

AIT LLC

43807 Lees Mill Square
Leesburg, VA 20176

July 20, 2021

Carroll County Commissioners' Office
95 Water Village Road
Ossipee NH 03864

Re: RFP/Proposal for Land Records Management System

Gentlemen:

Please find enclosed our response to your RFP for a Land Records Management System for Carroll County. As requested, we have enclosed one original and four copies.

Below is a summary of the price quotes requested in your RFP. Please see the last section of the response for more detail.

One (1) year contract:

\$240,000 for permanent software license. One year maintenance and support contract included.

Three (3) year contract:

\$200,000 year one, \$40,000 per year for years two and three. Includes maintenance and support.

Five (5) year contract:

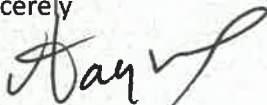
\$170,000 year one, \$27,500 per year for years two, three, four, and five, includes maintenance and support.

Ten (10) year contract

Same as five year contract. Years six through ten indexed to CPI.

We look forward to working with you.

Sincerely



Joseph V Haynes
CEO
AIT LLC
703 554 3432
jvhaynes@aitllc-us.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 A
2. To obtain and maintain proper insurances and to furnish proof of insurance. YES NO A
3. I am authorized to submit this bid proposal. YES NO A
4. Proposal shall include a statement indicating that the company has read and understood all conditions as outlined in the RFP. YES NO A
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 A Single price for system
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 A
7. No subcontracts are used in this proposal, now or in the future. YES NO A
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 A

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 H
- 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 H
- C. Worker's Compensation insurance as required by NH law. YES NO H
- D. Any deductible on the above-described insurance policies shall be assumed by the Bidder. YES NO H
- E. Bidder shall furnish certificates of the above referenced insurance to the County. YES NO H
- F. Any deductible on the above-described insurance policies shall be assumed by the Bidder. YES NO H
- G. Bidders shall furnish certificates of the above referenced insurance to the county. YES NO H
- H. Carroll County shall be named as additional insured. YES NO H

I. The Bidder shall name the County, its official and employees as additional insured under the General Liability Policy.

YES NO

A

J. The County shall not be required to indemnify or insure the bidder/contractor.

YES NO

A

Signed this 20th day of June, 2021

Haynes

Name: Joseph Haynes
Title: CEO
Organization: AIT LLC

VENDOR STATEMENT

In response to the RFP for Land Records Management System of June 23, 2021, AIT is proposing a state-of-the-art system that we are confident will meet all the current requirements of the Carroll County Registry of Deeds and, just as importantly, will provide a basis for additional Registry automation for the foreseeable future.

The AIT system derives from a system that we developed for the Essex County Registry of Deeds in Salem, Massachusetts, which was chosen as the basis for a centralized, multi-Registry system that we developed for Massachusetts for deployment throughout the Commonwealth.

The system is designed to allow deployment either as a stand-alone Registry system, a cloud-based system, or a combination of both. In addition to normal walk-in, mail, and electronic document recording, it also provides built-in support for remote recording by other government agencies and by members of the public, who can submit documents for recordation without the necessity of traveling to the Registry. It also has features to provide remote operation by Registry staff that have been developed in response to the Covid pandemic.

We feel this proposal provides a maximum of flexibility for the Registry; we are proposing to provide a full software solution that will be deployed on Registry-provided hardware and infrastructure, allowing the Registry and the County to control their own environment.

AIT has already imported Carroll County land records and images (complete through the end of 2020) into a prototype of the system. We have developed a prototype search web portal and a prototype cashiering station, using Carroll County data and images, and implemented according to New Hampshire requirements (e.g., automatic calculation of transfer tax, LCHIP, recording fees, etc.)

AIT estimates that the project can be completed within 30 – 60 days after execution of a contract; this estimate assumes that necessary hardware is available at the Registry or County, and that the current vendor has provided up-to-date export of Registry data and images.

The base prices above provide the software necessary for support of a remote web host deployment of the web site but does not include the charges for the host service which is provided by a third-party vendor. An estimate of those charges is included in the price quote in the last section.

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
1. Company name and address.	Applied Intelligence Technologies LLC
2. Years in business.	15 years.
3. States with current land records installations.	1
4. Number of current land records installations.	1
5. Other county offices your company provides products and services to.	Services provided through the Secretary of State of the Commonwealth of Massachusetts.
6. Will you utilize subcontractors or temporary employees to perform/provide any of the proposed services or products? If so, please list.	There are no plans for subcontractors or temporary employees at the present time.
7. Number of employees.	4
8. Number of full-time employees dedicated to land records.	4
9. Have you attached your land records customer list and contact information that can be used to check references?	Previously provided to the Carroll County Registry.

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:

1. Are your software products developed using Microsoft Windows development platform?	Yes
2. Language software products are written in.	The system was developed using the latest Microsoft DotNet languages and platforms, including C#, VB.Net, and C++.
3. Are your software products deployed using Microsoft SQL?	Yes
4. Is your software user friendly, i.e., American Disability Act (ADA) compliant?	Yes, where appropriate
5. Briefly describe your document corrective system.	All document index information and images can be edited through system modules; however, logs are kept of all index data changes, and copies of any edited images are automatically retained. Editing of certain information (e.g. transaction information) can be restricted as specified by the Registry.
6. How are upgrades performed at the server level and the user workstation level (and by whom)?	Workstation applications are updated using Microsoft "Click Once", which

allows updates to be automatically applied to workstations when the application is loaded. Updates to server-level applications and the database system are done by AIT remotely, using a secure VPN connection.

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. **The AIT OCR system uses industry-standard OCR technology. The OCR system runs on the Registry or AIT systems, and does not utilize technology requiring a third-party license.**

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.) **The AIT-provided website requires only a modern browser (e.g. Chrome, Edge, Safari, etc.) If a customer elects to download documents in PDF format, it may require that a PDF reader application be installed on the customer's workstation.**

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. **Notifications are provided to the Registry by email, to email addresses provided by the Registry.**

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

1. Describe how your e-recording process maintains our "race state" responsibility. **All transactions – Erecordings, walkins, and mail – are processed through a highly-sophisticated first-in/first-out queuing system that guarantees "race to the courthouse" order is maintained.**

2. Describe how the staff integrates e-records in house to be included into the normal workflow. **All submissions are available to all cashiering stations by default. When ERecording transactions are available, the operators are automatically notified. ERecordings are maintained in a first-in/first-out queue.**

3. How does the workflow for e-records differ from the workflow of paper submissions? **The main differences are that no scanning is necessary for ERecordings, and ERecording transactions normally do not produce receipts (or labels if after-cashiering scanning is used).**

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. **AIT is very experienced with ERecording technology. AIT uses a modified PRIA standard protocol that has been developed in conjunction with major ERecording vendors. All ERecording applications were developed by AIT and are maintained by AIT.**

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. **The AIT system at Salem is**

currently accepting ERecording transactions from Simplifile and CSC. An MOU has been signed with EPN, but EPN has not yet begun submitting transactions. In addition, AIT provides separate ERecording applications that allow the Registry to accept documents electronically from government agencies and the Public, without the necessity of using a separate ERecording Vendor.

6. Please describe how charges and payments are handled between the County and the e-recordingsubmitter. **Charges and payments are handled in accordance with the MOU between the Vendor and the Registry. Normally, the Registry is paid via ACH. The AIT system provides reports needed to reconcile transactions processed and payments received.**

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

Massachusetts

Please use additional space to include any additional information you wish to share aboutprocessing 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 agroup of documents, including the calculation of fees and collection of payment. **All transactions are processed through a “superstation” application that allows contains access to data entry, rekey verification, reporting, etc. Transaction payment handling varies according to the source of the transaction (e.g. walk in and mail transactions can be paid by check, cash or on account – and optionally by credit card where it is supported by the Registry jurisdiction; ERecording payments are usually handled via ACH transfers, except that AIT agency and public erecordings can be paid via pre-established account or via credit card.)**
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2. How does the system maintain the “race” when multiple employees are recording documents at various workstations? **Transaction priority is established when an operator saves a transaction. The system guarantees that transactions will be processed in order of submission.**
-
3. Describe your process to maintain document order of arrival (document number, date, time, book, page, LCHIP information). **Document order is always maintained as entered by the operator. The recording queue system automatically assigns document numbers, book and page numbers, etc. in sequence as entered by the operator and as received by the system.**
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4. Describe your process to record the operator staff identification for each transaction. **The operator ID and workstation ID are saved in the database document and transaction records. Operator IDs are also saved for any subsequent modification logs.**
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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? **Transactions are always kept together, so a group of documents within a transaction always have sequential document, book/page numbers, etc. The Registry can specify how transactions that could potentially span books are handled (e.g. the documents can be kept in the current book, can be moved to the next book, or can be split between books.)**
-
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. **The Registry can specify how this is handled; normally, transactions are only searchable once the Registry has marked the document “complete”, but it is also possible for documents to be displayed with an “unverified” flag (this would normally require entry of at least the first grantor and first grantee).**
-
7. What audit and productivity information is gathered and stored during the receipting process and how can that information be used or accessed? **Information about transaction/document creation and modification is permanently recorded in the system database, and is accessible via standard or custom reports.**
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8. How and when are recorded receipted documents made available to the public/staff and what options exist? **Recorded documents are always available to staff through the “superstation” application. Access by the public can be limited to documents marked “completed” by the Registry, or access to uncompleted documents can be permitted with an “unverified” flag.**
-
9. Please describe how accounts are handled within your receipting functionality. **Transaction components (or accounts) are separate entries in transaction tables, and can be shown separately on reports. The detail of component accounts will be in accordance with Registry requires.**
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10. Please describe how accounts are separated (recording fees, tax stamps, LCHIP, etc.). **See #9, above.**
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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). **This will be provided per Registry requirements and per agreement between the Registry and AIT.**
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12. How are fees to accounts configured and changed? **Document and service fees are maintained in database tables, and can be modified by an administration utility.**
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13. Explain how accounts and other options are managed. **Administrative utilities are provided to allow configuration of customer accounts, and fee components applied to documents and services.**
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14. How are accounts managed between document recording and other sales such as remote access or copies? **All fees and sales are recorded in the Registry database in a consolidated accounting system. This information can be reported separately in standard or custom reports.**

15. Describe what options exist to modify or configure the document stamp(s) and the payment receipt without Modification to the software. **Stamps and receipts are generated by the software, and must be modified via the software.**

16. Describe how documents can be 'voided' or 'cancelled' during the receipting process and how the Registry avoids orphaning any allocated document number? **During the receipting (cashiering) process, documents may be freely created, deleted, and re-ordered by the operator. Document and book/page numbers are not assigned by the system until a transaction is committed for recording.**

17. Describe the ability to scan checks and save them as part of a transaction. **Currently, payor and check number are standard pieces of information collected by the system. The ability to scan a check and save it with a transaction would be a negotiated customization.**

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

1. Describe the document indexing process. **Documents can be indexed at cashiering time, partially at cashiering and partially using Data Entry, or entirely within Data Entry. The system also provides full rekey verification (embedded in the superstition application).**

2. Describe the document index proofreading process and any options that exist. **The system contains an integrated rekey-verification/resolution application that can also be used for visual verification, if desired. In addition, there is an option OCR-based verification that can be useful to perform an additional verification check.**

3. Describe what audit and performance information is gathered in this process and how it can be used and accessed. **Audit/modification information is collected in a human-readable form that can be used to track what was changed, who did the change, and when.**

4. Describe any form of automated indexing your solution might offer and the configuration options available. **AIT does not provide an automated indexing module. As a result of many years of research, AIT believes that autoindexing must be 98+% accurate in order to be acceptable; less accuracy actually results in a decrease in productivity. We do not believe such accuracy is currently achievable with scanned free-form images.**

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

6. Describe your redaction process as required by State statute. **Redaction capability is supported natively in the superstition module.**

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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)? **Full text searches can be provided with the optional OCR module.**
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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. In addition, there is an internal broadcast/chat capability integrated into the system.**
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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. **The system permits “duping” of documents, surname duping, and copy from previous documents.**
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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.’ **The system provides a standard “Dup” capability that allows two or more document types to be assigned to the same underlying document.**
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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. **Most changes can be made using standard system utilities. Some changes may require customization by AIT (an example would be the assessment of a new type of tax on some or all documents).**
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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. **This is a standard feature of the system. The Registry can decide whether they wish to utilize it (it requires additional hardware for the kiosk and annunciator).**
-
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? **See answer to question D.5**
-
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. **Index data is updated when the operator saves their work. Access to document data is dependent on whether the operator marks the document “complete”. Document data is always available to Registry staff; access to incomplete/unverified data to the public can be either suppressed, or marked “incomplete”.**
-

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. **Yes**
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2. Able to scan documents from 8.5" x 11" to 8.5" to 14". **Scanning equipment is provided by the Registry. Software supports it.**
3. Ability of scanner to auto detect paper size. **Scanning equipment is provided by the Registry.**
4. Able to scan large documents later in the workflow such as plats up to size 24" x 36" with margins. **Scanning equipment is provided by the Registry**
5. Supports duplex scanning at the point of receipting. **Scanning equipment is provided by the Registry.**
6. Submitting Vendor shall not outsource imaging functionality to a third party vendor. **Scanning and imaging functionality is natively supported by the AIT system.**
7. Desktop scanners must perform at 40 ppm or better and support an automatic document feeder. **Scanning equipment is provided by the Registry.**
8. Images must be stored in a Group IV TIFF format single page per file. **Yes.**
9. Images must be scanned at 300 dpi. **AIT recommends either 200 or 300 dpi.**
10. Retrieve and display document images and indexing data side by side. **Yes, both during cashing and data entry.**
11. Support zoom feature. **Yes.**
12. Display just the first page or display multiple pages of the document in one window. **Yes.**
13. Support advancing to the next page within a document. **Yes.**
14. Support scrolling through the document in both directions, i.e., prior document and next document). **Yes.**
15. Present documents in disable window.
16. Output digital images and data for storage and archival purposes. **Yes.**
17. Ability to lighten or darken a scan. **Yes. May depend on the scanning equipment provided by the Registry.**
18. Provide the ability to delete, rotate and straighten scans. **Yes.**
19. Provide a report that compares number of scans to number of pages. **Yes. And there is a warning from the application in case of page count mismatch.**
20. Compatible with large format scanners. **Yes.**
21. Automatic scanner settings for contrast, brightness, and image improvement must be supported. **Scanning equipment is provided by the Registry.**
22. Please describe your systems ability to easily rescan or correct out of order scan issues. **Documents can be easily rescanned and images may be inserted, deleted, and added during scanning.**
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. **Server and storage provided by the Registry**

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

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

 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. **There is no system-enforced limit to the number of application windows open simultaneously.**

 3. Describe the capabilities of the search tool on all Registry workstations. **The search tool available at the workstations is essentially the same as the search tool available on the County website, with some restrictions lifted. We believe that it is important that the data available inside the Registry and on the public website to be consistent in most cases.**

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

 5. What other search tools can be offered to potential remote access users? **Some customers elect to make historical information available on the web site that may or may not be considered traditional land record documents.**

 6. What charging options exist for all remote access products? **Realistically, remote access charges must be satisfied either by charging a pre-established account, or by charging a credit/debit card.**

 7. Do remote access users have to purchase or download any additional software? **Only if they elect to download data or images in a format that requires a third-party tool (e.g. PDF, Microsoft Word, Excel).**

 8. Do you actively promote the use of the remote access products on our behalf? If so, how? **Promotion would normally be the responsibility of the Registry.**

 9. Can search results format be modified by the remote user to meet their needs? **Yes, on the website users have access to filtering, sorting, and grouping functionality.**

 10. Do you take all support calls and provide all necessary training to remote users? **AIT provides training and support to Registry personnel.**

 11. Do you support credit card support and who pays for the processing fee? **Ultimately, the customer will pay the merchant fee; the Registry can provide the credit card merchant service, or AIT can provide it. If it is provided by AIT, AIT will add a fee to each transaction to cover the merchant fee, AIT's administrative overhead, and risk.**

 12. Do your remote access users access a replicated data repository stored securely at a site outside of Registry office? **AIT always recommends that public (website) searches access a replicated data and image store. The AIT system is designed to allow this configuration, including near-real-time image replication.**

 13. Describe how you would develop, host and provide needed updates to the Registry's website? **That depends on the update. AIT will provide the updates that are called for**
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in the contract, or the result of defects. Other ex-contract updates may be subject to negotiation.

14. Support for streaming of document images and documentindex 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. **The policy of AIT is that data and images belong to the Registry, so the Registry can provide whatever access they wish, or can deny such access. Also, AIT provides a facility to provide automated export of selected data and images on a periodic basis.**
 15. Integrate with our current Connor & Connor/Fidlar Technologies remote access system so our current remote users can stay or switch at their discretion **All current data and images will be converted to the AIT system, so will be available through the AIT-provided website.**
 16. Support for search synonyms where the same party nameor legal description might have two or more different references and how all iterations would be automatically returned to the searcher (i.e., 1st National Bank to First National Bank). **AIT provides searches on indexed fields and full-text searches using standard-soft search techniques. AIT will not guarantee to find all possible indexing and data variations. AIT can include synonyms in index data, but the synonyms must be provided by the Registry.**
 17. Documents must be searchable and viewable as soon asthey are scanned and clearly flagged as not yet verified. **Documents are always marked as “unverified” or “incomplete” until the are specifically marked complete by the Registry.**
 18. Provide a product to our towns officials that allows them toeasily view and print newly recorded pertinent documents that apply to their town jurisdictions. **The AIT system supports the ability to export information to town jurisdictions on a periodic basis (eg. Nightly)**
 19. Sorting – the software should have the ability to allowsequentially grantor/grantee searching, i.e., document before/document after. **Provided in the search module.**
 20. Vendor selected will provide continuous training for theRegistry staff and public. Describe training process. **AIT will provide training (as agreed in the contract) for Registry staff. It is not the policy of AIT to provide training to members of the public; such training must be negotiated separately between AIT and the Registry.**
 21. Describe the process for fixing or replacing software. **See B.6, above.**
 22. Describe the process for reporting and resolving issueswith software and hardware. **In addition to customary phone, email and messaging support, the AIT system makes extensive use of automatic email notifications of many issues occurring in the system.**
 23. Automatically detect paper size while scanning recordedinstruments **This will be dependent on the scanner hardware provided by the Registry.**
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Please use additional space to include any additional information you wish to share about thesearching, viewing, printing and remote access components in your proposed solution.

H. PERIPHERAL PRODUCTS AND SERVICES:

REQUIREMENT

ANSWER

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1. 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? **Since the Registry has expressed the preference that production data and images be stored on Registry servers, AIT recommends the following strategy: Data and images will be replicated onto a local backup server, and also on a remote service that will also host the public web site. AIT provides software to allow multiple copies of data and images to be updated on a near-real-time basis (latency of 5-10 seconds).**

 2. Include a library of all available reports. **Reports required by the Registry will be provided per contract.**

 3. Include the creation of any additional reports the Registry may require (DRA, State, etc.). **As part of the contract, AIT will provide a set of customized reports to replace the current reports identified by the Registry.**

 4. Ability to group reports and print them all at once. **Provided per contract.**

 5. Ability to schedule reports to be automatically run and emailed to the user. **Provided per contract.**

 6. Ability to create new reports by the Registry and then to the system. **Provided per contract**

 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. **A “fraud alert” application is a standard feature of the AIT system.**

 8. Provide the needed automatic alerts to our citizens and the needed phone call alerts as required. **Email alerts are part of the standard AIT system.**

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

 10. Convert all of our citizen alert records and historic alert notifications into your solution. **If alert records can be provided in an electronic format, AIT is confident they can be imported into the AIT system along with converted data.**

 11. Provide for the ability to view what citizens have signed up for and view what alerts have been sent to the citizen. **The AIT fraud alert system provides users the ability to view alert settings on line.**
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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. **Statistical reports can be provided as required.**
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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. **Provided per contract.**
-
14. Assist Carroll County IT with set up and maintenance of all needed hardware and third party software to use with the system. **Provided per contract.**
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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. **AIT will provide assistance, but hardware is the responsibility of county IT.**
-
16. Include integration support for DRA/UNH Mosaic system. **Provided per contract.**
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17. Describe any integration projects you have COMPLETED between a Registry office and other county offices. **The AIT system provides the ability to supply data to other county and government agencies, accept documents from agencies, and can provide access to data originating in other agencies.**
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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. **In addition to regular phone support, the AIT system produces regular email notifications to the AIT support staff of the state of various components of the system.**
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19. Provide support on an as needed basis for occasional after hours or weekend projects. **AIT prefers after-hour and weekend updates and support.**
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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. **Provided per contract.**
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21. Provide support on an as needed basis to support Registry wide area network or assist the users with support issues. **Provided per contract.**
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22. If awarded this project, describe the time frame period for installation. **Timeframes are dependent on the availability of hardware (from County IT) and up-to-date images and data from the current vendor.**
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23. If awarded this project and deadlines are missed, explain what is the cost to the County. **This is dependent on arrangements with the current vendor.**
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24. If awarded this project, the Vendor shall allow the County to provide any and all information with respect to payment at any time. **Provided per contract.**
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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. **Provided per contract.**
26. If awarded this project, the Vendor shall provide the County with expenditures or claims that are fully documented. **Provided per contract.**
27. If awarded this project, the Vendor must have expenditures or claims fully documented; otherwise, expenditures or claims may be disallowed. **Understood.**
28. If awarded this project, how does the Vendor validate or prove the project has met all the RFP requirements? **This will be provided per a signoff procedure agreed between AIT and the Registry.**
29. Identify the equipment requirements and specifications needed to support the system, including local servers, operating systems, storage and software. **This has been provided to County IT.**
30. Describe how the software will support the export of data. **The AIT system provides comprehensive support for demand downloading of data (by customers) and automatic export of data (for example, delivery daily by email).**

I. WEBSITE REQUIREMENTS:

REQUIREMENT	ANSWER
1. Free public access.	Provided
2. Public access for printing by account or credit card.	Provided per contract
3. Merging of in-house or Internet billing statements.	Provided per contract
4. Customer Internet prints history online and account detail statement.	Provided per contract
5. Town transfers capability online.	Provided per contract.
6. Security.	The system is designed according to modern security requirements.
7. Data redundancy, i.e., duplicate copy of all Registry index data and images.	The system, in a standard configuration, provides three real-time copies of all data and images.
8. Data warehousing servers.	AIT will provide recommendations for storage according to Registry requirements.
9. Storage capacity for data warehousing.	AIT will provide recommendations for storage according to Registry requirements.
10. Proprietary system for data.	Data storage is not proprietary. Index data is maintained on Microsoft SQL Server, and images are stored in industry standard TIFF format.
11. Website data will be processed daily to include all current records.	Website data is synchronized with production data on a near-real-time basis (5 – 10 second latency is expected).
12. Day in Progress web server data update, approx. every 15 minutes.	Current recording information is provided immediately to the website.

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13. Customer support to website during Registry hours. **Provided per contract.**
 14. Include use of all hardware for website. **Provided per contract.**
 15. Include retrieval software system. **Provided**
 16. Include software maintenance for website. **Provided**
 17. Include any historical software customization. **Provided per contract**
 18. Software products developed using Microsoft Windows development platform. **System was developed in Microsoft DotNet and uses standard Microsoft system platforms.**
 19. Describe website Document Imaging System. **Images are displayed together with index data. Documents may be downloaded by customers in either TIFF or PDF format.**
 20. Describe Document Searching, Document Image Viewing/Printing and Remote Access. **Website features will be provided according to Registry requirements.**
 21. Email process. **The website uses email extensively to communicate and deliver information to customers.**
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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.

The quotes below are based on the following conditions/assumptions:

1. AIT is providing software to support Registry recording operations, software maintenance, and staff training, as detailed in the final contract between AIT and the Registry.
2. Prices include conversion and customization per contract.
3. AIT will convert existing data, as provided by the current vendor, and import such data into the AIT system. AIT will not be responsible for the accuracy or completeness of such data but will apply its best efforts to ensure accuracy and completeness.
4. Hardware, hardware maintenance, Microsoft platform licenses (OS and SQL Server), licenses and service contracts for internal and external services (including Web Hosting services) are the responsibility of the Registry. AIT will provide assistance and consultation for the selection of hardware and services.
5. AIT will provide training for Registry staff in the operation of the AIT system in accordance with a training schedule negotiated with the Registry. AIT will not be responsible for training of staff external to the Registry or for training of the public.
6. AIT will provide first-line support to Registry staff; AIT will not provide direct support for inquiries from the Public unless those inquiries are of a technical nature and have been referred by Registry staff.
7. Delays or malfeasance on the part of other parties may result in additional charges by AIT.

Any changes to the above conditions may require an adjustment of quoted prices.

One (1) year contract:

\$240,000 for permanent software license. One year maintenance and support contract included.

Three (3) year contract:

\$200,000 year one, \$40,000 per year for years two and three. Includes maintenance and support.

Five (5) year contract:

\$170,000 year one, \$27,500 per year for years two, three, four, and five, includes maintenance and support.

Ten (10) year contract

Same as five year contract. Years six through 10 indexed to CPI.

The prices above include remote real-time backup of Registry data and images at the AIT facilities in Virginia, in addition to the backup provided at the Registry site.

In the event the Registry desires to deploy a remote, hosted web site environment, the AIT system supports that configuration. However, the cost of the hosted environment is not included in the prices quoted above. The cost of the web hosting can be provided by AIT for the first year for an amount not to exceed \$2,000 per month; hosting for subsequent year will be adjusted depending on prices quoted by the hosting vendor. (The \$2,000 per month price is based on a quote from AWS). This also assumes the hardware to communicate with the remote hosting vendor is provided by County IT.

Terms of Payment:

Upon contract execution and demonstration of the system prototype, acceptable to the Registry, 50% of amount due for the first year will be due and payable. The remainder of the amount due in the first year will be payable 25% at the beginning of the third quarter of system operation, and 25% at the beginning of the fourth quarter.

Amounts due for the second and subsequent years will be payable 50% at the beginning of the year, and 50% at the beginning of the third quarter of that year.