

Rockingham County Registry of Deeds
Post Office Box 896
Kingston NH 03848-0896
Cathy Ann Stacey, Register
603-642-5526

Proposal Submission Deadline: 04/07/2023 at 5:00 p.m. Proposal Opening: 04/13/2023, at 8:30 a.m.

REQUEST FOR PROPOSALS
LAND RECORDS PROPOSAL
ROCKINGHAM COUNTY REGISTRY OF DEEDS

You (ORGANIZATION) are hereby invited to submit proposals as specified in this Request for Proposal. The information necessary to complete the proposal is contained within this document.

Rockingham County, New Hampshire (Rockingham County) is a public entity composed of general administrative offices, nursing home, assisted living, correctional facility, engineering and maintenance services, and offices from Elected Officials: Commissioners, Delegation, County Attorney, High Sheriff, Register of Deeds, and Treasurer.

Questions on the technical specifications of the Request for Proposal should be directed to the contact listed above. Questions on bidding procedures can be directed to rfp@co.rockingham.nh.us.

1. Proposal Instructions (3 ways to submit)

- a) Two (2) copies (or one copy and one thumb drive) of the Proposal should be submitted in a sealed envelope marked "RFP – ITEM/Service" addressed and delivered to:

Rockingham County Commissioners
119 North Road, Brentwood, NH 03833

- b) Submit your bid as a PDF to: rfp@co.rockingham.nh.us. ***DO NOT*** send your bid to any other Rockingham County email address. Doing so may result in disqualification. You will receive a confirmation email within 1 business day. If you do not receive your confirmation email, you may inquire with the contact person listed at the top of this document.
- c) You may submit your Proposal online through Public Purchase, which is free to sign up and submit. Please visit [Public Purchase: Rockingham County Home Page](#), or www.rockinghamcountynh.org/rfpbidding for the link to our Public Purchase page.

2. Submission must include:

- Organization legal name with DBA if applicable.
- Tax ID.
- Physical address and mailing address (if different).
- Organization representative name and contact information (phone, fax, and email).
- An itemized price proposal including shipping or freight is required with submission.
- Items presented as "equivalent" must be clearly identified, with all variations from the specification annotated and are subject to approval.
- Complete cut sheets and specifications for all products quoted, if applicable.
- All pertinent information regarding warranty and service availability.
- Anticipated start time after receipt of order and anticipated time to perform the scope of services.
- Insurance requirements, non appropriations and indemnification obligations.

Attachments must be uploaded in PDF format. Any agreements or contracts that require our signature need to be in Microsoft Word format for review and tracking purposes.

- 3. Proposal Openings:** Authorization to open proposals will be given at a regular scheduled meeting of the Board of Rockingham County Commissioners. Proposals will be distributed after the meeting and will be awarded or rejected as soon as a complete review and comparison of the proposals received has been made by Rockingham County.
 - a. Meetings are held in the Maureen Barrows Conference Room of the Rockingham County Rehabilitation and Nursing Center, 117 North Road, Brentwood, NH through the following online Zoom meeting: <https://us02web.zoom.us/j/5808918771> or by telephone: 646-558-8656, Meeting ID: 580 891 8771.
 - b. Scheduled meetings are subject to change and information may be found here: www.rockinghamcountynh.org/events.
- 4. Proposal Award:** The proposal(s) will be formally awarded and announced publicly at a regular scheduled meeting of the Board of Rockingham County Commissioners held in the Maureen Barrows Conference Room located in the Rockingham County Rehabilitation and Nursing Center, 117 North Road, Brentwood, NH through the following online Zoom meeting: <https://us02web.zoom.us/j/5808918771> or by telephone: 646-558-8656, Meeting ID: 580 891 8771. Formal notification of proposal award will occur thereafter. Information on the award will also be available on the RFP/Bidding section of our website: www.rockinghamcountynh.org.
- 5. Pricing:** Proposal prices are to remain in effect for a period of **(60)** days from opening date of the proposal and are to remain firm once proposal is awarded to the successful Organization(s).
 - a. Vendors awarded a state bid/contract should offer that pricing.
 - b. Should you have any variations (discounts and/or penalty clauses) that may affect the price, please specify in proposal.
- 6. Additional Materials:** Following the review and screening of all proposals, Organization may be invited to participate in the final selection process, which may include the submission of additional information regarding cost or other issues, as requested by Rockingham County.
- 7. Performance Clause:** In the event that the successful awarded Organization/Rockingham County should default in the observance of the stipulations set forth in this Request for Proposal and such default is not corrected within 30 days of written notice from either party, the successful awarded Organization/ Rockingham County shall have the option of canceling the proposal.
- 8. Contractual Obligations:** In the event that contracts for the supply of materials, equipment, or services are required under the proposal, the Board of Rockingham County Commissioners reserves the right to review said contracts and amend to comply with county legal requirements prior to signing by the appointed representative of the Board of Rockingham County Commissioners. All contracts entered into by Rockingham County are required to contain Non-Appropriation and Indemnification clauses. Sample language is provided below.
 - a. Non-Appropriation**

Rockingham County is obligated to pay only such contract amounts that can lawfully be made from funds budgeted and appropriated for that purpose during Rockingham County's then current fiscal year, subject to annual approval by the Rockingham County Delegation. Should Rockingham County fail to budget, appropriate, or otherwise make available funds to make payments under this contract, such contract shall be deemed terminated at the end of the then current term. Rockingham County agrees to deliver prompt notification after any decision to non-appropriation is made, but failure to give such notice will not extend the term beyond such Original or Renewal Term.
 - b. Indemnification**

To the fullest extent permitted by law, (ORGANIZATION) shall protect, indemnify, save, defend and hold harmless Rockingham County, including its officials, agents, volunteers and employees,

("Indemnified Parties"), from and against any and all liabilities, obligations, claims, damages, penalties, causes of action, costs, interest and expenses, including but not limited to reasonable attorney and paralegal fees, which Indemnified Parties may become obligated or suffer by reason of any accident, bodily injury, personal injury, death of person, or loss of or damage to property, arising indirectly or directly under, out of, in connection with, or as a result of this Contract or the activities of (ORGANIZATION) or its agents, employees, contractors or subcontractors, and even if caused in whole or in part by any negligent or intentional act or omission of Indemnified Parties.

In addition, and regardless of respective fault, (ORGANIZATION) shall defend, indemnify and hold harmless the Indemnified Parties for any costs, expenses and liabilities arising out of a claim, charge or determination that (ORGANIZATION) officers, employees, contractors, subcontractors or agents are employees of the Indemnified Parties, including but not limited to claims or charges for benefits, wages, fees, penalties, withholdings, damages or taxes brought in connection with laws governing workers compensation, unemployment compensation, social security, Medicare, state or federal taxation, and/or any other similar obligation associated with an employment relationship.

(ORGANIZATION'S) obligations to defend, indemnify and hold harmless the Indemnified Parties hereunder shall survive the term of this Contract.

Rockingham County shall not be required to defend or indemnify (ORGANIZATION) or its agents, employees, contractors or subcontractors or any professional service provider.

9. **Insurance Requirements:** The Organization shall always maintain during the life of this proposal insurance coverage. The Organization must also require its subcontractors to maintain such coverage. Any request for modification of the coverage requirements must be submitted in writing with the proposal, and will be evaluated accordingly.
- a. **Coverage:** The Organization shall have professional insurance/errors and omissions insurance with limits of not less than \$1,000,000 each occurrence. The insurance certificate and the underlying insurance coverage shall be issued by a carrier authorized to do business in the State of New Hampshire and having A.M. Best Company rating of "A" or better.
 - b. **Workers Compensation Insurance:** The Organization shall carry workers compensation insurance as required by the State of New Hampshire.
 - c. **Comprehensive General Liability Insurance:** The Organization shall maintain comprehensive general liability insurance policy, which includes coverage for contractual liability, in an amount of no less than \$1,000,000 per occurrence.
 - d. **Motor Vehicle Insurance:** The Organization shall carry motor vehicle insurance to include bodily injury, property damage, and uninsured motorist, coverage in an amount of no less than \$1,000,000 combined single limit per accident.
 - e. **Insurance Certificate:** The Organization shall provide an insurance certificate confirming the above insurance coverage.
 - i. The provider shall file certificates with Rockingham County showing that the above insurance has been purchased. Include with proposal submission and use mail to: Rockingham County, attn. Commissioners Office, 119 North Road, Brentwood, NH 03833.
 - ii. A 30-day notice is required for cancellation and /or material change of coverage, and sent directly to the above mail to address.

10. **NOTICE:**

- a. The Board of Rockingham County Commissioners reserves the right to accept or reject any and all proposals or parts thereof, to accept the proposal which they deem to be in the best interest of Rockingham County and to waive any bid formality.
- b. Proposals are subject to public review and cannot be honored with proprietary, confidential, do not disclose, or any other restriction that conflicts with the New Hampshire Right To Know law.
- c. Information provided in these specifications is to be used only for the purposes of preparing a proposal detailing costs and services to be provided to Rockingham County. It is expected

that each Organization will read these specifications with care. Failure to meet certain conditions may invalidate proposals.

- d. The information contained herein is believed to be accurate but should not be considered as warranted in any way.
- e. Rockingham County may award to multiple providers.
- f. Any changes to the specifications shall meet the approval of Rockingham County.
- g. Any variations (discounts and/or penalty clauses) that may affect the price, please specify in your proposal.
- h. Upon satisfactory completion of the work and or receipt of product, payment is subject to standard accounts payable process at Rockingham County.

DETAIL OF ITEM(S), SCOPE OF SERVICE(S), SERVICES

A. SPECIFICATIONS

The use of software system compatible with the current indexing/image software systems at the Rockingham County Registry of Deeds which will electronically index and image data from the Registry, the goal being to expand eRecording utilization, increase efficiency of the recording process, increase accuracy of recording documents, increase the services provided to both Rockingham County citizens and business community and to provide processing and relay data to two Internet web servers (one primary at a secure, temperature controlled facility, one backup location) for public viewing and printing. Website data will be processed each business day to include current Registry records. Real-time webserver data update frequency must be adhered to.

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

Services to include:

- System must incorporate up-front scanning. Please outline how system proposed maintains race order
- Ability to scan and easily access images of rejected documents.
- System must be capable of providing a mechanism which allows intra-office users to communicate with each other with regards to special circumstances related to the document being recorded.
- System must have the ability to enter all index information into one field so as to avoid tabbing through a user-interface.
- System must be configurable to allow for electronic return of recorded documents present in paper format. System must be able to track the delivery of such documents and their current status (opened or not). System must be able to resend electronic documents upon request by document submitter.
- System must incorporate a feature where reports can be configured once and then run automatically. System must also incorporate the ability to email reports to multiple recipients.
- System must incorporate a feature where town transfer reports, weekly DRA report and monthly DRA reports can be configured once and then run automatically. System must also incorporate the ability to email reports to multiple recipients.

- System must be capable of numbering each consecutive page in each document.
- System must be capable of affixing an actual transfer tax stamp and LCHIP stamp to each document.
- System must allow for corrections to indexes.
- Please list system vendor's "ownership tree". Please list all companies that have ownership in the submitter.
- Please list all subcontractors that are/were involved in developing the system that is being proposed.
- Please list features that are current within the system proposed that aid in protecting the integrity of the recorded index. Also, please note if the Redaction technology used stores a second copy of the redacted image or if other methods are employed.
- System must have capability to redact Personal Identification Information (PII) from all documents. Please list if the redaction functionality was designed by system proposer or third party. If third party, please state name of company.
- Please provide specific statistical data that shows the performance of the Client Support team. Of special interest will be data that illustrates the percent of calls answered live (by support personnel. Calls answered by receptionist should be excluded from statistic). Also, please detail how on-site is provided and where the nearest support depot is located.
- Please explain in detail the steps vendor will take to make the proper integration with Rockingham County's existing AS400 system.
- Vendor system will allow for flexibility within its integration to AS400 system to adapt to the changing operational needs of Rockingham County.
- Solution allows for different options in its passing of information to the AS400 system.
- Please describe how proposed land records management solution will make the technical connection with NHDeeds online public document retrieval system and existing search solutions available onsite in the Rockingham County office's search area.
- Vendor to include document recording alert system as part of their offering. System will proactively notify subscriber in the event a document is recorded in their name. Vendor will also provide phone support to sign up subscribers as well as answer incoming questions from subscribers.
- Vendors system must integrate with existing search solutions available onsite in the office. Please describe how the proposed land records management solution will make the technical connection.
- Vendor system shall maintain prints requested from the in-house subscribers. Run and send a file daily of these charges to the Register file server.
- Vendor to include detailed conversion timetable.
- Vendor to include detailed standard hardware list and pricing for hardware required for system upgrade.
- Vendor to include detailed check register reports to incorporate live documents, e-file documents to balance copy accounts and apply receivables
- Vendor to include ability to print all accounting spreadsheets for comparison needs
- Program must be capable of parking documents as needed
- Program must accommodate hand scanners to apply transaction numbers

- Vendor to include daily, weekly and monthly logs reflecting transfer tax, Lchip stamps with all control numbers and amounts as well as voided stamp listing, amounts and book and page numbers to associated documents
- Vendor must have the ability to immediately troubleshoot and correct issues with recordings, reports as they arise
- Public Access
- Public access through the in-house vault access shall include:
 - Index scrolling capability – name list display to quickly search for possible name misspellings within date ranges
 - Continuous index file scroll capability – results not limited to selected search criteria. Can move forward and backward through index items from that point.
 - Index search filters available – by any indexed field, unlimited quantity
 - Next/Previous Document
 - Multiple Image Window Screen display to allow for on-screen document comparison
 - Hot keys for all functions to minimize mouse clicks required
 - Document Print Options for user specified document page range
 - User-specified image cropping (zoom) print capability
 - Plan Print Options to allow to document – size (legal or letter) or full-size (large format)
 - Registry defined print queue to direct prints to vault or copy room based on user type
 - Copy order cover sheets provided with each order to summarize requested copies and associated fees
 - Registry generated bills with detailed account activity statements available online
 - Town copies – secure login access for towns to receive statutory-required document copies online
 - Chronological inter-sorted grantor/grantee index (daybook – equivalent)
 - Plan index sorted by town by name or street to facilitate browsing
 - Login access can accommodate unlimited simultaneous users per account

Connectivity Options

Virtual Private Network (VPN) server connectivity

Virtual Network Connectivity (VNC) for on-site software support

Off-Site Continuous Data Warehousing/Internet Updates

Electronic Recording Connectivity

E-mail accounts

Training

Unlimited training provided with our contract for staff members at discretion of the Register of Deeds. Two weeks of training is anticipated for any major system upgrades/installations. All instruction is performed on-site at the Registry of Deeds at no cost. Training includes instruction upon initial installation and delivery of software and/or hardware

installation and any subsequent training requested by the Register of Deeds. Subsequent training may be performed via on-site or phone/typewritten instruction at the discretion of the Registry.

System Support

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

Software Support

Service Level Agreement house should be Monday – Thursday 7:00 AM – 8:00 PM EMT and Friday 7:00 AM – 5:00 PM EMT

Documentation

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

Services

Vendor to provide secure credit card processing capabilities.
Including successful installation into the current computer software indexing/imaging systems.

Proposal to include options for 1 year, 3 year and 5 year terms. Term runs 7/1 to 6/30

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

B. PRICE SHEET

An itemized price proposal is required with submission. Do not alter or modify any documents or proposal forms downloaded from Rockingham County or Public Purchase. Altering or modifying such documents or forms may result in disqualification.