

Appendix B – GENERAL REQUIREMENTS & INFORMATION QUESTIONS:

The following questions are general information questions and requirements that are system-wide. Each question requires a detailed response.

Some of these questions are considered, in the County’s opinion, to be critical to the new solution meeting our needs. The questions should be answered using the following response key:

- I = Information Only
- Y = Yes
- N = No
- P = Planned (List date of tentative completion)

No.	General Requirements & Information Questions	Response	Required Detailed Response
1.	Is the proposed system complete and currently installed with existing customers?	---	
2.	Has the proposed system been operating in a production environment for at least one year in a city or county government in North Carolina similar in size to Randolph County? If yes, please note the customers’ names, and reference information.	---I	
3.	Has a city or county in North Carolina preformed a revaluation using the proposed system? If yes, please note the customers’ names, and reference information.	---I	
4.	How many customers are using the product?	---I	
5.	What percentage of your customers are city or county governments?	---I	
6.	What percentage of government customers are below 100,000 citizens?	---I	
7.	What percentage of government customers are above 200,000 citizens?	---I	

No.	General Requirements & Information Questions	Response	Required Detailed Response
8.	How many North Carolina government customers do you currently have?	---	
9.	Is the system browser-based, or just browser-enabled?	---	
10.	What tool is used to prepare reports?	---	
11.	Can Crystal Report Writer be used to generate user-defined custom reports? If not, what report writer does your solution recommend?	---	
12.	Are hard copies of user reference manuals available for all software applications?	---	
13.	Are online user reference manuals available with quick search options?	---	
14.	Is employee training provided in a hands-on classroom experience?	---	
15.	Does the proposed system have a test environment capability, especially with new releases?	---	
16.	Does the proposed system have workflow routing capabilities? If so, for which applications?	---	
17.	Does the proposed solution system the ability to add general text comments to every record of every file in the system?	---	
18.	Does the proposed system have vacant fields that we can customize to track additional data? If so, will these fields be written over with a new release?	---	
19.	Is the data dictionary available for all applications?	---	

No.	General Requirements & Information Questions	Response	Required Detailed Response
20.	Can a user's screen be customized so that fields that are unused or unnecessary are not displayed?	---I	
21.	Can the tabbing order be modified to fit data entry needs?	---	
22.	Can user-defined screens, fields, and tables be created that will meet the individual's unique requirements?	---I	
23.	Will the source code be escrowed at the vendor's expense?	---I	
24.	Will the escrowed source code always contain the latest version and will it be routinely updated as updates occur?	---I	
25.	Will documentation be supplied that meets the County's electronic records indexing requirements? The County's document format is based on NC General Statute 132-6.1 *Vendor must be willing to provide this documentation during implementation.*	---I	
26.	Does the proposed system provide a built-in interactive calendar?	---I	
27.	Does your solution recognize electronic signatures?	---I	
28.	Describe the security plan for your proposed system.	---I	
29.	Does your product offer multi-layered security options?	---I	
30.	How does it utilize operating systems security features?	---I	

No.	General Requirements & Information Questions	Response	Required Detailed Response
31.	Does the proposed system prevent users from logging on after repeated failed attempts?	---	
32.	If question 31 is yes, can we specify how many attempts can be made during login?	---	
33.	If question 31 is yes, please explain the method of resetting a user who is locked out.	---	
34.	Can the proposed system be set up to automatically logoff a user after a pre-defined period of inactivity?	---	
35.	If question 34 is yes, is the time period set? Please explain.	---	
36.	If question 34 is yes, can the time period be altered? Please explain.	---	
37.	Can time parameters be set to govern log ons?	---	
38.	Software must be able to operate across different divisions with different security levels. Please describe your proposed features to meet this need.	---	
39.	Does the proposed system provide security within each application to allow security management by the system administrator?	---	
40.	What level of security is provided? (Such as: Windows Authentication, application level security)	---	
41.	Does the proposed system limit user access to data and capabilities based on User ID to prevent accidental or unauthorized modifications of data?	---	
42.	Does the proposed system offer a method of security on sensitive documents that prevents non-encrypted email from being sent?	---	

No.	General Requirements & Information Questions	Response	Required Detailed Response
43.	What security do you require or recommend at the network, operating system, database, and application levels to satisfy data integrity and privacy requirements for system data and business rules?	---I	
44.	Does the system provide the capability of group-based security, i.e. when a user of the system is placed into a security group; does he inherit security rights to the system? Please describe.	---I	
45.	Does the proposed system have the capability to easily add a user to the appropriate security group?	---I	
46.	Can security groups be defined by job function?	---I	
47.	If question 46 is yes, is there a cloning option?	---I	
48.	Can a user be in more than one security group at any given time?	---I	
49.	Does the system have the capability to easily deactivate a user?	---I	
50.	Can a System Administrator monitor system access using monitoring tools?	---I	
51.	If question 50 is yes, are the tools included with the proposal?	---	
52.	Please identify any processes or transactions that require operation after normal County business hours.	---I	
53.	Please identify any processes or transactions that require support from Randolph County technical staff.	---I	

No.	General Requirements & Information Questions	Response	Required Detailed Response
54.	Please fully describe the software licensing for the proposed system and for all applications proposed.	---I	
55.	Randolph County currently runs Windows 2000, XP Professional or higher as its network operating system for workstations (personal computers). Specify capabilities and limitations when operating in these environments. Describe the minimum and recommended desktop requirements for all client software, including processor speed, memory, disk space, and monitor size.	---I	
56.	The proposed system must be capable of being partitioned across multiple disk drives in order to achieve high throughput and performance in a distributed processing environment. Please explain vendor's compliance.	---I	
57.	How much control does an operator or database administrator have over performance in terms of moving files between drives, or systems, reprioritizing online vs. batch jobs?	---I	
58.	Does the proposed system perform any batch processing?	---I	
59.	Does the batch processing take precedence over interactive jobs?	---I	
60.	Are batch-type processes menu driven?	---I	
61.	Can all required system or application jobs be automated?	---	
62.	Do automated jobs affect system performance when they are run during the day?	---I	

No.	General Requirements & Information Questions	Response	Required Detailed Response
63.	Is question 62 is yes, what is the impact to the system performance if automated jobs are run during the day?	---I	
64.	Does your proposed system have a recommended strategy for fine-tuning the proposed software applications? Please explain.	---I	
65.	Are there any backups in place that ensure that end-users can continue to work while any hardware/software maintenance is performed? Please explain.	---I	
66.	Can Backup Exec be used to perform daily backups?	---I	
67.	Does the proposed system operate on a server running Windows 2003 Server operating system or above?	---I	
68.	What is the vendor's recommended platform for the proposed system?	---I	
69.	Describe your recommended hardware, software, and support strategies to maximize the availability and responsiveness of the proposed system for Randolph County business activities. Examples are predictive software analysis of hardware problems, data mirroring, separate table backups, redundant processor components, use of separate development/system staging platform, etc.	---I	
70.	Does the system allow the public to access/view data in a read-only mode? Please describe any additional software, hardware, etc. required to give a web-based solution for public viewing and please define which modules have this option.	---I	

No.	General Requirements & Information Questions	Response	Required Detailed Response
71.	Are annual product upgrades provided at no additional cost?	---	
72.	Are new product releases provided at no additional cost?	---	
73.	Are there any future upgrades which must be procured by Randolph County that are not covered as part of the maintenance plan?	---	
74.	Are software upgrades, patches and drivers available through the Internet?	---	
75.	If question 74 is no, what media do you use to distribute new versions of the software to your customers?	---	
76.	Can Randolph County manage and support the proposed system without vendors being directly connected to our network?	---	
77.	Will the proposed system require remote access by the vendor for maintenance support? Please explain.	---	
78.	If the vendor requires remote access capability, can it support our VPN access capability? If not, please explain.	---	
79.	Can remote users of the system utilize Windows Terminal Services technology to access the system? Please explain.	---	
80.	Please provide an estimate on the number of hours per month that would be required to support the proposed system by Information Services staff members per module. Please provide a minimum, average, and maximum value.	---	

No.	General Requirements & Information Questions	Response	Required Detailed Response
81.	Can users of the proposed system get additional support or information at a World Wide Web site? If so, please provide the web address?	---	
82.	All client software must have the capability of being deployed from a network server. Such a capability eases the support requirements of Randolph County staff in client distribution. Does your proposed system support this? Please explain.	---I	
83.	Does the proposed system maintain a full audit trail of all changes to business rules (in the database and the application code), showing the changes made, the date, and the user ID of the person making the change?	---I	
84.	Is a backup and recovery strategy part of the proposed system?	---I	
85.	If question 84 is yes, please describe your recommended backup and recovery strategy including hardware and software that will be needed to support that strategy in the Randolph County environment. Please include estimates of the duration of time that software access may be unavailable due to backup and/or database maintenance processes. This description should include, but is not limited to, recovery from facility destruction, data corruption due to hardware failure, and data corruption due to software. Please estimate the amount of time required to recover the entire system, should the need arise.	---I	
86.	What are the options for backup and recovery? (i.e., Full, Incremental or Transactional...)	---I	
87.	Is the proposed system capable of unattended backup? Please note your compliance with this request.	---I	

No.	General Requirements & Information Questions	Response	Required Detailed Response
88.	Does the proposed system support automatic rollback of incomplete transactions in the event of a system or program failure without needing manual restoration or unlocking of files?	---I	
89.	Will SQL be licensed per processor or per client?	---I	
90.	What is your standard lag time behind a Microsoft release? (Internet Explorer, SQL Server, Windows Server Operating and Windows Desktop Operating System.)	---I	
91.	Are field-naming and table-naming conventions consistent throughout the proposed system?	---	
92.	Does the proposed system have the ability to import users from an existing database as part of the initial setup? For example importing from Microsoft Access, or Active Directory. Please explain.	---I	
93.	Does the proposed system have the ability to use Windows integrated security authentication?	---I	
94.	Does the proposed system have separate security measures within the applications?	---I	
95.	Do backend server applications run as a service?	---I	
96.	Does the proposed system allow for full-access users and limited read-only users?	---I	
97.	What kind of support is provided for mirroring and replication of data?	---I	

No.	General Requirements & Information Questions	Response	Required Detailed Response
98.	How much disk space on the network server is needed for the application, operating system, database, tools, etc. before data is added? Client side?	---	
99.	Are all modules seamlessly integrated with one another? Please explain	---	
100.	Are functions the same between modules? i.e. "S" to save or F3 to Save or auto save, or do the different modules have a different look and feel to them?	---	
101.	Does the proposed system have the capability to send print jobs via print queues to any networked printer?	---	
102.	Does the proposed system allow a user to log on at different locations simultaneously?	---	
103.	Does the proposed system restrict user id's to specific logon locations?	---	
104.	Will separate user IDs need to be established between the different modules, i.e. one for collections and one for CAMA?	---	
105.	The proposed system must be capable of operating in a TCP/IP network environment. Please explain your system's compliance with this request.	---	
106.	Does the proposed system provide a method of text paging for alerts of system failures? Randolph County currently uses Emergin.	---	
107.	Can reports be sent from the system through electronic mail?	---	

No.	General Requirements & Information Questions	Response	Required Detailed Response
108.	Can reports be pulled into COLD (computer output to laser disk) storage for archival? The County has installed Acartus and has recently purchased Spoolview Report Management System Software to be used for COLD storage. See Section 4.1	---I	
109.	Randolph County has files from other software products that will need to interface with this new software. Examples: GIS, PICK Central Permitting Application and Financial system with New World Systems Logos, Room Occupancy Tax, and gross receipts on vehicles. Is this possible? Please explain.	---I	
110.	Will county Information Technology Staff be trained to do future interfaces as the need arises? (We have staff members trained in SQL & VB programming)	---I	
111.	The County has installed a LaserFiche imaging system that is using the Cerenade product for fillable forms. The images will be housed on a server within our network. Will the proposed system allow attachments of scanned images to every record of every file in the system? For example, attach images of a checks, bills, listing forms, receipts, surveys, plats, questionnaires, etc.	---	
112.	Do all modules utilize tables, databases or other means to minimize user requirements for input?	---I	
113.	Do all modules utilize system security facilities to selectively limit access to files and programs on the basis of the requester's identification and/or menu item performed?	---I	
114.	Do all modules provide a system lockout for edit purposes on all records accessed in edit mode?	---I	

No.	General Requirements & Information Questions	Response	Required Detailed Response
115.	Do all modules provide help screens that can be accessed during data entry to view a list of valid codes?	---I	
116.	Do all modules provide facilities for recovery and restart following system or program failure or detection of a data exception?	---I	
117.	Do all modules provide validation, editing and corrections of input before record is filed?	---I	
118.	Does the proposed system have mobile capabilities for appraisal field work on laptops or PDA's?	---I	
119.	If question 118 is yes, does the proposed system upload/re-synch with the master database each day?	---I	
120.	Does the proposed system allow concurrent updates to the same record or does it lock out access until one update is complete?	---I	
121.	If the proposed system does not allow concurrent updates, does it provide a warning message that the record is in use?	---I	
122.	Does vendor have a toll-free help line for reporting software problems? (i.e. Help Desk)	---	
123.	Does the proposed system have the ability to export data fields to a text file to update the county's website?	---I	
124.	Will the vendor provide SQL data views to the database with documentation for all modules?	---I	
125.	Does the proposed system have an ODBC connection to the data in all modules?	---I	

No.	General Requirements & Information Questions	Response	Required Detailed Response
126.	Can Crystal Reports be used to generate in-house reports with a connection into the database for all modules?	---I	
127.	Does the proposed system have the ability to bar code bills?	---	
128.	Does the proposed system have the ability of document imaging integration?	---I	

Appendix C – BID FORM

Description	Initial License Price	Annual Support Costs
Software:		
Tax Software Modules:		
Tax Assessment		
Tax Billing		
Tax Collections		
Comprehensive Enforcement		
Land Records		
CAMA		
Other suggested or optional solutions:		
Total Software Costs		

Description	Initial License Price	Annual Support Costs
Hardware & Operating System:		
Specify: Production Servers & Test Servers, Public Access Server		
Total Hardware & Operating System Costs:		

Description	Price
Other Services:	
Conversion Services	
Training Services	
Project Management Services	
Travel Expenses	
Other (specify)	
Total Other Services	

Summary – Total Costs	Price	Annual Support Costs
Total Software Costs		
Total Hardware & Operating System Costs		
Total Other Services		
Total Costs		

Total Project Costs: \$_____ (includes all costs including support)

The undersigned, as bidder, hereby declares that the total project costs as indicated above, include all necessary materials, equipment, apparatus, means of transportation and labor necessary to complete this project in full according to the specifications contained in the RFP.

The undersigned further understands and agrees that if Randolph County accepts this proposal, no additional funds will be allowed beyond the stated total project costs.

 Signature

 Date

 Print Name

 Title

 Company

 Address

 e-mail

 Phone

