



**Proposal for a Comprehensive Records Management System  
Hall County Clerk's Office**

Submitted to:

**Honorable Charles Baker Clerk of  
Superior Court**

Hall County Clerk of the Superior Court

225 Green Street SE

Gainesville, GA 30501

Dated: October 8, 2019

## Table of Contents

<i>Introduction</i> .....	4
Organizational Strength and Financial Stability.....	4
Contact Information: .....	4
Executive Contact: .....	4
Kofile’s Greatest Strengths .....	5
<i>Experience</i> .....	6
National Presence.....	6
Local Experience .....	6
<i>Solutions for County Government</i> .....	7
Our Mission.....	7
Our Solutions .....	7
Solution Overview .....	8
<i>CountyFusion Software Specifications</i> .....	11
CountyFusion Software System Software Modules .....	11
Imaging Module.....	11
Cashiering Module.....	12
Advanced Indexing Module .....	12
Redaction Module .....	13
Financial Administration Module .....	14
County Search Portal .....	14
FraudSleuth.....	15
Integration with Other County Systems .....	15
eRecording Module .....	15
eSuite Solutions .....	16
Self-Service Kiosk .....	16
Configurable Workflows .....	17
Reporting Module.....	17
<i>CountyFusion Software Technical Specifications</i> .....	21
CountyFusion Application Architecture.....	21
Initial Configuration .....	22
Delivery of Updates .....	22
<i>Scope of Services</i> .....	24
Project Management .....	24

Key Elements of Kofile’s Implementation Approach ..... 26

Project Plan Deliverables ..... 27

Sample CountyFusion Installation Timeframe with Major Tasks ..... 28

Index and Image Conversion from Legacy System ..... 28

Training ..... 30

Training Package Highlights ..... 30

Overview of CountyFusion Training Program ..... 31

*Recommended Hardware Equipment* ..... 33

*Annual Maintenance & Support Services* ..... 41

    Annual Maintenance and Support Package Overview ..... 41

    Contact Information ..... 42

    Escalation Process ..... 44

*Pricing* ..... 45

*Acceptance* ..... 46

## *Introduction*

---

### ***Organizational Strength and Financial Stability:***

Kofile Technologies, Inc. (Kofile) is a private corporation under the umbrella of Kofile Technologies Group, Inc. (f/k/a Kofile, Inc.). Its principal place of business is 6300 Cedar Springs Road, Dallas, TX 75235, and Kofile has five other Conservation and Digitization Laboratories across the US. Kofile currently serves numerous counties with complete records management solutions.

Kofile's record of accomplishment proves its ability to exceed a county's needs. This, and a reputation for outstanding customer service, has resulted in a significant market share in the industry. Kofile strongly believes that it is the most-committed company in the industry. Without question, it is the most financially backed. Kofile's financial structure is well suited to the needs of county governments. William D. 'Sonny' Oates is Kofile's CEO. Oates is a pioneer in the development and distribution of products and services to counties.

Kofile, its principals, directors, or majority shareholder(s), or any company Kofile has held a controlling interest in, or which has held a controlling interest in Kofile, has never filed for, involuntarily put into bankruptcy, nor declared bankrupt. Kofile's accounting department includes multiple personnel to guarantee a segregation of duties and a system of checks and balances. A computerized accounting software system assists with quality control and accounts receivable/payable. Kofile has three CPAs on staff, with a combined experience of over 75 years. As a privately held company, all corporate financial statements are CPA-prepared. Also, as a privately-held for-profit corporation, Kofile uses a national public accounting firm for internal audits.

### ***Contact Information:***

Kofile Technologies, Inc.  
6300 Cedar Springs Road  
Dallas, TX 75235

### ***Executive Contact:***

Kyle Chaney  
Senior Manager  
P: (210) 477-4101  
M: (210) 240-9367  
kyle.chaney@kofile.us

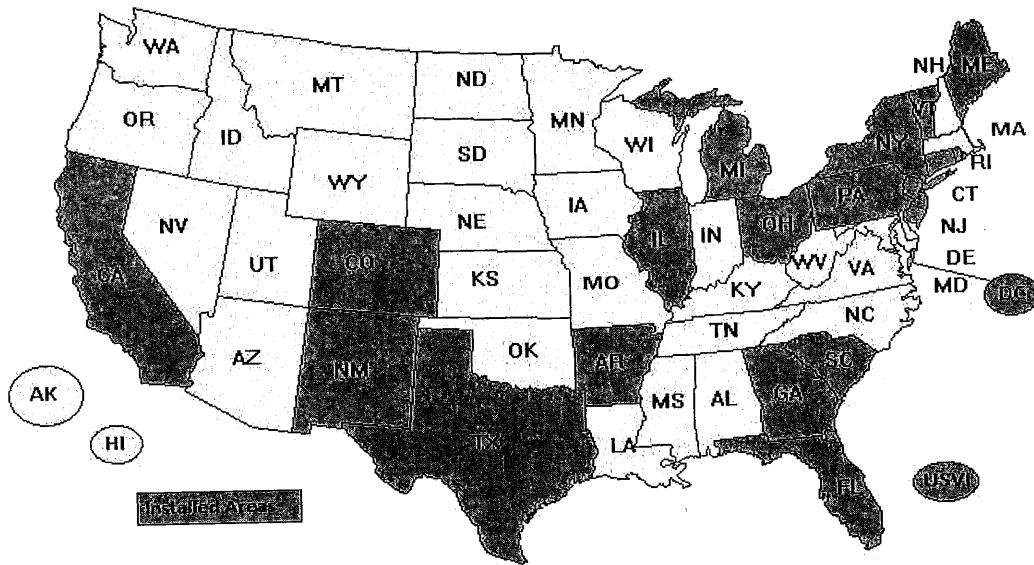
**Kofile's Greatest Strengths** - Kofile has the experience and technologies required to develop and support one of the leading edge records management solutions in the market today. Our knowledge and expertise from decades of involvement in records management offerings for government offices gives us a competitive edge, but our greatest strength is our commitment to continually offer the best solutions to work for your office. Each installation is unique and we will never treat it as a "cookie cutter" type project. Our team will take the time to understand your office's current processes and future vision in order to successfully develop our relationship to advance records management. When choosing Kofile, you are selecting more than a product and service but a partner who is dedicated to offering a solution that works in the present and in the future.

**Summary of Kofile's Greatest Strengths:**

EXPERIENCE	INNOVATION	CUSTOMIZABLE FLEXIBLE SOLUTION	SERVICE ORIENTED TEAM
<ul style="list-style-type: none"> <li>- 140+ system installations</li> <li>21 geographical areas and over 70 government offices</li> </ul>	<ul style="list-style-type: none"> <li>- Built-in auto-indexing</li> <li>- Built-in auto-redaction</li> <li>- Self-service KIOSKS</li> <li>- eCertification</li> <li>- eFiling</li> <li>- FraudSleuth (with profiles)</li> <li>- Email return of receipts and escrow account usage</li> <li>- CountyFusion Software &amp; Internet Services: designed to provide real-time information</li> </ul>	<ul style="list-style-type: none"> <li>- Custom Workflows</li> <li>- Custom interfaces, menus, fields, reports</li> <li>- Not a "cookie-cutter" solution</li> <li>- Solution is tailored to your office's needs and best practices</li> </ul>	<ul style="list-style-type: none"> <li>- All inclusive support &amp; maintenance package including quarterly releases</li> <li>- Commitment to "Best in Class" service and "Raving Fans"</li> <li>- Continual focus on ongoing development</li> </ul>

## Experience

**National Presence** - The Kofile Team has extensive experience in implementing records management solutions for County Government offices. Below, is a graphical representation of our installation and support experience of 100+ system installations in over 70 government offices across 21 geographical areas.



**Local Experience** - Kofile has over 30 years' experience implementing, converting and supporting document management systems specifically designed for county government. The system being proposed for the County Office has been implemented in numerous counties. The implementation and development team who would be assigned to the County has extensive experience in installing and developing records management systems. Every team member has over 5 years' experience with government records management systems. Most staff members have over 15 years' industry experience. The team also stays on top of the industry news and best practices through association memberships, conferences, educational sessions and publications including:

- IACREOT – International Association of Clerks, Recorders, Election Officials & Treasurers
- NACRC - National Association of County Recorders, Election Officials and Clerks
- PRIA - Property Records Industry Association
- AIIM – Association for Information and Image Management

## *Solutions for County Government*

---

### ***Our Mission***

Our mission is to provide county government with cost effective tools, technology and services that will allow them to effectively and efficiently record, secure and access records and data.

### ***Our Solutions***

The versatility of CountyFusion's solutions and technology has been proven by the successful implementation of the solutions for land records, courts and licensing bureaus and by providing an electronic suite of platforms for eRecording, eFilings and eCertifications. We have also employed the resources and expertise to offer any entity a full spectrum of records management services ranging from on-site software/hardware installations, comprehensive training, ongoing support, data conversions and micrographics (scanning, indexing, archival) services all performed onshore.

Designed for county government, CountyFusion software allows the county holder of land and vital records to automate workflows, operate in an efficient and cost effective manner, utilize current resources, and better serve their constituents. CountyFusion can be expanded to incorporate other offices such as tax, assessor, and courts to create a comprehensive county records management solution. Kofile has designed the proposed system to be configured to a County's workflow. During the implementation process we work with you to map out the optimal workflow for your office based upon your desired operational efficiencies, your environment, volumes and staff. With our experts in workflow design, we provide our recommendations to ensure the workflow(s) will meet your needs and to best serve your constituents. At Kofile, we understand every County has their own special nuances, requirements, and proven workflows. For this reason, the decision was made to not sell counties a "cookie-cutter" solution, but rather a flexible and customizable solution, ensuring the County their unique needs and interests are considered and integrated into the final solution.

The Solution proposed for County addresses, meets and in many cases, exceeds all of the County's current requirements, while leaving enough flexibility to address future configurations and state mandated programs.

The Solution includes:

- CountyFusion Software
- Implementation Services
- Conversion Services
- Training Services
- Integration Services

### ***Solution Overview***

Kofile offers a total records management solution for county government offices. Our Solution encompasses the latest security and technologies through a full-spectrum of services enabling your office to reach three vital initiatives:

#### ***Digitize the Past***

We can help county government offices digitize the past by converting historical land records into an easy-to-manage electronic format. We scan and index your archived records so you won't have to rely on original formats that are fragile and difficult to store and access.

#### ***Features:***

- Images and indexes film, fiche, books, aperture cards and maps
- Legacy database conversions
- Data authentication
- Quality Control Reporting
- Film Archival

#### ***Automate the Present***

Kofile helps county government offices automate their records management, maintenance, and reporting processes with CountyFusion, our customizable solution for recording offices. With CountyFusion, you can have peace of mind, knowing that your public records are organized, accurate, and supported by our ongoing service, support and development. Our CountyFusion technology is designed to help you serve your constituents with more speed and quality. Your staff will find it easy to use our system, because we design your customized system with their workflows and most important tasks in mind. With CountyFusion you'll quickly gain quantifiable improvements and peace of mind for your entire team. The Solution is designed to be user-friendly and promote accuracy and efficiency through advanced technologies and proven processes. It offers a streamlined method for the County to record, eRecord, index, image and retrieve records. The CountyFusion System will enhance the County's operational efficiencies, maximize its resources, improve the quality, integrity and security of the records and images, and allow County to enhance the services provided to constituents.



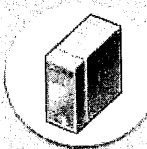

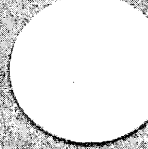

#### ***Features:***

- **Recording**  
General transaction information entry | Cover sheets with barcodes | Quick Calculation interface to determine fees due for walk-ins
- **Cashiering**  
Automatic Calculation of Fees | Fees broken down by document and transaction | Detailed Receipting
- **Scanning**  
Imaging | Batch Scanning | Supports Scan-first workflow and Self-Service KIOSKS



- **Indexing**  
 Advanced Indexing with OCR/ICR | Automated Indexing | Redaction | Automated Redaction | Verification
- **Archival**  
 Image to film archival in accordance with State guidelines
- **Search portal**  
 Secure Web-enablement | eProcessing | Private Labeling | Clerk's website for improved service and communications to public | Advanced search functionality to improve experience for agents and public | Professional/advanced searches for agents | Simple searches for general public | New Revenue Streams available immediately
- **Administration**  
 User Roles | Financial Reports | Comprehensive Reporting | Auditing | Performance Metrics | Escrow Account Maintenance
- **eSolutions SUITE: GO GREEN!** and save time and money for your office and constituents.  
 eRecording | eFiling | eCertify (additional fees would apply to add this feature) | Email Integrations (email receipts & documents) | Online Application Processing
- **Value add-ons**  
 Customizable Workflows | Integrations | Enhancements & Upgrades | User Group Meetings | Dedicated Ongoing Support & Training | Fraud Prevention Aid with FraudSleuth | Integrations with other County Offices | Data Conversions

**Complete Records Management System**  
 Land Records | Courts | Case Management | Vitals | Licensing | Permits

Basic Modules	Advanced Modules	Administration Modules	eSolutions Suite	Value Added Services
 <p>Manage documents with ease and implement the workflow you choose</p> <ul style="list-style-type: none"> <li>• Recording</li> <li>• Cashiering</li> <li>• Imaging</li> <li>• Indexing</li> <li>• Customized Search Portal</li> <li>• Web Enablement</li> </ul>	 <p>Added efficiencies and security measures to protect data and constituents</p> <ul style="list-style-type: none"> <li>• Redaction</li> <li>• OCR/ICR Indexing</li> <li>• Self-Service KIOSK</li> <li>• FraudSleuth to aid in preventing Real Estate fraud and theft</li> </ul>	 <p>Full auditing and tracking abilities</p> <ul style="list-style-type: none"> <li>• User Roles</li> <li>• Financial Reports</li> <li>• Transaction Reports</li> <li>• Performance Metrics</li> <li>• Escrow Account Maintenance</li> <li>• Auditing</li> </ul>	 <p>Green initiatives with time and money savings for your office and constituents</p> <ul style="list-style-type: none"> <li>• eRecording</li> <li>• eFiling</li> <li>• eCertify</li> <li>• Email Integrations</li> <li>• Online Applications</li> <li>• Auto Redaction</li> <li>• Auto Indexing</li> </ul>	 <p>Not just a vendor, a partner who understands your mission</p> <ul style="list-style-type: none"> <li>• Customizable Workflows</li> <li>• Integrations</li> <li>• Enhancements</li> <li>• Upgrades</li> <li>• User Groups</li> <li>• Ongoing Support</li> <li>• Ongoing Training</li> </ul>
 <p>All Inclusive Solution   Configurable Workflow   Dedicated Support</p>				

### ***Secure the Future***

We can help county government offices secure the future by providing state-of-the-art backup and file protection services to keep public records protected from catastrophic loss. In addition, we are experienced in helping recording offices proactively develop a strategy for preserving, protecting, and recovering records in post-emergency situations.

#### ***Features:***

- Central, secure database
- Redundant server off-site
- Disaster Preparedness
- Records accessible 24/7

4 levels of Replication: 1) on-site automated backup; 2) replication to data center; 3) automated backup at data center; and 4) archival to microfilm

## *CountyFusion Software Specifications*

---

As a result of our discussions with County, our goal is to partner with your office and implement a solution that exceeds all of your business requirements and addresses the areas of opportunity that have been identified.

*Together we will:*

- Enhance your operational efficiencies to maximize resources
- Improve the quality, integrity and security of your records
- Improve the service provided to your constituents and agents
- Integrate other areas of the county to create consistency and eliminate redundancy
- Preserve and protect land records and other public records

*Our proposed pricing includes the following products/services:*

- CountyFusion Software Licensing
- Data and Image Conversion
- Implementation & Installation Support
- Hardware Equipment (includes installation and configuration)
- Ongoing Support & Development
- Ongoing Enhancements & Upgrades

### ***CountyFusion Software System Software Modules***

#### ***Imaging Module***

The automated processes used during the image capture portion of the workflow are based on user preferences and or administrative controls. The system is customizable to allow for the individual to establish minimal computer-enhanced processes which will automate such routines like automatic cropping, de-skewing, de-speckling, etc. As some of these features are not necessary during the scanning process based on the quality of the document, some documents such as back file scanning of older books may require these functions.

The CountyFusion system can also be setup for administrative control of image processing feature to add more control of what information or image modifications are allowed by each user. Based on a detailed review of the parameters of the office and the documents captured, minimum standard requirements would be established to ensure no system operator modifies

any document beyond the acceptable limits of the captured image. This also helps ensure that a standard is followed and any document requiring enhancement is clearly identified immediately.

### ***Cashiering Module***

CountyFusion's Solution includes a robust, user-friendly cashiering module that tracks all monies taken and dispersed by your office. The CountyFusion System allows the County to accept and process multiple payment types including cash and check transactions, pre-paid escrow accounts, debit accounts, ACH electronic payments and credit card fund processing. The system provides customer account statements and the ability to invoice customers. CountyFusion provides the County ways to easily correct errors and monitor all activity through detailed audit trails. Each transaction can be tracked by user and by workstation to allow detailed reporting. The CountyFusion System allows a user to quickly switch logins at a workstation to ensure the transaction is recorded under their name. Close-outs can be done on demand or at desired times of the day

The CountyFusion system has a very robust reporting functionality which allows the administrator to track almost every aspect of production, transactions as well as financial and audit reports. Receipts are processed upon the acceptance of money for any transaction. Receipts can be generated on-screen and show details as desired by the County and be printed upon demand or automatically. Daily, weekly, and monthly receipting and other financial reports are available for balancing of funds. CountyFusion works closely with the County to ensure reporting requirements are met during the implementation process.

### ***Advanced Indexing Module***

The CountyFusion System is packaged with its own OCR/ICR technologies. The intelligent software is developed, maintained and supported by the Kofile team. The OCR/ICR engine in CountyFusion utilizes ABBYY as a 3<sup>rd</sup> party component.

The CountyFusion Solution streamlines the data entry and verification process for your office with advanced indexing capabilities:

- At the core of CountyFusion's scanning, imaging, and indexing solution rests CountyFusion's advanced Optical Character Recognition (OCR) and proprietary Intelligent Character Recognition (ICR) technologies that not only convert documents to electronic format, but also automatically identifies predetermined information within documents, such as parties to a contract, dates, legal descriptions, addresses, dollar amounts and other important information from unstructured documents.
- Optical Character Recognition (OCR) and Intelligent Character Recognition (ICR) which expedites indexing and improves accuracy of information through Automatic Identification, Automatic Validation and Automatic Population during the indexing process.

- **Automatic Validation:** The CountyFusion OCR engine compares the data entered into the system with what is on the document, using color coding to identify if it agrees or identifies discrepancies. Indexers can quickly identify areas that require attention.
- **Automatic Identification:** The CountyFusion OCR engine can also look up fields in the document to allow 'drag & drop' of text with parsing of data.
- **Automatic Population:** The CountyFusion ICR functionality (smart indexing) will automatically populate fields with data from the document. Certain rules are built into the system to look for pattern definitions or triggers to identify the fields.

### **Redaction Module**

The CountyFusion System includes the ability to automatically and manually redact sensitive data on documents submitted for recording.

Kofile understands the importance of protecting citizens' private data and includes redaction capabilities in our proposed CountyFusion application. The redaction module is developed in-house by Kofile's development team.

The redaction process for sensitive data such as social security numbers is handled in the indexing phase of each recording. The CountyFusion System includes redaction and auto-redaction features.

When a document is redacted, the CountyFusion System automatically saves the original document (to be accessible by staff) and creates a redacted copy which is available to the public. The redaction process for social security numbers is handled in the indexing phase of each recording. During the indexing process, the document is run through our OCR Engine to identify any social security numbers or any other predefined information or fields. This will allow the indexer or verifier to quickly identify any social security numbers and confirm redaction of them.

CountyFusion is designed to allow for customization of the use of certain utilities. This is one utility that can be utilized upfront when the indexing is being done on a document or as the document is being viewed by the public.

The CountyFusion redaction process is very detailed to ensure proper safeguarding of citizen's private information:

- Images are run through OCR/ICR processes identifying SSN and other identified sensitive information.
- Only the area containing the sensitive information is redacted by utilizing the auto-redaction feature of the system or manually redacted by lassoing for handwritten data. Whole pages or portions of pages are never masked.

### ***Financial Administration Module***

CountyFusion provides the ability to capture financial information for all system transactions.

During the implementation process, CountyFusion tracks all monies that are accepted in the by the County Office and how these monies are distributed. The fee calculations are set-up by document type to allow the system to automatically calculate fees and taxes. There is a one click 'Accept Payment' option that allows the County to accept the fees for the processed document(s). The system allows the County to accept whatever payment method(s) that they want. The system has validation points and checks to ensure the correct amount of money is entered for collection – must match payment due or can tell you what change is due or allows you to enter 'change' into an overage account. The receipt is automatically generated. The details displayed on the receipts are defined by the County.

The amounts of all monies accepted are stored in the system and posted to County defined General Ledger accounts if desired. Detailed reports are available for cash-out summary and/or receipt registers to ensure you have the correct information for balancing money, close-outs and/or auditors.

### ***County Search Portal***

The CountyFusion System was designed with input from public users and title searchers from across the country. This feedback was critical to ensure the interface to access indexes, perform searches, view images and print documents are intuitive and easy to use. This proven interface would be available for the County's patrons from public workstations in the County Office.

Kofile's recommended solution includes the ability to provide patrons access to the County records online. The Solution provides County with the following:

- Secure website and County Portal that is intuitive and easy to use that is accessible via the internet or at the County office
- Public search site will mirror the search interface used by the internal County staff
- Option to charge for access (subscription fee) to the County Portal with all reporting and tracking of this information
- Ability to search, view and print from home, office or public workstations
- Ability to have watermark on printed images from the County Portal
- Clerk's website for improved service and communications to public
- Advanced search functionality to improve experience for various levels of users
- County-defined user levels such as:
  - Professional / advanced searches for agents that includes viewing of images
  - Simple searches for general public

### ***FraudSleuth***

CountyFusion's FraudSleuth aids in the detection of possible fraudulent activity regarding documents filed in County offices where land records are maintained. Property fraud has become an increasingly common concern in the United States. According to the FBI, it is the fastest growing white-collar crime. Identity theft has been a popular method used for fraudulent activity in which offenders gain benefits but property fraud is even more devastating especially when a portion of required information to commit the crime is on public record. Your office can take steps to protect your constituents' rights to their home(s) by empowering your office and constituents with FraudSleuth's easy to use features. County offices can prevent the loss of time, money and worries associated with correcting mortgage and deed fraud with simple look-up features directing the public to search their own name and property for documents recorded on public record or signing up for email alerts to be notified when a document is recorded on their name and/or property.

### ***Integration with Other County Systems***

CountyFusion's solution is designed to be conducive to integration with other systems. Kofile has implemented successful integrations in several counties with the CountyFusion system. Our team will work with your office to determine the integrations desired to increase efficiencies and eliminate redundant processes to save time and money for all involved departments. Integrations will be provided for mutually agreed upon industry data and image formats for systems integration. Kofile requires cooperation from the County's current vendors for integrations to be successful. Basic integrations are included with the Solution at no additional cost to the County. If integrations are more complex and additional costs are involved, a detailed statement of work will be presented to the County for review before proceeding.

### ***eRecording Module***

CountyFusion's eRecording Solution has been designed so that it is integral to the system and does not require third parties. Kofile offers our own eRecording portal eSecureFile, which fully integrates with the CountyFusion System. Documents submitted via eRecording are handled the same exact way as if they were submitted in person or by mail. The only change is your office's process has been simplified by eliminating all or most of the indexing requirements and scanning needs. Additionally, the CountyFusion System does and can integrate with third parties such as Simplifile, CSC, ACS, Tyler, Manatron, LPS, New Vision or ePN. The CountyFusion eRecording solution only requires that a submitter has access to the internet and a scanner.

CountyFusion assists with notifications to agents and submitters and provides training and Quick Reference guides on the County Portal. We have employed multiple levels of security including 128-bit encryption and PKI to ensure that all transactions are secure.

CountyFusion's eRecording solution is also seamless for the County. The office will have an additional method of receiving documents and can reduce the handling of paper within the

office. The County sees one process even if the eRecordings are submitted through another Submitter portal.

One of the tasks is called 'e-Processing'. When this task is selected, the recording staff can process documents the same way as any other document that is submitted to the office (with the elimination of the need to scan since this step will have been completed at the submitter's end). This includes the ability to override fees and indexing information depending on user rights, to add disclaimers to images, as well as offer ease in making changes to electronic labels, such as document types and fees.

Once the fees have been accepted, the document and receipt are automatically sent back to the submitter and the official recorded document resides in the County system. If a document does not meet County's recording requirements, it can be rejected in the same method as documents submitted by other methods (mail, walk-in etc...). The County staff would click the "Reject Transaction" button, select reason(s), type in any supporting details and an electronic letter would be generated. The letter and documents would be sent/returned to the submitter electronically via a secure connection.

CountyFusion's eRecording functionality is based on the most recent approved PRIA standards (PRIA DTD and iGuide). State regulations and PRIA standards have been used as guidelines throughout our product development. As an active PRIA member, KOFILE is committed to keeping up to date with the latest PRIA standards.

#### ***eSuite Solutions***

**eCertification:** Ability to electronically certify documents and return electronically. In lieu of eCertifications, the County can opt to provide the ability for users to request and pay for Certified Copies on-line. The request is sent to the County Clerk's office with a copy of the document for processing and mailing.

**eApplications:** Ability to initiate application processes online including marriage applications.

**Email Integration:** Ability to email account holders notifications account statements and escrow account summary bills. Receipts or rejections can also be emailed directly to submitters if desired.

#### ***Self-Service Kiosk***

CountyFusion supports a self-service recording KIOSK that enables customers to scan documents for recording and remit recording fees using the KIOSK's scanner and intuitive touch-screen monitor. Upon submitting a document for recording with the self-service KIOSK, the original document is immediately returned to the customer, and an electronic image of the scanned document is placed in a queue for entry into the County's official records, eliminating the need for the County staff to handle paper documents.



All documents submitted to the Office, whether via the self-service KIOSK, the mail, the recording counter, or eRecording, are date/time stamped and placed into a central recording queue for entry into the County's official records, which is viewable to the public on a wide screen monitor in the County Clerk's Office, allowing each customer to determine the exact order in which documents are to be officially recorded. Once documents submitted via the self-service KIOSK are accepted for recording, a copy of the document is automatically emailed to the customer, usually within one hour of the initial submission to the KIOSK.

The increased efficiencies provided by the self-service KIOSK benefit both the County Clerk's Office and its customers. While the County staff is still available to interact directly with customers at the counter and to provide assistance with the KIOSK when necessary, the KIOSK's automated workflow allows the staff to spend less time handling paper documents and more time focusing on customer service and ensuring that documents are entered into the County's official records as quickly and accurately as possible.

#### ***Configurable Workflows***

CountyFusion also understands that every County has their own special nuances, requirements, and proven workflows. For this reason, the decision was made to not sell counties a "cookie-cutter" solution, but rather a flexible and customizable solution, ensuring the County their unique needs and interests are considered and integrated into the final solution.

Designed for county government, CountyFusion software allows the county holder of land and vital records to automate workflows, operate in an efficient and cost effective manner, utilize current resources, and better serve their constituents. CountyFusion can be expanded to incorporate other offices such as tax, assessor, and courts to create a comprehensive county records management solution.

Kofile has designed the proposed system to be configured to a County's workflow. During the implementation process we work with you to map out the optimal workflow for your office based upon your desired operational efficiencies, your environment, volumes and staff. With our experts in workflow design, we provide our recommendations to ensure the workflow(s) will meet your needs and to best serve your constituents.

#### ***Reporting Module***

The CountyFusion software solution is packaged with a robust reporting module allowing for various types of reports to suit any county's needs. The system is able to generate but not limited to furnish any type of customized financial, administrative or performance report to either provide a quick summary or detailed listing.

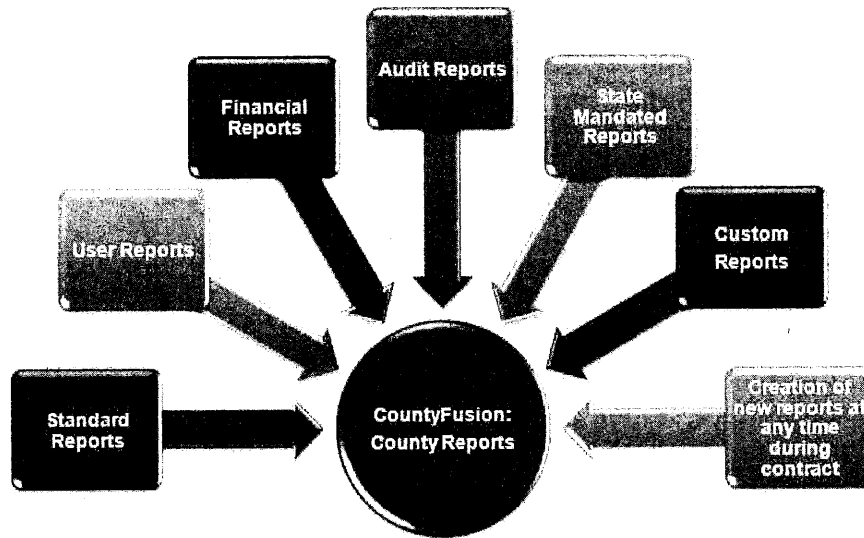
The CountyFusion System is able to generate the following reports requested by County Clerk's Offices:

- Category Doc Numbers – Contains the first document and last document numbers for the dates specified with Counts by Category of Documents.
- Category Docs Breakdown – Contains a list of all the departments, categories and document types
- Category Fee Breakdown – Contains a list of all the departments, categories, document types and fees associated, shows fee amount and configuration and indicates which fees are set as default fees.
- Category Fee Summary – Summary of fees by category separated by cash (cash and checks) vs. non-cash with a total count of fees collected. Also displays category totals and a grand total.
- Category Totals – Fee Totals broken down by category and references the general ledger Account Numbers associated to each fee. Gives category totals and a grand total.
- Check Log – List all checks and Check amounts.
- Check Refund Log – Displays all request for check refunds with the transaction#, date, cashier, first doc#, fee total, check number of original, amount of original, the refund amount and the name and address for the refund.
- Client Activity – Shows total amount of activity on for each client that has an escrow account, separates the activity by charges and deposits. Also shows beginning and ending balances for each account.
- Client Current Balances – Displays the current balance for each client that has an escrow account regardless of the balance.
- Credit Card Log – List of all credit card and ACH transactions (e-Recording) totals broken down by card type.
- Daily Revenue Cashier – Show break totals for each payment type for each cashier also incorporates beginning balances to show a true ending balance of the drawer.
- Day Book – Report of all documents recorded for the date. Displays instrument #, book, page, date, time, instrument type, grantor, grantee and return to address. Gives a total number of documents for the day.
- Day Book by Instrument Number Same as the Day Book report, but ordered by Instrument Number.
- Deleted Report – List all document that have been deleted (not expunged)
- Doc Type Fees – All Fees Collected and displays total amount of each fee that was waived.
- Documents Checked Out – Lists all documents currently checked out by users.
- Employee Production Cash
- Employee Production Index
- Fee Summary – Gives a total count for each fee and the amount collected with a grand total.
- General Ledger Summary – Give the total amount collected based on the general ledger account codes.
- General Revenue by Category – Gives fee totals based on the Category
- Grantee – Displays index information sorted alphabetically by Grantee
- Grantor – Displays index information sorted alphabetically by Grantor

- Invoice Details – Displays all Transactions charged to an account with the document number and instrument type listed, gives Running Balance and total owed or balance on account
- Invoices – Displays all Transactions charged to an account with the document number range listed, gives Running Balance and total owed or balance on account
- Mailing Labels – Displays all address that is flagged for return address labels.
- Mailing Labels by Doc – Displays all address that are flagged for return address labels, sorted by Doc Number
- Missing Document – Lists all the missing documents
- Missing Image – Lists all the documents that do not have an image
- Missing Index – Lists all documents missing indexed information
- Redaction Status – Lists all documents that have not been reviewed for redactions
- Rejection Letter – Generates a Rejection Letter for mailing to the customer
- Replenish Letter – Generates a Replenish Letter for escrow accounts who's funds are low based on configured thresholds
- Scan Mismatch – Lists all documents where the image page count does not match the cashiered number of pages
- Security Paper Voids – Lists all security paper numbers that have been voided
- Statistical Report – Lists the number of documents filed for each document type and the amount of money collected.
- Suspend Letter – Generates a Suspend Letter for mailing to the customer when a transaction is Suspended
- Transaction Detail – Shows all details of the transaction
- Transaction Summary – Summarizes each transaction and displays the totals
- Transaction Void Detail – Shows all details of the voided transactions
- Verify Report for User Indexing

Kofile's annual support and maintenance package also includes creation of reports and modification of reports for the duration of the contract. If data is entered/stored in the CountyFusion System a report can be created to suit your office's needs.

***CountyFusion's Reporting Package***



***CountyFusion Comprehensive Reporting Package***

- If data is captured within the System, a report can be generated based on the data.
- New reports and modification to reports are part of the support and maintenance package.

## CountyFusion Software Technical Specifications

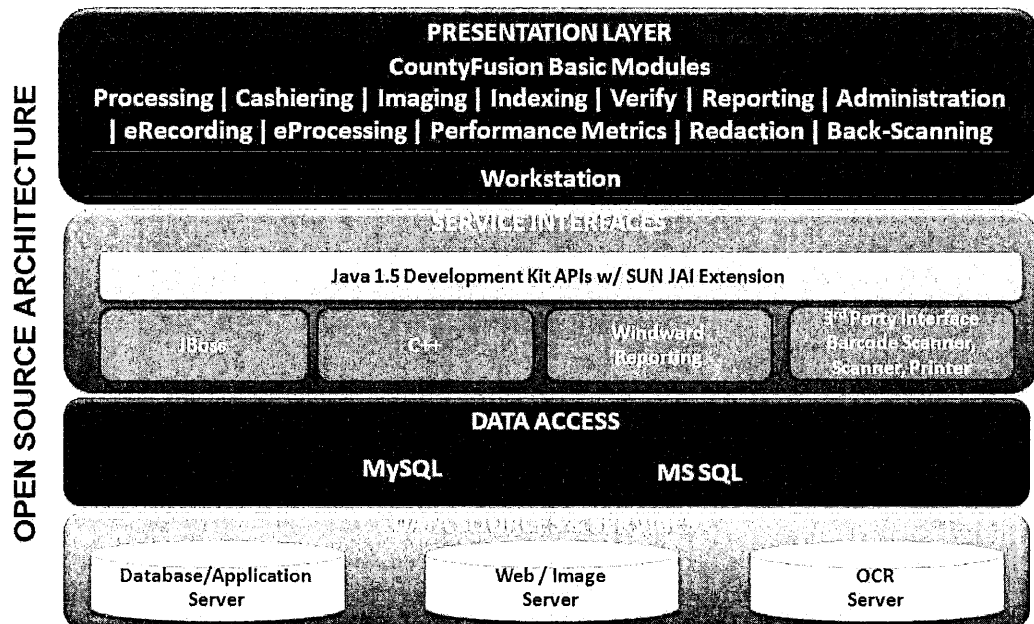
### CountyFusion Application Architecture

Kofile's CountyFusion software is designed to be easily tailored to a County's specific requirements. CountyFusion is built on top of the Java 1.5 Development Kit APIs along with the SUN JAI extensions and some third party APIs for interfacing with scanners, printers, and bar code readers. All of the code in CountyFusion is written in the latest version of the Java programming language, with the exception of some interfaces for accessing OCR engines which are written in C++. These interfaces are called from the Java code. The solution that is offered in this proposal will specifically meet your County's requirements and will be of the latest version available.

The CountyFusion application is a Java based application. The application sits on each workstation and communicates with the database, application, OCR, image and web servers to process tasks.

The external county site where users can login to perform searches, order copies of documents, submit online applications and/or maintain account usage is hosted by Kofile in a JBoss environment.

### CountyFusion Application Structure Diagram



A departmental license to use the CountyFusion software application is included in the cost of the proposed solution.

The CountyFusion application uses the following 3<sup>rd</sup> party components:

No.	3 <sup>rd</sup> Party Software	Purpose	Provider
1.	Windward	Reporting	Included in CountyFusion
2.	ABBYY	OCR/ICR	Included in CountyFusion
3.	Java	Software code base	Included in CountyFusion
4.	DeJa Viewer	Image viewer	Included in CountyFusion
5.	MySQL or MS SQL	Database	Included in CountyFusion
6.	Windows Server	Server OS	Included with hardware equipment
7.	Windows 7 and higher	Workstation Operating System	Included with hardware equipment
8.	Browser (Firefox, IE)	Search interface	Free download
9.	Adobe Reader	View receipts, letters, forms, reports	Free download

Support for all components is provided by Kofile as part of the annual support and maintenance package for software and hardware. Kofile will be responsible for ensuring the CountyFusion system will continue to function on future upgrades to the OS and Java.

**Initial Configuration**

A combination of client-server and 3-tier architecture allows us to share code among the modules and between the thin and thick client while allowing us to use the processing power of modern workstations and minimize the network traffic within the office. The thick client incorporates the UI for the desktop as well as the code from the thin client’s middle tier and they both use the same database on the backend. All business logic and database access are in the shared code so enhancements and fixes to those areas are automatically available for both clients.

**Delivery of Updates**

Once builds have been tested, customers are advised of the new features that are available. JNLP and web interfaces are used to deploy to a single server to have clients update automatically from the next time that they start the CountyFusion application.

Kofile releases an update of the CountyFusion software system on a quarterly basis. All clients are given the latest version of the software 4 times per year.

KOFILE remedies software bug fixes under no formal release schedule and strives to correct a software bug (flaw or error that prevents a program from working as it was intended) as soon as feasible.

Upgrades and enhancements are driven by customer feedback, regulatory mandates and industry standards. As improvements are identified that will benefit the majority of our clients, they become part of our development strategy. We continually work with our customers to gather feedback on how the application can be enhanced.

## *Scope of Services*

---

CountyFusion includes the installation, training and project management support to ensure the project is implemented on schedule and to specification. Following contract execution, our team meets with the County implementation team to review the project plan and to mutually define other key personnel for the term of the project. We work closely with the County team to determine how best to work together and limit demands on your time. During this meeting we also establish a weekly call schedule for regular updates and to make sure all information has been received. We will have a sign-off procedure for the agreed upon specifications. If changes are requested following sign-off, they will be reviewed and discussed with the County to determine the impact on the current project plan and timeline. We will manage change orders in coordination with the County with proper sign-offs as well.

### ***Project Management***

Kofile will focus on a partnership with County and dedicate the resources to ensure a smooth and seamless transition from your current environment to our proposed solution. The system is designed to be customizable to your specific workflows and environment. This flexibility allows your office to have input to create the desired solution and environment that will maximize resources and operational efficiencies. Kofile's expert team will provide insight and recommendations to continuously improve efficiencies.

As defined in the roll-out phases of the project plan, the first phase of the project will be the Project Initiation Phase and will include the following steps and will take place over a few days.

- Project kick-off
- Introductions of project team and definition of roles
- Detailed review of Technical Requirements to clarify and verify requirements. If any gaps are identified in this analysis, they will be reviewed and discussed with the County team. Additional specifications, details or enhancements will be documented and incorporated into the development and project plan.
- Collection of other details, sample forms, reports, field layouts, etc. for further review and assessment. Subject matter expert(s) should be identified within county that can be contacted on specific questions.
- Detailed assessment of hardware and workflow.
- High-level review of project plan, milestones and dates.

Kofile's project team will analyze the details collected above, build in any additional configuration or development and then finalize the detailed project plan to review with County for sign-off and execution.



Kofile assigns a project manager and project team that will work all involved parties to execute the phased project plan as outlined in this proposal. Our project management approach is very structured and includes regular meetings and status updates. These forums are usually used to identify any issues or concerns but the County can bring any concerns and issues to the project manager's attention at any time. Issues and concerns are reviewed and related impact to project is identified. The project manager will facilitate the resolution of any issues, in coordination with the County as appropriate, and communicate the resolution to the project team.

Kofile also has an escalation process that will be reviewed with the county during project planning phase. It is critical that the resolution and escalation procedures are reviewed and agreed upon during the project planning phase. Kofile will work with the County to follow any standard procedures the County may already have in place. The project manager will ensure the Kofile team adheres to the agreed upon processes and communicate effectively on a regularly scheduled basis with the County throughout the entire project.

- Kofile complies with industry standards that are relevant to our services and solution. Our organization will comply with any State, County and other regulations that would be involved in the contract with the County Office.
- Throughout the detailed project plan, review and approval steps are built for the County. This includes testing phases of the system as well.
- Kofile employs a team of internal quality assurance and review professionals that rigorously test system configurations and development and conduct quality assurance reviews and compliance testing prior to installs or deployments.
- Strict internal quality controls are also adhered to with regard to testing and product environments as well.

During the project planning and implementation phase, there will be various checkpoints and monitoring of the project being performed by the project manager, account manager, lead developer, quality control lead and implementation lead to:

- Confirm interpretation of the project is in line with the County's requirements
- Evaluate effectiveness of CountyFusion features to the County's desired workflow
- Participate in assessing hardware needs for procurement along with proper configuration
- Quality verification of data conversion including structures
- Quality verification and certification of requested integrations
- Responsible for verification of the design, procurement, installation, test and inclusion of appropriate acceptance criteria

**Key Elements of Kofile's Implementation Approach**



Key team members who will be involved with the County office are:

Role	Assigned Team Member
Executive Contact – Escalation of any matter including customer care, system related matters and contract related matters.	Kyle Chaney
Account Manager – General contact regarding Kofile's services and point of contact for any new projects to scope and quote.	Steven Farr
Senior Manager of Operations – 2 <sup>nd</sup> point of escalation for system and customer care related matters and manages implementations.	Jeff Rothenberg
Development Lead – Heads the release components, schedule and testing of new enhancements, features and integrations for the CountyFusion System.	William (Bill) Andrews
Supervisor of Customer Care – 1st point of escalation for system and customer care related matters.	Gwen Sina
Technical Support / Training Specialist – Responsible for assisting in implementation and training prior to and after go-live	Eric Fulton
Customer Care / Support Lead – General point of contact for system related matters.	Geoff Davis

***Project Plan Deliverables***

A detailed plan for product development, installation, data conversion, hardware acquisition and training was developed with a detailed timeline and clear deliverables. Detailed documentation will be presented upon contract award. Our deliverables include:

- Detailed installation plan and timeline with clear deliverables
- Comprehensive training for all users
- A fully operational application
- Plan for ongoing use and development
- Continued support plan

Below is a high-level overview of our implementation timeline. A detailed project plan is included with the installation of the CountyFusion System. The plan will detail all milestones and tasks to be reviewed and signed-off by Kofile, the Clerk's and the designated Project Champion.

**Sample CountyFusion Installation Timeframe with Major Tasks**

ACTIVITIES		MONTH 1	MONTH 2	MONTH 3	MONTH 4	MONTH 5	MONTH 6
Requirements	Kick-off Meeting	■					
	Scoping & Analysis	■					
	Site Visit / Workflow Evaluation	■					
	Process Mapping	■					
	Hardware & Environment Assessment	■					
	Data Conversion / Testing		■	■	■	■	■
Customization/ Development	Tailoring to specifications		■	■	■	■	■
	Change management				■	■	■
	Q/A & QC				■	■	■
	Equipment Set-up				■	■	■
Implementation, Installation Training	Install				■	■	■
	Testing in Environment / Feedback				■	■	■
	User Training (internal/public)				■	■	■
	Go Live / On-Site Support					■	■
	Evaluation/Enhancements						■

**Index and Image Conversion from Legacy System**

The Kofile team has imported and converted land records from numerous types of databases and files. Our approach to data conversion is to receive a sample file from your current system,

evaluate the file layout, determine file mappings and then determine the best way to convert into CountyFusion. Our required file format is quite flexible.

Kofile realizes that a successful data conversion is critical to a successful implementation of our software. Using our advanced technology, we ensure a timely and successful conversion of your current data. This expertise has allowed us to successfully convert numerous databases from multiple formats. We employ strict quality controls to ensure the integrity of your data. Testing and acceptance is done before your go-live date.

Kofile recommends following the PRIA standard XML output format when converting data. Since Kofile is very familiar with the different ways counties save their data from having converted data from over one hundred (100) counties, we are aware that you may have special indexing requirements and methods. For this reason, we analyze your records and do the work in mapping the data properly. Our team will work with your County to properly understand your indexing procedures.

During the migration process, Kofile will also perform an extensive pagination process to cross-link all data to the associated images. During this process, a rigorous Quality Assurance process or standard is adhered to in order to ensure a clean migration to our system. All functions within these processes are followed by detailed reporting of any errors, omissions or anomalies throughout the migration process.

The image file headers utilized within the CountyFusion application are all non-proprietary and standard image file formats. The image processing is designed to utilize a typical TWAIN driven device which will export an image to any typical TIFF Group 4 compression image file format. Our file formats are based on client requirements and all associated documentation will be provided as necessary.

Please note that the data conversion does not include verification of the accuracy of the existing indexed data. Kofile does provide queries that identify suspicious index content for the County's review. We ensure that all current data is converted into the new system correctly and is available for your end users.

Below is a high-level overview of CountyFusion's data conversion process:

- Receive Data & Images from County/Vendor in Agreed Upon Format (timeliness is critical to meet deadline)
- Review & Assess Data
- Confirm All Fields & Clarify Mappings
- Map Fields
- Test Conversion & Provide Quality Report
- County Acceptance of Test Conversion
- Data Cleansing and Additional Testing

- Final Sign-off of Conversion by County
- Complete Changes and Conversion
- Receive Data Gap @ Day End
- Final Conversion (at night)

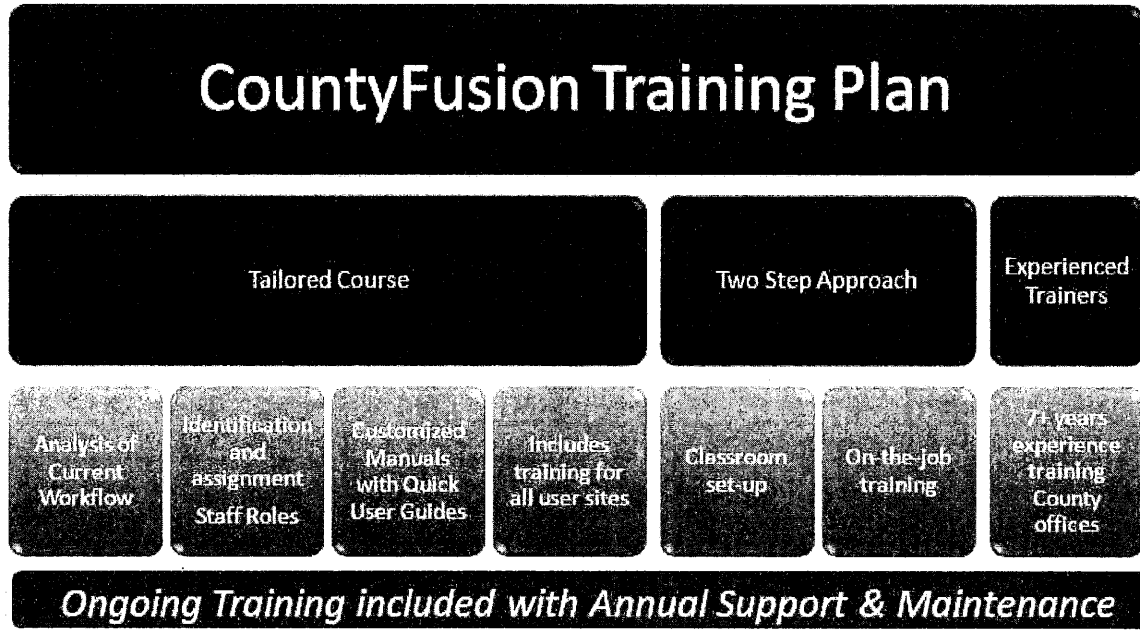
### ***Training***

The CountyFusion Solution includes a thorough training curriculum to ensure all parties using and accessing the system are properly trained. KOFILE's trainers will work with the County's team and public searchers so they may reach an acceptable comfort level to take advantage of the System's benefits. It is Kofile's intention to cross train the County employees (where applicable) in order to provide the County with more opportunities for improved customer service. CountyFusion will allow County employees to continue within their current workflows, but will help them to index more documents and more fields in less time, improving accuracy and allowing them more time to assist customer/constituents. Additionally, CountyFusion can be easily accessible from employees' homes. The CountyFusion System will provide the ability to view previously created reports, as well as easily create new reports, with filtering and sorting tools. All reports will be available on a secure basis, ensuring that only those with approval are capable of creating, running and viewing these reports. For example, Managers will have the ability to run production reports to see employee production levels and error rates.

### ***Training Package Highlights***

- The Kofile team will train all users of the CountyFusion records management system at the office.
- Training materials and manuals are provided during the training. Ongoing updates and support materials are provided for the staff.
- Each user has a customized main menu based on their permissions. They will only see menu options which they access. Users click on a task to launch and can click next or previous to move forward. Required fields are highlighted and if any information is missing the System would not allow the user to move forward and list the missing data. Depending on the User's preference they can choose to navigate through the menu text, click on icons, or enter in hotkeys. All navigation instructions will be provided in a document and quick user guides and cheat sheets for users to familiarize themselves with the System.
- The training is conducted on-site and we combine class room training with on-the-job training which has proven to be very successful. Our implementation plan includes a period of time when our Solution is set up in parallel to your current system. This provides the environment to conduct user acceptance and on-the-job training as well. This allows the County to 'test drive' the Solution in your own environment before you 'go live'.
- The training provided for other clients and users of our system has been very successful. The system is designed to be user friendly and intuitive. Even 'non-computer literate' individuals become very excited during training because they are able to understand and use the interface in a short period of time.

*Overview of CountyFusion Training Program*



Kofile also plans to make annual user group meetings, scheduled in conjunction with County conferences, as a standard part of the organization to help drive product direction, address customer issues, inform customers on product feature/function and direction, provide product training sessions, identify industry trends, and facilitate industry knowledge transfer.

Below is a sample of a recommended outline for training users of the CountyFusion System. Please note, training schedules, number of sessions and duration of sessions can call be modified according to your office’s requirements. Kofile is committed to providing the training necessary for your office to fully understand and successfully use the CountyFusion system to the fullest and will provide as much training as necessary to achieve this goal.

CLASSIFICATION	TIMEFRAME	SUBJECT MATTER	HOW CONDUCTED
<b>System Administrator(s)</b>	1 Full Day (classroom style) 3 Days of On-the-Job during implementation	Overview of entire system Setting up users Configuring of system Special edits	On-site; classroom style usually in conference room or such where there are no interruptions Can be conducted off-site if desired
<b>All Internal Users</b>	2 Hours	High level view of overall system to see how flow works and how the roles work together. Provides opportunities for questions Explain how detailed training will be done	On-site; classroom style usually in conference room or such where there are no interruptions Can be conducted off-site if desired
<b>Deputies / Supervisors</b>	2 Hours + Oversight	Details of accepting, recording and validating documents Incorporate office rules and procedures	Classroom style Return to workstations for practice / oversight
<b>Staff</b>	1 Day: Classroom Style On-the-job training / oversight during implementation	Subject matter is geared toward the roles & responsibilities of staff members; usually break-out into Recording/Indexing, etc. Some Counties want all to be crossed trained.	Classroom style Return to workstations for practice / oversight
<b>General Public</b>	Two 1 Hour Sessions (depending if implement cover pages)	How to use online services	On-site / Classroom Style On-line via the Internet
<b>Title Searchers / Agents</b>	Two 1 Hour Sessions	How to use online services Benefits	On-site / Classroom Style On-line via the Internet



## *Recommended Hardware Equipment*

KOFILE recommends the hardware listed below with specifications for optimum results when using the CountyFusion application.

### **SERVER ENVIRONMENT**

#### **Database/Web/App Server/OCR/ICR**

##### **PowerEdge T630 Server**

Intel Xeon E5-2620 v4 2.1GHz,20M Cache,8.0GT/s QPI, Turbo, HT, 8C/16T (85W) Max Mem 2133MHZ

RAID 1+Unconfigured RAID for H330/H730/H730P (2 SAS HDDs or SSDs + 1-30 HDDs or SSDs)

PERC H730 RAID Controller, 1GB NV Cache

On-Board LOM Dual/Quad Port 1GBE

OpenManage Essentials, Server Configuration Management

DVD+/-RW, SATA, Internal

Casters for PowerEdge Tower Chassis

Bezel

Single, Hot-plug Power Supply (1+0), 495W

Electronic System Documentation and OpenManage DVD Kit, PowerEdge T630

Windows Server 2016 Standard,16CORE,Factory Installed,

Windows Server 2016 Standard,16CORE,Media Kit

Legacy BIOS Boot mode with GPT for Data Partition

ProSupport: Next Business Day Onsite Service After Problem Diagnosis, 5 Year

ProSupport: 7x24 HW / SW Tech Support and Assistance, 5 Year

Dell Hardware Limited Warranty Plus On Site Service

2400MT/s RDIMMs

32GB RDIMM, 2400MT/s, Dual Rank, x4 Data Width

300GB 10K RPM SAS 2.5in Hot-plug Hard Drive (4 each)

1TB 7.2K RPM Near-Line SAS 2.5in Hot-plug Hard Drive (4 each)--based on county storage required

NEMA 5-15P to C13 Wall Plug, 125 Volt, 15 AMP, 10 Feet (3m) Power Cord, North America

10-pack of Windows Server 2016,2012 USER CALs (Standard)--based on number of devices

### **WORKSTATIONS**

#### **Cashiering, scanning, index, admin, public**

##### **Dell Optiplex 3050 Small Form Factor**

Module	Description
OptiPlex 3050 SFF	OptiPlex 3050 Small Form Factor BTX
Processor	Intel® Core™ i3-7100 (DC/3MB/4T/3.9GHz/65W); supports Windows 10/Linux
Operating System(s)	Windows 10 Pro 64bit English, French, Spanish

Memory	4GB (1x4GB) 2400MHz DDR4 Memory
Hard Drive	3.5 inch 500GB 7200rpm Hard Disk Drive
Video Card	Intel® Integrated Graphics
CD ROM/DVD ROM	8x DVD+/-RW 9.5mm Optical Disk Drive
Chassis Options	OptiPlex 3050 SFF with 180W Standard Power Supply (APFC)
Keyboard	Dell KB216 Wired Keyboard English Black
Mouse	Dell MS116 Wired Mouse Black
Systems Management	No Out-of-Band Systems Management
Hard Drive Cables and Brackets	3.5 Inch Caddy
Optical Software	Cyberlink Media Suite Essentials for Windows 10 and DVD drive (without Media)
Power Cord	System Power Cord (English)
Hardware Support Services	3 Years Hardware Service with Onsite/In-Home Service After Remote Diagnosis

***PRINTERS***

**Network Printer**

**HP LaserJet Ent M506X Printer**

**Printer**

Connectivity Technology: Wired, Wireless

Duplex Printout: Duplex

Envelope Sizes: International B5 (6.93 in x 9.83 in), International C5 (6.38 in x 9 in), International C6 (4.5 in x 6.38 in), International DL (4.33 in x 8.66 in)

Image Enhancement Technology: HP ProRes 1200 / HP FastRes 1200

Interface: Ethernet, Gigabit Ethernet, Hi-Speed USB

Language Simulation: PCL 5, PCL 6, PDF 1.7, PostScript 3

Max H-Document Size: 8.5 in

Max Media Capacity: 2300 sheets

Max Media Size (Standard): Legal (8.5 in x 14 in)

Max Media Weight: 199 g/m<sup>2</sup>

Max Printing Speed (ppm): 45 ppm

Max Printing Speed Color (ppm): N/A

Max V-Document Size: 14 in

Media Handling: 100-sheet multipurpose tray, 2x 550-sheet input trays

Media Sizes: 3.95 in x 5.9 in, 4.13 in x 5.83 in, A4 (8.25 in x 11.7 in), A5 (5.83 in x 8.25 in), A6 (4.13 in x 5.83 in), B5 (6.93 in x 9.83 in)

Media Type: Bond paper, Card stock, Envelopes, Labels, Plain paper, Preprinted paper, Punched paper, Recycled paper, Transparencies

Min H-Document Size: 3 in

Min Media Weight: 60 g/m<sup>2</sup>

Min V-Document Size: 5 in

Monthly Duty Cycle: 150000 pages

Monthly Duty Cycle Range (Printer Class): 100,000 pages and more

Output Trays Capacity: 250 sheets

Printer Features: HP ePrint, Instant-on Technology, Mopria certified, Wireless Direct Print

Technology: Laser

Total Media Capacity: 1200 sheets

Type: Workgroup printer

#### **Printer Output**

Max Speed: 43 ppm

Media Size: A4 (8.25 in x 11.7 in)

Output Quality: Black normal

#### **Service**

Support Details Full Contract Period: 1 year

Support Details Type: Limited warranty

#### **Interface Required**

Connector Type: 4 pin USB Type B

Total Qty: 1

Type: USB 2.0

Connector Type: RJ-45

Type: Gigabit LAN

**Receipt Printer**

Epson TM-H6000IV

Character set 95 Alphanumeric, 37 International, 128 x 12 Graphic, Simplified and Traditional Chinese

Interfaces Built-in USB; Connect-It-including Serial, Powered USB, WiFi, Parallel and Ethernet  
Data buffer 45 bytes or 4 KB (up to 384 KB for graphic files)

Supply voltage 24 VDC ± 7%

D.K.D. function 2 drivers

Sensors Cover open, Top of form, Bottom of form, Slip eject, Roll paper near end, Roll paper end

Factory options Endorsement printer, validation printer, 58mm width paper guide PG-5811, DM attachment DPR-6000, connector cover OT-CC6000

Overall dimensions 7.32 x 10.95 x 7.13" (W x D x H)

Weight Approx. 4.4 kg (9.7 lbs)

Color Epson Dark Gray (EDG), Epson Black (EBCK)

Environmental standards WEEE, RoHS compliant

OS support Microsoft Windows-2008, 2000, XP, Vista; WEPOS; POSReady

**Bar Code Label Printer**

**Zebra LP 2824 Plus - label printer - monochrome - direct thermal / thermal**

**Printer**

Connectivity Technology: Wired

Interface: Serial, USB

Language Simulation: EP, EPL2, ZPL, ZPL II

Max H-Document Size: 2.35 in

Max H-Resolution B/W: 203 dpi

Max Media Size (Standard): Roll (2.35 in)

Max Printing Length: 39 in

Max Printing Speed: 240.9 inch/min

Max Printing Width: 2.2 in

Media Sizes: Roll (1 in - 2.36 in)

Media Thickness Range: 0.003 in - 0.008 in

Media Type: Continuous forms, Fanfold paper, Labels, Linerless labels, Perforated thermal paper, Receipt paper, Tag stock

Min H-Document Size: 1 in

Min V-Document Size: 0.38 in

Output Type: Monochrome

Technology: Direct thermal / thermal transfer, Thermal transfer

Type: Label printer

**Printer Output**

Max Speed: 240.9 inch/min

Output Quality: Max speed

Resolution: 203 dpi

**Label Printer**

Roll Core Diameter: 1 in, 1.5 in

Roll Maximum Outer Diameter:

Interface Required

Connector Type: 9 pin D-Sub (DB-9)

Total Qty: 1

**SCANNERS**

**Fujitsu fi-7700 - document scanner - desktop - USB 3.1 Gen 1**

**Scanner**

Automatic Duplexing: Yes

Color Depth: 24-bit (16.7 million colors)

Color Depth (External): 24-bit (16.7 million colors)

Compliant Standards: ISIS , TWAIN

Document Feeder Type: Automatic

Document Size Class: Other

Duty Cycle: 30000 Scans per day

Feeder Capacity: 300 sheets

Form Factor: Desktop

Grayscale Depth (External): 8-bit (256 gray levels)

Input Type: Color

Interface Type: USB 3.1 Gen 1

Lamp Light Source Type: White LED array

Max Document Scan Speed B/W: 100 ppm

Max Document Scan Speed Color: 100 ppm

Max H-Document Size: 12 in

Max H-Interpolated Resolution: 1200 dpi

Max H-Optical Resolution: 600 dpi

Max Supported Media Size: 12 in x 18 in

Max V-Document Size: 220 in

Max V-Interpolated Resolution: 1200 dpi

Max V-Optical Resolution: 600 dpi

Scan Element Type: Triple CCD

Scanner Features: Advanced DTC , Automatic color detection , Barcode Detection , Blank Page Detection , Built-in LCD screen , Deskew , Dither , Dynamic Threshold , Error Diffusion , Image Emphasis , Long Paper Mode , Multi-Image Output , Paper Protection Function , Punch Hole Removal , RGB Color Dropout , Ultrasonic multifeed sensor

Supported Document Type: Bulk objects (such as books) , Embossed card , Envelope , Plain paper , Plastic card

Type: Document scanner

#### **Fujitsu fi-7260 Wired/USB Document Scanner**

##### **Scanner**

Automatic Duplexing: Yes

Color Depth: 24-bit (16.7 million colors)

Color Depth (External): 24-bit (16.7 million colors)

Compliant Standards: ISIS, TWAIN

Document Feeder Type: Automatic, Manual

Document Size Class: Other

Duty Cycle: 4000 Scans per day

Feeder Capacity: 80 sheets

Form Factor: Desktop

Grayscale Depth (External): 8-bit (256 gray levels)

Input Type: Color

Interface Type: SuperSpeed USB 3.0, USB 3.0

Lamp Light Source Type: White LED

Max Document Scan Speed B/W: 60 ppm

Max Document Scan Speed Color: 60 ppm

Max H-Document Size: 8.5 in

Max Supported Media Size: 8.5 in x 14 in

Max V-Document Size: 220 in

Max V-Optical Resolution: 600 dpi

Scan Element Type: Triple CCD

Scanner Features: Advanced DTC , Automatic page size detection , Blank page skipping , Built-in LCD screen , Color Dropout , Deskew, Dither , Embossed Card Scanning Capability , Error Diffusion , Image Emphasis , Intelligent Multi-Feed Function (iMFF) , Long Document Scanning , Moire Removal , Multi-Image Output , Paper Protection Function , Punch Hole Removal , Simplified DTC , Ultrasonic Double Feed Detection , Upper lower separation

Supported Document Type: Labels, Plain paper, Plastic card

Type: Document scanner

#### **Scanner Speed Details**

Image Resolution: 200 dpi

Mode: Color

#### **Fujitsu fi-7160 - document scanner - desktop - USB 3.0**

##### **Scanner**

Automatic Duplexing: Yes

Color Depth: 24-bit (16.7 million colors)

Color Depth (External): 24-bit (16.7 million colors)

Compliant Standards: ISIS, TWAIN

Document Feeder Type: Automatic

Document Size Class: Other

Duty Cycle: 4000 Scans per day

Feeder Capacity: 80 sheets

Form Factor: Desktop

Grayscale Depth (External): 8-bit (256 gray levels)

Input Type: Color

Interface Type: USB 3.0

Lamp Light Source Type: White LED

Max Document Scan Speed B/W: 60 ppm

Max Document Scan Speed Color: 60 ppm

Max H-Document Size: 8.5 in

Max H-Optical Resolution: 600 dpi

Max Supported Media Size: 8.5 in x 14 in

Max V-Document Size: 220 in

Max V-Optical Resolution: 600 dpi

Scan Element Type: Dual CCD

Scanner Features: Built-in LCD screen, Deskew, Embossed Card Scanning Capability

Supported Document Type: Plain paper

Type: Document scanner

#### **Scanner Speed Details**

Image Resolution: 200 dpi

Mode: Color

Speed: 60 ppm

Image Resolution: 300 dpi

Mode: Black&white

Duplex: Duplex

Speed: 120 ipm

#### **Barcode Scanner**

##### **Honeywell Voyager 1200g**

Dimensions (LxWxH) 66 mm (3.0") X 180 mm (7.1") X 97 mm (3.8")

Weight 125 g (4.4 oz)

Electrical Input Voltage 5 V +/- 5%

Operating Power 700mW; 140 mA (typical) @ 5V

Standby Power 350mw; 70 mA (typical) @ 5V

Host System Interfaces Multi-Interface / Includes RS232 (TTL +5V, 4 Signals) / KBW / USB (HID Keyboard, Serial, IBM OEM);

RS-232C (+/-12V) and IBM RS485 supported via adapter cable

Operating Temperature 0°C to 50°C (32°F to 122°F)

Storage Temperature -20°C to 60°C (-4°F to 140°F)

Humidity 0% to 95% non-condensing

Drop Designed to withstand 30 drops to concrete from 1.5 m

Environmental Sealing IP42

Light Levels 0 - 70,000 lux

Scan Pattern Single scan line

Scan Speed 100 scan lines per second

Scan Angle Horizontal: 30°

Print Contrast 10% minimum reflectance difference

Pitch, Skew 60°, 60°

Decode Capabilities Reads standard 1D and GS1 DataBar symbologies

Warranty 5 year factory warranty



## Annual Maintenance & Support Services





### Annual Maintenance and Support Package Overview

Kofile will focus on a partnership with your office and dedicate the resources to ensure a smooth and seamless transition from your current environment to our proposed solution. The system is designed to be customizable to your specific workflows and environment. This flexibility allows your office to have input to create the desired solution and environment that will maximize resources and operational efficiencies. Kofile's expert team will provide insight and recommendations to continuously improve efficiencies.

Kofile provides a total and comprehensive solution with all-inclusive pricing. Annual maintenance includes general changes, upgrades, mandatory and regulatory changes, new reports, ongoing training and user groups. Kofile is dedicated to providing a total solution. Kofile also has annual user group meetings, scheduled in conjunction with conferences, as a standard part of the organization to help drive product direction, address customer issues, inform customers on product feature, function and direction, provide product training sessions, identify industry trends, and facilitate industry knowledge transfer.

Kofile is committed to ensuring that your office is satisfied with our installation. We will provide software product updates or upgrades which is part of our annual maintenance and support package. Any correcting upgrades are included in the agreed upon annual software and/or hardware maintenance and support pricing as well as any technical upgrades or enhancements.

### Kofile Comprehensive Annual Maintenance & Support Package Summary

			
<b>General Support</b> <ul style="list-style-type: none"> <li>• Bug Fixes</li> <li>• Training (as needed)</li> <li>• Upgrades (Quarterly)</li> <li>• Regulatory Mandated Changes</li> </ul>	<b>Troubleshooting</b> <ul style="list-style-type: none"> <li>• Software Support</li> <li>• Data Support</li> <li>• Software configuration</li> <li>• Search Portal Support</li> <li>• eRecording Portal Support</li> </ul>	<b>Toll-free Help Desk</b> <ul style="list-style-type: none"> <li>• Email Support</li> <li>• Phone Support</li> <li>• Chat Support</li> <li>• Online Ticket Tracking System</li> <li>• Remote Access</li> </ul>	<b>Value-Added Services</b> <ul style="list-style-type: none"> <li>• Custom Reports</li> <li>• Labels</li> <li>• Forms</li> <li>• Field Changes</li> <li>• Preferences</li> <li>• Fees</li> <li>• Menu Changes</li> <li>• Workflow Changes</li> </ul>

### Annual Maintenance - Support Service Details for Software & Hardware (if applicable)

- All software maintenance and support is provided by Kofile
- Certain hardware maintenance will be provided by the manufacturer when warranty is applicable.
- Any OEM warranties on hardware will be passed onto County Kofile shall repair or replace a covered hardware component which has been determined to be defective at its option with new or reconditioned equipment. Customer agrees to assist Kofile in determining corrective action necessary to resolve malfunction. This may require an on-site visit by a Kofile representative or a third party representative authorized by Kofile

**Contact Information**

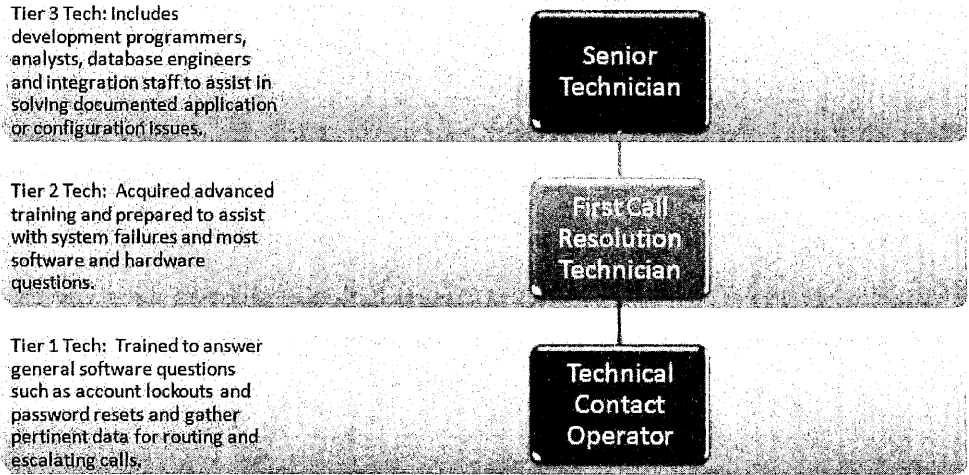
Kofile Customer Care Center provides you several service features:

<b>SERVICE HOURS &amp; SUPPORT OPTIONS</b>	
<b>BUSINESS HOURS SUPPORT (EXCLUDING KOFILE HOLIDAYS)</b>	Monday – Friday 7:00AM CST – 7:00PM CST (888) 608-1808 GSSupport@Kofile.com
<b>AFTER HOURS SUPPORT</b>	Emergency Support available 24/7 (888) 608-1808 GSSupport@Kofile.com
<b>SELF-SERVICE</b>	Kofile has a knowledgebase available to customers via the self-service center online. The self-service center has been proven to be an efficient method of communication for response and resolution of customer’s support needs. The center also allows customers to access a detailed view and status of their matter. Customers always have the option to escalate an issue if they feel the situation is not getting the attention it needs.
<b>URGENT MATTERS</b>	If there is an urgent matter, please call the Customer Care center at (888) 608-1808.  Emails are reviewed and routed during normal business hours only. <u>Please note, email should not be used for urgent issues.</u> If you have emailed an issue in and it becomes more urgent, <u>please call the Customer Care Center and have your ticket number available.</u>

**Experienced Technicians**

Kofile staff consists of three specialized areas for technician support. On average, our technicians have 8+ years industry experience per technician. All members of the team are dedicated to providing clients with timely resolutions coupled with streamlined communication ensuring your office is up to date on any customer care subjects inquired about.

**Organizational Structure: Technician Roles**



**Support Process**

It is advisable for clients to always initially report issues to the Customer Care Center. By following this process, we can ensure your questions, issues and requests for enhancement(s) and regulatory changes are always logged and tracked in an easily accessible manner for our organization and your office. Your office will have the ability to look-up your outstanding or closed tickets through the self-service center as well. **Urgent issues should not be reported via email.**

**REPORTING OPTIONS**

**REPORTED VIA EMAIL**

When your issue is received via email, you will receive an email confirmation message with the ticket number for your request. Please reference this ticket number when discussing this issue with us. A TCO Technician will review the information in the ticket and if there is sufficient information, the ticket will be either resolved or routed to the appropriate queue. Upon being routed to a queue, tickets are handled in the order which they are received with business impact being weighed to determine prioritization.

**REPORTED VIA TELEPHONE**

When a call is made to the Customer Care center, a TCO technician creates a ticket and gathers important information from you. If the TCO cannot provide a solution for your call, they will verify technician availability for immediate response. If availability is confirmed, you will be transferred to a FCR

Technician. Over the last 6 months, Kofile Customer Care has averaged resolving about 45% of the issues during the initial phone call. If the FCR Technician cannot resolve the issue or one is not available, then your ticket is routed to the queue and you will be called back in the order received taking business impact into consideration. If you do not feel the issue is getting the attention it deserves, please make the TCO aware and they will escalate the ticket accordingly to ensure you are getting the desired response.

**Escalation Process**

Kofile’s escalation path is to call (888) 608-1808 and ask for a manager about the issue referencing the ticket number. The escalation path has been established to better serve our customers.

Please utilize the escalation path by contacting a Support Manager when the following occurs:

- In the event you do not receive a ticket number when emailing [GSSupport@Kofile.com](mailto:GSSupport@Kofile.com) or after speaking with a TCO.
- If you experience a work stoppage emergency and are told all support personnel are currently serving other clients. Please have ticket number available.
- Support personnel have not responded to your ticket and TCO are unable to provide you with an update. Please have ticket number available.
- You have a complaint about the service you receive. Please have ticket number available.

**ESCALATION CONTACTS**

<p><b>1<sup>ST</sup> LEVEL</b></p>	<p><b>Gwen Sina – Customer Service Supervisor</b>          P: (303)225-7946  <a href="mailto:gwen.sina@Kofile.com">gwen.sina@Kofile.com</a></p>
<p><b>2<sup>ND</sup> LEVEL</b></p>	<p><b>Ross Headman – Support Operations Manager</b>          P: (210) 807-7115  <a href="mailto:ross.headman@Kofile.com">ross.headman@Kofile.com</a></p>
<p><b>3<sup>RD</sup> LEVEL</b>  <b>CONTACT IF 1<sup>ST</sup> AND 2<sup>ND</sup> LEVEL OF ESCALATION ARE NOT AVAILABLE.</b></p>	<p><b>Michael Steelman -VP, Customer Success</b>          P: (210) 477-3714  <a href="mailto:michael.steelman@Kofile.com">michael.steelman@Kofile.com</a></p>

## Pricing

Due to our desire to partner with County, we have provided competitive pricing for installation and ongoing support of a total records management system. Our proposed solution includes the following solution, services and maintenance based on a twelve (12) month contract with 4 one year renewal options.

DESCRIPTION OF SERVICES:		COST
<b>COUNTYFUSION SOFTWARE: LICENSING FOR CLERK'S OFFICE</b>		<b>**included</b>
<ul style="list-style-type: none"> <li>• Departmental License</li> <li>• Records Management System: Land records &amp; Vital Records</li> <li>• Integration of Systems</li> <li>• Cashiering</li> <li>• Indexing</li> <li>• OCR/ICR Advanced Indexing</li> <li>• Imaging/Batch Scanning</li> <li>• Tailored Reporting</li> </ul>	<ul style="list-style-type: none"> <li>• Tailored Reporting</li> <li>• Redaction</li> <li>• FraudSleuth</li> <li>• eRecording</li> <li>• eCertification</li> <li>• Disaster Recovery &amp; Redundancy</li> <li>• County Search Portal</li> </ul>	
<b>COUNTYFUSION SOFTWARE: PUBLIC PORTAL USAGE &amp; SET-UP</b>		<b>**included</b>
<ul style="list-style-type: none"> <li>• Departmental License</li> <li>• Private Labeled Web Based Public Search</li> <li>• County Portal Access / Inquiry</li> <li>• Web Hosting</li> </ul>		
<b>IMPLEMENTATION &amp; TRAINING SERVICES</b>		<b>**included</b>
<ul style="list-style-type: none"> <li>• Project Plan</li> <li>• Project Management</li> <li>• Software Configuration</li> </ul>	<ul style="list-style-type: none"> <li>• Training</li> <li>• On-going Support</li> </ul>	
<b>CONVERSION SERVICES</b>		<b>**included</b>
<ul style="list-style-type: none"> <li>• Data Conversion from current system</li> <li>• Image Conversion from current system</li> <li>• Detailed analysis, quality controls and exception reporting and planning</li> <li>• Replication of data/images to data center</li> </ul>		
<b>TOTAL SOFTWARE LICENSING, INSTALLATION &amp; CONVERSION SERVICES</b>		<b>**included</b>
<b>SOFTWARE ANNUAL SUPPORT AND MAINTENANCE (starting year 1, provided for 5 years of the contract)</b>		<b>**included</b>
<b>General Support</b> <ul style="list-style-type: none"> <li>• Toll free support line / Help Desk</li> <li>• Online ticketing system with self-service capabilities and on-line knowledgebase</li> <li>• Training</li> <li>• User Group Meetings</li> <li>• Mandatory Regulatory Changes</li> </ul>	<b>Ongoing Upgrades &amp; Enhancements</b> <ul style="list-style-type: none"> <li>• Minimum of 4 (four) software upgrades per year</li> <li>• WebEx presentation and training of new release features with Release Notes</li> <li>• Modifications to reports, forms, letters, fields, fees, menus, permissions and preferences.</li> </ul>	

Acceptance

<i>Initial</i> <i>Here</i>	<i>DESCRIPTION OF SERVICES</i>	<i>PRICE</i>
	<i>PAYMENT</i>	
1	<b>COUNTYFUSION RECORDS MANAGEMENT SOLUTION:</b> Payment begins on "Go Live" monthly	\$1.75 per document processed through CountyFusion*
2	<b>Day Forward Indexing</b>	\$2.25** per document
<p><i>*Kofile is providing a discount of \$.25 per document for year 1. Pricing is based on Hall County only needing 6 cash drawers and 6 receipt printers. Additional hardware needs may require additional fees.</i></p> <p><i>**Kofile is providing a reduction in Daily Indexing Fee based on Hall County using CountyFusion for Land Records Management.</i></p>		

Please indicate your agreement to proceed based on the information contained in this proposal by signing below. The terms and conditions outlined in this proposal are valid until **December 1, 2019**.

Charles Baker  
 Hall County

10-23-19  
 Date

[Signature]  
 Kofile Technologies, Inc.

10/28/19  
 Date