

REQUEST FOR BOARD ACTION

HENDERSON COUNTY BOARD OF COMMISSIONERS

MEETING DATE: June 6, 2011

SUBJECT: Release of Funds from the Automation, Enhancement and Preservation Fund for the purchase of a new Indexing and Point-of-Sale System and accompanying hardware for the Register of Deeds Office

PRESENTER: Nedra Moles

ATTACHMENTS: Yes

SUMMARY OF REQUEST:

The Register of Deeds is requesting \$109,632 be released from the Automation, Enhancement and Preservation Fund for the purchase of Software and Hardware for the Indexing and Point-of-Sale system to be implemented in the Register of Deeds Office. The breakdown for the request is:

\$ 63,000.00 - Software/Licensing
\$ 27,600.00 - 1st year Maintenance/Support
\$ 1,559.75 - printers (label and receipt)
\$ 8,563.35 - Server
\$ 8,411.65 - Back-Up System
\$ 496.93 - Windows Server Software

\$109,632.00 - Total Request

BOARD ACTION REQUESTED:

The Board is requested to release \$109,632 from the Automation, Enhancement and Preservation Fund for the purchase of Software and Hardware for the Indexing and Point-of-Sale system to be implemented in the Register of Deeds Office.

Suggested Motion(s):

I move the Board release \$109,632 from the Automation, Enhancement and Preservation Fund to allow the Register of Deeds to purchase the Software and Hardware for a new Indexing and Point-of-Sale system.

1st Choice: Courthouse Computers Based in N.C.

Software/Licensing: \$63,000.00 Maintenance for 5 years: \$138,000.00 (\$27,600.00 per year/\$2,300.00 per month)

TCO for 5 years: \$201,000.00

Alternative: Monthly Lease of \$3,500.00 for 5 years= \$210,000.00

Implementation time: <8 weeks

Viewed this system in Madison County, NC. Redaction services provided at no additional cost during data conversion (savings of \$8,500.00) Web hosting of property records included. Cost includes licensing for up to 16 users.

Remarks: System has 2 index forms available for viewing on the PC: the form the paper indexes are in and the form viewers are use to seeing currently on the PC. This is the only system we looked at that offered this capability as part of the current system. The demo was great as was the viewing in Madison County. The support is good and it is the all around right choice for our office. Great demo. Seems to be very user friendly. The viewing screens don't seem so "busy", the support is good, and you can view the records on-line within minutes. I like everything about this software- the indexing screen mirrors what we have now, which is GREAT. It is also very user friendly for both office staff and customer base. The simplicity of this system for indexing and searching for data means greater response and less liability. The "bells and whistles" can be turned on at a later date, if necessary. Comments from frequent users of this system are very positive. They run from "This system is so easy to use", "I didn't have to have anyone show me how to use this system", to "Please make sure this is the system you choose!".

2nd Choice: BIS Based in Tennessee

Software/Licensing: \$100,000.00 Maintenance for 5 years: \$100,000.00 (\$20,000.00 per year/\$1,666.66 per month)

TCO for 5 years: \$200,000.00

Implementation: 90 Days

Viewed this system in Transylvania County, NC Cost includes licenses for unlimited users. Web hosting of property records included. Redaction services not included.

Remarks: Viewing and indexing screens seem too "busy". This system seems to do everything we need, just a little confusing. Good demo. Not quite user friendly. The first demo was quite good, but the second demo was not. The viewing and indexing screens seemed a bit complicated. This system would be my second choice. I thought they were awesome until I saw Courthouse Computers. The steps to use on the Point of Sale are a little complicated. The screens changed from the first demo to the second demo...they were "busy" and not very user friendly. Frequent users of Register of Deeds offices don't usually refer to this system other than to say that it is a good system when their opinion is asked for. They do not go out of their way to bring it up.

3rd Choice: COTT Systems Based in Ohio

Licensing/Software: \$69,700.00

Maintenance 5 years: \$54,000.00 (\$10,800.00 per year/\$900.00 per month)

TCO for 5 years: \$123,700.00

Training: 9 days on site and 30 hours of webinar training Viewed this system in Buncombe County, NC Cost includes licenses for 10 users. Cost does not include Web hosting. Cost does not include redaction services.

Remarks: Whether indexing or performing a search, there are too many steps to go through. It was quite confusing. This is not a good choice for our specific needs. The demo was very good. There was some confusion on the screens. This system has the best support to offer. Cott has always had very good support. However, the screens (indexing and search) seemed busier than in the past. This system is too busy and too complicated. I didn't like anything about this program. Frankly, I got lost in the demo. There are just too many steps you have to take to get the results you are looking for. Some frequent users like this system because it has been around for a long time. It also offers a lot of features (bells and whistles) that could be added later on, if necessary. Some users of this system had to have time consuming assistance in learning how to look up information.

4th Choice Logan Systems Based in NC

Licensing/Software: No Purchase price offered. Hardware "purchased" from Logan Systems preferred

Cost: \$156,000.00 for years 1-3 (2.5% increase for year 4 & 5)
\$53,535.00 for year 4 \$54,843.00 for year 5

TCO for 5 years: \$264,947.00 Redaction not included. Web access to land records not included.

Implementation: 30-60 days.

Viewed in Swain County, NC

Remarks: Did not seem to suit our needs. The support didn't sound very good, and I didn't like the screens. The demo was confusing. We need easier indexing screens. Our office needs easier and faster indexing screens. The support did not seem efficient enough for our office. There was nothing outstanding about this program. It definitely does not accommodate our office needs. There are not enough features included in the cost...they are mostly add-ons.

5th Choice: Tyler/Eagle Based in TX

Software/Licensing: \$99,800.00

Maintenance for 5 years: \$76,100.00

Web Hosting: \$38,430.00

Marriage License Web: \$3,500.00

TCO for 5 years: \$217,830.00 No redaction services available at all.

Implementation: 6 weeks

Viewed in Yancey County, NC

Remarks: Indexing was confusing. Too much on the screens. Did not seem user friendly for indexing purposes nor for searching purposes. The implementation of this system was complicated during the demo and the screens were complicated (too much going on). Not a good fit for our office. There is a single point of pick-up at the front counter of printouts from the computers used by the public. This is not an efficient way for us to deal with this issue. Frequent users of this system asked us not purchase this system. They do not like it.