENT: RFP Section Exhibit A

All financial reporting and general ledger posting functions required from the office can be generated in a variety of formats, detail of information, and time period requested. The module needs to generate the following:

- Fees collected by month type and number
- Fees collected by copier transaction
- Audit trail per transaction and per operator
- Fee distribution and fee month
- Fees from court collections
- Daily register
- Mailing labels
- Receivable Billing and Management

Xerox's reporting and financial management functions can be generated in a variety of formats, detail of information, and time period requested. Our module can generate the following:

- Fees collected by instrument type and number
- Fees collected by copier transaction
- Audit trail per transaction and per operator
- Fee distribution and fee book
- Fees from court collections
- Daily register
- Mailing labels
- Receivable Billing and Management

3.1.n.5 Marriage License Application System [RFP Exhibit A]

REQUIREMENT: RFP Section Exhibit A

Software must enable the marriage application information to be transferred to the actual license. Must be able to print marriage license to meet Panola County's specifications.

20/20 Perfect Vision™ Marriage License Module enables the marriage application information to be transferred to the actual license. Marriage licenses are printed to meet Panola County's specifications.

3.1.n.6 Estimated Quantities [RFP Exhibit A]

REQUIREMENT: RFP Section Exhibit A

Because Panola County's recording needs are cyclical in nature, it is not feasible to offer prospective proposed estimated quantities of prints needed during a year

Xerox understands that Panola County's recording needs are cyclical in nature and that it is not feasible to offer prospective proposed estimated quantities of prints needed during a year.

3.2 County Clerk and Office of District Clerk Proposal Inclusions [RFP IV.B]

REQUIREMENT: RFP Section IV.B

Proposer's proposal shall include (1) for the office of County Clerk all of the Services that are the subject of this RFP, and (2) for the Office of District Clerk shall include only offsite storage of existing microfilm records, which records were last created in 1994 and providing changes to such records and corresponding indices (such as expungements or sealing of records) that may be required by court order from time to time

Xerox is responsible for furnishing all labor, materials, equipment, software, and all other items necessary to perform under this RFP.

Xerox currently performs and will continue to perform all the services described in this RFP for both the office of County Clerk, and for the Office of District Clerk, including but not limited to, offsite storage of existing microfilm records, which records were started in 1994, and providing changes to such records and corresponding indices (such as expungements or sealing of records) that may be required by court order from time to time.

Xerox is the only vendor that can provide a smooth and uninterrupted transition of services.

3.3 Contractor Responsibilities [RFP IV.C]

REQUIREMENT: RFP Section IV.C

Contractor shall be responsible for furnishing at its cost all labor materials, equipment, software and all other items necessary to perform under this RFP

Xerox is responsible for furnishing all labor, materials, equipment, software, and all other items necessary to perform under this RFP.

Xerox currently performs and will continue to perform all the services described in this RFP for both the office of County Clerk, and for the Office of District Clerk, including but not limited to, offsite storage of existing microfilm records, which records were started in 1994, and providing changes to such records and corresponding indices (such as expungements or sealing of records) that may be required by court order from time to time.

Xerox is the only vendor that can provide a smooth and uninterrupted transition of services.

3.4 Records Backup [RFP IV.D]

REQUIREMENT: RFP Section IV.D

Contractor shall back up all County records on a daily basis and maintain a copy of the backed-up records. Contractor shall provide a copy of the backed-up records to the County Clerk of Panola County by the end of the next business day in a DVD or electronic format as determined by the County in its discretion so that the backed-up records may also be retained on the County's hard drive

Data Replication

Utilizing Microsoft SQL Server Replication via a secure tunnel to a Xerox Datacenter, a real-time copy of all Panola County data is maintained in our facility. Additionally, all images are replicated via a secure tunnel to a Xerox Datacenter. Data and images are backed up and archived on a nightly basis. These replicated copies are available for restoration to the Panola County server in case of hardware failure or catastrophic data loss.

These copies are also available daily to Panola County via FTP, or alternately via CD/DVD if preferred.

3.5 Records Accessibility [RFP IV.E]

REQUIREMENT: RFP Section IV.E

Contractor will ensure that County records may be accessed by County officials and employees through the County's existing wi-fi service.

Providing Internet Services for County Clerk Real Property Records

Xerox furnishes an internet service for the retrieval of real property records and images via the Internet on a go-forward basis. Xerox has a link to the County website as well as our own website for retrieval of the real property records. Xerox's database information is a parallel database of the actual server database of the County clerk's office. Xerox uses an off-site location and DOES NOT use the same server/database for Internet access of the County Clerks real property records.

Xerox updates the internet website records daily and does not fall behind longer than three business days from the time the clerk completes the daily transaction and work in the office. Xerox has in-house records conversion expertise and ability. Xerox imports images of previously filed records to the systems and internet databases. Images are matched, linked and verified to Panola County's existing computerized grantor/grantee index database. The determined price for each page and subscription prices is set by the County. The County will get all revenue from this service.

Xerox is responsible for charging, delivery, and all transactions between the public and the delivery of the records.

Xerox provides the search capabilities on the internet for Real Property in the following formats:

- Business/last name/first name with Date Ranges
- Document Search with Date Ranges
- Volume Search with Date Ranges

Xerox is the provider of the internet service: no sub-contractors are used.

The website has a thorough explanation for the following:

- Pay-per Access
- Certified Copies
- Page Viewer
- Download option

Xerox supplies a Search Help for understanding and maneuvering on the internet website.

County officials, employees and other departments/agencies may have access directly to the County Clerk's system (by license) if required or may use the Search system for research access. This will be determined by the Clerk's office. Access via the Search system would be made without additional cost.

3.6 OCR Search Functionality [RFP IV.F]

REQUIREMENT: RFP Section IV.F

As part of government records management system Contractor shall provide the County complete optical character recognition (OCR) search functionality for all users and all records

SuperSearch is a web-based search engine that provides both full-text and index searches, navigators to narrow down searches, email delivery of selected documents and a shopping cart with credit card payment.

SuperSearch is built upon a powerful Search Engine developed by Xerox. The user interface is a standard Internet search workflow that is utilized every day by millions of users as they use the most widely available internet search sites. It provides a combined search of indexed data from the County's land records along with the full text of all documents. The full text is created by Optical Character Recognition (OCR) processing of each document image. Full text search provides the opportunity to find documents by searching for any word in any document.

In addition to facilitating searches based on indexed fields, SuperSearch is able to retrieve land records by searching for the name of a notary, or the address of a property, or any word or combination of words in the document even when that information has not been indexed. This technology is designed for the average citizen and also provides powerful document search and retrieval capabilities for the professional title searchers.

All this comes in a package that's flexible and configurable. SuperSearch will be deployed as additional functionality to your 20/20 Perfect Vision System. It works by leveraging the information and resources of your current system and works completely stand-alone without affecting the County's current systems or workflows. The indexed fields of your data are used to assemble the documents and the current images are used as the basis to carry out the OCR process of the entire document. Those images are also used to create the PDF format documents that are used for viewing and retrieval.

The high-level process utilized by SuperSearch includes:

- Conversion of all TIF (Tagged Image File) format documents to PDF (Portable Document Format) format for convenient viewing on all devices. Watermarked PDFs will be generated for free public viewing and un-watermarked PDFs will be available for purchase (this provision can be configured to meet the County's specifications).

- Creation of a Thumbnail View of the first page of each document.
- OCR processing of the document images to extract searchable text content.
- Loading of index data merged with OCR extracted document text into the SuperSearch engine to offer an enhanced search experience for the user.

The following features and functions are standard but allow significant room for configuration to meet the Panola County requirements and expectations.

User Interface

The User Interface for the SuperSearch is simple and allows for considerable configuration to fit the needs of Panola County.

Search Options

Users are able to search the full text of the documents, the indexed metadata provided by Panola County, Grantor and Grantee fields only, or all of the above. Additionally, an Advanced Search option allows search by individual fields within the Index metadata. Filters on the left of the screen allow for narrowing of the results by the selected data element. In other words, a particular recorded year can be selected to limit the results to only documents recorded in the selected year.

Watermarked Copies

Watermarked copies may be provided at no charge to end users. There is an option to view, save and print PDF versions of the requested documents. The watermark overlay is applied to each page of the document requested by the user. The ability to provide free, watermarked copies is a configurable element and it can be altered, or turned off, to meet the County's requirements.

Regular/Un-Watermarked Copies

Document copies without a watermark can be made available for purchase. A user can add a document to their shopping cart by simply clicking on a button located next to the document number hyperlink. During the process of making purchase selections, users are able to view their Shopping Cart and make changes.

After confirming the items in their cart, users can proceed to the payment page to enter credit card information and complete the transaction. Once paid, the documents are immediately available for viewing, downloading or printing. The amount charged is a configuration item that can be easily changed if the need arises. The user also receives an email with the order details and links to download documents.

Certified Copies

Another configurable option is the ability to provide certified copies. While adding a document to their cart a user can be presented with two choices, one for requesting a regular/un-watermarked copy, and the other to purchase a certified copy. Requests for Certified Copies invoke a special workflow. This is our recommended workflow, though other options are available and can be discussed. The amount charged by the County is a configuration item that can be easily changed if the need arises.

- When certified documents are purchased, the buyer/user receives an email stating that their request for certification has been dispatched to the County and they receive another email once the documents in their order have been certified.
- An email is sent to all registered personnel at the County Clerk's office who are authorized to approve certifications for documents. The County official can click on the link in the email to visit the SuperSearch Order Manager site and logon to view the pending certification order list.
- The County official is able to click on each Order and review the documents requesting certification.

The official can approve individual documents by clicking on an approval link on each line item in the order. The official can also approve all certification requests for an order by a single click on the "Approve All" link located in the Order header.

- Once certified, a PDF file is generated and each page of the document marked/stamped with a certification header. The certification header is customizable with the County seal, County Clerk signature, legal text, etc. The certification header also lists the URL of the SuperSearch site from where the document was purchased. The header also displays a short verification key that can be used to validate the authenticity of the certified document by visiting the "Verify" page on the SuperSearch site.
- An email is sent to the user indicating the certified document is ready to be retrieved/downloaded.
- The user's email contains an order details link that redirects to the SuperSearch web site, showing a list of all documents purchased in the order.
- The user/buyer's email also contains links to download each document purchased in their order.

Shopping Cart

Xerox provides a shopping cart payment interface using standard internet payment methods to collect payments from buyers. The County will establish a merchant account with the financial provider, a fully PCIDSS compliant vendor.

The SuperSearch site does not handle or store any credit card data and payments are processed exclusively by the selected payment processor.

Nightly Update/Crawl Process

To keep the SuperSearch site in sync with daily document recordings at Panola County, an automated process must be developed by Xerox. The SuperSearch site has an existing data ingestion pipeline to process images and index metadata to be loaded into the system. The OCR, PDF and thumbnail generation processes are executed by the crawl engine in the standard pipeline. In order to incorporate Panola County's data layout format Xerox develops a custom pipeline to extend the standard SuperSearch data ingestion pipeline.

Support

End User Customer Support

Though our experience is that SuperSearch is a remarkably simple application, some users may need assistance with searching or retrieving documents, and from time to time a customer may request a refund. Xerox provides Call Center support for end users to relieve County staff from this time-consuming responsibility. Our call center is available from 8:00 a.m. to 6:00 p.m. Eastern Time Monday through Friday. Email support is also available. In the event a user requests a refund or the end user is charged for a document but they are unable to retrieve it, our support staff will first offer to retrieve the document and email it to the customer. If a refund is warranted, Xerox will process the refund request.

County Support

Dedicated second-level support is provided by the Internet Services Product Manager for Xerox. This enables priority response to County personnel if needed.

Return on Investment

Since the County will be offering a way to search and retrieve documents from the internet, there is the opportunity to establish a new source of revenue. Over time, and as more and more users begin to take advantage of the SuperSearch capabilities, additional revenue may be realized by the County. This additional revenue will likely help cover the costs and may eventually pay for the expenses of SuperSearch.

For illustration purposes, the following table gives an approximation of the revenue generating capabilities of SuperSearch based on a standard average \$10.00 per document retrieval fee at different levels of document retrievals:

Table 3-3. Return on Investment

Cost Per Document	Documents	Total Fees per Document Documents Total Fees
\$10.00	250	\$2,500.00
\$10.00	400	\$4,000.00
\$10.00	1300	\$13,000.00
\$10.00	2000	\$20,000.00

Note that while SuperSearch does provide an additional source of revenue, it is not intended to become a primary source of funding for the County. Also, its revenue generating capabilities increase over time as more and more people begins to use SuperSearch.

3.7 Training [RFP IV.G]

REQUIREMENT: RFP Section IV.G

Contractor shall provide training for County personnel at no additional charge and as needed, before and after placing its records management system into operation. Contractor shall also provide, at no additional charge, retraining for existing and new County personnel. The County shall determine at its sole discretion, when training or retraining is needed

Unlimited Training

Herein is our proposed training plan, which Xerox will review said training plan with the County to develop a mutually agreeable training plan for the various sessions. The number of sessions will be determined based on the required sessions and the availability of County staff. Onsite classroom training will be provided as outlined below for System Administrators, Operations Staff and End-Users prior to user acceptance testing. We tailor each session to the participation list. We encourage the participants to bring samples of their work so we can keep the presentation and discussions pertinent to the role each staff member has in the overall solution. In addition, we provide constant transfer of knowledge and information via daily interactions throughout the implementation of the system. Any follow-up training after the system is live and initial training is completed and County staff has used the system for approximately 30 days, Xerox will schedule follow-up training sessions as required to answer any follow-up questions. In addition, WebEx training sessions can be scheduled at any time, if required.

Xerox has a singular advantage over other proposers in that the County Clerk’s staff is already using the 20/20 Perfect Vision System, and is intimately familiar with its operation and functions. Xerox will apply our comprehensive training approach to provide Panola County with retraining for existing staff, refresher training for any or all staff as requested by the Clerk, and specific training for all new or upgraded system functionality.

Training Schedule

Xerox will conduct all training live, onsite, at the County. Sessions take place during mutually agreed upon times. Due to the direct, hands-on approach of our training course, we strongly suggest that class size be limited to no more than 10 participants. Xerox holds as many classroom style training sessions as deemed necessary by Panola County to acclimate County staff to the Xerox® 20/20 Perfect Vision System. Each session is tailored to the specific needs of the class and addresses all questions and concerns. WebEx training sessions can be scheduled if desired.

Table 3-4. Training Session Information

Training Module	Typical Number of Training Days
System Administration	5 sessions @ 4 hours each (Target Audience: Administrators, County IT Support Staff)
System Operations	3 sessions @ 4 hours (Target Audience: County IT Support Staff)
End Users	3-5 days (Target Audience: End Users, Administrators County IT Support Staff)

The actual number of training days for the entire office may vary slightly based on the number of people that require training.

Training Location

It is assumed that all of the initial training for this implementation will be provided at the County's location. As stated above, follow-on WebEx training can be scheduled at any time, if required. Xerox requires a meeting room (or similar), that accommodates groups or 4 to 6 people (up to 10) plus the trainer. Xerox provides the projector and computer required for presentations. To allow for hands on training and exercises, the County must provide a PC per user (or one PC between two users). All equipment requires network connectivity and internet access (the latter using County security protocols). While we expect to train in groups of 4 to 6 people in each session, larger groups can be accommodated if required.

3.8 Service Outage Discount [RFP IV.H]

REQUIREMENT: RFP Section IV.H

Contractor agrees that in each calendar month in which there is a complete service outage of forty-eight (48) hours or more and the outages are due to failure of the Contractor's records management system Contractor shall discount the following month's invoice to the County by ten percent (10%) for each forty-eight (48) hours that the system was inoperable

Contractor can agree to this discount provided the discount shall not apply to the extent that the system failure is caused by: (i) any system component on which maintenance has been performed by a third party that has not been authorized in writing by Contractor; (ii) any system component that has been altered or modified by County or any third party that has not been authorized to do so in writing by Contractor; (iii) any system component that is damaged due to the negligence or misconduct of County or any third party; (iv) any system component that has been damaged as a result of failure to operate the system in accordance with documentation or operating instructions provided by Contractor; or (v) any failure due to a force majeure event or due to exposure to unusual physical or electrical stress.

3.9 Services Completion Requirements [RFP IV.I]

REQUIREMENT: RFP Section IV.I

The County requires that the Contractor have completed all software and equipment installations completed all testing and training, and commenced performance of all Services required by this RFP within ninety (90) days from the date of Contractor's initial receipt of images and data from the County's existing provider or by a date otherwise agreed upon by the parties. Notwithstanding the foregoing time is of the essence and in no event shall Contractor delay commencement of performance of any of the Services under this RFP beyond January 1, 2017, or a date otherwise agreed upon by the parties. Contractor shall provide monthly updates together with appropriate supporting documentation to ensure that Contractor is on schedule to commence performance of all Services on January 1, 2017 or by the agreed date. During the final twelve (12) months of the Contract resulting from this RFP Contractor shall take all actions reasonably necessary to cooperate with and provide for a smooth and uninterrupted transition of services to any new Services provider selected by the County to succeed Contractor.

The issue now facing Panola County is the selection of the optimal partner for this RFP.

Xerox brings to this project our unmatched experience in Panola County and in other County Clerk systems and services, as well as, our thought leadership in government information-based programs. We are positioned to offer proven systems and proven personnel, and an overall resource base that is the deepest in the industry.

We offer a cost-effective solution, based not only on the County's stated requirements, but on our own knowledge of the critical nature of the County Clerk's needs and responsibilities. Our solution meets or exceeds the County's functional and technical requirements; it offers no implementation risk, superior reliability, and business continuity, and guaranteed support and services.

Xerox is still the optimal long term partner for Panola County.

Xerox understands that Panola County is looking for a fully integrated records management and image processing system. Xerox possesses the necessary resources and expertise to provide all of these services as a single-source solution (completely in-house, no subcontractors).

With our solution Panola County continues to have the advantage of single-source support and maintenance for all hardware and software. Our well-trained, friendly support staff that has been supporting this system for more than 20 years will continue to be the single point of contact for any question or issue regarding your entire solution.

By maintaining a consistent hardware and software environment with Xerox as your single provider, we maximize system uptime, speed issue resolution, and provide the highest possible level of efficiency as well as improved integration among other departments and applications.

Our proposal and offering go above and beyond what is required in the RFP. The following services differentiate Xerox from other competitors and ensure that you receive the superior services you are accustomed to receiving from Xerox, allowing Panola County and the County Clerk's office to maintain their leadership position:

- **On time Implementation with no Conversion Risk.** As the incumbent Xerox is uniquely qualified to provide the required solution without risk of service interruption or data conversion delay, providing us with a significant technical advantage. With the volume of data that is currently on the Panola County system, it would take several months to convert the data.
- **Panola County Experience.** Xerox has provided all the proposed services to Panola County for years. While other bidders may have a general knowledge of the business requirements, Xerox is uniquely familiar with the subtle intricacies of records management in Panola County.
- **New Internet Price Structure.** The determined price for each page and subscription prices is set by the County. The County will get all revenue from this service.

Xerox agrees to complete all software and hardware installations within ninety (90) days from the date of acquisition of all hardware and third-party software as specified herein. Xerox will make every reasonable effort to acquire the necessary hardware and software in the shortest time possible. Date of implementation shall not be later than January 1, 2017.

Should Panola County decide not to renew or extend this agreement as provided for in the Contract, Xerox will make every reasonable effort to cooperate with the County and any new Services provider as named by the County for a smooth and uninterrupted transition to new Services provider.

3.10 Implementation Plan [RFP II.C]

REQUIREMENT: RFP Section II.C

The Implementation Plan will be used by the County to monitor and assess the awarded Proposer's progress and to provide system documentation. The Implementation Plan shall include benchmark dates for at a minimum the following:

- 1 Hardware configuration
- 2 Software Installation
- 3 Testing
- 4 Validation
- 5 County staff user training
- 6 Commencement of system operation with performance of complete Services

Xerox agrees to complete all software and hardware installations within ninety (90) days from the date of acquisition of all hardware and third-party software as specified herein. Xerox will make every reasonable effort to acquire the necessary hardware and software in the shortest time possible. Date of implementation shall not be later than January 1, 2017.

Since there will be no required data conversion or custom coding/programming, there is no time provision for such, and therefore all hardware and software installation, configuration, testing and validation will be readily completed within the 90-day time commitment. User training will commence during the system installation/refresh period and will be completed within the 90-day timeline, unless additional training is requested by the County, which will be scheduled according to County and Xerox mutually-agreed upon timeframe.

Commencement of new system operation will be based upon completion of the above noted items, and will be subsequent to County acceptance via written approval (sign-off). The Panola County Clerk's office is familiar with this process, as Xerox has been the Clerk's Office service provider for many years.

Table 3-5. Proposed Schedule

Milestone	Description	Delivered
Hardware Acquisition	Upon contract signing, Xerox will order all hardware/software	Day 5
Hardware Installation	Xerox will install all hardware	Day 50
Software Installation	Xerox will install and configure all software	Day 55
System Testing	Xerox will perform end-to-end testing of all system functions and components	Day 65
Validation (acceptance)	County will provide system and data acceptance	Day 70
Training	Xerox will conduct requested testing	Day 89
Go-Live (acceptance)	County will provide final acceptance (sign-off), allowing cutover to new system	Day 90

3.11 Exhibit A Signature Page [RFP Exhibit A]

REQUIREMENT: RFP Section Exhibit A

Xerox has included the signed Exhibit A Signature Page on the following page.

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INDEXING AND RECORDING OF COUNTY CLERKS RECORDS

FINANCIALS, DISASTER RECOVERY PLAN & REFERENCES

Proposers must provide a written Disaster Recovery Plan, Current Financial Statements, and References.

We assure Panola County that under no circumstances will we sell, Donate, or otherwise transfer any films, months, indices or any other month generated from Panola County records to any other entity without the prior written approval of the County.

Signature: 

Typed Name and Title: Louis Schiavone, Jr; Vice President

Date: April 18, 2016

3.12 Disaster Recovery Plan [RFP Exhibit A]

REQUIREMENT: RFP Section Exhibit A

Proposers must provide a written Disaster Recovery Plan, Current Financial Statements, and References

Government Records Services, Inc. (Xerox) can respond immediately to the disaster recovery needs of Panola County, Texas.

Archival Print Recording

In the event of loss or damage to any of the paper records included in the Xerox records management and protection program, the original microfilm roll would be retrieved from the archival microfilm storage vault by Xerox personnel for prompt reprinting of the selected pages or volumes affected.

Selected pages of Panola County records, originally processed by Xerox and in need of replacement, will be done so at no charge under the "Page Insurance" provisions of our customer services. Should a major disaster, such as fire or flood, cause large quantities of records (multiple volumes) to need replacement, the Xerox would negotiate a price, at that time, to reprint the records from the microfilm in the vault. (Reprinting costs would be based on total quantity printed at the time, but in any case, be less than the original per page price charged the County initially.)

Since the film stored in the security vault would have been used as a printing medium for the records, at the time they were first recorded by County personnel, the quality and reproducibility of the images would be verified. Considering the accountability for the stored microfilm rolls to be assured through an annual inventory to Panola County from Xerox and recognizing that the keeping qualities of the film will be verified by regular film inspection programs, as required by the State Library rules for microfilming local government records, the confidence level of Panola County should be 100 percent, with respect to the disaster recovery capability for the records included in the scope of Archival Print services from Xerox.

Data Replication

Utilizing Microsoft SQL Server Replication via a secure tunnel to a Xerox Datacenter, a real-time copy of all Panola County data is maintained in our facility. Additionally, all images are replicated via a secure tunnel to a Xerox Datacenter. Data and images are backed up and archived on a nightly basis. These replicated copies are available for restoration to the Panola County server in case of hardware failure or catastrophic data loss.

Current Financial Statements

Xerox has provided our financial statements in Proposal Section 2 Section II, Audited Financial Statements.

References

Xerox has provided our references in Proposal Section 3.13, References.

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3.13 References [RFP Exhibit A]

REQUIREMENT: RFP Section Exhibit A

Proposers must provide a written Disaster Recovery Plan Current Financial Statements. and References

Xerox has provided the following ten references, to whom we have provided services and products similar to the services requested in the Request for Proposal.

Honorable Laverne Lusk
Cherokee County Clerk
P. O. Box 420
Rusk, TX 75785
903.683.2350

Honorable Shelley Coston
Bell County Clerk
P.O. Box 480
Belton, TX 76513
254.933.5177

Honorable Tammy Biggar
Fannin County Clerk
101 Sam Rayburn Dr., Suite 102
Bonham, TX 75418
903.583.7486

Honorable Alison Haley
Midland County Clerk
P.O. Box 1350
Midland, TX 79702-1350
432.688.4401

Honorable Trudy McGill
Rusk County Clerk
P. O. Box 758
Henderson, TX 75653
903.657.0330

Honorable Larry Bevill
300 Oak St. Suite 100
Abilene, TX 79602
325.674.1202

Honorable David Pasket
Grimes County Clerk
P. O. Box 209
Anderson, TX 77830
936.873.4407

Honorable Christie Wakefield
Leon County Clerk
P.O. Box 98
Centerville, TX 75833
903.536.2352

Honorable Anna Schielack
Burlison County Clerk
100 W. Burk St. Suite 203
Caldwell, Texas 77836
979.567.2329

Honorable Rebecca Lawson
Cooke County Clerk
101 S. Dixon Room 108
Gainsville, Texas 76240
940.668.5521

Xerox has provided our written Disaster Recovery Plan in Proposal Section 3.12, Disaster Recovery Plan.

Xerox has provided our financial statements in Proposal Section 2 Section II, Audited Financial Statements.

4 Financial Proposal [RFP II.D]

REQUIREMENT: RFP Section II.D

Section IV of the Proposal shall be the Financial Proposal. This section shall contain a straightforward, concise delineation of the Proposer's fees to satisfy the requirements of this RFP. The Financial Proposal shall state whether Proposer will submit invoices on a monthly or quarterly basis. It is the Proposer's responsibility to specify all costs (i.e., administrative fees, processing fees, etc.) associated with providing the products or services required. The completion of the Cost Form (Exhibit B) provided in this RFP is mandatory for any proposal to be accepted. If there is additional information that is to be considered, please feel free to provide that information in addition to the Cost Form as necessary. The County will not compensate or be liable to the Contractor for any fees or costs not explicitly stated in the Proposal.

4.1 Cost Form [RFP Exhibit B]

REQUIREMENT: RFP Section Exhibit B

Xerox has provided the Cost Form (Exhibit B) on the following pages.

Xerox will submit invoices on a monthly or quarterly basis. All costs (i.e., administrative fees, processing fees, etc.) associated with providing the products or services are included in the Cost Form.

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COST FORM

PANOLA COUNTY GOVERNMENT RECORDS MANAGEMENT SERVICES

The undersigned Proposer agrees to perform Government Records Management Services in accordance with this Request for Proposals (RFP) and provide all related products and services at the prices indicated below for the five (5) year term established as provided on the RFP.

PANOLA COUNTY/DISTRICT CLERK SERVICES

Land Records Management System and Services.....\$3,230 per month

Includes:

Hardware

Land Records Software

All Generic Software

Software Licenses and Support

Cashiering/Indexing - Duplex Prints, Generic Indexing, Marriage, Courts, Vitals Software

Commissioners' Court minutes recording / indexing system software with OCR functionality. Software system must allow OCR scanning and automatic indexing of minutes providing word / topic searching

Scanning Process-Image Retrieval for Microfilm Back-up

(Please indicate here the cost of Scanning Process-Image Retrieval Microfilm Back-up included in the amount above:

\$1,300___per month

OCR Online Records Search Service (100% Revenue to County) \$2,773_____per month

Full service real property indexing
Flat Fee \$3.78_____per instrument

Non-Indexed Prints
Flat Fee \$0.89_____per instrument

Archival Prints
Flat Fee \$0.89_____per instrument

District Clerk Indexing

1-100	\$2.70___per inst.
101-200	\$2.62___per inst.
201-1700	\$2.38___per inst.
1701-Up	\$2.18___per inst.

District Clerk Off-site Microfilm Storage
\$ 32.50___per month

Pricing for Optional Services and Products

(Services and products to be provided upon County's request)

- | | |
|--|------------------------------|
| 1. On-Site Security Microfilming/Scanning Handwritten and Typed Months | \$199.00 _____ per book |
| 2. On-Site Security Microfilming/Scanning Photostat Months | \$325.00 _____ per book |
| 3. High Speed Digital conversion of Photostat Months, including 35mm and archival page month binder | \$450.00 _____ per book |
| 4. High speed digital conversion of Photostat Months, without 35mm film and including archival pages and binders | \$420.00 _____ per book |
| 5. Re-Creation of large record months already on microfilm | \$362.00 _____ per book |
| 5a. Re-Creation of Index Months already on microfilm. | \$400.00 _____ per book |
| 6. Microfilming/Scanning and Recreation of Index Months w/ A-Z tab | \$740.00 _____ per book |
| 7. Microfilming only index months | \$180.00 _____ per book |
| 8. Re-Indexing of Typed and Photostat months including indexes loaded onto system and merged prints | \$2.70 _____ per inst |
| 9. Re-Creation of tumble style months | \$300.00 _____ per book |
| 10. Price for Microfilming and Re-Creating School Records | \$103.00 _____ per folder |
| 11. Price for digitizing microfilmed records to images and loading to computer | \$0.55 _____ per inst |
| 12. Price for re-indexing real property records. | \$2.70 _____ per inst |
| 12a. Re-indexing of miscellaneous records i.e. vital stats, courts, etc. | \$1.45 _____ per doc |
| 13a. Additional public workstations | \$150.00 _____ per month |
| 14. Additional cashiering workstations | \$175.00 _____ per month |
| 15. Additional scanning workstations | \$250.00 _____ per month |
| 16. Permalife paper 24lb paper with rounder corners and hole punched to desired size of county's volumes | \$25.00 _____ per ream |
| 17. Importing electronic images to real property system and linking images to existing grantor/grantee index. | \$0.10 _____ per document |
| 18. Price for importing/linking previously filed images to internet site. | \$500.00 _____ per year |
| 19. Price for 16mm film production from scanned images | \$0.05 _____ per image |
| 20. Redaction of Existing Images (Historical) | |
| Real Property – Service Level 1 | \$0.10 _____ per instrument |
| Service Level 2 | \$0.40 _____ per instrument |
| Vitals, Courts, Misc. Records-Service Level 1 | \$0.015 _____ per image/page |
| Service Level 2 | \$0.10 _____ per image/page |

Conversion and Redaction of Microfilm

Real Property-Service Level 1

\$0.50 ___ per instrument

Service Level 2

\$0.80 ___ per instrument

Vitals, Courts, Misc. Records-Service Level 1

\$0.10 ___ per image/page

Service Level 2

\$0.19 ___ per image/page

On-Site Scanning/Conversion/Redaction of Paper Records Handwritten of Typed

Real Property-Service Level 1

\$0.60 ___ per instrument

Service Level 2

\$0.90 ___ per instrument

Vitals, Courts, Misc. Records-Service Level 1

\$0.14 ___ per image/page

Service Level 2

\$0.23 ___ per image/page

Photostat Records-Real Property-Service Level 1

\$0.80 ___ per instrument

Service Level 2

\$1.10 ___ per instrument

Vitals, Courts, Misc. Records-Service Level 1

\$0.365 ___ per image/page

Service Level 2

\$0.39 ___ per image/page

Redaction of Daily Records/Filings-Real Property (per specs)

\$0.40 ___ per instrument

Redaction Services one-time Set Up

No Charge

Redaction Software for On Site Redaction by Clerk

Included in #14

21. Records management consulting services (i.e. research, analysis, diagnostics, recommendations)

\$60.00 ___ per hours

Please specify for any items listed on the RFP form any delivery, Freight, shipping or handling specifications.

\$75.00 ___ per month

PROPOSER:

COMPANY NAME: Government Records Services, Inc.

BY: [Signature]

PRINTED NAME: Louis Schiavone, Jr

TITLE: Vice President

DATE: April 19, 2016

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