



Carroll County, NH Register of Deeds
1 Year Land Records Life Cycle Contract

This contract is made this 1st day of January, 2022 between Carroll County, New Hampshire and Fidar Technologies (“Fidar”). Carroll County and Fidar hereby agree that the 5 Year Agreement signed on October 26, 2016 between Carroll County and Fidar (the “Agreement”) is hereby amended and set to terminate on 12/31/2021. Except as amended by this Contract, the terms and conditions of the Agreement, which are incorporated herein and made a part hereof, shall continue in full force and effect during the 1-year term of this Contract.

SOFTWARE SERVICES SUMMARY

Fidar Technologies Product\Service Description	Cost
AVID	Year 1-2022 - \$2.30/recorded doc
eRecording	Included
Search for Public Workstations	Included
Iris	Included
Swift	Included
Laredo, Tapestry, & AVA (See Schedule D for remote access)	\$1800.00/month
Hardware Lease and Support (See Schedule C for hardware maintenance) (<i>Optional</i>)	\$2520.00/month
Information Replication (Separate Schedule)	2000.00/Quarter
	\$.055/image
HFM Services (<i>Optional</i>)	\$60.00 per Duplicate
Annual LifeCycle Support	Included
1-800 Support	Included
System Upgrades	Included
Training on New features & Functionality	Included
State Mandated or Regulatory Updates	Included

1 YEAR PAYMENT MILESTONES AND DATES:
 LifeCycle Per Doc invoices will come 1 month in arrears.



FIDLAR TECHNOLOGIES LIFE CYCLE SERVICE INCLUDES:

- ◆ The use of our AVID software product during the life of this contract
- ◆ The use of any future software product Fidar may develop to replace AVID for the purpose of recording land records documents (AVID).
- ◆ Project management, installation, conversion (excluding any needed or requested data clean-up), and training needed for the initial installation of any future Fidar Technologies product developed to replace AVID for the purpose of recording land records documents.
- ◆ The use of new add-on modules Fidar may develop and offer to the market for the purpose of recording land records documents.
- ◆ CountyCare[®] software maintenance

FIDLAR TECHNOLOGIES LIFE CYCLE SERVICE DOES NOT INCLUDE:

- ◆ The 3rd party software and hardware to operate AVID.
- ◆ The installation, maintenance, or support of 3rd party software and hardware now or in the future.
- ◆ Any current or future Fidar developed software product or service not designed or offered to the market for the purpose of recording land records documents.
- ◆ Any form of ownership or perpetual license to Fidar developed software products.
- ◆ Any custom development for special requests from client
- ◆ Any needed or requested training except as stated in the above section.
- ◆ Use of Fidar developed remote access products except as outlined in Schedule D of this contract.
- ◆ Explicit omission of any add-on modules not included in this contract.

BUYER REPRESENTS THAT THIS LIFECYCLE EXTENSION HAS BEEN READ AND ACCEPTED:

CARROLL COUNTY, NH

FIDLAR TECHNOLOGIES

Dated: _____

Dated: _____

By: _____

By: _____

Name: _____

Name: _____

Title: _____

Title: _____



SCHEDULE C

Hardware Lease

All equipment listed below, and its implied components (i.e., motherboard, power supplies, RAM, print heads, etc.), are covered by this Schedule C. In the event of failure of any of this hardware, Fidlar Technologies will cover all repairs of this hardware. Fidlar will also re-install, at no cost to the customer, all Fidlar software applications that ran on the hardware before the failure. (NOTE: Re-installation of Fidlar software applications is billable if Schedule C is declined.)

This Lease includes periodic visits from Fidlar staff to validate the workings of your hardware.

All covered equipment is listed below:

NHCarroll Workstation Equipment Inventory		
Equipment Description	Serial Number	Date Purchased
<i>STAFF1PC Lisa</i>		
HP ProDesk 600 G2 Microtower PC	MXL6503YWM	2017
HP Compaq LA2405wg 24-inch Widescreen LCD	CN421104D4	2012
U4500 Finger Print Reader	G700E004495	2017
Belkin 1100 UPS	20H04903289W4	2017
<i>STAFF2PC Pam</i>		
HP ProDesk 600 G2 Microtower PC	MXL6503YWH	2017
HP Compaq LA2405wg 24-inch Widescreen LCD	CN421104HX	2012
HP 24-inch Widescreen LCD	CNC7060KS5	2017
Fujitsu 7160 Scanner	A36DH33094	2017
Epson TM-H6000IV POS Printer	P5TF143447	2017
Dymo 450 Twin Label Printer	2257042	2017
U4500 Finger Print Reader	G700E004497	2017
<i>STAFF3PC Lori</i>		
HP ProDesk 600 G2 Microtower PC	MXL6503YWD	2017
Planar PCT2785	PL627GYSW0383	2017
HP Compaq LA2405wg 24-inch Widescreen LCD	CN41101BFC	2012
Fujitsu 7160 Scanner	A36DH32822	2017
Epson TM-H6000IV POS Printer	P5TF143432	2017



Dymo 450 Twin Label Printer	2256733	2017
U4500 Finger Print Reader	G900E018992	2017
Best Power 450 UPS	UT353A0260	2017
STAFF4PC Lisa Office		
Lenovo PC	MJKFXHL	2012
HP Compaq LA2405wg 24-inch Widescreen LCD	CN42430869	2012
HP 24-inch Widescreen LCD	CN45250XFX	2015
U4500 Finger Print Reader	G700E004470	2017
Best Power 450 UPS	UT502A0574	2017
STAFF5PC Jeff		
HP ProDesk 600 G2 Microtower PC	MXL6503YYC	2017
HP Compaq LA2405wg 24-inch Widescreen LCD	CN421104C9	2012
HP 24-inch Widescreen LCD	CNC644012R	2017
Fujitsu 7160 Scanner	A36DH33034	2017
Epson TM-H6000IV POS Printer	P5TF143424	2017
Dymo 450 Twin Label Printer	2256741	2017
U4500 Finger Print Reader	G700E004496	2017
Best Power 450 UPS	203PF01261C	2017
STAFF6PC		
HP ProDesk 600 G2 Microtower PC	MXL6503YW5	2017
HP 24-inch Widescreen LCD	CNC644012V	2017
HP 24-inch Widescreen LCD	CNC6440DHF	2017
Fujitsu 7160 Scanner	A36DH32808	2017
Epson TM-H6000IV POS Printer	P5TF143408	2017
Dymo 450 Twin Label Printer	2082115	2017
U4500 Finger Print Reader	G700E004494	2017
STAFF7PC Banking		
Lenovo PC	S5CRBDD	2012
HP Compaq LA2405wg 24-inch Widescreen LCD	CN42040GVK	2012
Fujitsu 5770 Scanner	11509	2006
U4500 Finger Print Reader	G700E004458	2017
SCANPC Gisele		
HP ProDesk 600 G2 Microtower PC	MXL6503YWS	2017
Planar PCT2785	PL628GYSW0568	2017
HP 24-inch Widescreen LCD	CN45250XFT	2015
Fujitsu 7160 Scanner	A36DH32510	2017
Epson TM-H6000IV POS Printer	P5TF143409	2017
Dymo 450 Twin Label Printer	2256859	2017
U4500 Finger Print Reader	G700E004498	2017
Best Power 450 UPS	UC30506001010803	2017



TAXSTAMP1PC Front Counter		
HP ProDesk 600 G2 Microtower PC	MXL6241N52	2017
HP 24-inch Widescreen LCD	CNC7060KS3	2017
Fujitsu 7160 Scanner	A36DH18226	2017
Epson TM-H6000IV POS Printer	P5TF143426	2017
Dymo 450 Twin Label Printer	2255850	2017
U4500 Finger Print Reader	G700E004503	2017
Network Printers		
HP LaserJet 4000T	USNC136004	2000
HP LaserJet 4050T	USCC177072	2000
HP LaserJet M507dn	PHBCM7S31K	2020
HP LaserJet 2055dn	JPBF974318	2012
Plotter		
KIP 7170 Large Format Printer	13403524	2015

NHCarroll Server Equipment Inventory		
Equipment Description	Serial Number	Date Purchased
D-Link DSR-250 Router -- WAN & LAN	QBKI4H3000085	2018
D-Link DGS-1024D 24-port Switch -- LAN	SY3Z1HC000096	2017
D-Link DGS-1024D 24-port Switch -- LAN	SY3Z1HC000100	2017
D-Link DGS-1024D 24-port Switch -- LAN	SY3Z1HC000097	2017
NHCARR-APP HP Proliant ML350 G9 -- AVID	2M271101G6	2017
APC UPS 1500 -- NHCARR-APP	AS1241221183	2017
CyberPower UPS 1500 -on old servers	PT7FV2000180	2017
	AU3A064101868	
Planar PL1700 LCD -- NHCARR-APP	9	2011
Planar PL1700 LCD -- on old servers	BZ000318184050	2011
Western Digital 3TB External Hard Drives (x5) -- NHCARR-APP AVID Backup Set 1	WXA1E4829CCT, WXA1E488VVKH, WX31D98E5NHT, WX31DA8RDLVT, WXA1E484ERT7	2017
Western Digital 3TB External Hard Drives (x6) -- NHCARR-APP AVID Backup Set 2	?????? Off-site this week, might be on a recent	2019



Western Digital 1TB Elements External Hard Drives (x5) -- CarrFS1 Backup Set	sales order for them	2011
	WX31A92U0621, WXD1A8274448, WX31C4243463, WX71A9287168, WX51A9284762	

Consumables (i.e., scanner cleaning kits, pm kits, cables, paper, ribbons, media, diskettes, etc.), are not covered under the terms of this Schedule C.

BUYER REPRESENTS THAT THIS SCHEDULE 'C' HAS BEEN READ:

Carroll County, NH

FIDLAR TECHNOLOGIES

Dated: _____

Dated: _____

By: _____

By: _____

Name: _____

Name: _____

Title: _____

Title: _____



SCHEDULE D

REMOTE ACCESS PRODUCTS COMMUNITY SERVICE PRODUCTS

This Schedule D replaces any previously signed Schedule D and Schedule G and hereby adopts the terms and conditions of the original Computer Software Licensing Agreement signed by the County.

REMOTE ACCESS

LAREDO & AVA

Fidlar Technologies' Laredo software is designed to allow remote access to the Client's recorded document information by professional searchers (i.e., title companies, banks, realtors, etc.) Laredo is designed to allow subscription only access. Subscriptions for Client's customers and subsequent access are exclusively granted by Client (access may be terminated by Fidlar should the end-user agreement be breached). After Client issues the subscriber their user ID and password, they are able to download the Laredo remote access software from Fidlar's website, www.fidlar.com/laredo.

Laredo subscriber will be presented with an online End User Agreement when they log in to Laredo. They will be prompted to print the agreement, sign it, and then forward it to Fidlar. The Laredo subscriber will be presented with this User Agreement each time they log in until they endorse the agreement and send it back to Fidlar.

It is notable that the unique user ID (username) and password defines each Laredo user. This user ID can be used to access land records data from any properly configured workstation; however, multiple users cannot log in with the same user ID at the same time.

LAREDO BILLING:

Fidlar will invoice Client a monthly fee of \$1,800/month for the use of Laredo and AVA.

Laredo support (at 1-563-345-1283), including End-User subscriber support, is included in the Per-Minute Plans.

The Client understands that end-user access fees for Laredo are set by the county.



TAPESTRY

The Client has the option to participate in Fidlar's Tapestry General Public Access System by permitting their information to be made available through the Fidlar Technologies Tapestry website (www.landrecords.net). The Client understands that Tapestry is a service offered and managed by Fidlar to offer the land records of participating Counties collectively to the general public.

The Client understands that Fidlar will determine who has access to their Tapestry websites and will provide phone and email support to users as well as manage the billing and collecting of access fees from the end users. At the end of each calendar month, Fidlar will provide a credit to the Client based on the parameters below.

TAPESTRY PRICING:

Fidlar agrees to pay Client:

- \$2.75 per Tapestry search transaction
- \$2.25 per document image printed
- \$4.98 per Print Results

The Client understands that access fees for Tapestry are set by Fidlar. Fidlar will notify Client at least 30 days in advance before such fees are changed.



MONARCH - For Town Transfers

Fidlar Technologies' Monarch software is designed to allow land record's data and/or images to be distributed via an application programming interface (API). Monarch is designed to allow subscription only access.

Fidlar will provide to the subscribers all the necessary support, technical support, and communications to allow for the successful use of the Monarch system at no cost to the County.

Under the terms of this agreement, Fidlar Technologies will only market access to County data and images with the specific permission of the county.

Fidlar License Fee to County per User Subscription	Cost
Present Day Images	NA
Present Day Data	NA
Historic Images	NA
Historic Data	NA
On Demand Images/Data	Refer to Tapestry pricing
Security Options	
How many days will the information be delayed	NA
Images will be watermarked w/ text (if Y see *below)	NA



COMMUNITY OUTREACH SERVICES

PROPERTY FRAUD ALERT

Fidlar's **Property Fraud Alert (PFA)** service is designed to monitor, identify, and notify individuals whose name has been indexed from a document recorded in Client's office. The intent is to offer subscribers the ability to have their name/business name monitored within the Client's office in order to track possible fraudulent activity. **PFA** subscribers must sign up for the **PFA** service via the **PFA** website, www.propertyfraudalert.com. Subscribers will **ONLY** be notified by the **PFA** service when the name they have submitted matches any names that have been indexed from documents recorded within the Client's office.

PFA is a Fidlar-managed web site and service. Fidlar provides technical and end-user support via the **PFA** hotline service (1-800-728-3858).

PFA PRICING:

INCLUDED AS PART OF THIS CONTRACT

HONOR REWARDS DESCRIPTION:

Fidlar's Honor Rewards is a service provided to counties which allows them to quickly and easily implement and manage a rewards program for their local veterans. Veterans can sign-up (online or in your office) to receive an Honor Rewards ID card which gives them discounts and benefits at local businesses and retailers who participate in the program. Client is responsible for contacting local businesses and retailers and encourage them to participate in the program.

Fidlar's Honor Rewards program includes:

- Creation and maintenance of your county's page at www.honorrewards.com
- Printing of all ID Cards for your county
- Delivery of the ID cards approximately every 2-3 weeks (it is Client's responsibility to get them to the veteran)
- Customer Support for veterans during the signup process
- Pre-Created promotional materials

HONOR REWARDS PRICING:

INCLUDED WITHIN THIS CONTRACT



SELECT 1 OF THE FOLLOWING 2 OPTIONS:

OPTION 1:

_____ By checking here and signing below, you acknowledge you have the authority to utilize remote access revenue to offset regular Fidar Invoices (LifeCycle, CountyCare, Bastion, Information Replication, Laredo Bills, etc). Should you choose this option, a second signature from an authorized Elected Official, County Board Member, or Department Head is required.

Please list the types of recurring invoices you would like to use your remote access revenue on:

Any remaining revenue on account after your Fidar Invoice has been paid will be returned to you via Check/ACH.

If you choose to receive remote access revenue via ACH, please fill in the necessary ACH Details:

Routing Number: _____ Account Number: _____

Please provide the email address of the person you would like to receive the ACH deposit notifications: _____

BUYER REPRESENTS THAT THIS SCHEDULE 'D' HAS BEEN READ AND IS ACCEPTED:

Carroll County Register

Carroll County 2nd Signature

Dated: _____

Dated: _____

By: _____

By: _____

Name: _____

Name: _____

Title: _____

Title: _____

FIDLAR TECHNOLOGIES

Dated: _____

By: _____

Name: _____

Title: _____



OPTION 2

_____ By checking here and signing below, you acknowledge that Fidlar will provide all remote access credit to the Client at the end of each calendar month via ACH or Check.

If you choose to receive remote access revenue via ACH, please fill in the necessary ACH Details:

Routing Number: _____ Account Number: _____

Please provide the email address of the person you would like to receive the ACH deposit notifications: _____

BUYER REPRESENTS THAT THIS SCHEDULE 'D' HAS BEEN READ AND IS ACCEPTED:

Carroll County Register

FIDLAR TECHNOLOGIES

Dated: _____

Dated: _____

By: _____

By: _____

Name: _____

Name: _____

Title: _____

Title: _____



Carroll County, NH Registry of Deeds

Lisa Scott

Partnership Proposal

July 13, 2021



Carroll County New Hampshire Recorder

Lisa Scott

Partnership Proposal

July 13, 2020

- | | |
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Company Information

Overview

Fidlar Technologies has participated in the document recording and management industry since our founding in 1854. In the beginning, we provided books and ledgers to the recording industry. When the industry moved towards automation in 1985, Fidlar transitioned into providing automated records management solutions.

From that point forward, Fidlar has led the industry by releasing new and improved products that take advantage of the latest technology. Fidlar's land records document management software systems are used in over 260 counties, across 15 states. In the state of Illinois, we currently partner with more than 60 counties.



Despite the variations in size, every county has the same goal: To be the steward of the public record. It is in everyone's interest that these land records be accurately, easily and efficiently recorded, and securely preserved in perpetuity. Fidlar provides the best products to do just that.



- When entering party names in the AVID ENTRY field, the last name of the entered party remains in the field for easy repetition of the last name (it is highlighted so it is also simple to overwrite the last name with a new name by simply typing the new name).
- If a document needs to be rejected during the indexing process, rather than manually filling out a rejection sheet that is scanned as the last page of the document, the indexers have the option of rejecting the document in the system, selecting the rejection reason from a list.
- AVID includes the capability (optional) of electronically returning (via email) documents that arrived at the Recorder's office in paper format. Many counties return the documents via mail AND electronically. The advantage of returning documents via the electronic process is that it helps keep the "where is my document?" phone calls to a minimum. The paper documents can then be returned via the standard method. This combination satisfies both customers who prefer the traditional method of receiving their documents back, and the customers that embrace technology.

Protection from Disaster: Information Replication

Information Replication serves as a secure off site repository to retain your land records indices and images. Data is stored in a Telco-grade facility which includes halon fire suppression and generator backup. The Information Replication environment is an ongoing "hands free" process that works in real-time behind the scenes to guarantee your peace of mind.

Carroll County Recorder, Current Repository – 250GB

Communications Support & Management

Providing and maintaining the NHDeeds.org website, including email addresses. Carroll County Registry of Deeds web pages provide pertinent information regarding the Deeds Office to the public while also providing easy access to search products.



LifeCycle Modules:

Optical Character Recognition / Assisted Indexing via iNspect

We are committed to providing the most robust, comprehensive OCR product possible to our partners. Fidar's newest version of Assisted-Indexing is named iNspect. iNspect is tuned to work with all document types and all data fields. It will find the information you wish to index on the digitized document image which was previously scanned or received via eRecording. Fidar is the first vendor to utilize touch technology so the highlighted text you wish to index can be selected via touchscreen, hot keys, or mouse operation or a combination of all three. Other vendors approach to "Auto Indexing" functionality auto populates the index fields for you. This can at times actually introduce errors if the OCR technology isn't 100% accurate. Fidar's approach requires the user to make the decision on what to accept and provides the opportunity to standardize the index information found. This approach increases accuracy and data integrity since the information is not being re-keyed and the user is making the decision as to what to accept into the system.

Integrated eRecording

eRecording provides many benefits to your document submitters in ease of recording and quicker return of documents. eRecording also allows the county staff to save time in processing documents and is able to provide faster service to their customers.

IRIS

This module allows Carroll County to create a customized list of aliases for indexed names of parties, businesses, streets and subdivisions allowing the county to automatically support office indexing policies. These lists can also be optionally used while searching in AVID and Laredo.



Anchor (Currently available, but not utilized in New Hampshire)

Anchor is a module that enables the Carroll County management team to create, define and manage specific legal parameters for subdivisions, survey maps and tracts. Using these definitions, Anchor will validate indexed information and alert indexers of the status of these legal descriptions via colored shields while indexing, and optionally, generate an email to the submitter for these documents. Anchor can also generate a daily email that lists all invalid legal descriptions recorded that day including document numbers.

Swift

Swift allows the Carroll County Recorder’s Office to return recorded and rejected paper documents to opted-in submitters and recipients electronically via email. The County will then decide whether to keep or destroy the paper document. Swift includes a module which allows users to set up recipient accounts for paperless returns after opting-in, view a history of electronically returned documents via date and recipient, track if the returned document was downloaded, re-send documents and keep a running total of costs saved due to the less postage, supplies and labor required based on county supplied attributes.

Integrated Social Security Number Redaction

Fidlar has integrated the automated SSN Redaction software functionality since 2007. This functionality was developed in-house. As such, there is no additional cost to run images through the auto-redaction process – ever, regardless of back scanning conversion projects or changes to SSN Redaction legislation.



Optional Ancillary Products:

Hands Free Microfilm

Hand Free Microfilm is a software solution which automatically streams recorded images from the AVID Land Records system to a service provider who will then store them digitally until the quantity is reached to create a roll of microfilm. (typically, 6000 images) Once the software is installed and configured there is no additional work required to create microfilm. The rolls can then be shipped to the county or to a storage provider for archival.

Community Outreach Services:

The Fidlar Community Outreach Services were designed to give our Partners the ability to promote themselves, their offices, and the value that elected officials can bring to their communities.

Property Fraud Alert (PFA) - Currently 709 PFA Subscribers

Property Fraud Alert an internet-based system that automatically alerts constituents, via email, or phone message, each time there is recording activity against a property owned by them. Upon notification, constituents can then verify that this activity was, indeed, initiated by them and not by someone attempting to defraud them. Since Fidlar Technologies manages the alert system, this service provides Champaign County with a beneficial tool to notify your public without enduring the time and effort required to send your own notifications by mail.

PFA subscribers must sign up for the **PFA** service via the **PFA** website, www.propertyfraudalert.com (select respective County). Subscribers will ONLY be notified by the **PFA** service when the name they have submitted matches any names that have been indexed from documents recorded within the Client's office. **PFA** is a Fidlar-managed web site and service. Fidlar provides technical and end-user support via the **PFA** hotline service (1-800-728-3858)



Honor Rewards

The Honor Rewards program is a way for Carroll County to give back to their Veteran community. With Honor Rewards, veterans within Carroll County will be able to sign up for a membership card online for free. Businesses within the County will also be able to sign up for Honor Rewards in order to give veterans discounted products or services.

Fidlar Technologies will provide a customizable link within Honor Rewards for the County. Additionally, marketing material and templates will also be provided to you. The marketing material provided is intended to be used by the county to build community awareness of the Honor Rewards program.

To visit the Honor Rewards website, simply go to www.honorrewards.com

Remote Access: Laredo / Tapestry / Monarch

Laredo – designed for the professional search community

Laredo is designed for public searching capability to serve those customers who are frequent, professional searchers of the land records. I.e; Title Companies, Banks, Lawyers, etc. Unlike other vendors who embed a search portal within the county's website and then the County is responsible for marketing and support of their search customers, Fidlar handles all support of the end users through ongoing training / webinars, and telephone support.

NHDeeds Search – Current Search Product

The NHDeeds Search is the current search product that is used for Public free search of Index and Images as well as Charge Copy Account Holders for search of Index, Image and purchasing copies of images.

For the year of 2020; **\$147,620** in copy revenue.



Tapestry – designed for the casual searcher

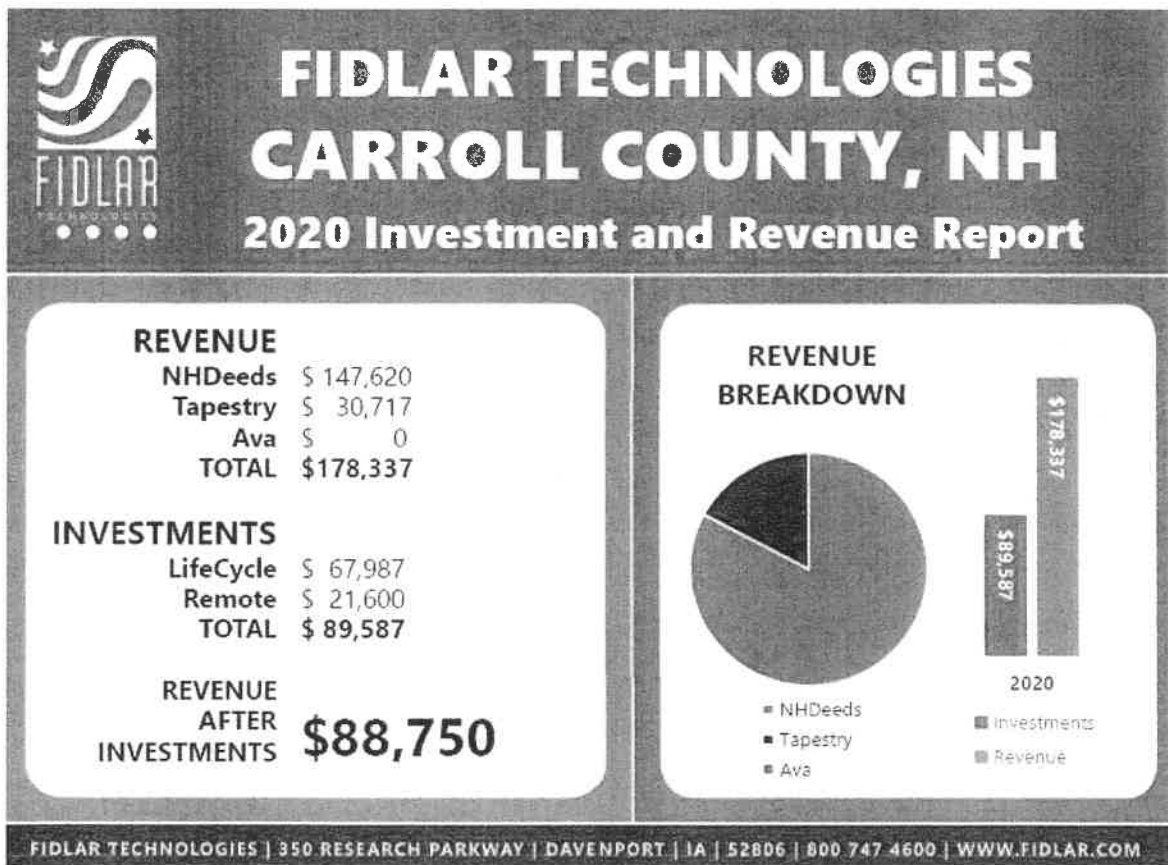
Tapestry is a web-based searching tool for the occasional searcher. Tapestry searchers pay via credit card on a “per transaction” basis.

For the year of 2020, there were 3,038 searches performed within Tapestry, along with 9,939 printed images. Carroll County received **\$30,717.00** in Tapestry revenue in this timeframe.

Monarch

Monarch is an image and data distribution service which provides Carroll County the ability to fulfill bulk data and image requests while still being able to protect the official public record. With the approval of the official, Fidlar handles this process as well as collecting the fees for this service from the subscriber. Monarch can also be utilized to apply a watermark to Laredo images per Carroll County request.

Year 2020 Revenue from Remote Access Products \$178,337.00!!



Investment Proposal – Carroll County LifeCycle

1 Year Extension Details

Fidlar Life Cycle - Investment Plan	
AVID	Year 1 - \$2.30/recorded doc
eRecording	Included
Search for Public Workstations	Included
Iris	Included
Swift	Included
Laredo, Tapestry, & AVA (Separate Schedule D for remote access)	\$1800.00/month
Hardware Lease and Support (Separate Schedule C for hardware maintenance list) <i>(optional)</i>	\$2520.00/month
Information Replication (Separate Schedule)	\$2000.00/Quarter
Monarch (Separate Schedule)	Included
HFM Services <i>(optional)</i>	\$.055/image \$60.00 per Duplicate
Annual LifeCycle Support	Included
1-800 Support	Included
System Upgrades	Included
Training on New features & Functionality	Included
State Mandated or Regulatory Updates	Included

