



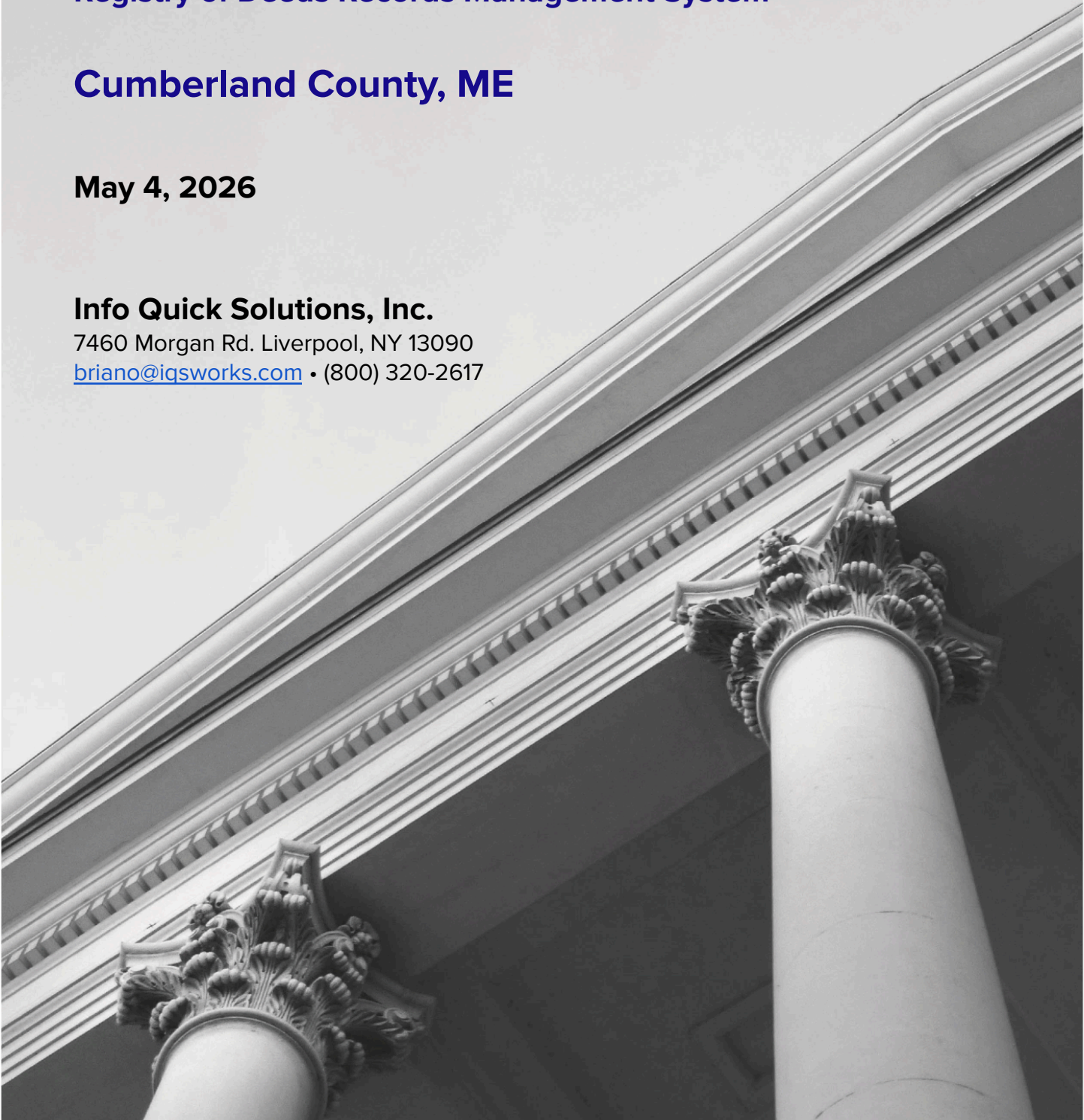
**Response to Request for Proposals
Registry of Deeds Records Management System**

Cumberland County, ME

May 4, 2026

Info Quick Solutions, Inc.

7460 Morgan Rd. Liverpool, NY 13090
briano@iqsworks.com • (800) 320-2617





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May 4, 2026

Theresa Grover, Treasurer
27 Northport Drive
Portland, ME 04103

Dear Ms. Grover:

Info Quick Solutions, Inc. is pleased to submit this response for an all-inclusive records management system for the Cumberland County Registry of Deeds. After reviewing the requirements, we believe our knowledge and experience uniquely qualify us to partner with the County.

IQS installed its first records management system in Maine (Knox County) in 2013. Since then, we have added Registries in Aroostook, Franklin, Lincoln, Oxford, Piscataquis, Somerset, Waldo, Washington, and York. Our easy-to-use software, understanding of office operations, and excellent customer support set us apart as industry leaders.

We have developed a plan for both Registries to seamlessly transition to our records management system—including data conversion, implementation, training, and ongoing support.

We believe the best proof of our success can be seen in the satisfaction of our customers. I encourage you to contact the Registries we work with to hear their experiences.

IQS is excited by the opportunity to work with Cumberland County to implement a system that can expand well into the future. Please feel free to reach out to me if you have any questions.

Sincerely,

A handwritten signature in black ink, appearing to read "B. Owens", with a stylized flourish extending to the right.

Brian J. Owens
Vice President of Sales

Section 1

Original RFP Package and Completed Proposal Forms

**REQUEST FOR PROPOSALS (RFP)
FOR
REGISTRY OF DEEDS RECORDS MANAGEMENT SYSTEM
CUMBERLAND COUNTY**

**PROPOSALS DUE BY
3:00 PM, MAY 4TH, 2026**

April 1st, 2026

The County of Cumberland, Maine is requesting written proposals for an all-inclusive records management system for the Cumberland County Registry of Deeds

The County will receive written sealed proposals for these services until **3:00 PM ET on May 4th, 2026** at the **Cumberland County Office, 27 Northport Drive, Portland Maine 04103**, at which time proposals will be opened in public.

The Request for Proposal (RFP) contains the key information and requirements for respondents to address. It is the intent of the RFP process to receive proposals prepared in accordance with the RFP and consistent with the scope of services required.

Included in the request:

- Sec. 1- Instructions Page: 2
- Sec. 2- RFP Schedule Page: 4
- Sec. 3- Background Page: 5
- Sec. 4- General Terms and Conditions Page: 6
- Sec. 5- Scope of Services and Special Conditions Page: 11
- Sec. 6- Proposal Format and Forms Page: 18

Please refer to all portions of this RFP for additional information and instructions on submitting a proposal. Proposals will be evaluated based on the criteria established within the RFP.

Copies of the RFP can be located on the County's website: https://www.cumberlandcountyme.gov/departments/finance_treasurer/bid_opportunities.php or by emailing spaulding@cumberlandcounty.org. The County reserves the right to reject any and all proposals or any part of a proposal should it be in the best interest of the County to do so.

Section 1- INSTRUCTIONS

RESPONSE INSTRUCTIONS

Proposals must follow the rules and format established within this RFP. Adherence to these rules will ensure a fair and objective analysis of all proposals. Failure to complete or comply with any portion of this request may result in rejection of a proposal. Bidders must submit their proposals in accordance with all sections of the RFP, including these instructions and Section 6 - Proposal Format and Forms.

COSTS OF RFP PREPARATION AND SUBMISSION

Each Bidder shall be responsible for all costs incurred in order to prepare and submit their response to this RFP.

PROPOSAL SUBMISSION

ONE (1) ORIGINAL SIGNED HARD COPY AND ONE (1) FLASH DRIVE CONTAINING AN ELECTRONIC COPY OF THE BID PROPOSAL ARE REQUIRED. The electronic copy must be a PDF and identical to the original signed copy. All copies of the bid proposals must be contained in a single SEALED envelope/package addressed and hand delivered or sent by certified mail to:

**County of Cumberland
Attn: Theresa Grover, Treasurer
27 Northport Drive
Portland ME 04103**

The outside of the envelope/package must be clearly marked with the following: **“RFP for Registry of Deeds Record Management System – DO NOT OPEN”, the Bidder’s name, and the bid due date.** If alternative proposals are offered by a Bidder, each proposal shall be submitted separately and comply with all requirements in this RFP.

Bid proposals must be received by **3:00 pm ET, MAY 4TH, 2026.** It is the sole responsibility of the Bidder to see that their completed proposal is received by the closing time. The County will in no way be responsible for delays caused by the mail carrier or any other method of delivery. Any proposal received after the due date and time will be eliminated from consideration and returned to the Bidder unopened. Untimely proposals which are opened in error will not be considered.

ADDITIONAL INFORMATION

Any questions regarding this RFP, points of clarification, or requests for additional information must be made in writing and submitted to:

**County of Cumberland
ATTN: Jessica M. Spaulding, Register of Deeds
27 Northport Drive, Portland ME 04103
OR spaulding@cumberlandcounty.org**

Inquiries must be submitted by 3:00 pm E.T., April 16th, 2026. The County will respond to inquiries in writing by April 23rd, 2026 to everyone who attended the mandatory pre-bid software demonstration. If required, an addendum will be issued as provided in this RFP.

MANDATORY PRE-BID MEETING/WALKTHROUGH

A mandatory pre-bid demonstration of software is required. Demonstrations will be held virtually April 9th, April 14th, or April 15th, 2026. Please respond to Jessica Spaulding at spaulding@cumberlandcounty.org no later than April 7th, 2026 to schedule a demonstration time. Failure to attend the pre-bid demonstration will result in an automatic disqualification of a proposal.

EVALUATIONS

After the public opening of the proposals, an Evaluation Team comprised of County officials and employees will evaluate the proposals and make a recommendation to the County Commissioners. The County Commissioners are responsible for awarding any contract pursuant to this RFP. Selected Bidders may be invited to make oral presentations to the Evaluation Team and/or Commissioners during the evaluation process. The County Commissioners may award any contract based on initial proposals received, without discussion of such proposals.

The Evaluation Team will evaluate Proposals on a variety of quantitative and qualitative criteria. Proposals will only be considered from respondents that demonstrate a professional ability to perform the scope of services outlined in this RFP. The County reserves the right to investigate the financial condition, experience record, and personnel of Bidders to determine the ability of a Bidder to perform the services required.

The County reserves the right to reject any and all Bids and to accept any Bid, or portion of a Bid. Except as otherwise provided by law, the decision to award a contract pursuant to this RFP will be based on a best-value analysis and the County's purchasing policies, taking into consideration the qualities of the goods or services to be supplied, their conformity with the specifications in this RFP, the purposes for which they are required, and the best interest of the County. The lowest price proposal may not necessarily be selected.

Section 2- RFP SCHEDULE

RFP Publication	April 1 st , 2026
Mandatory Pre-bid Demonstration	April 9 th , April 14 th or April 15 th , 2026
Deadline to Submit Questions to County	April 16 th , 2026
Date of Written Response to Questions	April 23 rd , 2026
Deadline for Receipt of Proposals/Opening Time	May 4 th , 2026
Award of Contract - Board of Commissioners Meeting	May 18 th , 2026
Begin Service/Contract Start Date	January 1 st , 2027

- **Note: Dates and times of this schedule are accurate at the time of RFP release. Dates are subject to change.**

Section 3- BACKGROUND

The Cumberland County Registry of Deeds is the official recording and filing office for all legal documents affecting real estate in Cumberland County, Maine. The office of the Registry of Deeds serves the public, and is the custodian of all land records dating back to 1753 and our plan records date as far back as 1828. The general statutes of Maine govern the Registry of Deeds. We are responsible for the maintenance, integrity and safekeeping of all public records for which we are legally entrusted. Our office is committed to proper enforcement of these laws as we strive to provide the highest level of customer service.

Current Hardware:

1. 1 clustered file server with 6 terabyte storage device, SVGA Color Monitor, Network Adapter, and data backup capabilities.
2. One 24 Port switch. 2 UPS battery backup. CISCO 5506-x Firewall.
3. 7 Fee/Scan workstations with 23.8" Flat Screen Color Monitors and Receipt/Validator Printers and Desktop scanners.
4. 1 Laser Jet Printers with letter and legal tray for report generation and public printing.
5. 1 Data Entry workstations with 23.8" Flat Screen Color Monitors.
6. 4 Data Retrieval workstations with 23.8" Flat Screen Color Monitors.
7. 1 Scanning Workstation with 23.8" Flat Screen Color Monitors.
8. All application software for Fee Collections and Cash Control, Indexing, Imaging, Retrieval and Report generation. All application software will meet the requirements of the State of Maine.

Cumberland County is seeking bids for software to be installed on County existing hardware. However, quotes are also encouraged for hardware, as the County will consider purchasing hardware in limited circumstances.

Section 4- GENERAL TERMS AND CONDITIONS

A. Definitions: In this RFP, the following terms will have the meanings set forth below:

“Bidder”- the person, firm, corporation, or other entity responding to this RFP and submitting a Proposal. The terms “Bidder” and “Contractor” may be used interchangeably in this RFP when discussing the scope of services and term and conditions that are required of a successful Bidder.

“Closing Time”- the date, time, and place bids are due, as set out in Section 1 (Instructions) of this RFP.

“Contract”- the executed agreement between Cumberland County and the Contractor for the services described in this RFP, which includes the final signed agreement, the Proposal, the RFP and any other forms or written addenda or amendments formally incorporated therein.

“Contractor”- the successful Bidder who enters into a contract with the County to provide the services pursuant to this RFP.

“County” or “Cumberland County”- the County of Cumberland, a political subdivision of the State of Maine, having a place of business at 27 Northport Drive, Portland, Maine.

“Proposal” or “Bid”- a Bidder’s response to this RFP, which includes the proposed cost for providing the goods or services required in this RFP and the plan for meeting the requirements in the RFP, with all accompanying schedules, appendices or addenda submitted by the Bidder in response to the RFP (See Section 6- Proposal Format and Forms). The terms “Proposal” and “Bid” may be used interchangeably in this RFP.

“Request for Proposals” or “RFP”- all papers bound with or attached to this document. These may include but not be limited to: Addenda (or Addendum if singular) issued during the RFP process.

“Subcontractors”- agents or third parties engaged by the Bidder in connection with providing or supplying the services, goods, materials, or equipment pursuant to this RFP or Contract.

B. Evaluation Criteria. Proposals received by the closing time will be evaluated by the County’s Evaluation Team to determine the best overall value to the County and satisfaction of all criteria set out herein including, but not limited to:

- a. **Pricing of Proposal;** including the reasonableness of fees and other service costs.
- b. **Thoroughness and Completeness of Proposal;** including responsiveness to the RFP requirements and soundness of Bidder’s approach to addressing the County’s needs as outlined general terms and conditions and scope of services.
- c. **Experience, Qualifications, and Past Performance** in providing similar services; including ability to commit capable, properly qualified (i.e., licensed/certified), personnel for the project and discussions with references provided by Bidder.
- d. Any other criteria the County, in its sole discretion, deems necessary to evaluate the Bidder’s offer.

C. **Evaluation of Subcontractors.** All subcontractors of the Bidder shall be subject to the same evaluation process, at a minimum. It is the responsibility of the Bidder to guarantee all subcontractors will comply with all requirements and terms and conditions set out in this RFP.

D. Right of Bid Modification, Acceptance, and Refusal

- a. **Responses and Addenda.** The County will issue a formal written response by April 27th, 2026 to all questions and requests for clarification and will provide a copy of such responses to the Bidders that attended the mandatory pre-bid demonstration. The County reserves the right to issue a formal, written addenda to this RFP if substantial changes that impact the submission of proposals are required. Any addenda shall be binding on Bidders and shall become part of the solicitation document. County may issue a written addendum up to five working days prior to the closing time and will provide a copy of the addenda to Bidders who attended the mandatory pre-bid demonstration. However, it is the responsibility of the bidders to ensure they receive all written responses or addenda before submitting a bid. The County shall not be bound by oral or other communications, explanations, or clarifications not confirmed in writing.
- b. The County reserves the right to waive any informality or irregularity in proposals, or excuse technical defects in a proposal when beneficial to the County.
- c. **The County reserves the right to reject any and all proposals or any part of a proposal should it be in the best interest of the County to do so.**
- d. **Exceptions.** Any exceptions or deviations from the requirements or the conditions specified in this RFP must be clearly stated in a Proposal on the Exceptions and Deviations Form (Section 6- Format and Forms). The County will be the sole judge as to what constitutes an acceptable exception or deviation. If no exception or deviation is indicated in a Proposal, the Bidder will be deemed to have agreed to full compliance of the requirements and conditions is the RFP.
- e. **Negotiations.** The County reserves the right to require modifications to initial proposals. Prior to the award, the County reserves the right to enter into negotiations with the most successful Bidder to resolve any contractual differences. If no resolution is reached, the proposal may be rejected and discussions may be initiated with the next successful Bidder.
- f. The successful Bidder will be required to sign a Contract with the County. The County reserves the right to include in the contract other terms or conditions not specifically set forth herein, including but not limited to terms and conditions required by state or federal funding sources (if applicable).
- g. **Withdrawal.** Bidders may withdraw and/or resubmit their proposal at any time prior to the closing time for receipt of proposals. Proposals may be withdrawn after the scheduled closing time for receipt of proposal. New or amended proposals may not be submitted after the closing time.

E. Contract

- a. **Contract Term.** The contract period shall be for five years. The official start date shall be documented by a letter of agreement between County and the Contractor,

but is anticipated to be January 1st, 2027. At the option of County, the contract may be renewed for two additional five-year periods.

- b. If the successful Bidder fails to execute and return the Contract to the County within thirty (30) days of the date of the County Commissioners vote to award the Contract, the County may cease all discussions with the Bidder and have no obligation to the Bidder. The County may, if it chooses to do so, award the Contract to another Bidder, all without affecting any claim which the County may have against the initial successful Bidder as a result thereof.
- c. **Independent Contractor Status.** The Bidder acknowledges and agrees that the Contractor and all employees or agents of the successful Contractor will be independent contractors, and shall not be considered employees of the County, while engaged in the performance of any work or services under any Contract entered into pursuant to this RFP.
- d. **Appropriation.** Bidder acknowledges and agrees that the award of this contract is contingent on appropriation of funding by the County Commissioners. If funding becomes unavailable, the County shall after providing at least 30 days' notice be released of all further obligations in anyway related to any Contract entered into pursuant to this RFP.
- e. **Termination.** Cumberland County may terminate the Contract resulting from this RFP at any time the Contractor fails to carry out its provisions. The County shall give the Contractor notice of such termination which states reasons for the termination. If after such notice, the Contractor fails to cure the conditions within the specified time contained in the notice, the County may order the Contractor to stop work immediately and leave the premises. Either party may terminate the agreement, without cause, upon giving the other party not less than ____ days written notice of termination. The Contract will further address the rights of the County and Contractor to modify or terminate the Contract.

F. Taxes

Cumberland County is exempt from and will not pay Federal Excise Taxes, Transportation Taxes, and Maine State Sales Tax. If Bidder is required to charge State Sales Tax on Bidder's sales, Bidder shall not include it as part of the proposal price. Bidders should indicate in their proposal which cost items are or may be subject to State Sales Tax.

G. Responsibility of Compliance with Legal Requirements

It shall be the responsibility of the Bidder to possess and maintain all licenses, registrations, and permits required by Federal, State, and local rules and regulations necessary for the implantation of the work undertaken by the Bidder pursuant to this RFP. The Bidder shall comply with all applicable federal, state, local, laws, regulations, ordinances and standards.

H. Liability and Indemnification

- a. Bidders acknowledge and agree that County will not be responsible for any costs, expenses, losses, damages (including damages for loss of anticipated profit) or liabilities incurred by the Bidder as a result of or arising out of submitting a

Proposal for the proposed Contract, or due to County's acceptance or non-acceptance of their Proposal or any contract award not made in accordance with the express or implied terms of the RFP.

- b. The Contractor shall defend, indemnify and hold the County, its officers, agents and employees, harmless against any and all liabilities, causes of action, judgements, claims, or demands, including attorney's fees and costs, for personal injury (including death) or property damage arising out of or caused by the performance of the work under the Contract by the Contractor, its agents, employees and subcontractors. This obligation will be included in greater detail in the Contract between County and the Contractor.

I. Insurance

- a. **Insurance Requirements.** Contractor and all its subcontractors shall maintain insurance from companies licensed to write business in Maine, with an A.M. Best rating of "A" or higher, and acceptable to Cumberland County, of the kinds and minimum amounts specified below. The insurance requirements will be set forth in greater detail in the Contract between County and the successful Bidder.
- b. **Certificates and Notice of Cancellation.** Before commencing work under this agreement, Contractor and all its subcontractors shall furnish County with certificates of all insurance required below. Certificates shall indicate the type; amount, class of operations covered, effective date and expiration date of all policies, and shall contain the following statement: *"The insurance covered by this certificate will not be canceled or materially altered, except after (30) day's written notice has been received by Cumberland County."*
 - i. **Workers Compensation and Employers Liability Insurance** covering all the Contractor's and its subcontractors' employees engaged in the work under this contract, providing the required statutory benefits under Maine state worker's compensation law, and employer's liability insurance providing limits at least in the amount \$500,000.00 per accident applicable to claims due to bodily injury by accident or disease.
 - ii. **Commercial General Liability** including coverage for independent contractor operations, contractual liability assumed under the provisions of this contract, products/completed operations liability and broad form property damage liability insurance coverage. The policy shall provide liability limits at least in the amount of \$ 1,000,000.00 per occurrence, and 3,000,000.00 aggregate, applicable to claims due to bodily injury and/or property damage. County shall be named as additional insured under this policy.
 - iii. **Umbrella Liability Insurance.** Providing coverage as excess above the underlying Commercial General Liability Insurance, and Employers Liability Insurance policies required by this Contract. This coverage shall provide excess liability limits at least in the amount of \$3,000,000 per occurrence, combined single limits, applicable to claims arising from bodily injury, personal injury and/or property damage. The parties named as additional insureds under the primary underlying policies are to be

included as additional insureds under the Umbrella Liability Insurance coverage.

- J. Jurisdiction and Venue.** The laws of the State of Maine shall govern the interpretation, administration, and enforcement of this RFP and any Contract entered into pursuant to this RFP. All actions brought to enforce or interpret the RFP, any Proposal, or Contract shall be brought and maintained in the Maine State Courts of competent jurisdiction with venue in Cumberland County.
- K. Freedom of Access Act.** All documents submitted as part of the Bidder's Proposal will be deemed available to all parties after the bids are opened and will be subject to public disclosure in accordance with the Maine Freedom of Access Act. Trade secrets contained in a proposal may be kept confidential if the Bidder, at the time the proposal is submitted, designates the secret and requests that it be kept confidential. This right of privacy will be construed as narrowly as possible to protect the interests of the Bidder while attempting to maximize the availability of information to the public. Any statements reserving or attempting to reserve any confidentiality or privacy rights in submitted proposals or otherwise inconsistent with the Maine Freedom of Access Act will be void and disregarded.

Section 5- SCOPE OF SERVICES, SPECIFICATIONS AND SPECIAL CONDITIONS

The successful Bidder (“Contractor”) shall provide and support an all-inclusive software package designed for the Fee Recording, Indexing, Imaging and on-line Index Search of land records. The Contractor shall also supply user manuals that shall fully explain all system functions and procedures.

Data and Image Conversion

1. Contractor is responsible for conversion of and loading current land record images and index from County’s current system into proposed system. The Contractor shall convert existing history data to new format at no charge. The new system shall be fully functional at the start of the contract period.
2. All software and hardware licenses for the length of the contract must be included.
3. All indexes, microfilm, document images, and/or magnetic tape, etc., past, present and future, shall remain the property of the County. All images shall be stored in a non-proprietary format. Any and all revenues produced by viewing and/or copying any of the County records shall remain the revenue of the County

Support and System Security

1. Contractor will perform all on-going support of the entire system, including hardware (if supplied by Contractor) and software, during the term of the contract.
2. Contractor will be responsible for security administration. Software must provide for system security from hacking and virus protection.
3. Software must provide different levels of coded access: Public Search, Employee operation, and Supervisor/Security officer.

Disaster Recovery

System must provide for archival and disaster recovery services for the term of the contract. System must provide the ability for full backup and recovery in the case of any type of malfunction (and/or software).

Training

Training Contractor will provide on-site education and training of all County employees who will work with the land records system and any re-training can be scheduled at the request of the office, at no charge, during the contract.

Current System Basic Functions

The following is a basic outline of functions that our current system provides. The proposed system shall provide these basic functions which shall be equivalent to or exceed the current system’s functions.

Recording

1. System is easy for operators with basic PC and Windows skills to learn and operate.
2. Accounting control features that automatically figure recording fees, surcharge, and transfer tax in accordance with the Maine statutes for both documents and plans. Contractor will upgrade the software at its own expense within 90 days of any statute changes.
3. Internal audit controls required by Maine Revenue Services to ensure no changes can be made to funds undetected.
4. System shall automatically assign Volume and Page(s), instrument number, date and time of recording and imprint this information on the recorded document. The Registry currently imprints the book and page on every page of the document.
5. System must support at least 7 recording stations, 7 indexing stations, 7 scan stations, and at least 4 public view stations.
6. System shall provide accurate accounting reports such as: daily, weekly, monthly cash control reports; transfer tax summary report satisfactory to Maine Revenue Service; charge account billing statements; and copy account billing statements.
7. Cashiering module allows operator to capture the name and address of person or firm submitting the documents. Operator is able to choose between manually keying the name, or selecting a valid name from a custom table. Operator is required to enter document type and number of pages and/or any other additional information to determine fees.
8. System carries forward all document indexing data that was both automatically captured and manually entered during the cashiering process into the indexing module without requiring redundant data entry.
9. For all fee transactions, system creates an audit trail that includes the following information: operator ID, date, time, transaction detail, fee amount, person/corporation submitting recordings, instrument number, document type, fee type, payment type, book and page.
10. Operator has the ability to stamp the documents immediately following the transaction completion or stamp the documents at a later time.
11. To meet multiple recordings of the same document type in the same batch (such as town tax liens), system is able to enter duplicate documents without entering each one individually. Operator has the ability to manually enter the location, date of document, and common grantor or grantee during cashiering and that information is populated through to indexing for all documents in the multiple recording line. This information may be changed in indexing for each individual document if required.
12. Operator is able to cancel and/or redo a step before completion of the transaction without having to void receipt. Upon completion of the transaction, the operator has the option of printing a receipt and recalling and printing a receipt at a later time.

13. All cashiering reports can be produced at any time for any number of days, months or years. Cash balancing reports provide, but are not limited to: date and time, instrument number, book and page numbers, receipt number, submitter name, document type, number of pages, recording fees, consideration amount, transfer tax, transaction type, payment type, check amount, cash amount, draw down amount, and deposit amount.

14. System allows for “draw-down” accounts for customers with money deposited on account in advance of service as well as charge accounts.

15. System provides the ability to take any combination of cash payments, check payments, card payment or customer “draw down” payments for any transaction.

16. The system has the ability to enter indexing while entering the receipt. All grantors and grantees can be added during cashiering, and these will pass through to the Indexing module, eliminating the need for duplicate entry.

17. System must allow for a smooth transition from one calendar year to the next without the requirement to “close” the prior year before starting a new year.

E-recording

The Registry currently provides electronic recording services through Simplifile, Indecomm, Ingeo/CSC and e-Recording Partners Network. The County does not advocate any e-file company and recognizes that Contractor and the e-file partner must be able to work together to provide this service. County intends to continue to provide the e-recording service for its customers at no cost to the County.

Indexing

1. System provides the ability to retrieve documents to be indexed or verified, using flexible methods that include, but not be limited to: instrument number, book and page number, document type.

2. System supports access to all documents in a batch by multiple workstations at the same time.

3. System displays all partial index information for each document and prompts the operator for the additional indexing fields relevant to that document type.

4. System easily duplicates field entries between different documents and within the same document.

5. System allows for the use of alpha codes for commonly used names.

6. System is able to provide several reports from indexing. Reports to include but not limited to Verify, Numeric, Index, Reference, History Log Change, Missing Image, Image Counts and Town Transfers.

7. The system provides the ability to enter multiple towns on one document.

8. System provides a section for multiple marginal references and comments.

9. System will pull index information from marginal reference. This index information may be changed if necessary.
10. System will spell check names and prompt for a correction.
11. System will support multiple index groups for a single document.
12. System must support the back indexing of documents and integrate this information into the system with no additional charge to the County.
13. System shall provide for printing of index reports showing grantor, grantee, type of document, location by town, date of document, marginal reference data, date of recording and book and page in compliance with Maine statutes.
14. Indexes shall be capable of being sorted by both grantor/grantee or to/from.
15. System must allow for the printing of indexes for any date range at any time without additional charge to the County.

Changes Journal

System must track changes made to recording and indexing information of a document. Basic information must be readily available to the public through the public search and full information must be readily available to the supervisor.

Scanning and Imaging

1. System automatically links document image to the corresponding index.
2. System validates the number of pages scanned against the manually entered document page count.
3. System provides a method to correct inconsistencies between scanned page count and manually entered page count.
4. System supports simplex and duplex scanning.
5. System allows for automatic feed when scanning multiple, single-page documents.
6. System supports scanning of various paper weights, qualities and sizes measuring up to 8.5” x 14.00”.
7. System provides the ability to specify a range of instruments by date, book numbers or document numbers to download images to CD, flash drive etc.
8. Software must support imaging documents and integrating the image into the other software features, such as public search.
9. System must allow image rescans by both individual page and by document as a whole.

10. System must allow for the back scanning of old books and integrate the images into the system at no additional cost to the County.

Redaction

System must provide for manual redaction of personal information. System must be able to restore the original version of the image.

Microfilm

All documents and plans must be microfilmed in compliance with Maine statutes. Contractor may but is not required to provide the conversion service if it wishes.

Book Production

The Registry records approximately 50,000 documents per year and 500 plans. The Registry currently does not print record books but reserves the right to revert to printing books at its discretion at no additional cost. System must provide the ability to produce its own compact books using high resolution, high-speed printers.

Public Search

1. Search functions are simple for the public to use, without needing prolonged assistance, training or intervention from County personnel.
2. System provides the public with full-featured search functions that allows the public to easily locate the specified documents.
3. System provides the capability to search names by a combination of last and first name.
4. System supports access to images that have only been linked to their partial index, but have not yet been fully indexed.
5. System provides the ability to view the image of a marginal reference that is noted within the document.
6. System supports the retrieval of a document by multiple users at the same time.
7. System supports the following movements through an image display: page-by-page, forward and backward, selecting a specific page for viewing, jump to first or last page.
8. The system provides public access searching by: Party name, Corporation, Document type, Document number, Book and Page and Date range.
9. System supports the display of multiple grantor/grantee names in alphabetical order.
10. Customers request copies directly from the public terminals. The system calculates fees and informs the customer of charges. If desired, the charges will automatically be posted to their account.

11. Public view stations shall have ability to show all indexed information for recorded documents and plans, link to the image of the document for viewing, show changes made to the indexing of the document, and allow for printing or faxing of the document with automatic billing to the customer account.

12. The public view index listing of entries shall show search name, reverse party, book and page, location by town, document type, whether the search name is a grantor or grantee, date of document, date of recording, and marginal reference document for each entry on the list.

13. Purchase price is confidential at the county level and must be hidden from the Public Search.

14. Publicly interfacing computer services must meet all applicable federal and state accessibility requirements, including Title II of the Americans with Disabilities Act and WCAG 2.1 Level AA standards.

Website

The Registry of Deeds currently has an internet site. The system must support internet service to the public with viewing and printing of indexes and document images including automatic charging to the customer account. Maine law currently provides for 400 free copies per year for each individual, company or corporation. The system must provide for free copies and then after the first 400 copies require payment either from a customer account or by credit card on the website. The system must track free copies. Contractor is required to host and maintain the website, as well as provide customer support for the website. The hosted website must meet all applicable federal and state accessibility requirements, including Title II of the Americans with Disabilities Act and WCAG 2.1 Level AA standards.

Fraud Alert System

System must offer a Consumer Notification System that allows the public to sign-up for through the website. This system will notify the enrollee if a document containing their name is recorded in the Registry of Deeds. This system shall be provided at no cost to the County or to the public.

Town Transfers

1. The system generates a Town Transfer Report along with the document images. The report can be set up to include any type of document and either full documents or specific pages for each town. Transfers can be selected by date range and will sort by the town that was indexed when they print.

2. System must automatically print and/or copy to a CD, or deliver by FTP images for the town assessor copies, sort by town (based on indexing information), and automatically charge the appropriate town account. System must support customization of the assessor copies by town and document type.

3. System must support the printing of invoices for copy, town and recording accounts.

Plans

1. Ability to configure with current wide-format scanner/copier to provide indexing, imaging, searching and printing of survey plans.
2. System shall also automatically figure recording fees for plans and automatically assign the plan book and page number.
3. System must allow for scanned images of plans to be integrated into the system. Viewing and printing through the system must be accommodated by the software
4. Index report for plans shall show owners, streets, plan title, date of plan, date of recording, location by town and plan book and page number. Plan index reports shall be sorted by town.
5. System must allow for the back scanning of old plans and integrate them into the system at no additional charge to the County.

References

Please supply names, addresses and phone numbers of at least three (3) customers who can attest to the reliability and services of the Contractor, the hardware if applicable, the software, and the operation of the system as a whole.

Hardware

The County may consider purchasing hardware from contractor. If the County chooses a proposal that includes the purchase of hardware the following requirements will apply:

1. Contractor will perform all on-going support of the entire system, including hardware and software, during the term of the contract.
2. Contractor will be responsible for servicing and maintaining supplied equipment or replacing any nonworking equipment that Contractor originally supplied or upgrading any equipment necessary to maintain optimal performance as system grows.
3. Contractor will be responsible for continual administration, updates, cleansing and rebuild responsibilities of anti-virus solution if providing hardware.
4. System must schedule backup and shutdown during off-hours if providing hardware.

Section 6- PROPOSAL FORMAT AND FORMS

- A. **Proposal Format.** All proposals shall be complete and carefully worded and must convey all the information requested by the County. If significant errors are found in the Bidder's proposal, or if the proposal fails to conform to the essential requirements of the RFP, the County, and the County alone, will be the judge as to whether that variance is significant enough to reject the proposal. Proposals shall be in substantially the following format:
- a. **Section 1:** The Original RFP Package, including any addenda, and completed Proposal Forms (Section 6- Proposal Format and Forms).
 - b. **Section 2.** Response to requirements and plan for implementation of the services sought (Section 5- Scope of Services and Specific Conditions).
 - i. Bidder shall submit a narrative and documentation to support its Proposal for the services sought.
 - c. **Section 3.** Any other information Bidder desires to Furnish- This section is to be reserved for any information provided over and above the specific information requested in the RFP.

PROPOSAL FORMS

BIDDER NAME AND ADDRESS:

Info Quick Solutions, Inc.

7460 Morgan Road

Liverpool, NY 13090

Contact Person: Brian Owens, VP Sales

Telephone Number: 315-546-4984


Email Address: briano@iqsworks.com

I certify that this proposal is made without prior understanding, agreement or connection with any corporation, firm, or person submitting a proposal for the same services and is in all respects fair and without collusion or fraud. I understand collusive bidding is a violation of state and federal law and can result in fines, prison sentences, and civil damage awards.

I acknowledge the terms and conditions in this RFP, agree to abide by all conditions of this RFP, except as provided in the Exceptions and Deviations Form, and certify that I am authorized to sign this proposal for the Bidder. If awarded the contract, I hereby agree to execute a contract with Cumberland County in the form specified within thirty (30) days after the award.

Printed Name: Brian Owens

Title: Vice President, Sales

Signature:  _____

Date: 4/30/26

Receipt of the following Addendum is acknowledged:

Addendum No. Date 4/22, 2026

PRICING SHEET

Bidders shall provide the total monthly costs for services requested under this RFP and the total amount of any additional costs.

	Total Monthly Cost	Additional Costs
Option 1 (software only)	\$6,800/month/60 months	
Option 2 (software & hardware)	\$8,000/month/60 months	

Below please describe and break out the Additional Costs indicated above.

Additional costs are optional for the following services:

Microfilm \$0.08/image

Microfilm Storage \$1.60/roll/year

EXCEPTIONS AND DEVIATIONS FORM

Any exception or deviation in a Bidder’s Proposal to the terms and conditions, standards, requirements, and scope of services in this RFP must be set forth on this form. Bidders must clearly number and describe in detail each exception or deviation and reference the exact page number and paragraph of the term, standard, or requirement to which the exception or deviation applies.

The County reserves the right to reject, modify or accept any exceptions at its sole discretion. **If not exceptions or deviations are provided below, the Bidder agrees to accept all of the terms and conditions contained in the RFP and any addenda to the RFP.**

1. Info Quick Solutions takes no exceptions to the terms and conditions of this RFP.

2. _____

3. _____

4. _____

5. _____

Registry of Deeds Response to RFP Questions

April 22, 2026

- 1.) Are you or your IT department leaning towards a Windows solution?
 - a. Answer: Yes
- 2.) Do you anticipate that there would be paper records that would be scanned digitally by whichever provider you select? Is the existing history data in paper format, to be transformed to digital, and are you looking for that to be done at no charge, in other words?
 - a. Answer: Existing history data is already in digital format. The only paper records that would need to be scanned digitally are the daily recordings that the Registry currently scans into the system.

Section 2

Response to Requirements and Implementation Plan



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I. Executive Summary

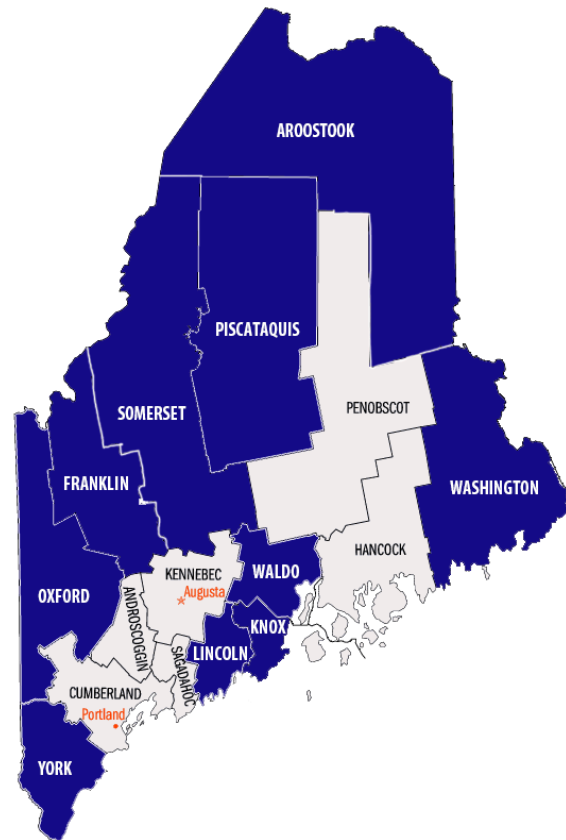
Info Quick Solutions, Inc. (IQS) is pleased to submit a proposal for the Cumberland County North and South Registry of Deeds records management system. We understand the Registry’s business processes and agree with the scope of services and requirements set forth in this RFP.

It has been a privilege to serve many Registers of Deeds in Maine. IQS has established a track record of excellent service, quality products, and innovation. We have delivered many software updates and enhancements consistent with our commitment to continuous improvement.

Our software suite, Solution, integrates all office functions into a user-friendly and easily-adaptable interface.

In addition to our best-in-class software suite, we provide world-class support. This proposal includes unlimited on- and off-site support.

Calls to our office are answered by live people and routed to the appropriate person, who is empowered to solve any problems that may arise.



Company Profile

IQS is a privately-held, veteran-owned, debt-free New York State corporation specializing in records management services. Our founder, Bernie Owens, has decades of experience in the field. He has spearheaded numerous industry innovations throughout his career.

Our Liverpool, NY facility includes a state-of-the-art microfilming and imaging lab, indexing department, support center, programming staff, and data center. We employ approximately 50 people, representing many collective years of experience. We pride ourselves on high staff retention, which correlates to our excellent customer service and ability to innovate.



Experience

IQS has implemented more than 100 installations. We have deep knowledge of the business operations of the Registry of Deeds. Our project team has successfully managed projects of a similar size and scope.

Cumberland County will receive expert consultation throughout the contract. As a full-service company, IQS has the resources and knowledge to develop creative solutions. Upon review of this proposal you will learn why Solution powers municipalities throughout the Northeast, including eleven Registries in Maine.



II. Proposed Solution

A. System Overview

Our software suite, Solution, integrates all office functions into a user-friendly and easily-adaptable interface. It is designed using Microsoft .NET technologies.

The application logic resides in modules that are independent of both the database and the user interface. This architecture allows functionality to be delivered to both Windows desktop clients and intranet/internet Web clients.

The system features a flexible workflow that can be adjusted as the situation demands. Administrators may easily identify the status of all documents via a real time “Work Status” console which facilitates ad hoc adjustments to workflows.

Users can scan documents at any time during the workflow, including prior to recording.

1. Technology Architecture

Program: Microsoft .NET

Database: Oracle 19c

Server: Windows Server 2022

Workstations: Windows 11 Professional

IQS does not use any proprietary hardware. We can provide hardware recommendations based on our experience with a variety of devices.

2. Security

The application security model uses a familiar users and groups structure. User access to screens and/or specific functions on a screen is easily controlled within the system. Sealed documents require users to have additional security credentials.

The system requires a username and password for access. Security levels are controlled by the system administrator using a flexible administrative interface within the program. Various access levels are granted for processing rights such as scanning, indexing, cashiering, reporting, and searching. Additional access levels are granted for supervisory functions such as voiding, revising/editing transactions, rescanning, deleting records, etc.

The system maintains extensive audit logs which record all modifications made to transactions and the administrative tables.



B. Software Features

1. Data Entry

Data entry screens are optimized for efficiency and accuracy. Where appropriate, data fields have auto-fill or select lists to minimize keystrokes. Repeated data may be carried over from one screen to the next, from one document to the next, or held in a clipboard ring. Validation and auto-cleanup rules may be applied to fields to ensure consistency of data. Document screens automatically reconfigure to show fields specific to the current document.

2. Fees

Fee formulas may be configured for document groups or individual document types. Fee line items may be exempted or overridden. Pricing for fees (cost per page, per name, etc.) is easily changed by an authorized user. Receipts may be configured to print in either detail or summary mode.

3. Cashiering

The system contains a fully integrated cashiering module. All tax and fee calculation methods are supported.

Main features include:

- Ability to optionally fully index a document at the counter
- Ability to optionally scan at the counter
- Easily rearrange documents on a receipt prior to recording
- Ability to quickly enter multiple documents of the same type (e.g. tax liens)
- Ability to suspend a transaction
- Ability to automatically generate rejection letters
- Ability to automatically generate certified copies
- Simple one-click method to manage apportionments
- Integration with financial packages (e.g. MUNIS, Quick Books)

4. Indexing

Indexing can be performed at either the cashiering stage or later. The indexing module features a queue whereby the user either predefines attributes of the documents to be indexed (e.g. deeds only) or simply requests the next document in the queue.



Main features include:

- Optimized screen layout for indexing from the scanned image
- Dual monitor support
- Multiple devices to facilitate more efficient indexing (lookup tables, repeat keys, etc.)
- User-defined filters for record selection
- One-click access to view document receipt from the screen
- Easily regenerate a cover page from the indexing screen when information initially entered at the counter was inaccurate

5. Verification

The verification module provides ultimate flexibility for the user. The system supports sight, key, and combination verification options. Selection criteria may be defined by the user in the same manner as the indexing module.

Main features include:

- Optimized screen layout for verifying from the scanned image
- Dual monitor support
- User-defined filters for record selection
- One-click access to view document receipt from the screen
- Easily regenerate a cover page from the indexing screen when information initially entered at the counter was inaccurate

6. Imaging

The system supports both single and batch scanning during any point in the workflow. The scanning module contains numerous automatic and manual cleanup functions as well as the ability to skip blank pages and automatically detect the page length.

7. E-Recording

Solution has fully-integrated E-Recording capabilities. Documents are received in a queue for staff to review. They can then be electronically stamped and recorded. If a document needs to be rejected, a rejection letter can be customized and sent back to the submitter electronically.

We are integrated with all E-Recording vendors currently in the State of Maine.



8. Public Search

The in-office public search module is simple enough for the average user, yet powerful enough for the professional. The system provides for 500 free copies/year for individuals, companies, or corporations.

Main features include:

- Ability to view results in index or document mode
- Ability to simultaneously search multiple names, document types, and municipalities
- Ability to search names on both sides of a document (e.g. Deed where John Smith is the Grantor and Mary Jones is the Grantee)
- Document cart for easy printing of entire documents or specific pages
- Supports escrow or drawdown accounts for document printing
- Features document queue for the general public prints, allowing prints to be released when payment is collected.

The system also includes an internet access component at **SearchIQS.com**. IQS handles customer support, maintenance, and fee collection. Public users will only see documents designated by the Registrar; staff members can be given password-protected access to other data.

Images and data from the County's in-house production server are replicated and stored on a web server maintained at our Liverpool, NY facility. IQS maintains redundant fiber optic lines to maximize system uptime and an automatic natural gas generator to provide service continuity.

9. Reporting

The application uses Crystal Reports as the main report engine. Reports can be printed or exported in several formats including Microsoft Word, Excel, and PDF.

The Report Explorer module categorizes and displays the authorized reports for each user. Reports can be archived for future reference.

IQS will develop custom reports as needed at no extra cost to the County.

10. Archiving

A variety of archiving methods are available to ensure the permanence of the County's critical data. The system provides a simple method to prepare scanned images for



conversion to archival microfilm. Images can be exported to a variety of formats suitable for archiving, including TIFF and PDF.

11. Fraud Alert

Fraud Alert allows users to sign up online and receive email alerts whenever a document, such as a deed or mortgage, is recorded under their name. It gives homeowners peace of mind and allows them to quickly take action on unauthorized transactions.

IQS offers this service at no cost to the County or its constituents. It is available at <https://searchiqs.com/fraudalert>.

12. Passport Module

The passport module enables the user to collect fees and electronically generate transmittals (normal and expedited).



C. Ongoing Services

1. Training and Support

Unlimited training and support are included for the duration of the contract. This includes both remote and on-site methods, depending on the situation.

IQS provides email and toll-free telephone support Monday through Friday from 8:00 AM to 5:00 PM EST.

Our support procedure is as follows:

1. Call or email is received by technical support personnel
2. Severity level is determined
3. Support specialist responds within required time frame
4. Problem resolution

IQS responds to support calls in relation to problem severity. For example, mission critical failures such as the system being down will receive immediate action. IQS will respond to less severe issues within 1 hour.

2. Software Updates

Our philosophy is that software is never done. As a result, feature updates and enhancements are provided at no additional charge during the contract.

Historically, major updates have been delivered every six months. This occurs primarily through a VPN connection during non-business hours.

Our modular design provides users with ultimate flexibility. Although all customers receive the upgrades, features may be enabled or disabled based upon customer preference.

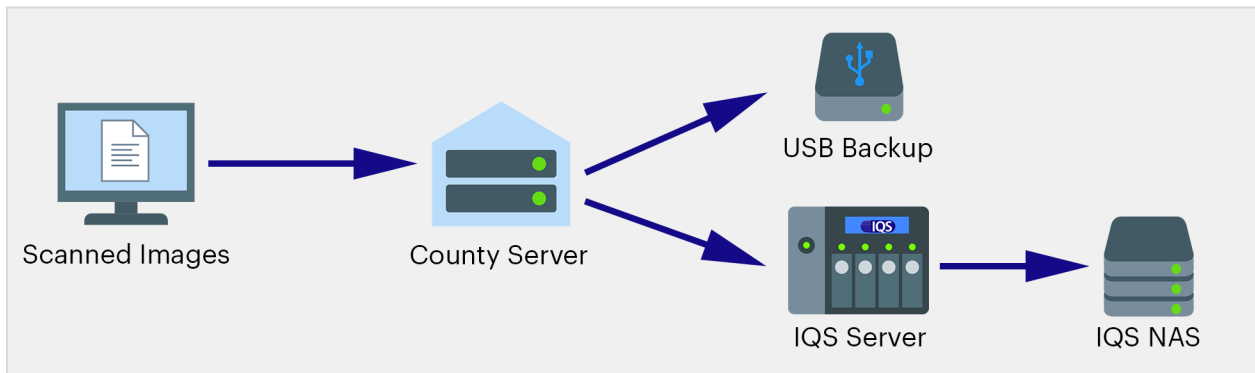
Since IQS maintains all customers on the current version of the software, there are no end of life cycle issues.

IQS utilizes several methods to keep customers current with any system changes or updates including user group meetings, our website, webinars, and email. When updates become available, IQS will contact the County to determine the best method to deliver the update or change. Updates could be delivered either remotely or on-site.

3. File Backup and Disaster Recovery

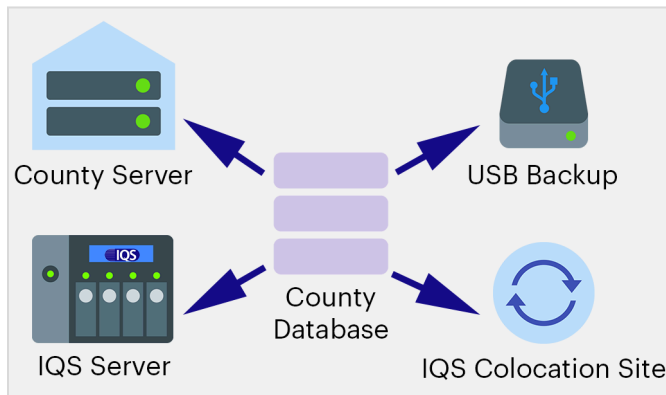
IQS has stringent backup policies in place to ensure the safety and security of the County’s data.

Image Backup



Images are immediately backed up to a USB backup drive on the server as they are scanned. They are simultaneously pushed across the internet to our FTP site. Once a day, those images are backed up from our storage server over to our NAS. IQS verifies that all files are accounted for at the end of each month.

Database Backup



IQS runs scripts that securely transmit the database over an encrypted VPN tunnel to our servers. There is also a copy that gets transferred over to an external hard drive at the client facility, a copy on the County server, and a copy at the IQS colocation site.

Our customers are not dependent upon IQS to run on a day-to-day basis. All processing is done at the client site. IQS maintains redundant fiber optic lines as well as a gas-powered backup generator.

In the event of a system failure, IQS would provide remote access to the database while restoring local hardware and software.



III. Proposed Hardware

IQS uses high-quality brands. All provided hardware includes full technical support and setup, maintenance, and replacement, if needed.

COMPONENT	QUANTITY
Server, firewall, switch, battery backup	1
PCs with keyboard and mouse	13
23" widescreen monitors	13
Large network printer	1
Desktop printers	2
Desktop scanners	7
Dymo label makers	7



IV. Implementation Plan

A. Project Timeline

A more detailed plan will evolve after in-depth evaluation and discussion with the Registrar of Deeds, IT staff, and any other stakeholders, expanding on the following phases:

PHASE	TASKS
1. Site Preparation	<ul style="list-style-type: none">● Gather detailed information about business practices to build fee schedules, document codes, reports, etc.● Analyze networking environment● Set up project management portal
2. Data and Image Conversion	<ul style="list-style-type: none">● Write, test, and debug conversion/upload programs● Meet with Registry staff to review results● Upload data to new system
3. Installation	<ul style="list-style-type: none">● Configure all necessary hardware● Install and configure software● Upload any remaining unconverted data
4. Training	<ul style="list-style-type: none">● Assign lead trainer to project● Develop custom training program● Provide extensive on-site training to designated personnel
5. Implementation (“Go Live”)	<ul style="list-style-type: none">● Schedule after all hardware and software are tested, converted data is uploaded, and staff has successfully completed training● IQS staff remain on site to provide technical and training support as needed



1. Site Preparation

The main objectives during this phase are to gather detailed information regarding the County's business processes, analyze the networking environment that the system will interact with, and determine system hardware placement.

During this phase, IQS system staff will be meeting with the Registrar of Deeds to gather information necessary to prepare the system's reference tables. This information will be used to build fee schedules, document codes, reports, etc.

We will also be meeting with County IT to determine the level of involvement needed. Typically, involvement is limited to the provision of data from the legacy system, any network settings, and system access if applicable.

IQS will set up a project management portal to keep project stakeholders up-to-date throughout the process.

2. Data and Image Conversion

IQS has developed numerous auditing and validation procedures to ensure an accurate and complete data conversion process. Our expert team members have overseen the conversion of millions of index lines and images.

IQS will write, test, and debug any necessary conversion programs. We will meet on a regular basis with County staff to review the results of the data conversion process prior to uploading to the new system.

We take complete responsibility for the conversion process. The County should not expect to have to do any extensive corrections of the converted data. IQS regards converted data that requires extensive corrections by Registry staff an unacceptable outcome.

3. Installation

During this phase, software is installed and configured for each workstation and server. All hardware and software are tested.

Usernames, passwords, permissions, and other accessibility measures are finalized. Any remaining unconverted data is uploaded to the system at this time. This generally occurs the weekend before going live with the new system.



4. Training

A Lead Trainer will be assigned to the project and a custom training program will be developed based upon the results of the site assessment.

As part of the agreement, IQS provides unlimited on-site support and training. Extensive training will be provided in all areas of system use, maintenance, and hardware. IQS will provide on-site training to Registry staff, IT, and other personnel designated by the Registrar of Deeds. Sessions can also be conducted for abstractors and public users. Learning will be reinforced by hands-on use of the test database which is populated with converted data.

IQS recognizes that no two offices are alike. Therefore, we constantly monitor training progress and adjust the duration and number of sessions according to user progress. Our training supervisor will communicate frequently with the Registrar of Deeds to discuss progress and assess future training needs, especially during the first month of system implementation.

Furthermore, IQS training staff will be on-site during the first week of system launch to assist staff as needed. Training will continue as the situation warrants. It is our practice to provide training as long as it is needed instead of providing an arbitrary number of training hours.

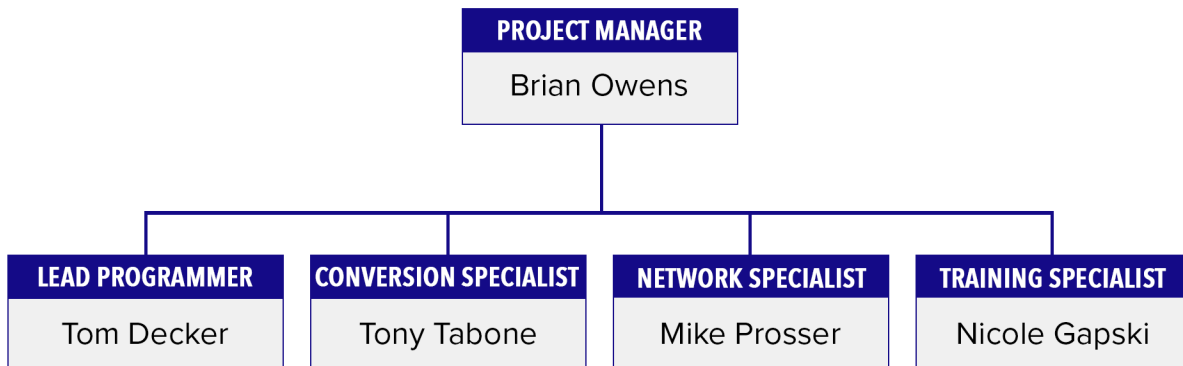
5. Implementation (“Go Live”)

This phase is scheduled once all aspects of the system hardware and software have been tested, the converted data is uploaded to the system, and staff has successfully completed training.

IQS programming, training, and networking staff will be available on-site minimally for the first week to provide technical and training support as needed.

Toward the end of the first week, the IQS Project Manager will meet with the Registrar of Deeds to discuss any system implementation issues that arise and determine which IQS personnel are required to remain on-site. A plan will also be developed to address any outstanding system or staff issues.

B. Project Team



Brian Owens, Project Manager

Brian has over 10 years of experience in the records management industry. He has overseen countless projects which meet or exceed the scope of the project contained in this proposal.

Tom Decker, Lead Programmer

Tom is the lead developer of the proposed solution. He has extensive experience working with a variety of database technologies and programming languages. He is also an expert in data conversion, overseeing the conversion of millions of index lines and images.

Tony Tabone, Conversion Specialist

Tony has over 25 years of experience in the Land Records industry. He has successfully completed numerous conversions.

Mike Prosser, Network Specialist

Mike has expertise in networking, hardware, and data storage/transfer technologies. He has successfully managed multiple transfers of land records data to their host servers. He has also been involved in staging and implementing indexing and imaging systems.

Nicole Gapski, Application Training Specialist

Nicole has extensive experience training end users in the software. Her thorough understanding of land records is built on years of on-site consultations with clients. The combination of this practical and training expertise makes her a highly effective trainer, as she can understand applications from both the user and trainer perspectives.

IQS does not outsource or subcontract any project.



V. Response to Specifications

The RFP specifications are listed below with IQS responses to each section.

Current Hardware

1. All existing computers shall be replaced with “new” not used or reconditioned computers with the exception of the engineering copier computer at the Northern Registry of Deeds (which shall be integrated into the new management system)
2. All existing document printers shall be replaced with new document printers
3. All existing servers shall be replaced with new servers
4. All existing document scanners shall be integrated into the new management system.
5. The existing engineering copier at both the Northern and Southern Registry of Deeds shall be integrated into the new management system.
6. All miscellaneous hardware such as, but not limited to, check scanners and imprinters shall be replaced with new equipment. Miscellaneous hardware that belongs to another vendor such as a bank check scanner shall be integrated into the new management system if the Owner so chooses.

IQS Response: IQS will provide the specified hardware as outlined in *Section III. Hardware.*

Contract Term

1. The term of the contract shall be for five (5) years with the option of two (2) - five (5) year term extensions based on the County of Cumberland’s satisfaction with the costs and services provided.
2. Vendor shall configure its system so that the needs of the Owner shall be met for the duration of the contract period. A refresh/upgrade/replacement of the equipment shall be every five (5) years or sooner as the need requires.

IQS Response: Reviewed and acknowledged. IQS provides regular system updates to enhance the software. All provided hardware is supported for the duration of the contract, including repair or replacement if necessary.



Data and Image Conversion

1. Contractor is responsible for conversion of and loading current land record images and index from County's current system into proposed system. The Contractor shall convert existing history data to new format at no charge. The new system shall be fully functional at the start of the contract period.
2. All software and hardware licenses for the length of the contract must be included.
3. All indexes, microfilm, document images, and/or magnetic tape, etc., past, present and future, shall remain the property of the County. All images shall be stored in a non-proprietary format. Any and all revenues produced by viewing and/or copying any of the County records shall remain the revenue of the County.

IQS Response: Reviewed and acknowledged.

Support and System Security

1. Contractor will perform all on-going support of the entire system, including hardware (if supplied by Contractor) and software, during the term of the contract.
2. Contractor will be responsible for security administration. Software must provide for system security from hacking and virus protection.
3. Software must provide different levels of coded access: Public Search, Employee operation, and Supervisor/Security officer.

IQS Response: Reviewed and acknowledged. All provided hardware is maintained and supported by IQS for the duration of the contract, including repair or replacement if necessary.

Disaster Recovery

System must provide for archival and disaster recovery services for the term of the contract. System must provide the ability for full backup and recovery in the case of any type of malfunction (and/or software).

IQS Response: Reviewed and acknowledged. For more information, please refer to *Section II.C.3. File Backup and Disaster Recovery*.

Training

Training Contractor will provide on-site education and training of all County employees who will work with the land records system and any re-training can be scheduled at the request of the office, at no charge, during the contract.



IQS Response: The proposal includes training for both staff and the public.

Current System Basic Functions

The following is a basic outline of functions that our current system provides. The proposed system shall provide these basic functions which shall be equivalent to or exceed the current system's functions.

Recording

1. System is easy for operators with basic PC and Windows skills to learn and operate.
2. Accounting control features that automatically figure recording fees, surcharge, and transfer tax in accordance with the Maine statutes for both documents and plans. Contractor will upgrade the software at its own expense within 90 days of any statute changes.
3. Internal audit controls required by Maine Revenue Services to ensure no changes can be made to funds undetected.
4. System shall automatically assign Volume and Page(s), instrument number, date and time of recording and imprint this information on the recorded document. The Registry currently imprints the book and page on every page of the document.
5. System must support at least 7 recording stations, 7 indexing stations, 7 scan stations, and at least 4 public view stations.
6. System shall provide accurate accounting reports such as: daily, weekly, monthly cash control reports; transfer tax summary report satisfactory to Maine Revenue Service; charge account billing statements; and copy account billing statements.
7. Cashiering module allows operator to capture the name and address of person or firm submitting the documents. Operator is able to choose between manually keying the name, or selecting a valid name from a custom table. Operator is required to enter document type and number of pages and/or any other additional information to determine fees.
8. System carries forward all document indexing data that was both automatically captured and manually entered during the cashiering process into the indexing module without requiring redundant data entry.
9. For all fee transactions, system creates an audit trail that includes the following information: operator ID, date, time, transaction detail, fee amount,



person/corporation submitting recordings, instrument number, document type, fee type, payment type, book and page.

10. Operator has the ability to stamp the documents immediately following the transaction completion or stamp the documents at a later time.
11. To meet multiple recordings of the same document type in the same batch (such as town tax liens), system is able to enter duplicate documents without entering each one individually. Operator has the ability to manually enter the location, date of document, and common grantor or grantee during cashiering and that information is populated through to indexing for all documents in the multiple recording line. This information may be changed in indexing for each individual document if required.
12. Operator is able to cancel and/or redo a step before completion of the transaction without having to void receipt. Upon completion of the transaction, the operator has the option of printing a receipt and recalling and printing a receipt at a later time.
13. All cashiering reports can be produced at any time for any number of days, months or years. Cash balancing reports provide, but are not limited to: date and time, instrument number, book and page numbers, receipt number, submitter name, document type, number of pages, recording fees, consideration amount, transfer tax, transaction type, payment type, check amount, cash amount, draw down amount, and deposit amount.
14. System allows for “draw-down” accounts for customers with money deposited on account in advance of service as well as charge accounts.
15. System provides the ability to take any combination of cash payments, check payments, card payment or customer “draw down” payments for any transaction.
16. The system has the ability to enter indexing while entering the receipt. All grantors and grantees can be added during cashiering, and these will pass through to the Indexing module, eliminating the need for duplicate entry.
17. System must allow for a smooth transition from one calendar year to the next without the requirement to “close” the prior year before starting a new year.

IQS Response: The system has these features. Please refer to *Section II. Proposed Solution* for more information.

E-Recording



The Registry currently provides electronic recording services through Simplifile, Indecomm, Ingeo/CSC and e-Recording Partners Network. The County does not advocate any e-file company and recognizes that Contractor and the e-file partner must be able to work together to provide this service. County intends to continue to provide the e-recording service for its customers at no cost to the County.

IQS Response: The system integrates with all e-recording vendors currently in the State of Maine. The user can add and reposition stamps anywhere on the document pages before saving the document.

Indexing

1. System provides the ability to retrieve documents to be indexed or verified, using flexible methods that include, but not be limited to: instrument number, book and page number, document type.
2. System supports access to all documents in a batch by multiple workstations at the same time.
3. System displays all partial index information for each document and prompts the operator for the additional indexing fields relevant to that document type.
4. System easily duplicates field entries between different documents and within the same document.
5. System allows for the use of alpha codes for commonly used names.
6. System is able to provide several reports from indexing. Reports to include but not limited to Verify, Numeric, Index, Reference, History Log Change, Missing Image, Image Counts and Town Transfers.
7. The system provides the ability to enter multiple towns on one document.
8. System provides a section for multiple marginal references and comments.
9. System will pull index information from marginal reference. This index information may be changed if necessary.
10. System will spell check names and prompt for a correction.
11. System will support multiple index groups for a single document.
12. System must support the back indexing of documents and integrate this information into the system with no additional charge to the County.



13. System shall provide for printing of index reports showing grantor, grantee, type of document, location by town, date of document, marginal reference data, date of recording and book and page in compliance with Maine statutes.
14. Indexes shall be capable of being sorted by both grantor/grantee or to/from.
15. System must allow for the printing of indexes for any date range at any time without additional charge to the County.

IQS Response: The system has these features. Please refer to *Section II. Proposed Solution* for more information.

Changes Journal

System must track changes made to recording and indexing information of a document. Basic information must be readily available to the public through the public search and full information must be readily available to the supervisor.

IQS Response: Corrections or changes to document indexing are stored in a log. Basic information is available in public search. Supervisors can see additional information such as the user who made the change.

Scanning and Imaging

1. System automatically links document image to the corresponding index.
2. System validates the number of pages scanned against the manually entered document page count.
3. System provides a method to correct inconsistencies between scanned page count and manually entered page count.
4. System supports simplex and duplex scanning.
5. System allows for automatic feed when scanning multiple, single-page documents.
6. System supports scanning of various paper weights, qualities and sizes measuring up to 8.5" x 14.00".
7. System provides the ability to specify a range of instruments by date, book numbers or document numbers to download images to CD, flash drive etc.
8. Software must support imaging documents and integrating the image into the other software features, such as public search.



9. System must allow image rescans by both individual page and by document as a whole.
10. System must allow for the back scanning of old books and integrate the images into the system at no additional cost to the County.

IQS Response: The system has these features. Please refer to *Section II. Proposed Solution* for more information.

Redaction

System must provide for manual redaction of personal information. System must be able to restore the original version of the image.

IQS Response: The system has this feature.

Microfilm

All documents and plans must be microfilmed in compliance with Maine statutes. Contractor may but is not required to provide the conversion service if it wishes.

IQS Response: The system has a feature to export documents prepared for writing to microfilm.

Book Production

The Registry records approximately 50,000 documents per year and 500 plans. The Registry currently does not print record books but reserves the right to revert to printing books at its discretion at no additional cost. System must provide the ability to produce its own compact books using high resolution, high-speed printers.

IQS Response: The system includes a book printing module that allows Registries to print any range of books using the provided printers.

Public Search

1. Search functions are simple for the public to use, without needing prolonged assistance, training or intervention from County personnel.
2. System provides the public with full-featured search functions that allows the public to easily locate the specified documents.
3. System provides the capability to search names by a combination of last and first name.



4. System supports access to images that have only been linked to their partial index, but have not yet been fully indexed.
5. System provides the ability to view the image of a marginal reference that is noted within the document.
6. System supports the retrieval of a document by multiple users at the same time.
7. System supports the following movements through an image display: page-by-page, forward and backward, selecting a specific page for viewing, jump to first or last page.
8. The system provides public access searching by: Party name, Corporation, Document type, Document number, Book and Page and Date range.
9. System supports the display of multiple grantor/grantee names in alphabetical order.
10. Customers request copies directly from the public terminals. The system calculates fees and informs the customer of charges. If desired, the charges will automatically be posted to their account.
11. Public view stations shall have ability to show all indexed information for recorded documents and plans, link to the image of the document for viewing, show changes made to the indexing of the document, and allow for printing or faxing of the document with automatic billing to the customer account.
12. The public view index listing of entries shall show search name, reverse party, book and page, location by town, document type, whether the search name is a grantor or grantee, date of document, date of recording, and marginal reference document for each entry on the list.
13. Purchase price is confidential at the county level and must be hidden from the Public Search.
14. Publicly interfacing computer services must meet all applicable federal and state accessibility requirements, including Title II of the Americans with Disabilities Act and WCAG 2.1 Level AA standards.

IQS Response: The system has a robust public search module with these features. Please refer to *Section II. Proposed Solution* for more information.

Website



The Registry of Deeds currently has an internet site. The system must support internet service to the public with viewing and printing of indexes and document images including automatic charging to the customer account. Maine law currently provides for 400 free copies per year for each individual, company or corporation. The system must provide for free copies and then after the first 400 copies require payment either from a customer account or by credit card on the website. The system must track free copies. Contractor is required to host and maintain the website, as well as provide customer support for the website. The hosted website must meet all applicable federal and state accessibility requirements, including Title II of the Americans with Disabilities Act and WCAG 2.1 Level AA standards.

IQS Response: IQS maintains and provides customer support for the public search website. All payments are handled through the website. The website allows users to sign up and receive 400 free prints per year per Maine law.

Fraud Alert System

System must offer a Consumer Notification System that allows the public to sign-up for through the website. This system will notify the enrollee if a document containing their name is recorded in the Registry of Deeds. This system shall be provided at no cost to the County or to the public.

IQS Response: IQS offers a free Fraud Alert service for users to sign up online and receive email alerts whenever a document is recorded under their name.

Town Transfers

1. The system generates a Town Transfer Report along with the document images. The report can be set up to include any type of document and either full documents or specific pages for each town. Transfers can be selected by date range and will sort by the town that was indexed when they print.
2. System must automatically print and/or copy to a CD, or deliver by FTP images for the town assessor copies, sort by town (based on indexing information), and automatically charge the appropriate town account. System must support customization of the assessor copies by town and document type.
3. System must support the printing of invoices for copy, town and recording accounts.

IQS Response: The system includes features to print assessor copies by town. The Registry also has the ability to create no-charge accounts on the public search website for town assessors.



Plans

1. Ability to configure with current wide-format scanner/copier to provide indexing, imaging, searching and printing of survey plans.
2. System shall also automatically figure recording fees for plans and automatically assign the plan book and page number.
3. System must allow for scanned images of plans to be integrated into the system. Viewing and printing through the system must be accommodated by the software
4. Index report for plans shall show owners, streets, plan title, date of plan, date of recording, location by town and plan book and page number. Plan index reports shall be sorted by town.
5. System must allow for the back scanning of old plans and integrate them into the system at no additional charge to the County.

IQS Response: The software has this functionality. The Registry is able to back-scan and back-index records.



References

Please supply names, addresses and phone numbers of at least three (3) customers who can attest to the reliability and services of the Contractor, the hardware if applicable, the software, and the operation of the system as a whole.

MUNICIPALITY	CONTACT
Aroostook County North, ME	Hon. Amy Ouellette, Register of Deeds (207) 834-3926 amy.ouellette@aroostook.me.us
Aroostook County South, ME	Hon. Melissa Richardson, Registrar of Deeds (207) 532-1500 melissa@aroostook.me.us
Franklin County, ME	Hon. Susan Black, Register of Deeds (207) 778-5889 sblack@franklincountymaine.gov
Knox County, ME	Hon. Madelene Cole, Registrar of Deeds (207) 594-0422 mcole@knoxcountymaine.gov
Lincoln County, ME	Hon. Rebecca S. Wotton, Register of Deeds (207) 882-7431 rwotton@lincounty.me
Oxford County, ME	Hon. Cherri L. Crockett, Register of Deeds (207) 743-6211 ccrockett@oxfordcounty.org
Piscataquis County, ME	Hon. Gail Clark, Register of Deeds (207) 564-2411 deeds@piscataquis.us
Somerset County, ME	Hon. Tanya Belanger, Registrar of Deeds (207) 474-3421 tanya.i.belanger@somersetcounty-me.org



Waldo County, ME	Hon. Stacy L. Grant, Register of Deeds (207) 338-1710 registerofdeeds@waldocountyme.gov
Washington County, ME	Hon. Tammy Gay, Registrar (207) 255-6512 deeds@washingtoncountymaine.com
York County, ME	Hon. Nancy E. Hammond, Register of Deeds (207) 324-1576 nehammond@yorkcountymaine.gov

Hardware

The County may consider purchasing hardware from contractor. If the County chooses a proposal that includes the purchase of hardware the following requirements will apply:

1. Contractor will perform all on-going support of the entire system, including hardware and software, during the term of the contract.
2. Contractor will be responsible for servicing and maintaining supplied equipment or replacing any nonworking equipment that Contractor originally supplied or upgrading any equipment necessary to maintain optimal performance as system grows.
3. Contractor will be responsible for continual administration, updates, cleansing and rebuild responsibilities of anti-virus solution if providing hardware.
4. System must schedule backup and shutdown during off-hours if providing hardware.

IQS Response: IQS agrees to the above terms if hardware is provided. Please refer to the hardware section of this RFP for a detailed list of proposed hardware.