



# Carroll County Registry of Deeds

PROPOSAL FOR

## LAND RECORDS MANAGEMENT SYSTEM

RFP #7-2021



**COPY**

July 22, 2021

Submitted By:

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## Cover Letter

July 22, 2021

Lisa Scott, Carroll County Register of Deeds  
95 Water Village Road  
Ossipee NH 03864

### **RE: Proposal for Land Records Management System**

Dear Ms. Scott,

Avenu Insights & Analytics, LLC ("Avenu") is pleased to present to Carroll County ("the County") our response to the County's Request for Proposals (RFP) for a Land Records Management System. Our services and solutions are tailored exclusively for counties just like Carroll and we have both the personnel and the capabilities to fully support the County. As experts in these products and services we offer the County:

- ▶ **Four Decades of Experience.** Avenu supports mission-critical government operations with revenue enhancement programs and administration software that is backed by unparalleled public sector expertise. Our proposed solution to the County will provide the most flexible, complete, and effective solution possible.
- ▶ **We Know New Hampshire.** Avenu has a long history of providing services to Carroll County. Avenu and its predecessors have been providing the County's Finance and HR solutions since the early 2000s. Additionally, we provide services to the New Hampshire State Treasury.
- ▶ **Enhanced Solution.** Our proposed Clearview™ 20/20+™ System provides the County with a solution that contains all services with a single source of accountability. This solution has expanded the features and functions of the predecessor product suite and along with a newer visual presentation supplies an enhanced user experience. Clearview™ 20/20+ System is designed to meet the needs of an ever-evolving marketplace and changing technology.
- ▶ **A Team of Experts.** Avenu offers the County a team of uniquely qualified experts with the skills and capabilities to supporting the County.

We look forward to the opportunity to serve the County and its residents. Our priority is to provide the highest level of customer service by assigning a dedicated primary point of contact for each client. Al Frauenfelder, Client Sales Executive, will serve as the County's primary contact for this project. Al may be reached by phone at (978) 967-7301 or via email at [Al.Frauenfelder@avenuinsights.com](mailto:Al.Frauenfelder@avenuinsights.com).

Al is a resident of Hillsborough County, NH in Bedford. Additionally, Avenu's Client Success Manager Ted Leary is also a resident of Nashua, NH. The presence of Avenu's Client Sales Executive and Client Success Manager in New Hampshire will provide enhanced attention and success to this proposed solution. Both Al and Ted are looking forward to working with Carroll County in this project.

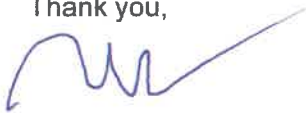
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On behalf of Avenu, I very much look forward to working with the County. I represent that the information contained in this proposal is true and correct, and we can perform the commitments contained in this proposal. As Chief Financial Officer of Avenu, I am authorized to commit Avenu to a contract and represent the firm in all oral presentations and negotiations.

This proposal is a firm and irrevocable offer for a period of at least forty-five (45) days from the date of this proposal.

The undersigned certifies under penalties of perjury that this submission has been made in good faith and without collusion or fraud with any other person. In submitting this bid, the Vendor agrees that no person acting for or employed by the County has a direct or indirect financial interest in the proposal or in any portion of the profits, which may be derived therefrom. As used in this certification, the word "person" shall mean any natural person, business, partnership, corporation, union, committee, club, or other organization, entity, or group of individuals. The undersigned further certifies that he/she has executed this proposal in his/her individual capacity or, where indicated, as a representative of the Vendor duly authorized to bind the Vendor to the terms and conditions of this proposal.

Thank you,



Mike Melka  
Chief Financial Officer  
Avenu Insights & Analytics, LLC  
E-Mail: [proposals@avenuinsights.com](mailto:proposals@avenuinsights.com)

# 1 Executive Summary

Avenu understands exactly what the County is looking for and has an intimate understanding of the County’s needs and limitations, and we will work with both of those in order to offer the ideal LRMS for the County. The below figure summarizes the features and functionality of our solution.



Figure 1 - Clearview™ 20/20+ System solution overview

Avenu is totally focused on supporting the County with specific emphasis on Land Records Systems. Our primary business is providing state and local governments with high-performance systems that facilitate the accurate and efficient management of land records. We designed our document records management system from the ground up.

We are America’s largest Land Records Company, by any measure. We have over 1,400 customers throughout the United States, including over 400 installed Land Records Document Management, Workflow, and Imaging systems. Carroll County has been a client of Avenu’s since the early 2000s. Additionally, Avenu also provides services to the New Hampshire State Treasury.

Our core competency is the integration of key technologies. Our business expertise comes from years of experience in hundreds of counties and cities, allowing us to provide the best solution for our clients. Avenu helps you focus on your core mission. Working with Avenu gives you the freedom to focus on what matters most: meeting your commitment to your constituents.

In conclusion our proposed solution – updated and upgraded – to be used by the County meets or exceeds all the General Requirements listed in the RFP.

General Notes:

1. Our solution provides for ‘Near-Time’ onsite and offsite backup capabilities. In this way, backup procedures are carried out during off-hours so that system performance is not negatively affected by network connectivity during backups. Our solution provides for complete and extensive backup capabilities and will meet or exceed any requirements in regard to backup completeness and availability.
2. It is not possible to meet the County’s desire for a “fully working system tied to Carroll County images and index data” the day after bids are due, on July 23, 2021. Avenu will be glad to work with the County and the office of the Register of Deeds to carry out a demonstration of the functionality and user interface of our proposed solution. Upon award of the contract, Avenu will carry out the work to provide a fully working system tied to Carroll County images and index data based on a schedule that is mutually agreed upon.
3. Avenu does not offer one (1) year contracts, so we have provided pricing for three (3), five (5), and ten (10) years.

## 2 Company Synopsis

Founded in 1978, Avenu Insights & Analytics, LLC (Avenu), is a privately-owned services company, headquartered in Northern Virginia, that specializes in record management solutions to state and local governments. With over 800 employees actively supporting over 3,000 customers, across all 50 states, Avenu is a public sector expert with the experience, knowledge, and capabilities to support the County.

Avenu is dedicated to servicing County governments just like the County and our records management solutions were designed specifically for these state and local governments. We support governments with software and solutions they need to accomplish more and to better serve their constituents.

Avenu is the worldwide leader in document outsourcing and Avenu provides innovation in the outsourcing of document intensive activities. We transform our client's business processes, focusing on providing integrated, enterprise-wide management of all areas of the document lifecycle. We create added value for our clients by streamlining and simplifying our document knowledge and information workflows, delivering cost savings, efficiencies and improved process effectiveness, through outsourced document services.

Avenu possesses and provides a full range of distinctive capabilities that range from assessment and design, through to implementation and management of document intensive business processes. These services include industry specific solutions, enriching the value provided to our clients. We specialize in document management, records management, imaging, and workflow systems. Avenu delivers real-time document information for efficient and reliable public access. We maintain one of the industry's largest-capacity microfilm-to-electronic image conversion laboratories, converting millions of documents annually for our government clients. We are one of the few companies that provide not only computerized government records management systems, but also all the micrographic, digital imaging, and related services that clerks, recorders and registers need – entirely in-house.

We offer every conceivable service to municipalities, including:

- ▶ Electronic recording/filing
- ▶ Integrated OCR/ICR Automated Indexing and Redaction
- ▶ Simple Redaction
- ▶ Land Records management & imaging systems
- ▶ Full time support services
- ▶ High-speed film-to-image and image-to-film conversion
- ▶ Full-service indexing & verification
- ▶ Internet hosting & delivery of land records
- ▶ Microfilm and tape storage
- ▶ On-site system installation, training, and implementation services
- ▶ Customized conversion services
- ▶ Award-winning archival microfilm services
- ▶ Archival storage services
- ▶ Real-time online indexing services
- ▶ Book re-creation services
- ▶ Compact books

### Avenu's Qualification Highlights

- Public sector expert with over 40 years of experience in records management
- Team of over 100 records management experts
- Direct experience with the County
- National footprint of over 800 employees and 3,000 clients across all 50 states
- Nationally recognized for supporting state and local governments with Records Management Solutions

Avenu has developed and continues to expand a series of comprehensive and cost-effective, integrated electronic document imaging and processing systems. Our platforms have evolved along with the industry and have kept abreast of rapid technological advances. Avenu's rich heritage is based on customer-focused and employee-centered values that help deliver profitability and growth. As a reflection of this dedication, for the last three (3) years, Avenu has received industry-wide recognition by being listed on the GovTech 100 for helping state and local governments serve their citizens.



*Figure 2 - Avenu is nationally recognized for supporting state and local governments*

Our mission is to become change agents and innovators - using Avenu Lean Six Sigma to constantly search for a better way to meet our customers' challenges and to create business process outsourcing, IT solutions, new technologies, products and services for world class commercial and government clients that enable better results. Since our inception, we have operated under the guidance of six core values:

- ▶ Avenu succeeds through satisfied customers.
- ▶ Avenu delivers quality and excellence in all we do.
- ▶ Avenu requires premium return on assets.
- ▶ Avenu uses technology to develop market leadership.
- ▶ Avenu values and empower employees.
- ▶ Avenu behaves responsibly as a corporate citizen.

### 3 Scope of Work

#### 3.1 GENERAL

Avenu is proposing Clearview™ 20/20+ System solution for these main reasons:

- ▶ Avenu understands that end user acceptance of a product is very critical for successful implementation of any product.
- ▶ Avenu understands the importance of training.
- ▶ Avenu understands that system conversions are very challenging and stressful to clerks, and this is especially true when changing to another vendor systems. Avenu has very strong understanding of average County data, indexes, and processes. Avenu will be able to quickly convert the data to the proposed product and get the system live with no issues.
- ▶ Avenu’s proposed Clearview™ 20/20+ System solution is very scalable and can accommodate a single user installation all the way to 200+ users and Avenu has installations currently that are running in these configurations.

Below, the County can see the User Interface (UI) for our proposed Clearview™ 20/20+ System solution.

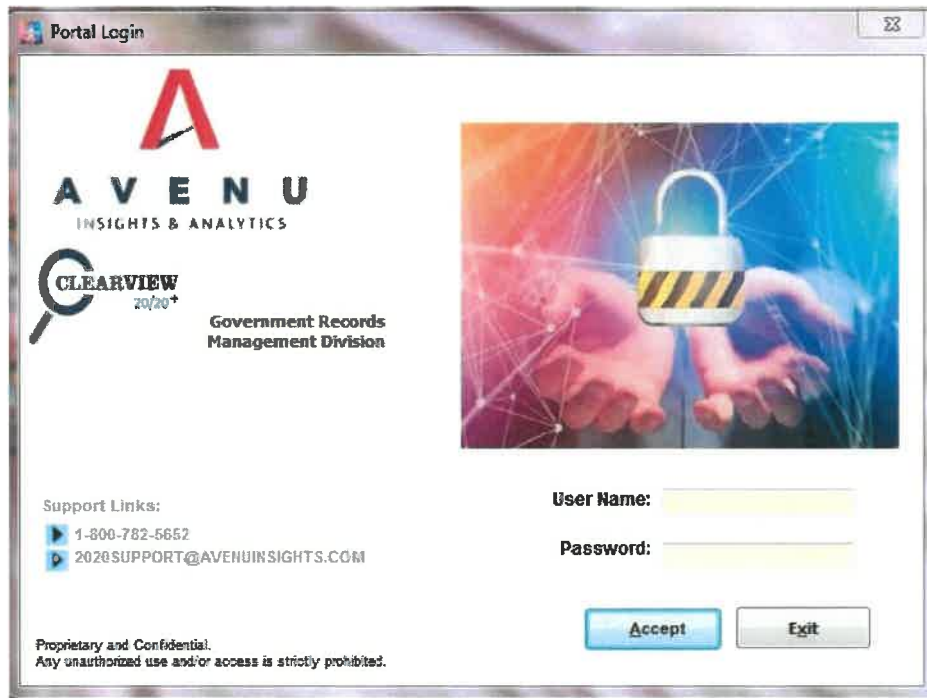


Figure 3 - Login Page

Avenu’s Clearview™ 20/20+ System manages all the accounting needs of State mandated reporting as well as many reports for user productivity, daily balancing, and reports needed to report to your Treasurer. All information that is entered in the cashiering application passes through to the indexing system eliminating the need for redundant data entry. The Clearview™ 20/20+ System offers multiple drop-down shortcuts (Name



Dictionary, Corporation Dictionary, Mail to Addresses, etc.) to keep the recording clerks' efficiency in mind. Once a document is recorded in cashiering it is instantly searchable by the public. This gives immediate access while still tracking that the document has not been verified by the indexing staff.

The County can choose a workflow that provides the best turnaround time and accuracy for their needs. The indexing can be done during cashiering, scanning can be completed at the cashiering phase or can be completed later during indexing or as a separate stand-alone process. This flexibility allows for changes in the workflow as needed during the workday. This also allows for the County to complete back scanning when recording volumes allow for the staff to complete added projects. The Clearview™ 20/20+ System provides an extensive list of data options that include but are not limited to: Real Property, Civil Courts, Criminal Courts, Passports, Maps, Pistol Permits, Veteran ID's, Liens, Lis Pendens, Judgments, DBA, Dog Licenses, Corporations, UCC's and so much more.

Avenu owns the Clearview™ 20/20+ System software that is being proposed and Avenu attests that the County's data and images will remain the property of the County at all times regardless of storage location. Avenu will not release data or images to a third party. the County can, however, send images to other departments (Real Property) if the need exists.

Avenu's proposed solution is ODBC and SQL compliant with multiuser concurrent read/write capabilities based upon current relational database technology. Avenu's proposed solution allows for the addition of additional fields to the database and update screens to meet future needs. Avenu's proposed software includes devices to prevent deletion or alteration of any verified image or index stored in the system. With proper security, alteration or deletion is allowed and the system will general a log of any changes made to the index or image data for audit purposes.

### **3.1.1 Solution Related Resources**

Avenu's proposed Clearview™ 20/20+ System solution utilizes the following:

- ▶ Microsoft Windows Server Standard 2019
- ▶ Microsoft SQL Server 2017 Standard
- ▶ McAfee Endpoint Protection

Avenu continuously monitors for new and emerging technologies and as those technologies present themselves, Avenu will work with the County to ensure the County has the best and most reliable technology offered.

Avenu will need further details on the additional software that is currently being used to search and retrieve historical County Clerk Records in order to explain how we would communicate with this software. There are multiple possibilities and Avenu will ensure to assist in making this functional for the County.

### **3.1.2 Cashiering, Receiving, and Fee System**

Avenu is committed to increasing the throughput of the Cashiering function as it leads to an increase in overall production capacity. As the documents are received, the staff enters document specific recording information such as document type, number of pages, return address, etc. This information is entered manually or by using drop down boxes, codes, tables, and "floating" dictionaries. During this process, the staff also optionally enters a partial name index (Grantor/Grantee) for the document. This allows the public to immediately search for the document once it has been input at the front counter, thus reducing the need to search through the original documents.

### **3.1.2.1 Automatic Calculation of Fee and Recording Information**

Once all the fee related data has been entered, the system automatically calculates the recording fees. This process is repeated for each document in the transaction set. The Clerk then enters the associated payment information (cash, check, money order, account, credit card, etc.) to complete the fee portion of the front counter transaction. Completing the fee portion of the transaction triggers the system to automatically assign the necessary recording information such as document/case number, recorded date and time, volume, book, page (volume, book and page are needed if the County will be creating books).

### **3.1.2.2 Recording Entry Screen**

The Avenu Clearview™ 20/20+ System Cashiering Module automatically calculates fees, and lists recording and payment transactions as documents are received and entered into the system by the Cashier. The cashiering module does allow for entry of no fee documents as well as override capabilities for altered fee amounts.

The entry of names at the time of document reception can be configured to be made immediately available via public retrieval once documents are cashiered and instrument numbers assigned.

### **3.1.2.3 Traditional Stamping vs. Barcode Labels or Cover/Trail Page**

When a check is received, the system prompts the user to validate the check using the multi-function receipt/validation printer. The system also provides for numerous other standard validation “stamping” options such as Date & Time, Instrument Number, as well as any necessary unique stamps. A grocery style receipt is automatically generated and printed upon completion of the customer transaction.

As an efficient option to stamping the recording information on the document, Avenu offers optional system-generated bar code labels for each document. Bar code labels are fully configurable to print as much of the document key index information that is desired as well as the industry standard code39 barcode. Once affixed to the first page of any document, this unique document-identifying label serves as a fully auditable means of document tracking. Additionally, if the County desires to stamp a barcode instead of using a barcoded label, this feature is available.

### **3.1.2.4 Cover/Trail Sheet Option for Paperless Environment (eRecording)**

The cover/trail sheet filing system option for both the paperless environment, and as the document identifier, may save money and time by adopting the concept of a “First Page (Cover)/Last Page (Trailer).” This cover/trailer sheet contains all necessary stamps, bar codes, and other such information and becomes part of the filed document.

The County may choose to have Avenu install the traditional stamping format in which page, book, volume, document number and Clerk information is stamped in the appropriate places, and at a later date convert the system to the bar-coded label or Cover/Trailer Page environment.

The receipt and Cover/Trailer sheets are customizable and created per your specifications.

### **3.1.2.5 Balancing**

Summary and detail reports are available by date range for balancing and revenue reporting. As with all such reports, they are routed to either a printer or displayed on-screen for print preview verification. The system assigns and categorizes revenue for all documents at the point of recording. Adjustments are made throughout the day as needed by a supervisor and are merged with the data on all reports. The system calculates all totals.

### **3.1.2.6 Accounts Receivable**

The System has a fully auditable accounts receivable module. This module supports “draw-down” accounts for customers with money deposited on account in advance of service. The system enforces sufficient funds for draw down customers at the time of recording. An on-screen, up-to-date account record is maintained, and the system generates billing statements by date range or selectively for daily, weekly, monthly, or quarterly billed customers. All charged transactions are reported on standard accounting reports, as well as billing and customer invoices.

### **3.1.2.7 Cash Drawer Recap – By Workstation**

The System automatically generates transaction entries for specific general ledger accounts so as to integrate into a department-wide general ledger system. Accounting integration is configured to function manually and/or electronically.

## **3.1.3 Indexing and System Functions**

This module allows you to index all documents. It is here that data is entered, corrected, and sorted, and an alphabetical month-to-date listing is printed out daily. All indexing functions generate the following summary reports: verify, missing number, numeric, missing image, and new entries. Avenu’s proposed solution allows for the association among related documents to be established for your convenience, mailing labels are generated and all images are displayed with any indexing function. Data types that use this process are Civil Courts, Criminal Courts, Maps, Real Property, Liens, UCC’s, and many more.

### **3.1.3.1 System Screens Allow Rapid Data Entry**

All screens are designed for rapid data entry and data elements are accepted immediately at the index workstation. Transmission of records is achieved through the index software and should take less than a second per record.

### **3.1.3.2 Repeat Common Data**

The System contains multiple repeat data keys to speed data entry. Options include (1) repeat key, which repeats a data element from the same field on the previous screen, (2) repeat all data elements from the previous screen (these repeated fields can be edited) and (3) repeat multiple fields as designated by operator. Additionally, the Windows clipboard may be used to copy, cut, and paste indexing data.

### **3.1.3.3 Toggle Function**

The grantee on one document may be the grantor on another. If the grantee name is repeated from a previous document and the name should be the grantor on the current document, the operator with one keystroke is able to copy/move the name in the grantee field to the grantor field. Other examples include document type, customer name and customer address. During Indexing, several functions are available to repeat document and grantee/grantor information from document to document. These functions include single-key toggle of grantor/grantee names, repeat of document type, and repeat of customer data. Another example includes the repeat of a legal description.

### **3.1.3.4 Verification**

There are three methods of verification: (1) print verification whereby the actual document is compared with the printout, (2) sight verification with update correction by document, and (3) verification by re-entry with data errors reported to operator. Methods (2) and (3) must be available using either paper documents or displaying the image on the screen.

### **3.1.3.5 Error Messages**

At all points of data entry, validation checks take place, both for entry in fields immediately and for valid combinations of data in several fields. In all cases, comprehensive on-screen user-oriented error messages are displayed. If more than a single line explanation is possible, an expanded message in more detail is available via a single keystroke.

### **3.1.3.6 Edits**

Edit controls include the ability to designate all fields "Required" or "Not required," depending on the type of data entered. Additional logic for a required field entry may be mapped to document type, or it may be stipulated that if one field is entered, then others are also required. The editing values of all edited fields are changed on-line via table maintenance routines that take effect immediately without any coding changes or recompiling.

### **3.1.3.7 Multiple Screens**

The Clearview™ 20/20+ System is configurable with multiple data input screens for different classes of documents, or alternatively, a universal screen may be used that automatically advances the cursor to the correct next field. However, the operator may override the system and enter data in any field if necessary. The system presents required fields for a specific document type. The system reads the value in the "document type" field and adjusts accordingly. If document type is in error, the operator corrects it. The purpose is to eliminate unnecessary tabbing from field to field. At completion of all necessary fields, the cursor will jump to the last position, ready for record input.

## **3.1.4 Document Retrieval and Public Access**

The Clearview™ 20/20+ System Public Inquiry module is available as both an in-house application and an internet application. Both are backed by the most powerful and robust search engines completely configured and maintained by Avenu. Both contain a very simple and intuitive user interface. On-line context sensitive help is also available.

Avenu has recently implemented a full image text feature combined with the current index search capability that is already available. The Clearview™ 20/20+ System utilizes Optical Character Recognition (OCR) technology to extract text from every page of the document and make the extracted content available for search. This allows users to search on the text that has not been indexed such as the person that notarized the document, the street address, or the title company name.

The intuitive screen layout and use of standard Windows features is designed for the untrained user thus making the system easily accessible to all skill levels from beginner (no computer skills) to power users.

Avenu holds as many classroom style training sessions as necessary to help the public (title companies, land surveyors, frequent visitors, etc.) acclimate themselves to the Clearview™ 20/20+ System Public Inquiry. Each session is tailored to the specific needs of the class and addresses any questions or concerns so that your staff may be disturbed as little as possible during the transition.

The Public Inquiry module supports search by One Party Name, Two Name Search, Document Number, Global Name Search and Property Description. The search and image windows are typically positioned side-by-side so that both the document index and the image are viewed simultaneously. The size and positioning of each window is completely adjustable upon install.

The One-Party Name Search is usually the most popular search in the County Clerk's office. Additional document data fields are available to narrow the search. These fields include:

- ▶ Document Type
- ▶ Recorded Date Ranges
- ▶ Attorney Name/Bar Number
- ▶ City

The Two-Party Name Search is a unique feature of the Clearview™ 20/20+ System. This feature allows you to search using both the Grantor and Grantee names. Partial entries are permissible for both names. The Document Number Search provides for retrieval by instrument number and volume and page, and also has similar qualifying data elements as described above.

The Global Name Search offers similar functionality to the One-Party Name search except that it provides the ability to search names across all "Offices" (the entire database). Name-summarized searches also offer options to a Soundex search or word specific search.

The Property Search allows you to perform a Property Description Word Search or Property Location Search (if keying is formatted properly).

The Clearview™ 20/20+ System Public Inquiry module provides rapid inquiry results in a list format. Columns are re-positioned based on the relative importance of the data in each column and the windows are re-sized to maximize the viewable data area. Image display is crisp and clear with the ability to navigate, zoom, rotate, etc. The System also supports the caching of pages to the workstation in cases of slow network response time.

The Clearview™ 20/20+ System Public Inquiry module has its own "draw down" or debit payment system. Once a customer establishes an account with your office, account users direct their requested prints automatically to the public printer. The system deducts the "copy" amount from the recognized account. Customers request copies (index and/or images) directly from any of the public terminals as long as they have not exceeded their balance and have a valid password. The prints for customers without an account are directed to a print queue to be released by a County employee upon payment.

#### **3.1.4.1 Internet**

Avenu enables you to provide access to records and Internet searching options to users via the USLandRecords website <https://www.uslandrecords.com>. Avenu specially designed this web site to provide public-access to all public records.

Internet access to your data and images are provided through a Web Server hosted on Avenu servers located at our data center.

With the Avenu Internet services delivered through our <https://www.uslandrecords.com> website, the public is able to search a copy of the databases (the primary database will remain fully secure, inaccessible via the Internet) by entering parameters such as property owner's name, type of document, and instrument number, etc. (This works the same way as the internal Public Search module described above). Once the desired information is found, users may view and print document images.

Our USLandRecords portal is fully capable to providing access to land records index and images through a robust web-browser application. This access facilitates the search and retrieval of records by researchers and commercial subscriptions, including e-commerce capabilities or free access to view/download or any combination thereof according to current legislation in New Hampshire.

### 3.1.5 Customer Payment Account System

Avenu’s proposed solution will notify customers when the account hits a minimal amount. Fields of entry will include, but not be limited to name, login, password, address, phone, and e-mail address. Each customer will be given a unique log-in and password. Avenu’s proposed Clearview™ 20/20+ System solution will allow the County Clerk to have the ability to restrict which employees have authorization to create, modify, and/or view accounts. The proposed solution will allow for pay down account and will automatically deduct accounts as prints are made and the customer’s account balance will immediately reflect deductions.

For this project we are proposing our integrated suite of Windows® native records management software modules Clearview™ 20/20+ System. This software is designed for Local Clerks/Registers/Recorders. These are the features of our solution:

- ▶ Scalable and configurable
- ▶ Modular deployment
- ▶ Common database
- ▶ Automated cash management
- ▶ Escrow or charge accounts
- ▶ Automatic document/case number and page assignments
- ▶ Integrated indexing
- ▶ Integrated verification process
- ▶ Efficient and accurate document capture
- ▶ Redundant data protection document storage



Figure 4 - Avenu’s Clearview™ 20/20+ logo

### 3.1.6 Sample Implementation Timeline

The table below is the preliminary timeline with the key implementation steps and deliverables developed for this project. A complete plan will be developed in conjunction with the County upon contract award and any selected options will be added to the schedule.

Upon selection, Avenu will consult with County staff in order to complete a confirmed implementation plan and timeline, will develop the requisite MS Project schedules including Gantt chart and obtain the County’s approval prior to launching the project.

Implementation Plan start date is dependent on the assumption that all historical data and images up to cutoff date have been supplied and have been in Avenu’s possession for three weeks.

ID	Milestone	Contract Week Completion	Notes
1	Contract Award	0	
2	Project Kick-Off/Design Meeting	1	
3	Site Survey	2	
4	Sample Data to be Converted	2	County Approval Point
5	Site Preparation	4	
6	Test Sample Data Conversion	5	
7	Network Integration	5	
8	Software Installation /Configuration	6	
9	Data Conversion QC	6	
10	Site System Testing	6	
11	Clearview 20/20+ Application Installation	7	

ID	Milestone	Contract Week Completion	Notes
12	Full Data Conversion and Load	7	
9	System Preliminary Acceptance Testing	8	County Approval Point
<b>Training</b>			
10	County Personnel Application Training		
	• Cashiering	9	
	• Indexing/Scanning	9	
	• Employee Searching	10	
	• System Administration	10	
	• Security	10	
	• Recovery	10	
	• Problem Detection and Reporting	10	
	• Workstation Operations	11	
	• Online Operations	11	
	• Public Access & Searching	11	
<b>Testing</b>			
11	Parallel System Testing	12	County Approval Point
12	Final Acceptance Tests	12	
<b>Go Live</b>			
13	System On-line	12	County Approval Point

### 3.1.7 Training

Avenu's proposed solution includes user-friendly software that allows novice users to easily accomplish tasks with minimal confusion and/or delay. Avenu's proposed software has a very simple and intuitive user interface. The intuitive screen layout and use of standard Windows features is designed for the untrained user thus making the system easily accessible to all skill levels from beginner (no computer skills) to advanced users.

Avenu will provide training for all County Clerk personnel. Avenu uses a systematic hands-on training approach to ensure the Clearview™ 20/20+ System training program addresses all system requirements. Our approach optimizes scarce resources and focuses on equipping County employees with the skills they need to successfully execute the system. Training of the County staff is critical to the success of the program. It is our goal to provide all levels of users, from those with little or no computer literacy to those with extensive experience, the amount of training necessary for a successful implementation. To achieve full benefit of a robust, functionally rich system, end users need to be trained adequately to take advantage of the system's application and tools. With respect to this theory, timing of the training is crucial. All training is performed by the same individuals who will be answering your support calls. This means that the support staff possess in depth knowledge of the programs being used, enabling them to provide clear, accurate directions and training.

### 3.1.8 Training Location

Our normal procedure is to conduct all training live, onsite, at the County. Sessions take place during mutually agreed upon times. Due to the direct, hands-on approach of our training course, we strongly suggest that class size should be limited to no more than 10 participants. the County's training area should provide attendees with an environment that minimizes training disruptions and most common distractions. There should be adequate space for required computer workstations and peripheral equipment. Network access is also important.

### 3.1.9 Training Format

The training format includes a combination of instructor-led lecture and student laboratory exercises. Avenu believes that a combination of lecture and lab reinforces the training materials and maximizes student retention. The typical approach for a topic includes instructor lecture on the topic, instructor demonstration of the topic, a student walkthrough of the topic at the appropriate workstations, and student participation in exercises that reinforce the subject. Training is tailored to the specific applications and to the specific business processes implemented in conjunction with the implementation of the new system. The table below indicates the nature and types of sessions to be incorporated in the training.

Type of Training Session	Description of Training Sessions	Typical Duration of Sessions (for a class of 10 users or less)
Introduction	This session focuses attention on an overview of the software, including the general features, and navigation through the modules through the use of menu, icon toolbar and shortcut options. Search functions for all indexes including pre-set search criteria, display of index data and scanned images, and printing of search results listing documents and images.	2 – 3 hours
Cash Station Operator – Document Reception	Document reception functions including preliminary data entry for cashiering, payment /collection options, and the application of registration information is covered in this session. Printing and re-printing of receipts and registration information, and daily balancing procedures are covered in this session. The session regarding document reception is provided for those who process mailed-in instruments, those who process filings brought into the front counter AND eRecording documents.	3 – 4 hours
Scanner Operator – Document Capture (Scanning) and Quality Control for Scanned Images	Initial document scanning, including operating procedures for the scanners, and scanner settings is covered in this training session. Image quality verification, image manipulation, image import and image annotation are also covered. This session covers both high-volume and low-volume scanning operations	2 hours
eRecording Training	Avenu recognizes the importance of training for all levels of eRecording to be implemented in the County. Receiving, inspecting, and accepting or rejecting documents presented for eRecording are covered in this session.	2 hours
Index Functions	Other indexes, such as the receipt, import, processing and use of marriage index data from the County Clerk's office will be the focus of this session. Associated functions for processing additional indexes, retrieving index and image information, printing of forms and copies and any required correction procedures are included in the "Other Indexes" sessions	3 – 4 hours
Customer Service and Print Administration	Cashiering for miscellaneous customer service charges, like prints of land records, maps and plats, and the management of public print requests is covered in this session.	1 – 2 hours
Accounting Functionality – Cash Management and Reports	This session is focused more on supervisory personnel who are involved in approving daily balancing operations, and those involved with the Recorder's "back office" accounting functions. Functions addressed include managing accounts receivable, adjustments and refunds, receipt inquiry, and audit of financial functions. A thorough review of available cash reports, generating, printing, and storing accounting reports in multiple electronic formats is covered.	3 – 4 hours
Public Users	This session introduces public users who will be on-site or those who have an interest but will be accessing the system through the Internet to the new system. Searching the index data, viewing indexes and images and the submission of print requests (for on-site users) are covered in this session	1 hour
Network/System Administrator	System Administration training is the most technical of the four groups. It is recommended that all County System Administrators attend this training. This training includes an in-depth discussion of image server management and how the system was configured. It also includes a trouble-shooting session and a complete demonstration of all packaged software administration tools. This training is generally scheduled after all users and supervisors have completed all other training.	3 – 4 hours



The Clearview™ 20/20+ System users find that the software has been designed for ease of use, utilizing standard Microsoft Windows interface features, yet allowing for use in a mouse-less environment. A consistent user interface is maintained at all times with all functions clearly labeled on the screen. End users need very little technical training, requiring only simple keyboard skills. Their training focuses on the portions of the application software that they use on a daily basis, with more in-depth training provided to administrative level users.

All of the application software is designed to replace current operations in document management (capture, indexing, store, etc.) and does not require employees to drastically learn new skills. They are trained how to use the new system as a tool to perform the functions of the office more efficiently. All windows, dialogs and menus are clear and English language-oriented, using terminology that matches that of your office.

**3.1.10 Post Implementation Training/Re-Training**

After the system is live, initial training is completed and County staff has used the system for 30 days, Avenu provides a training review session to answer any follow up questions. Avenu also provides future access to all scheduled training classes. We gladly train new personnel or periodically provide refresher training at no extra cost. In user training, as well as in everything else, we strive for 100 percent customer satisfaction.

**3.1.11 User Manuals**

The proposed version of the Clearview™ 20/20+ System provides one click access to online (PDF) Technical and Operational documentation. These online documents are specific to the application functions they are called from. Additionally, Desk Reference guides, in both electronic and paper format, will be provided for each workstation including public search workstations. Each Desk Reference guide is specific to the job function requirements.

**3.2 REPORTING**

Avenu has closely reviewed the County’s requirements and Avenu’s proposed solution has the capabilities to meet all requirements listed in the Reports and Reporting for Cashiering System section.

The Clearview™ 20/20+ System cashiering module has a robust reporting system. the County will continue to have reports similar to that currently installed. The following is a list of reports currently available upon install. If needed, Avenu customizes additional reports per your specifications. Avenu provides state-mandated reports at no additional charge.

- ▶ Account Balance Report
- ▶ Charge and Title Company Account Statements
- ▶ Checks Received Report
- ▶ Common Name Codes Printout
- ▶ Court Administration Reports
- ▶ Daily Filings Report
- ▶ Daily Register
- ▶ Disbursement Report
- ▶ Document Type Codes Printout
- ▶ Fee Transfer Report
- ▶ Grantor/Grantee Index Printout
- ▶ Mail Back Codes Printout
- ▶ Monthly Mortgage Tax Report
- ▶ Notary Public Report
- ▶ Passport Report
- ▶ Recording Statistical Analysis
- ▶ Revenue Detail Reconciliation Report
- ▶ Revenue Summary Reconciliation Report
- ▶ RP-5217 Report
- ▶ Semi-Annual Mortgage Tax Report
- ▶ Title Company End of Day Collection Report
- ▶ Transfer Tax Report
- ▶ Trial Balance
- ▶ User Productivity Reports
- ▶ Void Report
- ▶ Workflow Reports

### **3.3 IMAGE HANDLING**

Avenu enables you to provide public access to records and Internet searching options to users via the USLandRecords website <https://www.uslandrecords.com>. Avenu specially designed this web site to provide public-access to all public records.

In the scanning module, documents are processed one at a time or in batches. All images are held on magnetic storage and written to redundant disc arrays for maximum security and availability. This enables the Clerk, if they so desire, to scan the document at the counter (or behind the counter) and return the original document to the submitter.

When scanning (and if using bar codes), the system automatically reads the bar code and links the image to the matching index record. The system compares the actual number of pages scanned with the number of pages entered during cashiering and reports any differences. After scanning is completed, Avenu recommends that all document images be verified. Avenu produces workflow reports which will notify the user if a document in a range has not been scanned or if any pages are missing within a document.

Options for correcting page count discrepancies and image quality include overriding the error, re-scanning all pages, re-scanning a single page, deleting a page(s), re-ordering a page(s), inserting a single page anywhere in the document, as well as appending a page to the end of a document. Avenu has extensive experience in scanning voluminous documents and has incorporated the most efficient means of image corrections into this module.

#### **3.3.1 Redaction Capabilities**

The Clearview™ 20/20+ System provides redaction capabilities during all phases of the scanning process. The user can select the section that needs to be redacted and it will be blacked out for all users. The County employees with enough security will be able to view the original image. If the County wishes to have automatic redaction there is an additional charge for the rule setup and software to process the redaction automatically. Avenu will gladly price this feature if required.

#### **3.3.2 Importation of Scanned Images from County-owned Devices**

Avenu's proposed solution allows for the importation of images from County-owned devices such as map scanners.

#### **3.3.3 Importing Various Image Formats**

Avenu does allow for the importation of image formats but will need to discern specific formats to ensure compatibility.

#### **3.3.4 Ability to Redact Pre-Determined Information**

Avenu's proposed solution allows for the redaction of information without altering the original.

#### **3.3.5 Imaging and Indexing of Maps**

Avenu's proposed Clearview™ 20/20+ System solution will allow the indexing and import of images and maps. Should the County require a map scanner, Avenu would be pleased to provide pricing.

### 3.3.6 Export of Data

Avenu's proposed Clearview™ 20/20+ System solution will allow the export of data components in standard formats, like MS Excel, to facilitate the upload to other County systems and applications. Avenu will be glad to work with the Staff of the County to identify any needed export utilities and develop additional Extract/Transform/Load procedures as needed or desired by the County.

## 3.4 E-RECORDING

Avenu offers Clearview™ eDelivery Manager at no cost to the County. It will manage the delivery and payment of all transactions coming into the County to eliminate the need to balance multiple vendors daily. It will also provide you with a single point of contact for all your e-Recording needs. Avenu will manage all the support calls from the submitting companies as well as all the payments to the County. This integrated design gives the County an easy method to implement a full e-Recording package without dealing with multiple contracts with vendors. Our e-recording capabilities provide for supporting all applicable document rejection standards in the industry today. Also, our e-recording capabilities provides for full integration of all major e-recording vendors, including Simplifile, CSC, and EPN.

## 3.5 SUPPORT

Avenu understands the vital importance of maintenance and support. Avenu will provide maintenance and support for the systems for five (5) years. Support is the most important and most closely monitored service provided by Avenu. Our goal at Avenu is to provide superior customer service to our clients. We do this by providing a convenient toll-free number with guaranteed response times. Our support staff is always available to answer questions or solve issues regarding Avenu-provided software. They are trained to handle any type of problem, and understand the need to use simple, easy to follow instructions when stepping a customer through a problem. Our goal is to resolve a reported issue on the same business day whether it is received from our customer phone, e-mail, or on-line. Avenu utilizes Microsoft Dynamics Customer Relationship Management (CRM) Software to provide Web Support. Dynamics CRM Product users issue support tickets on the Internet via a web interface and track status and resolution on-line, without needing to pick up the phone.

Avenu provides free software upgrades and documentation updates for Federal or State-mandated changes. Avenu provides all state-mandated changes at no additional cost. Also, as Avenu upgrades and enhances the application, software upgrades may be added at no additional cost to the customer. Scheduled maintenance releases occur every six to twelve months. Other updates are deployed by Avenu as needed. Avenu is responsible for installing and updating all software in this offer. Avenu will work with the County on any new releases that will be installed. There will be a review of all new features so the County can decide which features will work for them.

Severity	Description	Action Model	Response Time
1 Down	<ul style="list-style-type: none"> <li>Reserved for Production Systems</li> <li>Total loss of system functionality</li> <li>Significant loss or corruption of data, images, etc.</li> </ul>	<ul style="list-style-type: none"> <li>Immediate &amp; constant attention until resolved or reassigned a lower severity</li> <li>Frequent contact by mutual agreement</li> <li>Progress review by support team and executive management</li> </ul>	Within 15 minutes

Severity	Description	Action Model	Response Time
2 Critical	<ul style="list-style-type: none"> <li>Significant loss of functionality preventing business goals from being attained</li> <li>Available workaround not acceptable</li> <li>Issues that impede system implementation within two weeks of target production date</li> <li>Development or Test issues that are urgent</li> </ul>	<ul style="list-style-type: none"> <li>Priority focus from the case owner and support team</li> <li>Frequent contact by mutual agreement</li> <li>Progress review by support management</li> </ul>	Within 4 business hours
3 Major	<ul style="list-style-type: none"> <li>Downgraded Severity 1 or 2; temporary workaround accepted to reduce the impact of the situation</li> <li>Anomalies in system function or administration which require assistance</li> <li>Non-urgent, Production Development, Test or Administration issues/questions</li> </ul>	<ul style="list-style-type: none"> <li>Resolution coordination within the support team</li> <li>Status monitored daily with status updates as known</li> <li>Periodic review by support management</li> </ul>	Within 12 business hours
4 Minor or Informational	<ul style="list-style-type: none"> <li>Minor, temporary, or infrequent issues which affect a limited number of users</li> <li>Development, Test or Administration issues or questions that are not urgent</li> <li>Product functions as intended, but does not meet the needs of the customer's business situation</li> </ul>	<ul style="list-style-type: none"> <li>Estimated completion date provided to County, if available</li> <li>Status monitored weekly with status updates as known</li> <li>Enhancement requests logged and forwarded to Product Management</li> </ul>	Within 24 business hours

### 3.5.1 Data Archiving and Disaster Preparedness Services Backup and Recovery

Avenu has robust Disaster, Backup, and Archival capabilities. The Clearview™ 20/20+ System provides backup for images and index data, allowing the System Administrator to control backup and adjust backup procedures. Image and index databases are retained on-line indefinitely.

Procedures are established for backup of images and data utilizing a suitable backup device. These procedures are provided to allow System Administrators the ability to control and adjust the backup process. Backups are performed automatically without operator intervention to an off-site secure production Avenu Data Center. Avenu will maintain a fully redundant and fully replicated copy of the County indexes and images off-site in a Avenu owned and operated data center. In the event of a loss of data, these replicated copies will be used to rebuild the County data repository.

Avenu is investing in a new updated data center strategy. The focus of the investment is to ensure our facilities are suitable to support our customers' requirements and service levels. This strategy covers facilities, architecture and design, security, and operations management.

Avenu is moving to secure a 3 data center strategy (East-Atlanta, Central-Dallas Ft. Worth, West- Fresno). The data center elements are deployed in commercial data centers with Tier III/IV designations for data center reliability. This movement to single purpose facilities provides significant advantages over previous directions:

- ▶ 7x24x365 operational design.
- ▶ Significant redundant HVAC, Power generation, UPS
- ▶ 3<sup>rd</sup> Party 7x24 security and facilities management
- ▶ Biometric and auditable physical security
- ▶ Unlimited access to internet and a wide choice of redundant carriers.
- ▶ Our new data centers are certified for the following:
  - SOC1 &2 (SSAE16), ISO 27001, HIPPA, PII

Architecturally Avenu is also moving in new directions. Our focus is building an environment that is purpose built for our customer yet is flexible to support a variety of business opportunities. This includes the following design characteristics:

- ▶ Purpose built environment supporting customer facing or hosting architectures separated from our internal environments. This allows us to tailor the security and tools for unique customer data and access requirements.
- ▶ Fully redundant (2N+1) to ensure 99.99% or better availability.
  - Support for in-place maintenance strategies
- ▶ 10GB ethernet infrastructure with multiple carriers and diverse access
- ▶ Centralized SAN strategies with design reliabilities of 99.9999%.
- ▶ Security layers allowing for full isolation and separation of external and internal DMZs

Our support environment is built around utilizing the 3 data center locations for mutual support and offsite backups. Our data integrity focuses on

- ▶ Encrypted data at rest. Our databases encrypt select fields that are deemed sensitive or private. Keys to the encryption are stored in a key reference file or lock file to prevent access to the key vault.
- ▶ All encryption is 128bit AES.
- ▶ Access to files or fields are based on privileges that are assigned to individuals with specific need to know. Access is monitored and logged. Generic admin privileges are not assigned or used.
- ▶ Any data or applications moving from Development to Production move through a structure change management process with several levels of visibility and approval. Only a few specific individuals have authority to move items into production.
- ▶ Most of our applications maintain their own access mechanisms unique to the application, but all underlying code and data is built around a secure infrastructure that is administered and managed through Microsoft's Active Directory. This enables very granular rights and privileges.

While the data is at rest, Avenu protects the data through a series of secure backup functions. Daily, weekly, and Monthly incremental updates occur, and the encrypted data is backed up to ensure reliable service and quick recovery. But we also protect the data in other ways:

- ▶ All servers are continuously protected and monitored for Virus and other Malicious threats.
- ▶ All email traffic is monitored for spam and ransomware.
- ▶ All corporate desktops are monitored for virus and other threats. This is primarily managed via Microsoft's Endpoint Protection Application Suite.
- ▶ Corporate Servers are patched and updated continuously. Once the updates have been tested, they are automatically deployed throughout our environment.
- ▶ Updates to desktops and Laptops throughout the environment occurs as the patches are approved.
- ▶ Server and network infrastructure, hypervisors, and support tools also receive testing and validation before insertion.

Corporate data protection is not just about firewalls and encryption, it is also about Policy and Practice:

- ▶ Corporate security policies are designed to identify best practices provide guidance and education to the employees.
- ▶ Acceptable use policies are enforced and part of the new hire orientation.
- ▶ Corporate hiring practices include background and credit history verification.

Avenu's Clearview™ 20/20+ System is designed to make daily backup a simple, automated process, requiring the absolute minimum assistance or management by your office staff. Engineered into the System is the ability to accommodate a wide range of third-party backup hardware and software.

Within the program is a Job Scheduler, custom-built by Avenu for each customer. The Job Scheduler and certain other system administrative functions are not normally configured by County Recorder staff. The reason for this is that years of Avenu experience in many government offices has shown that the Recorder's office is best served by systems that allow it to concentrate on the job of recordation, rather than administering and configuring the recording system. Maximum system and data security are achieved when Avenu provides or pre-programs certain critical system administrative functions as part of our service, making the system as easy to use as possible.

Among the jobs handled by the Job Scheduler are the daily backups. Each evening, at an agreed-upon time, after the office closes, the Job Scheduler initiates backup software to commence a full backup. The data that is backed up each night at this time includes all data recorded that day, all images that were digitized that day, all system configuration files, and the System itself.

A second, redundant backup of all data and images is also accomplished every night by the system entirely in the background, requiring no Recorder staff intervention whatsoever. In addition to copying the normal nightly backup to disk, the system initiates a second complete backup of all data and images to a USB connected hard drive provided by Avenu. From our offices, Avenu remotely initiates data restoration from the hard drive to resolve any data loss issue other than complete primary server failure (which entails hardware and/or operating system replacement).

Once a month, the Recorder staff is responsible for sending the backup media to Avenu for secure offsite storage. This process continues until a full year of data and images have been stored off-site in a secure location. The full year of backups is stored indefinitely; monthly backups are sent back to the County.

#### **3.5.1.1 Power Outages**

Uninterruptible Power Supply (UPS) is recommended for all servers and workstations. UPS will support the servers, employee workstations, scanners, and printers. The UPS should be able to provide (30) thirty minutes of backup power in case of an outage.

#### **3.5.1.2 Data Loss**

The proposed system provides the following protection against loss of data or images due to power surges or outages.

- ▶ **Server Failure.** Redundant equipment is recommended for high availability.
- ▶ **Storage Failure.** Use of RAID arrays ensures that even with hardware failures data is not lost and the operation can continue to function.
- ▶ **Power Outage.** Monitor UPS for remaining battery life to ensure a graceful shutdown of equipment. Contact utility company to determine estimated duration of outage; depending on utility company response, use UPS as long as possible or invoke Disaster Recovery Plan
- ▶ **Network Failure.** Rely on redundant connections as appropriate and secure

At the time the service interruption occurs, the Customer will assess the situation and determine the most expedient method of completing the work for the day and long-term recovery. When the situation necessitates the potential invoking of the Disaster Recovery Plan, the Customer will contact Avenu to review the situation and determine the course of action.

At the time the service interruption occurs, the County will assess the situation and determine the most expedient method of completing the work for the day and long-term recovery. When the situation necessitates

the potential invoking of the Disaster Recovery Plan, the Customer will contact Avenu to review the situation and determine the course of action.

### **3.5.1.3 Site Failure – Disaster Recovery**

The steps or stages:

- ▶ **REACT**
  - Respond to emergency
- ▶ **ASSESS**
  - Assess damage to facility
  - Assess utility outages
  - Assess systems outages/damage
  - Assess equipment damage
- ▶ **NOTIFY**
  - Notify Avenu
  - Establish communications
  - Have a conference call to discuss the plan
- ▶ **RESPOND**
  - Implement approved actions in relation to specific areas
  - Support time sensitive functions
  - Information Technology/Communications restoration

The Clearview™ 20/20+System provides backup for images and index data, allowing the System Administrator to control backup and adjust backup procedures. Image and index databases are retained on-line indefinitely.

Procedures are established for backup of images and data utilizing a suitable backup device. These procedures are provided to allow System Administrators the ability to control and adjust the backup process

Backups are performed automatically without operator intervention to an off-site secure production Avenu Data Center. Avenu will maintain a fully-redundant and fully-replicated copy of the County indexes and images off-site in a Avenu owned and operated data center. In the event of a loss of data, these replicated copies will be used to rebuild the County data repository.

In the event of a declared disaster by the County, Avenu will assist in the restoration process.

Avenu is investing in a new updated data center strategy. The focus of the investment is to ensure our facilities are suitable to support our customers' requirements and service levels. This strategy covers facilities, architecture and design, security, and operations management.

## **3.6 HARDWARE AND SOFTWARE**

Avenu understands that it is the intent of the County to procure a 'Software-Only' solution. That is to say that the County will provide (and procure, if necessary) any required hardware components compatible with our proposed solution and as needed by the office of the Register of Deeds. Our solution, as described in this response is for the software components of our solution to be deployed and implemented in County-provided hardware components and related infrastructure. We are providing the following list of hardware components for illustrative and reference purposes.

Hardware	Description
Dell PowerEdge R740XD	Server
Dell PowerVault TL1000 - LTO 7 Tape Library	Tape Device
Quantum - LTO Ultrium 7 tapes	Tapes
APC 17" LCD Console KVM, Rackmount Pull Out Monitor / KVM combo	KVM
CISCO 5506-X Fwall	FireWall
Dell Networking N1524 24 port Switch 1GB	Switch
CyberPower	UPS
Tripp Lite 12U secure rack	Rack
Dell OptiPlex 7480 All In One with 23.8" Flat Panel	Public Stations
Dell OptiPlex 7480 All In One with 23.8" Flat Panel	Operator Stations
Fujitsu fi-7180 Duplex Scanner	Duplex Scanner
HP LaserJet Pro M118dw or M404dw	LaserPrinter
HP M610DN Duplex	Laser Printer
HP M610N/DN Sheet Feed Tray - 500 pgs	Paper Feeder
APC 600 ups	UPS for Workstations
APC SureArrest Perform	Surge Protector
Receipt/Validator - Axiohm A760 serial (Certified)	Receipt Validator
Cash Drawer APG	Cash Drawer
Dymo LabelWriter	Label Printer
Verbatim 4TB External Hard Drive	USB EXT Drive
SEAGATE 4TB Backup+ Slim External Hard Drive	USB EXT Drive
Zebra ZXP3 Prt TT Dual Sided 300dpix	ID Card Printer
Canon Powershot ELPH 180 20MP	Camera
Topaz Signature Gem Sig Pad ID FingerPrt	Signature Pad

Software
Microsoft Windows Server Standard 2019
Microsoft SQL Server 2017 Standard
PDFFactory Pro Server
McAFEE Endpoint Protect
Acronis Backup Standard Virtual Host



## 4 References

Avenu is pleased to provide the County with the 3 below references:

Reference #1: Orleans County, New York	
<b>Point of Contact:</b>	Nadine Hanlon
	Phone: (585) 589-5334
	E-Mail: <a href="mailto:Nadine.Hanlon@orleanscountyny.gov">Nadine.Hanlon@orleanscountyny.gov</a>
<b>Project Description:</b>	Deployment of the 20/20+ Perfect Vision Land Records Management System and Internet Public Access through USLandRecords

Reference #2: Cumberland County, Maine	
<b>Point of Contact:</b>	Name: Nancy Lane, Registry of Deeds
	Phone: (207) 871-8399
	E-Mail: <a href="mailto:lane@cumberlandcounty.org">lane@cumberlandcounty.org</a>
<b>Project Description:</b>	Deployment of the 20/20+ Perfect Vision Land Records Management System and Internet Public Access through USLandRecords

Reference #3: Allegheny County, Pennsylvania	
<b>Point of Contact:</b>	Name: Brian Brodeur, Records Director
	Phone: (412) 350-4552
	E-Mail: <a href="mailto:brian.brodeur@alleghenycounty.us">brian.brodeur@alleghenycounty.us</a>
<b>Project Description:</b>	Deployment of the 20/20+ Perfect Vision Land Records Management System and Internet Public Access through USLandRecords

## 5 Pricing

Avenu is pleased to provide the following pricing options to Carroll County:

### Clearview Application Software and Internet Hosting Pricing:

Item	3 Years	5 Years	10 Years
Clearview™ 20/20+ System	\$3,630.00	\$3,260.00	\$3,150.00
USLandRecords	50/50 revenue share*	50/50 revenue share*	50/50 revenue share*

### 5.1 NOTES

- ▶ \* If the County elects to not charge for viewing or printing, it will be \$200 per month for the term of the contract.
- ▶ The pricing shown above covers all related expenses to the design, delivery, implementation, and installation of the Clearview™ 20/20+ System core hardware and software components which encompass all the functionality related to Land Records Management Systems as per the County's RFP. The pricing shown above covers all elements, including licensing of software products, conversion of existing data/images, training, and technical support and maintenance for a Term of 60 months.
- ▶ The pricing shown above for the USLandRecords online document search engine can be changed according to potential internet sales revenue share. Avenu will be glad to work with the County to identify a desirable method of revenue distribution and sharing that could ultimately lower this expense on an ongoing basis.
- ▶ The pricing shown above does not include the provision of integration capabilities with other County systems and/or separate solutions. Avenu will be glad to work with the County to identify desired solutions for integrating the proposed Land Records Management System with other systems and provide the corresponding Scope of Work and pricing.
- ▶ The solution being proposed is a true-and-tried Land Records Management Solution that will meet or exceed the needs and requirements of the County.

Avenu will be glad to work with the County to further expand on this proposed solution from the standpoint of additional desired hardware components. If desired, we will be glad to further define any additional hardware resources and provide any additional required pricing.