REQUEST FOR PROPOSAL

Addendum # 1

King County

Department Of Executive Services
Finance and Business Operations Division
Procurement and Contract Services Section
206-684-1681 TTY RELAY: 711

DATE ISSUED: April 26, 2004

RFP Title:	**Image-Based Remittance Processing System**
Requesting Dept./ Div.:	**King County Department of Executive Services – Finance Management Division**
RFP Number:	**119-04RLD**
Due Date:	**May 6, 2004—no later than 2:00 PM**
Buyer:	Roy L. Dodman, *roy.dodman@metrokc.gov*, (206) 263-4266

1. The proposal opening date remains the same: Thursday, May 6, 2004, no later than 2:00 p.m. exactly.

2. The sign in sheet from the April 19, 2004 pre-proposal conference is available by contacting Cathy Betts at *cathy.betts@metrokc.gov* or Roy L. Dodman at *roy.dodman@metrokc.gov*. This document is available as either a fax document or via e-mail. If you wish to have the document faxed to you, please include your fax number in your request.

The following changes are made to the RFP document

In Section II – Project Specifications and Scope of Work, please note the following changes:

Part B--Hardware Requirements:

2. Document Feed/Transport, item e., delete "JPEG 200 dpi" and replace with "JPEG 100 dpi"
2. Document Feed/Transport, under highly desirable, add new item "h. Imaging module must capture both CCITT 200 dpi and JPEG 200 dpi images in the same pass."

(continued on page 2)

TO BE ELIGIBLE FOR AWARD OF A CONTRACT, THIS ADDEMDUM MUST BE SIGNED AND SUBMITTED TO KING COUNTY

Sealed proposals will only be received by:
King County Procurement Services Section, Exchange Building, 8th floor, 821 Second Avenue, Seattle, WA 98104-1598. Office hours: 8:00 a.m. - 5:00 p.m., Monday - Friday

Company Name

Address		City / State / Postal Code	
Authorized Representative / Title	Signature	Phone	Fax
Company Contact / Title	Email	Phone	Fax

This Request for Proposal – Addendum will be provided in alternative formats such as Braille, large print, audiocassette or computer disk for individuals with disabilities upon request.

Part D—Hardware and Software Maintenance and Upgrades

1. Hardware Maintenance and Upgrades, item a., delete "within 2 hours" and replace with "within 4 hours."
1. Hardware Maintenance and Upgrades, under highly desirable, add new item "e. Vendor can guarantee response within 2 hours of County initiating call to resolve system failures."

The following information is provided in response to questions received:

Q1: What are the average and peak volumes for the various remittance jobs currently processed by King County? What are the maximum number of checks and documents that will be processed each day?

A1: The County will provide an excel spreadsheet with information about 2003 peak processing for property tax payments. This spreadsheet also includes the 2003 monthly volumes for other remittance jobs. An electronic version of this spreadsheet will be included with e-mailed versions of this addendum; it is also available at the County's website at www.metrokc.gov/finance/procurement.

Q2: What is County's volume of "check and list" items? Do we want to be able to automate "check and list" items?

A2: The County does not have volume statistics for "check and list" items readily available. The County is interested in ways to automate check and list items.

Q3: On page 7, under 4. Data Capture and Storage, item f., please clarify the County's need to immediately access data.

A3: The County needs immediate access to three years of tax payment data, including the current tax collection year and the preceding two tax collection years. The County also needs access to a total of the most recent six years of tax payment data, but the access to years 4 to 6 can be "on the shelf" access rather than immediate access.

Q4: On page 8, under 5. Sorting, item b., does the County want a dedicated laser printer included in the bid or does the County plan to use an existing printer?

A4: At this time, the County does not plan to use an existing printer, which means vendors should include a laser printed in their bid.

Q5: On page 8, under 6. Work Stations, item d., ii., is the link between existing work stations a local area network or a web-based network?

A5: The link between existing work stations is a local area network (LAN).

Q6: On page 9, under Software Requirements, item 10., why does the County need the information about cancellations, forced balancing and automatic adjustments?

A6: The County needs the information for establishing an audit trail.

Q7: On page 9, under D. Hardware and Software Maintenance and Upgrades, item 1.b., is the County expecting a full coverage warranty for all equipment for two years, even though the industry standard warranty coverage is much less?

A7: For the investment the County will be making in this remittance system, we are requesting a full coverage warranty of all equipment for two years as a mandatory specification.

Q8: On page 10, under F. Additional Requirements, item 1., it is questionable whether UNISYS equipment could run in an office environment that is over 90 degrees. Therefore, it may not be possible for vendors to guarantee the operation of the equipment in the stated temperature range of 55 to 95 degrees Fahrenheit.

A8: The specified temperature range remains the same at 55 to 95 degrees Fahrenheit based on follow up clarifications from a UNISYS vendor.

Q9: In Attachment III, under 2. Property Taxes, item d., will the County be requiring a front and rear endorsement for this "receipts" job with the new remittance system?

A9: The County anticipates needing the front image only at this time; please refer to specification as stated on page 7 under 4. Data Capture and Storage, item b.

Q10: In Attachment II, Proposal Cost Sheet, should system "installation expenses" be included as part of the bid, and, if so, how should these costs be shown?

A10: The Excel spreadsheet table in Attachment II includes a line item labeled "Conversion and Training Plan Cost." This line item should include any and all installation costs/expenses for the system, with footnotes to explain assumptions and calculations. Also, installation expenses are limited by federal per diem rates.

Q11: What are the County's training requirements for the new system?

A11: The County requires training that is both technical and operational. For planning purposes, the vendor should assume technical training on hardware/software for two staff, and operational training on hardware/software for 6 staff.

Q12: On page 7, under 4. Data Capture and Storage, item b., the initial scanner needs only the front cameras—does this mean front cameras upstream and/or downstream, with the assurances that the rear camera can be field retrofitted or upgradeable in the future if desired?

A12: As stated in the specifications, the County is initially interested in a "front image" of the remittance payment as a mandatory requirement, with the capability in the future of having both front and back images, if or when the County decides it needs this added capability. The County is mainly interested in the front image to conduct research inquiries, thereby eliminating the cumbersome process of researching microfilm records. The configuration of the initial camera(s) is up to each vendor based on their knowledge of the County's remittance jobs, their previous experience with other clients performing similar work, and their view of the relative costs/benefits to the County.

Q13: There is no reference to sales tax in the RFP—should it be included? If so, what is the rate? Are any items exempt?

A13: Vendors should not include sales tax in their price, as the County will analyze the tax rate for each bidder and use that in the evaluation. The sales tax will only be applicable to those items exempted by Washington's Tax code. Generally speaking, most consulting services, maintenance agreements, etc… are exempt.

Q14: Does the County require two remittance transports to replace the two existing DP 500's?

A14: Yes, the County requires two identical transports.

Q15: Does the County require processing speeds of 300 documents per minute as well as encoding at 300 documents per minute

A15: The County requires, at a minimum, encoding capabilities at 300 documents per minute. Based on the County's understanding of transports, the "track speed" should be at least equal to this, otherwise the transport will not be capable of meeting the minimum requirement speed for encoding.

Q16: What remittance software is the County currently using? Does the County give a preference for UNISYS hardware?

A16: The current software was part of a UNISYS bid in 1996, which we understand is now developed by Aperta Software, Inc.. The County is giving no preference for UNISYS hardware.

Q17: The system will utilize a minimum of seven network PC workstations for keying, balancing transactions and researching images. Could all 7 workstations be performing one function at the same time, i.e., can all 7 be used for image keying at the same time?

A17: The County is interested in all seven PC workstations having the same capabilities to perform various functions at the same time. The County is relying on the expertise of the vendor to explain how an image-based system will result in processing efficiencies over the traditional "read and key" system.

Q18: What is the specification for the connection of the system to the "existing dedicated power source on the 6th floor of the King County Administration Building."

A18: Each scanner has a dedicated 200/240 volt and a 20 Amp circuit.

Q19: Does the County have a SQL server? Is the vendor expected to provide a SQL server quote or rely on existing equipment and software?

A19: Although the County has two SQL servers in Treasury Operations, they are not available to the remittance processing system. The vendor should make the SQL server part of their bid, as applicable.

Q20: What are the County/s existing site licenses for software and should the vendor assume site license costs in their bid?

A20: Each vendor should propose a system with site licenses factored into the total cost. If sharing of existing licenses is allowed, this can be factored in during contract negotiations with the selected vendor.