



ECLEG MAR11 '14 AM10:24

COUNTY OF ERIE

CHRISTOPHER L. JACOBS

COUNTY CLERK

March 10, 2014

The Honorable
Erie County Legislature
92 Franklin Street, 4th Floor
Buffalo, New York 14202

RE: Erie County Clerk –Verification Project Contract Award

Dear Honorable Members:

The Erie County Clerk is requesting authorization for Erie County to enter into a contract with New Vision Systems Corporation to perform verification services of certain land records in the Clerk's Registrar Division.

In accordance with Section 19.08 of the Erie County Administrative Code, an RFP was issued and New Vision was selected as the most qualified firm among the responders. Funds to cover this contract are available from funds previously approved by your Honorable Body in Comm. 2E-18(2014).

Should your Honorable Body require further information, representatives from the Clerk's Office will be available to discuss. Thank you for your consideration on this matter.

Sincerely,

CHRISTOPHER L. JACOBS
Erie County Clerk

Attachment

MEMORANDUM

To: Honorable Members of the Erie County Legislature
From: Christopher L. Jacobs, Erie County Clerk
Re: Erie County Clerk – **Verification Project Contract Award**
Date: **March 10, 2014**

SUMMARY

Authorization is requested to allow Erie County to enter into an agreement with New Vision Systems Corporation to supply index verification services to ensure that the information contained on original land record documents recorded in the Erie County Clerk's Office exactly matches the information entered in the index.

In accordance with Section 19.08 of the Erie County Administrative Code, an RFP was issued and New Vision was selected as the most qualified firm among the respondents.

FISCAL IMPLICATIONS

Funds to cover this agreement have been previously approved in Comm. 2E-18(2014).

REASONS FOR RECOMMENDATION

A statutorily mandated function of the Clerk's Registrar Division is the recording, filing, indexing and maintaining of records affecting title to real property. Once the original land records are recorded, the identifying information entered into the Clerk's official records must be verified for complete accuracy. Once verified, the original document is returned to the customer. Currently there are over 70,000 documents waiting to be processed resulting in an 8-month delay in the return of these documents.

BACKGROUND INFORMATION

Upon taking office two years ago, our immediate focus was on the backlog of transactions being recorded in the Land Records Division of the Registrar's Office. We established a Reengineering Working Group to look at process improvement and identify problem areas. This group identified a significant problem in the indexing verification of documents recorded in the Clerk's Office and the return of the original documents to customers. Steps were taken to improve processes within our control with the resources currently allocated (electronic recording of tax warrants, elimination of duplicate document counts, etc.). These improvements, along with the authorization of overtime, allowed us to reduce the backlog from a 12 month, 113,758 document backlog to an 8-month, 73,000 document backlog. Time studies and staffing models concluded that eliminating the remaining backlog could not be accomplished without an increase in current staffing levels. Requests to increase staff in our budget were not recommended by the County Executive.

Recognizing that the allocation of additional full-time positions to perform this work is unlikely, the Clerk's Office contacted CSEA regarding a one-time outsourcing of verification work for the sole purpose of eliminating the backlog. We have negotiated a Memorandum of Understanding

with CSEA that allows the County Clerk to contract with an outside vendor to eliminate the backlog.

After funding was identified and approved, the Clerk's Office issued an RFP and received responses from six different firms. After evaluation by the committee of all the proposals submitted, the proposal from New Vision was rated the most qualified respondent for this project.

This resolution will authorize Erie County to enter into a contract with the vendor chosen in accordance with Section 19.08 of the Erie County Administrative Code, to perform these verification services.

CONSEQUENCES OF NEGATIVE ACTION

The Clerk will not be able to secure the services of an outside agency to eliminate the backlog.

STEPS FOLLOWING APPROVAL

An agreement will be executed between Erie County and New Vision so that the verification project can begin.

**A RESOLUTION SUBMITTED BY:
ERIE COUNTY CLERK**

**RE: Erie County Clerk – Verification Project
Contract Award**

WHEREAS, the Erie County Clerk's Registrar Division is responsible for the recording, filing, indexing and maintaining of all records affecting title to real property; and

WHEREAS, once the original land records are recorded, the information entered into the Clerk's official records must be verified for complete accuracy; and

WHEREAS, a backlog in verifying the accuracy of the indexing information currently exists; and

WHEREAS, the Clerk's Office and CSEA have entered into a Memorandum of Understanding that would allow for the one-time outsourcing of this work to a qualified vendor; and

WHEREAS, the funding for this project was previously approved in Comm. 2E-18(2014); and

WHEREAS the request for proposal provision of Section 19.08 of the Erie County Administrative Code was complied with and the rating committee has selected New Vision Systems Corporation as the most qualified respondent.

NOW, THEREFORE, BE IT

RESOLVED, that the Erie County Legislature does hereby authorize the County Executive to enter into an agreement with New Vision Systems Corporation to perform document verification services within the Clerk's Registrar Division; and be it further

RESOLVED, that funds are available within the Clerk's 2014 Budget, Business Area 113, Fund 110, GL 516020 Professional Services Contracts & Fees.; and be it further

RESOLVED, that certified copies of this resolution be sent to the County Executive, the County Clerk, the Director of Budget and Management, the Department of Law, and the County Comptroller.