ECLEG JUL10'18 AM 9:04

COUNTY OF ERIE

MICHAEL P. KEARNS
COUNTY CLERK

July 10, 2018

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

Re: Purchase of Technology Equipment and Software Updates, Auto Bureau Seating

Dear Honorable Members:

The Erie County Clerk's Office is responsible for the recording, filing, and maintenance of all documents and court papers filed or recorded in its office and for the convenient access of the public to the same. Further, the Clerk's Office, as both Registrar and agent of the State Department of Motor Vehicles in the operation of the several Auto Bureau Offices, strives to provide the highest level of service in a safe and healthy environment to the increasing number of customers in its facilities. To that end, it has been determined that some of the furniture, equipment, and technology software utilized in the County Clerk's offices, including the Auto Bureaus, is outdated, out of warranty, irreparable, energy inefficient, or inadequate for the continued convenience of and service to Erie County residents.

Computer monitors and microfilm readers in the Registrar's Office are in need of replacement or can no longer be repaired, respectively. Replacing monitors and purchasing a new microfilm reader will allow the public improved access to the records in the Clerk's Office.

Seating in the Auto Bureaus is worn and should be replaced; those furnished to the Licensees located in the Search Alcove at the County Clerk's Office pursuant to agreement are worn, dirty, and broken, and have been in use since 2004 when the renovations to the office were made. Replacing and increasing the number of chairs at the Auto Bureaus will maintain the safety and comfort of customers; replacing the furniture within the Search Alcove will honor the Clerk's obligations and promote continued good will for those vendors working out of County Clerk's Office.

Updating the software and purchasing additional programs will allow the continuation of and provide additional services for the convenience of Erie County residents.

ERIE COUNTY HALL • 92 FRANKLIN STREET • BUFFALO, N.Y. • 14202 • PHONE: (716) 858-8866 • FAX: (716) 858-6550

The Software at issue is obsolete and needs updating. At this time, many of the chairs are worn and dirty, the upholstery torn, and arms broken and should be replaced.

These expenditures that will be funded through the Reconciled Concentration Account Overfunding will be reinvested in the County Clerk's Office for the benefit of Erie County residents.

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

Sincerely,

Michael P. Kearns
Erie County Clerk

Attachments

MEMORANDUM

To: Honorable Members of the Erie County Legislature
From: Michael P. Kearns, Erie County Clerk
Re: Erie County Clerk – Purchase of Technology Equipment and Software, and Auto Bureau Seating
Date: July 10, 2018

SUMMARY

The County Clerk requests that the Erie County Legislature authorize the purchase of equipment, technology updates, software, and chairs for the Registrar's Division, Pistol Permit Office, select Auto Bureau locations and for cubicles in the Search Alcove at Old County Hall.

FISCAL IMPLICATIONS

None - The expense to purchase technology equipment, software, and chairs is completely funded by the County Clerk's Reconciled Concentration Account Overfunding.

REASONS FOR RECOMMENDATION

The technology equipment is used, energy inefficient, out of warranty or can no longer be repaired. Software is no longer being supported should be updated; new software will provide additional services for the convenience of customers. The chairs in the Northtown, Cheektowaga and Downtown Auto Bureaus (partial replacement previously completed) are worn and in need of replacement. Additional seating is needed for the increased number of customers. The Title Search companies in Old County Hall have been using the same office furniture since 2004 and chairs are torn, broken and unclean.

BACKGROUND INFORMATION

The computer monitors are small, inefficient, slow and dimming. Two of the microfilm readers can no longer be repaired and a new reader is necessary to provide access on a reliable and regular basis to both the public and the clerks.

The purchase of Customer Access Portal software will allow escrow account owners access to statements via the internet on a real-time basis.

The Clerk's Office personnel use Crystal Reports to create certain documents and certificates, but the current version is no longer supported by the company.

The purchase of new software will allow the public to make reservations to the Pistol Permit Office and to the Auto Bureau locations where the service in not currently available, and to queue up in person.

The current seating provided in the Auto Bureaus consists of padded benches with no back support, and is therefore not ergonomically comfortable for customers. Because the cloth fabric is worn and dirty, the surfaces are not hygienic and may be a breeding ground for germs.

The Title Search companies who license space in Old County Hall are the users of equipment provided by the County pursuant to the original agreement. At the conclusion of the substantial renovations which moved the companies into this space, Erie County agreed to provide office furniture including file cabinets, desks and (2) chairs and a computer. The chairs are torn, broken and stained and are the original chairs provided in 2004.

CONSEQUENCES OF NEGATIVE ACTION

The needs and expectations of residents and licensees that the offices of Erie County in which business is conducted constitute an efficient, easily accessible, "user-friendly" service-oriented office and a clean, convenient, and safe environment will not be achieved nor will the County be honoring its commitments.

STEPS FOLLOWING APPROVAL

Budgetary adjustments will be made by the Budget Office and County Comptroller to effectuate the availability of funds from the Concentration Account. Purchases will be made through the approved Erie County vendors and the Purchasing Department.

A RESOLUTION SUBMITTED BY:
ERIE COUNTY CLERK

RE: Purchase of Technology Equipment,
Software and Auto Bureau Seating

WHEREAS, the County Clerk is responsible for recording, filing and maintaining a multitude of legal documents and records filed in its office; and in order to honor its responsibilities and provide efficient services to the residents of Erie County, current technology and / or equipment must be updated, enhanced, or replaced; and

WHEREAS, outdated and inefficient computer monitors in the Registrar's Land Records department should be replaced to permit customers and employees to view information more quickly, clearly, and energy efficiently; and

WHEREAS, the County Clerk receives requests for access to and/or copies of documents that are maintained on microfilm and the purchase of one machine to replace the two readers that can no longer be repaired is necessary to continue customer access to these records and to allow the clerks to provide copies; and

WHEREAS, the County Clerk maintains Escrow Accounts for the benefit of customers and a Customer Access Portal to permit customers to review escrow statements can be developed by NewVision Systems Corporation to ultimately decrease county costs and provide customers real time information;

WHEREAS, the County Clerk prepares certain documents/certificates in the regular course of business using Crystal Reports software; and the current version being used is the 2011 version and is outdated and no longer supported by the company; and it is necessary to obtain a newer version and licenses to allow the Clerk to continue to prepare the documents and certificates; and

WHEREAS, thirteen Title Search companies are licensed to occupy space in Old County Hall since a 2004 reorganization of the space and pursuant to the original arrangement, the County provided office furniture, desks, chairs, countertops and file cabinets and computers; and the chairs utilized by the Title Search companies are in need of replacement because they are torn, worn, broken and a safety hazard; and

WHEREAS, the County Clerk manages local Auto Bureaus as an agent for the New York State Department of Motor Vehicles; and in an effort to provide exemplary and efficient service in a safe, clean and professional environment to the residents of Erie County, the County Clerk's Office needs to purchase ergonomically correct and healthy seating to replace worn seating and to increase the amount of seating; and

WHEREAS, the opportunity for customers to conveniently make online reservations or use an in-person queuing system can be made available for all Auto Bureaus and the Pistol Department by Nemo-Q to increase efficiencies and provide expedient service; and

WHEREAS, the County Clerk has cost proposals from approved County vendors for all requested purchases; and

WHEREAS, the purchases totaling $134,517.15 will be funded entirely from the County Clerk's Reconciled Concentration Account Overfunding; and

WHEREAS, the Comptroller's Office and Department of Budget will make necessary adjustments to assure fund availability.

NOW, THEREFORE, BE IT

RESOLVED, that the Erie County Legislature does hereby authorize the Budget Director to make the following adjustments and changes to the Erie County Clerk's 2018 Budget as follows:

INCREASE: $134,517.15
Fund Center 11320 Reconciled Concentration Account Overfunding

Appropriate that increase as follows:
INCREASE:
Fund Center 11310 – Registrar Division

561410	Lab and Technical Equipment	$55,204.10
561420	Office Equipment, Furntiure & Fixtures	$4,599.90

INCREASE:
Fund Center 11320 – Auto Bureau Division

561410	Lab and Technical Equipment	$26,455.00
561420	Office Equipment, Furniture & Fixtures	$48,258.15

and be it further

RESOLVED, that the Erie County Clerk is hereby authorized to expend these funds for the purposes of purchasing and replacing computer monitors in the Registrar's Land Records Department; and be it further

RESOLVED, that the Erie County Clerk is hereby authorized to expend these funds for the purposes of purchasing one microfilm reader machine; and be it further

RESOLVED, that the Erie County Clerk is hereby authorized to expend these funds for the purposes of acquiring Customer Access Portal software to be developed by NewVision Systems Corporation; and be it further

RESOLVED, that the Erie County Clerk is hereby authorized to expend these funds for the purposes of acquiring the newest version of Crystal Reports software and licenses therefor; and be it further

RESOLVED, that the Erie County Clerk is hereby authorized to expend these funds for the purposes of replacing chairs in the cublicles occupied by county Title Search Company licencees; and be it further

RESOLVED, that the Erie County Clerk is hereby authorized to expend these funds for the purposes of replacing chairs and increasing seating in its Auto Bureaus; and be it further

RESOLVED, that the Erie County Clerk is hereby authorized to expend these funds for the purposes of obtaining software and hardware from Nemo-Q to allow for online reservations an in-person queuing system for all Auto Bureaus and the Pistol Department; and be it further

RESOLVED, that the Erie County Legislature does hereby authorize the carry forward of this appropriation, if necessary, to the Clerk's future Budgets; and be it further

RESOLVED, that the Budget Director and Comptroller, and Division of Purchase may make any changes necessary to effectuate the implementation of this resolution; and be it further

RESOLVED, that certified copies of this resolution be sent to the Erie County Clerk, the Director of Budget and Management, County Comptroller and Division of Purchase.