

Answers to RFP Questions - Finalized 10/20/23

#	Question	Answer
1	I have a quick question regarding the SaaS quote. Would you like us to provide pricing for a 5-year period like how it's structured in the On-Prem Quote? I noticed that you've set up formulas for the On-Prem quote, but I couldn't find similar formulas for the SaaS quote. Any guidance you can provide would be greatly appreciated, so we can ensure its completed correctly.	The formulas are the same on both the on premise and SaaS quotes and that is intentional.
2	Does the County have a preference for an on-prem or hosted solution?	No we do not have a preference, we are open to either option.
3	How many users will utilize the new system?	We currently have 16 users. This total includes our Recording Technicians, Assessor's Office, IT Office, Public Computers, and Testing. These users are located at our three branches: Eagle, Avon, and El Jebel.
4	Does the County have a preferred timeframe for installation? Or a required Go Live date?	We would prefer to have our Go Live date prior to June 14, 2024 and no later than August 30, 2024.
5	What is the County's current system?	We signed an agreement with our current recording software provider, Acclaim by Harris, on April 12, 2012. At that time Oncore Acclaim was a product of Aptitude Solutions Inc.
6	Regarding page 3 of the RFP, Solutions for Associated County Departments: In addition to the Assessor, what existing custom County software would you like to integrate with?	We would like to integrate with our Geographic Information System Software (Esri), our Treasurer's Office Software (Harris-CollectiveWare), and our Finance Departments Accounting Software (Tyler-New World). Integration with these departments is not required. However integration with the Assessor's Office Property Records would be required, pending the approval of the Assessor. Additional coordination directly with the Assessor's Office and/or other offices would be needed.
7	How many credit card terminals would be needed for over-the-counter credit card processing?	We would need 8 credit card terminals: 4 in Eagle, 3 in El Jebel, and 1 in Avon.
8	Would you like to give your constituents the ability to use a web portal to electronically request copies of marriage records and have visibility into the status of that request?	We would like our constituents to have the ability to request and receive certified and regular copies of a marriage license online. We would also like our customers to be able to download and/or print these documents copies directly form our online search. However, if the customer was not able to find the document online we would like them to have a method of submitting our Copy Request Form with out emailing it or using traditional mail. This form may be a product the use of a web application could be helpful with. We welcome other solutions as well. We are unsure if the status visibility is needed. What type of request status visibility does the customer have?
9	Would you like to give your constituents the ability to use a web application to remotely and electronically fill out any form that gets filed with the County?	If this product gave constinuent's the ability to send us regular document copy request forms, death certificate request forms, marriage license application copy request forms, and DD214 copy request forms it would be of interest to the Recording Division. However, each of these forms require proof of identity by requiring notorization if the customer mails the request. Does the web application have a method of verifying identity or notorizing?