GovOS Records

Baldwin County, AL

Prepared For:

Harry D'Olive, Jr., Judge of Probate

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Transforming How People Experience Government

GovOS, Inc. (GovOS) was founded on a simple principle – to transform how people experience government. We partner with government agencies nationwide to help them meet their citizens' needs by delivering online services, engaging citizens, and digitizing paper-based processes.

GovOS is a range of application suites, each designed to help you achieve digital transformation in areas that have historically been tricky to manage. We provide applications that can meet the needs of any department within any size government. Specializing in employee and citizen engagement, GovOS can help you transform your agency and community.

HOW THE GovOS EXPERIENCE DIFFERS

By choosing GovOS, Baldwin County is selecting not only a product and service but also a partner dedicated to offering a solution that works in both present and future. Our team of government solution specialists begin with a Discovery session to identify your key business processes and create a plan to overcome any inefficiencies and drive desired change. We will leverage our configurable software to create workflows and automation that increase efficiency and promote safe, secure operations. Our installation and support teams have the expertise and knowledge of industry recording rules and requirements to convert data and transition seamlessly.

WHAT CAN GovOS' CLOUD RECORDS DO FOR YOUR TEAM?

More than 200 counties across the country now rely on GovOS Records - the industry's leading cloud-hosted solution, designed on years of experience helping governments digitize and manage land and vital records. Being cloud-based allows us to quickly update and scale our system to meet your continuously evolving needs, and our experience in the Land Records business via our Kofile history means security and confidence for your team!

Your Partner

Deep Expertise

Cloud Scalability

GovOS Records Overview

GovOS Records handles the complete business process automation for County Clerk operations.

- GovOS Records' state-of-the-art, browser-based, cloud application provides superior reliability, security, and performance. Cloud technology provides progressive disaster recovery protection with servers located off-site and minimizes dependence on Baldwin County IT resources. Touch screen workstations and tablet device-capabilities allow both County staff and the public to use new technology in their daily work.
- Possibly the most important feature of our cloud-native architecture is risk management. Inherent to the design of GovOS Records is your business continuity. Your staff will remain productive and able to provide service to your community as disasters take other systems down.
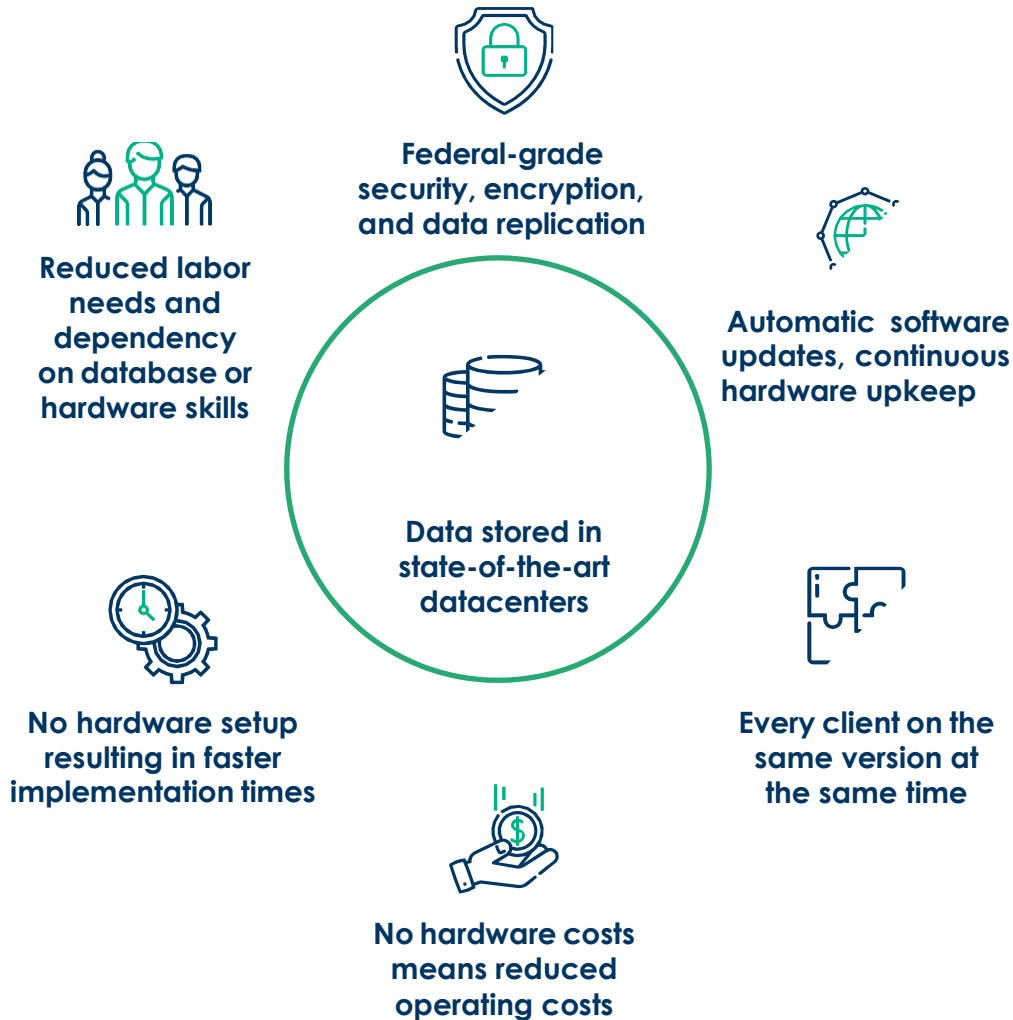
Cloud Native Application Innovation

No other system in the market was built intentionally for the cloud like our GovOS Solution. We leverage the massive security investments of Amazon, Microsoft, and Google to provide defense against threats like Ransomware that others cannot match.

More than simply storing data elsewhere, our cloud-native design offers tangible and intangible benefits to streamline operations, improve security, and truly transform your government.

Benefits of Being in the Cloud

More than simply "storing data somewhere else," cloud native software offers tangible and intangible benefits that will streamline operations, improve security, and truly transform your government.

Federal-grade security, encryption, and data replication

Reduced labor needs and dependency on database or hardware skills

Automatic software updates, continuous hardware upkeep

Data stored in state-of-the-art datacenters

No hardware setup resulting in faster implementation times

Every client on the same version at the same time

No hardware costs means reduced operating costs

With any shift to the cloud comes the potential for benefits such as greater speed of business, reduced operating costs, IT simplicity, and enhanced security, which are all key for public sector organizations today.

– *Government Cloud Adoption Case Study,* **Deloitte**

GovOS Records Solution Highlights

Custom Workflows

- Configure Baldwin County's specific workflows. During Implementation, GovOS works with your Office to map optimal workflows.

Maintenance & Updates

- Updated seamlessly via the cloud on an ongoing basis.

Imaging

- Images are stored as TIFFs, scan-first / scan-later, large format scanning, and bulk import for backfile images are all supported. Automated processes with integrated auto-crop, deskew, and manual edit options ensure optimal image quality.

Indexing

- Index/verify from a scanned or electronically imported image. Legal indexing and searching can be configured to include county-defined fields (all searchable).

Advanced OCR/ICR Technology

- Advanced OCR technologies convert documents to electronic format and automatically identify predetermined and other important information from unstructured documents.

Reporting

- Generate configured financial, administrative, or performance reports as either a quick summary or detailed listing.

Recovery & Backups

- Automatic backups that do not involve Baldwin County personnel, unless otherwise requested. GovOS provides numerous levels of duplicate data including replication and storage in a fully secure, 24/7 operational facility with alternative power to ensure the security of Baldwin County data and images and protected against data loss.

Staff & Public User Training

- Immersive training available both in-person and online.

Customer Support

- GovOS Support staff are in our Austin and Dallas, Texas offices. Each support staff member is trained to assist you with the appropriate levels of explanation, clarity, and resolution. Simply put, GovOS Support is tasked with exceeding all customer expectations.

GovOS Records Key Features

Custom Workflows	GovOS Records is configurable to Baldwin County's specific workflows. During Implementation, GovOS works with your Office to map optimal workflows.
Cashiering & Recording	A user-friendly recording and cashiering module applies fees to all Land Records requests, Marriage License Applications and Business Names and tracks any required document recording information as well as applying the monies into Baldwin County Clerk's Office fund dispersal accounts.
Imaging	Images are stored as TIFFs, and scan-first, scan-later, large format scanning, and bulk import for backfile images are all supported. Automated processes with integrated auto-crop, deskew, and manual edit options ensure optimal image quality.
Indexing	Staff can index/verify from a scanned image or electronically imported image. Legal indexing and searching can be configured to include county-defined fields (all searchable).
Advanced OCR/ICR Technology	Advanced OCR technologies will process all existing Baldwin County document images, during deployment. All new images(ER or scanned) will process through this same OCR technology. Once a document has been processed by this engine, all lines of text on that document become searchable. The OCR process enables staff to search text using the internal search tools, and the public to search text using the public facing search engine.
Reporting	Generate any type of customized financial, administrative, or performance report as either a quick summary or detailed listing.

GovOS Records Key Features (continued)

Staff & Public User Training	GovOS offers many options for intensive training, and training is available both in-person and online.
Maintenance & Updates	GovOS Records is updated seamlessly via the cloud on an ongoing basis
Recovery & Back-Ups	Backups are automatic and do not involve Baldwin County personnel (unless otherwise requested). GovOS provides numerous levels of data redundancy including replication and storage in a fully secure, 24/7 operational facility with redundant and alternative power to ensure the security of Baldwin County data and images and protecting against data loss.
Customer Support	GovOS Support staff are located in our Austin and Dallas, TX, offices. Each support staff member is knowledgeable in the complete suite of GovOS software applications and trained to handle your issues with appropriate levels of explanation, clarity, and resolution. Simply put, GovOS Support is tasked with exceeding all customer expectations.

Benefits of GovOS Cloud Search

GovOS has a software development, support, and service team exclusively focused on the only **native-cloud** solution in the industry. With leading edge recording functionality, scalability, high availability, and security our technology platform is complimented by a set of services to address Baldwin County's records indexing and support requirements. Together, this complete solution provides Baldwin County:

UNPARALLELED KNOWLEDGE AND EXPERIENCE IN COUNTY GOVERNMENT. Founded and built through adherence to a single focus: GovOS provides county clerks the best products, people, and services. This experience provides Baldwin County with a skilled project team, high quality services, and a cloud product that reflects the best practices in the operations of County Clerk offices.

INTEGRATED, INTUITIVE, AND EASY-TO-USE CLERK APPLICATIONS. A modern implementation of recording processing functionality integrated into a single user experience – ensuring clerks no longer access separate applications or queues to find orprocess work.

FOCUS ON CITIZEN ACCESS AND SELF-SERVICE. GovOS understands Baldwin County's mission to provide superior service to its citizens, that's why we have invested heavily in product functionality including:

- Advanced, yet easy-to-use, public records search and e-Commerce platform
- Online framework to enable self-service transactions (e.g., marriage license or DBA applications)
- Kiosks that provide walk-up access to County transactions and information.
- Public Search multilingual support available online 24/7/365

ACCESSIBILITY FROM ANYWHERE, ANY TIME, ON ANY DEVICE. The GovOS cloud-based solution offers flexible user access, enabling Baldwin County to significantly expand how users work and constituents are served. Our System supports secure, flexible, access across workstations, tablets, and cell phones. This allows remote clerk access to our System, easy remote locations setup, and constituent access to perform self-service transactions or access public records from a range of devices.

ROBUST SECURITY AND DATA PROTECTIONS. Local government agencies are prime target for hackers and malevolence. GovOS Records leverages public cloud security infrastructure and experience to provide best-in-class security and data protection to avoid ransomware attacks on local governments. Continuous monitoring and detection by GovOS and Microsoft® provide the most robust security and deterrence in the industry.

Innovative Differentiating Features

In addition to standard features and functionality of most Records Management Systems, including cashiering, eRecording, and scanning, GovOS Records is better and different than the competition in several material ways. Our Records System leverages the Cloud to provide completely mobile Clerk's offices, as well as other innovative ways to directly serve the public.

Bexar county utilizes this unique capability to deliver their award-winning Records on the Run program.
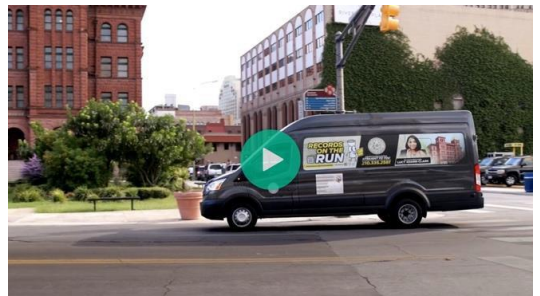
Records on the Run

Bexar County, Texas developed the award-winning Records on the Run program to transport records to citizens throughout the county by leveraging GovOS technology. Watch this video to learn how the county increased accessibility with the help of GovOS.

Scan the QR code or visit
https://govos.com/records-on-the-run-with-bexar-county-tx/

Bexar County, Texas Wins Innovator of the Year Award from International Association of Government Officials (iGO)
Lucy Adame-Clark—Bexar County Clerk and GovOS User — receives national recognition for groundbreaking "Records on the Run" program.
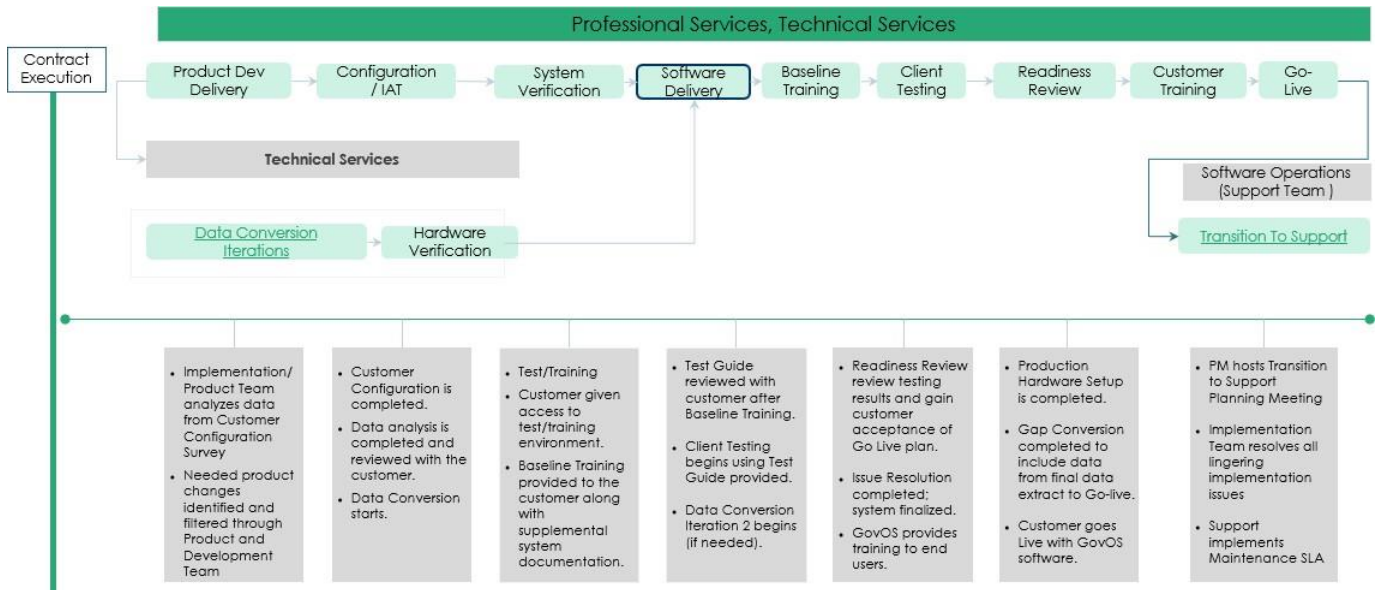
Scan the QR code or visit
https://govos.com/blog/bexar-county-innovator-of-the-year-award-igo/

Implementation Overview

Every implementation is different, and each workflow has specific needs. GovOS will begin the implementation by defining goals and understanding what success looks like for your team. Our team will review the configuration options available and tailor workflows accordingly.

The following is an example of the general implementation process for our Records Solution.

GovOS will make every effort to take the heavy lifting away from your staff. The GovOS Services Team is with you every step of the way to learn your processes, train your team, and launch our Records Solution. GovOS' implementation experience will ensure a smooth setup and launch.

GovOS Records Description of Services

GovOS presents competitive pricing for the installation and ongoing support of our total records management solution. This includes system, services, and maintenance outlined below.

Description of Services		
GovOS Records Software: Licensing For The County Clerk's Office	• Unlimited Departmental License • Cloud Land Records Management System • Cashiering • Indexing • OCR Assisted Indexing	• Tailored Reporting • High Availability & Redundancy • Cloud Search Portal
Implementation & Training Services	• Project Plan • Project Management • Software Configuration	• Training • On-going Support
Conversion Services	• Data Conversion from Current Vendor • Image Conversion from Current Vendor • Detailed analysis, quality controls and exception reporting and planning • Replication of data/images to Data Center	
Annual Software Support & Maintenance *(Starts Year One, and Provided for the Life of the Contract)*	**GENERAL SUPPORT** • Toll-free Support/Helpdesk • Online knowledgebase and ticketing (offering self-service) • User Group Meetings • Mandatory Regulatory Changes • Dallas/Austin -based local Support Team	**ONGOING UPGRADES & ENHANCEMENTS** • Cloud-based updates delivered continuously • Online presentation and training of new features with Release Notes • Modifications to reports, forms, letters, fields, fees, menus, permissions, and preferences

TD SYNNEX *Public Sector*

To: Brian Peacock
Baldwin County/City (AL)

From: Arman Rashidian
DLT Solutions, LLC
2411 Dulles Corner Park
Suite 800
Herndon, VA 20171

Phone:
Fax:
Email: bpeacock@baldwincountyal.gov

Phone: (703) 773-9246
Fax: (703) 773-9246
Email: arman.rashidian@dlt.com

#	DLT Part No.	MFG Part No.	Contract	Qty	Unit Price	Ext. Price
1	1348-0113	CLOUD RECORDS - BALDWIN COUNTY	MSTATE-MVEND-TIPS-II	1	$179,148.94	$179,148.94

A complete, configurable solution for recording, managing, and accessing land records. (Usage fee for Filings from 125,001-500,000 OR for Populations from 500,001 to 1,500,000) Price per Doc. Minimum $14,000/ month
Pricing valid through May 5, 2023.

NOTE

Payment Terms: Invoiced at Project Go-Live, Net 30 days

Subtotal $179,148.94

Option Year 1						
1	1348-0113	CLOUD RECORDS - BALDWIN COUNTY	MSTATE-MVEND-TIPS-II	1	$188,106.38	$188,106.38

A complete, configurable solution for recording, managing, and accessing land records. (Usage fee for Filings from 125,001-500,000 OR for Populations from 500,001 to 1,500,000) Price per Doc. Minimum $14,000/ month

Subtotal for Option Year 1 $188,106.38

Option Year 2						
1	1348-0113	CLOUD RECORDS - BALDWIN COUNTY	MSTATE-MVEND-TIPS-II	1	$197,511.70	$197,511.70

A complete, configurable solution for recording, managing, and accessing land records. (Usage fee for Filings from 125,001-500,000 OR for Populations from 500,001 to 1,500,000) Price per Doc. Minimum $14,000/ month

Subtotal for Option Year 2 $197,511.70

Option Year 3						
1	1348-0113	CLOUD RECORDS - BALDWIN COUNTY	MSTATE-MVEND-TIPS-II	1	$207,387.29	$207,387.29

A complete, configurable solution for recording, managing, and accessing land records. (Usage fee for Filings from 125,001-500,000 OR for Populations from 500,001 to 1,500,000) Price per Doc. Minimum $14,000/ month

TD SYNNEX
Public Sector

Price Quotation

Quote: **5151137**
Reference: **1756951**
Date: **04/10/2023**
Expires: **05/05/2023**

#	DLT Part No.	MFG Part No.	Contract	Qty	Unit Price	Ext. Price
Subtotal for Option Year 3						**$207,387.29**
Option Year 4						
1	1348-0113	CLOUD RECORDS - BALDWIN COUNTY	MSTATE-MVEND-TIP S-II	1	$217,756.65	$217,756.65
A complete, configurable solution for recording, managing, and accessing land records. (Usage fee for Filings from 125,001-500,000 OR for Populations from 500,001 to 1,500,000) Price per Doc. Minimum $14,000/ month						
Subtotal for Option Year 4						**$217,756.65**

Total   **$989,910.96**

UEI - F1N2KDGBDTU8
Contract #: 210101
Contract Term: 6/6/2021 - 3/31/2026
Federal ID: [redacted]
CAGE Code: 0S0H9
FOB: Destination
Ship Via: Fedex Ground/UPS
Payment Terms: Net 30 days
DLT accepts VISA/MC/AMEX

THIS QUOTE IS SUBJECT TO THE TERMS AND CONDITIONS OF CONTRACT #210101 AND THE TERMS AND CONDITIONS AT http://www.dlt.com/products/client-commercial-licenses THAT APPLY TO THE PRODUCTS AND/OR SERVICES INCLUDED IN THIS QUOTATION. CUSTOMER IS DIRECTED TO INCORPORATE (BY REFERENCE) THIS QUOTE IN ANY RESULTING TASK/DELIVERY ORDER OR AWARD. THE TERMS OF THE AFOREMENTIONED CONTRACT ARE THE ONLY CONTROLLING TERMS AND ANY TERMS OR CONDITIONS CONTAINED IN AN ORDER, AWARD OR OTHER INSTRUMENT OF BUYER, WHICH ARE IN ADDITION TO OR INCONSISTENT WITH ANY OF THE TERMS OR CONDITIONS CONTAINED IN THOSE REFERENCED HEREIN, SHALL NOT BE BINDING ON DLT OR ITS MANUFACTURERS AND SHALL NOT APPLY UNLESS SPECIFICALLY AGREED TO IN WRITING BY DLT.

CPARs requests should be sent to the attention of AJ Ezersky at cpars@dlt.com.

PLEASE REMIT PAYMENT TO:	ACH: DLT Solutions, LLC [redacted]	**-OR-**	Mail: DLT Solutions, LLC P.O. Box 743359 Atlanta, GA 30374-3359

Customer orders subject to applicable sales tax.

Optional Service Offerings

The below optional services are available to Baldwin County. These services have not been included in the proposed pricing. Please contact your account executive, Alex Cohen, if you'd like to add any of the below services to your proposed pricing.

STAPLING / BUNDLING SERVICES

Stapling single page images into documents by identifying first/last page of document. Create additional images if documents begin/end on same page. Loading into GovOS Records or own records management solution to allow Feasier access/lookup of documents by constituents.

IMAGE TO FILM

Export images from GovOS Records, archive to film and ship to the County's storage location. GovOS can also create film for archival purposes if the County provides images.

REDACTION SERVICES

Provide OCR/redaction services to locate and redact sensitive information. Verification services can be included to ensure sensitive information such as handwritten SSNs is redacted. This can be performed on legacy documents with potential redaction needs.

CONVERT TIF IMAGES TO PDFa FOR ARCHIVES

GovOS can offer conversion to PDFa if state approves PDFa.

CONVERSION SERVICES

Assess, review and migrate 3rd party data sources into GovOS Records if formatting and conversion specifications are available. This would be sources outside of core conversion done during implementation.

OFFICIAL PUBLIC RECORD REQUESTS (ORR)

Fulfilling requests from title companies, etc. for copies of a client's records via an Open Records Request.