SEDGWICK COUNTY, KANSAS
FINANCE DEPARTMENT
Purchasing Section
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https://www.sedgwickcounty.org/finance/purchasing/requests-for-bid-and-proposal/

REQUEST FOR INFORMATION
RFI #19-2029
LAND RECORDS INTEGRATION TECHNOLOGY SOLUTION

April 12, 2019

This is a **Request for Information (RFI)** and it is neither a Request for Bid (RFB) nor a Request for Proposal (RFP). This request is for information and planning purposes and shall not be construed as a solicitation or as any kind of obligation on the part of Sedgwick County. A solicitation for services has not been developed yet, so please do not request a copy of a solicitation at this time. This Request for Information (RFI) is intended to gain information from providers regarding the services described in this document. Providers may also be contacted to discuss their responses.

Any information collected through this RFI process may or may not be used in the future to develop a solicitation for proposals or bids. Providing a response to Sedgwick County does not in any way give an advantage to any particular provider.

Sedgwick County will not award a contract on the basis of responses nor otherwise pay for the preparation of any information submitted or the County's use of such information from this request. Sedgwick County will not critique responses and the RFI should not be used by interested parties to market their products/services. Proprietary information is not being solicited; however, if proprietary information is submitted it will be subject to open records statutes. Responses will be separated from and have no bearing on subsequent evaluations of proposals submitted in response to any resulting RFB or RFP process.

Firms interested in submitting an e-mail response should do so by or before **Tuesday, May 24th, 2019 by 5:00 P.M. CDT** to Josh Lauber at Josh.Lauber@sedgwick.gov. Late responses will not be accepted.

Sincerely,

Josh Lauber

Josh Lauber
Purchasing Agent – Buyer

JL/ch

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I. About this Document

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II. Background

Sedgwick County, located in south-central Kansas, is one of the most populous of Kansas' 105 counties with a population estimated at more than 508,000 persons. It is the sixteenth largest in area, with 1,008 square miles, and reportedly has the second highest per capita wealth among Kansas' counties. Organizationally, the county is a Commission/Manager entity, employs nearly 2,800 persons, and hosts or provides a full range of municipal services, e.g. – public safety, public works, criminal justice, recreation, entertainment, cultural, human/social, and education.

Any background information regarding current process, objectives/intent, business need/case, etc. You will need stakeholder input. Sedgwick County's current land records process uses five applications to bring ownership and boundary changes from customer filing to tax roll. Register of Deeds (ROD) uses an in-house Records Management System (RMS) application. A related in-house application called Clerk Records Management System supplies 30 types of documents received from ROD and bound for the Clerk's office for processing in our Tax application system called Aumentum developed and supported by Thompson Reuters. If the work being done involves a split or plat a PIN is assigned by the Clerk's office using the PIN Management System known as PMS. The Appraiser uses a state of Kansas mandated land valuation application called Orion engineered by Tyler Technologies.

Presently, an ownership or boundary change is filed with Register of Deeds by hand or through an e-recorder like Simplifile and processed by ROD in their RMS application. A copy of a document is automatically routed to Clerk RMS for processing if the document filed is one of 30 types the Clerk must have to make changes in the Tax application. The Clerk's office will vet all records they receive from ROD. If the document is a transfer of ownership the clerk will check the legal description and the grantor name. If there is a discrepancy with either, the clerk will send a letter to the taxpayer notifying them of a problem with what was filed and their paperwork will need to be refiled with ROD if the taxpayer wants their changes updated in the tax system. If the change is a split or combo the clerk will check legal description and grantor. If incorrect on any count the same business practice is followed. If everything is in order the split or plat is processed through the PMS system for a pin assignment. The split or plat is then processed in the tax system. When the PIN assigned in PMS has been added to the Tax application the Appraiser is notified via a PMS report identifying which PINS are ready to be processed in ORION. Records interfaces run nightly to process record changes processed in Aumentum the day before. Sales Validation Questionnaires filed with ROD as a result of transfers of ownership are sent directly to the Appraiser from ROD.

While the current process works sufficiently to process all types of land records across disparate software systems it does not necessarily work efficiently.

Checks and balances are necessary when moving data from one system to another. Because the same data is manually entered into different systems along the process, opportunities for errors and longer processing time result for any transaction needing its record updated across all systems.

The one piece of data that could help move records information from one disparate application to another is not in all applications used in the process. In the Tax application and the Land valuation application all parcel information is tied to an 8 character Primary Identification Number (PIN). There are PIN associations with some documents in RMS but not to the extent they can be referred to when moving data from one system to another. It has been estimated 40% of the documents filed in ROD required by the Clerk have not been associated with a PIN number. Aumentum (Tax) and Orion (Land Valuation) pass Records and Value data between the two applications on a daily basis and with work and effort on the part of the Appraiser and the Clerk records and value data are reasonably the same in both databases.

III. Project Objectives

Sedgwick County, Kansas (hereinafter referred to as "county") is seeking a firm or firms to provide Open Records Request Management software. The following objectives have been identified for this contract:

1. Acquire a technology solution meeting the parameters, conditions and mandatory requirements presented in the document.
2. Establish contract pricing for maintenance, support and professional service hours with the vendor that has the best proven "track-record" in performance, service and customer satisfaction.
3. Acquire a solution with the most advantageous overall cost to the county.

IV. Scope of Work

Items listed in this section are requirements to completion of services under this contract. Contractor shall furnish labor, parts, material, and equipment necessary to perform the following:

Our project, called the Land Integration Partnership, will implement changes to allow deed transfers from title companies and banks to be filed using the counties RMS and Tax data to flow through RMS, Clerk RMS, Tax and Orion applications with minimal manual intervention. The overall scope of work will be divided into three phases.

1). Phase one will only be simple title transfers requiring no change to the grantor or legal description being filed. This information will come directly or indirectly from the tax application database to the title companies and banks to assist in filing straight forward ownership changes requiring a title company to provide the grantee name.
2). Phase two will be filings with legal description corrections for previously filed documents (e.g. a deed had a typo in the legal and was refiled). Corrections to the legal description require our GIS to vet the changes filed to the legal. This will require a different workflow through the disparate applications.
3). Phase three will be splits and combos. Splits and combos will also require legal description changes and also a PIN assignment. A third workflow is required to accommodate changes like these.

This RFI will consider all phases. Conversely, the first phase will address 80% of the work flowing from RMS to Clerk RMS. Phase 2 and 3 can be accomplished at a later date after phase 1 has been implemented. While Phase 2 and 3 may not be accomplished initially work done in phase one will need to accommodate later phases.

Implementation of phase 1 will be considered successful when Title companies and banks can access RMS and Tax databases for the current owner and legal description searched by owner, PIN, situs address or legal description. All information for title companies and banks shall be located through one source. Information obtained will be transferred to a “smart” e-document for filing with ROD and flowing through to Clerk RMS then to the tax system where the land valuation application will receive all changes made to the tax database via interface job run daily in an overnight job.

Mandatory Project Requirements

Several items need to be considered in the creation of the smart e-document.

1.) Smart documents can be filed separately or in batch
2.) All documents filed in batch will be received separately by ROD RMS.
3.) Additional documents associated with the deed change may be attached to the document filing although the deed will be the only electronic document going through the Land Integration Partnership workflow.
4.) Reports will be a part of the smart document process notifying title companies and banks of deeds filed successfully or rejected and the cost of the transaction.
5.) All smart documents will be reflected in the tax application as a change filed by customer using Land Integration process (will require Thomson Reuters assistance)
6.) All smart documents will create an “event” in the tax database so that changes can be sent to the land valuation database
7.) Smart document application needs ability to charge for filing.
8.) Smart Documents will need to be able to receive electronic signatures.
9.) Smart documents will need to be customizable to hold the title company or bank name, logo and other letterhead information.
10.) Smart document information will be used to create deeds
11.) Sales Validation Questionnaire SVQ needs to be created from information filed on the smart document to be filed with the Appraiser’s office.
12.) Information needed on the smart document
    a. Deed info : Grantor(s), grantee(s), Sedgwick County real estate legal description, notary acknowledgment.
    b. SVQ info: Grantor(s), grantee(s), Sedgwick County real estate legal description, all fields in form completed.
13.) Documents filed will need to be accepted by ROD before moving through the workflow.
14.) Documents filed with a deed will need to come into ROD RMS and be sequentially numbered with a document number.
15.) If rejected by ROD a message needs to be provided back to customer explaining rejection.
16.) If rejected smart document and additional paperwork status needs to be updated in queue.
17.) Queue of work submitted by customer showing status of accept or reject for all work filed.
18.) PIN data needs to be associated with all documents filed with the smart document and stored in ROD RMS.
19.) ROD RMS, Clerk RMS, Aumentum (tax) and Orion (CAMA)- must be able to process a deed fitting the description for phase 1 without manual entry unless special circumstances deem it necessary.

Desirable Project Requirements

Phase 2 -- The ability for title companies and banks to submit a corrected legal description as a part of a deed transfer.
Phase 3 -- The ability for title companies and banks to file combinations and splits.

Presently there are 5 different applications involved with land management activities. Orion (Appraiser’s Land Valuation application) is mandated by the state. Our tax application (Aumentum) is a multi-million dollar application used by our Clerk, Treasurer and Appraiser departments. Our tax system holds real, commercial, farm, agricultural and vacant land values loaded via CAMA Value Import (CVI) to assist in the calculation of tax. ROD RMS, Clerk RMS and PMS are all in-house applications used by ROD and the Clerk. The customer interface does not exist at this time.

Many options may be available when considering the implementation of this additional capability to the land management process. In the implementation of a solution applications currently in use cannot be replaced as is the case with Orion and may not be replaced as is the case with the other 4 applications. Each department has autonomous ownership of the applications they use and can decide if the proposed solution would work better for them than what they now have. To mitigate any potential problems up front a group was formed of representatives from each department to provide valuable input and keep decision makers apprised of the progress. That being said all responses to the RFI may propose all components they believe would be necessary to make there solution viable.

Architecture and IT Standards

If product presented is vendor/cloud hosted:

Preferably written in HTML 5, not requiring Java, Reader, or Flash needs (vulnerable 3rd party apps) - if any, always the latest version.

Vendor should provide a list of client requirements.

Vendor should indicate data requirements - data growth rate per year (database size, attachments, binaries, backup sizes, etc…). How does this impact costs and services?

Vendor should list client application deployment methods (please include how these applications will be updated).

Vendor should list any included backup and recovery capabilities, objectives and estimated timelines.

Vendor should provide secure connections to data and be compliant with any regulatory requirements such as HIPAA, CJIS, and PCI requirements.

Vendor should include interface diagram and security specifics.

If not answered in previous question please list authentication and security methods for access to the system and system data:

If a hosted solution, Sedgwick County should retain access to data should contracts terminate, the data remains the property of Sedgwick County.

If On Premise (County servers):

The software needs to be able to be supported on current technology standards and future / modern OS releases. Does this system stay up to date with modern software updates -- such as Windows OS or SQL versioning to the latest versions?

If web based, preferably written in HTML 5, not requiring Java, Reader, or Flash needs (vulnerable 3rd party apps) - if any, always the latest version.

Environment and Platforms for on-Premise:

- Install on latest version of Windows -- Windows 2012R2 or newer, 64 bit.
- If web based, browser compatible with Internet Explorer 11+, or other modern browsers.
- If not proprietary or internal database - Latest version of SQL Server Supported (minimum 64bit 2012)
- VMWare 5.5+ compatible and supported.
- Application can be centrally managed:
  - Updates to app
  - Patches to operating system it is on
  - Microsoft Active Directory member
  - Ability to manage through Group Policy
  - If thick client, client can be deployed with minimal configuration needs, fully packaged in .MSI or other sustainable deployable method.

Vendor should list Server and Client resource requirements (CPU, Memory, and Disk Space)

Vendor should indicate data requirements - data growth rate per year (database size, attachments, binaries, backup sizes, etc.).

Vendor should indicate server and application update practices (Include the answers to how to patch the application on the client and server).

Vendor should list network connection requirements.

Vendor should list client application deployment methods (please include how these applications will be updated).

Vendor should list System External Interface requirements (Please include an interface diagram) – Is there any remote connection into the on Premise system needed for support?

If not addressed in previous response, vendor should list authentication and security methods for access to the system and system data.

Vendor should indicate backup methods recommended - any incompatibilities with backup systems on the market?

Software should be compatible with modern antivirus clients (list any needed exceptions or known problems)?

Vendor should list any firewall and security considerations or exceptions needed?

Vendor should list any database or software license needs, purchased outside of this request.

Project Status Reporting

Weekly written status reports shall be submitted to the Department Project Manager. These status reports should outline:

- overall summarization of the project progress;
- deliverables achieved;
- deliverables remaining, progress, and expected delivery on each; and
- issues and concerns affecting specific deliverables and the project schedule or any other aspect of the project.)

Acceptance Testing
The vendor will work with the department to create an acceptance testing plan. Both parties shall agree to the plan in writing and the plan must be completed prior to county acceptance of the solution.

Documentation
The vendor shall provide system documentation (written or electronic) to the department.

User Training
(Describe any training to be provided by the Vendor:

- Identify who and how many resources require training.
- Identify the timing of the training.
- Indicate if training is to be provided at the Department's site or off site.
- If on-site training is required indicate if the Vendor will be required to deliver training at multiple locations or at one central location.
- Identify location of training facilities.
- Describe the equipment and software to be provided at the training facility.
- Identify any required content for training materials to be provided to trainees.
- Identify any experience/skill requirements for the individual(s) delivering the training.)

A. Request for Proposal Timeline

The following dates are provided for information purposes and are subject to change without notice. Contact the Purchasing Section at (316) 660-7150 to confirm any and all dates.

Distribution of Request for Proposal to interested parties	**April 12, 2019**
Questions and Clarifications submitted in writing	**April 26, 2019**
Questions Answered	**May 3, 2019**
Request for Information due Date on or before	**May 24, 2019**

V. Required Response Content

Responses shall be submitted using the suggested format as follows:

Part A – Introduce Your Organization

Please tell us who you are and provide your contact information. Who owns your organization? What is your level of interest?

Part B – Capabilities and Experience

Does your organization have the appropriate experience and capabilities to address the County's requirements?

Part C – Comments on the Scope of Services

Please provide details regarding all items listed and provide any additional information that would distinguish your organization in addressing the needs of the County in providing a software solution.

Part D – Responses to the Following Questions

Please respond to the following questions and provide additional information pertinent to this RFI:

- What different approaches do you recommend besides what is listed in the Scope of Services that you have found to be effective?
- Identify the data that you will report on a monthly, quarterly and annual basis to Sedgwick County to measure performance and outcomes.
- Do you have suggestions that would allow the County to gain the most innovative solution while minimizing the overall cost?
- What suggestions do you have that would make this a successful operation?
- How would you attract and maintain customers utilizing your product?
- What product options would you provide?
- What is your approach to problem solving?
- Provide examples of agencies or customers currently using any referenced product.

SUBMITTALS are due **NO LATER THAN 5:00 p.m. CDT, FRIDAY, May 24th, 2019**.