



MEMORANDUM
OFFICE OF THE
PLACER COUNTY CLERK – RECORDER –
REGISTRAR OF VOTERS

TO: Honorable Board of Supervisors
FROM: Jim McCauley, Placer County Clerk–Recorder–Registrar of Voters *jmccauley*
DATE: July 8, 2008
SUBJECT: Authorize County Clerk-Recorder to Negotiate and Execute Sole Source Computer Software Contract with RecordFusion for Licensing and Implementation of an Integrated Replacement Recorder/Cashiering/Indexing/Imaging System including Electronic Recording and Imaging Redaction, Subject to County Counsel and Risk Management Review and Approval; Approve Purchase of Related Equipment, and Approve All System and Equipment Costs to be Reimbursed from Departmental Trust Funds

Actions Requested

1. Authorize the County Clerk-Recorder to negotiate and execute a sole source computer software contract with RecordFusion for licensing and implementation of an integrated replacement Recorder/Cashiering/Indexing/ Imaging system, with electronic recording and imaging redaction, in a contract amount expected not to exceed \$369,250, with County Counsel and Risk Management review and approval,
2. Approve purchase of related equipment, and;
3. Approve all new system implementation and equipment costs to be reimbursed from departmental trust funds.

Background

The Placer County Clerk–Recorder–Registrar of Voters is required to manage and maintain the Clerk-Recorder functions to provide for the orderly, accessible and permanent recordkeeping of land-related, vital and other records for the benefit of businesses and the public. Currently, this entails receiving, reviewing, cashiering, indexing, scanning and storing of images for over 100,000 land-related legal documents annually, plus County Clerk vital and business records, such as marriage licenses and birth certificates for persons born in Placer County. These important records have been automated for some time, but with the advent of newer technologies and requirements, such as for electronic recording and redaction of Social Security numbers, it is appropriate to update the present systems.

Several years ago, the Placer County Clerk–Recorder–Registrar of Voters began efforts to bring the advantages of electronic recording to Placer County, which culminated in the passage of the Electronic Recording Delivery Act (ERDA) of 2004, allowing counties to implement electronic recording under the oversight of the State Attorney General's Office. Following passage of ERDA, Placer continued to work with the Attorney General's Office to assist with development of regulations. Among the requirements are that County Recorders must verify, prior to entering into a contract with a vendor of an Electronic Recording Delivery System (ERDS) software, that the vendor has a valid ERDS certification issued by the

Attorney General. To date, only one vendor, RecordFusion, has been certified by the ERDS program office. RecordFusion is a Pennsylvania company with experience in implementing integrated and highly automated Recorder systems in various counties in Pennsylvania, Michigan, South Carolina and New Mexico.

From its review of the RecordFusion system, including reference checking with counties using the product, along with having reviewed other systems, the department believes that use of the integrated RecordFusion software and systems will significantly improve the functionality of the recording—for both electronic and non-electronic, i.e. over-the-counter, documents—indexing and imaging processes overall for department staff, businesses, agencies and, of course, the public, and additionally will allow for redaction of sensitive information when required, all in an efficient and comprehensive manner. An overview of the features and benefits of the RecordFusion systems is attached.

In the interim, the department recommended that the current licensing and maintenance contract with AtPac, the County's present Clerk-Recording/Imaging/Indexing system vendor be continued on a month-to-month basis beginning July 1, 2008, until the implementation of the recommended RecordFusion systems is completed, including installation, training and a period of parallel processing. The department anticipates having the new base replacement Recorder/Indexing/Imaging system in place later this calendar year, with full implementation of electronic recording and redaction to follow, probably after the November election. The recommended extension of the AtPac contract was considered by your Board on June 24, 2008.

The new Clerk-Recorder system, including integrated electronic recording and redaction capabilities, has been discussed with the County's Administrative Services Information Technology staff and that department is supportive of the recommended approach proposed and will also continue to assist the County Clerk-Recorder-Elections Department in achieving its technology objectives and responsibilities related to the Clerk-Recorder functions. Additionally, in accordance with Sect. 1.3(i) of the County's Purchasing Policy Manual, data processing services, software, equipment, installation, maintenance and training may be exempted from competitive procurement requirements. A copy of this memorandum has been provided to Administrative Information Technology management and to Procurement Services.

Fiscal Impact- No General Fund Impact

Approving this request will result in one-time contract costs expected not to exceed \$369,250, including contingencies and subject to final contract negotiations, for integrated Recording/Cashiering/Indexing/Imaging and Redaction system software licensing, implementation and training costs as proposed by RecordFusion. A sufficient appropriation has been included within the department's upcoming FY 2008-09 Budget for the recommended systems licensing and implementation costs, and all acquisition and implementation costs will be fully reimbursed from departmental trust funds specifically set aside for such system acquisitions. Additionally, ongoing maintenance costs after the first year for the systems will be about 25 percent less than that presently charged, at approximately \$75,000 annually.

Equipment needs and costs for the recommended systems are still being reviewed, but are expected to be within the project amounts budgeted, as well. However, should there be any additional *fixed asset* equipment required for the recommended systems beyond that already identified, such items would be brought back to your Board for separate consideration. Finally, as with the licensing and implementation costs, all system equipment costs would also be fully reimbursed from departmental trust funds.

CountyFusion Records Management Software

Designed for county government, CountyFusion software allows the county holder of land and vital records to automate workflows, operate in an efficient and cost effective manner, utilize current resources, and better serve their constituents. CountyFusion can be expanded to incorporate other offices such as Tax, Assessor, and Courts to create a comprehensive county records management solution.

Our integrated and comprehensive recording application includes the following functionality for the Recorder's Office:

Recording and Indexing

- Automated and streamlined recording process improving turnaround times
- Advanced indexing procedures utilizing Cover Sheets, bar code scanning and OCR functionality to expedite process
- Cashiering functionality to quickly receive payments, issue receipts and maintain accurate records
- Quality controls with custom validation points, required fields and checklists to reduce errors and increase standardization
- Detailed audit trail for monitoring performance and usage
- Reporting functionality to produce required/desired reports

Administration

- Ease of setting-up users, permissions and preferences
- Permissions defined access
- Ability to quickly switch login to enable people to use different workstations and still maintain accurate audit trail

Advanced Technology

- Current and innovative technology that is not limited in development due to legacy systems or outdated code
- Redaction capabilities to protect sensitive information
- OCR technology to expedite indexing
- Ability to segregate confidential records in the database and limit access to sensitive information through login privileges
- Supports e-recording when county is ready to implement

Integration Capabilities

- System integrates with or 'talks to' scanners and printers to enable one-stop functionality from system
- Ability to integrate with other systems in the county

Redundancy of Database

- Secure storage of data and images and automatic back-up in a redundant database
- Disaster preparedness

County Portal

- County Portal and secure web portal for searchers to access records
- Recorder's website for improved service and communications to public
- Advanced search functionality to improve experience for agents and public
- Professional searches for agents
- Simple searches for general public

With a new and enhanced County Portal in place, the County has a new revenue stream available to them immediately. This allows you to determine how you want to charge for access to this data.

CountyFusion also has the following attributes:

- Ability to integrate across multiple platforms and divisions of county government; elimination of redundant data entry preparing for future development of county portal
- Streamlined information system with extensive reporting tools and drill down capabilities
- Intuitive system design providing flexibility to customize the unique operations requirements
- Powerful, yet simple to use, graphical interface
- Scalable; designed to meet the needs of increased demand due to county growth or interest rate fluctuations
- Utilizes industry standards for seamless communication between government and private sectors
- Tools to minimize keying errors and quality controls for corrections

Redaction Capabilities and Services

- OCR-driven redaction application that will be tuned to the counties of Placer County's particular document set.
- Highly accurate, proprietary OCR detection process benefits the county as a passed-on cost savings.
- Human verification is available for all images processed by RecordFusion for processing.
- Detection and Redaction of all handwritten, sensitive information.
- Detection and Redaction of all typewritten, sensitive information.

Data and Image Conversion

RecordFusion realizes that a successful data and image conversion is critical to a successful implementation of our software. Using our patent pending technology, we ensure a timely and successful conversion of your current data and images. This expertise has allowed us to successfully convert numerous databases from multiple formats. We employ strict quality controls to ensure the integrity of your data. Testing and acceptance is done before your go-live date.

