# Recording, Imaging, and Indexing System
# Request for Proposal
# Wake County Register of Deeds

## RFP # 22-048

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# WAKE COUNTY, NORTH CAROLINA

## Objective/Summary

Wake County is requesting written offers for an onsite hosted, turn-key, fully integrated records management and document image processing software system and specific vendor services for the Office of the Register of Deeds, specifically the Official Public Records Department and Public Research Library to upgrade and replace the Register of Deeds current Recording, Imaging and Indexing system.

The Register of Deeds currently has a system provided by Peraton, formerly Northrop Grumman that has been in place since 1997. It is mandatory that as a minimum any replacement system be capable of performing all functionality provided by the current system. The purpose of this RFP is to acquire new technology and services necessary to improve operating efficiencies of the office and to improve customer service, particularly the public access component of the office. The provided system and services shall consist of all hardware, operating system, software, application software and any items such as networking and communication needed to implement the requirements of this RFP, including delivery, installation, documentation, maintenance, and user training for the following functions: recording/cashiering system for Official Records, and Public Research functionality with integrated scanning and indexing capabilities. d. During the selection process of the RFP, the County will consider alternative operating models and approaches, provided they meet all statutory requirements. Wake County is interested in acquiring the best solution based on the criteria and requirements defined in this document.

The Register of Deeds will not allow any downtime of the current systems during the transition to a new system should this award result in a change. Should the system vendor change, the new vendor will be required to work with the current vendor and ROD IT staff to load the indices and images to be converted as they become available.

Wake County, through its ROD IT staff, will provide a copy of the data dictionary showing all tables, fields, attributes and relationships and a full copy of the database data export of the database in industry standard CSV format. The county may also provide a copy of the current Oracle database. The layout of the contents of these files will be supplied to the chosen vendor on bid award. All images will be supplied as single-page tiff files and will have a text file cross-reference with them.

Major application components of this project include:

- Official Records
  - Cashiering and Recording
  - eRecording
  - Scanning & Export
  - Indexing
- Public Research
  - Official Public Records
- Web Services
- Customer Service Cashiering

Other Components include:

- Hardware
- Implementation Services
- Support and Maintenance

| RFP Timeline | |
|---|---|
| **Task Due** | **Date** |
| Release RFP | April 29, 2022 |
| Questions from Vendors | May 12, 2022 by 5:00 PM EST |
| Answers to Vendor | May 18. 2022 |
| RFP Response Due | May 31, 2022 by 3:00 PM EST |
| Evaluation of Responses | June 13, 2022 |
| Demonstrations | June 20-24, 2022 |
| Site Visits | June 27-July 1, 2022 |
| Contract Award | July 2022 |

**All vendor communications must be directed to:**

Melissa England, Purchasing Manager
Wake County Procurement Services, Phone: 919-856-6327
Email: Melissa.England@wakegov.com

**Submit RFP response to:**

Wake County Procurement Services
Melissa England, Purchasing Manager
Wake County Justice Center
301 S. McDowell Street, Suite 2900
Raleigh, NC 27601

## Overview of Current Recording Department Functions

The Recording Department consists of five primary areas:

- OR Recording
- Scanning, QC, Indexing, Verifying, Mail out
- Research Library
- Archiving

There are seven (29) staff members in the office. Process overviews of each of these departments are presented below.

| Area | Staffing |
|---|---|
| OPR Recording | 12 |
| Scanning, QC, Mail out, Archiving | 1 |
| Indexing, Verifying | 12 |
| Research Library | 0 |
| IT | 4 |

### Average Annual Volume (2016 – 2020)

| Area | Year | Traditional Recordings | # eRecordings | Total |
|---|---|---|---|---|
| OR | 2016 | 62,724 | 119,568 | 182,292 |
| OR | 2017 | 51,637 | 119,804 | 171,441 |
| OR | 2018 | 40,996 | 116,692 | 157,688 |
| OR | 2019 | 38,504 | 138,398 | 176,902 |
| OR | 2020 | 33,536 | 211,253 | 244,789 |
| | | | | |
| Maps * | 2016 | 2,619 | | |
| Maps * | 2017 | 2,808 | | |
| Maps * | 2018 | 2,768 | | |
| Maps * | 2019 | 2,442 | | |
| Maps * | 2020 | 2,476 | | |

* Counts are included in OR (Highway, Condo, Map), Type of Recording is combined.

## Current System

Wake County currently uses Book!, a cashiering, recording and imaging system supplied by Peraton, formerly Northrop Grumman (the vendor). The application is in need of upgrading. The Register of Deeds is interested in examining different processing models.
The County owns all equipment and application software licenses. The current system contains the following modules:

- Official Public Records
- eRecording

- Cashiering
- Scanning/Archiving
- Indexing
- Public Search (on premise and online)

The current system includes the following hardware:

- Database and Imaging Server –
- Web Server
- Lenovo PCs
    - Cashiering Thick Client
    - eRecording & management (Web browser)
- Zebra Bar code label printers
- Ithaca Receipt printers
- Kodak & Contex Scanners
- Public workstations (Thin Clients)
- Lexmark network printers
- Toshiba Copiers

# Recording

## Current Process – Real Estate Recording and Cashiering

Documents are received in the office in the following ways:

1. Mail
2. Walk-In
3. eRecording

## Current Process – Recording Mail and Over the Counter (Mail or Walk In)

1. **General process for documents (Over the Counter)**
    a. Documents are pulled from envelopes if mailed
    b. Check requirements based on document type to make sure it is recordable (See SOPs)
    c. Complete Probate Page (see Probate/Trailer Page)
        i. Count pages write on the probate page (trailer page)
            1. Add 1 for Probate page
        ii. Must have a 3-inch margin on page 1 or check $25. Non-Standard fee on trailer page.
        iii. New Time stamp is checked if customer wants time between documents (1 sec)
        iv. Review for additional document fees
        v. Write number of names if over 20
        vi. The probate page will be page 1 of the document
        vii. Stamp “ENV” if customer provides an envelope
    d. Cashier the Batch (See Cashier Screen)
        i. Cash or Check, Money Orders Only
        ii. Do not take starter checks
        iii. Will take in-state checks/money order if
            1. Customer (over the counter) has

a. NCID
b. Local phone number

e. Enter the check #, amount
f. Print
   i. Receipt (see Receipt Sample)
   ii. Bar code label (see Probate/Trailer Page)
   iii. Label
g. Apply Bar Code label on probate page
h. Label is applied to 1st page of document
i. Save processed document until delivered to Scanning
j. Assumed Names
   i. Staff will ask if customer needs a certified copy.
   ii. Customer will need to pay for the certified copy.

**Probate/Trailer Page**

BOOK:018875 PAGE:01553 - 01555

WAKE COUNTY
NORTH CAROLINA

**Please retain yellow trailer page**

**It is part of the recorded document and must be submitted with the original for re-recording.**

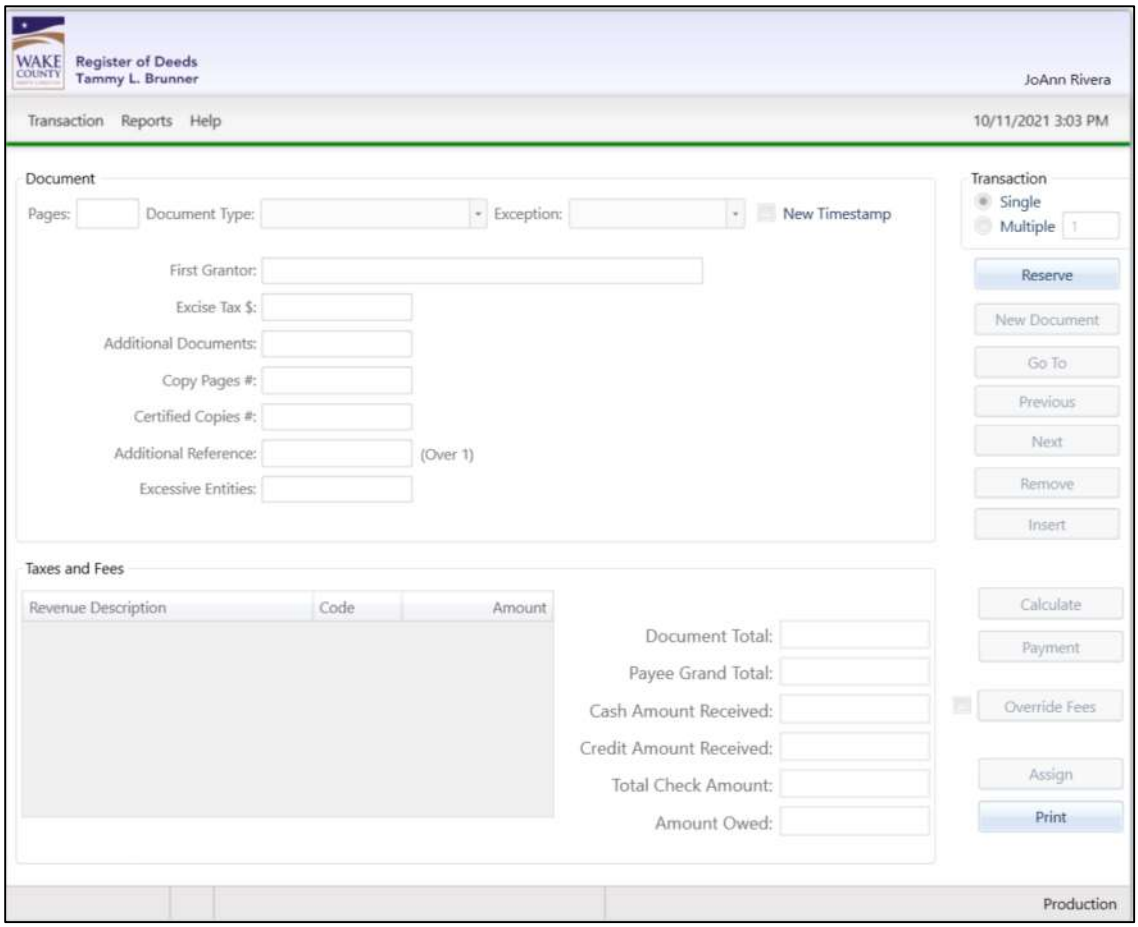
**Tammy L. Brunner**
**Register of Deeds**
**Wake County Justice Center**
**300 South Salisbury Street, Suite 1700**
**Raleigh, NC 27601**

☐ New Time Stamp ☐ $25 Non-Standard Fee
☐ Additional Document Fee ☐ Additional Reference Fee

**This Customer Group**
_____ # of Excessive Entities
_____ # of Time Stamps Needed

**This Document**
3 # of Pages

**Cashier Screen**




**Sample Receipt:**

The following document(s) were recorded in
Wake County, NC on 01/26/2022 11:21:52
Tammy L. Brunner, Register Of Deeds
Grantor information is not verified
Visit us on the web at
www.wakegov.com/rod

Receipt # RP-2022012600018

First Grantor : IN THE CHAIR
Instrument No : 64
Instrument Time : 01/26/2022 11:20:44
Book : 018894 Page : 02468
Type : SEE INSTRUMENT
REC Recording Fees $26.00

Document Total: $26.00

Receipt Total: $26.00

Check #16797 $26.00
Check Total: $26.00
Total Received: $26.00

Cash Returned: $0.00

Cashier: Barry Weeks

2. Mail Processing
    a. Only Recording Mail should be opened
        i. Other Mail (Vitals) should remain unopened and sent to Vitals
        ii. Overnight mail is taken to ROD
        iii. If addressed to "Honorable" – ROD
    b. Prepare mail by sorting in categories
        i. Assumed Names
        ii. Satisfactions
        iii. All other Real Estate
    c. Assumed Name
        i. If LLC or Corporation, check Secretary of State site to make sure it precisely matches the name and SOS #, including punctuation.
        ii. Review check to make sure is completed correctly.
        iii. If more than one (1) document in an envelope (All documents)
            1. Stamp ENV ½ for a 2-document envelope
            2. If document contains a return envelope, write initials on the envelope
        iv. Darken Seals
        v. Complete the trailer page
    d. UCC Termination, amendment, etc
        i. Verify book/page on UCC to make sure the document is terminating the correct UCC
        ii. Check termination date on original UCC
    e. Cashier
        i. Multiple customers are cashiered on a single receipt (mail Only)
        ii. Enter first Grantor
    f. Enter the check #, amount
    g. Click on and assign to Print:
        i. Receipt
        ii. Bar Code
        iii. Label
    h. Apply to document
        i. Bar Code Label (Probate Sheet)
        ii. Label (1st Page of Document)
    i. Place envelopes on top of batch
3. Maps
    a. No Probate sheet for Maps
    b. Check for recording requirements
    c. At least Two (2) Copies are usually presented
        i. City of Raleigh – County requires 3 map copies
            1. 2 copies for county (1 for County, 1 for City of Raleigh)
            2. 1 copy for customer
        ii. Customer may only present 1 copy but will not have a copy for themselves)
    d. Select New Transactions

e. Enter Document type
f. Process like other documents
g. Print
    i. Receipt
    ii. Bar Code (Map Version of label) X 3 labels
    iii. NO Label is printed
h. Apply labels
    i. To Maps – apply to blank space on the map
i. Write map book/page on both copies kept by county if section is on the map. And customer copy if requested.

4. Condo Maps
    a. Must have Declarations to be recorded – Recorded Separately as Real Estate document
    b. Names on Declaration and Condo Map must match exactly
    c. See above Map process for recording the condo map
    d. Exceptions:
        i. Prints 2 Bar Code labels

Rejections – OTC and Mail

1. Over The Counter
    a. If delivered by service, complete a Rejection form
        i. Create return envelope if needed
2. Mail
    a. Complete Rejection form (See Rejection Letters)
    b. Scan
        i. Document
        ii. Prepaid envelope if provided
        iii. Envelope that it arrived in
        iv. Check
        v. Scan of County Return envelope if used
    c. Send package to Verifier to review the rejection
    d. Verifier will enter information in the Rejection Log Spreadsheet
    e. Verifier will attach the scan package to the log entry
    f. Verifier will mail package to the customer

## Recording Rejections

new item or edit this list

All Items Grouped By - Created By ... Find an item

| Edit | Created By | Created | Multi Doc | Processed By | Date Rejected | Grantor | Rejected To | Cashiered Doc Type | Doc Type | Rejection Reason: | Fee | Doc Type Clarification | Sent Via |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Violeta Santamaria | Yesterday at 12:13 PM | No | Josh McClellan | 1/13/2022 | Hand & Stone of Cary-Preston | HAND & STONE MASSAGE AND FACIAL SPA | SEE INSTRUMENT | SEE INSTRUMENT | Fee to record document(s)_____, See fee schedule on back of this page. § 161-10 | $26.00 | | Typed Envelope |

**Real Estate Rejection Letter**

TEL 919 856 5460
FAX 919 856 5467

WAKE COUNTY
Register of Deeds
Tammy L. Brunner

P.O. Box 1897 • Raleigh, NC 27602 - 1897

Date: January 13, 2022

This instrument is not recordable. Please re-submit because the following item(s) was omitted:

___ Document does not meet recording standards. Refer to attached sheet. § 161-14(b)

___ This document contains excessive recording data. § 161-10(a)(1)

_X_ Fee to record document(s) **$26**. See fee schedule on back of this page. § 161-10

___ Notary seal is missing. § 47-14

___ Signature of notary must agree with what appears in the seal. § 10b-37

___ Date in notary acknowledgment is missing. § 47-14.

___ Must have legible notary seal. § 47-14

___ Must have notary commission expiration date. § 47-14

___ Draft person's (prepared by) name on the first page. § 47-17.1

___ Tax ID or Parcel ID number must be indicated on the first page (if unknown, please contact Wake County Revenue at (919)856-5400 or find the correct number on a previous deed.) § 161-30 (b)

___ Excise tax amount is not indicated. If none, state No Excise Tax on the document. § 105-228.30

_X_ Must have a return to name and address. § 161-30 (a)

___ Must have grantee's address. § 161-30 (a)

___ To re-record a document, please refer to the attached sheet. § 47-36.1

___ Effective 12/01/2017 the statute for Assumed Names changed. Please go to our website http://www.wakegov.com/rod/business/Pages/default.aspx to access information about the new law. You may also fill out and print the new forms. §66-71.5

X___ Other: This document needs to have at least 2" top margin

_____
Deputy/Assistant

**Fee Schedule (pg 2 of rejection letter)**

WAKE COUNTY
Register of Deeds
Tammy L. Brunner

TEL 919 856 5460
FAX 919 856 5467

P.O. Box 1897 • Raleigh, NC 27602 - 1897

**REVISED UNIFORM FEE SCHEDULE**

**EFFECTIVE OCTOBER 1, 2016**

| | |
|---|---|
| All other Instruments<br>(excludes Deeds of Trust) | $26 for the first 15 pages<br>$ 4 for each additional page over 15 |
| Deeds of Trust and Mortgages | $ 64 for the first 35 pages<br>$ 4 for each additional page over 15 |
| Multiple References, only for Assignments of Deeds of Trust<br>(first reference is included in the recording fee) | $10 per reference to a Deed of Trust |
| Non-Standard Documents | $25 + recording fee **(effective 7-1-2002)** |
| Multiple Instrument | $10 for each additional instrument, in addition to the recording fee |
| Excessive Recording Data | $ 2 for each additional party name in excess of 20 |
| Plats<br><br>Certified Copy of a Plat | $21 for first page<br>$21 for each additional page<br>$ 5 per page |
| Right-of-Way/Highway Maps<br><br>Certified Copy | $21 for first page<br>$ 5 for each additional page<br>$ 5 per page |
| Certified Copies | $ 5 per page<br>$ 2 for each additional page |
| Notary Public<br>Oath<br>Authentication | <br>$10<br>$ 5 |
| Marriage Licenses<br>License<br>Corrections<br>Certified Copy | <br>$60<br>$10<br>$10 |

**Satisfaction Rejection Letter**

WAKE COUNTY
Register of Deeds
Tammy L. Brunner

TEL 919 856 5460
FAX 919 856 5467

P.O. Box 1897 • Raleigh, NC 27602 - 1897

Date: _____

This instrument is not recordable. Please re-submit because the following item(s) was omitted.

_____ No fee required for Satisfaction documents § 161-10(a)(1a)

_____ Notary signature is missing. § 10b-37

_____ Notary seal is missing. § 47-14

_____ Notary commission expiration date is missing or expired. § 47-14.

_____ Signature of authorized officer is missing on document. § 45-36.10(a)(5)

_____ The book and page number listed on the Satisfaction is not a Wake County document.

_____ Satisfactions by presentation of the original Deed of Trust and Promissory Note are no longer accepted. Satisfaction of Security Instrument or Trustee's Satisfaction is required. § 45-37

_____ Document does not have proper notary acknowledgement. (If Beneficiary is a company or partnership, the document should have a corporate acknowledgement with the signature of an officer indicating his or her title and the name of the company). § 47-41.02

_____ Referenced document is not a security instrument and cannot be satisfied.

_____ Must have a return to name and address on front page. § 161-30 (a)

_____ Other:

By: _____
Deputy/Assistant

## UCC Rejection Letter

TEL 919 856 5460
FAX 919 856 5467

WAKE COUNTY
Register of Deeds
Tammy L. Brunner

P.O. Box 1897 • Raleigh, NC 27602 - 1897

Date _____ Time _____

This instrument is not recordable. Please re-submit because the following item(s) was omitted.

____ Fee to record document(s) ____. See fee schedule on back of this page. § 25-9-525

____ Block 1b is not checked to indicate the UCC is filed with the real estate records. § 25-9-501 (a) (1)

____ Block 13 or 14 on page two is not checked to indicate the UCC is filed with the real estate records or is a fixture filing. § 25-9-502

____ The UCC effectiveness has lapsed. § 25-9-510

____ The continuation statement is not filed within the six-month period as required. § 25-9-510

____ Non-real estate-related UCC's are filed with the North Carolina Secretary of State. § 25-9-501

**This UCC cannot be indexed for one of the following reasons:**

____ The UCC does not list the original filing book and page on 1a. § 25-9-516
____ The UCC does not list the continuation book and page on 1a. § 25-9-516
____ The Book/Page number listed on 1a is incorrect. § 25-9-516
____ The UCC does not indicate debtor name and/or address § 25-9-516 (3) (a)
____ The UCC does not indicate secured party name and/or address. § 25-9-516 (b) (4)

_____ Other:

By: _____

Deputy/Assistant

## Pg 2 – UCC Rejection

TEL 919 856 5460
FAX 919 856 5467

WAKE COUNTY
Register of Deeds
Tammy L. Brunner

P.O. Box 1897 • Raleigh, NC 27602 - 1897

**UCC Price List § 25-9-525**

| | |
|---|---|
| • One to two pages | $38.00 |
| • Three to ten pages | $45.00 |
| • Eleven pages or more | $45.00 for the first 10 pages and $2.00 for each additional page |

Copies

1. No charge for plain real estate copies
2. Fee for Certified Maps and certified copies
    a. Maps – 8.5 X 11 print is no charge

Plain Copies

1. Customer can print plain copies from the Kiosk vault.
2. Customer can request the staff print a plain copy.

Certified Copies

1. See Real Estate Document Request form (saved in Wake Form)
2. See Certified Rejection Form
3. Inhouse
    a. Staff finds document
    b. Print document
    c. Open Certified document template
        i. Enter book page, recording date
        ii. Print template with information
        iii. Add seal
        iv. Sign
        v. Page is attached to the first page of the printed document
4. Cashier the transaction under misc.
5. Prints Document
    a. Apply Certificate to template page
        i. ROD seal
        ii. Enter book/page, recording date
        iii. Staff member typed and signature

Electronic Recording Submitter Agreement Process

- New submitter completes form (See Electronic Recording Submitter Agreement)
    - Sends to Vendor
    - Sends to Wake
- Wake County ROD
    - Reviews Form
    - Assigns 4-digit number
    - Emails submitter
- Only has 2 staff members to process agreement
- System verifies the submitter with eRecording package
    - Validates Submitter name and number
    - Automatically rejects if name and number does not match Wake ROD

**Real Estate Document Request form**

TEL 919 856 5460
FAX 919 856 5467

WAKE COUNTY NORTH CAROLINA

Register of Deeds
Tammy L. Brunner

P.O. Box 1897 • Raleigh, NC 27602 - 1897

Mail: Wake County Register of Deeds
Attention: Recording
P. O. Box 1897
Raleigh, NC 27602-1897

Location: Wake County Justice Center
300 S. Salisbury Street
Suite 1700
Raleigh, NC 27601

# Real Estate Document Request Form

*Please fill out with as much information as possible about the document and send to us with the required payment*

**Document Information:**

Document Type: _____ Other (specify): _____

Property Address: (if applicable) _____

Grantor/Grantee: (current owner(s)) _____

Description: (subdivision, lot #, etc.) _____

Document Record Date: _____ Document Book: _____ Page: _____

If you have questions, please call the Wake County Register of Deeds, 919-856-5460, option 5 or visit, http://www.wakegov.com/rod

**Contact Information:** ***(required)***

Phone Number: _____ Email: _____

**Mail Documents to:** ***(required)***

Full name: _____

Address: _____

City: _____ State: _____ Zipcode: _____

The cost for a certified copy of a real estate document is $5 for the first page and $2 for each additional page. All certified maps cost $5 per copy. **If the last page of your document has the Wake County logo, it is the probate/ trailer page. Do not include this page when calculating fees.**

**Number of Copies** ***(required)***

_____ **Certified Copies (Stamped with Seal)**

_____ **Amount Enclosed (Do not calculate probate/trailer page)**

Office Use Only
Date Mailed: By:

**Mail to: Wake County Register of Deeds, P.O. Box 1897, Raleigh, NC 27602-1897**

**Make check or money order payable to Wake County Register of Deeds. Do not send cash** in the mail. Mail-in requests will be processed within one business day of receipt. If you have questions, please call Wake County Register of Deeds, 919-856-5460, option 5 or visit, http://www.wakegov.com/rod

**Certified Rejection Form**

WAKE COUNTY NORTH CAROLINA

Register of Deeds
Tammy L. Brunner

TEL 919 856 5460
FAX 919 856 5467

P.O. Box 1897 • Raleigh, NC 27602 - 1897

Mail: Wake County Register of Deeds
P. O. Box 1897
Raleigh, NC 27602-1897

Location: Wake County Justice Center
300 S. Salisbury Street
Suite 1700
Raleigh, NC 27601

Date: _____

**We are unable to complete your request because of the following:**

_____ We were unable to find the document you requested. Please call us at (919) 856-5460, option 5 if you would like us to search again with more information.

_____ Check must be made payable to Wake County Register of Deeds.

_____ Check must not be a counter/starter/temporary check.

_____ Amount submitted for document exceeds fees.* We are unable to return change in the mail. Please send $ _____ by return mail.

_____ Amount submitted for document is less than fees.* Please send $_____ by return mail.

_____ Other: _____

_____

_____

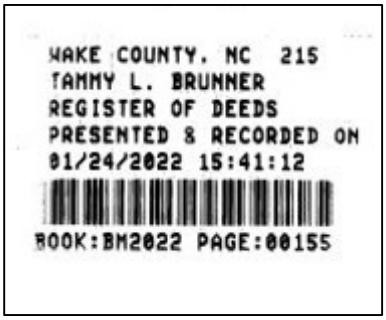
*** The cost of a certified copy is $5 for the first page and $2 for each additional page.**
***Note: We do not charge a fee for the Wake County ROD trailer/probate page.***

Our web address is: **http://www.wakegov.com/ROD**

Tammy L. Brunner
Register of Deeds

_____
Deputy/Assistant

**Map Label**


WAKE COUNTY, NC 215
TAMMY L. BRUNNER
REGISTER OF DEEDS
PRESENTED & RECORDED ON
01/24/2022 15:41:12
BOOK:BM2022 PAGE:00155

## Electronic Recording Submitter Agreement

**ELECTRONIC RECORDING**
**SUBMITTER AGREEMENT**

**THIS SUBMITTER AGREEMENT**, dated _____, is between the Office of the Register of Deeds of Wake County, North Carolina ("**ROD**"), and _____("**Submitter**") with offices at _____.

The **Submitter** will be transmitting documents to the **ROD** through _____ ("**Vendor**").

**ROD** desires to offer **Submitter** the ability to transfer documents in electronic form for purposes of registration in **ROD**'s public records pursuant to N.C. Gen. Stat. 161-14, and **Submitter** agrees to transfer such exchanges only in accordance with this Agreement.

Document types authorized for electronic submission must be submitted in compliance with **ROD** guidelines.

Documents will be processed on those days and hours that the **ROD** recording office is open to the public for business. **Submitter** acknowledges and agrees that a document electronically presented shall be considered registered only when all applicable requirements have been met and the **ROD** has processed, accepted, recorded, and indexed such document in the public record pursuant to applicable state law. No document is deemed registered automatically upon transmission or receipt.

**Submitter** is responsible for the costs of any services provided by a third party (**Vendor**) that enables **Submitter** to file documents electronically.

**Submitter** acknowledges and agrees that only documents that comply with applicable requirements for originality and acknowledgment may be presented for recording. **Submitter** acknowledges and agrees that **ROD** will be relying on **Submitter**'s compliance and the following representation as required by statute on the first page of any document presented electronically:

*Submitted electronically by _____ (insert submitter's name) in compliance with North Carolina statutes governing recordable documents and the terms of the Submitter Agreement with the Wake County Register of Deeds. NCGS 47-14 (a1)(5).*

**ROD** is not responsible for retaining such records as may be required by law to evidence originality compliance.

**Submitter** shall provide a contact through which detected problems or issues can be reported and addressed.

Neither the **ROD** nor **Submitter** shall be liable to the other for any special or consequential damages arising from, or as a result of, any delay, omission, or error in the transmission or receipt of electronic documents.

Recording is authorized pursuant to this Agreement with respect only to the **Submitter** specifically named in this Agreement. Submission may be made by a successor or assign of **Submitter** (including but not limited to by merger or other transfer of assets or reorganization) only after submission of an Agreement in this form in the specific name of such successor or assign.

**Agreed and Accepted:**

(**Submitter**)

By: _____ (Authorized Signature) Date: _____

Printed Name: _____ Title: _____

Type of Business: _____ (law firm, bank, etc.)

Submitter Administrative Contact Name: _____

Telephone: _____ E-mail Address: _____

ROD contact e-mail Address: ROD-EMOUSubmission@wakegov.com Mailing Address: P.O. Box 1897, Raleigh, NC 27602
Telephone: 919-856-5460 Fax Number: 919-856-5467

## Current Process – eRecording

1. eRecording
    - **a.** Show Queue (See eRecording Q)
        - i. Select Package
        - ii. Screen 1 (See eRecording Screen 1)
            1. Shows detail about the transaction
            2. Click Next if there are additional documents in the package
            3. Submitter includes
                - a. 1 Grantor
                - b. 1 Grantee
                - c. Doc Type (Verify with Image)
                - d. Number of pages
                - e. Excise Tax (verify with image)
                - f. Recording fees (verify fees with image)
                - g. Submitter
                - h. Associated Document
                - i. (NOT used)
        - iii. Screen 2 (See eRecording Screen 2)
            1. Screen 2 shows Image and check list
            2. The check list is dependent on the document type
            3. Some Items on the check list require the user to annotate the document with a checkmark. When the checkmark is used, the system automatically marks the item passed
        - iv. Click next on screen 1 if there are additional documents in the package
        - v. Process the Transaction (Screen 1)
            1. If there is a failure checked
                - a. Rejects the package back to the submitter
                - i. Picks up the notes from the failed checkmarks
                - b. Reject also if excessive entities is not accounted for by the submitter
                - c. Doc Type must match
            2. IF no failures
                - a. Assigns the Date/Time
                - b. Assign book/page
                - c. Generate the label
                - d. Generate the raster number (Left side of doc)
            3. Sends notification to submitter the package was accepted and recorded
            4. Need to check on return of eRecorded document.
        - vi. Package is routed to indexing
        - vii. Recording (Date/Time) is controlled by the system; you cannot separate documents with a second.

## Notes

Submitter must provide all the fee related data correctly. Wake does not modify doc type.
Prepared by is only needed for Deed and Deed of Trust.

**eRecording Queue**

Consolidated Real Property Index

WAKE COUNTY NORTH CAROLINA Register of Deeds Tammy L. Brunner

Books Management

Welcome JoAnn Rivera

Logout

lissing Documents | Index | Scan | Misc | Revenue | GIS | Scanning Reports | eRecording | eRecording Administration | eRecording Reports

Pending eRecording Transactions: 10

Transactions awaiting Book and Page Assignment: 13

Reset Pending View

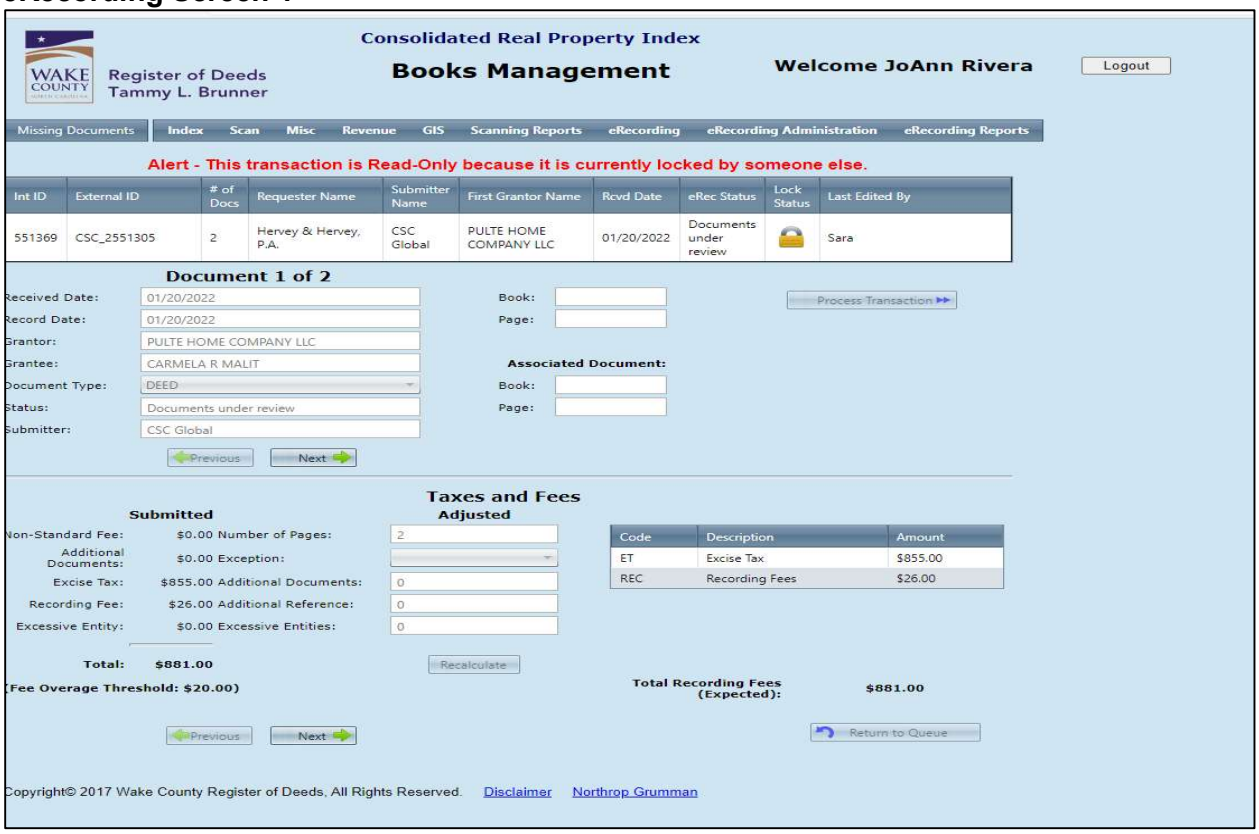
| t ID | External ID | # of Docs | Requester Name | Submitter Name | First Grantor Name | Rcvd Date | Status | Lock Status | Last Edited By |
|---|---|---|---|---|---|---|---|---|---|
| 1352 | 34C8639D-2B3B-0443-3842-AF5A93738AFA | 6 | Becker Law Offices, PC | Simplifile | Trenton Holdings, LLC | 01/20/2022 - 2:52:56 PM | Under Review | | Jordan |
| 1362 | 5B86529E-70DD-A244-1779-90D42E127ED5 | 1 | Title 365- NLSE | Simplifile | LAKISHA WARDRICK | 01/20/2022 - 2:57:29 PM | Under Review | | Patricia |
| 1363 | CSC_2551302 | 1 | Capital City Law | CSC Global | CHURCH OF GOD OF PROPHECY | 01/20/2022 - 2:58:34 PM | Under Review | | Sara |
| 1364 | 366774A9-2FF8-2054-868C-9F88E97EC6E3 | 1 | Truist Bank | Simplifile | Alyson Leigh Watson | 01/20/2022 - 2:58:56 PM | Under Review | | Violeta |
| 1365 | 810F1E4E-D451-3B97-359C-7E26E2EC1179 | 1 | Nationwide Title Clearing, LLC | Simplifile | MORTGAGE ELECTRONIC REGISTRATION SYSTEMS, INC AS BENEFICIARY, AS NOMINEE FOR USAA FEDERAL SAVINGS B | 01/20/2022 - 2:59:17 PM | Pending | | |
| 1366 | FDB74A6B-84A6-1CFE-1D01-E5484CE5FE9E | 2 | McCollum Law PC | Simplifile | RICHARD EDMON HUNTER JOHNSON | 01/20/2022 - 2:59:54 PM | Pending | | |
| 1367 | F42F34F7-6850-82FF-0BBB-739379704412 | 1 | Nationwide Title Clearing, LLC | Simplifile | MORTGAGE ELECTRONIC REGISTRATION SYSTEMS, INC AS BENEFICIARY, AS NOMINEE FOR USAA FEDERAL SAVINGS B | 01/20/2022 - 3:01:02 PM | Pending | | |
| 1368 | CSC_2551304 | 1 | Roper & Associates, P.A. | CSC Global | JUSTIN PHILIP CARMONA | 01/20/2022 - 3:01:37 PM | Pending | | |
| 1369 | CSC_2551305 | 2 | Hervey & Hervey, P.A. | CSC Global | PULTE HOME COMPANY LLC | 01/20/2022 - 3:01:49 PM | Pending | | |
| 1370 | 46F8E8C5-323C-64EB-5B98-1D0FE0AABD90 | 1 | First Corporate Solutions Inc. | Simplifile | Digital Federal Credit Union | 01/20/2022 - 3:01:51 PM | Pending | | |

Page size: 50

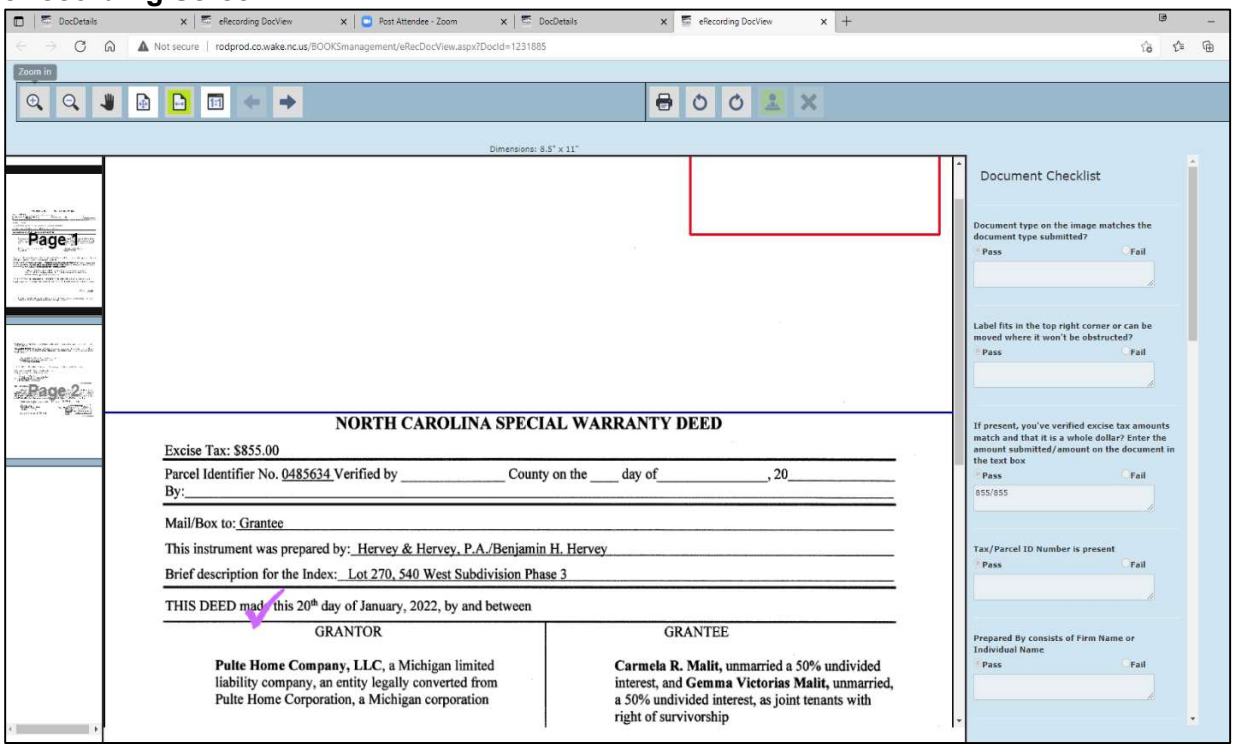
10 items in 1 pages

refreshed at: 1/20/2022 3:03:53 PM
page will refresh in 5 seconds

## eRecording Screen 1




## eRecording Screen 2



# Indexing

## Current Process – Indexing (Key Entry)

1. General
    a. Indexing Steps
        i. Key Entry
        ii. Double Key
    b. Data available from system
        i. Recording date
        ii. Book number
        iii. Page number
        iv. All other data is entered
2. Key Entry (See Key Entry)
    a. Check off
        i. Recording date
        ii. Book Number
        iii. Page Number
    b. Enter document type
        i. See Instrument if more than one document type or if the document type is not on Wake list.
    c. If entry is an eRecording, check first page for "Submitted electronically by …". Notify Indexing supervisor and recording supervisor if wording is missing
    d. Check notary information
    e. Enter Grantor (can use lookup tables/codes)
        i. Last
        ii. First Middle Suffix
        iii. Title (TR)
        iv. Firm
    f. If document requires Grantee:
        i. Last
        ii. First Middle Suffix
        iii. Title (TR)
        iv. Firm
    g. Enter Legal (only 1 description field)
        i. If prop is in Wake County
            1. Enter lot/subdivision if available
            2. Or enter address and town
        ii. If outside of wake county, enter the county
    h. Original Book/Page
        i. Can enter multiple book/page

## Current Process – Indexing (Double Key)

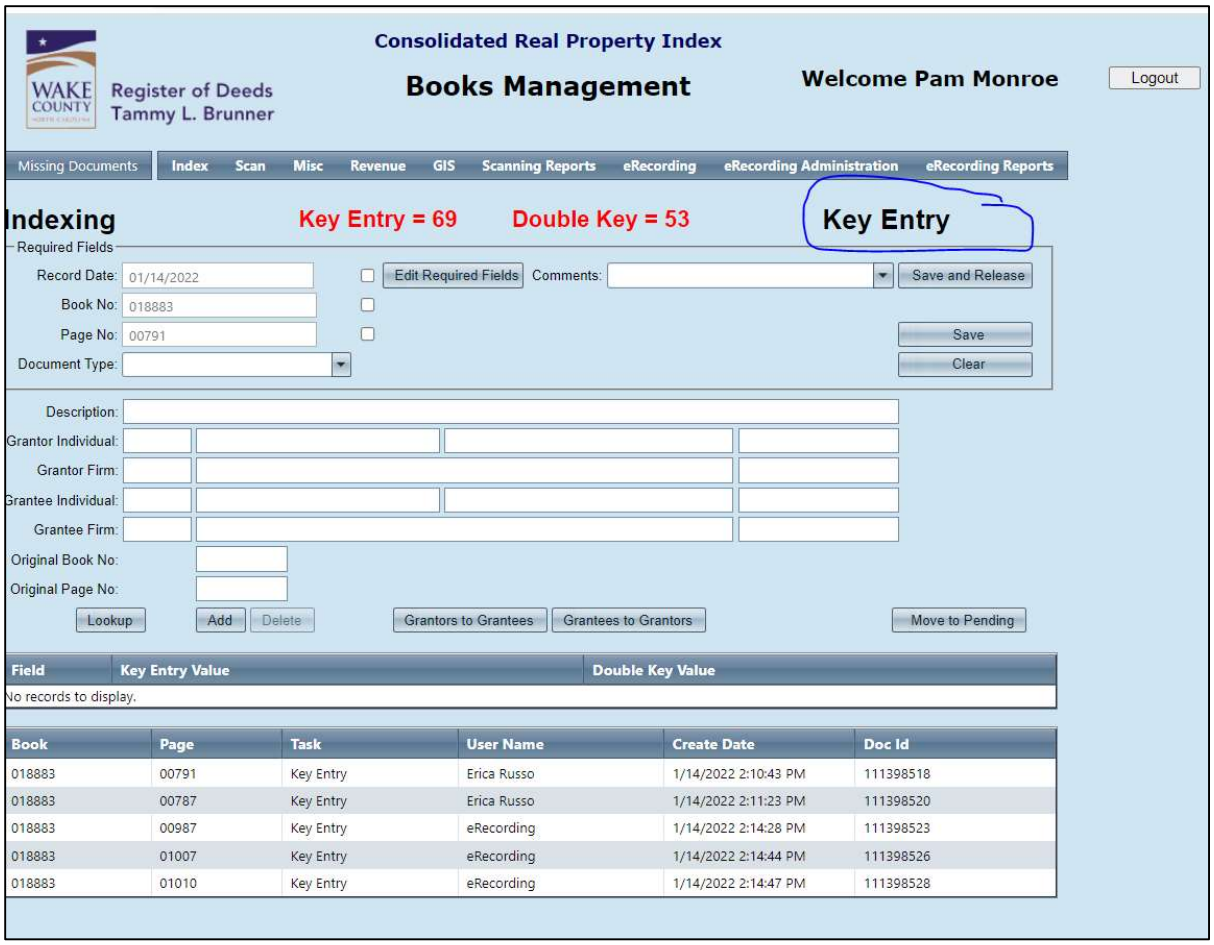
1. Double Key
    a. This process is the same as key entry

b. Blind entry (must Match exactly)
   i. Doc Type
   ii. Names
   iii. Legal Description
c. Names can be entered out of order without a problem being identified
d. The system identified mismatches whereby the entries can be corrected
   i. System will show Key Entry value is there is a mismatch
e. If the values match, the system shows "*" next to entry

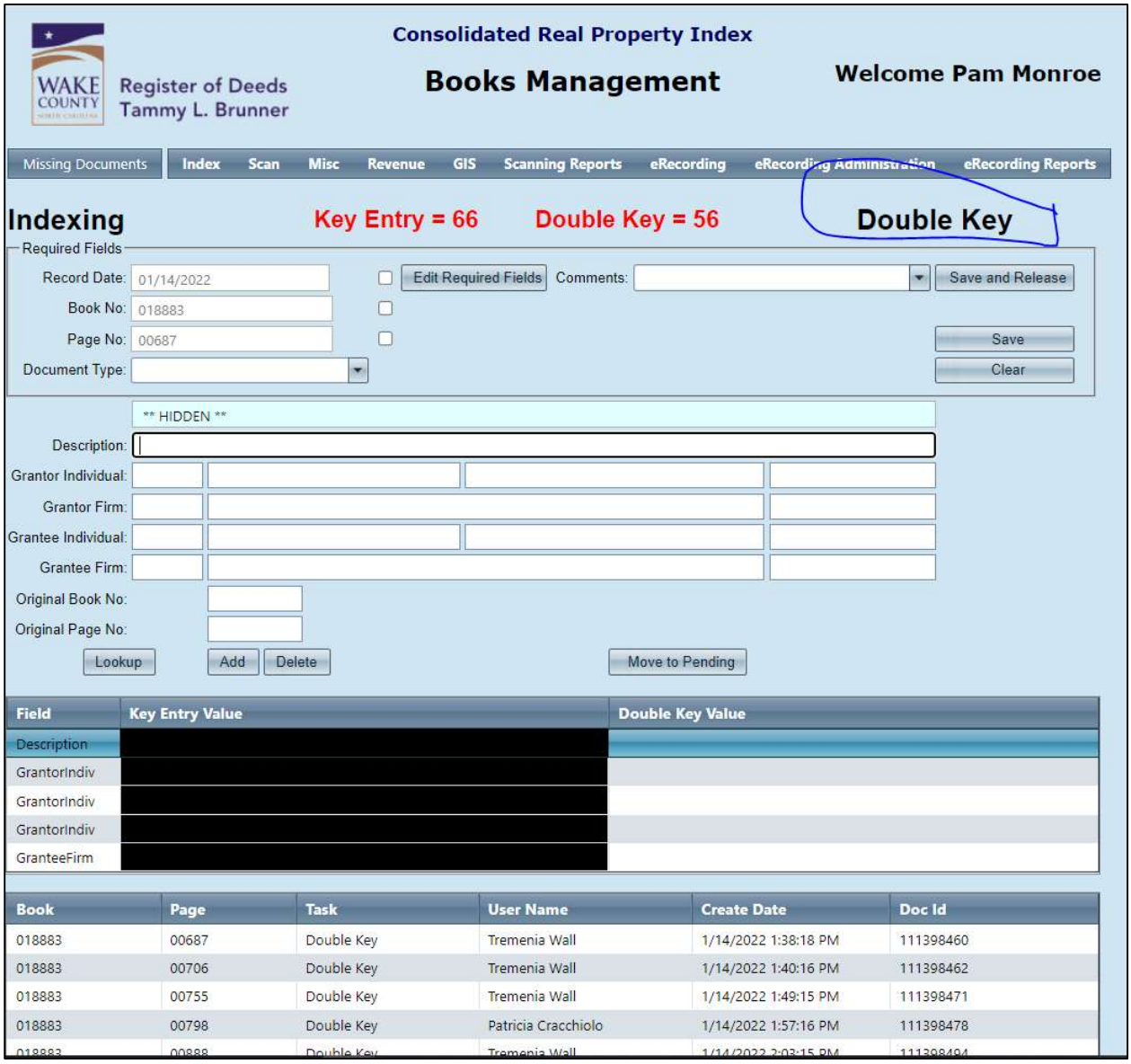
## Indexing – Supervisor Reports

1. Selected Production Reports
   a. Summary (See Indexing Summary Report)
   b. Corrections (See Corrections Report)
   c. Indexing Count (See Indexing Count)
   d. Basket Count (See Basket Count Report)
   e. Reported Issues (See Books Reported Issues)

### Key Entry



## Double Key


Consolidated Real Property Index
Books Management
Welcome Pam Monroe
WAKE COUNTY
Register of Deeds
Tammy L. Brunner
Missing Documents
Index
Scan
Misc
Revenue
GIS
Scanning Reports
eRecording
eRecording Administration
eRecording Reports
Indexing
Key Entry = 66
Double Key = 56
Double Key
Required Fields
Record Date: 01/14/2022
Book No: 018883
Page No: 00687
Document Type:
Edit Required Fields
Comments:
Save and Release
Save
Clear
** HIDDEN **
Description:
Grantor Individual:
Grantor Firm:
Grantee Individual:
Grantee Firm:
Original Book No:
Original Page No:
Lookup
Add
Delete
Move to Pending
Field
Key Entry Value
Double Key Value
Description
GrantorIndiv
GrantorIndiv
GrantorIndiv
GranteeFirm
Book
Page
Task
User Name
Create Date
Doc Id
018883 00687 Double Key Tremenia Wall 1/14/2022 1:38:18 PM 111398460
018883 00706 Double Key Tremenia Wall 1/14/2022 1:40:16 PM 111398462
018883 00755 Double Key Tremenia Wall 1/14/2022 1:49:15 PM 111398471
018883 00798 Double Key Patricia Cracchiolo 1/14/2022 1:57:16 PM 111398478

## Indexing Summary Report

Indexing Summary Report | Corrections | Indexing Count | Basket Count | Reported Issues

### Indexing Summary Report

Export to Excel

**Items Remaining in Basket**

| Type | Queue | In | Total |
|---|---|---|---|
| Key Entry | 0 | 26 | 26 |
| Double Key | 0 | 9 | 9 |
| Pending | 0 | | 0 |
| **Total** | **0** | **35** | **35** |

**Document Production and Error Rate**

| Name | Keyed | Double | Total | Errors | Percent | Percent of Total |
|---|---|---|---|---|---|---|
| gjsmith | 59 | 56 | 115 | 8 | 13.56 % | 11.72 % |
| jferguson | 58 | 46 | 104 | 10 | 17.24 % | 10.60 % |
| jwhite | 77 | 87 | 164 | 1 | 1.30 % | 16.72 % |
| mfoley | 16 | 32 | 48 | 2 | 12.50 % | 4.89 % |
| mmcneill | 18 | 14 | 32 | 0 | 0.00 % | 3.26 % |
| pcracchiolo | 51 | 53 | 104 | 7 | 13.73 % | 10.60 % |
| sdeans | 60 | 54 | 114 | 2 | 3.33 % | 11.62 % |
| ssciascia | 31 | 28 | 59 | 1 | 3.23 % | 6.01 % |
| tlwall | 55 | 60 | 115 | 7 | 12.73 % | 11.72 % |
| tnewsome | 72 | 54 | 126 | 5 | 6.94 % | 12.84 % |
| Manual | 0 | 0 | 0 | 0 | 0.00 % | 0.00 % |

## Corrections Report

Run Report

Indexing Summary Report | Corrections | Indexing Count | Basket Count | Reported Issues

### Corrections Report

| Index Error By | Index Correct By | Document ID | Book Number | Page Number | Corrections | Corrected Date |
|---|---|---|---|---|---|---|
| gjsmith | jferguson | 111396331 | 018878 | 02356 | 1 | 01/12/2022 08:47 AM |
| gjsmith | pcracchiolo | 111396333 | 018878 | 02360 | 1 | 01/12/2022 08:52 AM |
| gjsmith | pcracchiolo | 111396591 | 018879 | 01069 | 1 | 01/12/2022 11:15 AM |
| gjsmith | sdeans | 111396706 | 018879 | 01498 | 2 | 01/12/2022 12:05 PM |
| gjsmith | ssciascia | 111396563 | 018879 | 00920 | 1 | 01/12/2022 10:58 AM |
| gjsmith | tlwall | 111396525 | 018879 | 00549 | 1 | 01/12/2022 10:26 AM |
| gjsmith | tlwall | 111396542 | 018879 | 00746 | 1 | 01/12/2022 10:57 AM |
| jferguson | jwhite | 111396399 | 018878 | 02775 | 4 | 01/12/2022 09:15 AM |
| jferguson | jwhite | 111396448 | 018879 | 00263 | 1 | 01/12/2022 09:44 AM |
| jferguson | ssciascia | 111396562 | 018879 | 00919 | 3 | 01/12/2022 11:04 AM |
| jferguson | ssciascia | 111396723 | 018879 | 01572 | 1 | 01/12/2022 12:11 PM |
| jferguson | ssciascia | 111396770 | 018879 | 01914 | 1 | 01/12/2022 12:52 PM |
| jwhite | tnewsome | 111396604 | 018879 | 01099 | 1 | 01/12/2022 11:19 AM |
| mfoley | jwhite | 111396498 | 018879 | 00468 | 1 | 01/12/2022 10:12 AM |
| mfoley | pcracchiolo | 111396514 | 018879 | 00590 | 1 | 01/12/2022 10:20 AM |
| pcracchiolo | gjsmith | 111396585 | 018879 | 01046 | 1 | 01/12/2022 11:15 AM |

## Indexing Count

Run Report

Indexing Summary Report | Corrections | Indexing Count | Basket Count | Reported Issues

### Total Key Count Report

| Indexer | Key Count | Double Key Count | Total |
|---|---|---|---|
| gjsmith | 59 | 56 | 115 |
| jferguson | 58 | 46 | 104 |
| jwhite | 77 | 87 | 164 |
| mfoley | 16 | 32 | 48 |
| mmcneill | 18 | 14 | 32 |
| pcracchiolo | 51 | 53 | 104 |
| sdeans | 60 | 54 | 114 |
| ssciascia | 31 | 28 | 59 |
| tlwall | 55 | 60 | 115 |
| tnewsome | 72 | 54 | 126 |

## Basket Count Report

Run Report

Indexing Summary Report | Corrections | Indexing Count | Basket Count | Reported Issues

### Basket Count Report

#### Basket Count

| Indexer | Key Count | Double Key Count |
|---|---|---|
| gjsmith | 2 | 0 |
| jferguson | 3 | 1 |
| mfoley | 1 | 0 |
| padmin | 10 | 2 |
| pcracchiolo | 2 | 0 |
| sdeans | 2 | 2 |
| ssciascia | 1 | 2 |
| tlwall | 2 | 1 |
| tnewsome | 3 | 1 |

#### Pending Documents: 0

#### Manually Moved Document Count

| Key Entry Document | Double Key Entry Document |
|---|---|
| 0 | 0 |

## Books Reported Issues

Choose a Search Option

Single Day Date 01/10/2022

Date Range From To

Run Report

Indexing Summary Report | Corrections | Indexing Count | Basket Count | Reported Issues

### Books Reported Issues

| Reported By | Field | Record Date | Book Number | Page Number |
|---|---|---|---|---|
| Barbara Reinhardt | | 1/7/2022 8:43:07 AM | 018873 | 02095 |
| Barbara Reinhardt | | 1/7/2022 8:43:19 AM | 018873 | 02111 |
| Barbara Reinhardt | | 1/7/2022 8:43:00 AM | 018873 | 02086 |
| Jeff Bandini | Grantor Firm | 1/7/2022 8:43:07 AM | 018873 | 02095 |

## Indexing and Recording Summary

**Date** 10/14/2021

**Items Remaining in Basket**

| Type | Queue | In | Total |
|---|---|---|---|
| Key Entry | 0 | 102 | 102 |
| Double Key | 0 | 395 | 395 |
| Pending | 0 | | 0 |
| **Total** | **0** | **497** | **497** |

**Document Production and Error Rate**

| Name | Keyed | Double | Total | Errors | Percent | % of Total |
|---|---|---|---|---|---|---|
| gjsmith | 55 | 54 | 109 | 9 | 16.36% | 6.00% |
| jferguson | 93 | 71 | 164 | 2 | 2.15% | 9.03% |
| jwhite | 111 | 81 | 192 | 2 | 1.80% | 10.57% |
| mfoley | 59 | 41 | 100 | 3 | 5.08% | 5.50% |
| mlucas | 56 | 38 | 94 | 2 | 3.57% | 5.17% |
| mmcneill | 9 | 177 | 186 | 2 | 22.22% | 10.24% |
| pcracchiolo | 94 | 66 | 160 | 9 | 9.57% | 8.81% |
| pmonroe | 40 | 28 | 68 | 6 | 15.00% | 3.74% |
| sdeans | 57 | 93 | 150 | 3 | 5.26% | 8.26% |
| ssciascia | 35 | 41 | 76 | 4 | 11.43% | 4.18% |
| tlwall | 89 | 63 | 152 | 7 | 7.87% | 8.37% |
| tnewsome | 89 | 91 | 180 | 9 | 10.11% | 9.91% |
| Manual | 186 | 0 | 186 | 0 | 0.00% | 10.24% |
| **Total** | **973** | **844** | **1817** | **58** | **5.96%** | **100.00%** |

**BOOKS Reported Issues**

| Reported By | Field | Record Date | Book Number | Page Number |
|---|---|---|---|---|
| Al Baldy | | 6/12/1999 2:03 | BM1987 | 912 |

# Scanning/Other

## Batch Scanning

1. Prepare documents and Scan
    a. Check for staples, paperclips
    b. Create batches of about 50 pages
        i. Check to make sure all pages are single sided documents
    c. Scanner – Use ROD documents profile
        i. Single side
        ii. Auto page size detection
        iii. 300 DPI
        iv. Auto straighten
    d. System scans as 1 continuous document
    e. Note page count of batch
    f. Process Batch
        i. This process will split the batch into individual documents and moves the probate page to the end of the document.
        ii. System identifies page count mismatches
            1. Double sided documents will be detected.
                a. Set scanner to double sided and rescan
            2. A message appears on the first page of the document describing the problem.
            3. Rescanning the document normally fixed the issue.
            4. "A" pages or Blank pages are addressed (See Blank Page Insert)
2. Quality Control
    a. Verify Notary Seal is legible
    b. Verify notary expiration date
        i. If expired, missing, etc
            1. Pull document
            2. Notify recording supervisor
    c. General Image Quality
    d. Review whole batch
    e. Resolve any issues
    f. When a problem is found
        i. Delete the document from the batch list
        ii. Find the physical document
        iii. Continue on with QC process
    g. Redactions may be flagged at this time.
    h. When no problems detected
        i. Release batch
        ii. This process adds the Raster Number to all images in the batch (book/page)
    i. Problems found during QC?
        i. Fix the problem (darken seals, etc)
        ii. Rescan any documents that were pulled

iii. QC the batch
iv. Release batch

**Blank Page Insert**

This blank page was intentionally inserted by the ***BOOKS!*** system.

## Map Scanning

1. Map Types
    a. Standard Maps
        i. Always single page
    b. Condo Maps
        i. Always single page
    c. Hwy Maps
        i. Multipage
        ii. Submitted as 11 X 17
        iii. Infrequent
2. Select Profile.
    a. 18 X 24
    b. 21 X 30
    c. 24 X 36
3. Scan Map using Map scanner
    a. Make sure the image quality is acceptable
    b. Rescan if necessary
4. Import the Map into the system
    a. Auto Import - Is the preferred method as it reads the barcode.
    b. Manual Import – Sometimes, the image must be manually imported and indexed.
5. QC the map images
    a. Check image quality
    b. If barcode does not read:
        i. Manually split the image
        ii. Add the index information
6. Release Batch

## Auto Redaction/Manual Redaction

1. Redaction looks at all documents
2. Auto Redaction runs at night
3. The scan operator
    a. Reviews all the flagged documents
    b. Redaction items
        i. SSN
        ii. Driver's license
        iii. Passport number
    c. Review redactions
        i. Verify field is properly redacted or adjust redaction zone. Adjust if needed
        ii. Make sure there are not some unnecessary items redacted
    d. Release Batch
    e. Viewing
        i. Redacted – Internet Images
        ii. Original – Vault and in-house

4. Manual Redaction from Users
    a. From time to time, a request will come in to redact an image
    b. The scan operator will
        i. Retrieve the image
        ii. Redact the image
        iii. Save image to specified folder for IT to process
        iv. Open IT ticket to have image replaced

## Return Labels

1. This process is performed after batch scanning for documents NOT
    a. eRecorded
    b. Documents where an envelope was not included
2. Separate documents by size
        a. Group documents with same address together
        b. 7 pages or less – Use # 10 envelope
        c. > 7 pages – Use oversize envelope
3. Open word template
4. The template has 5 lines for fields
    a. Name
    b. Address
    c. City, State Zip
5. Enter all the addresses
6. Print labels and apply to envelopes
7. Print labels to plain paper.
8. Insert document(s) in envelope
9. Release to mail
    a. Usually released 1 day after double or 1 day after book is completed, release to mail.
    b. Update completed book log when released to mail
10. Route to outgoing mail

## Notes

1. Preaddressed stays are released using the same process above.

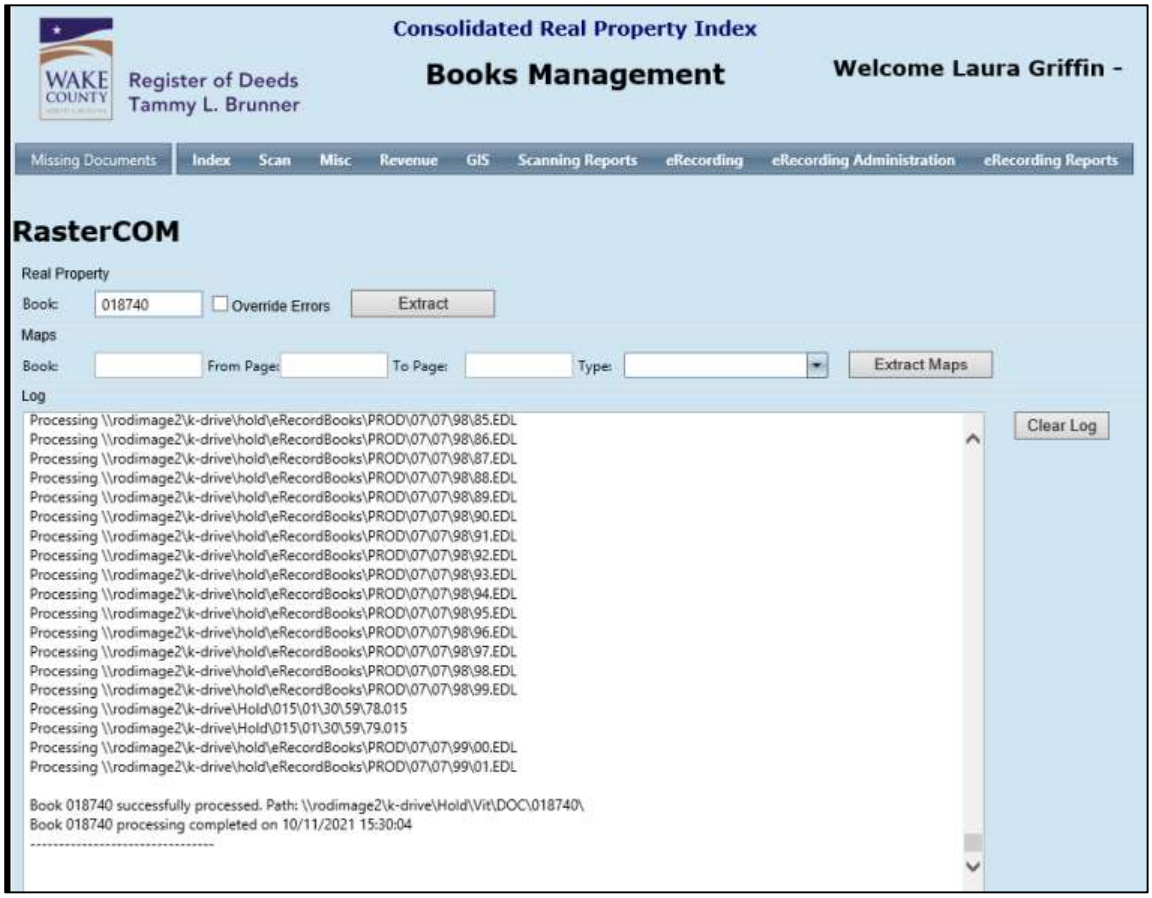
## Raster

1. This process used to create the file for microfilm production
    a. Check the Completed Book Log to get book number of the last book processed (See Log Book)
    b. Check books (The Book System)
        i. Search the book number
        ii. Sort by Book/Page
        iii. Check to make the verified column = “Y”. The value should not be “P” (Pending) or “N” (Not verified)
    c. Run RasterCom (See RasterCOM Screen)
        i. Look out output log for Pass or Fail.
            1. If Fail
                a. Review for duplicate or missing pages
                b. Research issue
                c. Resolve issue
    d. Run the PowerShell script to convert the output vendor requirements
        i. Creates zip file
    e. Open spreadsheets
        i. Update Completed book log
        ii. Add user who scanned, ran raster, and uploaded
    f. Create certificate of authenticity.
        i. This is a word document with the following fields
            1. Book #
            2. 1st page and last page
            3. Date Started scanning
            4. Date Ended scanning
        ii. Save it as a PDF
        iii. Copy certificate to the zip file for that book
    g. Open FileZilla
        i. Upload the zip file
    h. Email vendor the book(s) that were uploaded
    i. Delete the zip(s) after uploading

## Raster Book Log

| 1 | Book Number | Date Rastered | Time Rastered | Raster Initials | FTP Date | FTP Initials | Envelope Initials | Date Mailed |
|---|---|---|---|---|---|---|---|---|
| 459 | 18723 | 9/30/2021 | 2:31:00 PM | zm | 10/4/2021 | zm | recording | 10/1/2021 |
| 460 | 18724 | 10/4/2021 | 3:45:00 PM | zm | 10/4/2021 | zm | recording | 10/4/2021 |
| 461 | 18725 | 10/4/2021 | 3:58:00 PM | zm | 10/4/2021 | zm | recording | 10/4/2021 |
| 462 | 18726 | 10/4/2021 | 4:00:00 PM | zm | 10/4/2021 | zm | recording | 10/5/2021 |
| 463 | 18727 | 10/5/2021 | 10:20:00 AM | zm | 10/6/2021 | zm | recording | 10/6/2021 |
| 464 | 18728 | 10/5/2021 | 12:00:00 AM | zm | 10/6/2021 | zm | recording | 10/6/2021 |
| 465 | 18729 | 10/5/2021 | 10:24:00 AM | zm | 10/6/2021 | zm | recording | 10/6/2021 |
| 466 | 18730 | 10/5/2021 | 2:54:00 PM | zm | 10/6/2021 | zm | recording | 10/6/2021 |
| 467 | 18731 | 10/6/2021 | 9:22:00 AM | zm | 10/6/2021 | zm | recording | 10/7/2021 |
| 468 | 18732 | 10/6/2021 | 9:26:00 AM | zm | 10/6/2021 | zm | recording | 10/7/2021 |
| 469 | 18733 | 10/7/2021 | 11:59:00 AM | zm | 10/7/2021 | zm | recording | 10/8/2021 |
| 470 | 18734 | 10/7/2021 | 12:00:00 PM | zm | 10/7/2021 | zm | recording | 10/8/2021 |
| 471 | 18735 | 10/7/2021 | 4:51:00 PM | zm | 10/7/2021 | zm | recording | 10/8/2021 |
| 472 | 18736 | 10/7/2021 | 4:53:00 PM | zm | 10/7/2021 | zm | recording | 10/8/2021 |
| 473 | 18737 | 10/8/2021 | 4:41:00 PM | zm | 10/7/2021 | zm | recording | 10/11/2021 |
| 474 | 18738 | 10/8/2021 | 4:43:00 PM | zm | 10/7/2021 | zm | recording | 10/11/2021 |
| 475 | 18739 | 10/11/2021 | 3:25:00 PM | lg | | | | |
| 476 | 18740 | 10/11/2021 | 3:30:00 PM | lg | | | | |

## Raster Book Log



# Balancing/Deposit

## End of Day Balancing

1. Cashier
    a. Print Cashier Log
    c. Total Cash
    d. Total Checks
    e. STAMP Cashier Log with place for:
        i. Cashier _____
        ii. PM Verifier _____
    f. PM Verifier
        i. Verifies Cash by watching cashier count cash
        ii. Verify Key is in bag
        iii. Verifies checks by adding them up
        iv. Signs Cashier Log
        v. Keeps Cashier log
    g. PM Verifier runs Reconciliation Report (Runs 2nd for Reference and Final at end)
        i. Someone runs a tape on the all the checks
        ii. PM Verifier signs
            1. Verifies cashiers log against Reconciliation report for checks and cash
    h. PM Verifier runs Daily Revenue Summary Report
        i. PM Verifier counts all the cash and matches to report
    i. PM Verifier runs Transaction Modification Report (1st report run)
    j. eRecording Report (Run report from Portal by Supervisor)
        i. Revenue Summary Report for <date> (Run Last)
        ii. PM Verifier runs Reconciliation Report (Final Run)
        iii. Submitter Document Report for <date>
    k. Fill out Safe Access log
        i. Must have cash buddy for this task

### Making the Deposit (Next Morning)

1. Retrieve deposit bag from previous date
2. Tally and Verify Checks. This should match prior tape
    a. Verify Address on Check and not handwritten
    b. Verify Amount and written amount
    c. Verify Signature
    d. No alternations can be made on the check
3. After verifying, stamp the reports and sign
4. The new tally tape will stay with ROD reports
5. Scan Check
    a. Verify Number of scans matches number of checks
6. Run Wake County Receipts Journal and enter required information
7. <Receive vitals bag> (Vitals bag can come anytime during this process)
8. Verify Checks
    a. Record on Loomis bag and receipt
9. Verify Cash against the reports
    a. Record on Loomis bag and receipt
10. Review 3 deposit slips
    a. Verify deposits match Loomis bag
11. Initial Loomis bag and receipt attached to bottom of bag
12. Check Bag (Contents)
    a. Check
    b. Cash
    c. 3 Deposit Slips
    d. Loomis Bag Form (write amounts on the bag)
13. Give Reports and unsealed bag back to Vitals so they can verify it.
14. Receive Vitals bag and verify.
    a. Initial bag, Receipt, and deposit slip
    b. White copy goes to Loomis
    c. ROD Keeps the other two (2) copies (Pink and Yellow copies)
15. Seal Loomis Bag and remove receipt to be included with ROD Reports
16. Attach Wake County Cash Receipts Journal to back and take to tax department
17. Tax Department signs report and returns it to ROD staff

## Tax Administration Process:

Note:

- Documents are routed to Tax Administration after the double key step and based on document type.
- Process 200 – 300 documents per day
- Has 20 users with 10 simultaneous users

Process

1. Screen below populates basket items
2. Instruments are routed to Tax Administration “Fetch basket” based on document type. These Instruments have completed the ROD workflow.

a. ROD Accepts and Records the Document.
b. ROD Recording is completed either electronically / In-Person and Scanned into system.
c. Assigned Book & Page #
d. Routed to ROD Indexing for Key Entry and Blind Key Entry verification.
e. Completed Documents are routed to the External Workflow

3. Note: CAMA system does support direct view of ROD documents for internal users
4. Tax Administration Users move documents from the Fetch Basket to the In Basket to process
5. Users can move "Problem" documents for research or mapping issues

## Process Item #1

**Fetch Basket Items:**

| Book No | Page No | Record Date | Doc Type | Revenue User | GIS User |
|---|---|---|---|---|---|
| 018949 | 01261 | 03/10/2022 | DEED | | |
| 018949 | 00341 | 03/10/2022 | DEED | | |
| 018949 | 01351 | 03/10/2022 | DEED | | |
| 018949 | 01743 | 03/10/2022 | DEED | | |
| 018949 | 01893 | 03/10/2022 | DEED | | |
| 018949 | 00054 | 03/10/2022 | DEED | | |
| 018949 | 02165 | 03/10/2022 | QCD | | |
| 018949 | 02147 | 03/10/2022 | DEED | | |
| 018949 | 02126 | 03/10/2022 | DEED | | |
| 018949 | 02128 | 03/10/2022 | DEED | | |

1 2 3 4 5 6 7 8 9 10 ... Page size: 10 1009 items in 101 pages

**In Basket Items:**

| Book No | Page No | Image | PDF | Record Date | Doc Type | Revenue User | GIS User |
|---|---|---|---|---|---|---|---|
| 018948 | 00391 | | | 03/09/2022 | DEED | Madeline Massas | |
| 018948 | 00311 | | | 03/09/2022 | QCD | Madeline Massas | |
| 018948 | 00332 | | | 03/09/2022 | DEED | Madeline Massas | |
| 018948 | 00658 | | | 03/09/2022 | DEED | Madeline Massas | |
| 018948 | 00635 | | | 03/09/2022 | DEED | Madeline Massas | |
| 018948 | 01109 | | | 03/09/2022 | DEED | Madeline Massas | |
| 018948 | 01507 | | | 03/09/2022 | DEED | Madeline Massas | |
| 018948 | 01686 | | | 03/09/2022 | DEED | Madeline Massas | |
| 018948 | 01576 | | | 03/09/2022 | QCD | Madeline Massas | |
| 018948 | 01210 | | | 03/09/2022 | DEED | Madeline Massas | |

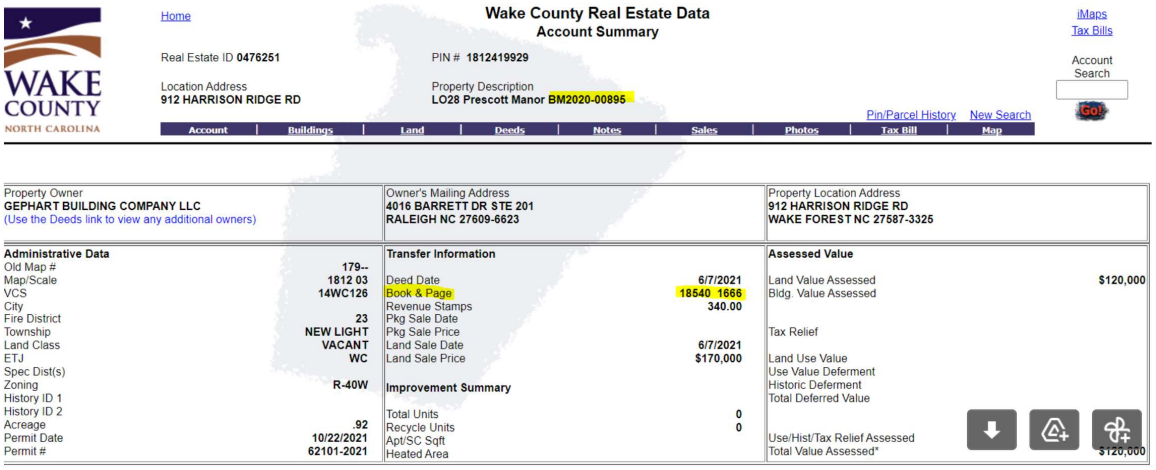
1 2 3 4 5 6 7 8 9 10 Page size: 10 94 items in 10 pages

**Pending Basket Items:**

| Book No | Page No | Record Date | Doc Type | Revenue User | GIS User |
|---|---|---|---|---|---|
| 017654 | 02628 | 11/19/2019 | QCD | Kristie Steiger | |
| 017703 | 02235 | 12/31/2019 | DEED | Robert Tyree | |

6. Tax Users process the In Basket from "CAMA" system
    a. Search CAMA system by legal description
    b. Can use option to retrieve information from ROD system
        i. Excise Tax
        ii. Grantors
        iii. Grantees
        iv. Other?

7. Tax Administration has option for public to research. See below:




8. If public needs to view ROD documents, they will use ROD system to search and view based on book/page from CAMA system

**What do you (tax administration) want to see in a new system?**

- History of transactions
- Reports - Deeds transferred by day by month by year per user from ROD
- Additional Data items shown in queues
    - Tax administration Notes
    - Name of Tax Admin use processing the item
    - Date processed by Tax Administration
- Link for Tax System to display documents so the public would not need to use the ROD system to search.

## Overview of Desired Solution

Wake County is interested in receiving responses from qualified firms for an integrated Recording system. The Recording system should provide the following high-level functionality:

- Cashiering transactions (filing documents, copy requests, other miscellaneous)
- Recording documents (assigning and tracking instrument numbers, bar codes, statutory stamps, number of pages per document, etc.)
- Public research of records on-line
- Interface with Scanning devices
- Reporting
- Web access for Official Public Records with e-commerce

# General Proposal Requirements

By submitting a proposal, Proposers acknowledge that:

The County reserves the right to reject any or all proposals if it determines that select proposals are not responsive to the RFP. The County reserves the right to reconsider any proposal submitted at any phase of the procurement. It also reserves the right to meet with select Proposers at any time to gather additional information.

Proposals will be received by Wake County Government at the time noted on the cover page of this document. At that point, Wake County will close the receipt of proposals and begin the evaluation process. The only information that will be released will be the names of the respondent(s). No other information will be disclosed, except as required by the evaluation process, until a contract is awarded.

Wake County, solely at its option, may disclose the name(s) of any firms or companies being considered or elevated during the process. Proposers are not to contact any county staff or elected official in reference to the process due to the nature of a competitive environment and to protect the integrity of the RFP process. As information becomes available and is relevant for release, that information will be shared with respondents.

## General Submittal Requirements:

The County must receive proposals no later than 3:00 PM on May 31, 2022. *The Proposer's name, RFP number, and proposal closing time and date must be marked clearly on the proposal submission.* The time of receipt shall be determined by the time clock in the Wake County Procurement Services office. The County will not be held responsible for the failure of any mail or delivery service to deliver a proposal response prior to the stated proposal due date and time. It is solely the Proposer's responsibility to: (1) Ascertain that they have all required and necessary information, documents, and addenda, prior to submitting a response; (2) Ensure that the response is received at the correct location and time. Late responses, regardless of delivery means, will not be accepted. Fax or email responses will not be accepted.

## Proposer Expenses

The County will not be responsible for any expenses incurred by any Proposer in the development of a response to this Request for Proposal or any other activities associated with this procurement including but not limited to any onsite (or otherwise) interviews and/or presentations, and/or supplemental information provided, submitted, or given to Wake County and/or its representatives. Further, the County shall reserve the right to cancel the work described herein prior to issuance and acceptance of any contractual agreement/purchase order by the recommended Proposer even if the Board of Commissioners has formally accepted a recommendation.

## Interpretations, Discrepancies and Omissions

Should any Proposer find discrepancies, omissions or ambiguities in this RFP, the Proposer must at once request in writing an interpretation from proposal contact. The deadline for submitting questions is May 12, 2022, by 5:00 PM. All questions will be answered to the extent possible in the form of addenda to the specifications. The addenda will be available by May 18, 2022. All written requests for clarification should be addressed to the attention of Melissa England.
Failure to request an interpretation will be considered evidence that the Proposer understands the provision of the RFP.
The issuance of a written addendum is the only official method by which interpretation, clarification or additional information will be given by the County. Only questions answered by formal written addenda

will be binding. Oral and other interpretations or clarification will be without legal effect. It is the County's intent not to issue any addenda after May 18, 2022.

### Award

Wake County reserves the right to award a contract, based on initial offers received from Proposers, without discussion and without conducting further negotiations. Under such circumstance, the acceptance of a proposal by the County shall be deemed to be an acceptance of an offer and that such acceptance will be binding upon both parties. The County may also, at its sole discretion, have discussions with those Proposers that it deems to fall within a competitive range. The County may enter into negotiations separately with such Proposers. Negotiations with a Proposer may continue with a Proposer that the County has tentatively selected to award a contract to. The County shall not be deemed to have finally selected a Proposer until a contract has been successfully negotiated and signed by both parties.

### Non-disclosure of County Information

The Proposer and its agents shall treat all data and information gathered by the Proposer and its agents, including this RFP and all reports, recommendations, specifications, and data as confidential. The Proposer and its agents shall not disclose or communicate the aforesaid matters to a third party or use them in advertising, propaganda, and/or in another job or jobs, unless written consent is obtained from the County.

### Retention of Proposer Material

Any and all information submitted in conjunction with this RFP and the evaluation process will not be returned to the respondent.

## General Terms and Conditions

### Certification

The Proposer hereby certifies that it has carefully examined this Request for Proposal and the Proposer certifies that it understands the scope of the work to be done and that the Proposer has knowledge and expertise to provide the scope of the work. By signature on the response to the RFP, the Proposer certifies that its proposal is made without prior understanding, agreement, or connection with any corporation, firm or person submitting a proposal for the same materials, supplies, or equipment, and is in all respects fair and without collusion or fraud, so that all proposals for the purchase will result from free, open and competitive proposing among all vendors. Further, the Proposer certifies that it understands that collusive bidding/proposing is a violation of Federal law and can result in fines, prison sentences, and civil damage awards.

### Conflict of Interest

By submission of a response, the Proposer agrees that at the time of submittal, it: (1) has no interest (including financial benefit, commission, finder's fee, or any other remuneration) and shall not acquire any interest, either direct or indirect, that would conflict in any manner or degree with the performance of Proposer's services, or (2) will not benefit from an award resulting in a "Conflict of Interest." A "Conflict of Interest" shall include holding or retaining membership, or employment, on a board, elected office, department, division or bureau, or committee sanctioned by and/or governed by Wake County. Proposers shall identify any interests, and the individuals involved, on separate paper with the response and shall understand that the County, in consultation with legal counsel, may reject their proposal.

## Assignment

No assignment of the Proposer's obligations or the Proposer's right to receive payment hereunder shall be permitted without prior consent of the County. The Proposer may not sell, assign, transfer or convey the contract resulting from this RFP, in whole or in part, without the prior written approval from the County.

## Indemnification

The Consultant will indemnify and hold the County harmless from any and all liability, expense, judgment, suit, or cause of action for personal injury, death, or direct damage to tangible property which may accrue against the County to the extent it is caused by the negligence of Consultant, its sub-consultants, or their employees or agents, while performing duties under this Agreement, provided that the County gives the Consultant prompt, written notice of any such claim or suit. The County shall cooperate with Consultant in its defense or settlement of such claim or suit. This section sets forth the full extent of the Consultant's general indemnification of the County from liabilities that are in any way related to Consultant's performance under this Agreement.

## Independent Contractor

It is understood that in the performance of any services herein provided, the Proposer shall be, and is, an independent contractor, and is not an agent or employee of the County and shall furnish such services in its own manner and method, except as required by this contract. Further, the Proposer has, and shall retain the right to exercise full control over the employment, direction, compensation, and discharge of all persons employed by the Proposer in the performance of the services hereunder. The Proposer shall be solely responsible for, and shall indemnify, defend, and save the County harmless, from all matters relating to the payment of its employees, including compliance with Social Security, withholding, and all other wages, salaries, benefits, taxes, exactions, and regulations of any nature whatsoever.

## Payment

Payment for the services rendered pursuant to the Agreement resulting from this RFP shall be made in amounts and at times set forth in the Agreement and shall be made upon receipt of original invoice(s) in accordance and in conformity with payment dates for bills and claims as established by the County. Prior to payment, the Consultant must submit an original dated itemized invoice of services rendered. (Photographs or facsimiles of invoices will not be accepted.) Any reimbursement for expenses as allowed in the Agreement that are included in the invoice(s) must be supported with attached original billings for such expenses.

## Insurance

Proposers shall obtain, at their sole expense, all insurance required in the following paragraphs and shall not commence work until such insurance is in effect and certification thereof has been received by Wake County's Finance Department.

Workers' Compensation Insurance, with limits for Coverage A: Statutory for State of North Carolina, and Coverage B - Employers Liability: $500,000 each accident/disease each employee/disease policy limit.

Commercial General Liability, with limits not less than $1,000,000 per occurrence and $2,000,000 aggregate.

Commercial Automobile Liability, with limits not less than $1,000,000 per accident for bodily injury and property damage applicable to any vehicle used during performance of services, including coverage for owned, hired, and non-owned vehicles. Evidence of commercial automobile coverage is only required if vehicles are used in the provision of services under this Agreement.

Professional Liability (Errors and Omissions), with limits not less than $1,000,000 per claim and $2,000,000 aggregate.

Cyber Liability Insurance, with limits not less than $3,000,000 per claim. Coverage shall be sufficiently broad to respond to the duties and obligations undertaken by Provider in this Agreement regarding sensitive information in any form in Provider's care, custody, or control, or for which Provider is legally responsible, and shall include but not be limited to third party liability coverage for loss resulting from denial of service, unauthorized access, security failure, system failure, extortion, or any failure to prevent disclosure of sensitive information, including but not limited to personal identifying information or protected health information. Breach/crisis response cost coverage must include actions required by federal and/or state statutes, and include but not be limited to notification, call center costs, regulatory fines and penalties, investigation, and identity theft and credit monitoring services, with limits sufficient to respond to these obligations

All insurance companies must be authorized to do business in North Carolina and have an AM Best rating of "A-/VII" or better; or have reasonable equivalent financial strength to the satisfaction of Wake County's Finance Department. If any required insurance policy expires during the term of this Agreement, Proposer must provide a certificate of insurance to the Wake County Finance Department as evidence of policy renewal prior to such policy expiration. Proposer shall be responsible for providing the Wake County Finance Department with 30-day notice of insurance policy cancellation or non-renewal during the term of this Agreement and for three years subsequent for any claims made coverage.

Response to this RFP indicates the ability to procure the coverages specified above. If Provider does not meet the insurance requirements specified above, alternate insurance coverage satisfactory to Wake County may be considered. Any request for consideration of alternate coverage must be presented within Proposer's response to this RFP.

## Governing Law

This RFP and any contract resulting therefrom shall be governed by and construed according to the laws of the State of North Carolina. Should any portion of any contract be in conflict with the laws of the State of North Carolina, the State laws shall invalidate only that portion. The remaining portion of the contract(s) shall remain in effect.

## Confidential Information/Public Records Law

INFORMATION SUBMITTED IN RESPONSE TO REQUESTS FOR BIDS, PROPOSALS, AND OTHER PROCUREMENT METHODS SUBJECT TO PUBLIC RECORDS LAW

Wake County is subject to North Carolina's Public Records Act located in Chapter 132 of the North Carolina General Statutes. As a result, information submitted to and received by Wake County in response to a Request for Proposal/Request For Bid/Request For Quote/Request for Qualifications, or any other procurement method (collectively "Procurement Process"), is considered public record and may be released for public inspection after the contract award, or as otherwise permitted under NCGS § 143, without further notice to the proposer. The County does not intend to elicit confidential or trade secret information in response to a Procurement Process and assumes no responsibility for the submission of such information. Wake County reserves the right to share any information submitted in response to a Procurement Process with any person(s) or firm(s) involved in the review and evaluation phase of the Procurement Process.

## CONFIDENTIAL OR TRADE SECRET INFORMATION

If a proposer nonetheless submits information in a bid proposal or other response to a Procurement Process and it considers such information to be confidential, then all four requirements of NCGS 132-1.2 "Confidential Information" must be met for the County to consider withholding the information from public inspection in response to a public records request. **Among other legal requirements, information deemed to be "confidential" or "trade secret" by proposer must be clearly marked as such on the face of the document(s) at the time of the initial disclosure/submittal of RFP.** In addition, although not required by law, Wake County requests that any proposer who submits a proposal or response

containing any such designation of confidentiality also submit a second copy of the proposal or response with the respective page(s) or section(s) redacted. The County will not agree to withhold an entire proposal or response from public inspection; thus proposers should refrain from including blanket restrictions on disclosure or all-encompassing claims of confidentiality.

When a public records request is made for information contained in or attached to a proposal or response that has been clearly marked as “trade secret” or “confidential” upon its submission, Wake County may, in its discretion and without further notice, release the redacted copy of the proposal or response to the requester if one has been previously submitted. Otherwise, the proposer will be notified of the request and given an opportunity to provide within a reasonable period a written explanation of the basis for claiming protection under N.C.G.S. 66-152 and N.C.G.S. 132-1 and/or a redacted proposal or response. The County shall make the final determination on release of the information. Should any civil action be brought against the County in an effort to compel or prevent the disclosure of information contained in a proposal or response that is deemed confidential by a proposer, the proposer may participate at its own expense; and by deeming any information in a proposal or response confidential, proposer further agrees to indemnify and hold harmless the County for and against any costs incurred by the County as a result of such litigation, including but not limited to fees or expenses arising out of N.C.G.S. 66-153 and N.C.G.S. 132-9.

## Compliance with Laws and Regulations

Proposer must comply with all applicable State and Federal Laws. In the event any Governmental restrictions may be imposed which would necessitate alteration of the material, quality, workmanship or performance of the items offered on this proposal prior to their delivery, it shall be the responsibility of the successful Proposer to notify Wake County at once, indicating in their letter the specific regulation which required such alterations. The County reserves the right to accept any such alterations, including any price adjustments occasioned thereby, or to cancel the contract.

## Acceptance

Submission of any proposal indicates a Proposer’s acceptance of the conditions contained in this RFP unless clearly and specifically noted otherwise in the proposal.

Furthermore, the County is not bound to accept a proposal on the basis of lowest price, and further, the County has the sole discretion and reserves the right to cancel this RFP, and to reject any and all proposals, to waive any and all informalities and/or irregularities, or to re-advertise with either the identical or revised specifications, if it is deemed to be in the County's best interests to do so. The County reserves the right to accept or reject any or all of the items in the proposal, and to award the contract in whole or in part and/or negotiate any or all items with individual Proposers if it is deemed in the County’s best interest. Moreover, the County reserves the right to make no selection if proposals are deemed to be outside the fiscal constraint or not in the best interest of the County.

## Additional Services

The County reserves the right to negotiate additional services with the Vendor at any time after initial contract award.

## E-Verify

To ensure compliance with the E-Verify requirements of the General Statutes of North Carolina, all contractors, including any subcontractors employed by the contractor(s), by submitting a bid, proposal or any other response, or by providing any material, equipment, supplies, services, etc, attest and affirm that they are aware and in full compliance with Article 2 of Chapter 64, (NCGS64-26(a)) relating to the E-Verify requirements.

## Iran Divestment Act

By signing this agreement; accepting this contract/purchase order; or submitting any bid, proposal, etc., vendors and contractors certify that as of the date of execution, receipt, or submission they are not listed on the Final Divestment List created by the NC Office of State Treasurer pursuant to *NCGS 147 Article 6E, Iran Divestment Act*, Iran Divestment Act Certification. Vendors and contractors shall not utilize any subcontractor that is identified on the Final Divestment List. In addition, any organization defined under NCGS 147-86.80(2), Divestment from Companies Boycotting Israel, shall not engage in business totaling more than $1,000 with any company/business, etc. that boycotts Israel. A list of companies that boycott Israel is maintained by the NC Office of State Treasurer, pursuant to NCGS 147-86.81(a)(1). Any company listed as boycotting Israel is not eligible to do business with any State agency or political subdivision of the State.

### Federal Uniform Guidance

**If the source of funds for this contract is federal funds, the following federal provisions apply pursuant to 2 C.F.R. § 200.326 and 2 C.F.R. Part 200, Appendix II (as applicable):**

Equal Employment Opportunity (41 C.F.R. Part 60); Davis-Bacon Act (40 U.S.C. 3141-3148); Copeland "Anti-Kickback" Act (40 U.S.C. 3145); Contract Work Hours and Safety Standards Act (40 U.S.C. 3701-3708); Clean Air Act (42 U.S.C. 7401-7671q.) and the Federal Water Pollution Control Act (33 U.S.C. 1251-1387); Debarment and Suspension (Executive Orders 12549 and 12689); Byrd Anti-Lobbying Amendment (31 U.S.C. 1352); Procurement of Recovered Materials (2 C.F.R. § 200.322); and Record Retention Requirements (2 CFR § 200.324)

### Anti-Discrimination

In consideration of signing this Agreement, the Parties hereby agree not to discriminate in any manner on the basis of race, natural hair or hairstyles, ethnicity, creed, color, sex, pregnancy, marital or familial status, sexual orientation, gender identity or expression, national origin or ancestry, marital or familial status, pregnancy, National Guard or veteran status, religious belief or non-belief, age, or disability with reference to the subject matter of this Contract. The Parties agree to comply with the provisions and intent of Wake County Ordinance SL 2017-4. This anti-discrimination provision shall be binding on the successors and assigns of the Parties with reference to the subject matter of this Contract.

## Evaluation/Award Summary

### Overview

Wake County desires a software solution that will not only meet its minimum requirements, but will offer the County the most functionality within its budgetary limitations. The RFP, in accordance with North Carolina guidelines, provides for a negotiated procurement to obtain the "best value" for the County based on criteria defined herein.

### Evaluation Criteria

A County evaluation team, with assistance from a technical advisor, will evaluate the information provided by vendors in response to the criteria established below. The scores of all evaluators will be used to determine the ranking of each Offer. The award of the contract shall be made to the responsible offeror whose offer is determined to be the best evaluated offer resulting from negotiation, taking into consideration the relative importance of price and other evaluation factors set forth in the Request For Proposal. Award of contract will be made in the best interest of the County and shall, therefore, be considered final.

The following weighted criteria will be considered in making an award: Max. Points

| | | |
|---|---|---|
| 1. | Extent to which the solution meets the County's functional requirements | **25** |
| 2. | Extent to which the solution meets the County's technical requirements | **25** |
| 3. | Total Proposed Price | **15** |
| 4. | References/reputation/experience/financial stability of firm | **20** |
| 5. | Support, Warranty and Maintenance | **15** |

Each proposing firm is responsible for submitting all relevant, factual, and correct information for evaluation of the above criteria with their Offer. The evaluation committee will evaluate each proposal based on the data submitted.

## Selection Process

During the RFP process, firms shall not contact County staff. Additionally, firms and their employees of related companies as well as paid or unpaid personnel acting on their behalf shall not contact or participate in any type of contact outside the County offices with County employees, including elected officials. Such contact may result in the vendor being disqualified. All contact must be coordinated through the Procurement Department for this procurement.

The Evaluation Committee will use a two-step process to select the "best value" solution.

Step One: Based on the firms' written proposal, the Evaluation Committee will perform critical requirements fit analysis and conduct reference checks and evaluate the technical merit of each response. The Evaluation Committee will then discuss the results of their review and determine which vendors are reasonably qualified of being selected for award, hereinafter called "Offerors". After initial evaluations for technical compliance, the County may enter into discussions with qualified firms regarding the systems proposed. These discussions will be on an individual basis and will be closed to third parties and other proposing firms.

Step Two: Selected Offerors will be asked to schedule and participate in scripted software demonstrations for the Evaluation Committee and staff, provide a product overview demonstration for Recording Department customers, participate in due diligence meetings with the Evaluation Committee and appropriate staff, and submit a best and final offer (BAFO). All qualified firms will be accorded fair and equal treatment with respect to submission of a BAFO. In order to be considered, a sealed BAFO must be submitted in writing to the County Purchasing Manager at a time and date subsequently specified by the County.

During these discussions, firms may offer and the County may accept revisions to the response. All such revisions will be made available to all qualified firms in the form of a Best and Final Offer (BAFO) document. While the BAFO will, to a degree, be tailored to individual firms, care will be taken to ensure that all firms remain on the same competitive level and are proposing to substantially and materially the same conditions and requirements. Further care will be taken to preclude allowing the advertised requirements to be materially modified (significant alterations of the specifications). Care will be taken to ensure the equality established for all firms is not jeopardized through the technical discussion and BAFO process.

## Response Format

In order to facilitate the analysis of responses to this RFP, vendors are required to prepare their Offers in accordance with the instructions outlined in this section. Each vendor is required to submit the Offer in a sealed package. Vendors whose responses deviate from these instructions may be considered non-responsive.

Offers must be prepared as simply as possible and provide a straightforward, concise description of the vendor's capabilities to satisfy the requirements of the RFP. All parts, pages, figures, and tables must be numbered and clearly labeled. **The vendor must provide one (1) original and ten (10) copies plus one (1) electronic version (Microsoft Word or PDF format) of the Offer**.

Please organize the Offer into the following major sections:

| Section | Title |
|---|---|
| 1.0 | Transmittal Letter |
| 2.0 | Executive Summary |
| 3.0 | Company Background |
| 4.0 | Operating Model Analysis |
| 5.0 | Proposed Application Software |
| 6.0 | System Environments |
| 7.0 | Graphical User Interface |
| 8.0 | Document Imaging |
| 9.0 | Database Software |
| 10.0 | Optional Software |
| 11.0 | System Security |
| 12.0 | Hardware Environments |
| 13.0 | Responses to Requirements Sections |
| 14.0 | Implementation Support and Training |
| 15.0 | Maintenance Program |
| 16.0 | Project Schedule |
| 17.0 | Client References |
| 18.0 | Vendor Information/Diagram Attachments |
| 19.0 | Cost Quotations |
| 20.0 | Other Documentation Required |
| 21.0 | Payment Options |
| 22.0 | Sample Contract |

### 1.0 Transmittal Letter

Provide a transmittal letter on your firm's letterhead. An individual who is authorized to bind the vendor contractually shall sign a transmittal letter, which shall be considered an integral part of the RFP. If the vendor is a corporation, the legal name of the corporation shall be provided together with the signature of the officer or officers authorized to sign on behalf of the corporation. The transmittal letter should be of minimal length to serve as the RFP abstract. The transmittal letter should include the following:

- Brief description of your organization

- Principal business location and any other service locations
- Brief history of your organization's experience with services similar to these services
- Brief description of the proposed solution
- A statement that your firm has the fiscal capacity to provide the required services
- A listing of all sub-offerors that will be utilized
- Contact person, phone number and email address for questions relating to the Offer
- Signature of person authorized to contractually bind the company.

**2.0 Executive Summary**

This part of the response to the RFP must be limited to a brief narrative highlighting the vendor's RFP. The summary must contain as little technical jargon as possible, and must be oriented toward non-technical personnel. The Executive Summary must not include cost quotations.

**3.0 Company Background**

Vendors must provide the following information about their company so the County can evaluate the vendors' stability and ability to support the commitments set forth in response to the RFP. The County, at its option, may require a vendor to provide additional documentation to support and/or clarify requested information.

- Length of time the company has been in business under current name
- A brief description of the company including history
- Company size and organization, including a list of related companies
- Three years of audited financial statements
- The number of years the company has been providing RDBMS-based applications
- The number of years the company has been providing Image Enabled applications
- The number of years the company has been providing Client/Server applications
- The core competency of the company (i.e. software, hardware, imaging, etc.)
- User Group meetings/conferences, and where they have been held in the past three years. Include number of County participants.
- The number of employees allocated strictly for research and development
- The number of employees allocated strictly for support and description of the type of support provided by each employee in this category
- Are all the programmers/technical team located within the United States?
- Is the company or related companies now or has it been a party in a civil suit in the last 5 years? If so, provide a current docket sheet for each suit.
- Is the company or related companies now or has it been charged in the last 5 years with violation of the law or currently the subject of any governmental investigation? If so, provide a current standing for each offense or nature of investigation.

Include information on all 3rd party alliance partners proposed as part of this contract:

- Company history
- Alliance relationship and length of relationship
- Clients where you have done work together
- Products and services provided and how they interface with your product

## 4.0 Operating Model Analysis

The vendor must present high-level models depicting proposed process flows within each of the major functional areas of the department including:

- Filing of Official Records
- Public Research including web access

## 5.0 Proposed Application Software

The vendor must present in detail, features and capabilities of the proposed application software. The vendor must identify the development language used to create the application software. The vendor must list any additional software products required to support the proposed application software.

**Third Party Software**. Offeror shall identify any Third Party Software, and, unless otherwise stated in this Contract, Offeror shall, to the extent necessary to provide the services under this Contract: (1) maintain and upgrade as necessary licenses and maintenance agreements for Third Party Software Licenses used by County in the performance of the services to be provided under this Contract; (2) obtain licensed authorization for use and disclosure of Third Party Software by and to Offeror's employees or agents. Offeror shall not use in performing the services pursuant to this Contract any Third Party Software unless the fully informed consent of County (acting through the County Commissioners Court or County Purchasing Agent) has been tendered and such Third Party Software was commercially available to County when selected. In the event that Offeror shall use any Third Party Software, license, or other item that becomes a part of or is incorporated into the Work Product, tangible media embodying the Work Product, or Intellectual Property, Offeror shall obtain and transfer to County, its Offerors and sub-Offerors, to the extent necessary or desirable for County or such Offerors and sub-Offerors to perform the services pursuant to this Contract, a worldwide, perpetual, royalty-free, nonexclusive license to use and modify the Third Party Software for the sole and exclusive benefit of County, without any charge or expense beyond those amounts payable to Offeror for the services rendered pursuant to this Contract.

## 6.0 System Environments

The vendor must describe the supported computer hardware environment in which the proposed software will run. In the event there are multiple computer systems available, list all options. The vendor must identify the operating system that is supported by the proposed applications software and the proposed relational database management system in the hardware environment recommended above.

## 7.0 Graphical User Interface

The vendor shall describe the user interface proposed for the system. The vendor shall describe all navigational systems (menus, windows, etc.) that are used to run the proposed software solution. This shall include a description of the screens that are part of the solution and how these screens are implemented. If commercial user tools are being provided, please explain them in your response.

## 8.0 Document Imaging

The vendor must describe the features and capabilities of the proposed document imaging component of the system. This must include the manufacturer of the imaging software, and the extent to which the software is used in the proposed system.

### 9.0 Database Software

The vendor must provide a description of the database management system required to support the computing environment. List any fourth generation features utilized in constructing the proposed applications software and any optional end-user productivity tools.

### 10.0 Optional Software

The vendor must include a description of any features (or value-added components) available for use with the proposed software that have not been specifically requested in the RFP. Consideration of these products will be given to vendors whose optional software is to be of value to the County.

### 11.0 System Security

The vendor must include a detailed description of the proposed software and database security features. The vendor must describe their philosophy of where each security administration function should best reside - in the Information Systems Division or in the user areas.

### 12.0 Hardware Environments

A schedule must be prepared detailing:

- Proposed hardware configuration and increases that can be expected through implementation of your system - if you are proposing multiple systems, please provide complete information
- Manufacturer, model number and functional description of each unit or equipment component, including features and special devices - this must include any proposed equipment, including data entry devices
- Expandability of the proposed equipment to larger configurations - memory, mass storage, and peripheral devices must be included
- Capability of the equipment to function in an open systems environment
- Capability of the equipment to function in an on-line, real-time environment
- Unit pricing where appropriate must be shown so changes in quantity can be computed, and the vendor must mention unit price discounts with quantity purchases.
- If distributive processing is part of your system configuration, discuss the tiers you use in your configuration.

All necessary and optional site requirements related to the proposed configuration must be described in detail. These should include:

- Environmental requirements
- Electrical requirements
- Emergency power requirements (indicate proposed solution)
- Communications channels and types of protocols

You must submit a copy of your hardware site-planning guide with your Offer, if additional equipment is recommended. Indicate any special operating systems or utilities that are required to operate the proposed system. These items need to be included in the cost tables.

### 13.0 Responses to Functional and Technical Requirements

Responses to the Functional and Technical Requirements Section of the RFP must be provided in this section of the vendor's response. Vendors must use the format provided and add comments as necessary.

Additional comments are encouraged and should be placed next to the response. Any false or misleading information will be subject to immediate disqualification of the vendor's Offer.

## 14.0 Implementation Support and Training

The vendor must provide a detailed overview of the implementation, support, and training for the proposed software. This information must include:

- Project organization chart
- Detailed implementation methodology including change management plan.
- Estimate of total project hours with separate estimates for vendor and County staff
- Interface development
- Detailed Data Conversion plan
- Overview of proposed training for end users and information technology personnel
- Implementation and training plan, including estimated time-frame and deliverables for each phase of the project
- Resumes detailing project team experience – please indicate key personnel assigned to this project

The vendor must provide a complete application training program for Register of Deeds personnel. The vendor will recommend the type of training required, which will include system and equipment operation, system support, and use of all software included with the system. The vendor will present the recommended training in outline form showing subject title and length of time required. Training will be provided in Wake County at facilities mutually agreed to by the Register of Deeds and the vendor. The vendor will be expected to train at least 5 staff but may limit class size to a reasonable number to avoid interruption of service in the Register of Deeds' office. Additionally, the vendor must work with the Register of Deeds and designated management to develop a training strategy that would minimize the impact on office productivity and customer service. Any initial and ongoing charges for training, training materials, and travel will be detailed and explained by the vendor in the cost tables.

## 15.0 Maintenance Program

The County may require that the successful vendor provide some equipment maintenance support in Marshall to service and support this installation. In order to determine the level of support available to the Register of Deeds, the vendor will provide the following information:

1. Describe the nature of maintenance coverage and types of programs available to the Register of Deeds. All cost information must be included in the cost tables.

2. Specify the preventive maintenance schedule for hardware, software, network and data, and estimate the amount of non-scheduled maintenance (downtime) for each item of equipment included in the proposed system. Preventive and corrective maintenance will be performed according to the maintenance plan selected by the Information Technology Department in conjunction with the Register of Deeds.

3. Specify the availability of telephone support, including toll-free access and hours of operation.

4. Specify the minimum and maximum time to respond to calls for non-scheduled (corrective) maintenance twenty-four (24) hours per day, seven (7) days per week and the location(s) from which such maintenance will be provided.

5. Specify the number of maintenance personnel presently located in, or who will be located in, North Carolina and the extent to which they will be available to support the Register of Deeds installation.

6. Describe the vendor's policy for expediting repair of equipment that has been inoperative less than a one (1) hour, eight (8) hours, twenty-four (24) hours, and longer than twenty-four hours.

7. Describe the delivery method of future upgrades and product enhancements.

8. The County will require that the successful vendor maintain all vendor-furnished software in reliable operating condition and incorporate the latest vendor software changes and statutory changes applicable to this installation. The vendor will describe the nature of their software maintenance and their program for keeping vendor-furnished software reliable, efficient, and current. The vendor must describe if the County's Information Systems personnel can install any of the software.

9. Provide a Five (5) year estimated annual software maintenance schedule.

10. The Vendor will pay postage and delivery for hardware maintenance when shipping is required to accommodate repair.

11. Provide defined escalation process for problem resolution.

## 16.0 Project Schedule

Each vendor must provide a detailed Project Schedule that will cover system development and installation, equipment installation, database conversion and/or creation, training, and any other appropriate tasks. The schedule must indicate time estimates by major milestones and sub-tasks.

In the course of implementation of a project it is important to have consistent team members. A key member of the team is the Project Manager. Each vendor must identify a proposed project manager with resume attached. Wake County requires a dedicated Project Manager to be assigned during the full term of the project.

## 17.0 Client References

Vendors must provide a complete customer list and at least three (3) client references that are similar in size and complexity of the Wake Register of Deeds Recording Department. These clients must have licensed the proposed software for a comparable computing environment. Information must include at the minimum:

- County Name
- Contact Name
- Title
- Address
- Telephone Number
- Email Address
- Software licensed (O/S, DB, etc.)
- Hardware/network environment

- Implementation status
- Modules in use and year installed
- Average daily transaction volume
- Average number of images captured/scanned per day
- Approximate total number of documents on the system
- Approximate total number of pages on the system

## 18.0 Vendor Information Attachments

All vendor attachments necessary for response to the RFO must be properly labeled and included with the RFP.

## 19.0 Cost Quotations

The vendor's cost quotations must be itemized and include all costs (e.g., hardware, license fees, source code, object code, implementation and training, travel and per diem, documentation, maintenance, and hourly rates). Vendors should carefully review all cost data for accuracy and completeness prior to submission. The cost quotations must include the following:

1. Vendor Letter of Transmittal for Cost Offer
2. Cost Tables
3. Hourly rate schedule for scope changes detailed by resource type and level. The rate schedule(s) should apply to scope changes during the project and for subsequent requests after implementation.
4. Executive Summary containing a brief statement of any cost advantages provided by the vendor and any observations or comments deemed appropriate to full understanding of the Cost Offer. Vendors are required to use the Cost Tables provided in Attachments D through J.
5. Provide your firm's proposed milestone/progress payment schedule. This proposed schedule will be negotiated with the selected firm(s) and will incorporate the County's specific testing and acceptance requirements.

The Offer's pricing must remain valid for one hundred eighty (180) days from the RFP response due date. All materials included in the response to this RFO, including any portion of the RFP document, may be incorporated into the final agreement.

## 20.0 Other Documentation

Bidders are required to include the following attachments with their responses to this RFP.

| | |
|---|---|
| Attachment A. | Help Desk |
| Attachment B. | Software Maintenance and Upgrades |
| Attachment C. | Hardware Maintenance and Upgrades |
| Attachment D. | Hardware Cost Table |
| Attachment E. | Software Cost Table |
| Attachment F. | Implementation Services Cost Table |
| Attachment G. | Options Cost Table |
| Attachment H. | Optional Services Cost Table |
| Attachment I. | Cost Table |

## 21.0 Payment Options

The County requests payment options for acquisition of the system. Payment options can include but are not limited to the following:

- Perpetual License with Annual Maintenance

## 22.0 Sample Contract

Wake prefers to use a standard contract. Please see Exhibit A. If you are unable to use the standard contract, please provide us a copy of your software license agreement and maintenance agreement for hardware and software.

## INSTRUCTIONS

**Weight Column**

The following requirements are weighted based on the following criteria:

C = Critical
I = Important

These weights will be used by the Evaluation Team to determine the relative merit of each requirement when scoring the proposal responses.

**Response Code Column**

Vendors must use one of the following response codes for each functional requirement.

Y = this feature is currently in production (i.e., fully implemented and in use) in another county and is provided within the proposed solution. If the feature is fully implemented but not within a county, please explain in the comments column.

U = the proposed user tools can be used to include this feature. (Please explain.)

P = the system does not completely meet the criteria as described - only partial compliance will be provided. (Please explain.)

M = Modification would be required at an additional cost. The vendor MUST specify the estimated cost in the Response Code column. Modification at zero cost is acceptable. All "M" responses must be listed in the Attachment G - Options Cost Table unless the modification cost is $0.00 (Zero)

N = this feature is not provided.

**Comment Column**

Additional comments are encouraged and should be placed next to the response code. Please use this column to add clarity to your responses.

# Functional Requirements

## General Requirements

### 1. User Interface

| Item | Requirement | Weight | Response Code | Comment |
|---|---|---|---|---|
| 1.1. | All recording system functions must be in compliance with current NC statutes as interpreted by the Wake County ROD. | C | | |
| 1.2. | All screens used in the system must be designed with the following concepts: efficient navigation, informative help messages, field editing, data entry automation, and ergonomic design | I | | |
| 1.3. | All entry fields, where appropriate, must offer default values when a screen is first displayed for entry, or when the user passes the field without entering any value. | I | | |
| 1.4. | All entry fields that receive date and time values must perform edits and must only accept valid entry. | C | | |
| 1.5. | All user screens must provide help screen and help field windows that offer efficient, informative, and instructional information. | I | | |
| 1.6. | All entry fields that have validation from a code table must produce, upon user request, a pick list of code table values, where the user can select the proper value for the field. | I | | |
| 1.7. | All fields, where appropriate, must provide intelligent edits. Example: The number of pages for a recorded document must always be greater than zero (0). | I | | |
| 1.8. | Application software screens must produce messages informing the users of required fields that must receive a value before a screen can be accepted. | C | | |
| 1.9. | All screens must display progress update messages when the system is executing a process which results in the user screen being disabled. | I | | |
| 1.10. | The system incorporates workflow tracking capabilities to enable the users to determine where each document is within the overall process (e.g., cashiered, scanned, indexed, mailed, etc.) | C | | |
| 1.11. | The system tracks the user id for each activity performed to provide an audit trail and improve accountability. | C | | |

| | | | | |
|---|---|---|---|---|
| 1.12. | Annual maintenance agreements include system modifications necessary as a result of statute changes as interpreted by the Wake County ROD. These modifications will be completed prior to the required implementation date within the statute. After implementation, any functionality identified as contrary to statute shall be made compliant within 30 days. | C | | |

## 2. On-Line Help Screens

| Item | Requirement | Weight | Response Code | Comment |
|---|---|---|---|---|
| 2.1. | The system must provide on-line help for all screens and menus, including topic searches. | I | | |
| 2.2. | On-line help must assist in general navigation of the screens. | I | | |
| 2.3. | The help function must be context sensitive and index driven for all screens and menus. | I | | |
| 2.4. | On-line help text will be provided. | I | | |
| 2.5. | The system provides links to Wake County SOP's which are maintained by the Wake County ROD office | C | | |

## 3. Application User Documentation

| Item | Requirement | Weight | Response Code | Comment |
|---|---|---|---|---|
| 3.1. | User manuals (on-line and hard copy) must be provided for each application. | C | | |
| 3.2. | The vendor will provide printed user manuals that are easy to use, easy to read, non-technical, and include screen illustrations, data entry requirements, and use of function/command keys. In addition, the vendor will provide desk reference guides or job aids for each workstation including County staff and public research areas. | I | | |
| 3.3. | System will have ability to incorporate County written procedures | I | | |

## 4. Testing/Training Environment

| Item | Requirement | Weight | Response Code | Comment |
|---|---|---|---|---|
| 4.1. | During system test/training, the vendor will set up a complete testing environment in a functional room provided by the Register of Deeds. The testing room will include an appropriate number of workstations for:<br>1. Front counter/cashier with scanner<br>2. eRecording<br>2. Batch scanning workstation<br>3. Indexing/verifying workstations<br>4. Public Inquiry<br>5. All appropriate user hardware and software required to produce a full system test. | C | | |
| 4.2. | The hardware and software workstations in the testing room must include at least one representation of any unique system area or function including importing indexed data from outsourced operations. | C | | |
| 4.3. | Users must be able to fully process Recorded Documents. The processing must include all functional areas, including front counter, cashier, eRecording, scanning, indexing, verifying, microfilm production and public inquiry and all printed reports and forms. | C | | |
| 4.4. | After system implementation, this training database will be maintained so new users can be trained. Ability to backup production database and restore to Test easily. Ability to refresh production images used by the test system. | C | | |

# Application Requirements

## 5. General

| Item | Requirement | Weight | Response Code | Comment |
|---|---|---|---|---|
| 5.1. | The user must have the ability to execute the Recording/Indexing application software from a menu system. | I | | |

| | | | | |
|---|---|---|---|---|
| 5.2. | All Official Records documents will be imaged and linked to the Official Records index. | C | | |
| 5.3. | A Document Type code table must exist that includes all document types recorded. A system supervisor must have the ability to add codes to this table. The Document Type code table must also contain flags that instruct the Recording screen to require entry to certain fields. | C | | |
| 5.4. | In order to avoid redundant data entry, data entered by cashiers will carry forward and be available for the indexing process. (i.e., Recording Fees, Grantor, Grantee, addresses, etc.). This feature can be controlled by ROD and can be turned off for Names. | C | | |
| 5.5. | All numbers assigned by the system will be unique (i.e., no duplication of instrument number, receipt numbers, book/page numbers, etc.). | C | | |
| 5.6. | Documents must be linked by direct reference to a Grantor/Grantee Name, Instrument Number, Recorded Date, and book and Page. | C | | |
| 5.7. | The software must have a security to allow certain users to update data on the Official Records Index. | C | | |
| 5.8. | The software must have a security to allow certain users to update the Official Records Index for prior years. | C | | |
| 5.9. | The document record must store an optional return mailing address for documents that must be returned by mail. | C | | |
| 5.10. | The document record will contain a field that denotes method of returning a document. | I | | |
| 5.11. | The system will produce mailing labels for documents that must be mailed back to the customer. | C | | |
| 5.12. | All Receipt records must be linked to the document records for which they were generated. | C | | |
| 5.13. | All document records must be linked to the Receipt records generated for them. | C | | |
| 5.14. | Users must have the ability to print a daily balancing report. | C | | |
| 5.15. | Users must have the ability to print a report that lists an alphabetical index by document number and name. | C | | |
| 5.16. | When printing reports, users must be able to select the type of output, the printer, number of copies, and have the option to cancel the print request. | I | | |

| | | | | |
|---|---|---|---|---|
| 5.17. | Ability to keep data entry audit trails throughout system with reporting capability. | C | | |
| 5.18. | Ability to provide multiple levels of password security with identification of the specific operator executing a transaction and lockout to prevent unauthorized fees, deletions, and searches. | C | | |
| 5.19. | Provide ability to view online the System Security "layout" or map in order to perform periodic audits to determine if security set up is still in line with user-defined guidelines and principles. | I | | |
| 5.20. | System provides definable security to restrict access as follows:<br>a. by workstation<br>b. by User ID<br>c by critical data element (read only versus update)<br>f. by Group | C | | |
| 5.21. | Users are unable to alter instrument numbers generated by the system. | C | | |
| 5.22. | The system should allow for remote access for Recording, eRecording, scanning, and indexing functions. | C | | |
| 5.23. | Standard recording time is limited to 8:30 am to 5:01 pm. Supervisor override is required for recording outside standard. | C | | |

## 6. Document Workflow

| Item | Requirement | Weight | Response Code | Comment |
|---|---|---|---|---|
| 6.1. | The Recording/Indexing software must contain a Document Workflow queue which lists all documents by workflow status. | C | | |
| 6.2. | The document data records must contain date and time information and user information for each cycle in the workflow. | C | | |
| 6.3. | The Document Workflow must contain a dashboard summary that shows by cycle a count of documents. Recorded, Indexed (Key Index), Index Verified (Double Key), Scanned, Scan QC, and Returned(Mailed). | C | | |
| 6.4. | Document Status levels must be achieved automatically by the completion of a particular process, or by the user updating a field when a manual procedure is completed. | C | | |

| | | | | |
|---|---|---|---|---|
| 6.5. | Users must be able to select a document from the Workflow queue to work with, in any of the workflow screens. | I | | |
| 6.6. | Workflows can be created by County to route instruments with index (grantors, grantees, property description), images, and other information such as recording information, document type, excise tax, book/page etc. based on document type and other criteria to other county departments including Tax Administration and GIS. The department has electronic access to the index fields above to populate their systems. | C | | |
| 6.7. | At any step of the workflow, users can route the item to a supervisor or other staff member with clarifying notes. | C | | |
| 6.8. | Tax Admin and GIS Workflows include:<br>• History of Transactions<br>• Reports – Summary of transactions processed by month, week, day, year per user.<br>• Data entry fields for Notes, User, date of processing, status<br>• Ability to reassign document to another user with notes | C | | |
| 6.9. | For Tax Administration and GIS departments, system provides a “link” to support direct view of ROD index and images to a specific document. | C | | |

## 7. Document Retrieval

| Item | Requirement | Weight | Response Code | Comment |
|---|---|---|---|---|
| 7.1. | The system must provide an efficient means of document retrieval and rapid transition from page to page. | C | | |
| 7.2. | The system must allow a scanned document to be rotated, moved on the screen, and scrolled page by page. | C | | |
| 7.3. | The system must provide the user with the ability to enlarge a section of the scanned document. | I | | |
| 7.4. | The user must have the ability to scroll through a displayed image that is too large to fit on the workstation monitor. | C | | |
| 7.5. | The system can move to the next/previous document in the results without returning to results screen | C | | |

| | | | | |
|---|---|---|---|---|
| 7.6. | The system can move to the next/previous document recorded without returning to results screen | C | | |

## 8. Document Printing

| Item | Requirement | Weight | Response Code | Comment |
|---|---|---|---|---|
| 8.1. | Users must be able to reproduce documents on a laser printer. | C | | |
| 8.2. | The document copies must be equivalent in appearance to the digital images displayed on the screen. | C | | |
| 8.3. | Users must be able to select multiple documents for copying, and queue them on a printer. | I | | |
| 8.4. | Users must be able to specify a page range and individual pages for a given document. | C | | |

## 9. Report Standards

| Item | Requirement | Weight | Response Code | Comment |
|---|---|---|---|---|
| 9.1. | All reports must have a standard header. | I | | |
| 9.2. | All reports must produce a selection criteria page, either at the beginning or the end of the report. | C | | |
| 9.3. | All reports must contain a totals page at the end of the report. | I | | |
| 9.4. | Delivered (standard) report to printout totals daily, weekly, monthly, quarterly and calendar and fiscal year-to-date totals of recording fees collected and distributed. | I | | |
| 9.5. | Delivered (standard) report, listing contents of user and system and defined tables. | I | | |
| 9.6. | Ability to run ad-hoc reports. | I | | |

| | | | | |
|---|---|---|---|---|
| 9.7. | Is the report writer capable of accessing and using ANY data element maintained on the system without requiring the services of a programmer or Information Technology “expert?” | I | | |
| 9.8. | Ability to view all standard and ad-hoc reports/queries online at the end users workstation prior to printing hardcopy (on-demand/real time). | I | | |
| 9.9. | Ability to produce trend reports including increase/decrease in document types or fees over time, individual performance statistics, etc. | C | | |
| 9.10. | Ability to produce exception reports reflecting void transactions or fees expected vs. fees collected for the requested time period. | C | | |
| 9.11. | Ability to produce reports listing all users who accessed the system on a daily basis including entry and exit times, user identification, company name (for external users). | I | | |
| 9.12. | Provide reports that allow Register of Deeds staff to monitor and manage incoming volumes and staff production. | C | | |
| 9.13. | Productivity reports by area for any given date range | I | | |
| 9.14. | Ability to adjust column width and row height, as well as hide/unhide columns and rows. | I | | |
| 9.15. | Ability to add charts and graphs to reports | I | | |

## 10. Cashiering

| Item | Requirement | Weight | Response Code | Comment |
|---|---|---|---|---|
| 10.1. | All transactions will be processed through one common cashiering system. | C | | |
| 10.2. | User can easily recognize, diagnose, and recover from errors | I | | |
| 10.3. | The new system must provide an application module dedicated to the processing of customer payments for receipts and invoices. | C | | |
| 10.4. | Users must have an appropriate security to perform cashiering functions. | C | | |
| 10.5. | Cashier workstations must have a cash drawer, which is opened programmatically or by manual key. | C | | |

| | | | | |
|---|---|---|---|---|
| 10.6. | The system must support receipt of payment in cash (calculate change due), checks, voucher (on account) and escrow. | C | | |
| 10.7. | The system must support the recording of multiple documents with a single payment consisting of any combination(s) of payment methods. | C | | |
| 10.8. | The system must provide the capability to automatically calculate fees based on user-maintained tables. | C | | |
| 10.9. | The system shall support multiple document types per document (e.g., mortgage and assignment.) | C | | |
| 10.10. | The system must allow the use of a common customer table by customer number (code table), and must allow the user to add a new customer name which can be added to the frequent customer table. | C | | |
| 10.11. | The system must automatically assign the following information for each recorded document: Instrument number, recording date and time, book type/book/page. | C | | |
| 10.12. | Upon payment of a receipt or invoice, the system will create Payment Detail records which will contain the GL accounts, amount paid, receipt/invoice number paid, tender type, and check number. All Payment Detail records will contain the current date, upon which the payment was made. | C | | |
| 10.13. | Users must have the ability to print a Daily Balancing report containing totals for funds received, and sorted by each tender type, broken down by teller/cash drawer. Totals must also be given for GL Categories. | C | | |
| 10.14. | A validation printer should be available to each Cashier/Recorder to validate the receipt/invoice and check(s) used for payment. | C | | |
| 10.15. | Support cash drawer workstations with the following: (1) Keyboard (2) Image capable monitor (3) Receipt Printer (4) Locking Cash Drawer | C | | |
| 10.16. | Support cashiering options in the following flows: (1) Cashiering at the counter for walkups (2) Batch cashiering for mail and title companies (3) Cashiering with scanning for instant return. | C | | |
| 10.17. | When cashiering with instant return, the document image must be saved to two locations for security purposes in case of system failure. | C | | |
| 10.18. | The system automates overage processing for surplus/refunds. | C | | |
| 10.19. | The Register of Deeds fee schedule is table driven and access is restricted. | C | | |

| | | | | |
|---|---|---|---|---|
| 10.20. | Real Estate cashiering prompts the user for a minimum of Document Type, Number of Pages, Grantors, Grantees, excise tax plus other items in order to calculate the fee. | C | | |
| 10.21. | The system produces a recording label for each document: The label will include, recorded date and time, excise tax, Wake ROD's full name, instrument number, book/page, number of pages, staff initials or code or workstation id. | C | | |
| 10.22. | The system has the ability to produce a courtesy copy label/stamp. | I | | |
| 10.23. | The cashiering system will allow entry of document return method, i.e. Mail, pre-addressed. | I | | |
| 10.24. | System must support the suspension of a transaction that can be later recalled and continued. | C | | |
| 10.25. | Instrument numbers/Book page are assigned sequentially at the end of the transaction when the payment is applied. | C | | |
| 10.26. | Cashiers may correct errors before the transaction is final. | C | | |
| 10.27. | The system endorses the check with information from a code table as well other receipt information such as receipt number. | C | | |
| 10.28. | The system uses shortcut keys to speed data entry for payment type and document type | C | | |
| 10.29. | The system will distribute the fees to the appropriate General Ledger accounts based on user defined tables. | C | | |
| 10.30. | Ability to require supervisor approval for documents recorded for no fee. | C | | |
| 10.31. | Based on document type, show requirements checklist the cashier must acknowledge in order to record a document. A rejection letter may be triggered based on items not acknowledged. | C | | |
| 10.32. | System support scanning of checks during cashiering | I | | |
| 10.33. | Fee Groups used during recording are:<br>• See Instruments<br>• Deed<br>• DT<br>• Easement | C | | |

| | | | | |
|---|---|---|---|---|
| | • HYW Map (Not included on eRecording)<br>• Map (Book of Maps)<br>• Condo Maps<br>• SAT<br>• UCC | | | |
| 10.34. | Rejection Letters (OTC and Mail) – System must allow the scanning of the document being rejected and tracked with rejection reasons. System must be able to search rejections for future reference. | C | | |
| 10.35. | Rejection Letters – System will have an option to route rejected documents/packages to a second staff member to review and verify the rejection reasons. | I | | |
| 10.36. | If document is being re-recorded, cross out original recording information and book/page. | C | | |
| 10.37. | Support initial index completion at the time of recording with the option of index expansion later. | C | | |

## 11. Payment and Receipting

| Item | Requirement | Weight | Response Code | Comment |
|---|---|---|---|---|
| 11.1. | Ability to ensure payments received are allocated as prescribed by statute. | C | | |
| 11.2. | Accept and apply one payment across several record filings for one receipt. | C | | |
| 11.3. | The system must include an application module that allows the user to produce receipts for payment of customer fees. | C | | |
| 11.4. | An official receipt may be printed that shows the information entered by the staff and calculated by the system. The receipt must show the following information in clear and legible print: Receipt number, recorded date and time, fee amount, excise tax, Wake ROD's full name, instrument number, book/page, number of pages, total fee, staff initials or code or workstation id. | C | | |

| | | | | |
|---|---|---|---|---|
| 11.5. | All receipts generated must be linked in the system's database to the application data records by key values. Subsequently, all application records must be linked to the receipts that are generated on their behalf. | C | | |
| 11.6. | A system user will require a specific Security Profile setting in order to access and execute this software module. | C | | |
| 11.7. | A Receipt Number must be automatically assigned by the system for all receipts generated. | C | | |
| 11.8. | An authorized user will have access to Fee Code tables, which will allow for dynamic modification of fee amounts and calculation constants. | C | | |
| 11.9. | The Receipt generation screen will provide for the entry of unlimited line items and will allow the user to scroll back and forth through the line items while keeping a running total. | C | | |
| 11.10. | A receipt is generated for full payment only, and the system will not allow partial payment for any receipt. | C | | |
| 11.11. | The Receipts application must allow for a receipt to be adjusted and/or voided by an authorized user with reason(s) required to be entered via dropdown reasons or freeform. | C | | |
| 11.12. | The system must maintain an audit of adjusted receipts and provide report output for this audit information. | C | | |
| 11.13. | The system allows entry of a comment on the receipt that is for internal user only. | I | | |
| 11.14. | System can reprint receipts. Reprinted receipts have "Duplicate" printed on the receipt. | C | | |

## 12. Daily Cashier Close Out and Deposits

| Item | Requirement | Weight | Response Code | Comment |
|---|---|---|---|---|
| 12.1. | Ability to produce separate/distinct daily deposit summaries for payment types including overages. | C | | |
| 12.2. | Ability to change payment type (cash, check) with audit trail. | C | | |
| 12.3. | System has the ability to create separate daily deposits by department. | C | | |
| 12.4. | Ability to generate a daily cashier transaction report. | C | | |

| | | | | |
|---|---|---|---|---|
| 12.5. | System should produce a receipt adjustment report if applicable. | C | | |

## 13. Financial Reporting

| Item | Requirement | Weight | Response Code | Comment |
|---|---|---|---|---|
| 13.1. | Ability to produce lists (by date range) of any type of financial transactions – all receipts, receipts by type, all disbursements, disbursements by type, non-cash transactions. | C | | |
| 13.2. | Ability to produce an audit report that identifies the employee performing transactions. | C | | |
| 13.3. | Ability to generate a daily cashier transaction report and a summary report for all cashier stations by department. | C | | |
| 13.4. | Ability to save or export financial and receipt reports in multiple formats including Excel, pdf, csv, and other formats | C | | |
| 13.5. | Ability to generate escrow/voucher account statements for any given date range and options to print or email | C | | |
| 13.6. | Ability to generate escrow/voucher account statements to be automatically emailed the last day of each month | I | | |
| 13.7. | In the future, there may be satellite or mobile offices. Reports must be able to run by department, location, and site. | I | | |

## 14. Receipt Adjustments

| Item | Requirement | Weight | Response Code | Comment |
|---|---|---|---|---|
| 14.1. | Receipt adjustments do not alter the original receipt date. | C | | |
| 14.2. | Ability to void a receipt by authorized persons maintaining an audit trail of the old receipt, user name, void reason and date of void. | C | | |

| | | | | |
|---|---|---|---|---|
| 14.3. | Void transactions require supervisory override. | C | | |
| 14.4. | Ability to make comments (Internal) and note reasons for voids. | C | | |
| 14.5. | Ability to re-classify payment type (cash, check) with audit trail. | C | | |
| 14.6. | Ability to make a correction by supervisory level only while maintaining audit trail and effective dates. | C | | |
| 14.7. | Ability to require supervisor approval for corrections. | C | | |

## 15. Escrow/Voucher Accounts

| Item | Requirement | Weight | Response Code | Comment |
|---|---|---|---|---|
| 15.1. | System tracks balances and produces statements. | C | | |
| 15.2. | System should provide ability to run statements for Accounts on demand for any date or date range. | C | | |
| 15.3. | System should provide ability to run statements for active accounts only. | C | | |
| 15.4. | System should provide ability to run statements for only those accounts with activity during the reporting period. | C | | |
| 15.5. | Support changing account status to Inactive for any reason and prevent use of the account until reactivated. | C | | |
| 15.6. | Statements (referenced above) can be printed or emailed | C | | |
| 15.7. | An automatic email alert is sent when the account reaches a certain threshold based on individual account settings. | I | | |

## 16. Fraud Alert

| Item | Requirement | Weight | Response Code | Comment |
|---|---|---|---|---|
| 16.1. | Provide module for public sign up for fraud alert service. | C | | |
| 16.2. | Fraud alert service should allow those who sign up to manage their account. | C | | |
| 16.3. | Service should monitor individual or business names | C | | |
| 16.4. | Provide notifications via email when a document is recorded with a name or names that are monitored. | C | | |
| 16.5. | System should capture the following minimum information:<br>a) User ID<br>b) Password<br>c) Email address<br>d) Name<br>e) Mailing Address<br>f) Phone<br>g) Names to monitor | C | | |
| 16.6. | System is configurable for outgoing email (subject line, body of text, reply to, etc). Items that will be included in the body of the text are: Instrument number, recorded date, book/page, Property Description, etc and a link to the instrument on the ROD system. | I | | |
| 16.7. | System should have appropriate tools for county to monitor outgoing emails. | C | | |
| 16.8. | County can determine frequency and time that fraud alert detection is processed. The system should configurable to run for entries by stage such as "key entered", "double-keyed". | I | | |

## 17. Document Scanning

| Item | Requirement | Weight | Response Code | Comment |
|---|---|---|---|---|
| 17.1. | Provide immediate on-screen validation for scanned document images. | C | | |
| 17.2. | Maintain a count of pages at scanning for verification to recording pages. | C | | |
| 17.3. | Support document sizes configurable, example 3”X5” to 11”X17”. | C | | |
| 17.4. | Support variable paper weights (business documents) | C | | |
| 17.5. | Support variable paper qualities. | C | | |
| 17.6. | Provide 200/300/400/600 dpi resolution configurable by operator. | C | | |
| 17.7. | Provide operator adjustable quality controls (i.e. contrast) that can be adjusted before the image is saved. | C | | |
| 17.8. | Display the scanned image and the index screen on the monitor simultaneously. | C | | |
| 17.9. | Support duplex scanning. | C | | |
| 17.10. | Allow operator to rescan images without storing the original image scanned. | C | | |
| 17.11. | Compress images using CCITT Group 4. | C | | |
| 17.12. | Ability to view scanned documents immediately after cashiering with limited indexing provided through cashiering system i.e., instrument number, date filed, and document type, names. | C | | |
| 17.13. | Scanning routine compares the number of pages scanned versus the number of pages cashiered and produces an exception. | C | | |
| 17.14. | Scanning routine compares instrument numbers scanned versus instrument numbers cashiered and produces an exception report for any missing instrument numbers. | C | | |
| 17.15. | Scanning system provides capability for quality control review of images on-line with the ability to replace bad images as needed. | C | | |

| | | | | |
|---|---|---|---|---|
| 17.16. | Scanning device has auto-page size detection and can process both letter and legal sized paper in mixed batches. | C | | |
| 17.17. | Scanning device has double-sided capabilities and will eliminate images of blank pages. | C | | |
| 17.18. | Images can be categorized by status i.e., not verified, verified, and exception. | C | | |
| 17.19. | Supports Map scanner with sizes: 18 X 24, 21 X 30, 24 X 36 | C | | |
| 17.20. | System will provide ability to add “A” pages or “Page Left Blank” | C | | |

## 18. End of Year Procedure

| Item | Requirement | Weight | Response Code | Comment |
|---|---|---|---|---|
| 18.1. | The system will have a simple process to begin a new year. | C | | |
| 18.2. | Describe the process to begin using new sequence numbers for a new day, new year. | C | | |

## 19. Records Search / Select Lists

| Item | Requirement | Weight | Response Code | Comment |
|---|---|---|---|---|
| 19.1. | All applications, including Recording/Indexing and Receipts must have a name/data search and comprehensive select list capability. | C | | |
| 19.2. | Search utilities and selection lists must have the same visual and interactive functionality across all applications. | C | | |
| 19.3. | The search screens (in house and public access) used to create a select list of existing Recording/Indexing records must have the capability to locate records by the following: Names, Instrument Number Range, Book & Page Numbers, Recorded Date Range, Document Type, Legal Description and other indexed fields. | C | | |
| 19.4. | Where efficient, the search screens must have the ability to allow wild card entry for search items. | I | | |

| | | | | |
|---|---|---|---|---|
| 19.5. | The search screen must clear automatically after search results are displayed. | C | | |
| 19.6. | The search screen will give the user the ability to select the sorting order that will be used to present the selection list. | C | | |
| 19.7. | The user will be able to select a record from the selection list by keyboard access or by mouse control. | C | | |
| 19.8. | A Record Detail button will be available when the user has highlighted a record from the selection list. When the Record Detail button is pressed, further detail for that record will be displayed. When the user is finished viewing the further details screen, they can return to the selection list. | C | | |
| 19.9. | The system will return at least 5000 items in the result set if applicable. | I | | |
| 19.10. | System provides ability to print search results. | C | | |
| 19.11. | Redacted images are shown on web application (Consolidated Real Property Index) | C | | |
| 19.12. | Original images are shown only on in-house county workstations. | C | | |

## 20. ROD Locations

**Wake County ROD currently does not have satellite offices but may in the future. The system must be support satellite/mobile offices.**

| Item | Requirement | Weight | Response Code | Comment |
|---|---|---|---|---|
| 20.1. | Financial Reports must have the ability to be run by location and/or all locations. | C | | |
| 20.2. | Staff may cashier in multiple locations on a single day. Financial Reports should reflect such activity. | C | | |
| 20.3. | Satellite/mobile offices are considered full functioning including recording of documents, etc. | C | | |

## 21. Public Inquiry

| Item | Requirement | Weight | Response Code | Comment |
|---|---|---|---|---|
| 21.1. | The new system must include a Public Inquiry application that integrates data records and digital images based on North Carolina Statutes and standards. | C | | |
| 21.2. | Public Inquiry screens must be designed for ease of use by any individual of the public and the screens must be presented with clear and concise instructions. | I | | |
| 21.3. | Public Inquiry screens must include an alphabetical index listing with Names, Dates, Instrument Numbers, Book and Page Numbers, and any other relevant information pertaining to the area being searched. | C | | |
| 21.4. | The Public Inquiry screens must inform the user when a selected set of search criteria has not produced any records. | I | | |
| 21.5. | All search fields must have inclusive range capability. Example: Date range 01/01/2022 through 05/31/2022. | C | | |
| 21.6. | The user must have the ability to re-sort the index listing by any of the column heading tabs at the top of the list. System should allow grouping by column headers. Both ascending and descending sorts will be offered. | I | | |
| 21.7. | The user will be able to select an index item and display the detail data records that are related to that item. | C | | |
| 21.8. | The user will be able to select an index item and display the digital images related to that index item. | C | | |
| 21.9. | The image viewer will contain capabilities to scroll left to right and top to bottom. | I | | |
| 21.10. | The image viewer will contain the capabilities:<br>• zoom in and out of any part of the image<br>• Fit Width<br>• Fit Page<br>• Actual size<br>• Pan Mode<br>• Previous/Next Page<br>• Image properties | I | | |

| | | | | |
|---|---|---|---|---|
| | • Invert image per page<br>• Border Removal per page<br>• Darken/Lighten image per page | | | |
| 21.11. | The image viewer will contain the capability to allow the user to re-size the image displayed to the largest possible viewing size. | I | | |
| 21.12. | The image viewer will have the capability to allow the user to rotate the image left or right, a full three hundred sixty (360) degrees. | I | | |
| 21.13. | The Public Research staff will have the ability to release selected copy work for printing or to delete said copy work, if the customer cancels the order. | C | | |
| 21.14. | Display full image and full index windows on the retrieval workstation simultaneously. | I | | |
| 21.15. | Print search results list if requested. | C | | |
| 21.16. | Customers at public access terminals will have the ability to select pages of documents and send them directly to a print queue. Customers should not be required to print the entire document unless a certified copy is requested. | I | | |
| 21.17. | Ability to sort search screens or limit searches by parameters including:<br>– Date range<br>– Document type<br>– Grantor/grantee<br>– Instrument number<br>– Volume and page<br>– Others | I | | |
| 21.18. | All print requests (Index and Images) from the public (In-house) will be directly submitted to a queue which can be processed by staff. | C | | |
| 21.19. | System must have a facility to report corrections. The public may report issues to the county related to index entries and/or image issues. The indexing department is notified of such issues. | C | | |
| 21.20. | The system must provide the user with the ability to enlarge a section of the scanned document. | | | |
| 21.21. | The user must have the ability to scroll through a displayed image that is too large to fit on the workstation monitor. | | | |
| 21.22. | The system can move to the next/previous document in the results without returning to results screen | | | |

| | | | | |
|---|---|---|---|---|
| 21.23. | The system can move to the next/previous document recorded without returning to results screen | | | |
| 21.24. | Images open in new tabs and remain in the tab until the search session is closed. | | | |

## 22. Electronic Recording

The Register of Deeds office uses eRecording. The proposed system must include a solution for processing electronic recording.

| Item | Requirement | Weight | Response Code | Comment |
|---|---|---|---|---|
| 22.1. | The eRecording process conforms to PRIA standards | C | | |
| 22.2. | System queues submissions in order received. | C | | |
| 22.3. | System checks fee document types allowed by Wake County | C | | |
| 22.4. | System has efficient method for rejecting a submission batch. | C | | |
| 22.5. | System has flexible method to place recording stamps as described by North Carolina statutes and interpreted by Wake County Register of Deeds. | C | | |
| 22.6. | System has method to notify submitting company accounting contact when escrow/voucher balance reaches a threshold limit. | C | | |
| 22.7. | eRecording uses escrow/voucher accounts for payments. | C | | |
| 22.8. | Based on document type, show requirements checklist staff must acknowledge in order to record a document. A reviewer notification will be triggered based on items not acknowledged. | C | | |
| 22.9. | System has efficient method to search submissions based on submitter, date, reference number | C | | |
| 22.10. | System has efficient method to maintain valid submitters and automatically reject invalid submissions Examples Include:<br>1. Invalid Document Type<br>2. Non-conforming documents (DPI, Paper size)<br>3. Invalid submitter<br>4. Reached maximum limit of 10 documents per package | C | | |
| 22.11. | System verifies submitter's fees to the fee calculated by the system and rejects the submission when the fees do not match | C | | |

| | | | | |
|---|---|---|---|---|
| 22.12. | GTG eRecording Portal – System provides means to allow electronic submission of document from government entities such as Tax Administration department or City of Raleigh. | I | | |
| 22.13. | If document is being re-recorded, cross out original recording information and book/page. | C | | |
| 22.14. | eRecorded documents are assigned recording information in first in/first out order | C | | |
| 22.15. | The system supports manual redactions during eRecording, prior to accepting package. Supervisor approval is required. | C | | |

## 23. Indexing (Key), Verify (Double-Key) and Automated Indexing (AI), Redaction

| Item | Requirement | Weight | Response Code | Comment |
|---|---|---|---|---|
| 23.1. | Names entered during eRecording and Cashiering may be transferred to indexing. This feature can be controlled by ROD and can be turned off for Names. | C | | |
| 23.2. | System provides for blind verification (Double-key) for document type, grantors, grantees, legal description, original book/page, Role | C | | |
| 23.3. | During double-key system has option to return indexed entry to original indexer when an error in indexing is found. | I | | |
| 23.4. | During double-key, fields that match are designated as such upon exiting the field. | C | | |
| 23.5. | During double-key, fields that do not match are designated as such upon exiting the field where it can be reviewed and corrected if needed. | C | | |
| 23.6. | For training purposes, a user may be assigned to receive specific documents to index. | I | | |
| 23.7. | A system supervisor must have the ability to modify a user's security profile to allow for making corrections on documents marked verified. | C | | |
| 23.8. | The verifying screen must look the same as the indexing screen. | C | | |
| 23.9. | Support at a minimum the following index fields: (1) Type of document (2) Grantor (multiple) (3) Grantee (multiple) (4) Property description/Legal (5) Provide support for cross-referencing multiple related index fields in other | C | | |

| | | | | |
|---|---|---|---|---|
| | document records (i.e. transfers, assignments) (6) Role, (7) Name Type (human/non-human). | | | |
| 23.10. | When indexing names, first name and last name are captured in separate fields. | C | | |
| 23.11. | System must not allow duplicate grantors/grantees in a document. | | | |
| 23.12. | The system must support indexing from a scanned document image. Hot keys or short-cuts are available to aid the indexer in navigating to common areas of an image document that contain document type, grantor/grantee names and signatures is required. | C | | |
| 23.13. | System must support a sticky split screen whereby the index is on one side and the associated image is on the other side. | C | | |
| 23.14. | <Blank> | C | | |
| 23.15. | Provide the operator with an option for mouse, function key and command entries. | C | | |
| 23.16. | Support modification of the previously entered data with the appropriate security level for modification. | C | | |
| 23.17. | Ability to “Rubber Band” index data on the image with data being transferred to index screen. | C | | |
| 23.18. | System should provide an automated index feature to extract the following fields: Document Type, Grantor, Grantee, Legal, Cross Reference | C | | |
| 23.19. | AI should have an accuracy rate of at least 90% success in identifying and extracting the grantor(s)/grantee(s), cross reference(s) and legal description. Identify the success rate of your automated indexing product. | C | | |
| 23.20. | When indexing, AI fields should find and highlight the area on the image where the value is found. | C | | |
| 23.21. | AI Indexing should place name suffixes (Jr, Sr, I,II, etc) at the end of the first name | C | | |
| 23.22. | AI indexing must follow NC Indexing standards. | C | | |
| 23.23. | Based on document type, show requirements checklist staff must acknowledge in order to record a document. If a problem is detected, it is routed to a supervisor for review. | I | | |
| 23.24. | Option to copy names, legal description:<br>a) From related document | I | | |

| | | | | |
|---|---|---|---|---|
| | b) From previous document | | | |
| 23.25. | Ability to copy names from current entry (Grantor to Grantee) | I | | |
| 23.26. | Electronic Redaction will run on all documents except document types designated by the county such as Maps. | C | | |
| 23.27. | Electronic Redaction will locate and redact SSN, Driver's License and Passport numbers | C | | |
| 23.28. | The system has an efficient method to review redactions | C | | |
| 23.29. | The system supports manual redactions during recording, including eRecording. | C | | |
| 23.30. | System must include Indexing/verification dashboard to monitor<br>a) Progress (Summary and by user)<br>b) Corrections (found during double-Key)<br>c) Status counts (Key and double-key)<br>d) Reported issues<br>e) Estimated time to complete indexing entries | C | | |
| 23.31. | Workflow load balancing capability (double key only). System will automatically assign indexing items based on queue thresholds to individuals with double key permissions. | | | |
| 23.32. | When key entering or double keying, the system saves progress so the user may exit and continue the operation. | | | |

## 24. Assumed Names

| Item | Requirement | Weight | Response Code | Comment |
|---|---|---|---|---|
| 24.1. | The system will provide the ability for customers to research Assumed Names. . | I | | |
| 24.2. | The system will allow for customer to enter Assumed Name data on a form and download. | C | | |

| | | | | |
|---|---|---|---|---|
| 24.3. | Upon verification by the staff, data entered on the Assumed Name form by the customer will be preserved for the Assumed Name index so that duplicate data entry will not be required. | C | | |
| 24.4. | If assumed name is LLC or corporation, system will require entry of SOS #. | C | | |
| 24.5. | System should allow searching by unique names to aid in research of proposed assume name. | I | | |

### 25. Return Labels

| Item | Requirement | Weight | Response Code | Comment |
|---|---|---|---|---|
| 25.1. | Users must have the ability to print address labels, customer labels, etc. as necessary from the system. | C | | |
| 25.2. | Users must have the ability to print a mailing label report. The report may contain items like instrument number, return status, date returned, return address. | I | | |
| 25.3. | Selection of label ranges to print is designed with maximum flexibility such as cashier order, instrument number order, and individual label by receipt. Individual labels may be produced by using the bar code of the original document. | I | | |

## Data Extraction to Agencies / Customers

The Register of Deeds Office receives requests from the public, other agencies, and private companies for Official Records information from the Register of Deeds database. A reporting system must be devised that allows for system users from the Recording Department to produce reports or files with information that will be sold to a party which is requesting such information at prices consistent with the Public Information Act.

### 26. DataExport to Agencies / Customers

| Item | Requirement | Weight | Response Code | Comment |
|---|---|---|---|---|
| 26.1. | System must be able to extract index and/or images. Describe your method of delivery to meet this requirement. | C | | |

| | | | | |
|---|---|---|---|---|
| 26.2. | System has the ability to provide external parties the index and image files in a non-proprietary format. Please describe the format of the index and images. | C | | |
| 26.3. | System must include the method to create images used to for microfilm production based on completed books including certificate of authenticity. Must include index of exported instruments. | C | | |

# Code Tables

## 27. Code Tables

| Item | Requirement | Weight | Response Code | Comment |
|---|---|---|---|---|
| 27.1. | On all screens in the new system, any field with a finite, user-defined set of values will be able to receive its value from a preset code table file. | C | | |
| 27.2. | Code table values for all fields will be presented in a drop down, pick list from which the user will select the value desired. | I | | |
| 27.3. | Authorized users will be able to add code table entries as needed. | C | | |
| 27.4. | Access to code tables is restricted to authorized users. | C | | |
| 27.5. | For historical data purposes, no code table entry can be deleted. | C | | |
| 27.6. | Code table entries no longer desired will be expired (logically deleted) by the system supervisor. | C | | |
| 27.7. | Expired code table entries can be reinstated by the system supervisor. | I | | |
| 27.8. | Expired code table entries will not display on the help field pick list of values. | I | | |
| 27.9. | All screens will display the code table descriptions wherever applicable. | C | | |
| 27.10. | Authorized users always have the option of updating the textual description for any code table entry. | I | | |
| 27.11. | The users will have the ability to create a full system code table report, which lists all active code table values, grouped and sorted by table type. | I | | |

| | | | | |
|---|---|---|---|---|
| 27.12. | The system supports use of common names table used throughout the system and contains the minimum data elements: Name, Address, email, phone number, contact | C | | |

# Web Services

## 28. Web Services – Public Access

| Item | Requirement | Weight | Response Code | Comment |
|---|---|---|---|---|
| 28.1. | The system provides a flexible fee structure for general web access to records. (Certified Copies) | C | | |
| 28.2. | The system provides the ability to view documents and the index via a web browser. Capabilities are similar to those stated in Public Inquiry/Research. | C | | |
| 28.3. | System will provide for free access to the index and images. | C | | |
| 28.4. | The system will return all items in the result set if applicable without performance degradation. | I | | |
| 28.5. | System must interface with Wake County's contracted credit card vendor. | I | | |
| 28.6. | System has ability for public to pay for a certified copy online. The paid request will show in a queue in the public access area where it will be printed, certified and mailed. | I | | |
| 28.7. | Security for web services is designed to prevent any unauthorized use. Explain your design and approach. | C | | |
| 28.8. | Viewing of index and images is controlled by Register of Deeds office based on user security profiles. | I | | |
| 28.9. | Images may be downloaded in TIF or PDF formats | C | | |
| 28.10. | Images open in new tabs and remain in the tab until the search session is closed. | | | |

# Technical Requirements

## System Requirements

### 29. System Response Times

| Item | Requirement | Weight | Response Code | Comment |
|---|---|---|---|---|
| 29.1. | Any application program, started on a workstation, will take no more than ten (10) seconds to start and be usable. | I | | |
| 29.2. | Digital images will be retrieved and displayed in three (3) seconds or less. | C | | |
| 29.3. | Index search results will be retrieved and displayed in three (3) seconds or less with any search criteria, including name, file date range, document type, instrument number range, volume/page or a combination of any. | C | | |

### 30. Document Imaging

| Item | Requirement | Weight | Response Code | Comment |
|---|---|---|---|---|
| 30.1. | The imaging software must be a widely used, industry-accepted package from an experienced manufacturer. | C | | |
| 30.2. | Imaging software proposed by the vendor must be a software package that is integrated with customized applications and fully supported by the vendor. The imaging software must be a package that the vendor has successfully installed and utilized in other imaging application systems. | C | | |
| 30.3. | The imaging software must support digital scanners from multiple manufacturers, and must be able to utilize all features of a particular digital scanner. | I | | |
| 30.4. | The imaging software must control use of the scanner through the software screens, and must display to the user all messages communicated by the scanner, including error conditions. | I | | |

| | | | | |
|---|---|---|---|---|
| 30.5. | The imaging software must provide desktop utilities that can enhance and process images, including zoom capabilities, reverse video, and clockwise and counter- clockwise rotation. | I | | |
| 30.6. | The imaging software interface must support the ability to create and/or add objects through a scanner and file importation facility. | C | | |
| 30.7. | The system must allow for the entry of back-filed indexing for all modules and provide both manual or batch mode. | C | | |

## Operating Systems Software Requirements

### 31. Server

| Item | Requirement | Weight | Response Code | Comment |
|---|---|---|---|---|
| 31.1. | The preferred operating system is Windows Server | I | | |

### 32. Workstations

| Item | Requirement | Weight | Response Code | Comment |
|---|---|---|---|---|
| 32.1. | All workstations must have anti-virus software. County uses Crowdstrike. | I | | |
| 32.2. | All driver software must be constant across all workstations. | C | | |
| 32.3. | All major applications in the system must have an icon on the workstation desktop. | I | | |
| 32.4. | All workstations must have the same software configuration. | C | | |
| 32.5. | PC’s must have the most current version of the Windows 10 or later. | I | | |
| 32.6. | Manuals must be provided for all application software tools included with each PC in hard or soft copy. | I | | |
| 32.7. | Workstation monitors can be dual inch flat panels | C | | |

| | | | | |
|---|---|---|---|---|
| 32.8. | The solution must not require the user to have administrator rights on the client machine. | C | | |
| 32.9. | The solution's client interface must be supported on Bomgar. | C | | |
| 32.10. | The solution's client interface must be supported in a Virtual Desktop infrastructure (VDI) environment. | C | | |
| 32.11. | The solution's client must be able to be delivered via an Electronic distribution solution. | C | | |
| 32.12. | The proposed solution must not require special approval of Microsoft patches before the patches are applied. | C | | |
| 32.13. | The solution must not have any restrictions on commonly-used anti-virus packages. | C | | |
| 32.14. | The client machine running the client software must be able to be used for other purposes (that is, run other software packages or apps). | C | | |
| 32.15. | The solution must not have any known incompatibilities with commonly-used hardware or software. If so, please list. | C | | |

## Hardware Requirements

The County requests vendors to recommend and furnish all hardware necessary to run the system efficiently and effectively. UPS should be configured for server(s) and cash stations. **The County may purchase all or part of the hardware based on the vendor's specifications**. The County estimates a minimum of:

| Area | Equipment | Quantity |
|---|---|---|
| OR Cashier | Cash Station | 12 |
| OR Scanning | Scan/Index Station | 1 |
| OR Indexing | Index Station | 12 |
| Research Library | Cash Station | 0 |
| Research Library | PC for Public Access | 7 |
| Research Library | Printers | 7 |
| All | Printers | 6 |
| OR – Plats | Plat printer | 1 |

## 33. Network Components

| Item | Requirement | Weight | Response Code | Comment |
|---|---|---|---|---|
| 33.1. | The vendor is required to comply to Wake County IT standards. | C | | |

## 34. Servers

| Item | Requirement | Weight | Response Code | Comment |
|---|---|---|---|---|
| 34.1. | The County prefers (virtual):<br>• App Server (Windows)<br>• Public internal/Search Server (Windows)<br>• DB Server (Linux)<br>• Image Server (Windows) | C | | |
| 34.2. | The system must also provide protection against memory and data loss due to power surges and/or outages. | I | | |
| 34.3. | The County prefers standard industry specific database models such as relational databases. For Example SQL Server | C | | |
| 34.4. | System will have 3 identical environments (Dev/Test/Production) | | | |

## 35. Workstations

| Item | Requirement | Weight | Response Code | Comment |
|---|---|---|---|---|
| 35.1. | The solution must support the following client-side system platforms. Please note any specific OS versions if needed. If others are supported, please note the platforms.<br>Windows PC/Laptop/Tablet with Windows 10, or later<br>Windows Mobile<br>Apple Mobile<br>Android | C | | |

| | | | | |
|---|---|---|---|---|
| 35.2. | Please provide minimum workstation requirements.<br>**Item** / **Minimum Spec**<br>CPU<br>RAM<br>Free Disk Space<br>Ports<br>LAN Network Speed<br>Internet Link Speed<br>Video Card<br>Monitor<br>Screen Resolution<br>Operating System | C | | |

## 36. Scanners

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| Item | Requirement | Weight | Response Code | Comment |
|---|---|---|---|---|
| 36.1. | Scanning speed for the recommended resolution must be appropriate for documents received. | C | | |
| 36.2. | Digital Scanners must have automatic paper size detection. | C | | |
| 36.3. | Digital Scanners must use compression techniques that create industry standard image files. | C | | |
| 36.4. | Digital Scanners must support duplex scanning. | C | | |
| 36.5. | Digital Scanners must support automatic document feeder (ADF) scanning. | C | | |
| 36.6. | Must support 200- 600 DPI images. | C | | |
| 36.7. | Must support paper sizes up to 8.5 X 14 | C | | |
| 36.8. | Supports Map scanner with sizes: 18 X 24, 21 X 30, 24 X 36 | C | | |

## 37. Laser Printers

| Item | Requirement | Weight | Response Code | Comment |
|---|---|---|---|---|
| 37.1. | Printers must be capable of printing on letter size and legal size paper. | C | | |
| 37.2. | Printers must be able to print eighteen (18) or more pages per minute. | C | | |
| 37.3. | Printers must be equipped with network interface cards, so they can print directly from the network (as opposed to printing from dedicated workstations). | I | | |
| 37.4. | The County prefers Lexmark printers. | I | | |

## 38. Cash Drawers and Receipt Printers

| Item | Requirement | Weight | Response Code | Comment |
|---|---|---|---|---|
| 38.1. | Cash drawers will be interfaced directly to the cashiers' workstations. | C | | |
| 38.2. | Validation printers will be interfaced directly to the cashiers' workstations. | C | | |
| 38.3. | A single, integrated printing device will be used to print receipts, and endorse checks | C | | |
| 38.4. | The receipt/validation printer must be high speed and have capability to endorse checks | I | | |
| 38.5. | Receipt printer and locking cash drawer are integrated with cash drawer workstations. | C | | |

# System Security

## 39. System Security

| Item | Requirement | Weight | Response Code | Comment |
|---|---|---|---|---|
| 39.1. | Authentication for individual user accounts is required and must be logged by the solution. | C | | |
| 39.2. | Authentication must support the use of strong passwords (greater than 8 characters, numbers and letters, upper and lower case, and special characters). | C | | |
| 39.3. | Authentication must support password aging (e.g. every 90 days). Aging time is maintained by Wake County ROD. | C | | |
| 39.4. | Data sent/received by the solution must use at least 128-bit industry-standard encryption if the data traffic leaves the County network at any time. Also, please specify the type and level of the encryption. | C | | |
| 39.5. | Any data resident on the client machine must use industry-standard encryption. Also, please specify the type and level of the encryption. | C | | |
| 39.6. | Any data stored in a database must use industry-standard encryption. Also, please specify the type and level of the encryption. | C | | |
| 39.7. | Remote access to the solution (either by the customer or support) must use at least 128-bit industry-standard encryption. Also, please specify the type and level of the encryption. | C | | |
| 39.8. | Each user will have a unique logon name and unique password. | C | | |
| 39.9. | Each user may maintain their logon password. | I | | |
| 39.10. | Each user will have a security profile, which controls access throughout the entire Recording system, including all applications. | C | | |
| 39.11. | Application access will be configurable in the user security profiles. | I | | |
| 39.12. | Menu selection access will be configurable in the user security profiles. | I | | |
| 39.13. | The addition, modification, and deletion of application data records will be configurable in the user security profiles. | C | | |

| | | | | |
|---|---|---|---|---|
| 39.14. | The Security application must provide a report, which lists all user security profiles in the system. | I | | |
| 39.15. | The Security application must provide the ability to deactivate, not delete users so they do not have access to the system. | C | | |
| 39.16. | The system database must be password protected with a password that allows read-only capability, and a password, known only by the vendor and the ROD's System Administrator, that gives read/write access to all database files. | I | | |
| 39.17. | Operating systems used on file servers must contain a full set of system security. | I | | |
| 39.18. | Only ROD's Information Systems Operations and System Administration personnel will be given access to any operating system commands. | C | | |

# Implementation Services

## 40. Implementation Services

| Item | Requirement | Weight | Response Code | Comment |
|---|---|---|---|---|
| 40.1. | Schedule and coordinate installation of the mandatory application software. | C | | |
| 40.2. | Schedule and coordinate data conversion for integrated application software modules and mapping of existing data to new system. | C | | |
| 40.3. | Schedule and coordinate classes needed for staff training. | C | | |
| 40.4. | Coordinate site preparation with County Staff. | C | | |
| 40.5. | Schedule and coordinate installation of proposed hardware (CPU, disk storage). | C | | |
| 40.6. | Schedule and coordinate installation of operating system software. | C | | |
| 40.7. | Schedule and coordinate installation of ad hoc query language software. | C | | |
| 40.8. | Schedule and coordinate installation of peripherals (workstations, printers, optical storage, and scanners). | C | | |

| | | | | |
|---|---|---|---|---|
| 40.9. | Schedule and coordinate installation of interfaces to both outside agencies and other County applications. | C | | |
| 40.10. | The product must include complete training material (manual or automated) to provide for initial and ongoing training requirements. | C | | |
| 40.11. | The vendor approach and recommended installation time frame must meet the required County deadlines. | C | | |
| 40.12. | Based on County volume, vendor will make staffing recommendations in order to maintain acceptable service levels. | C | | |
| 40.13. | The vendor must coordinate, and test with eRecording Vendors. | C | | |

# Maintenance and Support

## 41. Maintenance and Support

| Item | Requirement | Weight | Response Code | Comment |
|---|---|---|---|---|
| 41.1. | The vendor has a record of responsiveness to the needs of its installed customer base. Specifically, the vendor will respond to all problem requests received from the County. An initial response will be received within 2 hours, critical problems will be addressed and resolved within 24 hours, with all other production problems addressed and resolved within 48 hours. | C | | |
| 41.2. | The system provides online help features at all screen and field levels. | I | | |
| 41.3. | The system provides instructional screen prompts that assist the user in data entry, without the need to enter the help system. | I | | |
| 41.4. | The system provides links to Wake County SOP's which are maintained by the Wake County ROD office. | C | | |

# Data Conversion and Upgrades

## 42. Data Conversion and Upgrades

| Item | Requirement | Weight | Response Code | Comment |
|---|---|---|---|---|
| 42.1. | **Official Records**<br>The current system has the following information available:<br><br>Approximate inventory of Real Property information:<br>8,000,000 instruments with 38,000,000 pages | C | | |
| 42.2. | Wake County, through its ROD IT staff, will provide a copy of the data dictionary showing all tables, fields, attributes and relationships and a full copy of the database data export of the database in industry standard CSV format. The county may also provide a copy of the current Oracle database | C | | |
| 42.3. | Upon conversion of records, the vendor will produce exception reports listing the following:<br>– Missing instrument numbers<br>– Instruments with no grantors<br>– Instruments with no grantees<br>– Instruments with no legal description<br>– Invalid dates<br>– Instruments with no images<br>– File date and volume number mis-match<br>– Others as determined | C | | |
| 42.4. | County will provide a copy of all images in a single page tiff format. | C | | |
| 42.5. | Upon conversion of images, the vendor will produce exception reports listing the following:<br>– Page count mismatch to the index<br>– No match to the index<br>– Corrupt Image files<br>– Others as determined | | | |

# Attachments

In an effort to simplify the evaluation process please use the following Attachments.

**Attachment A.** **Help Desk**

**Attachment B.** **Software Maintenance and Upgrades**

**Attachment C.** **Hardware Maintenance and Upgrades**

**Attachment D.** **Hardware Cost Table**

**Attachment E.** **Software Cost Table**

**Attachment F.** **Implementation Services Cost Table**

**Attachment G.** **Options Cost Table**

**Attachment H.** **Optional Services Cost Table**

**Attachment I.** **Cost Table**

# Exhibit

**Exhibit A.** **Wake County Contract**

## Attachment A: Help Desk

What are the hours of operation for the Help Desk? _____

What are the qualifications of persons staffing the Help Desk by hour? _____

Is toll-free telephone support provided for this product? _____

Is telephone support full support or limited? Describe. _____

What is the number of personnel that are solely dedicated to Help Desk support? _____

What are their skill levels, qualifications, and limitations on ability to assist? _____

Are the database and development tools support provided by the application vendor? If not, then by whom?

Is an on-line system in place to track new and working calls incoming from customers including uploading attachments of issues, as well as keep a history log on all support calls and results thereof? _____

_____

What is the average response time for support calls to the help desk? _____

Can data be provided to show the percentage of support calls that have response time, from a help desk consultant to the customer, in less than one (1) hour? _____

Do you have critical priority for system down and/or system unavailable calls from the customer? How does this vary from standard calls? _____

Is a procedure in place to accept and respond to help desk requests via e-mail? _____

Is a mechanism in place to determine varying degrees of urgency for callback to the customer? _____

Is a mechanism in place to track the total number of calls received by product for County users? ___

Can on-line reports of a customer's call history be retrieved? _____

Will an Account Manager be assigned to this project? _____

Are high-level personnel available via pager 24x7? _____

Please describe the proposed escalation process for problem resolution. _____

## Attachment B: Software Maintenance & Upgrades

What is the software warranty, in months? _____

What services are provided with the software warranty?

_____

_____

_____

When does the software warranty begin? _____ Installation _____ Acceptance

What is the hourly charge for on-call after business hours service? _____

Can routine warranty/maintenance work be scheduled at specific times to accommodate the necessary use of the system during standard Register of Deeds operating hours? _____

What are your standard hours of software support? _____

What options (if any) are included with the software support provided?

(1) '800' number for assistance? _____

(2) Dedicated support by support staff? _____

(3) Remote diagnostics? _____

(4) Remote software updates? _____

Are updates and enhancements included with the software support programs? _____

Describe the Register of Deeds obligation following a new release of the application and/or system software: ? _____

## Attachment C: Hardware Maintenance & Upgrades

What is the hardware warranty, in months? _____

What services are provided with the hardware warranty? _____

_____

_____

What company will provide the hardware warranty? _____

When does the hardware warranty begin? _____ Installation _____ Acceptance

Where is the closest service center for hardware warranty and maintenance support?

_____

Is this location also a parts depot? _____

If not, where is the closest parts depot? _____

What are your standard hours of maintenance coverage? _____

What is the hourly charge for after business hours service? _____

What options (if any) are included with the hardware support provided?

(1) '800' number for assistance? _____

(2) Dedicated support by support staff? _____

(3) Remote diagnostics? _____

Can routine warranty/maintenance work be scheduled at specific times to accommodate the necessary use of the system during standard Clerk operating hours? _____

Average response time for hardware maintenance: _____ hrs.

Guaranteed response time for hardware maintenance: _____ hrs.

## Attachment D: Hardware Cost Table

Note: Wake County may purchase all or part of the hardware based on your specifications.

| Item Description | Quantity | Purchase Price | | Annual Support | | Total First Year Cost | Annual Support Increase | Total Five Year Cost |
|---|---|---|---|---|---|---|---|---|
| | | Unit Price | Extended Price | Unit Price | Extended Price | | | |
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| TOTAL HARDWARE COST | | | | | | | | |

## Attachment E: Software Cost Table

| Item Description | Quantity | Purchase Price | | Annual Support | | Total First Year Cost | Annual Support Increase | Total Five Year Cost |
|---|---|---|---|---|---|---|---|---|
| | | Unit Price | Extended Price | Unit Price | Extended Price | | | |
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| TOTAL SOFTWARE COST | | | | | | | | |

## Attachment F: Implementation Services Cost Table

| Item Description | Quantity | Service Cost | | Travel | | Total Cost |
|---|---|---|---|---|---|---|
| | | Unit Price | Extended Price | Cost Per Day | Extended Price | |
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| **TOTAL IMPLEMENTATION COST** | | | | | | |

## Attachment G: Options Cost Table

Wake County may request clarification related to items on this attachment.

| Item Description | Quantity | Purchase Price | | Annual Support | | Total First Year Cost | Annual Support Increase | Total Five Year Cost |
|---|---|---|---|---|---|---|---|---|
| | | Unit Price | Extended Price | Unit Price | Extended Price | | | |
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| **TOTAL OPTIONS COST** | | | | | | | | |

## Attachment H: Optional Services Cost Table

| Item Description | Quantity | Service Cost | | Travel | | Total Cost |
|---|---|---|---|---|---|---|
| | | Hourly Rate | Extended Cost | Cost Per Day | Extended Cost | |
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| TOTAL OPTIONAL SERVICES COST | | | | | | |

## Attachment I: Cost Table

| Item Description | Year 1 Cost | 5 Year Cost |
|---|---|---|
| **Total Hardware Cost** | | |
| **Total Software Cost** | | |
| **Total Implementation Services Cost** | | |
| **Total Options Cost** | | |
| **Total Optional Services Cost** | | |
| **Additional Costs:** | | |
| **1)** | | |
| **2)** | | |
| **3)** | | |
| **4)** | | |
| **5)** | | |
| **Grand Total** | | |

## Exhibit A: Wake County Contract

**NORTH CAROLINA** **SERVICES AGREEMENT**
**OVER $50,000**

**WAKE COUNTY**

THIS AGREEMENT, is made and entered into this ___ day of _____, 20___ by and between Wake County, North Carolina (the "County") party of the first part; and _____ (the "Provider"), party of the second part;

W I T N E S S E T H:

For the purpose and subject to the terms and conditions hereinafter set forth, the County hereby contracts for the services of the Provider, and the Provider agrees to provide the services to the County in accordance with the terms of this Agreement.

I.SERVICES TO BE PROVIDED

The services to be performed by the Provider shall be as follows:
*Enter Services provided or add attachment.*

Provider shall not sub-contract all or any part of the services provided for in this Agreement without written approval of the County.

II.TERM

The services of the Provider shall begin on _____, 20___, and shall be provided until _____, 20___.

III.MAXIMUM AMOUNT PAYABLE: _____ ($_____)

IV.PAYMENT

Provider shall submit an invoice for services provided. The invoice shall contain Provider's name and federal tax identification number and shall be signed and dated by an officer of Provider. It shall detail all services provided in payment requests. The County will make payments to Provider upon receipt of and approval of the invoice by the contracting department.

V. RELATIONSHIP OF PARTIES

Provider is an independent contractor of the County. Provider represents that it has or will secure, at its own expense, all personnel required in performing the services under this Agreement. Such personnel shall not be employees of or have any contractual relationship with the County. All personnel engaged in work under this Agreement shall be fully qualified and shall be authorized or permitted under state and local law to perform such services. It is further agreed that the Provider will obey all State and Federal statutes, rules and regulations that are applicable to provisions of the services called herein. Neither Provider nor any employee of the Provider shall be deemed an officer, employee or agent of the County.

VI. CANCELLATION

This Agreement may be canceled by Provider upon thirty (30) days' written notice to the County, and the County may terminate this agreement upon thirty (30) days' written notice to Provider.

VII. INSURANCE REQUIREMENTS

The Provider shall obtain, at its sole expense, all insurance required in the following paragraphs and shall not commence work until such insurance is in effect and certification thereof has been received by Wake County's Finance Office. If any required insurance policy expires during the term of this agreement, Provider must provide a certificate of insurance to the Wake County Finance Office as evidence of policy renewal prior to such policy expiration.

Provider signature on this agreement indicates that Provider agrees to the terms of this insurance section and understands that failure to comply may result in cancellation of this agreement at Wake County's option.

Workers' Compensation Insurance, with limits for Coverage A Statutory- for State of North Carolina and Coverage B - Employers Liability $500,000 each accident/disease each employee/disease policy limit.

Commercial General Liability - with limits no less than $1,000,000 per occurrence and $2,000,000 aggregate, including contractual liability.

Commercial Automobile Liability, with limits no less than $1,000,000 per accident for bodily injury and property damage for any vehicle used during performance of contract services, including coverage for owned, hired, and non-owned vehicles. Evidence of commercial automobile coverage is only necessary if vehicles are used in the provision of services under this Agreement.

Professional Liability Insurance, applicable to any professional services provided under this Contract with limits of no less than $1,000,000 per claim and $2,000,000 aggregate.

If any coverage is on a claims-made basis, Provider agrees to maintain a retroactive date prior to or equal to the effective date of this Agreement and to purchase and maintain Supplemental Extended Reporting Period or 'tail coverage' with a minimum reporting period of not less than three (3) years if the policy expires or is cancelled or non-renewed. If coverage is replaced, the new policy must include full prior acts coverage or a retroactive date to cover the effective dates of this Agreement. Provider shall provide a Certificate of Insurance annually to Wake County indicating any claims made coverage and respective retroactive date. The duty to provide extended coverage as set forth herein survives the effective dates of this Agreement.

All insurance companies must be authorized to do business in North Carolina and have an AM Best rating of "A-/VII" or better; or have reasonable equivalent financial strength to the satisfaction of the County's Finance Office. Proof of rating shall be provided to the county upon request.

Insurance with limits no less than those specified above shall be evidenced by a Certificate of Insurance issued by a duly authorized representative of the insurer and dated no more than thirty (30) days prior to the start date of the agreement. In the case of self-insurance, a letter of explanation must be provided to and approved by Wake County Risk Management.

The Provider shall be responsible for providing immediate notice of policy cancellation or non-renewal during the term of this Agreement to the Wake County Finance Office and for three years subsequent for any claims made coverage.

If Provider does not meet the insurance requirements specified above, alternate insurance coverage satisfactory to Wake County may be considered. Any requests for consideration of alternate coverage must be presented by Provider PRIOR TO provision of any services associated with this Agreement.

In the event that Provider uses subcontractors to perform any of the services under this Agreement, then and in that event, Provider shall contractually require such subcontractor(s) to meet all of the requirements of this section.

VIII. INDEMNIFICATION

Provider agrees to defend, indemnify, and hold harmless the County, for all loss, liability, claims or expense (including reasonable attorney's fees) arising from bodily injury, including death or property damage, to any person or persons caused in whole or in part by the negligence or misconduct of the Provider, except to the extent same are caused by the negligence or willful misconduct of the County. It is the intent of this section to require Provider to indemnify Wake County to the extent permitted under North Carolina law.

IX. NO WAIVER OF SOVEREIGN IMMUNITY

Wake County and the Provider agree that nothing in this Agreement shall be construed to mandate purchase of insurance by Wake County pursuant to N.C.G.S. 153A-435; or to be inconsistent with Wake County's "Resolution Regarding Limited Waiver of Sovereign Immunity" enacted October 6, 2003; or to in any other way waive Wake County's defense of sovereign or governmental immunity from any cause of action alleged or brought against Wake County for any reason if otherwise available as a matter of law.

X. NON-ASSIGNMENT

Provider shall not assign all or any portion of this Agreement, including rights to payments, to any other party without the prior written consent of the County.

XI. ENTIRE AGREEMENT

The parties have read this Agreement and agree to be bound by all of its terms, and further agree that it constitutes the complete and exclusive statement of the Agreement between the parties unless and until modified in writing and signed by the parties. Modifications may be evidenced by telefacsimile signatures.

XII. NON-APPROPRIATION

Provider recognized that Wake County is a governmental entity, and the contract validity is based upon the availability of public funding under the authority of its statutory mandate.

In the event that public funds are not available and not appropriated to purchase the services specified in this Agreement, then this Agreement shall automatically expire without penalty to Wake County and without the thirty (30) day notice requirement set forth in Section VI.

In the event of a legal change in Wake County's statutory authority, mandate, and mandated functions which adversely affects Wake County's authority to continue its obligations under this Agreement, then this Agreement shall automatically expire without penalty to Wake County and without the thirty (30) day notice requirement set forth in Section VI.

XIII. GOVERNING LAW

Both parties agree that this Agreement shall be governed by the laws of the State of North Carolina.

XIV. E-VERIFY REQUIREMENTS

To ensure compliance with the E-Verify requirements of the General Statutes of North Carolina, all contractors, including any subcontractors employed by the contract(s), by submitting a bid, proposal or any other response, or by providing any material, equipment, supplies, services, etc, attest and affirm that they are aware and in full compliance with Article 2 of Chapter 64, (NCGS 64-26(a)) relating to the E-Verify requirements.

XV. IRAN DIVESTMENT

By signing this agreement; accepting this contract/purchase order; or submitting any bid, proposal, etc., vendors and contractors certify that as of the date of execution, receipt, or submission they are not listed on the Final Divestment List created by the NC Office of State Treasurer pursuant to *NCGS 147 Article 6E, Iran Divestment Act*, Iran Divestment Act Certification. Vendors and contractors shall not utilize any subcontractor that is identified on the Final Divestment List. Any organization defined under NCGS 147-86.80(2), Divestment from Companies Boycotting Israel, shall not engage in business totaling more than $1,000 with any company/business, etc. that boycotts Israel. A list of companies that boycott Israel is maintained by the NC Office of State Treasurer, pursuant to NCGS 147-86.81(a)(1). Any company listed as boycotting Israel is not eligible to do business with any State agency or political subdivision of the State.

XVI. FEDERAL FUNDS

If the source of funds for this contract is federal funds, the following federal provisions apply pursuant to 2 C.F.R. § 200.326 and 2 C.F.R. Part 200, Appendix II (as applicable): Equal Employment Opportunity (41 C.F.R. Part 60); Davis-Bacon Act (40 U.S.C. 3141-3148); Copeland "Anti-Kickback" Act (40 U.S.C. 3145); Contract Work Hours and Safety Standards Act (40 U.S.C. 3701-3708); Clean Air Act (42 U.S.C. 7401-7671q.) and the Federal Water Pollution Control Act (33 U.S.C. 1251-1387); Debarment and Suspension (Executive Orders 12549 and 12689); Byrd Anti-Lobbying Amendment (31 U.S.C. 1352); Procurement of Recovered Materials (2 C.F.R. § 200.322); and Record Retention Requirements (2 CFR § 200.324)

XVII. ANTI DISCRIMINATION

In consideration of signing this Agreement, the Parties hereby agree not to discriminate in any manner on the basis of race, natural hair or hairstyles, ethnicity, creed, color, sex, pregnancy, marital or familial status, sexual orientation, gender identity or expression, national origin or ancestry, marital or familial status, pregnancy, National Guard or veteran status, religious belief or non-belief, age, or disability with reference to the subject matter of this Contract. The Parties agree

to comply with the provisions and intent of Wake County Ordinance SL 2017-4. This anti-discrimination provision shall be binding on the successors and assigns of the Parties with reference to the subject matter of this Contract.

**WAKE COUNTY, NORTH CAROLINA**

By: _____
Wake County Department Head

Date:_____

By: _____
Wake County Manager or Designee

Date: _____

**PROVIDER**

By: _____

Date: _____

_____
_____
_____
Mailing Address

This instrument has been pre-audited in the manner required by the Local Government Budget and Fiscal Control Act.

_____
FINANCE DIRECTOR

The person responsible for monitoring the contract performance requirements is

_____. _____ Department Head Initials