

TOWN OF MANSFIELD, CONNECTICUT

REQUEST FOR PROPOSAL

SOFTWARE FOR TOWN CLERK SYSTEM

SUBMISSION DEADLINE

10:00am on October 1, 2012

SUBMISSION/CONTACT ADDRESS

Town of Mansfield

Attn: Jaime Russell (IT Director) and Mary Stanton (Town Clerk)

4 South Eagleville Road, Storrs, Connecticut 06268

TownClerkSystem@mansfieldct.org

Proposals will be accepted in electronic or print format.

Purpose

The Town of Mansfield is seeking a software system to provide functionality for the complete processing of documents such as land records, vitals, maps, and other records that are handled by the Town Clerk's Office. This system will improve workflow and increase citizen access to information both onsite and online.

Core Components

The desired system should include the features listed below.

- The ability to process and access at a minimum:
 - Land records including index verification and certification.
 - Vital Records
 - Maps
 - Dog Licenses
- Point-of-sale capabilities for all applicable transactions to provide accountability for financial transactions and generate fee collection reports.
- Workflow processes that increase staff productivity and efficiency.
- In-house electronic processing and scanning of paper records for electronic access and storage.
- Conform to the State of Connecticut's statutes and the ability to conform to new legislation as it is approved.
- Provisions for meeting eRecording requirements in accordance with current and future Connecticut regulations.
- Compatibility with the Microsoft Windows operating system. The system should use an industry recognized database standard/format that ensures information integrity.
- Public "self-serve" online access to indexes and potential access to actual records with consideration for appropriate cost recuperation where applicable.

- Purchased services for archiving of certain records to microfilm by a vendor.
- Availability of compatible peripheral hardware including scanners and cash drawers.
- Availability of ongoing annual support contracts and software updates to meet any new Connecticut statutory requirements and evolving technology standards.
- Appropriate support services during the migration process including how-to training for staff and conversion of some existing electronic data.

Optional Components

The desired system may include the features listed below.

- The ability to process and access:
 - Veterans Discharges
 - Trade Names
 - Justices of the Peace
 - Notaries
 - Marriage Licenses
 - Town Meeting Agendas, Minutes, and Packets
 - Additional Documents (contracts, etc.)

Background

The Town of Mansfield, Connecticut occupies 45.5 square miles, has a population of 13,000 year-round, and is located in the northeastern corner of the state, approximately 25 miles east of Hartford. The town operates under the council-manager form of government, with a nine-member elected town council functioning as the legislative and policymaking body, and an appointed town manager serving as the chief executive officer of the municipal corporation.

Over the last ten years, Mansfield's number of land recordings has varied from a high of 3851 in 2003/04 to a low of 2225 in 2008/09. The average number of land recordings in that time period was 2968. The average number of maps per year was 100 and the average number of vitals per year was 277.

The Town Clerk's Office includes three full-time staff members. There are five staff computers and two public access computers. These computers are either Windows 7 or Windows XP with either Microsoft Office 2010 or Microsoft Office 2003. The Town of Mansfield runs a Windows Active Directory Domain Structure network on VMware virtual servers.

Proposal Submission Requirements

Vendors can submit proposals in either paper or electronic format. Proposals submitted in paper format should include four copies.

Proposals must be received no later than 10:00am on Monday, October 1, 2012 to the following paper or electronic contact address:

Town of Mansfield

Attn: Jaime Russell (IT Director) and Mary Stanton (Town Clerk)

4 South Eagleville Road, Storrs, Connecticut 06268

TownClerkSystem@mansfieldct.org

Questions about the proposal process should be directed to TownClerkSystem@mansfieldct.org.

Vendors may use formats of their own choosing for proposals. However, the proposals should at least address the items listed below.

- The product's ability to meet the core components listed earlier in this document.
- The product's ability to potentially meet the optional components listed earlier in this document.
- Cost estimate for annual and ongoing costs given the following requirements:
 - Processing and related point-of-sale for Land Records, Vital Records, Dog Licensing and Maps.
 - Licensing for three workstations at staff desks.
 - Licensing for two workstations at the staff counter.
 - Licensing for three onsite public access workstations.
 - Regular size scanning for typical document processing.
 - One large bed scanner for irregular size documents such as maps.
 - Two cash drawers.
 - Initial support for migration to the new system such as staff training and conversion of some existing electronic data.
 - Ongoing annual support.
 - Public online access to indexes and/or actual records with consideration for appropriate cost recuperation where applicable.
 - Purchased services for archiving of certain records to microfilm by a vendor.
- Additional cost (if any) for the following optional items:
 - The ability to process and access: Veterans Discharges, Trade Names, Justices of the Peace, Notaries, Marriage Licenses, Town Meeting Agendas, Minutes, and Packets, and Additional Documents (contracts, etc.).
 - Converting older paper documents to electronic format either using the Town of Mansfield's in-house staff and/or vendor provided services.
- Explanation of what specifically is included in the initial implementation such as onsite training and conversion of existing electronic data.
- Explanation of how ongoing support is provided. This should include details such as how support is contacted during and after business hours, typical support response time, and where support is located.
- Explanation of how the vendor addresses ongoing development of the product to meet any changes in Connecticut state statues and technology standards as well as new features.
- Explanation of hosting of the product. Specifically, is it hosted in-house by the Town of Mansfield and/or is it hosted "in the cloud" by the vendor. Explanation of requirements if to be host by the Town of Mansfield (specifically, server requirements and data storage requirements). Explanation of costs and technology used if to be hosted by the vendor "in the cloud".
- Explanation of how the public access it online and what options if any such as indexes only, actual record access, cost recuperation, home-user requirements, support for home users, cloud-based hosting, etc.
- Provide the contact information for two references from Connecticut municipalities.

- Provide a list of the Connecticut municipalities that currently use the product.
- The Town of Mansfield intends to interview finalists during the week of October 14th, and then make a final selection during the week of October 21st, and ideally desires to implement the new system during the months of November and December 2012. Vendor proposals should explain whether or not the vendor can meet this proposed implementation timeline.

Conclusion

In summary, it is the goal of the Town of Mansfield to provide a system for the Town Clerk's Office that is reliable, encompassing, and forward looking. It will bring the Clerk's Office's operations into line with the majority of Connecticut towns and will the needs of citizens for years to come.

The Town does not expressly state or imply any obligation to reimburse responding applicants for any expenses incurred in preparing submissions in response to this request. The Town reserves the right to reject any or all submissions, to select an applicant in a manner that is advantageous to the Town, and to waive all formalities in the bidding. The selected firm is expected to meet relevant state and federal legal requirements. The Town of Mansfield is an equal opportunity employer.