Request For Proposal
for
Assessor / Treasurer Software

Date of Issue: August 29th, 2005

Date of Vender Questions Due: September 8th, 2005

Date Proposal is Due: September 23rd, 2005

Date of Short List Selection: September 28th, 2005

Tentative Schedule for Short List Vender Demonstrations:

(October 3rd – October 14th, 2005)

Date of Final Selection: October 24th, 2005

Introduction

Whitman County invites your company to submit a written proposal to provide all or part of the following systems:

- Parcels (Land Use)
- Permits & Inspections
- Tax Assessment and Levy
- Tax Distribution
- Property Tax Collection
- Geographic Information System
- Integrated Report Writer, Tools

The proposal should clearly demonstrate how the software and support that you are proposing can best satisfy the requirements of Whitman County. This written Request For Proposal (RFP) states the scope of the requirements and specifies the general rules for preparing the proposal.

Rules of Preparation

The submitted proposal must follow the rules and the format established within this RFP. Adherence to these rules will ensure a fair and objective analysis of all proposals. Failure to comply with any portion of this request may result in rejection of a proposal.

Vendor Inquiries

Information Services of Whitman County has prepared this RFP and has designated Kristopher Bunch, Network Administrator, as the contact for the RFP. Please direct questions or comments concerning either the administrative or technical requirements of this RFP to him.

- Kristopher Bunch
- Whitman County Information Services
- 301 N. Mill Street
- Colfax, WA 99111
- 509.397.5654
- FAX Number: 509.397.5587
- Email: Krisb@co.whitman.wa.us

To ensure a timely response, questions requiring a response should be emailed to the Project Manager at the specified address above.

Submission of Proposals

Please prepare and submit original plus (5) copies of the proposal. Completed proposals should be sealed and clearly marked "RFP for Financial Software" and be submitted no later than September 23rd, 2005, to Board of County Commissioners, 400 N. Main, Colfax WA 99111. RFPs must be postmarked by September 23rd. If an RFP will arrive later then September 23rd but is postmarked by that date, an electronic copy in PDF format must be sent to the Project Manager at the above listed email address by Midnight Pacific Standard Time on September 23rd.

Proposals received after the above date and time will be considered late and will not be accepted. Any late proposals will be returned unopened to the vendor. Responses will be evaluated objectively based on the vendor's responses to the RFP.

Cost of Preparation of Proposal

Whitman County will not pay costs incurred in the proposal preparation including the costs for printing, demonstration, negotiation process, etc. All costs for the preparation of the proposal shall be borne by the proposing vendor.

Notification of Withdrawal of Proposal

Proposals may be modified or withdrawn by an authorized representative of the vendor or by formal written notice prior to the final due date and time specified for proposal submission. Submitted proposals will become the property of the Whitman County after the proposal submission deadline.

Rights to Pertinent Materials

All responses, inquiries, and correspondence relating to this RFP and all reports, charts, displays, schedules, exhibits, and other documentation produced by the vendor that are submitted as part of the proposal shall, upon receipt, become the property of Whitman County. In addition, this proposal may only be reproduced by the vendor for purposes of bid preparation. It may not be copied, sold, or otherwise distributed to any individual, city, or business, unless prior written permission is obtained from Whitman County.

Right of Whitman County to Reject Proposals

Whitman County reserves the right to reject any and all proposals or any part of any proposals, to waive minor defects or technicalities, or to solicit new proposals on the same project or on a modified project which may include portions of the originally proposed project as Whitman County may deem necessary in its best interest.

Demonstrations

Evaluation of the proposals is expected to be completed within 35 days after the closing date of the RFP. Each vendor will be evaluated objectively based upon its response to the RFP. Highest scoring vendors may be asked to give a "live" demonstration of its software, on-site or via remote location, at Whitman County's request.

Evaluations

The committee evaluating the proposal will base the evaluation on criteria including, but not limited to, the following, un-prioritized list:

Adherence to the specified format;

Completeness of the proposal;

Acceptable, verifiable references;

Level of service and support;

Experience and technical expertise of staff;

Design, capability, functionality of system and application software;

Fit between proposed solution and functional requirements.

Current availability and ability to demonstrate desired applications;

Level of integration between applications;

Ease of integration with existing systems and processes;

Cost justification;

Feasibility of software implementation schedule and conversion plans;

Quality and availability of user training;

Quality and extent of documentation available;

Exceptions to the RFP

The format of the RFP must be followed and all requested information must be submitted as indicated; however, Whitman County is receptive to any additional suggestions pertaining to phasing and scheduling of application development, equipment installation and software implementation, additional related capabilities, and any alternative methods of obtaining any portion of the system requirements. Any exceptions to the RFP terms and conditions must be included in writing in the proposal.

Interpretations and addenda

No interpretation made to any respondent as to the meaning of the RFP shall be binding on Whitman County unless repeated in writing and distributed as an addendum by Whitman County. Interpretations and/or clarification shall be requested in writing from Whitman County, Kristopher Bunch.

Oral Presentation

Vendors may be required to make an oral presentation of their proposal to Whitman County during the RFP evaluation period. Such a presentation will provide an opportunity for vendors to clarify their proposals to ensure thorough and mutual understanding.

Demonstration

Whitman County reserves the right to require a demonstration of the proposed software prior to the selection of a vendor. Whitman County and vendor will schedule a mutually agreed upon date and location for the demonstration.

Proposal Response Format

In order to facilitate the analysis of responses to this RFP, vendors are required to prepare their proposal in accordance with the instructions outlined in this section. Each vendor is required to submit the proposal documents in response to the RFP for all parts in a sealed package. Vendors whose proposals deviate from these instructions may be considered non-responsive and may be disqualified.

Proposals should be prepared as simply as possible and provide a straightforward, concise description of the vendor's capabilities to satisfy the requirements of the RFP.

EMPHASIS SHOULD BE CONCENTRATED ON ACCURACY, COMPLETENESS, AND CLARITY OF CONTENT.

The proposal should be organized into the following major parts and in the order listed below:

Executive Summary - A brief and non-technical narrative not to exceed 3 pages, describing the proposed solution.

Understanding of Project Goals – Proposals should indicate the vender understands project goals and expectations.

Company Background - Information regarding the vendor's stability, length of time in business, past history, future plans, company size, organization. If investor information such as annual reports is available please include this.

Client References - Provide at least five client references that are similar in nature, size or complexity to that described in this RFP. Whitman County is also interested in any suitable professional references from within the industry who might vouch for your particular approach. Information must contain contact, title, software licensed, hardware environment.

Project Management – Describe the overall project to migrate Whitman County from the current system to the new one. Include factors such as timelines and critical path analysis.

Responses to Functional Requirements - Responses to the requirements listed in this RFP must be provided.   Notes of explanation or clarification must be included with specific reference to the item in question. The Functional Requirements are listed in the *Introduction* section of this RFP. Please include screenshots of the user interface when appropriate.

Application Features Worksheet – This worksheet should be filled out using the table provided in the RFP.

Data conversion – Please describe the methods you plan to use to convert the data stored in Whitman County's current system into data on the new system.

Hardware and System Software Requirements – Describe detailed specifications and options for platforms and hardware supported.

Cost Quotations - All costs must be itemized and included in this section. The vendor's cost quotations must include all costs including but not limited to license fees, modifications, training, travel & per diem, installation, documentation, taxes, discounts, etc. Please include a page that is easy to read that displays the total cost estimate for the project. Label this "Executive Cost Summery" and place it first in this section.

Confidentiality of Documents

All responses to the RFP submitted by vendors shall be deemed public documents at the time opened by Whitman County. The RFP is intended to be worded in a manner so as not to elicit proprietary information as to the computer software. If proprietary information is submitted as part of the proposal, such information is to be labeled proprietary and be accompanied with a request that the information is to be returned by Whitman County to the submitter. Any proposal that is submitted with a blanket statement or limitation that would prohibit or limit such public inspection shall be considered non-responsive and shall be rejected.

Discrimination

Any vendor will be required to include the following statement in any contract with Whitman County:

"Contractor shall not discriminate in the employment of persons engaged in the performance of this Agreement on account of race, color, national origin, ancestry, religion, sec, marital status, physical handicap, or medical condition, in violation of any federal or state law."

Any Reasonable Solution

Although this document requests some specific technology and product function, vendors are encouraged to submit any product solution that conforms to its substance. Any reasonable proposal will be entertained that does not depart from the substance of this document in any major way.

Current Operating Environment

Whitman County

Whitman County, Washington, is home to more then 40,000 citizens and is a progressive county interested in providing quality services to its citizens. The county currently has its assessment and property tax systems located on a HP3000 system.

Whitman County Information Services provides technology infrastructure management and operations management to all departments. In addition, Information Services manages the County's telecommunications systems, network and servers.

Desktop Environment

In addition to the HP3000 the County maintains a Microsoft Windows based IP network with 230+ connections and 11 servers, most of which are Windows 2003 Server. PC support is provided by Information services. The County uses Microsoft Windows operating systems on their workstations. These vary from Windows 9x through 2000/XP.

Required Underlying Technology

The required underlying technology will place specific emphasis on the operating environment, data storage and retrieval, and the programming environment. All components of the underlying technology shall be combined with the intent to form a powerful development and deployment platform in true 'leading edge'. There shall be no significant concentration of 3GL coding such as COBOL, C or other similar programming languages.

Operating System

Whitman County would prefer to implement a solution that best matches the functional requirements. This means that the server side of the solution could be any number of platforms. However the client side must run on Microsoft Windows 9x – Windows XP. The solution chosen will be required to show capability to provide:

Open Systems - Conform to established standards, can run on multiple vendor platforms, can coexist across the breadth of enterprise platforms and can be configured to accept a wide range of third-party devices;

Client/Server - Built-in networking support as well as Microsoft Windows-based computers running standalone or in LANs;

Open Architecture – It is preferred that the solution be flexible enough so that Whitman County can write custom applications / reports to access the data in the system.

The Database Engine

Whitman County chooses to use an SQL Server as the relational database (MySQL, Microsoft SQL Server). Other databases will not be considered nor will any systems that have a dependence on older, 'flat file' structures of any kind.

Programming Language Requirements

The programming language must be specifically designed to produce applications for a relational database engine. ***There shall be no dependence on 3rd generation languages such as COBOL or other similar languages.***

The programming language should provide support for a Microsoft Windows-based GUI and preference will be shown for solutions with a full-featured, object-oriented development environment supporting Windows 2000, Windows XP.

A dependence on interim techniques or graphical 'look-alikes' such as 'screen scraping', or otherwise GUI 'pretenders' will not be considered as an acceptable solution to satisfy this RFP.

End-user Access Tools

Whitman County requires end-user access tools which allow the extension of applications without requiring programmer assistance.

Report Writer - To provide the creation of ad hoc reports using a familiar user interface to access relational database data.

Graphical Query Tool - A graphical reporting and query tool that allows access to the database using familiar Microsoft Windows graphical user interface.

Open Database Connectivity–The new system should be complaint with open architectures such as .NET framework and COM.

Data Integration

Whitman County is currently in the process of obtaining a new general ledger / financial system. A vender for this system has not been awarded yet. The chosen vender of this RFP (Assessor / Treasurer) must be willing to work with the general ledger / financial system vender to integrate the Assessor / Treasure package. The general ledger / financial system will be based on Microsoft SQL server.

Application Features Worksheet

General Instructions

Vendors must respond to ALL of the following detailed specifications by filling in a 'Y' indicating the specific availability of the feature; or 'N' indicating its absence from the current release of the product being proposed.

If the feature can be supplied via a modification, please indicate the cost of that modification in the column headed "Cost to Modify".

If there is insufficient information to supply a cost, or there are qualifications to any response, place a comment or reference a note in the column headed "Comment or Reference to Note". Any notes should be contained in an addendum following this section and should each reference the specific line number to which they refer.

Without exception, items with any response other than a "Y" or "N" will be considered to be an "N".

General Application Features

REQ #	System	Description	Response	Cost to Modify	Comments
1.		*USER INTERFACE*			
1.1.	User Interface	Ability to include or exclude any or all module/forms from user defined menu.			
1.2.	User Interface	Application Supports multiple user defined menu structures.			
1.3.	User Interface	Application supports modular and task views. In task view, user can define step by step procedures for all processes.			
1.4.	User Interface	Ability to create short cut icons which link to any vendor or third party application.			
1.5.	User Interface	User can define individual system colors to display.			
1.6.	User Interface	QBE allows user to run queries against all fields throughout application.			
1.7.	User Interface	QBE supports multiple query operators. Wildcard, equal to, not equal to, greater than, less than, etc.			
1.8.	User Interface	Application enables user to browse query to view and access records.			
1.9.	User Interface	In addition to the many fields supplied, application supports User Defined Fields			
1.10.	User Interface	Application supports routing of information via MAPI compliant email applications.			

REQ #	System	Description	Response	Cost to Modify	Comments
1.11.	User Interface	All forms support the ability to attach documents such as images, 3rd party application documents, and multimedia. These attachments can reside on a local drive, or embedded in the database.			
1.12.	User Interface	Application supplies a notes feature that allows user to type unlimited amounts of text, containing unlimited font attributes. IE; font type, size, color, bold, italic, etc.			
1.13.	User Interface	Application generates comprehensive reports, utilizing QBE front end to select report criteria.			
1.14.	User Interface	Application has predefined reports based on general best practices throughout the application.			
1.15.	User Interface	Application allows user to create custom reports, and save them in a template format for recurring uses.			
1.16.	User Interface	Application supports exporting of all reports to 3rd party applications and multiple file formats.			
1.17.	User Interface	Application offers multiple levels of help in both menu and form areas. These levels range from rollover state, field level, to in-depth subject, keyword indexed help.			
1.18.	User Interface	All related topics, forms and reports are grouped in modules available on the main menu. All modules contain forms with information grouped in related tabs.			
1.19.	User Interface	All functionality can be accessed via mouse or keyboard. Text must be keyed in via keyboard			
2.		*TECHNOLOGY*			
2.1.	Technology	Capable of running application in the following O/S, Windows 98, Windows 2000, and Windows XP			
2.2.	Technology	Application is true 32-bit, object-oriented by design. This assures compatibility with other applications and easy maintenance upgrades based on Business Object technologies.			
2.3.	Technology	Main application resides on a central server, while end users have local installation. (Client\Server Architecture) Data requests are passed from client and server manipulates appropriate data to pass back to client's local machine.			

REQ #	System	Description	Response	Cost to Modify	Comments
2.4.	Technology	System must provide update tools to maintain software and data schema updates. Ability to download update from vendor web site.			
2.5.	Technology	Ability to define System Preferences to users or groups for various aspects of the user interface.			
2.6.	Technology	Application supports and utilizes the following mainstream relational databases; Oracle, MS SQL, MySQL server or any other server that is SQL based.			
2.7.	Technology	Application supports all Active Directory login security options			
2.8.	Technology	Multiple layers of security, system, default, group, user.			
2.9.	Technology	System contains tightly integrated security allowing system administrators to control access to specific programs, functions, data fields and reports. Security permissions enable groups or individual users to access Modules, Forms, Attachments and Reports. Specific permissions enable users to view, add, delete or modify data, etc.			
2.10.	Technology	System provides electronic workflow capabilities with email routing capabilities. Must allow for approvals, returns and rejections.			

Specific Application Features

3.		*CASHIERING*			
3.1.	Cashiering	Each Cashier log in with a user name and password. Access must be limited to specific cash receipting tasks.			
3.2.	Cashiering	Allow the current date to default in when opening a new day's work			
3.3.	Cashiering	Allow a default float by cashier to be established			
3.4.	Cashiering	Allow for the user definition of an unlimited number of transaction types and tender types			
3.5.	Cashiering	Provide a quick entry screen for entering transactions using buttons instead of codes			
3.6.	Cashiering	Provide ability to track tender exchanges (i.e. from cash to check and vice versa)			
3.7.	Cashiering	Ability to define and track transaction sources (i.e. walk in, mail, phone, etc.)			
3.8.	Cashiering	Allow for on-line inquiry access to and validation of customer account information from other modules			
3.9.	Cashiering	Allows the user to search for the customer account by customer number, invoice number, last name or using barcode scan on a remittance document			
3.10.	Cashiering	Ability to apply cash to general ledger and project accounts without an invoice for miscellaneous receipts			
3.11.	Cashiering	Ability to enter a transaction which automatically distributes the amount received to the appropriate general ledger and project accounts based on predefined percentages or enter the general ledger account distribution manually			
3.12.	Cashiering	Validate general ledger and project accounts at time of entry			
3.13.	Cashiering	Allow cash receipting at multiple cashier locations			
3.14.	Cashiering	Ability to have a cashiering workstation that could accomplish the cash receipting functions and also act as a standard workstation with access to other applications.			
3.15.	Cashiering	System must provide for a payment to be applied to multiple invoices			
3.16.	Cashiering	System shall default to the payment amount to balance owing, but allow edit of payment distribution.			

3.17.	Cashiering	Ability to accept and process partial payments			
3.18.	Cashiering	System must provide for payment using multiple tender types			
3.19.	Cashiering	Ability to open a cash drawer based on the type of tender			
3.20.	Cashiering	Ability to show cashier exact change required on cash transactions			
3.21.	Cashiering	Prints an optional detailed receipt for each payment processing transaction			
3.22.	Cashiering	Provide the ability to enter comments associated with a receipt			
3.23.	Cashiering	System must provide for the printing of receipts at the register			
3.24.	Cashiering	System must allow inquiry of cash receipts by date range, receipt number, tender type, tender amount, and other text related to the receipt			
3.25.	Cashiering	Ability to reprint any receipt (past or present) with appropriate security			
3.26.	Cashiering	Ability to "pending post" to all modules customer accounts during the day. Provide ability to permanently post customer account information at the end of the day.			
3.27.	Cashiering	Provide cash count tool for balancing cash at end of day			
3.28.	Cashiering	Provide listing of all checks and credit card payments for balancing at end of day			
3.29.	Cashiering	Allow for over/short to be posted to specified general ledger account number at end of day			
3.30.	Cashiering	Generates a deposit slip for each bank account at the end of the day			
3.31.	Cashiering	Allow for end of day processing at any time and initiate following day's business.			
3.32.	Cashiering	Allow for more than one payment file to be open at a cashiering station at a time			
3.33.	Cashiering	Allow for locking a payment file with security to prevent a cashier from opening a locked payment file			
3.34.	Cashiering	Allow a user with adequate security to view the status of all payment files and open any payment file			
3.35.	Cashiering	Ability to void a transaction, controlled by security			
3.36.	Cashiering	Ability to correct tender, controlled by security, with or without voiding the transaction			
3.37.	Cashiering	Allow for multiple users to access a single payment file. System must track transactions			

		in the payment file by user			
3.38.	Cashiering	Directly interface with bar code scanners, credit card readers, cash drawers, and receipt printers			
3.39.	Cashiering	Allows scanning of a barcode on a remittance document. Automatically display the customer account information.			
3.40.	Cashiering	Provide ability to have two cash drawers attached to a single workstation			
3.41.	Cashiering	Allow the cashiering workstation to continue to process payments when the network connection has been lost. Cashiering station must synch once network connection is reestablished			
4.		*SPECIAL ASSESSMENTS*			
4.1.	Special Assessments	Integrate with parcel manager to validate parcels, addresses, owners and zoning			
4.2.	Special Assessments	Integrate with MapObjects to display on a map the data stored in the Special Assessments module			
4.3.	Special Assessments	Integrate with General Leger and Accounts Payable for posting of bills, receipts, adjustments and refunds			
4.4.	Special Assessments	Integrate with cashiering for receipts			
4.5.	Special Assessments	Ability to support amortized, perpetual and one-time assessment types			
4.6.	Special Assessments	Ability to define an unlimited number of assessment categories for grouping assessment districts			
4.7.	Special Assessments	Ability to calculate assessments based on a user-defined formula, amortization schedule or flat fee			
4.8.	Special Assessments	Ability to track amounts billed, amount paid, outstanding balance and transaction history for an assessment			
4.9.	Special Assessments	Ability to identify multiple customers associated with an assessment			
4.10.	Special Assessments	Ability to define an unlimited number of user-defined fields associated with an assessment district			
4.11.	Special Assessments	Ability to define an unlimited number of user-defined fields associated with an assessment			
4.12.	Special Assessments	Ability to define an unlimited number of user-defined fields associated with a customer			

4.13.	Special Assessments	Ability to define distribution of fees to multiple general ledger accounts			
4.14.	Special Assessments	Ability to display transaction history including bills, receipts, adjustments and refunds			
4.15.	Special Assessments	Ability to filter history by date, transaction type, transaction number, amount			
4.16.	Special Assessments	Ability to change sort order of transaction history			
4.17.	Special Assessments	Ability to display details of transaction and drill down to transaction			
4.18.	Special Assessments	Ability to merge assessments when parcels are merged			
4.19.	Special Assessments	Ability to split assessments when parcels are split			
4.20.	Special Assessments	Ability to defer an assessment on a parcel			
4.21.	Special Assessments	Ability to generate notices based on user-defined criteria			
4.22.	Special Assessments	Ability to track assessment through system by customer. Must be able to view all assessments that customer has, current status and outstanding balances, and have ability to drill down to assessment detail			
4.23.	Special Assessments	Ability to define an unlimited number of billing cycles			
4.24.	Special Assessments	Ability to generate a pre-billing report that shows amounts that will be billed during the next billing cycle			
4.25.	Special Assessments	Ability to support installment billings where the assessment may be billed in installments			
4.26.	Special Assessments	Ability to export bills to a 3rd party system for billing and collection			
4.27.	Special Assessments	Ability to import receipt information from a 3rd party system			
4.28.	Special Assessments	Ability to bill multiple assessments for a single parcel on a single bill			
4.29.	Special Assessments	Ability to view and reprint a past bill at any time			
4.30.	Special Assessments	Ability to scan payment information directly into the system using a bar code scanner			
4.31.	Special Assessments	Ability to accept full, over, partial and pre-payments			
4.32.	Special Assessments	Ability to cancel an assessment with a reason for the cancellation			

4.33.	Special Assessments	Ability to automatically add late penalties and interest to delinquent accounts according to rate structure			
4.34.	Special Assessments	Ability to generate late notices for delinquent accounts			
4.35.	Special Assessments	Ability to support level payments for amortized fees			
4.36.	Special Assessments	Ability to support simple interest payments for amortized fees			
4.37.	Special Assessments	Ability to prorate interest charges on amortized fees			
4.38.	Special Assessments	Ability to apply rebates to an assessment			
4.39.	Special Assessments	End user reporting tools must be available to create reports using data from any of the fields within the Special Assessment module			
4.40.	Special Assessments	Ability to generate a district listing report to display assessment details for the assessment district.			
4.41.	Special Assessments	Ability to generate an assessment listing report based on user-defined selection criteria to display assessment amounts and optionally display transaction history			
4.42.	Special Assessments	Ability to generate a customer listing report based on user-defined selection criteria to display assessment amounts by customer			
4.43.	Special Assessments	Ability to generate an assessment category report to display assessment district information grouped by category			
4.44.	Special Assessments	Ability to generate a delinquency report to display a list of customers that are delinquent in paying their assessments			
4.45.	Special Assessments	Ability to generate a billing report to display billed amounts in detail or summary view for a specified date range			
4.46.	Special Assessments	Ability to generate a trial balance and an aged trial balance report that displays balances due by customer as of a user-specified cutoff date. Allow the report to be displayed in summary or detail view.			
4.47.	Special Assessments	Ability to generate a payoff report to display all assessments that have been paid off during a user-specified time frame			
4.48.	Special Assessments	Ability to import an assessment district from a third party source			
4.49.	Special Assessments	Ability to spatially define an assessment district from a parcel map			

4.50.	Special Assessments	Ability to view assessment data for a selected parcel via the web application			
4.51.	Special Assessments	Ability to make payments towards outstanding bills via the web application			
5.		*PARCEL MANAGER*			
5.1.	Parcel Manager	Ability to integrate with all other land based modules for validation and inquiry purposes			
5.2.	Parcel Manager	Ability to operate as a stand alone module			
5.3.	Parcel Manager	Ability to define an unlimited number of user-defined codes for coded fields			
5.4.	Parcel Manager	Allow for inquiry of parcels on the following or portion of the following: parcel number, addresses, owners, zoning, assessments, covenants, encroachments, surveys, easements, buildings, businesses or any combination of the above			
5.5.	Parcel Manager	Allow for a user-defined parcel number structure			
5.6.	Parcel Manager	Allow for a parcel number of more than 25 alpha-numeric characters			
5.7.	Parcel Manager	Ability to track the following parcel attributes: subdivision, tract, block, lot number, township, range, section, quarter, map reference and legal description			
5.8.	Parcel Manager	Ability to track parcel attributes for a parcel before the assessor's parcel number has been assigned			
5.9.	Parcel Manager	Ability to track parent/child relationships for parcels			
5.10.	Parcel Manager	Ability to display scanned images such as blueprints, zoning maps, etc. associated with the parcel			
5.11.	Parcel Manager	Allow for an unlimited number of user defined fields for additional data. Allow for inquiry of parcels by user defined field values			
5.12.	Parcel Manager	Maintain information on right-of-ways and remainders			
5.13.	Parcel Manager	Ability to identify an unlimited number of addresses associated with a parcel			
5.14.	Parcel Manager	Ability to set security so only certain users have access to create and edit addresses			
5.15.	Parcel Manager	Ability to integrate with CASS certification software ad store certification information with each address			
5.16.	Parcel Manager	Ability to maintain addresses in a single application and have changes propagate to all			

		other modules			
5.17.	Parcel Manager	Ability to identify an unlimited number of owners associated with a parcel			
5.18.	Parcel Manager	Ability to store basic owner information including phone/fax numbers, SSN, mailing address (which may be different from parcel address) and owner type			
5.19.	Parcel Manager	Maintain ownership history for a parcel including start and end dates			
5.20.	Parcel Manager	Ability to identify an unlimited number of zoning types associated with a parcel			
5.21.	Parcel Manager	Ability to maintain unlimited assessment history including dates and descriptions			
5.22.	Parcel Manager	Ability to record easements associated with a parcel.			
5.23.	Parcel Manager	Ability to track easement attributes including easement type, dimensions and ownership			
5.24.	Parcel Manager	Ability to identify an unlimited number of encroachments associated with a parcel			
5.25.	Parcel Manager	Ability to identify an unlimited number of covenants associated with a parcel			
5.26.	Parcel Manager	Ability to identify an unlimited number of surveys associated with a parcel			
5.27.	Parcel Manager	Ability to track survey information including survey dates, benchmark, coordinate system, and surveyor information			
5.28.	Parcel Manager	Ability to associate multiple buildings with a parcel			
5.29.	Parcel Manager	Ability to maintain building attributes including addresses, owners, owner history, construction type, setbacks and user defined fields			
5.30.	Parcel Manager	Ability to associate multiple businesses with a parcel			
5.31.	Parcel Manager	Ability to maintain business attributes including license number, contact information, addresses, owners, owner history, insurance and user defined fields			
5.32.	Parcel Manager	Ability to integrate parcel data with MapObjects to display parcel map shape			
5.33.	Parcel Manager	Ability to display an unlimited number of map layers in MapObjects display			
5.34.	Parcel Manager	Ability to select parcels from the map using a variety of selection methods (single parcel, parcels within a selection area, parcels within a buffer zone)			
5.35.	Parcel Manager	Ability to export parcel and/or owner address			

		data to a mail merge document			
5.36.	Parcel Manager	Ability to import parcel data from an external source on a periodic basis to update parcel information			
5.37.	Parcel Manager	Ability to conduct parcel inquiry via web application			
5.38.	Parcel Manager	Calculate land values using soil base system			
5.39.	Parcel Manager	Ability to address board of equalization changes			
5.40.	Parcel Manager	Ability to look up one tax ID to find all parcels linked to that tax ID.			
5.41.	Parcel Manager	Ability to run missing masters report.			
5.42.	Parcel Manager	Ability to re-run abstract by tax district.			
5.43.	Parcel Manager	Ability to count personal property such as fixtures and equipment.			
6.		*Tax Collection*			
6.1.	Tax Collection	System can be integrated with a general ledger software package.			
6.2.	Tax Collection	System is integrated with cash register module.			
6.3.	Tax Collection	Ability to maintain the amount of cash that the customer has on account as a result of payments in excess of invoices.			
6.4.	Tax Collection	Ability to flag customer to receive late notice			
6.5.	Tax Collection	Ability to flag customer to be penalized			
6.6.	Tax Collection	Specify default billing address.			
6.7.	Tax Collection	Customer account maintains last billed, statement and paid dates/amounts.			
6.8.	Tax Collection	System must provide for customer contact history to be maintained with customer file.			
6.9.	Tax Collection	Allows user to view transaction history for the customer, including invoices, penalty invoices, receipts, debit and credit memos, and memos that have been added.			
6.10.	Tax Collection	Maintains and displays number of late notices, delinquencies, and penalties.			
6.11.	Tax Collection	Ability to flag customers in collections.			
6.12.	Tax Collection	Ability to auto-generate penalties and interest.			
6.13.	Tax Collection	System allows for printing of late notices.			
6.14.	Tax Collection	System allows for printing of statements.			
6.15.	Tax Collection	Ability to correct errors in cash receipts that have been posted, optionally entering memos and reason code for correction.			

7.		*Geographic Information System*			
7.1.	GIS	Ability to display an overview map.			
7.2.	GIS	Zoom in / out functionality.			
7.3.	GIS	Zoom to the full extent of the map, view the full county map.			
7.4.	GIS	Ability to pan using the mouse.			
7.5.	GIS	Ability to display multiple map layers.			
7.6.	GIS	Map layers can include city boundaries, water bodies, roads, floodplains.			
7.7.	GIS	Program has the ability to serve as a geographic information system for many departments in the county such as the sheriff's office, Public Works and Noxious Weed Control.			

Product Support

This section describes the features and services required as part of the financial management solution.

All support technicians will be skilled in all areas of the proposed database.

All support technicians will be skilled in all areas of the proposed operating environment.

All support technicians will be skilled in all areas of the proposed applications.

There will be a toll-free telephone support service available 8AM to 5PM local time, five days a week.

The selected vendor will utilize an automated support tracking system which monitors and tracks each incoming support call recording such things as date, time, person calling, resolution and notes related to the incident.

The proposed applications will be fully documented including acceptable user guides, operational guides and operator aids.

Samples of documentation and user guides are to be included as part of any submitted proposal.

Remote On-line support 'dial-in' to the agency's computer system will be provided.

Ongoing annual support program will be made available providing for software updates, telephone support at a minimum.

The vendor will supply an additional range of services including implementation assistance, consulting, training, training seminars, refresher courses, custom programming, system design and other services as required.