



CARROLL COUNTY REGISTRY OF DEEDS  
 ADMINISTRATION BUILDING – 95 WATER  
 VILLAGE ROAD OSS�PEE, NEW HAMPSHIRE  
 03864

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 DEEDS

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**SPECIAL REGISTRY REQUIRMENTS OF THE  
 CARROLL COUNTY REGISTRY OF DEEDS  
 LAND RECORDS MANAGEMENT SYSTEM**

**OBJECTIVES and TECHNICAL SPECIFICATIONS**

Bid for Integrated Land Records Management System compatible with the current systems, to include and the Vendor to provide, install and support an Electronic Internet System, Registry Website, Integrated Recording System, Indexing/Proofreading System, Image/Index/Retrieval System, Corrections System, Financial Accounting System, Software for All Land Records Management Systems, software support, all integrated into and with onsite servers, with offsite Backup Storage and Remote Access.

The Carroll County Registry of Deeds is responsible for the timely and accurate recording of documents presented to the Registry on a daily basis. The Registry is also responsible for the management of providing access to the public while protecting the integrity of the information, use and safekeeping of the information and the people and property referenced in the Official Public Record.

Confidentiality and integrity are essential in protecting the official record from unauthorized access or change in any and all environmental settings. This can be accomplished through controls, authorizations, encryption of documents, and endorser techniques. To ensure the integrity of the Official Record, adequate protection against tampering, alteration, revision and deletion must be included as part of the electronic system. The Carroll County Official Records shall be protected at all times.

With that in mind, the Registry has the following OBJECTIVES:

1. To constantly maintain, and when possible, improve on current office processes and retrieval capabilities, to include e-recording utilization, to increase efficiency of the recording process, increase accuracy of recording documents, increase the services provided to both Carroll County citizens and the business community.
2. To provide secure processing and relay data to two Internet webservers (one primary at a secure, temperature-controlled collocation facility, one backup location) for public viewing

- and printing. Website data which will be processed each business day to include current Registry records. Real-time webserver data update frequency must be adhered to.
3. For security and data redundancy purposes, a duplicate copy of Registry records (index data and images) is to be placed on a data warehousing server at a Vendor facility. Storage capacity for data warehousing will be made available.
  4. To always find opportunities to capture index information more accurately and more creatively to best facilitate searching by the public. To follow the laws of New Hampshire Revised Statutes Annotated (RSAs) and the Uniform Standards for Documents Presented for Recording in All New Hampshire Registries of Deeds Effective December 1, 2001.
  5. To always look for ways to improve access to the public, both individuals and businesses, to assure Carroll County is always providing access to those that need it, and to create additional revenue opportunities for the County and taxpayers, and at the same time deliver increased management and security of the access systems.
  6. To build the best possible workflow process that can support future document volume increases without additional staff resources but also one that best supports the occasional workload changes from one day to the next. Achieving this goal allows the Registry to maintain a consistent performance with document turn-around time for the public.
  7. Utilize a system that takes advantage of the experience and resources available with Registry staff members.
  8. Continue to use technology to support our staff as we support and answer the questions the Registry receives from the public and homeowners within the county. Exceptional customer service is one of the Registry's highest goals.
  9. To be using a system that properly takes advantage of new technology on a timely basis.
  10. To partner with a vendor that demonstrates creativity, commitment to the Registry Office and to the document recording process. The Vendor needs to have a history of being leaders in innovation and positive change.
  11. To utilize technology to achieve Registry goals and to fulfill the responsibility of preservation of the Official Public Record for current documents and historical documents.
  12. To have support and contingency plans in place to minimize overall downtime and always be able to support the needs of the public and users no matter what type of failure may occur or what type of disaster the Registry may be faced with.
  13. To continue to manage the workflow and allow additional projects which will preserve historical data.
  14. To convert data for retrieval and utilization Connor & Connor and/or Fidlar Technologies' applications and equipment, including, but not limited to: images, historical, indexing, archiving, customer data, in-house office data, financial data, and back up data.

**REQUIRED SPECIFICATIONS FOR  
CARROLL COUNTY LAND RECORDS MANAGEMENT SYSTEM  
INTEGRATED RECORDING, INDEXING AND RETRIEVAL SYSTEM  
AND WEB HOSTING/ONLINE ACCESS**

**I INTEGRATED RECORDING, INDEXING AND RETRIEVAL**

1. Integrated recording system, to include recording software providing tax stamp, LCHIP stamp, recording labels, e-recording capability with unique e-recording label, up-front scanning, the ability to store and retrieve delivery and return to

- recording data and easily access images of recorded and rejected documents. Please outline how system proposed maintains race order.
2. Integrated Imaging system to include scan/retrieval system for capture, viewing, archiving and printing of current dockets for in-house and off-premises use.
  3. Integrated index/retrieval system for use of data entry, archiving, printing of current dockets for in-house and off-premises use.
  4. System must be capable of Software customization incidental to the system as historically utilized.
  5. System must be capable of providing a mechanism which allows inter-office users to communicate with each other with regards to special circumstances related to the document being recorded.
  6. System must be capable of identifying each recorded instrument with a unique docket number.
  7. System must be capable of identifying each transaction with a unique transaction number.
  8. System must allow for overrides and/or adjustments in data fields.
  9. System must be configurable to allow for electronic return of recorded documents presented in paper and/or electronic format. System must be able to track the delivery of such documents and their current status (opened or not). System must be able to resend electronic documents upon request by document submitter. Please outline how this system tracks race order.
  10. System must incorporate a feature where various reports (DRA reports, etc.) can be configured once and then run automatically. System must also incorporate the ability to email reports to multiple recipients.
  11. System must be capable of numbering each consecutive page in each document.
  12. System must provide for indexing and sorting of all letters, numbers and characters found on a standard US keyboard.
  13. System must be capable of printing and/or affixing an actual transfer tax stamp, LCHIP stamp, date/time stamp accurate to the minute, and signature to each document.
  14. System must allow for corrections to indexes, past and present.
  15. System must keep an audit trail of all recordings, accepted or rejected and corrections.
  16. System must include a double-entry accounting system with full audit trail capabilities, cashier accounting capabilities, workflow processes, billing capabilities and reports as currently utilized. Vendor to provide integrated and secure credit card processing capabilities.
  17. System to include the ability to produce Grantor-Grantee Indices for: each year  
Monthly consolidations: JAN through JUN and JUL through NOV, annual consolidations JAN – DEC, and every five years, a five year consolidation.
  18. System must be capable of backing up digital images and indexing every night.
  19. System must be capable of continuing current processes, including historical scanning and indexing.
  20. System must include successful conversion of existing data and installation into the current computer software indexing/imaging systems.
  21. System must support DRA/UNH Mosaic program.

22. System must be capable of burning CD images of selected files for export by the County or multiple page PDF files for export.
23. System must be capable of exporting data to spreadsheets (i.e., Excel).
24. System must be capable of a disaster recovery solution.
25. System must update software and hardware when State of New Hampshire statutes change.
26. Vendor must collaborate with Carroll County IT to set up system, work stations and equipment, as needed.
27. System must provide real time client support. Vendor must attend to and resolve issues immediately with either remote and/or phone service or on-site visits, within 4 hours to 24 hours.
28. Please list system vendor's "ownership tree." Please list all companies that have ownership in the submitter.
29. Please list all subcontractors that are/were involved in developing the system that is being proposed.
30. Please list features that are current within the system proposed that aid in protecting the integrity of the recorded index. Also, please note if the Redaction technology used stores a second copy of the redacted image or if other methods are employed.
31. System must have the capability to redact Personal Identification Information (PII) from all documents. Please list if the redaction functionality was designed by system proposer or third party. If third party, please state name of company.
32. System must provide real time upload of redacted images to web server.
33. System will proactively notify subscriber in the event a document is recorded in their name.
34. System must integrate with existing search solutions available onsite in the office.
35. System shall maintain prints requested for the in-house subscribers. Run and send a file daily of these charges to the Register file server.
36. Vendor to include detailed conversion timetable.
37. Vendor to provide description and timeline of transition to the system.
38. System must have ability to input two-character codes with one docket number with differing parties to each character code.

PUBLIC ACCESS and CONNECTIVITY OPTIONS: See Section III

#### TRAINING

Unlimited training provided with our contract for staff members at discretion of Register of Deeds. One or two weeks of training is anticipated for any major system upgrades/installations. All instruction is performed on-site at the Registry of Deeds at no cost. Training includes instruction upon initial installation and delivery of software and/or hardware installation and any subsequent training requested by the Register of Deeds. Subsequent training may be performed via on-site or phone/typewritten instruction at the discretion of the Register.

#### SYSTEM SUPPORT

Software support is included at no additional cost for the life of the contract. Updates and enhancements are routinely made to entire product line to provide operational enhancements and improve software functionality. Vendor will supply a support agreement that not only is after-sale support provided, but also all new products/services modules that are developed by Vendor during the term of the contract are provided.

## SOFTWARE AND HARDWARE SUPPORT

Service Level Agreement hours should be Monday through Friday from 8:00 AM to 5:00 PM EST.

## DOCUMENTATION

A printed and/or online User Manual will be provided for all system software modules. Software Help Menu options will provide additional software use information.

## II WEB HOSTING/ONLINE ACCESS

The use of a system compatible with the current indexing/image software systems at the Carroll County Registry of Deeds which will electronically index and image data from the Registry, to provide processing and relay data to two Internet webservers (one primary at a secure, temperature controlled collocation facility, one backup location) for public viewing and printing. Website data will be processed each business day to include current Registry records. Real-time webserver data update frequency must be adhered to, including real-time upload of redacted images. Maintain a log of printing requests by account number and associated charges to be relayed to the Registry for billing purposes and integration with in-house monthly invoicing systems. Also make available detailed monthly Registry customer statements, customer internet print history, and town transfer capability on-line.

For security and data redundancy purposes a duplicate copy of Registry records (index data and images) are to be placed on a data warehousing server at vendor facility. Storage capacity for data warehousing of flat file storage will be made available.

The Internet application is to support multiple website browser access and various mobile devices such as smart phones and tablets among others. Index data or documents can be retrieved online, with view and/or purchase capability. Online e-commerce sale of documents is supported via Registry-established account charge or credit card purchase alternatives. E-commerce revenue can be transferred to Registry-specified account via ACH transfer, or monthly check.

Online access features to include the retrieval of any book type and index data. Online capabilities must replicate many of the features available onsite at the Registry of Deeds.

### WEB HOSTING/ONLINE ACCESS SERVICES TO INCLUDE:

1. Service provider for 24-hour access to Carroll County Land Records.
2. Maintain Domain Name.
3. Maintain Domain Content and Register authorized notices and alerts.

4. Maintain and upgrade as needed – 2 web servers and 1 image server.
5. Continuously check and pull any new scanned images, redacted images, and day-in-progress index data.
6. Maintain prints requested from the website. Run and send a file daily of these charges to the Registry file server.
7. Process any plans, redactions and books (provided via email or fax).
8. Verify and re-verify that the processed books are indeed Carroll.
9. Copy plans to the web servers daily.
10. Copy the books to the web servers daily.
11. Check the Syncsort numbers for accuracy daily.
12. Update the web servers to access the new data files daily.
13. Update the .html file to show correct dates, plans and books on the Internet.
14. Real time pull of data.
15. Watermark option(s).
16. Retrieval, look and product is to mirror the in-house retrieval system.
17. Check the internet for accuracy of changes, correct plan dates, unverified grantor/grantee, verified grantor/grantee, books, plans and plan indexes.
18. Pull books, redactions and plans as submitted real time.
19. Special Pull: If there are any corrections to the older time periods, all the process are run again, files checked and made available on the website.
20. Property Fraud Alert System. Members of the public may register free of charge to receive phone or email notices of documents recorded in Carroll County Registry of Deeds in their name(s).
21. Update web page contents upon request.

PUBLIC ACCESS and CONNECTIVITY OPTIONS: See Section III

#### TRAINING

Unlimited training provided with our contract for staff members or public users at discretion of the Register of Deeds. One or two weeks of training is anticipated for any major system upgrades/installations. All instruction is performed on-site at the Registry of Deeds at no cost. Training includes instruction upon initial installation and delivery of software and/or hardware installation and any subsequent training requested by the Register of Deeds. Subsequent training may be performed via onsite or phone/typewritten instruction at the discretion of the Register.

#### WEB HOSTING/ONLINE ACCESS SYSTEM SUPPORT

Software support is included at no additional cost for the life of the contract. Updates and enhancements are routinely made to entire product line to provide operational enhancements and improve software functionality.

Internet Support: 24/7/365 Service Level Agreement  
Software Support: 24/7/365 Service Level Agreement

#### DOCUMENTATION

A printed and/or online User Manual will be provided for all system software modules. Software Help Menu options will provide additional software use information.

#### CONVERSION OF EXISTING DATABASE

All data will be converted from the current software and current hardware applications for use on the on-line system.

#### WEB HOSTING/ONLINE ACCESS SERVICES

Vendor is to provide secure credit card processing capabilities. Alternative, Internet-generated fees must merge with Registry-generated account activity, for integrated account invoicing by customer and real-time customer balance available at Registry. Include successful installation into the current computer software indexing/imaging system.

#### PUBLIC ACCESS SYSTEM

Public access module should provide direct connectivity to the file server network to maximize efficiency of retrieval data. Public access application may be configured to replicate the Internet website.

### III. RELATIVE TO BOTH INTEGRATED RECORDING, INDEXING AND RETRIEVAL (SECTION I) AND WEB HOSTING/ONLINE (SECTION II)

#### PUBLIC ACCESS

1. Index scrolling capability – name list display to quickly search for possible name misspellings within date range.
2. Continuous index file scroll capability – results not limited to selected search criteria. Can move forward and backward through index items from any one point.
3. Index search filters available – by any indexed field, unlimited quantity.
4. Next/Previous Document.
5. Multiple Image Windows Screen display to allow for on-screen document comparison.
6. Hot keys for all functions to minimize mouse clicks required.
7. Document Print Options for user specified document page range.
8. User-specified image cropping (zoom) print capability.
9. Plan Print Options to allow documents size (legal or letter) or full-sized (large format).
10. Registry defined print queue to direct prints to vault or office, based on user type.
11. Copy order cover sheets provided with each order to summarize requested copies and associated fees.
12. Registry generated bills with detailed account activity statements, differentiating in-house v online purchases, with ability to email same or view online.

13. Town copies – secure login access for towns to receive statutory required document copies online.
14. Chronological inter-sorted grantor/grantee index (daybook – equivalent).
15. Plan index sorted by town by name or street to facilitate browsing.
16. Login access can accommodate unlimited simultaneous users per account.

**CONNECTIVITY OPTIONS**

1. Virtual Private Network (VPN) server connectivity.
2. Virtual Network Connectivity (VNC) for on-site software support.
3. Off-Site Continuous Data Warehousing/Internet Updates.
4. Electronic Recording Connectivity.
5. E-mail accounts.

**IV. REQUIRED DETAIL FROM VENDOR**

Each proposal shall include a detailed description of all the services to be provided for the Integrated Land Records Management System and shall demonstrate a fully working system tied to Carroll County images and index data. Proposals shall at a minimum provide, install and support the following required information:

**A. COMPANY DETAILS AND EXPERIENCE:**

**REQUIREMENT**

**ANSWER**

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1. Company name and address.

**Fidlar Technologies – Headquarters: 350 Research Pkwy. – Davenport, IA – 52806 /  
Local Offices: Epsom and Chester, NH**

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2. Years in business.

**167 – Founded in 1854 and remain privately owned.**

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3. States with current land records installations.

**Arkansas, Indiana, Illinois, Iowa, Kansas, Maine, Michigan, Minnesota, Nebraska, New Hampshire, Ohio, Washington, Wisconsin and Texas**

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4. Number of current land records installations.

**285**

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5. Other County offices your company provides products and services to.

**NONE**

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6. Will you utilize subcontractors or temporary employees to perform/provide any of the proposed services or products? If so, please list.

**NO**

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7. Number of employees.

**62**

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8. Number of full-time employees dedicated to land records.

**58**

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9. Have you attached your land records customer list and contact information that can be used to check references?

**YES**

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Please use additional space to include any additional information you wish to share about the technical aspects of your proposed solution.

B. GENERAL TECHNICAL QUESTIONS:

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1. Are your software products developed using Microsoft Windows development platform?

**YES**

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2. Language software products are written in.

**AVID was developed on a Microsoft Windows 7 platform, written in C# and utilizing the latest .Net technology such as Windows Presentation Foundation and Windows Communication Foundation.**

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3. Are your software products deployed using Microsoft SQL?

**YES**

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4. Is your software user friendly, i.e., American Disability Act (ADA) compliant?

**YES**

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5. Briefly describe your document corrective system.

**AVID both has ways for county users to correct inaccurate indexed information or rescan a document image that was incorrect. All of these actions can be restricted to certain users with security rights.**

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6. How are upgrades performed at the server level and the user workstation level (and by whom)?

**Upgrades are deployed on a 1 x 1 basis with the county by either local staff or remotely with Fidlar support team. Upgrades are performed at scheduled times on the server level after through real-world environment testing to ensure success.**

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7. Briefly describe Optical Character Recognition (OCR) engine utilizing historical indexed and non-indexed data. Submitting Vendor shall not outsource OCR to a third-party provider.

**AVID with iNSPECT is our out of the box solution with OCR and assisted-indexing technology, also available with touchscreen functionality. This was also developed 100% inhouse. Software is programmed to find data automatically for indexing.**

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8. Are any software or services required for the software to be installed or run by the Registry website? If so, explain, i.e., JAVA, Adobe etc.)

**Running our software and services requires SQL Server 2016, Microsoft Windows and Lead Tools. Since the Register's Office is already utilizing our products, nothing new is required.**

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9. Describe how you notify the Registry of any installations and all available upgrades to operating system, server software, database software, etc., and for all software, and all hardware provided.

**Typically, new releases of AVID come out approximately once every three months. These new releases include both new features and occasional bug fixes and the release is scheduled for all customers to ensure that all customers are on the same version of the program. New versions of AVID are implemented at no additional cost to customers. When an upgrade is implemented, the program undergoes intense testing by qualified Fidlar staff. The update is then sent on to a group of Fidlar customers that have agreed to assist in testing updates prior**

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**to general release. When the upgrade is approved, our Fidlar partners are notified of the new features well in advance of the implementation of the upgrade and a scheduled date is decided upon. The county is sent a document that details the upgrade features and, if applicable, a Fidlar team member will call the county administrative staff to go over the details of the new features and provide any training necessary.**

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Please use additional space to include any additional information you wish to share about the technical aspects of your proposed solution.

C. E-RECORDING FUNCTIONALITY:

**REQUIREMENT**

**ANSWER**

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1. Describe how your e-recording process maintains our “race state” responsibility.

**Documents enter the queue to be recorded with all other types of documents, taking their rightful order to be indexed.**

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2. Describe how the staff integrates e-records in house to be included into the normal workflow.

**Staff is notified with a pop up if desired that an eRecord has come in. eRecords automatically come into AVID from the submitter, so staff would handle them as a normal document from Indexing process to finish.**

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3. How does the workflow for e-records differ from the workflow of paper submissions?

**There is no receipting process. Document appears at time of indexing. Indexing the document is the same, but user will have to verify that the fees are correct before indexing**

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4. Describe the changes that need to be made to your system, who makes those changes, as the Registry supports additional document types for e-recording. Submitting Vendor shall not outsource e-recording functionality to a third-party vendor.

**eRecording functionality and catcher are developed and maintained by FIDLAR – not outsourced. A Fidlar support member can quickly add a new document type to be accepted via eRecording when notified by the county. No major changes to the software are required, just a setting change for Carroll County**

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5. Please list all the e-recording submission vendors you currently work with and the total number of documents e-recorded with each during 2020.

**Simplifile, EPN, CSC (formerly Ingeo), Indecomm, Nationwide Title Clearing, Inc.**

**2020 totals are estimates:  
CSC - 394,854 documents  
ePN - 26,593 documents**

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**Simplifile - 1,761,536 documents**

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6. Please describe how charges and payments are handled between the County and the e-recording submitter.

**They are handled electronically. Each company handles this slightly differently. Carroll County would need to contact each eRecording vendor individually.**

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7. Are you accepting e-recorded documents in other states? If so, which states?

**Arkansas, Indiana, Illinois, Iowa, Kansas, Maine, Michigan, Minnesota, Nebraska, Ohio, Washington, Wisconsin and Texas**

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Please use additional space to include any additional information you wish to share about processing e-recording documents in your proposed solution.

D. CASHIERING/RECEIPTING SYSTEM:

**REQUIREMENT**

**ANSWER**

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1. Describe your process for recording a document and a group of documents, including the calculation of fees and collection of payment.

**Whether one document, or a batch of documents handled in one transaction, each one is subject to its own fee checklist (questionnaire) at time of receipting. Fees are calculated per document for a batch, with a running total for the entire transaction. This is front and center for the user, very visual to ensure that the calculations match what they are entering into AVID. Payment is entered in the tenders screen in check, cash, or escrow options.**

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2. How does the system maintain the “race” when multiple employees are recording documents at various workstations?

**AVID utilizes technology to manage the document queue, and not allow a document to be selecting for recording out of order, thus protecting race. Two employees cannot work on the same document.**

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3. Describe your process to maintain document order of arrival (document number, date, time, book, page, LCHIP information).

**Documents are held in a queue, and given a time stamp for all activity once entered in the system. Full reporting exists for the history of each document.**

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4. Describe your process to record the operator staff identification for each transaction.

**Very Simple, when a user logs in every action is recorded based on software code with a time stamp for all activity.**

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5. How does your system allow for consecutive document numbers within a group of documents while still maintaining the “race” and what options does the Registry have to configure how that happens without modifying the product itself?

**System allows for this by automatically assigning a group of numbers to the group of documents in succession, versus just one number for a single document transaction. Registry has the ability to split a group of documents to index if they desire, and by doing so would treat each one as individual.**

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6. Describe your process for updating the indexing software in real time (Day in Progress-Grantor and Day in Progress-Grantee) for “up to the minute” inquiry of recorded documents in an unverified status.

**As documents are recorded, and before verified, they are pushed to the public search to be able to be viewed, right now in 15 minutes.**

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7. What audit and productivity information is gathered and stored during the receipting process and how can that information be used or accessed?

**Which employee processed the transaction, when, and how long it took is captured. This can be accessed by running a report – Carroll County administrative staff may use these reports to address staff productivity or however else they deem necessary.**

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8. How and when are recorded receipted documents made available to the public/staff and what options exist?

**Once recorded, documents are searchable internally with AVID Search, and also internally and externally Laredo, Tapestry and AVA.**

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9. Please describe how accounts are handled within your receipting functionality.

**The first step in the receipting or prep process is to select the customer. When a user starts to type in the name of an account, AVID narrows the search based on input to help expedite the process. Once a customer is selected, the transaction takes place under this customer name.**

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10. Please describe how accounts are separated (recording fees, tax stamps, LCHIP, etc.).

**Each fee is designated as its own set fee within AVID, and the system will account for each of these fees separately**

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11. Describe how the charge customers have the ability to view detailed statements on our website per State statute (Towns and Internet users).

**With an account, the account holders simply log in to their Laredo Connect and they have access to up-to-the-minute print history and detailed statements.**

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12. How are fees to accounts configured and changed?

**Fidlar would make configuration changes to questionnaire in the receipting process as directed by County.**

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13. Explain how accounts and other options are managed.

**AVID maintains detailed history of all account transactions and history, and allows for detailed reports to be run for such things as account balances, user history, etc. Each account is treated individually with its own record.**

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14. How are accounts managed between document recording and other sales such as remote access or copies?

**Each transaction is recorded under the account for exactly what it is, whether it be any of the above charges. AVID separates account charges based on what they are, and corresponding reporting will reflect this.**

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15. Describe what options exist to modify or configure the document stamp(s) and the payment receipt without Modification to the software.

**AVID provides the ability to move the document stamp on the document, and during our setup we work with each county to identify what they want the receipt to include.**

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16. Describe how documents can be 'voided' or 'cancelled' during the receipting process and how the Registry avoids orphaning any allocated document number?

**A placeholder document number is assigned during receipting, so if a transaction is cancelled it will not disrupt document numbering process.**

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17. Describe the ability to scan checks and save them as part of a transaction.

**This would be a third-party function and not part of AVID. Several NH counties presently do this.**

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Please use additional space to include any additional information you wish to share about the document receipting process in your proposed solution.

E. DOCUMENT RECORDING/INDEXING/PROOFREADING SYSTEM:

**REQUIREMENT**

**ANSWER**

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1. Describe the document indexing process.

**AVID utilizes a very innovative, easy to use single entry field for all data. This allows the indexer to enter information as they read through the document, not having to search for pieces of information out of order. This allows for maximum indexing efficiency.**

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2. Describe the document index proofreading process and any options that exist.

**3 options exist for verification. System can be set to require a full re-index, a verification of the first index, or a system which allow the user to interactively drag and drop information as a way of verifying original work.**

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3. Describe what audit and performance information is gathered in this process and how it can be used and accessed.

**AVID allows for full administrative controls and viewership into each employees' actions with a true time stamp for what occurred, with in-depth reporting on such activities.**

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4. Describe any form of automated indexing your solution might offer and the configuration options available.

**AVID with iNSPECT is the new in-house assisted-indexing solution. It has a very accurate catch rate. Will be configured to work hand in hand with our iris solution. We will work with county to configure exactly what fields the county wants automatically indexed (i.e., grantor, grantee, etc.)**

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5. Is your automated indexing solution dependent on any third-party vendors for support and/or licensing? If so, explain who, what and costs.

**NO, 100% developed by Fidlar**

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6. Describe your redaction process as required by State statute.

**All scanned images (and imported historical images and converted images) can be run through an automatic redaction process. If desired by Carroll County, Social Security Numbers can also be manually redacted (or redactions verified) during AVID PROCESS (Indexing). For older records, in addition to the automatic redaction process the documents will be run through, you can manually check them either while back indexing them or by viewing ranges of documents (by document type if desired) in our redaction utility that can be set to highlight (in yellow) words that are typically located near social security numbers to assist in the process.**

**Also, there is no additional cost to redact social security numbers—for go-forward images and for any converted or imported images.**



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7. Does your data entry process utilize automated indexing and provide support for a single data entry field for all index field types (i.e., reverse entry)? **YES**

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8. Can alerts and notes be provided to the indexer from the team member that receipted the document or document group?

**YES**

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9. Explain what capabilities exist to improve efficiency during the indexing process including replicating information from earlier documents, copy/paste, etc.

**AVID includes the ability to quickly copy party names from previously entered documents. AVID single-entry field has been relied upon to increase speed and efficiency. AVID with iNSPECT assisted-indexing and touchscreen technology is a game-changer**

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10. Explain ability to record documents and index them as two or more document types without creating a second 'document entry or number.'

**This is not a feature of AVID. Two separate documents would need to be recorded.**

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11. Describe the changes that need to be made to your system and who makes those changes, as the Registry supports additional document types.

**A Fidlar support member can quickly add a new document type to be accepted for recordability when notified by the county. No major changes to the software are required, just a setting change for Carroll County.**

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12. Provide a 'kiosk' product and workstation that our counter customer can use to establish order of records before they approach the counter.

**We do not offer a 'kiosk' product. But, AVID is designed to maintain appropriate race to the courthouse when ordering documents. It is the customers' responsibility to make sure the order of documents is correct when handing them over to the county, both in person, mail or via eRecording. AVID will maintain that order as soon as the user gets them input into the system.**

---

13. How does your system allow for consecutive document numbers within a group of documents while still maintaining the "race" and what options does the Registry have to configure how that happens without modifying the product itself?

**System allows for this by automatically assigning a group of numbers to the group of documents in succession, versus just one number for a single document transaction. Registry has the ability to split a group of documents to index if they desire, and by doing so would treat each one as individual.**

---

14. Describe your process for updating the indexing software in real time (Day in Progress-Grantor and Day in Progress-Grantee) for "up to the minute" inquiry of recorded documents in an unverified status.

**As documents are recorded, and before verified, they are pushed to the public search to be able to be viewed, right now in 15 minutes.**

---

Please use additional space to include any additional information you wish to share about the document indexing process in your proposed solution.

F. DOCUMENT IMAGING SYSTEM:

REQUIREMENT	ANSWER
1. Able to scan documents at the point of receipting.	<b>YES</b>
2. Able to scan documents from 8.5" x 11" to 8.5" to 14".	<b>YES</b>
3. Ability of scanner to auto detect paper size.	<b>YES</b>
4. Able to scan large documents later in the workflow such as plats up to size 24" x 36" with margins.	<b>YES</b>
5. Supports duplex scanning at the point of receipting.	<b>YES</b>
6. Submitting Vendor shall not outsource imaging functionality to a third-party vendor.	<b>Not outsourced</b>
7. Desktop scanners must perform at 40 ppm or better and support an automatic document feeder.	<b>YES</b>
8. Images must be stored in a Group IV TIFF format single page per file.	<b>YES</b>
9. Images must be scanned at 300 dpi.	<b>YES</b>
10. Retrieve and display document images and indexing data side by side.	<b>YES</b>
11. Support zoom feature.	<b>YES</b>
12. Display just the first page or display multiple pages of the document in one window.	<b>YES</b>
13. Support advancing to the next page within a document.	<b>YES</b>
14. Support scrolling through the document in both directions, i.e., prior document and next document).	<b>YES</b>
15. Present documents in disable window.	<b>YES</b>
16. Output digital images and data for storage and archival purposes.	<b>YES</b>
17. Ability to lighten or darken a scan.	<b>YES</b>
18. Provide the ability to delete, rotate and straighten scans.	<b>YES</b>
19. Provide a report that compares number of scans to number of pages.	<b>YES</b>
20. Compatible with large format scanners.	<b>YES</b>
21. Automatic scanner settings for contrast, brightness, and image improvement must be supported.	<b>YES - SUPPORTED</b>
22. Please describe your systems ability to easily rescan or correct out of order scan issues.	<b>Easy to identify mis-scanned pages by being able to view image on the screen. This allows user to easily identify which page (s) need to be rescanned, and do so in a quick fashion.</b>

23. Images should be stored on magnetic storage which provides sufficient retrieval performance to meet the Registry's needs during the life of this agreement.	YES
24. Storage capacity for images now and into the future.	YES

Please use additional space to include any additional information you wish to share about the document storage system in your proposed solution.

G. DOCUMENT SEARCHING, DOCUMENT IMAGE VIEWING/PRINTING AND REMOTE ACCESS:

**REQUIREMENT**

**ANSWER**

1. System should allow for searching of documents by party names, date ranges, plat book and page number, plat street name, plat town, book and page.

**YES, system allows**

2. The staff must have the ability to navigate between receipting, indexing, proofreading, verification and search mode without losing information from receipting and indexing screen. Programs must not have multiple applications open to perform these functions.

**AVID allows for easy navigation between these different functionality screens, but any work not completed in receipting and indexing will be lost if not accepted first. User is notified with auditory warning that they have not completed a section.**

3. Describe the capabilities of the search tool on all Registry workstations.

**Laredo search is the inhouse searching tool used by the public. It allows for scroll-ability of search results, making the job of the searcher easier. Multiple search criteria can be entered (grantor, grantee, etc.) to narrow field of results.**

4. Can that search tool be offered to our remote access users?

**YES**

5. What other search tools can be offered to potential remote access users?

**TAPESTRY AND AVA**

6. What charging options exist for all remote access products?

**Customers hold accounts for Laredo and coordinate payment with the county. Tapestry and Ava remote search products allows for credit card payment**

7. Do remote access users have to purchase or download any additional software?

**No Purchase. They have the option to download Laredo Desktop or just use a web browser to search at [www.laredoanywhere.com](http://www.laredoanywhere.com)**

---

8. Do you actively promote the use of the remote access products on our behalf? If so, how?

**Yes, we hold regular Laredo and Tapestry webinars to educate users, send out regular newsletters to searchers and provide flyers/materials for users.**

---

9. Can search results format be modified by the remote user to meet their needs?

**YES**

---

10. Do you take all support calls and provide all necessary training to remote users?

**YES, at no additional cost to Carroll County**

---

11. Do you support credit card support and who pays for the processing fee?

**We support credit card payments in Laredo, AVA and Tapestry. On Laredo and AVA, the end user pays the processing fees, on Tapestry we assume the fees.**

---

12. Do your remote access users access a replicated data repository stored securely at a site outside of Registry office?

**YES**

---

13. Describe how you would develop, host and provide needed updates to the Registry's website?

**We have presently developed this for Carroll County and presently host this – updates and any changes are handled as they are now – by our NH support.**

---

14. Support for streaming of document images and document index information to remote access users that only want data for use in their own software systems. Explain what security options exist to prevent abuse or misuse.

**Supported with our Monarch API which streams data and images to subscribers. The county has complete control on who can subscribe to the API and what and when they can access the data.**

---

15. Integrate with our current Connor & Connor/Fidlar Technologies remote access system so our current remote users can stay or switch at their discretion.

**With the Monarch API there is an on-demand mode that another vendor could integrate with to receive data from the county. There are no integration options with the Connor and Connor data. Just data in Fidlar's AVID.**

---

16. Support for search synonyms where the same party name or legal description might have two or more different references and how all iterations would be automatically returned to the searcher

**Iris product would serve to consolidate these different references to the same**

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**account under one master account (i.e., 1<sup>st</sup> National Bank to First National Bank).**

---

17. Documents must be searchable and viewable as soon as they are scanned and clearly flagged as not yet verified.

**YES**

---

18. Provide a product to our towns officials that allows them to easily view and print newly recorded pertinent documents that apply to their town jurisdictions.

**YES**

---

19. Sorting – the software should have the ability to allow sequentially grantor/grantee searching, i.e., document before/document after.

**YES**

---

20. Vendor selected will provide continuous training for the Registry staff and public. Describe training process.

**Included.**

---

21. Describe the process for fixing or replacing software.

**Software fixes are identified by Fidlar developers are handled in as timely a fashion as possible.**

---

22. Describe the process for reporting and resolving issues with software and hardware.

**Carroll County would be responsible for contracting Fidlar Support team. Whether a hardware or software issue, all open support tickets are recorded and tracked until their resolution.**

---

23. Automatically detect paper size while scanning recorded instruments

**YES**

---

Please use additional space to include any additional information you wish to share about the searching, viewing, printing and remote access components in your proposed solution.

H. PERIPHERAL PRODUCTS AND SERVICES:

**REQUIREMENT**

**ANSWER**

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Provide an additional replicated data repository besides the remote access repository. Describe how it operates, where and how information is stored in a secure, temperature-controlled environment. How can Registry be assured that it has replicated accurately, and how we can use that information in the event of a disaster?

**Fidlar offers a full data and image replication service in which all of your data and images would be replicated to an out-of-state secure facility for the purpose of security and to offer your public uninterrupted searching in the case of a power outage or disaster that may occur in Carroll County. Service Level Agreement guarantees accuracy and performance – Facility is located in Iowa.**

---

2. Include a library of all available reports.

**All reports are accessible from the Report screen in AVID and can be used by the county. We can also provide training and examples of any reports the county wants to see.**

---

3. Include the creation of any additional reports the Registry may require (DRA, State, etc.).

**Included but may include costs for custom reports.**

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4. Ability to group reports and print them all at once.

**YES**

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5. Ability to schedule reports to be automatically run and emailed to the user.

**YES**

---

6. Ability to create new reports by the Registry and then to the system.

**Fidlar would need to develop any new report.**

---

7. Ability for our citizens to opt-in via phone call or email and sign up for email or voice notifications should any document be recorded that meets their supplied criteria.

**YES**

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8. Provide the needed automatic alerts to our citizens and the needed phone call alerts as required.

**Property Fraud Alert is developed by Fidlar and is currently in place in Carroll County for those who subscribe. It is the responsibility of Carroll County to promote this product with Fidlar's assistance. This service cannot protect those who are not signed up. We are a proactive notification system, with alerts sent via email or by phone call.**

---

9. Providing the hosting, website and any needed changes, phone support and promotional matters, and promotion assistance for the above notification system.

**Included**

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10. Convert all of our citizen alert records and historic alert notifications into your solution.

---

**Not needed – we are the existing provider and nothing would change**

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11. Provide for the ability to view what citizens have signed up for and view what alerts have been sent to the citizen.

**Full reporting capability exists for Property Fraud Alert to see all history, as well as subscriber list.**

---

12. Provide the Register with a monthly executive dashboard that measures pertinent performance metrics and trends along with an analysis of the information. Please provide an example of what you are proposing.

**This would be accomplished via a report being generated, and is currently in place.**

---

13. Provide the Register with a software tool that allows for the analysis of various performance metrics captured by the system during processing and demonstrates how this tool can be used to build employee improvement plans, etc.

**This would be accomplished through specific reporting. Again, each employee action is detailed and performance is captured.**

---

14. Assist Carroll County IT with set up and maintenance of all needed hardware and third-party software to use with the system.

**With the LifeCycle contract we offer, Fidlar assists with workstation installs, server moves and related software installs to keep our products working for a county at no additional cost.**

---

15. Assist Carroll County IT with all needed hardware maintenance and repair to keep the system operational along with assistance should equipment need to be relocated within the office.

---

**This is an option with our contracts and an added cost. If the county wants us to maintain and repair hardware, we can include this in the contract.**

---

16. Include integration support for DRA/UNH Mosaic system.

#### **Included**

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17. Describe any integration projects you have COMPLETED between a Registry office and other county offices.

**AVID includes a product called Monarch which is an API that can stream data to any other office. We have counties across the country who utilize this to send relevant documents to others who need access to the Register's data. Once set up, it is all automated and requires no additional work from the Register.**

**If a county indexes Parcel Numbers many integration opportunities occur to work with other offices. Fidlar's PINtegrity solution can make the Register's legal, PIN and address data accurate and usable by all county offices.**

---

18. Describe how your team handles support calls, number of team members dedicated to support, show metrics on how often calls are answered live by a support person, how quickly voice mail is returned, etc.

---

**Fidlar employees 15.5 support team members that take all county, searcher, and PFA support calls. Fidlar picks up 98% of all calls live within 2 minutes of the**

---

**initial phone call. If a voice mail is left, staff return those voice mails within 1 hour. Fiddler also employs a team of Partner Relationship Managers that cover specific territories. Wendy Hanson is the PRM in NH and makes multiple onsite visits to our NH customers annually.**

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19. Provide support on an as needed basis for occasional after hours or weekend projects.

**YES**

20. Provide support on an as needed basis to support our internal network or support assist the Registry staff with support issues, such as PC viruses, security.

**YES – If hardware is leased**

21. Provide support on an as needed basis to support Registry wide area network or assist the users with support issues.

**YES - We have 15 Support people working from our office in Davenport IA who are reachable during business hours via phone, email or chat. In addition, we have 2 employees based out of NH who are available to call, email or even visit to assist with support issues.**

22. If awarded this project, describe the time frame period for installation.

**Not applicable as the county is already using our software. One potential project is to get Laredo implemented in Carroll County, which, we would start as soon as the Register is ready.**

23. If awarded this project and deadlines are missed, explain what is the cost to the County.

**None. County is already running our products.**

24. If awarded this project, the Vendor shall allow the County to provide any and all information with respect to payment at any time.

**YES**

25. If awarded this project, the Vendor shall maintain its records with generally accepted accounting principles which are approved by the County prior to the date of any contract.

**YES**

26. If awarded this project, the Vendor shall provide the County with expenditures or claims that are fully documented.

**YES**

27. If awarded this project, the Vendor must have expenditures or claims fully documented; otherwise, expenditures or claims may be disallowed.

**YES – agree to comply**

28. If awarded this project, how does the Vendor validate or prove the project has met all the RFP requirements?



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**Fidlar maintains a very detailed system of checks and balances with our project management team, and this progress is shared with the county with regular, outlined intervals.**

---

29. Identify the equipment requirements and specifications needed to support the system, including local servers, operating systems, storage and software.

**As part of the implementation, Fidlar will conduct a full inventory audit of equipment and software environment to accurately determine exactly what is needed for a proper install and deployment of our solutions.**

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30. Describe how the software will support the export of data.\_

**Reports can be exported and saved in PDF format. The Monarch API can deliver document data and images to any recipient the county selects.**

---

I. WEBSITE REQUIREMENTS:

**REQUIREMENT**

**ANSWER**

---

1. Free public access.

**Determined by Carroll County**

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2. Public access for printing by account or credit card.

**YES**

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3. Merging of in-house or Internet billing statements.

**YES**

---

4. Customer Internet prints history online and account detail statement.

**YES**

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5. Town transfers capability online.

**YES**

---

6. Security.

**YES**

---

7. Data redundancy, i.e., duplicate copy of all Registry index data and images.

**YES**

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8. Data warehousing servers.

**YES**

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9. Storage capacity for data warehousing.

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**Depends on what the county needs. But it is always expandable.**

---

10. Proprietary system for data.

**Database is SQL driven.**

---

11. Website data will be processed daily to include all current records.

**YES**

---

12. Day in Progress web server data update, approx. every 15 minutes.

**YES**

---

13. Customer support to website during Registry hours.

**YES**

---

14. Include use of all hardware for website

**YES**

---

15. Include retrieval software system.

**YES**

---

16. Include software maintenance for website

**YES**

---

17. Include any historical software customization.

**YES**

---

18. Software products developed using Microsoft Windows development platform.

**YES**

---

19. Describe website Document Imaging System.

**In-house developed and supported by Fidlar.**

---

20. Describe Document Searching, Document Image. Viewing/Printing and Remote Access.

**Documents are searched internally with AVID Search and Laredo. Externally the county can offer Laredo, Tapestry and AVA to searchers. All have the capability to print document searches. Laredo has both a downloadable desktop client and a web-based version called Laredo Anywhere for subscribers to use. Tapestry is a browser-based, pay-per-search service.**

---

21. Email process.

**County employees have access to an individual NHDeeds email address. Email addresses are presently listed on Carroll County NHDeeds page for contact to county and to Fidlar for support, as well as for copy orders.**

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J. PRICING:

Please provide four separate proposals for pricing of the LAND RECORDS MANAGEMENT SYSTEM including WEB HOSTING/ONLINE ACCESS SERVICES. For a one (1) year contract, a three (3) year contract, a five (5) year contract and a ten (10) year contract.

**K. MAINTENANCE, LICENSE AND SUPPORT REQUIREMENTS:**

The Vendor shall provide a description of its technical support capabilities, especially local support with respect to electronic support capability, maintenance support, warranty, service level, appropriated licensing documents and documentation details. Monthly service status report on quality levels on the entire system. The Vendor must Guarantee Support and Maintenance, Licensing during all Carroll County Registry of Deeds business hours and internet remote access support.

**L. LICENSES AND PERMITS:**

The Vendor shall furnish the Carroll County Registry of Deeds any and all documentation regarding necessary licenses, permits, certifications and/or registrations required by law or rules and regulations for the State of New Hampshire or County. The Vendor certifies that it is now and will remain in good standing with such governmental agencies and will keep its licenses, permits, certifications and/or registrations in force during this agreement.

**M. SERVICE LEVEL REQUIREMENTS:**

Vendor support shall be available during Carroll County Registry of Deeds business hours and internet remote access hours.

**N. PROJECT MANAGEMENT:**

The proposal response must include a Project Management Plan. This section shall describe how the project will be managed, internally by the Vendor and with the County. Detail how the project will be managed, all regular meetings, conference calls, training etc.

**O. PROJECT MANAGER AND PROJECT TEAM QUALIFICATIONS:**

Vendor shall provide on-site and/or remote project management at all times during the project implementation and testing.

1. A primary individual (Project Manager) assigned to oversee the project must have sufficient training and experience in managing system implementation. The Project Manager shall provide the systems and processes required for the planning, organization, control, surveillance and reporting of the overall contract activities to ensure disciplined performance of work and timely application of resources necessary for completion of all work identified in Attachment A.
2. These systems and processes shall be adequate to assure completion of all project technical schedules and cost objections for the Carroll County Registry of Deeds.
3. The Vendor must identify the proposed Project Manager by name, provide a telephone

number and email address where the project manager can be reached.

4. The resume of the Project Manager and all key individuals slated to complete this project should be included in this section with their roles fully explained. Please include the following information for any individual that will be involved in the project: Name, Position, Job Description, Hours per Week and Time Frame Duration.
5. Please provide an organizational chart of the work team for this project. This shall include the Project manager and subordinate workers.
6. Please provide a staffing plan for the duration of the project including any proposed changes in staffing.

P. PROJECT SCHEDULE:

1. The proposal shall provide a project schedule that includes a presentation on the overall project implementation process for the Carroll County Registry of Deeds Team as well as all other status and meetings with Registry of Deeds. The process should define and identify all task elements that will be conducted or used in the project.
2. The Vendor should include tasks that will result in the creation of various deliverables required by the Carroll County Registry of Deeds. The Vendor schedule must be clear and cover the requested deliverables and requirements of the Carroll County Registry of Deeds. Time duration per task (in days) and resource allocation should also be noted for each task.
3. The Vendor will be required to provide a master schedule and each individual task schedule which should be included in the proposal. When the Vendor is selected, a final master schedule is required.
4. The master schedule shall outline the key implementation steps for completion of the project through and including final testing, acceptance and sign-off. There is an understanding that modifications may occur.
5. Vendor's proposed schedule shall include any potential contingencies as well as any and all assumptions or expectations placed on Carroll County Registry of Deeds. The schedule shall represent completion dates.

**ANY CHANGES TO THE ABOVE SPECIFICATIONS SHALL REQUIRE APPROVAL OF THE CARROLL COUNTY REGISTER OF DEEDS.**

Clarifications of terms and conditions of the proposal, as well as requests for existing details, and a schedule of mandatory site visit for all submitting vendors shall be directed to:

Lisa Scott, Register of Deeds  
Carroll County Administration Building  
95 Water Village Road  
Ossipee NH 03864  
603-539-4872  
[lscott@nhdeeds.com](mailto:lscott@nhdeeds.com)

TO: Carroll County Board of Commissioners  
Lisa Scott, Register of Deeds  
95 Water Village Road  
Ossipee NH 03864

The undersigned has reviewed the Request for Proposal Carroll County Registry of Deeds Land Records Management System and has become familiar with its terms and conditions, and wish to submit the following Proposal.

In submitting this bid I acknowledge the right of the County to reject any and all bids, to accept any bid, and to waive any informality or irregularity in any bid received. Furthermore, please respond with a yes or no if you have the authority and please sign.

- |   |     |    |            |
|---|-----|----|------------|
| 1. To hold my bid open for 60 days after the date of the bid opening.   | YES | NO | <u>YES</u> |
| 2. To obtain and maintain proper insurances and to furnish proof of insurance.  | YES | NO | <u>YES</u> |
| 3. I am authorized to submit this bid proposal.   | YES | NO | <u>YES</u> |
| 4. Proposal shall include a statement indicating that the company has read and understood all conditions as outlined in the RFP.  | YES | NO | <u>YES</u> |
| 5. Itemized cost for the Integrated Land Records Management System. Itemized pricing is requested to facilitate the progress within the limits of annual funding appropriations.  | YES | NO | <u>YES</u> |
| 6. Hereby acknowledged, Bidder agrees that all persons furnished by Bidder shall be considered the Bidder's employees or agents and that the Bidder shall be responsible for payment of all unemployment, social security, and other payroll taxes including contributions from them when required by law.  | YES | NO | <u>YES</u> |
| 7. No subcontracts are used in this proposal, now or in the future.   | YES | NO | <u>YES</u> |
| 8. Bidder hereby agrees to protect, defend, indemnify, and hold Carroll County harmless from any and all losses, claims, liens, demands, and causes of action of any kind and character including but not limited to, the amount of judgments, penalties, interests, court costs, legal fees, and all other expenses including claims, liens, debts, personal injuries including injuries | YES | NO | <u>YES</u> |

sustained by employees of the County, death, or damages to property, including property of the County and without limitation by enumeration, all other claims or demands of every character occurring or in any way incident to, in connection with or arising directly out of Bidder's negligence or willful misconduct. Bidder agrees to investigate, handle, respond to, provide defense for, and defend any such claims, demands or suit at the sole expense of the Bidder.

9. Bidder agrees to maintain in full force and effect:

- |   |     |    |            |
|---|-----|----|------------|
| A. Comprehensive General Liability insurance an occurrence form, including completed operations coverage, personal injury liability coverage, broad form property damage liability coverage, and contractual liability coverage insuring the agreements contained herein. The minimum limits of liability carried on such insurance should be \$1,000,000 each occurrence and where applicable, in the aggregate combined single limit for bodily injury and property damage liability; \$1,000,000 annual aggregate personal injury liability. | YES | NO | <u>YES</u> |
| B. Automobile liability insurance for owned, non-owned, and hired vehicles with a minimum limit of liability of \$1,000,000 each accident, combined single limit for bodily injury and property damage.   | YES | NO | <u>YES</u> |
| C. Worker's Compensation insurance as required by NH law.   | YES | NO | <u>YES</u> |
| D. Any deductible on the above described insurance policies shall be assumed by the Bidder.   | YES | NO | <u>YES</u> |
| E. Bidder shall furnish certificates of the above referenced insurance to the County.   | YES | NO | <u>YES</u> |
| F. Any deductible on the above described insurance policies shall be assumed by the Bidder.   | YES | NO | <u>YES</u> |
| G. Bidders shall furnish certificates of the above referenced insurance to the county.  | YES | NO | <u>YES</u> |
| H. Carroll County shall be named as additional insured.   | YES | NO | <u>YES</u> |

I. The Bidder shall name the County, its official and employees as additional insured under the General Liability Policy. YES NO YES

J. The County shall not be required to indemnify or insure the bidder/contractor. YES NO YES

Signed this 19<sup>th</sup> day of July, 2021

  
\_\_\_\_\_

Name: Alex Riggen  
Title: Director  
Organization: Fidlar Technologies



# CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)

7/19/2021

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must have ADDITIONAL INSURED provisions or be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

<b>PRODUCER</b> Hub International Iowa dba Ruhl & Ruhl Insurance 212 Brady Street; Suite 4B Davenport IA 52801	<b>CONTACT NAME:</b> Laura A. Foust, CPCU, AAI, CISR, CRIS
	<b>PHONE (A/C, No, Ext):</b> 563 324 1981 <b>FAX (A/C, No):</b> 563 324 3410 <b>E-MAIL ADDRESS:</b> laura.foust@hubinternational.com
<b>INSURED</b> FIDLACQ-01 Fidlar Technologies, Inc. 350 Research Parkway Davenport IA 52806	<b>INSURER(S) AFFORDING COVERAGE</b> <b>NAIC #</b>
	<b>INSURER A:</b> Travelers Property Casualty Company of America      25674
	<b>INSURER B:</b> Charter Oak Fire Insurance Company      25615
	<b>INSURER C:</b>
	<b>INSURER D:</b>
<b>INSURER E:</b>	
<b>INSURER F:</b>	

**COVERAGES**      **CERTIFICATE NUMBER:** 415263438      **REVISION NUMBER:**

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	ADDL INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
A	<input checked="" type="checkbox"/> <b>COMMERCIAL GENERAL LIABILITY</b> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR  GEN'L AGGREGATE LIMIT APPLIES PER: <input checked="" type="checkbox"/> POLICY <input type="checkbox"/> PRO-JECT <input type="checkbox"/> LOC OTHER:			ZLP11N41030	7/15/2021	7/15/2022	EACH OCCURRENCE \$ 1,000,000 DAMAGE TO RENTED PREMISES (Ea occurrence) \$ 300,000 MED EXP (Any one person) \$ 10,000 PERSONAL & ADV INJURY \$ 1,000,000 GENERAL AGGREGATE \$ 2,000,000 PRODUCTS - COMP/OP AGG \$ 2,000,000 \$
B	<b>AUTOMOBILE LIABILITY</b> <input type="checkbox"/> ANY AUTO <input checked="" type="checkbox"/> OWNED AUTOS ONLY <input checked="" type="checkbox"/> SCHEDULED AUTOS NON-OWNED <input type="checkbox"/> HIRED AUTOS ONLY <input type="checkbox"/> AUTOS ONLY			BA2N2123681915G	7/15/2021	7/15/2022	COMBINED SINGLE LIMIT (Ea accident) \$ 1,000,000 BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$ \$
A	<input checked="" type="checkbox"/> <b>UMBRELLA LIAB</b> <input checked="" type="checkbox"/> OCCUR <input type="checkbox"/> EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> DED <input checked="" type="checkbox"/> RETENTION \$ 10,000			CUP1L274289	7/15/2021	7/15/2022	EACH OCCURRENCE \$ 5,000,000 AGGREGATE \$ 5,000,000 \$
A	<b>WORKERS COMPENSATION AND EMPLOYERS' LIABILITY</b> ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below		Y/N N	UB6K916026	7/15/2021	7/15/2022	<input checked="" type="checkbox"/> PER STATUTE <input type="checkbox"/> OTH-ER E.L. EACH ACCIDENT \$ 500,000 E.L. DISEASE - EA EMPLOYEE \$ 500,000 E.L. DISEASE - POLICY LIMIT \$ 500,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)

<b>CERTIFICATE HOLDER</b>  Carrol County New Hampshire 95 Water Village Road Ossipee NH 03864	<b>CANCELLATION</b>  SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.  AUTHORIZED REPRESENTATIVE 
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# Current Fidlar Partners

Account Name	First Name	Last Name	Title	Phone	City	State
ARClark County	Brian	Daniel	Circuit Clerk	(870) 246-4281	Arkadelphia	AR
ARCleburne County	Heather	Smith	Circuit Clerk	(501) 362-8149	Heber Springs	AR
ARColumbia County	Angie	Keith	Circuit Clerk	870-235-3700	Magnolia	AR
ARConway County	Darlene	Massingill	Circuit Clerk	(501) 354-9617	Morrilton	AR
ARCraighead County	Candace	Edwards	Circuit Clerk	(870) 933-4530	Jonesboro	AR
ARCrittenden County	Terry	Hawkins	Circuit Clerk	(870) 739-3248	Marion	AR
ARCross County	Rhonda	Sullivan	Circuit Clerk	(870) 238-5720	Wynne	AR
ARDesha County	Kristin	Christmas	Circuit Clerk	(870) 222-0930	Arkansas City	AR
ARFranklin County	Janice	King	Circuit Clerk	(479) 667-3818	Ozark	AR
ARHempstead County	Gail	Wolfenbarger	Circuit Clerk	(870) 777-2384	Hope	AR
ARHot Spring County	Teresa	Pilcher	Circuit Clerk	(501) 332-2281	Malvern	AR
ARHoward County	Angie	Lewis	Circuit Clerk	(870) 845-7506	Nashville	AR
ARJackson County	Barbara	Hackney	Circuit Clerk	(870) 523-7423	Newport	AR
ARJefferson County	Lafayette	Woods	Circuit Clerk	(870) 541-5304	Pine Bluff	AR
ARLafayette County	Valarie	Clark	Circuit Clerk	(870) 921-4878	Lewisville	AR
ARLee County	Diane	Bowman	Circuit Clerk	(870) 295-7710	Marianna	AR
ARLincoln County	Cindy	Glover	Circuit Clerk	(870) 628-3154	Star City	AR
ARLittle River County	Lauren	Abney	Circuit Clerk	(870) 898-7212	Ashdown	AR
ARLonoke County	Deborah	Oglesby	Circuit Clerk	(501) 676-2316	Lonoke	AR
ARMarion County	Dawn	Moffett	County & Circuit Clerk	(870) 449-6226	Yellville	AR
ARMiller County	Mary	Pankey	Circuit Clerk	(870) 774-4501	Texarkana	AR
ARMississippi County	Leslie	Mason	Circuit Clerk	870.762.2332	Blytheville	AR
ARMontgomery County	Penny	Black	Circuit Clerk	(870) 867-3521	Mount Ida	AR
AROuachita County	Gladys	Ferguson-Nettles	Circuit Clerk	(870) 837-2230	Camden	AR
ARPoinsett County	MIsty	Richardson-Russell	Circuit Clerk	(870) 578-4420	Harrisburg	AR
ARPolk County	Michelle	Heath Schnell	County Circuit Clerk	(479) 394-8100	Mena	AR
ARPope County	Rachel	Oertling	Circuit Clerk	(479) 968-7499	Russellville	AR
ARSaline County	Myka	Sample	Circuit Clerk	(501) 303-5615	Benton	AR
ARSebastian County	Sharon	Brooks	Clerk and Recorder	(479) 782-5065	Fort Smith	AR
ARSevier County	Kathy	Smith	Circuit Clerk	(870) 584-3055	DeQueen	AR
ARSt. Francis County	Bette	Green	Circuit Clerk	(870) 261-1724	Forrest City	AR
ARUnion County	Cheryl	Cochran-Wilson	Circuit Clerk	(870) 864-1945	El Dorado	AR
ARWoodruff County	Jean	Burkett	Circuit Clerk	(870) 347-2391	Augusta	AR
IAAudubon County	Miranda	Bills	Recorder	(712) 563-2119	Audubon	IA
IAClayton County	Sue	Meyer	Recorder	(563) 245-2710	Elkader	IA
IAClinton County	Scott	Judd	Recorder	(563) 244-0565	Clinton	IA
IAPottawattamie County	Mark	Brandenburg	Recorder	(712) 328-5612	Council Bluffs	IA
ILAdams County	Ryan	Niekamp	Clerk and Recorder	(217) 277-2150	Quincy	IL
ILBond County	Meg	Sybert	County Clerk & Recorder	(618) 664-0449	Greenville	IL
ILBoone County	Julie	Stapler	County Clerk and Recorder	(815) 544-3103	Belvidere	IL
ILBrown County	Judy	Ham	County Clerk & Recorder	(217) 773-3421 x6	Mt. Sterling	IL
ILBureau County	Matt	Eggers	Clerk and Recorder	(815) 875-2014	Princeton	IL
ILCarroll County	Amy	Buss	County Clerk & Recorder	(815) 244-0221	Mt. Carroll	IL
ILCass County	Shelly	Wessel	County Clerk & Recorder	(217) 452-2277 x4	Virginia	IL
ILChampaign County	Mike	Ingram	Recorder	(217) 384-3774	Urbana	IL
ILChristian County	Jacque	Willison	County Clerk & Recorder	(217) 824-4969	Taylorville	IL
ILClinton County	Vicky	Albers	Clerk and Recorder	(618) 594-2464 x630	Carlyle	IL
ILColes County	Julie	Coe	Clerk and Recorder	217.348.7325	Charleston	IL
ILCrawford County	Fayrene	Wright	County Clerk & Recorder	(618) 546-1212	Robinson	IL
ILDe Witt County	Dana	Smith	Clerk & Recorder	(217) 935-2119	Clinton	IL
ILDouglas County	Judi	Pollock	County Clerk & Recorder	(217) 253-2411	Tuscola	IL
ILDuPage County	Kathleen	Carrier	Recorder	(630) 407-5400	Wheaton	IL
ILEdgar County	August	Griffin	County Clerk & Recorder	(217) 466-7433	Paris	IL
ILFranklin County	Greg	Woolard	County Clerk & Recorder	(618) 438-3221	Benton	IL
ILFulton County	Patrick	O'Brian	County Clerk & Recorder	(309) 547-3041	Lewistown	IL
ILGreene County	Debbie	Banghart	County Clerk & Recorder	(217) 942-5443	Carrollton	IL
ILHancock County	Holly	Wilde-Tillman	County Clerk & Recorder	(217) 357-3911	Carthage	IL
ILHardin County	Jill	Cowsert	County Clerk & Recorder	(618) 287-2251	Elizabethtown	IL
ILHenry County	Barbara M.	Link	County Clerk & Recorder	(309) 937-3575	Cambridge	IL
ILIroquois County	Breein	Suver	County Clerk & Recorder	(815) 432-6960	Watseka	IL
ILJackson County	Frank	Byrd	Clerk and Recorder	(618) 687-7360 ext 2	Murphysboro	IL
ILJefferson County	Connie	Simmons	County Clerk & Recorder	(618) 244-8020	Mt. Vernon	IL
ILJersey County	Pam	Warford	Clerk/Recorder	(618) 498-5571 x115	Jerseyville	IL
ILJo Daviess County	Angela	Kaiser	Clerk & Recorder	(815) 777-0161	Galena	IL

ILKankakee County	Lori	Gadbois	Recorder	(815) 937-2980	Kankakee	IL
ILKnox County	Scott	Erickson	County Clerk & Recorder	(309) 345-3818	Galesburg	IL
ILLaSalle County	Karen	Miller	Recorder	(815) 434-8226	Ottawa	IL
ILLee County	Cathy	Myers	County Clerk & Recorder	(815) 288-3309	Dixon	IL
ILLivingston County	Kristy	Masching	County Clerk & Recorder	(815) 844-2006	Pontiac	IL
ILLogan County	Theresa	Moore	Clerk and Recorder	217-73274148	Lincoln	IL
ILMadison County	Debra	Ming-Mendoza	County Clerk & Recorder	(618) 296-4475	Edwardsville	IL
ILMarshall County	Jill	Kenyon	Clerk and Recorder	(309) 246-6325	Lacon	IL
ILMason County	Summer	Brown	County Clerk & Recorder	(309) 543-6661	Havana	IL
ILMcHenry County	Joseph	Tirio	Clerk and Recorder	(815) 334-4110	Woodstock	IL
ILMenard County	Marty	Gum	County Clerk & Recorder	(217) 632-3201	Petersburg	IL
ILMercer County	Sara	Blaser	County Clerk & Recorder	(309) 582-7021	Aledo	IL
ILMonroe County	Jonathan	McLean	Clerk and Recorder	(618) 939-8681 x302	Waterloo	IL
ILMoultrie County	Georgia	England	County Clerk & Recorder	(217) 728-4389	Sullivan	IL
ILOgle County	Laura	Cook	County Clerk & Recorder	(815) 732-1115	Oregon	IL
ILPerry County	John	Batteau	County Clerk & Recorder	(618) 357-5116	Pinckneyville	IL
ILPiatt County	Jennifer	Harper	County Clerk & Recorder	(217) 762-9487	Monticello	IL
ILPike County	Natalie	Roseberry	County Clerk & Recorder	(217) 285-6812	Pittsfield	IL
ILPulaski County	Julie	Hancock	County Clerk & Recorder	(618) 748-9360	Mound City	IL
ILRandolph County	Melanie	Johnson	Clerk and Recorder	(618) 826-5000 x191	Chester	IL
ILRock Island County	Kelly	Fisher	Recorder	(309) 558-3360	Rock Island	IL
ILSangamon County	Josh	Langfelder	Recorder	(217) 535-3150	Springfield	IL
ILSchuyler County	Mindy	Garrett	Clerk-Recorder	(217) 322-4734	Rushville	IL
ILScott County	Sandy	Hankins	County Clerk & Recorder	(217) 742-3178	Winchester	IL
ILShelby County	Jessica	Fox	County Clerk & Recorder	(217) 774-4421	Shelbyville	IL
ILSt. Clair County	Michael	Costello	Recorder	(618) 277-6600	Belleville	IL
ILStark County	Heather	Hollis	Clerk and Recorder	(309) 286-5911	Toulon	IL
ILStephenson County	Vici	Otte	County Clerk & Recorder	(815) 235-8289	Freeport	IL
ILTazewell County	John	Ackerman	Clerk & Recorder	(309) 477-2264	Pekin	IL
ILUnion County	Lance	Meisenheimer	Clerk and Recorder	(618) 833-5711	Jonesboro	IL
ILVermilion County	David	Stone	Recorder	(217) 554-6040	Danville	IL
ILWarren County	Tina M.	Conard	County Clerk & Recorder	(309) 734-8592	Monmouth	IL
ILWashington County	Nancy	Heseman	County Clerk & Recorder	(618) 327-4800	Nashville	IL
ILWhiteside County	Dawn	Young	Recorder	(815) 772-5192	Morrison	IL
ILWill County	Karen A.	Stukel	Recorder	(815) 740-4637	Joliet	IL
ILWinnebago County	Lori	Gummow	County Clerk & Recorder	(815) 319-4325	Rockford	IL
ILWoodford County	Dawn	Kupfer	Clerk and Recorder	(309) 467-2822	Eureka	IL
INAllen County	Anita	Mather	Recorder	260-449-7391	Fort Wayne	IN
INCass County	Beth	Liming	Recorder	(574) 753-7810	Logansport	IN
INClay County	Nichole	Keller	Recorder	(812) 448-9005	Brazil	IN
INCrawford County	Jessica	Villegas	Recorder	(812) 338-2615	English	IN
INDeKalb County	Leta	Hullinger	Recorder	(260) 925-2112	Auburn	IN
INDelaware County	Melanie	Marshall	Recorder	(765) 747-7804	Muncie	IN
INElkhart County	Jennifer	Doriot	Recorder	(574) 535-6756	Goshen	IN
INFloyd County	Lois	Endris	Recorder	(812) 948-5430	New Albany	IN
INFulton County	Debbie	Bock	Recorder	(574) 223-2914	Rochester	IN
INGibson County	Tonya	Thompson	Recorder	(812) 385-3332	Princeton	IN
INGrant County	Kathy	Foy	Recorder	(765) 668-6552	Marion	IN
INGreene County	Sarah	Bender	Recorder	812-384-2020	Bloomfield	IN
INHarrison County	Debbie	Dennison	Recorder	(812) 738-3788	Corydon	IN
INHoward County	Jennifer	Jack	Recorder	(765) 456-2210	Kokomo	IN
INHuntington County	Vicki	Pearson	Recorder	(260) 358-4848	Huntington	IN
INJackson County	Amanda	Lowery	Recorder	(812) 358-6113	Brownstown	IN
INJasper County	Kimberly	Grow	Recorder	(219) 866-4923	Rensselaer	IN
INJohnson County	Teresa	Petro	Recorder	(317) 346-4393	Franklin	IN
INKnox County	Lisa	Clark-Benock	Recorder	(812) 885-2508	Vincennes	IN
INLaGrange County	Sheila	Getz	Recorder	(260) 499-6394	LaGrange	IN
INLake County	Gina	Pimentel	Recorder	(219) 755-3730	Crown Point	IN
INLaPorte County	Ela	Bilderback	Recorder	(219) 326-6808	LaPorte	IN
INMadison County	Linda	Smith	Recorder	(765) 641-9613	Anderson	IN
INMarion County	Kate	Sweeney Bell	Recorder	(317) 327-4020	Indianapolis	IN
INMarshall County	Janet	Howard	Recorder	(574) 935-8515	Plymouth	IN
INMiami County	Paul	Wilson	Recorder	(765) 472-3901 x223	Peru	IN
INNoble County	Candy	Myers	Recorder	(260) 636-2672	Albion	IN
INOrange County	Sandy	Hill	Recorder	(812) 723-3600	Paoli	IN

INOwen County	Loretta	Foster	Recorder	(812) 829-5013	Spencer	IN
INPerry County	Jane	James	Recorder	(812) 547-4261	Tell City	IN
INPike County	Jeff	Harting	Recorder	(812) 354-6451	Petersburg	IN
INPorter County	Chuck	Harris	Recorder	(219) 465-3465	Valparaiso	IN
INPosey County	Mary	Rhoades	Recorder	(812) 838-1314	Mt. Vernon	IN
INSpencer County	Vicki	Brauns	Recorder	(812) 649-6014	Rockport	IN
INSt. Joseph County	Mary Beth	Wisniewski	Recorder	(574) 235-9525	South Bend	IN
INStarke County	Mandy	Thomason	Recorder	(574) 772-9110	Knox	IN
INTippecanoe County	Shannon	Withers	Recorder	(765) 423-9352	Lafayette	IN
INVanderburgh County	Debbie	Stucki	Recorder	(812) 435-5218	Evansville	IN
INWabash County	Eric	Rish	Recorder	(260) 563-0661	Wabash	IN
INWarren County	Monie	Cronk	Recorder	(765) 762-3174	Williamsport	IN
INWarrick County	Pat	Brooks	Recorder	(812) 897-6165	Boonville	IN
INWashington County	Terri	Graves	Recorder	(812) 883-4001	Salem	IN
INWhite County	Lori	Austin	Recorder	(574) 583-5912	Monticello	IN
INWhitley County	Rosemary	Brown	Recorder	(260) 248-3106	Columbia City	IN
KSAllen County	Cara	Barkdoll	Register of Deeds	(620) 365-1412	Iola	KS
KSChase County	Kathy J.	Swift	Register of Deeds	(620) 273-6398	Cottonwood Falls	KS
KSCherokee County	Sandy	Casey	Register of Deeds	(620) 724-8218	Girard	KS
KSFord County	Brenda	Pogue	Register of Deeds	(620) 227-4565	Dodge City	KS
KSJefferson County	Delia	Heston	Register of Deeds	(785) 403-0624	Oskaloosa	KS
KSLeavenworth County	Terrilois	Mashburn	Register of Deeds	(913) 684-0424	Leavenworth	KS
KSlyon County	Wendy	Weiss	Register of Deeds	(620) 341-3241	Emporia	KS
KSMiami County	Katie	Forck	Register of Deeds	(913) 294-3716	Paola	KS
KSRepublic County	Sandee	Swanson	Register of Deeds	(785) 527-7238	Belleville	KS
KSShawnee County	Becky	Nioce	Register of Deeds	(785) 251-4020	Topeka	KS
KSWashington County	Sonya	Hiltgen	Register of Deeds	(785) 325-2286	Washington	KS
KSWyandotte County	Nancy	Burns	Register of Deeds	(913) 573-2841	Kansas City	KS
MEHancock County	Alan	Ott	Register of Deeds	(207) 667-8353	Ellsworth	ME
MEHancock County	Julie	Curtis,	Register of Deeds	(207) 667-8353	Ellsworth	ME
MESagadahoc County	Lynn	Moore	Register of Deeds	(207) 443-8214	Bath	ME
MIAlcona County	Melissa	Cordes	Register of Deeds	(989) 724-9450	Harrisville	MI
MIAntrim County	Patty	Niepoth	Register of Deeds	(231) 533-6683	Bellaire	MI
MIBarry County	Barb	Hurless	Register of Deeds	(269) 945-1289	Hastings	MI
MIBenzie County	Amy	Bissell	Register of Deeds	(231) 882-0017	Beulah	MI
MIBranch County	Nancy	Hutchins	Register of Deeds	(517) 279-4320	Coldwater	MI
MIClare County	Lori	Martin	Clerk / Register of Deeds	(989) 539-7131	Harrison	MI
MICrawford County	Sandra	Moore	Clerk / Register of Deeds	(989) 344-3200	Grayling	MI
MIGrand Traverse County	Peggy	Haines	Register of Deeds	(231) 922-4422	Traverse City	MI
MIHoughton County	Jennifer	Kelly	Clerk / Register	(906) 482-1150	Houghton	MI
MIIngham County	Derrick	Quinney	Register of Deeds	(517) 676-7245	Mason	MI
MILivingston County	Brandon	Denby	Register of Deeds	(517) 546-0270	Howell	MI
MIManistee County	Mary	Wrzesinski	Register of Deeds	(231) 723-2146	Manistee	MI
MIMarquette County	Carla	L'Huillier	Register of Deeds	(906) 225-8415	Marquette	MI
MI Mason County	Diane	Englebrecht	Register of Deeds	(231) 843-4466	Ludington	MI
MI Monroe County	Annamarie	Osmet	Clerk & Register of Deeds	(734) 240-7390	Monroe	MI
MI Montcalm County	Lori	Wilson	Register of Deeds	(989) 831-7337	Stanton	MI
MI Ogemaw County	Denise	Simmons	Register of Deeds	(989) 345-0728	West Branch	MI
MI Oscoda County	Ann	Galbraith	Clerk/Register of Deeds	(989) 826-1110	Mio	MI
MI Ottawa County	Justin	Roebuck	Clerk / Register of Deeds	(616) 994-4537	West Olive	MI
MI Saginaw County	Katie	Albosta Kelly	Register of Deeds	(989) 790-5273	Saginaw	MI
MI St. Joseph County	Lindsay	Oswald	Clerk / Register of Deeds	(269) 467-5552	Centreville	MI
MN Beltrami County	Charlene	Sturk	County Recorder	(218) 333-8345	Bemidji	MN
MN Big Stone County	Elaine	Martig	County Recorder	(320) 839-6390	Ortonville	MN
MN Blue Earth County	Michael	Stalberger	Director Taxpayer Services	(507) 304-4251	Mankato	MN
MN Clay County	Kimberly	Savageau	County Recorder	(218) 299-5031	Moorhead	MN
MN Faribault County	Sherry	Asmus	County Recorder	(507) 526-6254	Blue Earth	MN
MN Grant County	Diann	Giese	County Recorder	(218) 685-8255	Elbow Lake	MN
MN Kandiyohi County	Julie	Kalkbrenner	County Recorder	(320) 231-6223 x5224	Willmar	MN
MN Lincoln County	Michelle	Facile	County Recorder	(507) 694-1360	Ivanhoe	MN
MN Lyon County	Michelle	DeSmet	County Recorder	(507) 537-6722	Marshall	MN
MN Martin County	Diane	Sanders	County Recorder	(507) 238-3202	Fairmont	MN
MN Meeker County	Christine	Paul	Recorder	(320) 693-5440	Litchfield	MN
MN Murray County	Evey	Larson	Recorder of Deeds	(507) 836-6148	Slayton	MN
MN Otter Tail County	Lynn	Larson	Recorder	(218) 998-8140	Fergus Falls	MN

MNPope County	Sarah	Green	Recorder	(320) 634-7842	Glenwood	MN
MNRock County	Tom	Houselog	Land Records Director	(507) 283-5022	Luverne	MN
MNSteele County	Rick	Kvien	County Recorder	(507) 444-7450	Owatonna	MN
MNStevens County	Nichole	Mahoney	County Recorder	(320) 208-6565	Morris	MN
MNWatonwan County	Karla	Doll	County Recorder	(507) 375-1216	St. James	MN
MOAdair County	Pat	Shoush	Recorder of Deeds	(660) 665-3890	Kirkville	MO
MOAudrain County	Janis	Deimeke	Recorder of Deeds	(573) 473-5830	Mexico	MO
MOCape Girardeau County	Drew	Blattner	Recorder of Deeds	(573) 243-8123	Jackson	MO
MOCity of St Louis County	Michael	Butler	Recorder of Deeds	(314) 622-4610	St. Louis	MO
MOCOoper County	Georgia	Esser	Recorder of Deeds	(660) 882-2161	Boonville	MO
MOFranklin County	Jennifer	Metcalf	Recorder of Deeds	(636) 583-6367	Union	MO
MOGasconade County	Pam	Greunke	Clerk and Recorder	(573) 486-2632	Hermann	MO
MOJefferson County	Debbie	Dunnegan- Waters	Recorder of Deeds	(636) 797-5419	Hillsboro	MO
MOLafayette County	JoAnn	Swartz	Recorder of Deeds	(660) 259-6178	Lexington	MO
MOLinn County	Loretta	Brookshier	Recorder of Deeds	(660) 895-5216	Linneus	MO
MOMacon County	Sherry	Muncy	Recorder of Deeds	(660) 385-2732	Macon	MO
MOMarion County	Harla	Friesz	Recorder of Deeds	(573) 769-7001	Palmyra	MO
MOMonroe County	Lori	Decker	Recorder of Deeds	(877) 433-3061	Paris	MO
MOPerry County	Dana	Pritchard	Recorder of Deeds	(573) 547-1611	Perryville	MO
MOPettis County	Barbara	Clevenger	Recorder	(660) 826-5000	Sedalia	MO
MOPhelps County	Robin	Kordes	Recorder of Deeds	(573) 458-6095	Rolla	MO
MOSaline County	Jamie	Nichols	Recorder of Deeds	(660) 886-2677	Marshall	MO
MOST. Charles County	Mary	Dempsey	County Recorder	(636) 949-7511	St. Charles	MO
MOST. Francois County	Jay	Graf	Recorder of Deeds	(573) 756-2323	Farmington	MO
MOST. Louis County	Gerald	Smith	Recorder of Deeds	(314) 615-7178	Clayton	MO
MOTaney County	Jody C	Stahl	Recorder of Deeds	(417) 546-7234	Forsyth	MO
MOWarren County	Debbie	Engemann	Recorder of Deeds	(636) 456-9800	Warrenton	MO
NEBuffalo County	Kellie	John	Register of Deeds	(308) 236-1239	Kearney	NE
NHBelknap County	Judy	McGrath	Register of Deeds	(603) 527-5420	Laconia	NH
NHCarroll County	Lisa	Scott	Register of Deeds	(603) 539-4265	Ossipee	NH
NHCheshire County	Anna Z.	Tilton	Register of Deeds	(603) 352-0403	Keene	NH
NHCoos County	Leon	Rideout	Register of Deeds	(603) 788-2392	Lancaster	NH
NHGrafton County	Kelley	Monahan	Register of Deeds	(603) 787-6921	North Haverhill	NH
NHHillsborough County	Mary Ann	Crowell	Register of Deeds	(603) 882-6933	Nashua	NH
NHRockingham County	Cathy Ann	Stacey, Esq.,	Register of Deeds	(603) 642-5526	Kingston	NH
NHStrafford County	Catherine	Berube	Register of Deeds	(603) 742-1741	Dover	NH
NHSullivan County	Janet	Gibson	Register of Deeds	603-863-2110	Newport	NH
OHClinton County	Tanya	Day	Recorder	(937) 382-2067	Wilmington	OH
OHDefiance County	Cecilia	Parsons	Recorder	(419) 782-4741	Defiance	OH
OHFairfield County	Lisa	McKenzie	Recorder	(740) 687-7100	Lancaster	OH
OHGeauga County	Celesta	Mullins	Recorder	(440) 279-2020	Chardon	OH
OHHolmes County	Anita	Hall	Recorder	(330) 674-9519	Millersburg	OH
OHLake County	Becky	Lynch	Recorder	(440) 350-2510	Painesville	OH
OHMahoning County	Noralynn	Palermo	Recorder	(330) 740-2345	Youngstown	OH
OHMarion County	Deb	Miller	Recorder	740-223-4107	Marion	OH
OHMedina County	Linda	Hoffmann	Recorder	(330) 725-9782	Medina	OH
OHMiami County	Jessica	Lopez	Recorder	(937) 440-6040	Troy	OH
OHPeru County	Jackie	Hoover	Recorder	(740) 342-2494	New Lexington	OH
OH Pike County	Misty	Brewster	Recorder	(740) 947-2622	Waverly	OH
OHScioto County	Gail	Alley	Recorder	(740) 355-8303	Portsmouth	OH
OHWarren County	Linda	Oda	Recorder	(513) 695-1140	Lebanon	OH
OHWilliams	Patti	Rockey	Recorder	(419) 636-3259	Bryan	OH
OHWyandot County	Sandy	Micheli	Recorder	(419) 294-1442	Upper Sandusky	OH
TXGalveston County	Dwight	Sullivan	County Clerk	(409) 766-2210	Galveston	TX
WAYakima County	Jennifer	Richter	Recording Manager	(509) 574-1334	Yakima	WA
WIAdams County	Jodi M.	Helgeson	Register of Deeds/LIO	(608) 339-4206	Friendship	WI
WIBarron County	Margo	Katterhagen	Register of Deeds	(715) 537-6210	Barron	WI
WIBayfield County	Dan	Heffner	Register of Deeds	715-373-6119	Washburn	WI
WIBrown County	Cheryl	Berken	Register of Deeds	(920) 448-7809	Green Bay	WI
WIBuffalo County	Carol	Burmeister	Register of Deeds	(608) 685-6230	Alma	WI
WIBurnett County	Jeanine	Chell	Register of Deeds	(715) 349-2183	Siren	WI
WICalumet County	Tami	Aiten	Register of Deeds	(920) 849-1441	Chilton	WI
WIChippewa County	Melanie	McManus	Register of Deeds	(715) 726-7993	Chippewa Falls	WI
WIColumbia County	Lisa	Krintz	Register of Deeds	(608) 742-9677	Portage	WI
WICrawford County	Melissa	Nagel	Register of Deeds	(608) 326-0219	Prairie du Chien	WI

WIDane County	Kristi	Chlebowski	Register of Deeds	(608) 267-8814	Madison	WI
WIDoor County	Carey	Petersilka	Register of Deeds	(920) 746-2270	Sturgeon Bay	WI
WIDunn County	Heather	Kuhn	Register of Deeds	(715) 232-1228	Menomonie	WI
WIEau Claire County	Tina	Pommier	Register of Deeds	(715) 839-4745	Eau Claire	WI
WIGreen County	Cindy	Meudt	Register of Deeds	(608) 328-9439	Monroe	WI
WIGreen Lake County	Renee	Thiem-Korth	Register of Deeds	(920) 294-4021	Green Lake	WI
WIJackson County	Shari	Marg	Register of Deeds	(715) 284-0205	Black River Falls	WI
WIJefferson County	Staci	Hoffman	Register of Deeds	(920) 674-7235	Jefferson	WI
WILa Crosse County	Cheri	McBride	Register of Deeds	(608) 785-9644	La Crosse	WI
WILafayette County	Cathy	Paulson	Register of Deeds	(608) 776-4838	Darlington	WI
WILincoln County	Sarah	Koss	Register of Deeds	(715) 539-1065	Merril	WI
WIMilwaukee County	Israel	Ramón	Register of Deeds	(414) 278-3083	Milwaukee	WI
WIMonroe County	Deb	Brandt	Register of Deeds	(608) 269-8716	Sparta	WI
WIOzaukee County	Ronald	Voigt	Register of Deeds	(262) 284-8260	Port Washington	WI
WIPierce County	Julie	Hines	Register of Deeds	715-273-3531 ext 6416	Ellsworth	WI
WIPolk County	Sally	Spanel	Register of Deeds	(715) 485-9240	Balsam Lake	WI
WIPortage County	Cynthia	Wisinski	Register of Deeds	(715) 346-1483	Stevens Point	WI
WIRock County	Sandy	Disrud	Register of Deeds	608-757-5652	Janesville	WI
WIRusk County	Mary	Berg	Register of Deeds	(715) 532-2139	Ladysmith	WI
WISawyer County	Paula	Chisser	Register of Deeds	(715) 634-4867	Hayward	WI
WISheboygan County	Ellen	Schleicher	Register of Deeds	(920) 459-3027	Sheboygan	WI
WIST. Croix County	Beth	Pabst	Register of Deeds	(715) 386-4652	Hudson	WI
WITrempealeau County	Rose	Ottum	Register of Deeds	(715) 538-2311 x214	Whitehall	WI
WIWaushara County	Heather	Schwersenska	Register of Deeds	(920) 787-0444	Wautoma	WI
WIWinnebago County	Natalie	Strohmeyer	Register of Deeds	(920) 232-3393	Oshkosh	WI
WIWood County	Tiffany	Ringer	Register of Deeds	(715) 421-8455	Wisconsin Rapids	WI