THE STATE OF TEXAS §
§
COUNTY OF HIDALGO §

CONTRACT FOR SERVICE
C-19-187-10-01

THIS CONTRACT is made and entered into this 1st day of October, 2019, by and between the **County of Hidalgo, Texas** ("County"), and Kofile Technologies, Inc. ("Company").

WHEREAS, Company responded to notices for "**Records Management and Document Imaging Process**" for **Hidalgo County** (the "Services"); and

WHEREAS, Company submitted a sealed proposal attached hereto as Exhibit "B" to provide services in accordance with Exhibit "A" Request for Production (RFP) Procurement Packet attached hereto respectively, and incorporated herein for all purposes; and;

WHEREAS, Company represents that it is qualified and desires to perform such services; and

WHEREAS, in recognition of and in consideration of Company's agreement to perform the Services in accordance with the RFP Procurement Packet, the Commissioners Court of County awarded the bid to Company.

NOW, THEREFORE, in mutual consideration of the foregoing and the further consideration of the following, the parties hereto agree as follows:

1. County and Company hereby agree that this Contract is entered into in order to provide the Services to **Hidalgo County**. This Contract does not extend to any third parties any duties or benefits conferred in any manner hereunder or otherwise.

2. Company hereby promises and agrees to render and provide, during the term of this Contract, and shall be obligated to render and provide the Services in accordance with the Specifications contained in Exhibit "A" RFB Procurement Packet within **Hidalgo County** following a request for Services by the **County** or its designated agent. Company agrees in performing the Services that it will use proper professional standards, comply with any and all appropriate laws and regulations in providing the Services, and devote such time as is necessary to safely and efficiently provide the

Services. Further, Hidalgo County reserves the right to request these services from other sources other than the successful vendor and shall not be in violation of any terms or conditions of said contract.

3. This Contract shall be for a period of **four (4) year(s),** commencing on **November 17, 2019,** and expiring on **November 16, 2023,** and may be extended at the sole discretion of the County for an additional **one (1) year(s)** term under the same rates, terms and conditions. The system must be implemented and fully operational within one-hundred eighty (180) calendar days from date of contract award. Hidalgo County reserves the right to renew this contract on a month to month basis for a period not to exceed six (6) months, under the same rates, terms, and conditions at the end of the contract term for unforeseen delays in award of new bid for next contract term.

4. As a condition of this Contract, Company shall hold and maintain throughout the term of this Contract all licenses and permits required, or which may be required by any authority during the term hereof to provide the Services. If such license or permit is suspended or revoked, this Agreement shall automatically be terminated and Company shall immediately notify the County.

5. All trucks or vehicles operated by the Company to perform the Services shall contain all equipment required by any authority to operate on streets and roads and all persons in the employ of Company who operate such trucks or vehicles shall have the required licenses, qualifications, skill and expertise to perform such Services and shall comply with all laws, rules and regulations prescribed by any agency or authority having jurisdiction with regard to the operation of such trucks or vehicles in providing the Services.

6. As consideration for rendering the Service provided for in this Contract, the County agrees to pay Company the amounts specified in Exhibit "B" attached hereto payable against written invoice submitted by Company in accordance with the Texas Prompt Payment Act. Tex. Govt. Code Ch. 2251.

7. **Insurance**: Consistent with its status as an independent contractor and at its sole expense, Company agrees that throughout the duration of the work under this contract and any extension hereof, it shall provide and maintain any and all insurances and abide by any requirements

which are specified in the Procurement Packet/Specifications and/or which may be necessary in providing Services or are otherwise required by law. Insurance policies shall cover, but are not limited to, Bidder's activities and all persons, vehicles, equipment and property connected with providing Services. The amount of insurance required shall be in accordance with amounts specified by the County or as prescribed by law, but in no event shall any amount be less than the minimum amounts prescribed by law, including, but not limited to the Texas Tort Claims Act. These requirements do not establish limits of Company's liability. Any and all applicable insurance requirements and amounts are incorporated herein by reference for all purposes. Company is responsible for ensuring all required insurance policies are valid for the duration of the contract. All insurance policies are to be issued by an insurance company authorized to do business in the State of Texas and acceptable to County. Company shall cause all subcontractors utilized by Company to also comply with these specifications. Company shall furnish to County certificate(s) of coverage, and all renewals throughout the duration of the Project, issued by the insurer that such insurance is in full force and effect. (See Exhibit "C" attached hereto and incorporated herein for all purposes). For each applicable policy, Company shall name the County as an additional insured. Company shall notify County a minimum of thirty (30) days in advance of cancellation of all or part of a policy. Company shall make any other insurance documentation available to County upon request.

8. Company shall provide a sufficient number of trucks, vehicles, personnel, and equipment available to safely and efficiently provide the Services.

9. **Company shall indemnify and hold harmless County, its elected officials, employees and agents from any and all claims, damages, losses, and expenses including attorney's fees for the defense of any action against County arising out of, resulting from, or connected with the provision of the Service by Company under this Contract. Said indemnity shall cover any act or failure to act by the Company, its agents or employees.**

10. This Contract shall not be assignable in whole or in part by either party without prior written consent of the other party.

11. It is expressly agreed that this Contract and the performance by the parties hereunder does not create any agency relationship or master-servant relationship that County has no supervision of the performance of the Services provided by Company, and that Company is an independent contractor under this Contract.

12. Any notice required or permitted to be given hereunder shall be in writing and shall be delivered personally or sent by certified mail, postage prepaid, as set forth below:

If to County: **The County of Hidalgo**
Attn: County Judge
100 E. Cano, 2nd Floor
Edinburg, Texas 78539

If to Company: Kofile Technologies, Inc.
6300 Cedar Springs Road
Dallas, Texas 75235

13. In case any one or more of the provisions contained in this Agreement shall for any reason be held to be invalid, illegal or unenforceable in any respect, such invalidity, illegality, or unenforceability shall not affect any other provision thereof and this Agreement shall be construed as if such invalid, illegal, or unenforceable provision had never been contained herein.

14. This Agreement may be terminated by County without cause upon thirty (30) days written notice.

15. This Agreement shall be binding upon and inure to the benefit of and be enforceable by the parties hereto and their respective heirs, executors, administrators, legal representatives, successors, and assigns where permitted by this Agreement.

16. This Agreement shall be governed by and construed in accordance with the laws of the State of Texas and shall be performable in Hidalgo County.

17. **Commitment of Current Revenues Only.** In the event that, during any term hereof, the Commissioners Court does not appropriate sufficient funds to meet the obligations of County under this Agreement, County may terminate this Agreement upon ninety (90) days written notice to Company. County agrees, however, to use reasonable efforts to secure funds necessary for the

continued performance of this Agreement. The parties intend this provision to be a continuing right to terminate this Agreement at the expiration of each budget period of County. **Agreements for the acquisition, including lease of real or personal property under Tex. Loc. Govt. Code §271.903:** In the event that, during any term hereof, the Commissioner's Court does not appropriate sufficient funds to meet the obligations of County under this Agreement, County may terminate this Agreement upon ninety (90) days written notice to Company, County agrees, however, to use a best efforts attempt to obtain and appropriate funds for payment of the Agreement. The parties intend this provision, if applicable, to be a continuing right to terminate this Agreement at the expiration of each budget period of County in accordance with Tex. Loc. Govt. Code §271.903 (Vernon Supp. 1996).

18. **Entire Agreement.** This Agreement contains the entire contract between the parties hereto, and each party acknowledges that neither has made (either directly or through any agent or representative) any representation or agreement in connection with this Agreement not specifically set forth herein. This Agreement may be modified or amended only by an agreement in writing executed by the parties hereto, and not otherwise.

19. **Immunities:** Nothing in this Agreement is intended to and County does not hereby waive, release or relinquish any right to assert any of the defenses County enjoys by virtue of the state or federal constitution, laws, rules or regulations, and any sovereign, official or qualified immunity available to County as to any claim or action of any person, entity, or individual against County.

20. **Nondiscrimination:** Company, including subcontractors, assignees and successors in interest, ensures that no person shall on the grounds of race, religion, color, national origin, sex, age, or disability, or any other protected class under law, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination or retaliation in any federally or non-federally funded program or activity when providing any services described herein under this contract/agreement. Applicable nondiscrimination statements and provisions of Title VI of the Civil Rights Act of 1964, as amended, were provided as part of the initial procurement packet and are incorporated herein and made part of this agreement for all purposes.

21. **Additional Documents:** The parties hereto covenant and agree that they will execute each such other and further instruments and documents as are or may become necessary or convenient to effectuate and carry out the terms of this contract/agreement.

22. **Required Contract Provision for Contracts Subject to Federal Award (if applicable):** Pursuant to 2 CFR 200.326, a non-federal entity's contracts must contain the applicable provisions described in Appendix II to 2 CFR 200-Contract Provisions for non-Federal Entity Contracts under Federal Awards. Additionally, County contracts under Federal award which are subject to assistance from the Federal Emergency Management Agency (FEMA) are also required to contain additional contract clauses. The applicable required contract clauses were provided as part of the initial procurement packet and are incorporated herein and made part of this agreement for all purposes.

[Signature Page to Follow]

EXECUTED and effective as of the day and year first written above.

Approved By Commissioners Court On: _____

COUNTY OF HIDALGO

_____
Richard F. Cortez, County Judge

ATTEST:

_____
Arturo Guajardo Jr., County Clerk

Company: Kofile Technologies, Inc.

By:_____

Printed Name:_____

Title:_____

APPROVED AS TO FORM:
Office of the Criminal District Attorney
Ricardo Rodriguez, Jr.

By: _____
Robert Viña, III, Assistant District Attorney

REQUEST FOR PROPOSAL (RFP)

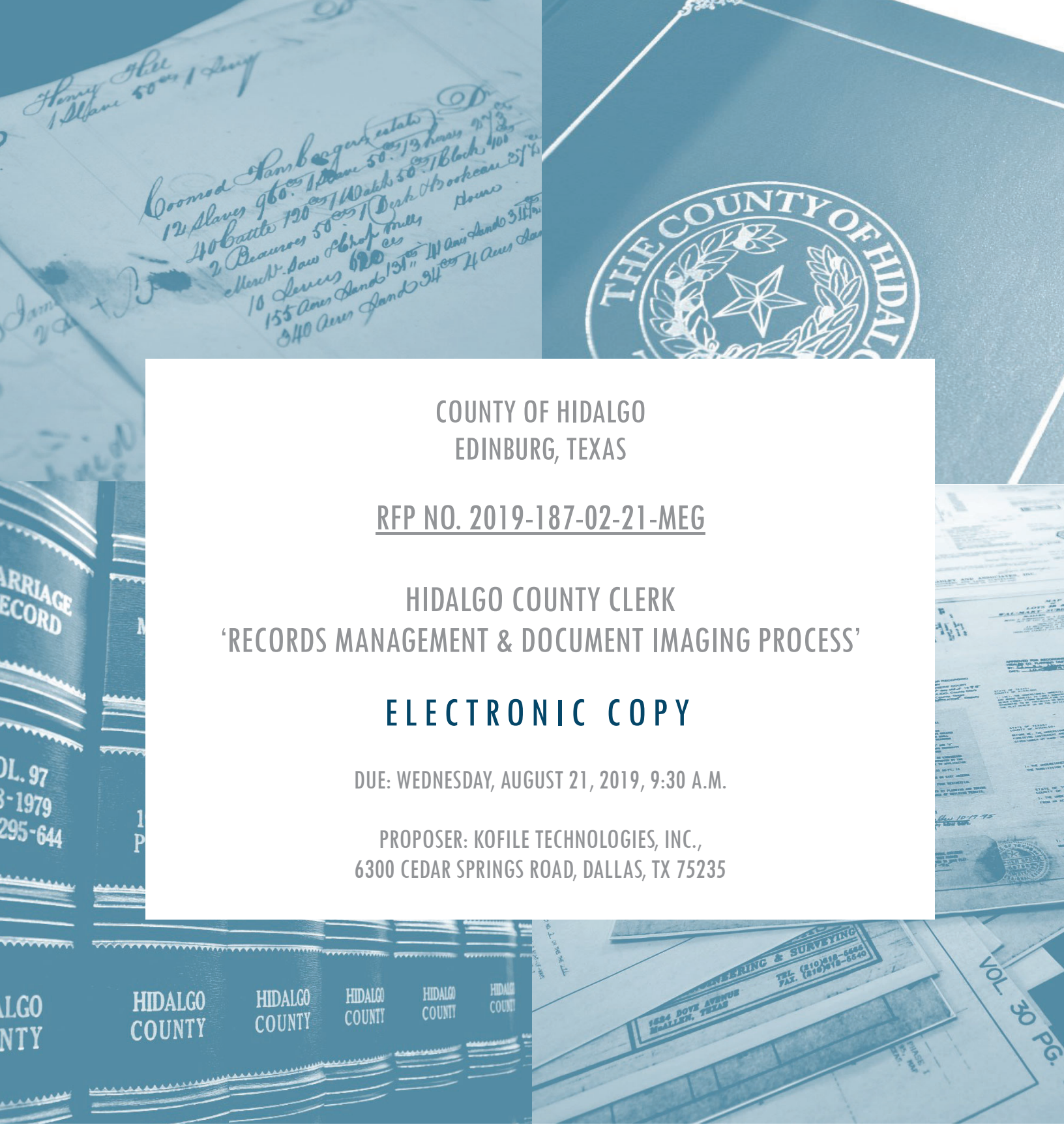
PROCUREMENT PACKET

EXHIBIT “B”

FEE SCHEDULE

EXHIBIT “C”

CERTIFICATE OF INSURANCE



COUNTY OF HIDALGO
EDINBURG, TEXAS

RFP NO. 2019-187-02-21-MEG

HIDALGO COUNTY CLERK
'RECORDS MANAGEMENT & DOCUMENT IMAGING PROCESS'

ELECTRONIC COPY

DUE: WEDNESDAY, AUGUST 21, 2019, 9:30 A.M.

PROPOSER: KOFILE TECHNOLOGIES, INC.,
6300 CEDAR SPRINGS ROAD, DALLAS, TX 75235

Kofile

Powering Modern Government

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COVER LETTER

August 19, 2019

Martha L. Salazar, CPPB, Purchasing Agent
Hidalgo County Purchasing Department
2802 S. Business Hwy. 281
Edinburg, TX 78539

Dear Ms. Salazar,

Thank you for the opportunity to submit a proposal to Hidalgo County. I am authorized to negotiate and contractually bind Kofile Technologies, Inc. (the corporation's legal name; hereby Kofile).

As the current vendor, Kofile proposes the continued implementation of its **Vanguard Records Management** system for recording and retrieving land and vital records for the Hidalgo County Clerk's Office. **This is an unparalleled System with a browser-based cloud application.** This System combines cutting-edge technology with significant industry experience.

Vanguard Records Management streamlines operations and increases productivity, while maintaining the quality that the County Clerk's Office expects. This System addresses a changing workforce and customer base—which demands more public interaction with the Office. This System enables access to technology and device functions that users already use in their everyday life due to the increased use of touchscreens and/or smartphones and tablets for business and social operations.

This solution provides:

- Effective and creative use of information technology
- Delivery of world-class service through operational and technical excellence
- A flexible approach to each project and delivered service
- Extraordinary value through customized solutions and cost-effective delivery

VENDOR CAPABILITY

Kofile's proven record of accomplishment in exceeding the needs of county governments has earned the company significant market share in the industry and a reputation for outstanding customer service. Kofile is a multi-million dollar corporation with strong financial backing. Kofile is capable of providing any required bonds in accordance with project award. Kofile will not require any subcontractors, and provides all services (including a dedicated onsite Support Person).

RFP EXCEPTION

The Hidalgo County RFP Section 17 (Legal Notice – Page 4 of 11) requires a Bid Bond in the amount of five percent of the total contract price and a Performance Bond in the amount of the total contract price. Please consider elimination of the requirements of these costly Bonds.

Other than the exception noted above, this proposal is in agreement with all other terms, conditions, specifications, and requirements of this RFP.

Kofile's proposal includes implementation, support, and maintenance. All products and services quoted in this proposal are in full accord with the RFP.

SUSPENSION OR DEBARMENT STATEMENT

Kofile maintains an active SAM.gov Entity Registration , as evidenced herein, and is free from suspension or debarment pursuant to federal regulation 45CRF76.

CONFIDENTIALITY NOTICE

Please note that all Financial Documents tendered in connection with Kofile's submission are proprietary and are confidential. These documents are specifically identified herein as 'Confidential.' Please do not disclose the marked pages in either hard copy or digital copy from any open records requests, according to the disclosure protection for corporate financial records.

CONTACT INFORMATION

The following person is authorized by the organization to contractually obligate Kofile:

Contact Person:	John D. Woolf, Executive Vice President
Email Address:	preserve@kofile.us and john.woolf@kofile.us
Phone Number:	214.351.4800
Fax Number:	214.442.6669

Contact Person:	Steve Russell, Senior Vice President—Chief Product Officer
Email Address:	steve.russell@kofile.us
Phone Number:	214.351.4800
Fax Number:	214.442.6669

In addition, the following contacts are both authorized to negotiate on behalf of the organization and the contacts for Proposal clarifications:

Contact Person:	Scott Fausto, Account Manager
Email Address:	scott.fausto@kofile.us
Phone Number:	210.286.1647
Fax Number:	214.442.6669

Contact Person:	Steve Russell, Senior Vice President—Chief Product Officer
Email Address:	steve.russell@kofile.us
Phone Number:	214.351.4800
Fax Number:	214.442.6669

Thank you for your consideration of this proposal.

Respectfully,

John D. Woolf
Executive Vice President
Kofile Technologies, Inc.

1. UNDERSTANDING OF THE PROJECT

Kofile is a Dallas, Texas based company with an exclusive focus on the needs of the County Clerk's Office. Kofile was founded in 2009, by William D. 'Sonny' Oates, a leader and innovator in the County Recording industry. Mr. Oates assembled a team of experienced Recording industry leaders with deep backgrounds in the software and services required by the Recorder's Office. The mission of the company has not changed since its inception. Kofile's focus is to be the premier provider of software and services to the County Clerk.

Today, Kofile is the leader in terms of company size and breadth of offerings. Kofile is known for a high degree of investment and innovation, Kofile is the first company to deliver a completely cloud-native Records Solution. This industry leading software platform leverages the latest technology to offer the best in class security, scalability, availability and performance.

Kofile's range of services include:

Software Solutions

- **Recording Automation** via the advanced, public cloud-based **Vanguard Records Management** System.
- **Public Access of Records** through a Kofile hosted public portal.
- **Public Self Service** portal that enables the public to initiate or complete select transactions without the need to go to the Clerk's Office.

Premium Services

- **Book and Paper Preservation** to ensure historic and critical documents last for generations to come.
- **Archival Imaging** to digitize new or existing records.
- **Archival Indexing** which provides for high quality Real Property document indexing.

By providing a full suite of County Clerk focused software and services, Kofile is managed and staffed by individuals with extensive county recording, records management and technology experience. This experience drives our product offerings and allows us to work with each County to ensure that their individual needs are understood and reflected in the solutions that we deliver.

Kofile has had the pleasure of working closely with Hidalgo County in almost all of Kofile software and service areas and as such, maintains a strong working knowledge of how the Hidalgo County Clerk's office operates, how the County's records are organized and the services the Clerk's office provides to the citizens of Hidalgo County. Kofile maintains full-time support staff base in Hidalgo County which provides a further level of daily knowledge of the Office.

Kofile organizes around the customer and offers a single point of contact to maintain our mutually beneficial relationship while providing an escalation point for any concerns or issues that Hidalgo County may have.

As it relates to this software proposal, Kofile has a software development, support, and services team that is exclusively focused on the only native cloud solution in the industry. This technology platform is leading edge in terms of recording functionality, scalability, high availability and security. The

system was specified by Kofile experts with decades of experience in County Recording. Hidalgo County was an early user of the system and much of the functionality has been implemented based on our experience with Hidalgo County.

Since Hidalgo County is already running the **Vanguard Records Management** software, there are no migration or project related activities. Kofile has already participated in Hidalgo County's move to the current location and will offer similar staffing when the location moves into the new Courthouse. Kofile assumes one project manager and two to three additional technicians to assist with cabling, equipment tear-down and set-up, and end-to-end system testing of the system from the new location.

2. PROPOSER'S QUALIFICATIONS

The Kofile project team consists of an exclusive collaboration of business experts with unparalleled experience. As a group, in the Vanguard team alone, Kofile has amassed over 100 years of experience with county systems.

The primary objective of Kofile Technologies, Inc. (hereby Kofile) is to maintain our status as the leading supplier of products and services to County Clerks and District Clerks in the State of Texas. Kofile is a national company that is headquartered in Texas. As such, the Kofile solution provides:

- Effective and creative use of information technology
- Delivery of world-class service through operational and technical excellence
- A flexible approach to each project and delivered service
- Extraordinary value through customized solutions and cost effective delivery

Kofile's record of accomplishment proves its ability to exceed a county's needs. This, and a reputation for outstanding customer service, has resulted in a significant market share in the industry. Kofile has assembled a staff that understands the requirements of local government and listens to its customers. Products and services are specifically tailored to the marketplace. Kofile personnel are pioneers in the concept of fully integrated systems for fee collection, as well as distribution, indexing, electronic recording and the management of all documents filed at a county.

By solving complex system requirements—in a cost effective manner—Kofile helps local governments address budgetary pressures that impede them from improving public services. Kofile eliminates the risks typically associated with system migrations, providing the public with the best protection from delays to a new system.

Kofile also has vast experience converting customer's images and data to the **Vanguard Records Management** application. During conversion, Kofile even provides "normalization" suggestions to make searching the data more standard for Hidalgo County's employees and non-employees.

Kofile's primary objective is to provide county governments with the tools, technology and services that will allow them to record, secure, and access public records effectively and efficiently. Kofile understands many counties face limited budgets and resources, outdated legacy systems, and constantly changing statutory mandates. Kofile is continually dedicated to further the vendor/customer relationship to form a partnership as a mutual investment in the betterment of public records.

CORPORATE INFORMATION

Kofile was formed in 2009, with a focus on providing a full range of products and services critical to the successful operation of the County Clerk's Office. Kofile is a private corporation under the umbrella of Kofile Technologies Group, Inc. Its principal place of business is 6300 Cedar Springs Rd., Dallas, TX. Kofile has 250 full time employees. Kofile also has locations in:

Dallas, TX
San Francisco, CA
Norcross, GA
Superior, CO (Service Dept.)
Carson City, NV
Browns Summit, NC
Essex, VT

Kofile has successfully implemented the **Vanguard Records Management** system within Texas for over 3.5 years. The Kofile staff and breadth of knowledge that developed and support the **Vanguard Records Management** system have led the county-level records management industry for over 30 years. Kofile provides a full complement of products and services designed for county government records management. Kofile seeks to develop ongoing and continuous relationships that enable customers to capitalize on our specialized product expertise and customer support strengths.

Largest Active Implementations (Per Population)

- Bexar County Clerk's Office, San Antonio, TX (Population: 1,958,578)
- Hidalgo County Clerk's Office, Edinburg, TX (Population: 860,661)
- Denton County Clerk's Office, Denton, TX (Population: 836,210)

Active Implementations with Multiple Facility Recording Offices

- Hidalgo County Clerk's Office, Edinburg, TX
- Denton County Clerk's Office, Denton, TX
- Bexar County Clerk's Office, San Antonio, TX

Largest Data Conversions

- Bexar County Clerk's Office, San Antonio, TX (Source System: PropertyInfo)
- Hidalgo County Clerk's Office, Edinburg, TX (Source System: ACS)
- Denton County Clerk's Office, Denton, TX (Source System: ACS)

Other Offerings

In addition to its Records Management Systems, Kofile can provide solutions that address many aspects of a County Clerk's Office—from binders, preservation, restoration, imaging, image processing and enhancements, re-creation, re-indexing, index verification, film to image conversion, archival microfilm, microfilm duplication, complete document indexing, recording, workflow, imaging systems, Internet hosting and data access, and electronic recording.

3. PERSONNEL & STAFFING

The Kofile project team consists of an exclusive collaboration of business experts with unparalleled experience. As a group, this team has amassed over 100 years of experience with county systems.

The personnel now at Kofile are the same key contributors who designed, developed, installed, and supported over 250 Land Records Management Systems across the nation for a Kofile competitor (100+ installations in Texas). This includes the office of many county clerks of substantial counties in Texas (e.g., Dallas, Collin, Hidalgo, Cameron, Midland, Ector, Grayson).

Kofile's personnel have served virtually every county in Texas. **Vanguard Records Management** is the sixth generation of the System developed by Kofile's personnel.

As long as the technology has existed, Kofile's team has operated and developed the county-level components. Kofile is an acknowledged technology leader in its marketplace, as its staff pioneered in the introduction of computerized services into local government.

Kofile eliminates the risks typically associated with system migrations, providing the public with the best protection from delays to a new system.

See the following pages for resumes of key staff.

ORGANIZATION CHART: ROLES & RESPONSIBILITIES

ROLE	INDIVIDUAL	RESPONSIBILITY	YEARS EXPERIENCE	RESUME
EXECUTIVE STAKEHOLDER	Steve Russell	▪ Establish Project Environment	37	Yes
ACCOUNT MANAGER/ DIRECTOR	Scott Fausto	▪ Contract Negotiations ▪ Liaison to County Clerk & Purchasing ▪ Maintain Customer Relations	24	
PROJECT MANAGER	Sam Lopez	▪ Provide monthly written status reports ▪ Primary customer point of contact ▪ Facilitate review & approval of project milestones & deliverables ▪ Facilitate bi-weekly stats meetings ▪ Primary project POC for Kofile Team	17	Yes
VANGUARD PRODUCT OWNER	Laura Whaley	▪ Approve & facilitate workflow changes ▪ Approve custom changes	21	Yes
VANGUARD PUBLIC SEARCH PRODUCT OWNER	Mark Nicks	▪ Design & Implementation of Public Search, Fraud Alert, & Commissioners Court Minutes Applications	20	Yes
DATA CONVERSION SPECIALIST	Not Required	▪ No data conversion is required		
NETWORKING SPECIALIST	Joe Buczakowski	▪ Coordinate Site networking ▪ Establish communication links	34	Yes
CONFIGURATION MANAGER	Jack Tam	▪ Implement workflow changes & all configuration items	14	Yes
TRAINING COORDINATOR	Jason Powles	▪ Coordinate Training Schedule ▪ User Manuals Responsibility ▪ System Manuals Responsibility ▪ Glossary of Terms Responsibility ▪ Train Users on application software	3	
QUALITY ASSURANCE	Davis Moore	▪ Test Plan Design/Review ▪ Test Coordination & Scheduling ▪ User Acceptance Responsibility	4	
HARDWARE CONFIGURATION	Barbara Doughty	▪ Configure all workstations and hardware ▪ Verify hardware/software communication	24	Yes
SOUTH TEXAS SUPPORT ENGINEER	Orlando Zepeda	▪ Onsite Support / 2nd Level Support ▪ Internet Site Support	6	Yes

STEVE RUSSELL, *Executive Stakeholder*

Russell holds decades of experience in the development of enterprise software and CRM. He is a specialist in cloud computing. He manages the Vanguard product development and deployment.

EDUCATION, TECHNICAL TRAINING, & CERTIFICATIONS

B.S., Kelly School of Business, Indiana University Bloomington

RELEVANT EXPERIENCE

2015—Present KOFILE TECHNOLOGIES, INC., Dallas, TX
Product Development SVP

2014—2015 APPCREST, INC.
CTO
- Enable companies to "Appify" key business functions, transforming them into apps that dramatically improve engagement with customers, partners, and employees.

2011—2013 OPENTEXT
SVP Research and Development BPM
- Managed the product development organization for the BPM product portfolio.

2001—2011 GLOBAL 360
SVP Research and Development
- Originally President of ViewStar division of Global360 (then eiStream) after Global360 acquisition of ViewStar and related products by Global360. After 2004 reorganization into functional areas, took on the Product Development responsibilities for all Global360 companies and products.

1999—2001 LUCENT TECHNOLOGIES (Acquired Mosaix, 1999, to provide key elements of Lucent's CRM)
CTO—Customer Relationship Management
- Developed customer contact center interaction management products.

1997—1999 MOSAIX (Acquired ViewStar)
SVP Product Development
- Develop call center products including automated dialers, call routing, and call center agent productivity applications.

1988—1998 VIEWSTAR
VP Engineering
- Develop workflow and document imaging systems for large banks, insurance companies, and Government agencies.

1981—1987 IBM
Marketing Manager/Customer Center Specialist/Marketing Rep/Systems Engineer

SAM LOPEZ, *Project Manager*

Leads Vanguard's System training and implementations for South Texas. He coordinates and prioritizes project tasks, manages timelines, maintains project plans, and communicates status to County executives and frontline mangers. He is responsible for scope management, change management, estimating impacts of scope change as well as managing project resources. Lopez ensures that projects are implemented within contractual obligations.

EDUCATION, TECHNICAL TRAINING, & CERTIFICATIONS

B.S., Applied Technology, Computer & Information Technologies, South Texas College, McAllen, TX

RELEVANT EXPERIENCE

2015 - Present
KOFILE TECHNOLOGIES, INC.
Implementation Team Lead

2007—2015
ACS/XEROX, Dallas & McAllen, TX
National Support Supervisor/Senior IT Specialist
- Supervise distributed staff to support over 120+ customers across the US.
- Led implementations of proprietary document cashiering and recording system in five states and 28 Texas County Clerk offices.
- Responsible for critical system outages, software upgrades, and capacity planning.
- Assist and triage tier 2 and 3 level issues. Provide business analysis to address usability issues, new features, and legislative changes affecting the software.
- Administer Microsoft® Server, MS SQL databases and Remedy IT Service software.
- Prepare technical and SOP documentation to aid with day-to-day support issues.

2002—2003
W.I.C. (WOMEN INFANT CHILDREN) Edinburg, TX
System Administrator
- Save costs by moving company from multiple dial-up accounts to one DSL account.
- Implement a file server based infrastructure.
- Primary website developer, and perform software and server support.

2001—2002
HIDALGO COUNTY CLERK'S OFFICE, Edinburg, TX
Deputy Clerk/IT Specialist
- Primary technical contact for critical issues. Resolve technical failures, recommend hardware/software procurement, and provide application upgrades expertise.

2000—2008
UNITED STATES ARMY—RESERVES, Balad Air Base, Iraq
System Support Specialist (Report to Battalion NCOIC)

LAURA WHALEY, *Vanguard Product Owner*

Whaley holds over 20 years experience working with state and local government offices providing workflow, document management and document recording software solutions. High attention to detail, keen analytical and communication skills allows me to work very effectively as a liaison between customers/end users and technical teams.

EDUCATION, TECHNICAL TRAINING, & CERTIFICATIONS

B.S., Computer Information Systems, North Texas State University, Denton, TX

SPECIAL TECHNICAL SKILLS

20+ years Business System Analyst specializing in state and local government solutions
17+ years experience MS SQL Server DBA including database architecture, development, monitoring, and replication services
7+ years experience MS SQL Server Report Services
3+ year experience MS SQL Server Analysis Services
12+ years with Sybase RAD tools including Powerbuilder

RELEVANT EXPERIENCE

2013—Present
KOFILE TECHNOLOGIES, INC., Dallas, TX
Product Development Manager

2003 – 2013

- Manage, develop, and support the Massachusetts Register of Deeds Recorded and Registered Land (Torrens) Recording/Indexing/Document Management workflow software

2001 – 2013

- Manage, develop, and support the Cook County, Illinois Recorder of Deeds Recording/Indexing/Document Management workflow

2000 – 2004

- Develop and support the Illinois Secretary of State Business Services and UCC Department Workflow and Document Management software

MARK NICKS, *Vanguard Public Search Product Owner*

Nicks designed Kofile's newest version of Vanguard Public Search which will be deployed as part of Hidalgo's renewal. For Xerox Services he was Project Manager for Cook County, Illinois' Tax Declaration (MyDec) eRecording integration; Macomb, Michigan's *SuperIndex* – a joint project between Xerox and Google; and Tarrant County's *MegaSearch*. He served as Xerox Program Director for Land Records Products. Nicks has over 20 years of experience in Land Records including Development, Support, Implementation and Training. At Kofile, he was the Project Manager for the Vanguard implementation in Denton County and is currently involved in Bexar County's implementation.

EDUCATION, TECHNICAL TRAINING, & CERTIFICATIONS

1975, Business Management, University of Texas at Arlington, TX

RELEVANT EXPERIENCE

2016—Present
KOFILE TECHNOLOGIES, INC., Dallas, TX
Product Development Manager

2001—2015
XEROX SERVICES (ACS)

2012-2015: Program Director, Land Records Products
- Manage all customer delivery operations including product demos, pricing, RFP responses, Installation, Customer Support with 500 installations in County Clerk's offices around the country.
- Project Manager, *MyDec* eRecording Integration, Cook County, Illinois
- Project Manager, *MegaSearch,* Tarrant County, Texas

2010—2012: Manager, Internal Operations
- Managed infrastructure on the Dallas campus

2003—2010: Project Manager
- Projects to develop and implement *SuperIndex* Macomb County, MI, *APIX Integrated Search* Denton County, TX, and Cameron County, TX, as well as various system implementations.

2001—2003: Manager, Customer Support

1998—2001
COMPACTDATA SOLUTIONS
Vice President, Technical Services
- Management of Development, Support & Testing

JOE BUCZAKOWSKI, *Networking Specialist*

Buczakowski is customer focused, and has the ability to manage multiple, competing priorities, and troubleshoot and resolve problems. He is an excellent mentor and coach. He is proficient in multiple technologies and disciplines including Budgeting, Forecasting, P&L Management, Staffing, Vendor Management, Customer Relationship Management, Program Management, and Process Improvement. A team asset, Joe is an accomplished Fortune 500 business leader with experience in multiple disciplines, especially focused in IT and Business Operations.

SPECIAL TECHNICAL SKILLS

- Extensive experience with Windows and Unix/Linux environments, MS SQL Server, DoubleTake, telephony and WAN communications

RELEVANT EXPERIENCE

2018—Present

KOFILE TECHNOLOGIES, INC., Dallas, TX

VP, Information Technology

- Technology Lead for Infrastructure, Operations, Business
- Design, build, implement, and manage all aspects of corporate infrastructure
  —Networking —Desktops —Services
  —Security —Convergence
- Implement and oversee WAN and VPN for multiple sites and Remote Access
- Oversee technology direction and budget
- Create and manage technology roadmaps
- Define and provide IT governance for non-IT technology areas

2006—2017

CONDUENT (formerly XEROX SERVICES), Florham Park, NJ

Operations Director—Business Unit

- Oversee all operational aspects of a Business Process Outsourcing (BPO) business
- 10 direct reports and 300+ total staff – Project (PMO) Director, Application Development Managers, Architects, Delivery Managers, Call Center Manager, Administrative staff, plus 2 offshore teams
- Drive development of private/public cloud infrastructures for SaaS and IaaS offerings

2000—2005

ACS/XEROX SERVICES, Norwalk, CT

Director of Facilities, Infrastructure, and Technology

1989—1999

THE GENESIS COMPANIES, Syracuse, NY

President, CEO

Senior Consultant (External Clients) / Senior Network Administrator/Engineer

1985—1989

R.E. DIETZ COMPANY, Syracuse, NY

Senior Application Programmer

JACK TAM, *Configuration Manager*

Senior IT Professional and Consultant with 8+ years of multifaceted experience and proven success in management, systems and application implementation with expert relationship management and strong technical speaking skills to assist with developing and managing medium to enterprise IT solutions.

Tam organizes and leads configuration teams for Kofile's ***Vanguard*** product. Utilize agile methodologies (Kanban) for production of tenants in a SaaS environment. Collaborate with teams that include, Quality Assurance, DevOps, support, development, product owners, and project management. Responsible for setting product standard configuration feature sets. Train and develop staff members from support and configuration teams.

EDUCATION, TECHNICAL TRAINING, & CERTIFICATIONS

B.A., Criminology, University of Texas, McKinney, TX

RELEVANT EXPERIENCE

2016—Present
KOFILE TECHNOLOGIES, INC., Dallas, TX
Configuration Manager

2013—2016
RAMQUEST, INC., Plano, TX
Senior Client Account Manager (2 years)
- Manage $7M portfolio of customers in the Northern US.
- Evangelization of product suite due to the new RESPA - TILA legislation.
- Analysis of IT infrastructure and software utilization and creating action plans.

Conversion Analyst (1 year)
- Deploy a team to convert legacy system users to the RamQuest One flagship product.
- 30 simultaneous projects with a six member team while utilizing agile methodologies.
- Primary liaison for contract negotiation, project management, architecting, implementation, user training, and deployment.

2012—2013
NATIONSTAR MORTGAGE LLC, Lewisville, TX
Service Agent

2009—2012
TRAINING TECHNIQUES, Plano, TX
IT Manager/Sales Manager

2006—2009
24 HOUR FITNESS USA, INC., Plano, TX
Operations Service Lead

2004—2006
CLAY COOLEY MOTOR COMPANY, Dallas, TX
IT Director

BARBARA DOUGHTY, *Hardware Configuration*

Over twenty years of experience providing technical assistance, software and hardware support, troubleshooting and development on a wide variety of platforms.

TECHNICAL SKILLS

- Configure desktops/servers/laptops
- Microsoft Exchange
- Cisco IOS
- Case/Attorney Manager & eDiscovery Portal
- Microsoft Office 2003/2010/365
- Windows OS 2007/2010
- Windows and Linux Servers
- Virtual Servers (Hyper-V)
- Barracuda Backup Software
- Adobe Professional
- WordPress
- Website maintenance

EDUCATION, TECHNICAL TRAINING, & CERTIFICATIONS

B.S., Mathematics, Louisiana Tech University, Ruston, LA

Certificates/Training:

- CompTIA A+ and Network+
- CCNA Certification
- CJIS Security and Awareness Level 4

RELEVANT EXPERIENCE

2018—Present
KOFILE TECHNOLOGIES, INC., Dallas, TX
IT Technician

2006—2018
KAUFMAN COUNTY IT DEPARTMENT, Kaufman, TX
Information Systems Technologist

2003—2006
KAUFMAN COUNTY CLERK'S OFFICE, Kaufman, TX
Deputy Clerk

2006—2009
CHARTONE, INC., Irving, TX
Technical Analyst

1995—2001
RAYTHEON COMPANY, Garland, TX
Senior Software Engineer

ORLANDO ZEPEDA, *South Texas Support Engineer*

EDUCATION, TECHNICAL TRAINING, & CERTIFICATIONS

A.S., Business Computer Systems, Specialization: information Security Specialist, South Texas Community College, 2012

B.S., Agriculture, Texas A&M University, Kingsville, TX, 2006

SPECIAL TECHNICAL SKILLS

Help Desk/Customer Service
Remote Desk Software: DameWare, TeamViewer
PCOIP:VM Ware Administrator, V Sphere, VM Horizon View
Linux
Symantec Ghost Server
FOG Server (free open source ghost)
Network & systems troubleshooting
Microsoft Windows Server 2003/2008/2012 SBS Microsoft® Office

RELEVANT EXPERIENCE

2018 - Present
KOFILE TECHNOLOGIES, INC.
South Texas Support Engineer

2012—2018
MISSION REGIONAL MEDICAL CENTER
Network/IT Specialist (2014—2018)
- Provide PC, network, printer/fax maintenance and repair
- Provide software support for over 100 different applications varying from MS Office, scanning and archiving, Meditech (electronic health record) as well as proprietary software for various hardware used by the hospital

*IT Help Desk (*2012—2014)
- Tier 1 level support and remote desktop support
- Resolve end user conflicts with basic pc/software trouble shooting

IT Intern (April 2012)
- Shadow IT staff with various helpdesk support and onsite support
- Complete work orders and assist with helpdesk support

2011—2012
VIDA CAREERS
IT Specialist/Research Coordinator
- Migrate data from an existing database to a novel demographic software/database.
- Generate targeted demographic reports for grant writing sector

4. REQUIRED CERTIFICATES & SUBMITTAL

There are no licenses nor special certificates required to complete this project. For the RFP's required forms, please see *Section 14: RFP Forms*, Page 61.

5. SCOPE OF SERVICES

Kofile Technologies, Inc. (Kofile) proposes to provide the Hidalgo County Clerk's Office with **Vanguard Records Management**—a continuing a partnership with Kofile in providing an outstanding solution for nearly five years.

Vanguard Records Management is installed in over 20 counties within Texas, including some of the largest counties in the State, including Bexar County and Denton County, as well as Hidalgo County.

This technology is complimented by a set of services to address Hidalgo County's records indexing and support requirements. *Together, this complete solution provides Hidalgo County:*

- INTEGRATED, INTUITIVE, AND EASY-TO-USE CLERK APPLICATIONS. **Vanguard Records Management** is a modern implementation of recording and vitals processing functionality. It is integrated into a single user experience—ensuring clerks no longer access separate applications or queues to find or process work. Everything is accessible from a single, clerk-specific queue. All processing follows a similar workflow and user interface. For clerks, this contributes to increased productivity, multi-tasking capabilities, and quick onboarding for new hires.

- FOCUS ON CITIZEN ACCESS AND SELF-SERVICE. Kofile understands Hidalgo County's mission to provide superior service to its citizens. Kofile has invested heavily in product functionality—this includes:
  —advanced (yet, easy-to-use) public records search and e-Commerce platform
  —an online framework for enabling self-service transactions (e.g., marriage license applications or filing DBA applications)
  —kiosks that provide walk-up access to County transactions and information.

  All are supported by online multi-lingual support, and available to the citizen community 24 hours a day and seven days a week.

- ACCESSIBILITY FROM ANYWHERE, AT ANY TIME, AND ON ANY DEVICE. The Kofile cloud-based solution offers a flexible model for user access. This enables Hidalgo County to significantly expand how its users work and how constituents are served.

  Kofile's cloud System supports secure, but flexible, access across workstations, tablets, and mobile phones. This allows remote clerk access to the System (even off-site), easy setup of remote locations, and constituent access to perform self-service transactions or access public records from a range of devices.

- BEST-IN-CLASS SYSTEM AVAILABILITY AND DISASTER RECOVERY. Kofile incorporates many advanced cloud features. These features provide a level of system availability and disaster recovery that is cost prohibitive for on-premise systems.

  High availability is delivered through a sophisticated implementation of redundant systems, data management, and data storage capabilities. All data is immediately replicated to multiple areas of the network to protect against any datacenter issues. It is also replicated to a second, geographically-remote datacenter. All System applications are architected to run on multiple

servers and in different locations to protect against any application service outages. Disaster Recovery (for situations when the local courthouse or remote offices are offline) is managed by configuring backup local system configurations—easily brought up from any backup location. This includes mobile offices or an employee's home.

- ROBUST SECURITY AND DATA PROTECTIONS. Local government agencies are prime target for hackers and malevolence. The recent spike in ransomware attacks on local governments highlights the risks presented by incomplete security practices and under-invested infrastructure. **Vanguard Records Management** leverages the public cloud security infrastructure and experience to provide best-in-class security and data protection.

  Public clouds, such as Microsoft® Azure, annually invest hundreds of millions of dollars to provide security services to protect these datacenters and networks. **Vanguard Records Management** extends this infrastructure with independent testing to verify its System security. Continuous monitoring and detection by Kofile and Microsoft® provide the most robust security and deterrence in the industry.

- FLEXIBLE AND RAPID APPLICATION CONFIGURATION. Core to the design of the **Vanguard Records Management** system is the ability to create solutions that encompass a broad range of County requirements. **Vanguard Records Management**'s robust configuration subsystem allows for fast system configuration while ensuring Hidalgo County requirements are met. This greatly shortens the implementation timeline, while accelerating time to value.

  If new requirements emerge after the System is live, with **Vanguard Records Management**'s unique ability to quickly update and deploy new configurations, Hidalgo County is assured of fast turnaround for change requests.

- UNPARALLELED KNOWLEDGE AND EXPERIENCE IN COUNTY GOVERNMENT. Kofile was founded and has grown through adherence to a single focus: *provide county clerks with the best products, people and services*. It was founded by a team of professionals with comprehensive county experience and has grown by attracting people with extensive understanding and experience in the processes and technologies of county offices.

  This experience base provides Hidalgo 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.

- SUPERIOR PROTECTION OF HIDALGO COUNTY'S INVESTMENT. The Kofile proposal is designed to limit risk to Hidalgo County and provide superior service during the contract period. Kofile proposes that Hidalgo County not absorb any expenses up front. Rather, Kofile proposes to ensure that payments are tied to Hidalgo County revenues. This ensures that project funding is guaranteed for the life of the contract.

  Further, by deploying on a cloud service, the server-side systems, security infrastructure, and underlying hardware are continually enhanced.

  Lastly, for consideration is Kofile's approach to services and support. This Kofile proposal is "all-inclusive"—meaning there are no additional or hidden costs (such as travel and living expenses, follow-on training or extra charges for common tasks such as System upgrades, data extracts or

fee changes). Rather, the Kofile philosophy is with high-caliber County training, the County's citizen unconstrained System-usage increases, and the more robust the System runs, then the County ascribes more value to Kofile.

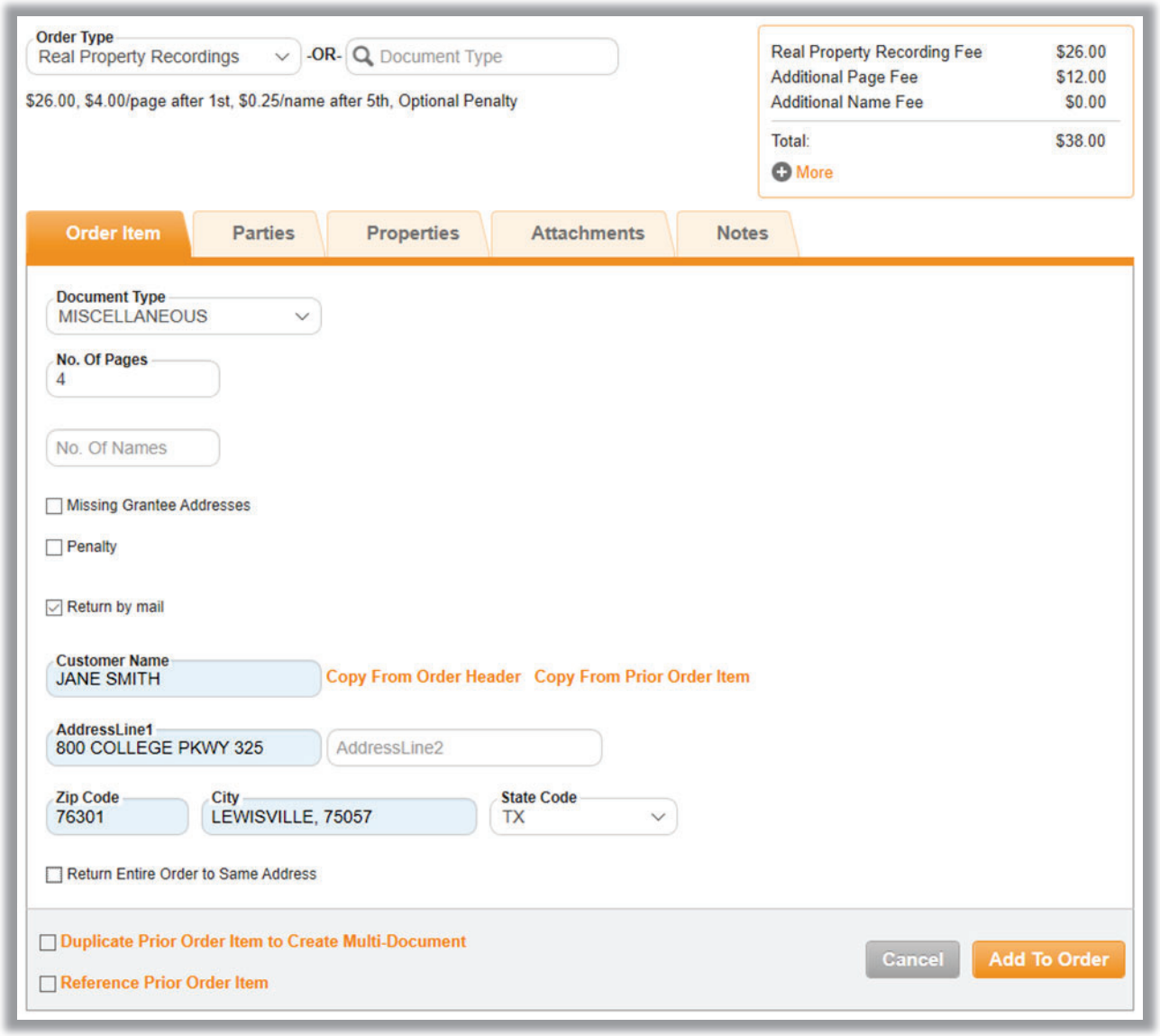
The **Vanguard Records Management** solution and Kofile's Services proposal is all-inclusive of the requirements set forth and shall exceed expectations with unlimited on-site maintenance, support and user training.

As Hidalgo County's current vendor, no data conversion is required.

6. RECORDS MANAGEMENT

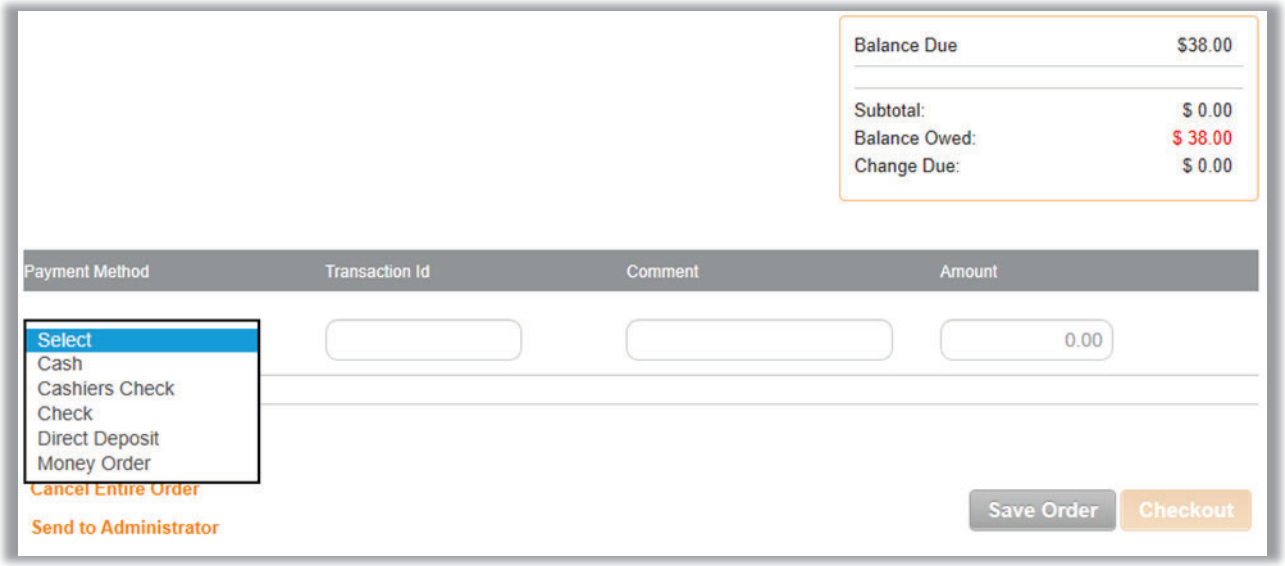
FILING OF OFFICIAL PUBLIC RECORDS

Whether located at the front counter or in a rear office, cashiers can review documents for recording requirements. If document fails to meet recording requirements, then the System provides the ability to create Rejection Letters. Frontline cashiers enter the document type, GF Number, number of pages, and, if applicable, optional fees (e.g., additional names). The System calculates the amount due. These calculations are based on a pre-defined fee schedule in the System.



The System can generate an email receipt to the title company listing the GF number, instrument number, date of filing ,and any other required information. The System provides the option of up-front indexing of certain data by cashiers (e.g., first grantee and grantor).

When the cashier processes the payment in the System, the instrument numbers are assigned sequentially to all of the Order's documents. During payment processing, cashiers have the option to select escrow or debit accounts as a payment type. If a customer overpays the fees for a transaction, the System tracks the overage and requires the cashier to enter information for a refund. When the cashier enters the amount tendered, the System provides options to issue change or process a refund.



A Cover Page prints at the completion of the transaction. This sheet includes receipt information, recording information/barcode, and a return address. It includes a File Stamp containing the County Seal and the County Clerk's signature. The Cover Page is configurable to move after scanning to the end of the document, so it becomes a Trailer Page with the required File Stamp.

The System has the ability to suspend a transaction, so a clerk can help the next customer. The cashier can resume the transaction when the customer returns. Each time the cashier logs into cashiering/recording, the System displays all suspended transactions.

If a walk-in customer requests certified copies of a document, the cashier performs all functions (cashier transaction, scan, print copy, and collect fees), and returns the original document to the customer.

On the same Order, a transaction for a certified copy can be added, which will print a stamped copy of the recorded document.

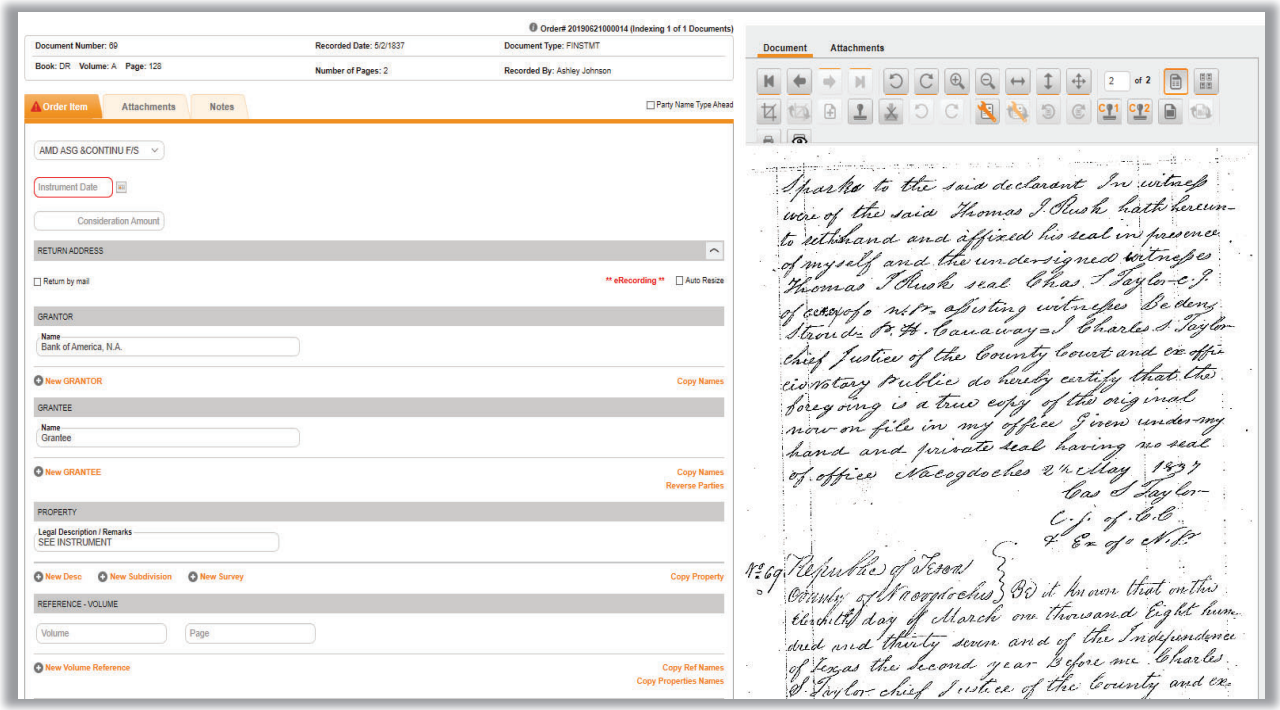
Cashiers can scan documents, so one can hand the original documents back to customers before leaving the office.

Batch scanning is also supported, via the barcodes. When the document is scanned and saved, file information (including document number, recorded date/time, page number, and County Clerk's name) are electronically stamped at the top of each page of the document. If Cover/Trailer pages are not used, a File Stamp can be electronically stamped at the bottom of the last page. All these electronic stamps are moveable by the clerk, if required to prevent covering document text.

After scanning, capture review is available to allow a verification step for scanned documents. The next step in the standard workflow is Indexing. If Kofile Daily Indexing is utilized, the documents are automatically transmitted to Kofile for Indexing and Verification. Once completed, the indexes in **Vanguard Records Management** are updated and the Orders are Archived and available for display in **Vanguard Records Management** Public Search.

KDI guarantees 18 hour turnaround of each day's indexing. KDI staffers are highly trained as property records specialists. All work is fully key-verified before updating Vanguard databases.

If KDI is not used for indexing, documents can be self-indexed by County staff. Indexing allows dual screen configuration. Index fields on one screen and a vertical monitor to show the full-screen image. Vanguard employs a number of fast-entry functions such as name completion, city/state lookup from zip code, copy from previous document, etc.



Currently in development are additional enhancements to Indexing, including auto-indexing functions to speed self-indexing.

After Indexing, the Verification Queue allows full blind key verification if desired.

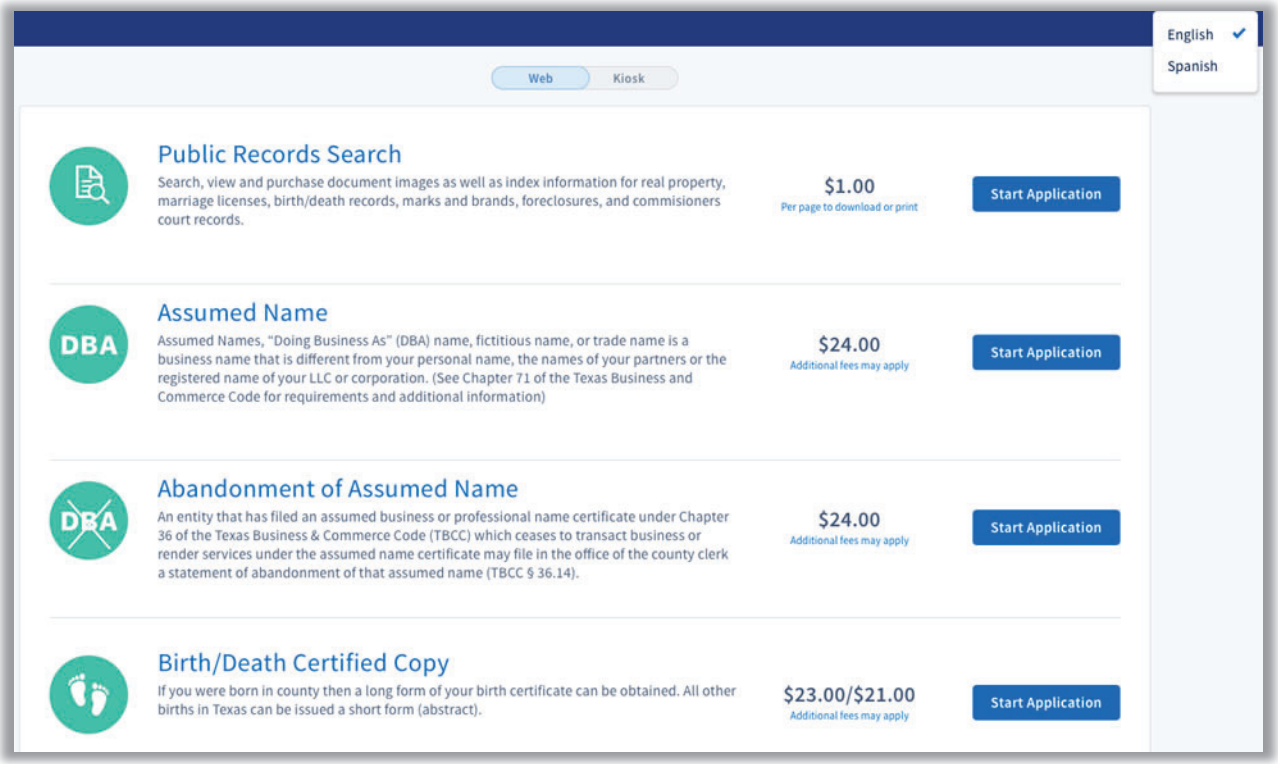
After Archiving, documents not handed back to customers at the counter, can return via mail. The Cover Page provides a return address that fits within standard 8" x 11" envelopes.

Essentially, plat recording follows the same workflow, with the exception that Plats are scanned on a separate large document scanner. Once scanned, plat images are saved to an Upload directory. In **Vanguard Records Management**, the Capture Queue allows attaching these uploaded images to recorded plats.

Kofile has designed **Vanguard Records Management** to be versatile in its ability to provide solutions to a wide variety of workflow situations. As a browser-based, wifi-capable application, it can run on almost any system, including Apple iPad®, Microsoft® Surface tablets, and Android® tablets. For example, at exceptionally busy times, with long lines, a clerk may access **Vanguard Records Management** on a tablet, walk to customers and begin the Order process.

The clerk would start the Order, enter the customer's name, select the type of transaction, and save the Order. Perhaps the customer is directed to a specific clerk or to a different office. The suspended Order is now available for the appropriate clerk to complete.

A particular time-saver is eForms. These are electronic forms that allow customers to enter all required information for Assumed Names, Birth/Death copies, Marriage Licenses, etc. These forms are available to customers at a Public Search Kiosk, a standalone Kiosk, a tablet you hand to them, or from home via the County website. This allows the collection of all information (normally captured by the clerk) prior to reaching the counter. The data-entry time savings are significant.



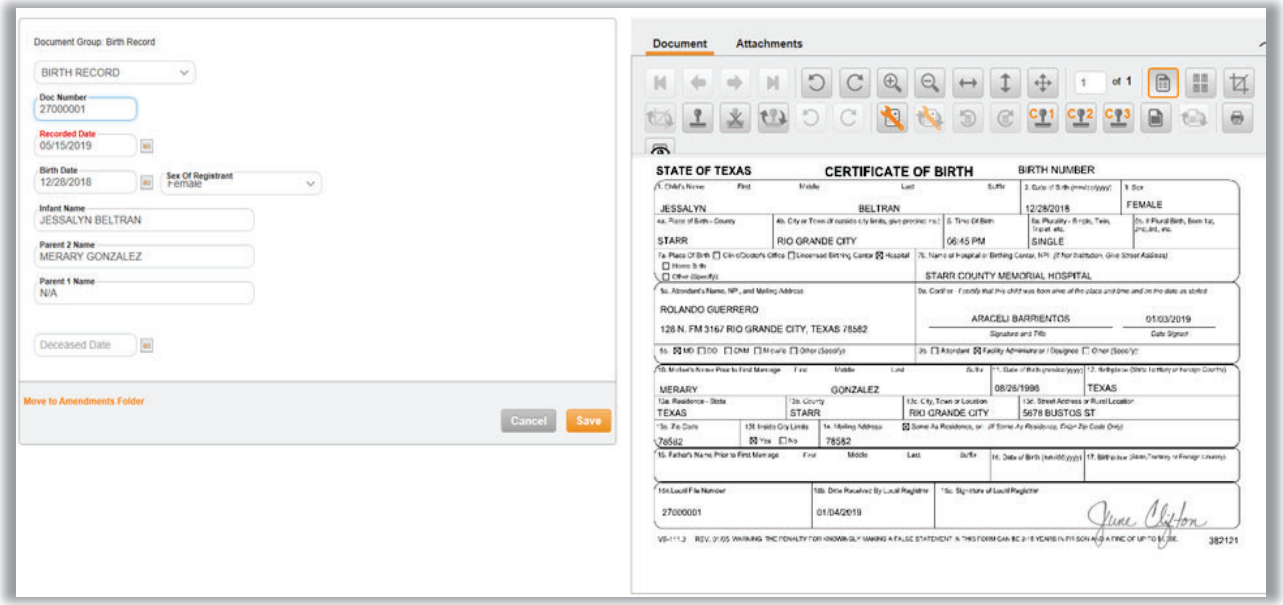
FILING OF VITAL STATISTICS RECORDS

Upon receipt of birth and death certificates (e.g, from midwives, funeral homes), the clerk reviews the certificate for filing requirements, and applies the statutory stamps. Documents are indexed and scanned. For Births and Deaths, images are not available in Public Search. However, they re available in Clerk Search when completed and archived.

FILING OF VITAL STATISTICS RECORDS (TER/TXEVER)

Daily, the Texas Electronic Vital Events Registrar (TxEVER) system is reviewed for electronic birth and death records (as well as amendments pertaining to these records) to download, validate, and image. **Vanguard Records Management** allows one to retrieve the Certificates from TxEVER. Instrad of printing the Certificate to paper, these save to a local folder.

Then, **Vanguard Records Management** allows image upload and performs indexing. Within **Vanguard Records Management**, OCR (Optical Character Recognition) functions automatically to read each Certificate and auto-index all fields. Clerks review the auto-Index and perform necessary changes. Generally, the Auto-Index function is accurate. Once saved, the Birth or Death Certificate is available in Clerk Search.



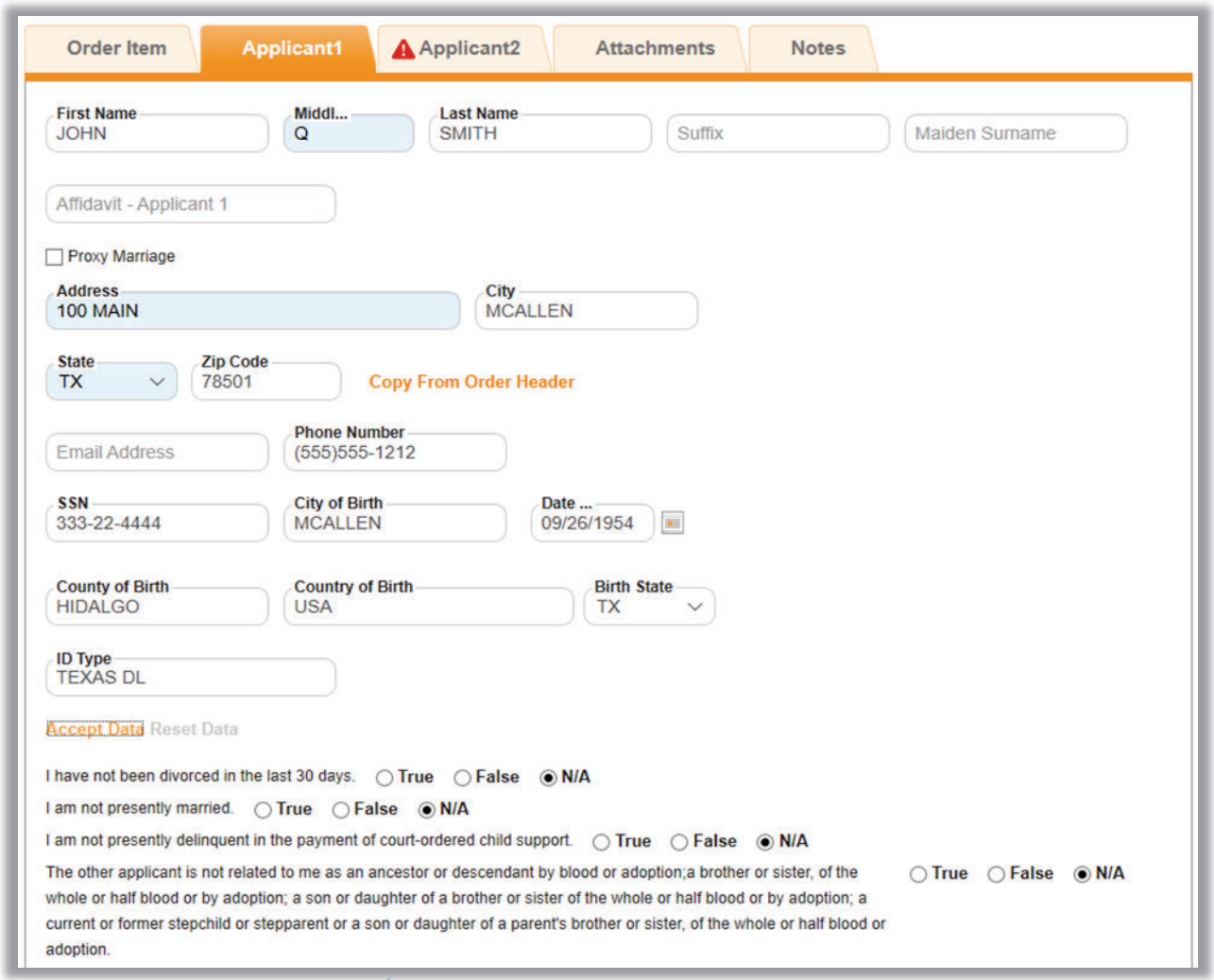
eRECORDING OFFICIAL PUBLIC RECORDS

The filer is required to prepare the electronic document and create the index information based on the Property Records Industry Association (PRIA) standards and Hidalgo County requirements. **Vanguard Records Management** accommodates Level 1, 2, and 3 e-Recordings as defined by PRIA.

In **Vanguard Records Management**'s Order Queue, the clerk selects ***Process Next Order.*** The first available eRecording displays with both Index and Image on the screen for review. The Clerk verifies that all state and county requirements for recording are satisfactory. If not, the document is rejected and is returned to the submitter with reason for rejection.

If the document is accepted, fees are calculated and added to the Vendor's account. The stamped document is returned to the submitter along with a transaction receipt. At this point the document proceeds to the Indexing Queue, where it is transmitted to Kofile Daily Indexing (KDI). Once Indexing and Verification are complete, **Vanguard Records Management** is updated and the Order is archived. After this process is complete, the document is available for public view.

MARRIAGE LICENSE APPLICATIONS



Vanguard Records Management is fully compliant with Texas statutes. It allows manual entry of the data from a hand-written application form. **Vanguard Records Management** also provides an eForm for submittal at a Kiosk or on the County's website. The eForm collects all required applicant data and it appears automatically on each Clerk's Order Queue.

For original applicant(s) signatures, the clerk can print the form. Or, one can collect electronic signatures. **Vanguard Records Management** collects all required information. The System accepts all appropriate options and calculates all fees. Once payment is collected, the license prints.

When returned for recording, the license is scanned and marriage information is indexed. In a future System release, Kofile eliminates printing of applications, as the image and index data auto-populates from information generated at the application/license creation stage. Kofile regularly communicates with the State to assure complete compliance with TxEVER (e.g., integration with the upcoming Marriage License system).

BIRTH & DEATH CERTIFIED COPIES

Applications for certified copies can utilize printed forms—manually by clerks. Alternatively, an eForm is available for Kiosks and the County's website. The eForm collects all required information and appears in the Order Queue.

The clerk retrieves the requested document in Clerk Search and prints it on security paper. **Vanguard Records Management** tracks all requests and alerts the clerk when any recipient reaches the maximum allowable (ten).

In Order Entry, the clerk indicates the serial numbers used for these copies. At the end of each month, a report is available, which can be submitted to the State as required.

7. WEB PORTAL

PUBLIC RESEARCH

Public access to Hidalgo County records is available from the Clerk's office utilizing Kiosks, or from outside the office via the **Vanguard Records Management** Public Search web site.



KIOSK SEARCH

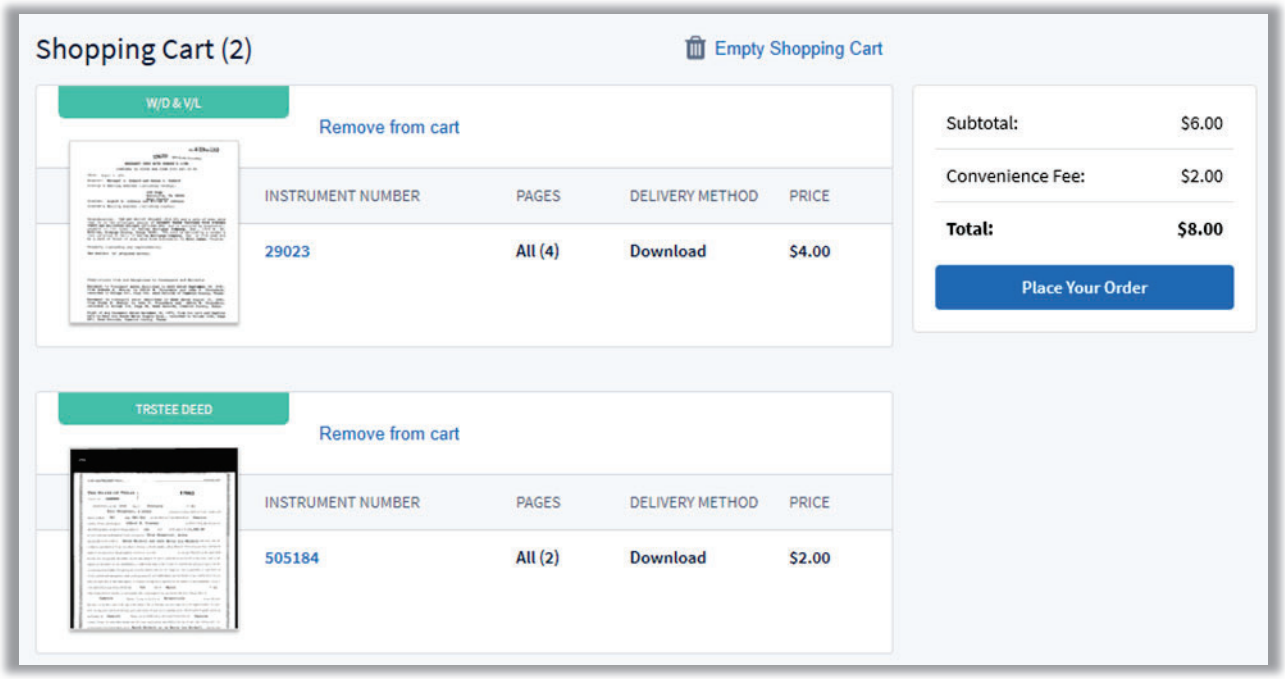
From a Kiosk, all documents are charged at the internal copy rate. Requests for printed copies create an Order which appears in the Order Queue. Clerks can print the documents and charge for copies within the Order. Users can request either regular copies or Certified Copies. For Certified Copies, **Vanguard Records Management** can electronically apply a certification stamp to each page of the document.

Alternatively, if company accounts are allowed for Kiosk users, requests for copies automatically apply to the account and copies print directly to a printer in the public area.

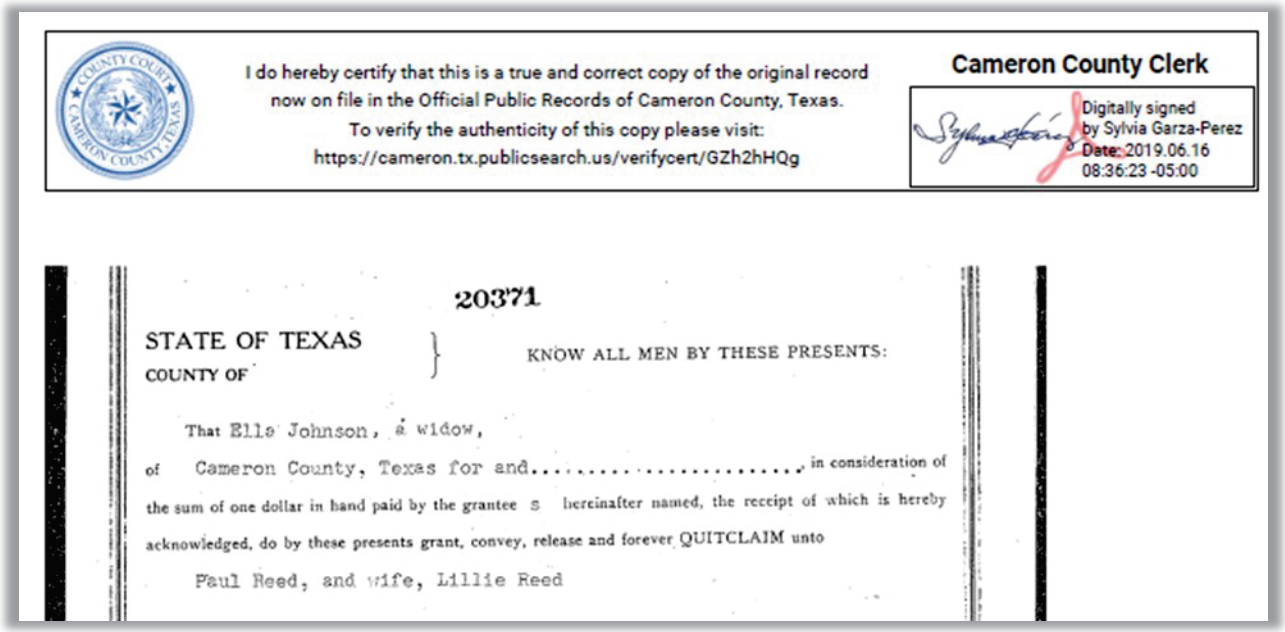
PUBLIC SEARCH

From the Public Search website, only credit card payments are allowed. Users can add documents to a Shopping Cart. At checkout, the user's credit card is charged and one can download and print the requested documents.

See example on the following page.

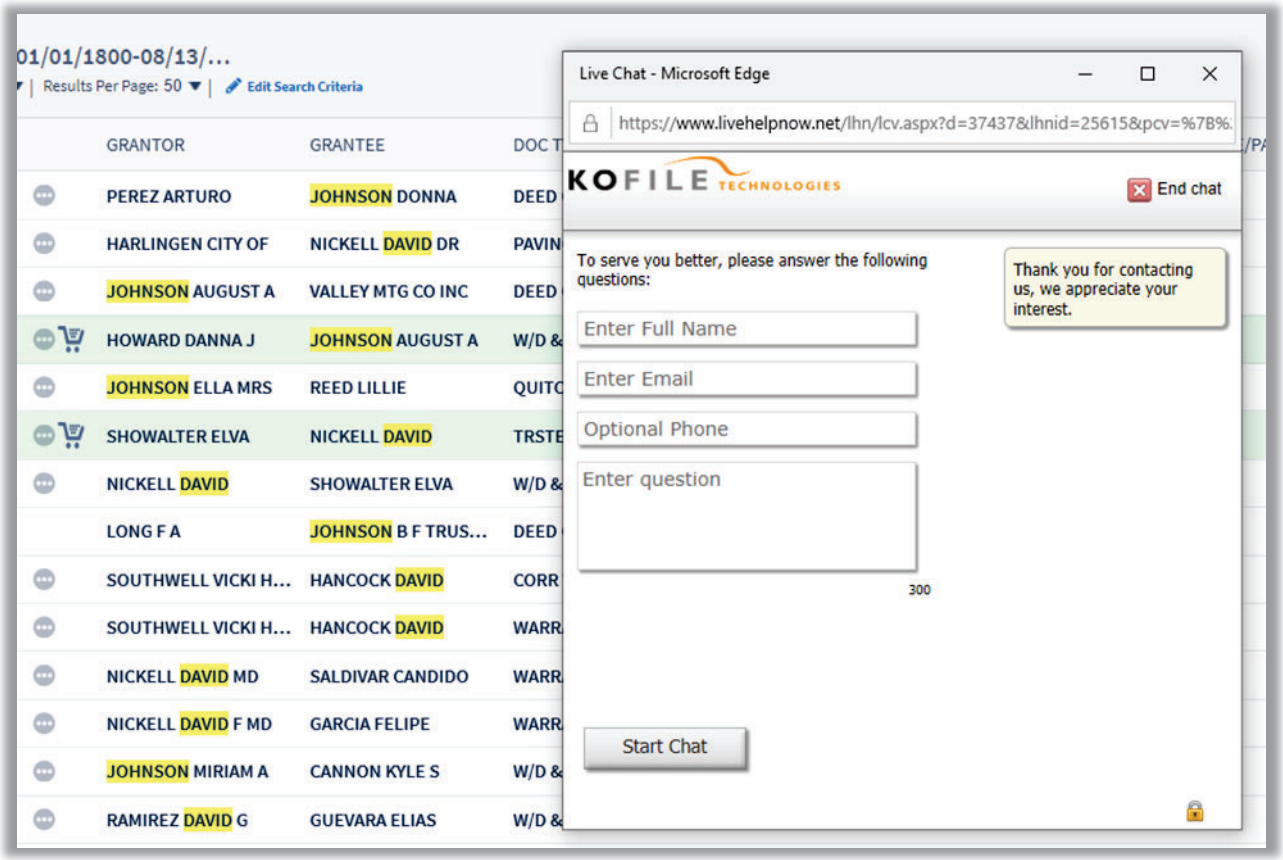


eCertification is also available. If a public search user requests a certified copy, a notification is sent to the County Clerk's staff. The Clerk Portal allows a clerk to review and approve each certified copy. The certification stamp is applied electronically and the certified copy is sent to the user via email.



Vanguard Records Management provides OCR (Optical Character Recognition) for each document filed. This data provides Full Text Search on Vanguard Records Management's Public Search. Users can search indexed data and each word of every document. This reduces the need for the County Clerk's Office to manually index as many data fields as required in the past. This alone leads to greater Office efficiency.

Occasionally, public users need assistance and rely on calls to County staff. Kofile can eliminate this responsibility. **Vanguard Records Management** provides extensive online Help and real-time Live Chat. A responsive staff of US-based agents are available 24/7 year-round. Typically, response to requests is a matter of seconds. This team answers most customer questions about Public Search. Otherwise, the ticket escalates to a Tier I support. The County Clerk is able to provide its constituents better service with less effort on the Office's behalf.



8. FULL SERVICE INDEXING

If Kofile Daily Indexing (KDI) is utilized, the documents are automatically transmitted to Kofile for Indexing and Verification. Once complete, the indexes in **Vanguard Records Management** update and the Orders are Archived and available for display in Public Search.

KDI guarantees 18 hour turnaround of each day's indexing. KDI staffers are highly trained as property records specialists. All work is fully key-verified before updating **Vanguard Records Management** databases. Kofile has built proprietary indexing software allowing Kofile to exceed a 99.25% accuracy rate.

9. PROVIDED SERVICES

This section includes responses to RFP Pages 5-6, with reference to each requirement (in italics).

The vendor must provide the following services:
1. Creation and delivery of microfilm from the digital images of scanned real property documents as an archival media.

KOFILE RESPONSE: Services provided to Hidalgo County in this proposal include creation and storing of microfilm for each document recorded. Kofile maintains a variety of equipment in its lab to provide the highest quality and INFOGUARD certified archive writing services, film processing, and film duplication. All services are performed by in-house employees, with IMAGELINK products, and are performed to the highest quality standards. Models include: Silver-Extek 3441, (4) Extek 3100, (2) Extek 2101 Diazo-GAF 16/35 HSD and Extek 5402.

2. *Guarantee that all indexing of Real Property Records will be uploaded and available for retrieval within 24 hours.*

KOFILE RESPONSE: Kofile Daily Indexing (KDI) guarantees 24 hour turnaround from recording to availability in Vanguard Public Search.

Vendor is also to provide all accessories, labor, and materials including all consumables such as, toner cartridges and microfilm necessary for a turnkey system.

KOFILE RESPONSE: Kofile will provide consumables such as printer toner cartridges and scanner parts and all microfilm, as well as accessories, labor and materials.

The system must provide cloud data storage for Commissioner's Court minutes which includes scanned documents and digital audio files.

KOFILE RESPONSE: Kofile provides a "Digital Preservation" offering that enables Hidalgo County to store unstructured files (e.g., images, videos, text documents) to managed cloud storage. The user is provided with a simple explorer style window that lets one drag and drop files, create new folders, or browse existing files for download. The files are managed though a highly available and secure system that provides for immediate replication, automated failover, and automated backups.

Kofile is including 10TB of cloud storage at no charge as part of this proposal.

The system functionality includes digital image capture (scanning); storage, retrieval, and automated cashiering that include, but are not limited to the following documents types:

- *Real Property Records (Official Records)*
- *Uniform Commercial Code Records/Financing Statements*
- *Birth Records*
- *Death Records*
- *Marriage Records*
- *Cattle Brands*
- *DD - 214's*

KOFILE RESPONSE: These, and other departments are available within **Vanguard Records Management** System.

The system is a required to generate both the marriage license application and the marriage certificates in accordance with State of Texas and Hidalgo County Forms.

KOFILE RESPONSE: **Vanguard Records Management** is fully compliant with Texas statutes. It allows manual entry of data from a hand-written application form. **Vanguard Records Management** also provides an eForm for kiosk or website submittal. This eForm collects all required applicant data, and appears Automatically on each Clerk's Order Queue.

For original applicant(s) signatures, the clerk can print the form or collect electronic signatures. **Vanguard Records Management** collects all required data. The System accepts all appropriate options and calculates all fees.

Once payment is collected, the license prints. When the License returns for recording, it is scanned and the marriage data is indexed. In a future System release, Kofile eliminates printing applications, as the image and index data auto-populates from data generated at the application/license creation. Kofile regularly communicates with the State to assure compliance with TxEVER (e.g., integration with the upcoming Marriage License system).

It is the responsibility of the awarded vendor to retrieve and convert "all" existing images and data from the current vendor at no additional cost to Hidalgo County.

KOFILE RESPONSE: As Hidalgo County's current vendor, no data conversion is required.

The vendor must provide a website with customer log in capability. This site will include public access to the clerk's official records and have the capability of monitoring statistical data such as, number of hits to the site/page and number of hits to particular areas such as deeds of trust, DBA's, oil and gas leases, commissioners court minutes, and any other County Clerk records. Selected clerk personnel must have access to the site in order to retrieve this information.

KOFILE RESPONSE: Vanguard Public Search requires that customers log in to their account before downloading documents. Metrics for searches and downloads is maintained and reporting is available.

The vendor is responsible for converting all existing document images within a 180-day period upon award of this contract.

KOFILE RESPONSE: As Hidalgo County's current vendor, no data conversion is required.

The vendor must provide services that require website users to authenticate security verification for every 10 documents downloaded. The system must not allow bulk extraction of data from the website. Also, create a permanent "Unofficial Copy" watermark on all downloaded documents.

KOFILE RESPONSE: Vanguard Public Search is configurable to limit orders to ten documents maximum. Previewed documents can provide an "Unofficial Copy" watermark, which is removable once the document is purchased.

The website must allow for the option to post and manage Public Notices on the Web.

KOFILE RESPONSE: Public Notices are a standard feature of Vanguard CRS and Vanguard Public Search.

The County is not interested in the purchase of any hardware or software, at this time, therefore pricing for the system and services should be quoted on the monthly fee.

KOFILE RESPONSE: Kofile's proposal included an "all in" price which includes all services, software and hardware with a "per Doc" or a "per Month" payment option.

The vendor must perform all work- no subcontractors are allowed. Vendors must provide evidence of their in-house capability.

KOFILE RESPONSE: All work under this proposal is performed by Kofile. This claim is supported by Kofile's history of providing services to the County Clerk's Office.

The vendor shall safeguard all information and data provided by the County. Proprietary ownership of all data, regardless of what media it is stored on, is retained by Hidalgo County. Any reproduction or duplication of any county records must have the written approval of the Hidalgo County Clerk.

KOFILE RESPONSE: Kofile maintains strict security around all County information and data. Ownership remains with Hidalgo County and data and images are available at any time upon request.

10. FINANCIAL STATEMENT

**PLEASE NOTE THAT ALL FINANCIAL DOCUMENTS ARE CONFIDENTIAL.
PLEASE WITHHOLD THE MARKED PACKAGE FROM AN OPEN RECORDS REQUESTS
ACCORDING TO THE DISCLOSURE PROTECTION FOR CORPORATE FINANCIAL RECORDS.**

Kofile's record of accomplishment proves its ability to exceed a county's needs. Kofile strongly believes that it is the most-committed company in the industry. It is the most financially backed. Kofile's financial structure is well suited to the needs of county governments. William D. 'Sonny' Oates is Kofile's CEO. Oates is a pioneer in the development and distribution of products and services to counties.

As a private company, Kofile's financial statements are private. Should Kofile be awarded this project, any necessary financial information will be provided to the County. Kofile Technologies, Inc., or its parent company, have not been party in a civil suit or been charged with violation of the law or currently the subject of any governmental investigation within the past five years.

Consistently improving sales and earnings, over the past several years, built Kofile's strong balance sheet. As the information systems industry grows more specialized, essential ingredients to long-term survival and success have become forefront—including human talent, specialization, and perseverance. Kofile offers these essential ingredients.

Kofile, its principals, directors, or majority shareholder(s), or any company Kofile has held a controlling interest in, or which has held a controlling interest in Kofile, has never filed for or has never been involuntarily put into bankruptcy or has been declared bankrupt.

The accounting department includes multiple personnel to guarantee a segregation of duties and a system of checks and balances. A computerized accounting software system assists with quality control and accounts receivable/payable. Kofile has three CPAs on staff, with a combined experience of over 75 years. As a privately-held company, all corporate financial statements are CPA-prepared.

11. REFERENCES

REFERENCE ONE	
County	Denton County Clerk's Office
Contact Name	Honorable Juli Luke, County Clerk
Address	1450 E. McKinney, Suite 103, Denton, TX 76201
Telephone Number	(940) 349-2012
Email Address	juli.luke@dentoncounty.com
Implementation	**Vanguard Records Management** Go-Live July 1, 2016

REFERENCE TWO	
County	Bexar County Clerk's Office
Contact Name	Honorable Lucy Adame-Clark , County Clerk
Address	100 Dolorosa, Ste. 104, San Antonio, TX 78205
Telephone Number	(210) 335-2216
Email Address	lclark@bexar.org
Implementation	**Vanguard Records Management** Go-Live April 2018

REFERENCE THREE	
County	Cameron County Clerk's Office
Contact Name	Honorable Sylvia Garza-Perez, County Clerk
Address	855 E. Levee Street, Brownsville, TX 78521
Telephone Number	(956) 550-1327
Email Address	sylvia.perez@co.cameron.tx.us
Implementation	**Vanguard Records Management** Go-Live 6/13/2019

REFERENCE FOUR	
County	Nueces County Clerk's Office
Contact Name	Honorable Kara Sands, County Clerk
Address	901 Leopard Street, Room 313, Corpus Christi, TX 78401
Telephone Number	(361) 888-0450
Email Address	kara.sands@nuecesco.com
Implementation	**Vanguard Records Management** Go-Live 6/3/2019

REFERENCE FIVE	
County	Jim Wells County Clerk's Office
Contact Name	Honorable J.C. Perez III, County Clerk
Address	200 N. Almond Street, Suite 103, Alice, TX 78332
Telephone Number	(361) 668-5702 x3
Email Address	jc.perez@co.jim-wells.tx.us
Implementation	**Vanguard Records Management** Go-Live April 2018

REFERENCE SIX	
County	Brazos County Clerk's Office
Contact Name	Honorable Karen McQueen, County Clerk
Address	300 E. 26th Street, Suite 1430, Bryan, TX 77803
Telephone Number	(979) 361-4128
Email Address	kmcqueen@brazoscountytx.gov
Implementation	**Vanguard Records Management** Go-Live Dec. 2017

12. SYSTEM REQUIREMENTS

This section includes responses to RFP Pages 7-16, with reference to each requirement (in italics).

General Specifications

The system must be capable of handling up to 600 Official Record filings a day at start-up and allow modular expansion of the system to handle any increase in filings. System must handle various sizes, colors, and weights of paper. Images must be taken from the original documents.

KOFILE RESPONSE: **Vanguard Records Management** takes advantage of Windows built-in scan functionality, minimizing issues with drivers and downloads. A wide range of sizes and weights of paper are supported. Kofile's most current updates have added the ability to scan color documents, as well as black and white.

The architecture and operating environment for **Vanguard Records Management** is split between the cloud-based infrastructure and the local access environment. The System environment is designed to provide a scalable, secure and reliable platform, while providing easy access from secure locations and devices.

This top-to-bottom design provides complete scalability, whether recording 2 documents per day or 2,000 documents per day.

The system must provide the ability to enlarge fonts in system application for all data fields and save settings by user.

KOFILE RESPONSE: **Vanguard Records Management** 's browser-based system allows setting screen resolutions and font sizes on a user by user basis.

The system must have the ability to record multiple documents with multiple payments in a single transaction.

KOFILE RESPONSE: All Orders allow processing multiple transaction types within one order as well as multiple payment types within one Order.

The system must be able to perform all of the recording functions while the person filing the document waits for its return.

KOFILE RESPONSE: Depending upon the needs of the moment, Orders may be processed and scanned while the customer waits at the counter, or processed and scanned later in the day as a batch.

All equipment, software, and procedures must meet or surpass, on a continuing basis, all Texas State Library laws and standards for archiving and preservation of records as they are developed and become effective.

KOFILE RESPONSE: Kofile continues to work closely with all appropriate state and federal agencies to insure compliance with recording, retrieval, microfilming and storage technical standards.

All proprietary equipment and software must be disclosed. All proprietary software, including original coding, must be placed in escrow as specified by and under the control of the Hidalgo County Clerk. The escrow information must be maintained to current status.

KOFILE RESPONSE: Kofile will comply with this requirement.

The system must be simple to use for the public with little to no assistance from a County employee. No sign-on should be necessary at a public terminal. Public workstations must be view or print only and provide sufficient security to preclude any possibility of altering documents.

KOFILE RESPONSE: **Vanguard Records Management** is designed with ease-of-use in mind, both for clerk staff and for the general public. It's built upon a standard browser - familiar to most users today. Much thought is given to the user interface. In addition, Live Help is integrated with Public Search and available to clerk staff throughout the work day. For Public Search, it is available 24 hours a day.

The system must have user interface software allowing the novice operator to accomplish tasks using simple sequence, allowing quick access with a minimum of confusion, delay, or instruction. Workstations should log-off after 5 minutes of inactivity.

KOFILE RESPONSE: System security is paramount in **Vanguard Records Management** . Workstations can set to auto-lock at defined intervals. As stated in earlier responses, ease-of-use is inherent in this System, providing a familiar interface for even the novice user. Workflow steps follow a predictable sequence.

The system must provide an audit trail of all activity, which can be produced on a daily basis.

KOFILE RESPONSE: Complete audit tracking is built into every Order, allowing system administrators a record of all entries and all changes.

The system shall support optical character recognition. The system shall have the capability to extract information and pass extracted information on-line with the image-to-index originator to complete the index.

KOFILE RESPONSE: Public Search provides complete Optical Character Recognition (OCR) for every document recorded, allowing complete full text search of every document - beyond the typical search of indexed data fields. Finding a document in **Vanguard Records Management** has never been easier or more complete. OCR capabilities are built into Vitals indexing and are being extended to other departments as product development continues.

The systems information must be compatible with HTML/XML format to allow future Internet compatibility.

KOFILE RESPONSE: **Vanguard Records Management** is compatible with HTML and XML formats.

The systems software and hardware must be able to handle Credit Card transactions for all services offered by the Hidalgo County Clerk.

KOFILE RESPONSE: Credit Card integration is currently being developed for **Vanguard Records Management**. It is already available in Public Search and will soon be available within CRS as well to allow accepting credit cards for any transaction. While credit cards can currently be processed outside of **Vanguard Records Management** and applied as a manual payment in **Vanguard Records Management**, complete integration will be available by the first of the year.

The system must allow clerks to extract indexes and images in order to write to CD only i.e.; deeds, foreclosures, assumed names.

KOFILE RESPONSE: **Vanguard Records Management** 's Export process couldn't be easier. Select the department and the date range. Schedule the export. When it's complete, copy the export either to an FTP folder for customer download, or burn it to a CD-ROM.

To avoid introducing potential viruses to the system from external devices, all USB ports must be disabled.

KOFILE RESPONSE: Public stations can be locked down to prevent internet access beyond that required for our applications. USB ports can be disabled to prevent unauthorized users from either downloading or uploading data.

The system should be able to perform document validation, transaction audits and detailed accounting reports by category i.e.; birth certificates long form, death certificates, marriage, informal marriage, etc.

KOFILE RESPONSE: Reporting is one of **Vanguard Records Management** 's strengths. All types of financial reports are available or can be provided.

The system must provide management tools for monitoring employee productivity and accountability.

KOFILE RESPONSE: User Productivity reports measure activity for a day or week or month. Dashboards provide immediate access to user and system metrics.

The system must have the ability to produce reports by specific or custom scheduling and must have the ability to automatically email scheduled reports.

KOFILE RESPONSE: Reports are available upon demand or can be scheduled for automatic email delivery.

The system must have the ability to auto populate information from applications that have been entered online.

KOFILE RESPONSE: eForms, available on Public Kiosks or on the County's web site, allow the public to pre-enter their forms including applications for Marriage Licenses, Assumed Names, Birth or Death copies, among others. Data from these forms flow into **Vanguard Records Management**, eliminating the need for the clerk to re-enter it.

The system must have the ability to auto populate customer information into the cashier system via card reader.

KOFILE RESPONSE: Signature pads are available to allow electronic signatures or to read a Drivers License to populate name and address fields.

The system must have the ability to capture an electronic signature for all applications.

KOFILE RESPONSE: Signature pads are available to allow electronic signatures or to read a Drivers License to populate name and address fields.

The system must have the ability to manipulate images (crop, resize, cut, paste) throughout the system.

KOFILE RESPONSE: During scanning, images can be improved by cropping, image enhancement and page alignment. Redaction is available during Indexing or Scanning.

The system must have the ability to create or modify fields within a module as needed.

KOFILE RESPONSE: Fields and field names can be modified upon request by Kofile support.

The system provides the ability for the administrator to customize field descriptions/field labels. The system provides the ability for the administrator to customize workflow.

KOFILE RESPONSE: Fields and field names and workflows can be modified upon request by Kofile support.

The system provides the ability to place an electronic "Certified Copy" stamp to copies that are printed. The stamp can be placed on multiple documents or any location on the document.

KOFILE RESPONSE: When creating certified copies, electronic stamps are automatically placed on each page. In Public Search we even allow purchasing certified copies with stamped certified copies requiring little or no staff involvement beyond visual approval.

The system must allow for internal indexing as required by the Hidalgo County Clerk's Office.

KOFILE RESPONSE: Although it is the expectation that Hidalgo County will utilize Kofile Daily Indexing, it is also possible for documents to be self-indexed within **Vanguard Records Management** when required.

The system must have the ability to redact information as needed.

KOFILE RESPONSE: Redaction is available either in the Indexing Queue or in the Capture Queue in Vanguard Records Management.

The system must be able to connect to DSHS for electronic submissions of vital records (TexEver).

KOFILE RESPONSE: Kofile has been working with TxEver to insure compatibility with existing functions as well as those released in the near future, including Marriage License integration.

The system must be able to create a multitude of custom financial and auditing reports detailing all system transactions.

KOFILE RESPONSE: A full range of reports are available within **Vanguard Records Management**. Additional reports can be created upon request.

Workflow Specifications

Once logged in, users can move between modules/applications without logging in and out.

KOFILE RESPONSE: **Vanguard Records Management** was developed with County Clerk workflow and ease-of-use in mind. As a result, Hidalgo County's Workflow Specifications are easily confirmed. **Vanguard Records Management** utilizes the County's Active Directory domain logins. Therefore, once a user has logged into the workstation/domain, the account is active for all Vanguard modules, allowing seamless transition from one Queue to another.

Once a document has been accepted for filing, the recording process will begin with the cashiering process at a cashiering workstation.

KOFILE RESPONSE: Order and Document workflow is organized into "queues". It all begins in the Order queue—where cashiering occurs.

Enter the type of document being recorded and verified by a type table. If the type is not on the table, use "unknown" in the document type and allow the operator to update to the correct type.

KOFILE RESPONSE: Transaction types and Document Types are selected from a lookup table. Enter number of pages. Select any options. Fees are calculated automatically. Changes are re-calculated immediately.

Users will enter the number of pages in each document.

KOFILE RESPONSE: Enter number of pages. Select any options. Fees are calculated automatically. Changes are re-calculated immediately.

The system will utilize a cashiering fee table to calculate and display the total fee for each document and batch. The cashier should be able to change the fee amounts if necessary.

KOFILE RESPONSE: Fees are calculated automatically. Changes are re-calculated immediately.

The system must be able to process any changes in recordings, such as recalculating the. filing fee. After the fee is received and noted on the system, the system will perform the following functions:

The system must automatically assign appropriate instrument numbers sequentially within each customer batch, processing each batch in time-received order. Instrument number assigned varies with type of document being processed, real property record, financing statement, etc.

The system must assign current recording date-year month (yyyy mm dd) and time-hour, minute and

seconds am/ pm (hh:mm:ss) for each document.

KOFILE RESPONSE: After selecting Payment Types from a pre-configured list, Document Numbers are assigned in real time on a first-in, first-out basis, assigning recorded date and time and distributing all fees. Document Number ranges are maintained according to document groups. Change is automatically calculated, where allowed. Finalization is not allowed until the full payment has been recorded.

The system will assign a receipt number, a transaction validation number, and a cashier identification number and generate a receipt, which also identifies all document types and monies collected.

Included on the receipt

- *Received From:-Name and Address*
- *List of fees by document number and type*
- *Method of payment (include check number or numbers if multiple checks)*
- *Any change required*
- *Receipt number*
- *Validation number (sequential transaction number)*
- *Cashier identification and station number*
- *Total fee amount*
- *Date and Time*
- *County Seal*

KOFILE RESPONSE: **Vanguard Records Management** prints full page receipts which include all the information above.

The system will imprint the first page of the document with the cashiering validation information and recording information. System will imprint the original instrument with the following information on the first page:

- *Date and Time*
- *Fee Amount*
- *Cashiering validation information*
- *Instrument number*

KOFILE RESPONSE: A cover page (which can be moved to become a trailer page if desired) contains required recording information and cashiering validation information including Date and Time, Fee Amount, Cashiering validation information and Instrument number. Document Number and Recording information are electronically imprinted on the top of each page during scanning.

The system must allow the ability to change the locations of the stamps as necessary.

KOFILE RESPONSE: Location of page stamps and certified copy stamps can be moved as required.

The system must have the ability to email the receipt or certified copy of the recorded document to the customer.

KOFILE RESPONSE: A receipt can be sent automatically by email. Certified copies can be created and emailed.

The system must have the capability of printing mailing labels or for returning processed documents by mail to the customer. These labels should include a mailing date and instrument identifier in addition to the pertinent name and address information.

KOFILE RESPONSE: Mailing labels can be printed for returning processed documents by mail. Labels include the mailing date and document number.

The system must document all transactions recorded and amount charged.

KOFILE RESPONSE: All transactions are recorded in the System's audit trail. The Order is maintained and can be recalled for later review.

The system must include tables to limit the amount of data ently required, including, but not limited to, type of document, amount charged, and name and address tables.

KOFILE RESPONSE: Tables are utilized throughout **Vanguard Records Management** to limit the data entry required.

The system must allow payments to be accepted by cash, check, credit card or escrow. The system must calculate change due on screen and allow an option to log a refund, rather than return the cash amount. For filing and for copy charges, the system must generate invoices, if needed.

KOFILE RESPONSE: Payment Types are defined for each type of transaction and are selected during the payment process by a drop-down list. Refunds are allowed for users with appropriate security. Invoices are generated.

The system must issue monthly balance statements.

KOFILE RESPONSE: For Company Accounts, monthly statements can be printed suitable for mailing.

The system must provide individual scanners for the recording department to ensure documents are immediately scanned once they are recorded.

KOFILE RESPONSE: Scanners are provided at each workstation to allow immediate scanning of each document so they may be handed back to the customer immediately.

The system must include a cash drawer for each cashiering station. Provision must be made for closing each drawer both during the day with subtotals and at the end of each day with subtotals. Each station will be uniquely identified. The end of the day reconciliation report should allow a remarks field to enter operator signatures and comments.

KOFILE RESPONSE: A cash drawer is provided at each cashiering station. Drawer Balance and Settlement functions are provided. Remarks and signature blanks are included.

The system must allow receipts to be generated only after full payment has been received.

KOFILE RESPONSE: Transactions cannot be completed, nor receipts printed, until full payment is entered.

The system must have the ability to void current or past day's transactions and make corrections to receipts as required. All voided transactions must be documented in the system.

KOFILE RESPONSE: Voids can be configured for allowable circumstances and by administrator-level users. A full audit trail is maintained. Returned checks can be processed.

The system must endorse check with user-defined information such as: "For Deposit Only", transaction number, county official name, bank name, account number, date, and cashier ID.

KOFILE RESPONSE: **Vanguard Records Management** offers several options for check endorsement. Batch endorsement utilizes a single endorsement printer to endorse all checks at the end of the day. Individual cashier endorsement requires an endorsement printer at each cashier's workstation and endorses the checks as part of the transaction. The third option is MICR Check Readers at each station which will scan the checks, validating funds and depositing them into County accounts immediately. The checks are not endorsed but are handed back to the customer after scanning. All these options will be available to Hidalgo County by January 1st. These enhancements are offered at no additional charge, other than the cost of the hardware.

The system must process all checks returned by banks. The transaction amounts must reverse the original posting amounts to reflect the correct dollar amounts in the accounts. The transaction must be fully documented and a history of returned checks maintained.

KOFILE RESPONSE: Returned checks can be processed by clerks. **Vanguard Records Management** can be configured to allow entry of distributions to appropriate accounts. Alternately, original transaction can be voided, automatically reversing distributions.

Once the transaction has been entered into the system, there can be no deletions or alterations made to that transactions. Changes to the cashiering system may be made only by offsetting transactions.

KOFILE RESPONSE: Deletions cannot be made to an Order. Voids are clearly documented.

The system must allow all images to be available to the public for viewing without operator intervention.

KOFILE RESPONSE: Scanned documents are available for viewing by the public as soon as all workflows are completed and the day has been certified as complete.

The system will maintain response time regardless of increased filing volumes or number of workstations accessing the system.

KOFILE RESPONSE: System metrics are maintained and are available to Hidalgo County upon request. Metrics include user activity, **Vanguard Records Management** database activity and response times, Image Repository response times, **Vanguard Records Management** application response times and Network response times and loads.

The System should be able to pre-determine the amount of time a workstation monitor stays on line (off after five minutes of inactivity) for cashiering, public retrieval , etc.

KOFILE RESPONSE: Workstations can be configured to auto-logoff or shut down after a pre-determined period of activity.

The system must be capable of producing hard copies immediately after imaging. The software must allow images to be printed either page by page or as an entire document.

KOFILE RESPONSE: During order entry, copies of the recorded document can be printed, either page by page or as an entire document.

The software must allow images or selected portions of an image to be enlarged for clarification. Software must allow images to be rotated or adjusted and to reverse the image from white to black and vice versa.

KOFILE RESPONSE: Image enhancement allows cropping, redacting, rotating as desired.

Safeguards must be included to prevent the deletion or alteration of any image.

KOFILE RESPONSE: Images cannot be deleted in **Vanguard Records Management**. They can be replaced by a clerk with appropriate security. However, all replaced images are maintained in case of error and can be recovered by Vanguard Support.

The system must provide scanning processing software that will automatically sharpen images. The operator must be able to bypass this feature and manually adjust the image.

KOFILE RESPONSE: Image enhancement allows features, like de-speckle and de-skew, as desired.

Local Installation and Workstation Requirements

The system must be web based and use industry accepted and standard web browsers to access and utilize all cashiering, recording, searching, reporting and administrative applications.

KOFILE RESPONSE: **Vanguard Records Management** is entirely web-based and uses industry-standard browsers including the latest versions of Chrome or Edge. Functions and keyboard shortcuts are familiar and well-known to most computer users today.

The system requires vendor provided software applications on the user personal computers. This includes any required browser plug-ins or locally installed utilities. Also, device support such as scanners and credit card swiping devices, or software required to integrate with a required third-party application such as TxEver.

KOFILE RESPONSE: Only a very limited number of locally-installed drivers are required for interacting with scanners and signature pads and TxEver downloads. All are provided by Kofile as part of this response.

All computer workstations must be new and must have the most current specifications and operating system in order to meet or exceed workload demands. Monitors must be high resolution and large enough (27") to view programs in dual page display mode.

KOFILE RESPONSE: All workstations and all peripherals provided in this proposal will be new Dell All-In-One computers with 8 or 16 GB of memory depending upon use and Windows 10 Professional 64-bit. Monitors are 27" and capable of displaying index and image side by side.

All user workstations must include Microsoft Word, Excel and Adobe Acrobat for use with existing forms.

KOFILE RESPONSE: Microsoft® Office and Adobe® Acrobat DC are provided on all clerk workstations.

All administrative computers must include Microsoft Office and Adobe Acrobat DC.

KOFILE RESPONSE: Microsoft® Office and Adobe® Acrobat DC are provided on all clerk workstations.

There must be no need for a workstation to be touched, human or electronically, when a new version of the system is provisioned.

KOFILE RESPONSE: Deployments generally do not require manual access to the workstation, unless there is a requirement to update device drivers. However, usually those can be deployed remotely.

Environment

Vendor will provide equipment and internet connectivity for (2) offsite locations within the county.

KOFILE RESPONSE: As part of this proposal, Kofile will provide all equipment for all locations. However, this RFP states in the Network Requirements section that Internet service will be provided by the County.

The system must implement industry open standards in hardware and software to protect the County's investment and offer distributed processing capabilities, allowing information to flow transparently between the proposed imaging system and the County's existing systems.

KOFILE RESPONSE: **Vanguard Records Management** implements industry open standards in hardware and software. All Hidalgo County data and images are maintained in industry-standard formats and are available to the County upon request. Data and Images remain the property of Hidalgo County.

The system will be capable of accommodating multiple third party e-filing entities that could help increase e-filed documents in Hidalgo County. Any and all third parties capable of providing this service to Hidalgo County shall be allowed toe-record documents in Hidalgo County at no additional GOSt to Hidalgo County, third party, or the filer.

KOFILE RESPONSE: **Vanguard Records Management** eRecording gateway accommodates all national eRecording vendors. In addition, **Vanguard Records Management** will provide access to designated individual submitters to allow eRecording submissions at no charge to the County or the submitter beyond normal county filing fees.

System Server Requirements

All system servers must be managed by the vendor and hosted in a secure, high availability, public cloud data center.

KOFILE RESPONSE: All servers are hosted in the Microsoft® Azure Cloud and are physically managed by Microsoft® with software managed by Kofile.

The server environment is based upon a series of services that are managed in the cloud and running on the Windows Server OS. There are three primary operating environments and some supporting services. The primary environments are:

Application Services. The application services compose the business logic of the system. It is further broken down into discrete services that run as instances on cloud servers. For example, there is a service that processes images for the System. Each service runs autonomously from the other services.

Data Management. The core of the Data Management is management of the transactional and historic indexing information. This is managed within a relational database cluster with remote failover to ensure performance, scalability, real-time backup, and disaster recovery.

Image Management. All Images are managed within the cloud storage management service. This service is a highly scalable cloud platform service. The storage service immediately copies the images to three different locations within the primary datacenter. This provides immediate backup and redundancy should there be a drive or local network issue. Additionally, each image is stored in a remote datacenter and replicated three times within that datacenter.

This separation of processing and redundancy of services (within and across datacenters) is key to the performance, scalability and disaster recovery capabilities of the System.

Advanced security must be provided by the cloud data center hosting vendor including periodic vulnerability testing, intrusion detection and monitoring, and encrypted data storage.

KOFILE RESPONSE: System security is a **Vanguard Record Management** strength, and is applied at multiple levels. Security for all levels of access to the System should be tightly controlled with any changes only performed by a small, security trained group of individuals. All changes should be logged. This protects the system integrity. As a precaution, Kofile typically performs everything beyond user authentication to ensure all security guidelines are followed and performed by trained personnel.

All system servers must be hosted in a leading public cloud platform such as Amazon Web Services, Microsoft Azure or Google Cloud.

KOFILE RESPONSE: All servers are hosted in the Microsoft® Azure Cloud and are physically managed by Microsoft® with software managed by Kofile.

There must be no requirement for any servers to be installed within the County facilities.

KOFILE RESPONSE: With the exception of a small CSO appliance located at each county location, no servers are installed locally. The CSO appliance is used to manage uploads, scan services and printer services in each location.

All data must be stored in the data center and immediately replicated to a secondary, geographically remote data center.

KOFILE RESPONSE:

Data Management. The core of the Data Management is management of the transactional and historic indexing information. This is managed within a relational database cluster with remote failover to ensure performance, scalability, real-time backup, and disaster recovery.

Image Management. All Images are managed within the cloud storage management service. This service is a highly scalable cloud platform service. The storage service immediately copies the images to three different locations within the primary datacenter. This provides immediate backup and redundancy should there be a drive or local network issue. Additionally, each image is stored in a remote datacenter and replicated three times within that datacenter.

All system services and servers must be redundant and support immediate fail-over in the event of a service or server outage or slowdown.

KOFILE RESPONSE: All servers and services employ automatic remote failover to ensure performance, scalability, real-time backup, and disaster recovery.

All data must be continually backed up and any system roll back must not be any more than 15 minutes prior to introduction of issue causing the roll back.

KOFILE RESPONSE: Kofile provides a multi-tier backup strategy to ensure a short "Time to Recovery" should backups require restoration. This approach is to provide near-continuous backups, so the System is quickly restored with minimal impact on operations.

The entire SQL Service is live mirrored to the failover instance. Image data is automatically backed up at time of creation or modification.

With the exception of having to rollback any data, any system failover must be transparent to the user. All system data backups must be copied and transported to an off-site location no less than daily. System backups must be kept for a minimum of one year.

KOFILE RESPONSE: Within **Vanguard Records Management**, the cloud virtual machines hosting all services are backed up daily. So, entire machines are quickly restored and brought into service. These backups are retained for seven (7) days, with a weekly backup retained for one (1) month.

For managed data, the SQL databases use transaction logs. These are backed up every 15 minutes. Full backups of the databases occur daily. Backups are stored in the storage service, which provides immediate local and remote backups.

Networking Requirements

Any infrastructure (switches/routers) required to connect users to the system will be provided by the vendor. The internet connection will be provided by the county.

The system must work with industry standard network and internet connectivity routing protocols. The system must work with and be able to utilize redundant or multiple internet circuits.

The county will assist the vendor with any routing requirements. Any routing configuration required to connect to the system will be the responsibility of the vendor.

KOFILE RESPONSE: Existing network infrastructure will be utilized for Day 1 deployment in Hidalgo County. It is expected that within this contract, renovations on the County Courthouse will be completed and the County Clerk will move back to that location. Kofile will provide infrastructure for the Courthouse including network cabling between each workstation or peripheral and the County wiring closet, all switches and routers required for Vanguard hardware.

It is expected that Hidalgo County will provide sufficient internet bandwidth for the primary internet connection in the main office and in remote offices such as McAllen, as well as any required backup internet service. Backup internet service from a different vendor than the primary vendor and using a different physical route into the courthouse is highly recommended to prevent outages caused by disruption of the primary service. Vanguard is designed to work with failover internet service.

System Security - Data

All data must be encrypted when being transmitted from a workstation to any internal or external service (all data in motion.)

KOFILE RESPONSE: Encryption is the process of encoding a message or data so only authorized parties can access it. All data is encrypted in motion meaning that all data transmitted across the network or the internet (i.e. from the user's workstation to the Vanguard system) is encrypted.

All Personally Identifiable Information as defined by Texas Statute will be encrypted while being stored (data at rest)

KOFILE RESPONSE: All documents are encrypted at rest—simply, once stored, the image is immediately encrypted. In the event of unauthorized access, the intruder is unable to read images. Data managed by the relational database can also be encrypted at rest. As a default, Vanguard encrypts all Personally Identifiable Information (PII) such as Social Security Numbers.

All servers will be protected with virus scanning software.

KOFILE RESPONSE: Anti-virus software is provided in the Microsoft Azure cloud for all servers and services.

All services, servers and the network that they are running on, shall be protected with advanced threat detection, mitigation and notification capabilities.

KOFILE RESPONSE: **Vanguard Records Management** is hosted on the Microsoft® Azure Cloud. This public cloud is utilized for several reasons. Foremost, large public cloud platforms offer unique and advanced security capabilities with ongoing security investment. Network/ systems security quickly evolve with the development of methods to penetrate networks. Sophisticated monitoring, threat detection, and quick defense mitigations are required. Microsoft® is one of the world's top network and data security organizations—this leverage is key to Vanguard's advanced security protections. In addition, Kofile performs independent penetration testing as a secondary set of tests—run periodically (e.g., monthly) and reports are available upon request.

A notification of any unwarranted or unapproved access to any services or servers will be made to the County in less than one hour of the vendor becoming aware of the access.

KOFILE RESPONSE: Any detection of threats of corruption or unauthorized access in any Vanguard system or database, either by Kofile or by Microsoft®, will immediately be reported to Hidalgo County. Remediation efforts will be described and communicated. In the event of a data or access event, a Disaster Recovery protocol will be initiated. Hidalgo County will be notified of the event and plans for resolution. After the event has ended and remediation efforts are completed, a Root Cause Analysis will commence by the Kofile Disaster Recovery Team. A report of this analysis will be provided to Hidalgo County as soon as it is available.

System Security - User Authentication

User Authorization: The system must support single sign-on and utilize the County's existing Active Directory server.

KOFILE RESPONSE: System security is a **Vanguard Record Management** strength, and is applied at multiple levels. Security for all levels of access to the System should be tightly controlled with any changes only performed by a small, security trained group of individuals. All changes should be logged. This protects the system integrity. As a precaution, Kofile typically performs everything beyond user authentication to ensure all security guidelines are followed and performed by trained personnel.

Control of access to the system must be controlled by the County's Active Directory service and user authentication activation and deactivation must be done and only done through Active Directory.

KOFILE RESPONSE: Single Sign On User security is provided through a variety of mechanisms. To access the System, the user is authenticated through Hidalgo County's Active Directory, associated with a security profile that grants access to System functionality and data, and accessing the System from within a valid IP range. If any condition is not met, access is denied.

The system shall not block or prohibit any Active Directory user management capabilities such as password expiration policies, etc.

KOFILE RESPONSE: Active Directory user management is left entirely to Hidalgo County IT staff.

The system must provide workstation level security in that only approved workstations may be permitted to perform cashiering and recording.

KOFILE RESPONSE: Filter IP Range. The System is configured to accept users from acceptable IP ranges. Typically, these are associated with an office/location where the County conducts business.

The system must ensure that all workstations performing cashiering and recording are within a County approved IP address range.

KOFILE RESPONSE: Filter IP Range. The System is configured to accept users from acceptable IP ranges. Typically, these are associated with an office/location where the County conducts business.

System Security - User Authorization

User Authorization. The system must allow security profiles be created and enforced such that different users are able to perform different roles as defined by the County.

KOFILE RESPONSE: Security profiles include all actions and data accessible by the user. Security Profiles are configurable and driven by Hidalgo County requirements.

Peripherals such as printers and scanners can be assigned to user security profiles or workstation security profiles.

KOFILE RESPONSE: All peripherals are accessed through security settings and assigned workstations. This allows Hidalgo County to provide complete control over who can access what peripherals and from which workstations.

Configurable Group profiles must be supported and individual users assigned to groups must inherit group security profiles.

KOFILE RESPONSE: Group profiles are configurable and define a set of security definitions that are then assigned to users. Users may belong to multiple groups which enables a high degree in flexibility and simplicity with security configuration.

Security profiles must be configurable specifically to the County requirements to the field level such that the fields displayed to the user and the users edit rights to those fields is based on that user' s security profile.

KOFILE RESPONSE: **Vanguard Records Management** security is configurable to the field visibility level to ensure that users are only shown the data that their security profile requires.

Security profiles must be configurable specifically to the County requirements to the screen action level such that any action within an application or screen within an application can be filtered based on the security profile.

KOFILE RESPONSE: **Vanguard Records Management** security is configurable to the action level to ensure that users are only shown the actions that their security profile requires.

Security profiles must be configurable specifically to the County requirements at the workflow level to enable filtering of what applications a user may have access to.

KOFILE RESPONSE: User authentication (i.e. access to the **Vanguard Records Management**) is controlled by local security policies implemented in the Hidalgo Active Domain Controller. Once the user is authenticated, the application functionality that the user is authorized to access is configurable and implemented per Hidalgo County requirements.

Support Requirements -Support Hours

Real-time support must be available to County staff one hour before and one hour after normal County business hours.

KOFILE RESPONSE: This is Kofile's standard support hours and policy.

During periods of maintenance, system migration, or system upgrade, support personnel will be available to the County.

KOFILE RESPONSE: Kofile dedicates resources to perform and verify any migrations and system upgrades.

Real-time Public Access support must be provided to the public 24 hours per day and 7 days per week and staffed with dedicated support technicians. Public Access Support must be multi-lingual and at a minimum in English and Spanish.

KOFILE RESPONSE: This is provided by Kofile and allows for unlimited access by Hidalgo Public Users.

Support to the County should be available through web, chat, email or phone communication channels.

KOFILE RESPONSE: All of the above requested channels are supported by Kofile.

All support calls that require any follow-up for closure should be tracked in a ticket management system.

KOFILE RESPONSE: Kofile maintains a web-based ticketing system that is available to Hidalgo County 24 X 7.

The ticket management system must be available to County personnel for entering new tickets, tracking existing tickets, and adding information into tickets.

KOFILE RESPONSE: Kofile's ticketing system is available to Hidalgo County to enter, track or comment on any issue that is open for resolution.

During support hours, County inquiries should be acknowledged by a live support technician in no more than 5 minutes from the time of the inquiry.

KOFILE RESPONSE: Kofile's Service Level Commitment is to acknowledge and begin working all inquiries, regardless of severity within 3 minutes of receipt.

The Public Inquiry system must contain a user community web site that allows Public Inquiry users to provide feedback.

KOFILE RESPONSE: As a part of this proposal, Kofile will be migrating the Public Inquiry system to a new version which includes a community feedback portal.

Support Personnel Location

Primary support personnel must be in the state of Texas and be available to be on-site at the County offices within one hour.

KOFILE RESPONSE: Kofile's primary support location is Dallas, Texas, with additional resources located around the state. Currently all **Vanguard Records Management** support personnel are located in the State of Texas. Kofile does maintain a 24 by 7 support capability for public users. Those resources are located in additional states.

During system migrations, upgrades or conversions, support personnel must be available on-site.

KOFILE RESPONSE: Kofile's on-site person can be available on site for any major conversion or upgrade.

If the County requires, permanent on-site support staff must be provided.
Quarterly updates of software as needed.

KOFILE RESPONSE: Kofile will provide an on-site resource whose primary responsibility is supporting the Hidalgo County staff in use of the **Vanguard Records Management**. Software updates are provided one to two times per month.

Any requirement to move the vendor's equipment due to mandatory relocation (New Courthouse) of the clerk's office will be the responsibility of the vendor.

KOFILE RESPONSE: Kofile will provide resources to perform any equipment moves required by Hidalgo County when the County Clerk's Office relocates to the new courthouse.

Initial and Ongoing Training

Training of County users, Public Inquiry users and any other County staff who will interact or support the system will be provided classroom training at a County selected location and customized to reflect the County configuration of the system.

KOFILE RESPONSE: As a standard part of the Kofile Support provided under this proposal, Kofile will provide unlimited training for county and public users. The location, timing and frequency of training is at Hidalgo County's discretion.

Ongoing training must be available to new users or to introduce new system functionality. This training may be one on one or computer based.

KOFILE RESPONSE: Should Hidalgo County hire new clerks or Kofile provide new functionality, training is provided at no additional charge to Hidalgo County.

The Public Inquiry system must include tutorials and a maintained knowledge base to support the training of new Public Inquiry users.

KOFILE RESPONSE: The Public Inquiry system includes a tutorial that is automatically

enabled the first time a user accesses the system. At any time, the user can access the tutorial for refresher training. The user also has access to a knowledge base and a 24 X 7, multi-lingual chat support system.

All training materials must be provided to the County in a format that allows the County to utilize and enhance the training at the County's discretion.

KOFILE RESPONSE: Kofile can review all training materials with Hidalgo County for any changes that Hidalgo County requires. Such materials can be provided to Hidalgo County for County run training, if desired.

Test System Access

A test system must be available to the County and at a County designated location.
The test system must be available to the County prior to initial go-live and for the duration of the system contract.

KOFILE RESPONSE: Kofile maintains a Test System that is used by Kofile test personnel to validate any system or configuration changes. That system is available to Hidalgo County personnel for verification of changes prior to deployment.

The test system must contain County approved and provided test data

KOFILE RESPONSE: One objective of the Hidalgo County test system is to keep it as close to the production environment as possible. As such, production data is periodically refreshed to the test environment. Should Hidalgo County desire to limit the data available in the test environment, then Kofile can limit what data is propagated to the test system.

The test system must allow for County users to validate new system features and configuration changes.

KOFILE RESPONSE: This is the primary use of the test system by Hidalgo County.

System Backup and Off-site Data Storage

Vendor shall provide off-site storage in the State of Texas for copies of all images, index databases, and microfilm at no additional cost to Hidalgo County. Vendor's off-site storage facilities must meet or exceed current ANSI standards and applicable Texas State Library requirements.

KOFILE RESPONSE: Kofile provides multiple backup copies of the system. One is an extract of all county data that is downloaded and stored in the Kofile Data Center in Dallas, Texas. Kofile also utilizes the backup service provided by Microsoft® Azure that daily system backups are copied to an offsite facility.

Microfilm must be stored in a climate controlled offsite vault facility in Texas. Vault must be fire resistant and have 24/7 camera monitoring along with full time security services provided.

KOFILE RESPONSE: All Microfilm can be stored at the Kofile Data Center and Storage Vault in Dallas Texas. This is a highly secure facility with 24 hour on-site personnel.

In the event a more efficient technology becomes available, vendor guarantees to convert County's data to a media acceptable to the new technology. Vendor must also provide an acceptable timetable for the conversion at no additional cost to Hidalgo County.

KOFILE RESPONSE: All Hidalgo County data and the environment in which that data is stored and processed is based on a hosted model that is automatically updated to newer technology as it is deployed into the Microsoft® Azure environment. Data and System Services are automatically migrated to utilize this technology without interruption to system availability.

Documentation

Vendors shall provide full documentation and information regarding backup procedures and responsibilities.

KOFILE RESPONSE: All system backup is the responsibility of Kofile. Documentation on Kofile's internal procedures and systems utilized in backing up the system can be provided for information purposes. The backup schedule is as follows:

All data and images are immediately backed up whenever a new data element or image file is created or changed. This is done through replication of all system information. Full snapshots of the database are taken every 15 minutes, daily, and weekly. Copies of the daily and weekly backups are stored offsite.

Vendor shall provide full documentation and information regarding disaster recovery procedures.

KOFILE RESPONSE: Kofile will work with Hidalgo County to document the disaster recovery processes. The Kofile Disaster Recovery template is attached to this proposal as *Appendix A: Disaster Recovery Plan*.

Uptime

System uptime is a primary concern of Hidalgo County. Vendor shall provide complete information on system availability and reliability along with fallback procedures in case of equipment failure.

KOFILE RESPONSE: Kofile commits to 99.5% system availability. Kofile provides complete redundancy of the system which includes the ability to failover to a secondary data center. All system maintenance is always done outside of County Business hours.

Battery backup on all servers, switches, routers & workstations at the Hidalgo County Clerk's Office and McAllen substation is required to ensure proper shutdown procedures.

KOFILE RESPONSE: Battery backup units are provided as a part of the Kofile System.

Image Printers

There shall be no limiting factor on the number of printers attached to the system. Printers must use laser technology with a minimum speed of 50 pages per minute, It is required that all printers be network attached and able to print images at the printer's rated speed.

KOFILE RESPONSE: Based on existing experience with Hidalgo County, Kofile believes that the current printer configuration both in terms of the printer specifications and the number of printers to meet the performance and availability requirements of Hidalgo County. There is no known limitation on the number of printers attached to the system.

Scanners

Individual workstation scanners must be capable of scanning up to a minimum of 300 dpi at a sustainable rate of not less than 50 pages per minute and handle legal and letter size documents. In addition, software to enhance document clarity will also be required.

KOFILE RESPONSE: Based on existing experience with Hidalgo County, Kofile believes that the current Scanner configuration both in terms of the scanner specifications and the number of scanners to meet the performance and availability requirements of Hidalgo County.

Cashiering Workstations

Cashiering Workstations will be compatible with the other PCs and will include a cash drawer, a receipt-printing device capable of printing all required stamps and receipts and validation information.

KOFILE RESPONSE: All Cashiering functions can be performed on a standard Personal Computer equipped with a web browser. Kofile provides workstations with additional usability features such as touch screen navigation.

Some workstations will be required to work in a multi-software/network environment. Administrator accounts for selected personnel must be created for editing of indices or records.

KOFILE RESPONSE: Network and application access is configurable through the installation of the network and specifically the Active Domain Controller which governs authorization to different applications. The Active Domain Controller is provided and managed by Kofile and in accordance with Hidalgo County requirements.

13. FEE SCHEDULE

Kofile proposes a Per Instrument charge for all recorded instruments, at $5.28 Per Instrument. This is inclusive of all products and services described in the RFP unless expressly excluded by Kofile as a part of this response. Kofile will invoice Hidalgo County on a monthly basis. This invoice will reflect the recorded volumes of the preceding month.

OPTIONAL ECOMMERCE SERVICES (based on $1.00 per page service fee for internet purchases)

Additionally, Kofile will apply a $2.00 fee for each document or document portion purchased via the Internet eCommerce Service. Kofile absorbs all third-party eCommerce costs. Of these, 100% of all revenues received from this service are rebated to Hidalgo County Clerk as a credit on monthly invoices.

14. RFP FORMS

RFP FORM: LEGAL NOTICE

REQUEST FOR PROPOSAL LEGAL NOTICE
for
HIDALGO COUNTY CLERKS
"RECORDS MANAGEMENT AND DOCUMENT IMAGING PROCESS"
RFP No.: 2019-187-08-21-MEG

To: Martha L. Salazar, CPPB, Purchasing Agent
Hidalgo County Purchasing Department
Physical Address: 2802 S. Business Hwy. 281
Mailing/US Postal Address: 2812 S. Business Hwy. 281
Edinburg, Texas 78539

In accordance with the Requirements, and subject to all laws and regulations of the United States and state and local laws, the undersigned proposer proposes and commits to furnish all labor, equipment, material, software, and services as set forth in the documents hereinbefore mentioned. The undersigned proposer further agrees, upon acceptance of its proposal, to execute a contract and/or Purchase Order issued by Hidalgo County for performing and completing the work described in the Requirements within the time stated and for the prices proposed in the documents attached hereto and made a part hereof.

Proposer acknowledges receipt of all of the pages of the documents referenced in the Request for Proposal Checklist presented in connection with this procurement. Proposer understands that Hidalgo County reserves the right to reject any or all proposals and further reserves the right to design the evaluation criteria to be used in selecting the lowest and best proposal.

Proposer agrees that this proposal shall be good and may not be withdrawn for a period of ninety (90) calendar days after the scheduled closing time for receiving proposals, as contained in the Requirements.

Respectfully submitted,

FIRM: Kofile Technologies, Inc.

ADDRESS: 6300 Cedar Springs Road, Dallas, TX 75235

BY: John D Woolf

PRINT NAME: John D. Woolf

TITLE: Executive Vice President

RFP FORM: INSURANCE PAGES WITH ACKNOWLEDGMENT FORM

Insurance Requirement Acknowledgment

I, John D. Woolf, authorized representative for Kofile Technologies, Inc., Company/Vendor

hereby acknowledge receipt of the County's required insurance limits. Said requirements:

☐ will be acquired within 10 working days after notification from Purchasing Department of bid awarded by the Hidalgo County Commissioners' Court;

☐ will acquire additional amounts required to meet the County's requirements within 10 working days after notification from Purchasing Department of bid award by the Hidalgo County Commissioners' Court; currently carry the following:

Automobile Liability: $_____ General Liability: $_____

☒ have already been met, see attached copy of insurance certificate.

John D. Woolf
Authorized Representative

August 19, 2019
Date

Notice to Bidder:
A certificate of insurance for the required insurance limits shall be provided to the Purchasing Department's Contract Managers in order to qualify for award of bid and to execute a contract between your Company and the County

Failure to provide Certificates of Insurance to the Purchasing Department's Contract Managers will cause the bid award to be rescinded and re-awarded to next lowest bidder. Certificates of Insurance will be monitored and verified on a **quarterly basis** to ensure coverage policy is in place. It is the Company's obligation to maintain the appropriate insurance coverage throughout the term of the contract.

THIS FORM MUST ACCOMPANY BID PACKET

SAMPLE CERTIFICATE OF INSURANCE

Client#: 109219 KOFILHOL

ACORD **CERTIFICATE OF LIABILITY INSURANCE** DATE (MM/DD/YYYY) 7/02/2019

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must have ADDITIONAL INSURED provisions or be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer any rights to the certificate holder in lieu of such endorsement(s).

PRODUCER	CONTACT NAME:	
USI Southwest Dallas /CL 2711 N Haskell Ave Suite 2000 Dallas, TX 75204 214 443-3100	PHONE (A/C, No, Ext): 214 443-3100	FAX (A/C, No): 214 443-3900
	E-MAIL ADDRESS: Anne.Apple@usi.com	
	INSURER(S) AFFORDING COVERAGE	NAIC #
	INSURER A : Atlantic Specialty Insurance Company	27154
INSURED Kofile Technologies Group, Inc. 6300 Cedar Springs Road Dallas, TX 75235	INSURER B :	
	INSURER C :	
	INSURER D :	
	INSURER E :	
	INSURER F :	

COVERAGES CERTIFICATE NUMBER: REVISION NUMBER:

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	ADDL INSR	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS	
A	X COMMERCIAL GENERAL LIABILITY CLAIMS-MADE X OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: POLICY PRO-JECT LOC OTHER:			7110153390003	07/09/2019	07/09/2020	EACH OCCURRENCE DAMAGE TO RENTED PREMISES (Ea occurrence) MED EXP (Any one person) PERSONAL & ADV INJURY GENERAL AGGREGATE PRODUCTS - COMP/OP AGG	$1,000,000 $1,000,000 $10,000 $1,000,000 $2,000,000 $2,000,000
A	AUTOMOBILE LIABILITY X ANY AUTO OWNED AUTOS ONLY X HIRED AUTOS ONLY SCHEDULED AUTOS X NON-OWNED AUTOS ONLY			7110153390003	07/09/2019	07/09/2020	COMBINED SINGLE LIMIT (Ea accident) BODILY INJURY (Per person) BODILY INJURY (Per accident) PROPERTY DAMAGE (Per accident)	$1,000,000 $ $ $
A	X UMBRELLA LIAB X OCCUR EXCESS LIAB CLAIMS-MADE DED X RETENTION $0			7110153390003	07/09/2019	07/09/2020	EACH OCCURRENCE AGGREGATE	$15,000,000 $15,000,000
A	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? Y/N N (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	N / A		4060440040003	07/09/2019	07/09/2020	X PER STATUTE OTH-ER E.L. EACH ACCIDENT E.L. DISEASE - EA EMPLOYEE E.L. DISEASE - POLICY LIMIT	$1,000,000 $1,000,000 $1,000,000
A	Errors & Omission & Cyber Liability			7600101170002	07/09/2019	07/09/2020	$10,000,000 Each Claim/Aggregate	

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)

The General Liability, Auto Liability and Umbrella Liability policies include an automatic Additional Insured endorsement that provides Additional Insured status to the Certificate Holder only when there is a written contract that requires such status and only with regard to work performed on behalf of the named insured. The General Liability policy contains a special endorsement with "Primary and Noncontributory" wording. The General Liability, Auto Liability and Workers Compensation policies provide an automatic

(See Attached Descriptions)

CERTIFICATE HOLDER	CANCELLATION
SAMPLE ONLY	SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS. AUTHORIZED REPRESENTATIVE

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ACORD 25 (2016/03) 1 of 2 The ACORD name and logo are registered marks of ACORD
#S26094304/M26090203 PYBZP

DESCRIPTIONS (Continued from Page 1)

Waiver of Subrogation when required by written contract.

Named Insured is completed to read:
Kofile Technologies Group, Inc.
Enduro Binders, Inc. dba Trends Presentation Products
Tenacity Manufacturing Company
6480 Enduro Drive, LLC
Brown's River Marotti Co dba Kofile Preservation, Inc.
Cedar Springs Investments, LLC
Eastman Park Micrographics, Inc.
Nashoba, Inc.
Verticus, Inc.
Kofile Solutions, Inc. dba Safeguard Solutions, Inc.
Kofile Conversion Services, Inc. dba BRC Conversion Services
Kofile Preservation, Inc. dba Louisiana Binding Service
Safeguard Solutions, Inc.
BRC Conversion Services Corporation
Kofile Systems, Inc.
Louisiana Binding Services, Inc.
Business Resources Corp.
Castro & Harris, Inc.
Brown's River Marotti Co (inactive as of 6-25-09)
Eastman Park Micrographics, Inc. dba Imaging 411, Inc.
EPM Equipment, LLC
Kofile Preservation, Inc. dba RecordSave, Inc.
Kofile Preservation, Inc.
CSS, Inc. dba Complete Systems Support, Inc.
Thorndike Investments, LLC
Bexar Archives, LLC
Kofile Technologies, Inc.
Kofile Technologies, Inc. dba Kofile Preservation, Inc.
Kofile, Inc.
PFA, Inc.

SAGITTA 25.3 (2016/03) 2 of 2
#S26094304/M26090203

RFP FORM: PROJECT REQUIREMENTS ACKNOWLEDGMENT

PROJECT REQUIREMENTS ACKNOWLEDGMENT

This is to certify that I, John D. Woolf, possess all of the APPLICABLE:

1. Licenses: _____.
2. Bond (if applicable)_____
3. Certificates: _____.
4. Permits: _____.
5. Other: _____.

necessary to carry out the required project. Furthermore, I am providing copies of the required documentation so that, if my company is awarded this bid, I may be eligible to enter into a contract with Hidalgo County and proceed to complete the project in a timely manner.

* Any licenses, bonds (if applicable),certificates, permits, etc. which are required must be presented as part of the bid packet in order to expedite the bid evaluation process.

John D. Woolf
Authorized Signature

August 19, 2019.
Date

Kofile Technologies, Inc.
Company

6300 Cedar Springs Road
Address

Dallas, TX 75235
City, State, Zip

THIS FORM MUST ACCOMPANY BID PACKET

RFP FORM: CONFLICT OF INTEREST (CIQ) QUESTIONNAIRE

CONFLICT OF INTEREST QUESTIONNAIRE — FORM CIQ

For vendor doing business with local governmental entity

This questionnaire reflects changes made to the law by H.B. 23, 84th Leg., Regular Session.

This questionnaire is being filed in accordance with Chapter 176, Local Government Code, by a vendor who has a business relationship as defined by Section 176.001(1-a) with a local governmental entity and the vendor meets requirements under Section 176.006(a).

By law this questionnaire must be filed with the records administrator of the local governmental entity not later than the 7th business day after the date the vendor becomes aware of facts that require the statement to be filed. *See* Section 176.006(a-1), Local Government Code.

A vendor commits an offense if the vendor knowingly violates Section 176.006, Local Government Code. An offense under this section is a misdemeanor.

OFFICE USE ONLY

Date Received

1 **Name of vendor who has a business relationship with local governmental entity.**

Kofile Technologies, Inc.

2 ☐ **Check this box if you are filing an update to a previously filed questionnaire.** (The law requires that you file an updated completed questionnaire with the appropriate filing authority not later than the 7th business day after the date on which you became aware that the originally filed questionnaire was incomplete or inaccurate.)

3 **Name of local government officer about whom the information is being disclosed.**

There is none to report.

Name of Officer

4 **Describe each employment or other business relationship with the local government officer, or a family member of the officer, as described by Section 176.003(a)(2)(A). Also describe any family relationship with the local government officer. Complete subparts A and B for each employment or business relationship described. Attach additional pages to this Form CIQ as necessary.**

None to report.

A. Is the local government officer or a family member of the officer receiving or likely to receive taxable income, other than investment income, from the vendor?

☐ Yes ☐ No

B. Is the vendor receiving or likely to receive taxable income, other than investment income, from or at the direction of the local government officer or a family member of the officer AND the taxable income is not received from the local governmental entity?

☐ Yes ☐ No

5 **Describe each employment or business relationship that the vendor named in Section 1 maintains with a corporation or other business entity with respect to which the local government officer serves as an officer or director, or holds an ownership interest of one percent or more.**

None to report.

6 ☐ Check this box if the vendor has given the local government officer or a family member of the officer one or more gifts as described in Section 176.003(a)(2)(B), excluding gifts described in Section 176.003(a-1).

7 Signature of vendor doing business with the governmental entity — August 19, 2019 Date

Form provided by Texas Ethics Commission www.ethics.state.tx.us Revised 11/30/2015

Kofile

RFP FORM: VENDOR BIDDER APPLICATION

HIDALGO COUNTY
PURCHASING DEPARTMENT
Proposer/Vendor Application

Complete in print or type. Please return this application to the Hidalgo County Purchasing Department
thru Facsimile: (956) 318-2629 or (956) 292-7612
in person or regular mail to:
Mailing/Postal Address: 2812 S. Business Hwy. 281
Physical Address: 2802 S. Business Hwy. 281
Edinburg, Texas 78539
or e-mail: purchasing@co.hidalgo.tx.us

Company Name: Kofile Technologies, Inc. Telephone No. (214) 442-6668

dba Name:

Legal Name: Kofile Technologies, Inc.

Mailing Address: P.O. Box 541028, Dallas, TX 75354 Fax No. (214) 442-6669

Physical Address: 6300 Cedar Springs Road

City, State, Zip Dallas, TX 75235 Tax I.D. No. 26-4034328

Remit to Address : P.O. Box 541028 City, State, Zip Dallas, TX 75354

E-Mail Address: preserve@kofile.us

Representative(s) Name(s) & Title(s) Steve Russell, Senior Vice President

Type of Organization (check one): ____ Individual ____ Partnership _X_ Corporation ____ Non-Profit
____ LLC ____ Sole Proprietor ____ Other, Specify
State Identification No. FIN 26-4034328 (Please attached completed W-9 form with this application)
Federal Identification No. or (if individual) SS No.

State of Incorporation: Delaware Date: 1/8/2009 Other:

Type of Business (check one): ____ Manufacturer ____ Wholesaler ____ Retailer ____ Broker
____ Distributor _X_ Service Organization ____ Other, Specify

Name & Title of Person(s) Authorized to Sign Bids, Proposals, and/or Contracts:
John D. Woolf, Executive Vice President

Small and/or Disadvantaged Business Information (check application criteria)

Small Business:	Disadvantaged Business (At Least 51% Ownership)	
☐ Less than 125,000 annual gross receipt	☐ Black American	☐ Native American
☐ Less than 250,000 annual gross receipt	☐ Hispanic American	☐ Women
☐ Less than 499,000 annual gross receipt	☐ Asian Pacific American	☐ Other
☐ More than 500,000 annual gross receipt		

Not a small business.

Have you been certified as a HUB or an MBE/WBE source?: ☐ Yes ☒ No

Indicate Certification No.(s): N/A or are Certificate(s) attached?: ☐ Yes ☒ No

What type of product(s) is/are solicited by your company?: Records Management and Preservation

Would you like to be provided with specifications for procurements of such products?: ☒ Yes ☐ No

To Be Completed by the County: Rec'd by (Purchasing): ____ Date Rec'd by (Purchasing):

Date Forwarded Information to Auditor's Office: ____ Entry Date: ____ Vendor No.:

(THIS PAGE MUST BE SUBMITTED WITH PROPOSAL)

RFP FORM: HISTORICALLY UNDERUTILIZED BUSINESS (HUB) DECLARATION

HISTORICALLY UNDERUTILIZED BUSINESS (HUB) DECLARATION

The primary objective of the Hidalgo County HUB Program is to ensure Historically Underutilized Businesses receive fair and equal opportunity for participation in the County's procurement process. This fact holds true for Servic (Professional & Non-Professional), Commodities, and Construction contracts and any subcontracts thereto. The progra strongly encourages Prime Contractors to provide subcontracting opportunities to Certified Hub Contractors/Vendo Our goal for HUB contractor/vendor participation, as well as HUB subcontractor participation is 30%. To be consider as a "Certified HUB Contractor/Vendor" the contractor/vendor must have been certified by, and hold a current and val certification with any of the three agencies listed below.

Have you been Certified as a HUB or an MBE/WBE source?: ☐Yes ☒No

If yes, by whom?: ☐ Texas Building & Procurement Commission ☐ Other_____

Indicate Certification No(s).:_____ or Are Certificate(s) Attached?: ☐ Yes ☐ No

LIST OF CERTIFIED HUB SUBCONTRACTORS
(Attach additional pages if necessary)

What percentage of the Bid, RFP, or RFQ is to be subcontracted with Certified HUB sources?: 0 %
(List HUB Subcontractor information below).

HUB Subcontractor Name: N/A HUB Status:
Certifying Agency (Check all applicable): ☐Texas Building & Procurement Commission ☐other
Address: _____ City: _____ State: _____ Zip:
Contact Person: _____ Title: _____ Phone No.: ( )
Subcontract Amount: $_____ Description of Work to be Performed:

HUB Subcontractor Name: _____ HUB Status:
Certifying Agency (Check all applicable): ☐Texas Building & Procurement Commission ☐other
Address: _____ City: _____ State: _____ Zip:
Contact Person: _____ Title: _____ Phone No.: ( )
Subcontract Amount: $_____ Description of Work to be Performed:

HUB Subcontractor Name: _____ HUB Status:
Certifying Agency (Check all applicable): ☐Texas Building & Procurement Commission ☐other
Address: _____ City: _____ State: _____ Zip:
Contact Person: _____ Title: _____ Phone No.: ( )
Subcontract Amount: $_____ Description of Work to be Performed:

(THIS PAGE MUST BE SUBMITTED WITH PROPOSAL)

RFP FORM: W9

Form **W-9**
(Rev. October 2018)
Department of the Treasury
Internal Revenue Service

Request for Taxpayer Identification Number and Certification

▶ Go to *www.irs.gov/FormW9* for instructions and the latest information.

Give Form to the requester. Do not send to the IRS.

Print or type. See Specific Instructions on page 3.

1 Name (as shown on your income tax return). Name is required on this line; do not leave this line blank.
Kofile Technologies, Inc.

2 Business name/disregarded entity name, if different from above

3 Check appropriate box for federal tax classification of the person whose name is entered on line 1. Check only **one** of the following seven boxes.

☐ Individual/sole proprietor or single-member LLC ☑ C Corporation ☐ S Corporation ☐ Partnership ☐ Trust/estate

☐ Limited liability company. Enter the tax classification (C=C corporation, S=S corporation, P=Partnership) ▶ _____

Note: Check the appropriate box in the line above for the tax classification of the single-member owner. Do not check LLC if the LLC is classified as a single-member LLC that is disregarded from the owner unless the owner of the LLC is another LLC that is **not** disregarded from the owner for U.S. federal tax purposes. Otherwise, a single-member LLC that is disregarded from the owner should check the appropriate box for the tax classification of its owner.

☐ Other (see instructions) ▶

4 Exemptions (codes apply only to certain entities, not individuals; see instructions on page 3):
Exempt payee code (if any) _____
Exemption from FATCA reporting code (if any) _____
(Applies to accounts maintained outside the U.S.)

5 Address (number, street, and apt. or suite no.) See instructions.
P O Box 541028

Requester's name and address (optional)

6 City, state, and ZIP code
Dallas, TX 75354

7 List account number(s) here (optional)

Part I Taxpayer Identification Number (TIN)

Enter your TIN in the appropriate box. The TIN provided must match the name given on line 1 to avoid backup withholding. For individuals, this is generally your social security number (SSN). However, for a resident alien, sole proprietor, or disregarded entity, see the instructions for Part I, later. For other entities, it is your employer identification number (EIN). If you do not have a number, see *How to get a TIN*, later.

Note: If the account is in more than one name, see the instructions for line 1. Also see *What Name and Number To Give the Requester* for guidelines on whose number to enter.

Social security number
[ ][ ][ ] - [ ][ ] - [ ][ ][ ][ ]

or

Employer identification number
2 6 - 4 0 3 4 3 2 8

Part II Certification

Under penalties of perjury, I certify that:

1. The number shown on this form is my correct taxpayer identification number (or I am waiting for a number to be issued to me); and
2. I am not subject to backup withholding because: (a) I am exempt from backup withholding, or (b) I have not been notified by the Internal Revenue Service (IRS) that I am subject to backup withholding as a result of a failure to report all interest or dividends, or (c) the IRS has notified me that I am no longer subject to backup withholding; and
3. I am a U.S. citizen or other U.S. person (defined below); and
4. The FATCA code(s) entered on this form (if any) indicating that I am exempt from FATCA reporting is correct.

Certification instructions. You must cross out item 2 above if you have been notified by the IRS that you are currently subject to backup withholding because you have failed to report all interest and dividends on your tax return. For real estate transactions, item 2 does not apply. For mortgage interest paid, acquisition or abandonment of secured property, cancellation of debt, contributions to an individual retirement arrangement (IRA), and generally, payments other than interest and dividends, you are not required to sign the certification, but you must provide your correct TIN. See the instructions for Part II, later.

Sign Here Signature of U.S. person ▶ Sherry Stevens Date ▶ 1-15-2019

General Instructions

Section references are to the Internal Revenue Code unless otherwise noted.

Future developments. For the latest information about developments related to Form W-9 and its instructions, such as legislation enacted after they were published, go to *www.irs.gov/FormW9*.

Purpose of Form

An individual or entity (Form W-9 requester) who is required to file an information return with the IRS must obtain your correct taxpayer identification number (TIN) which may be your social security number (SSN), individual taxpayer identification number (ITIN), adoption taxpayer identification number (ATIN), or employer identification number (EIN), to report on an information return the amount paid to you, or other amount reportable on an information return. Examples of information returns include, but are not limited to, the following.

- Form 1099-INT (interest earned or paid)
- Form 1099-DIV (dividends, including those from stocks or mutual funds)
- Form 1099-MISC (various types of income, prizes, awards, or gross proceeds)
- Form 1099-B (stock or mutual fund sales and certain other transactions by brokers)
- Form 1099-S (proceeds from real estate transactions)
- Form 1099-K (merchant card and third party network transactions)
- Form 1098 (home mortgage interest), 1098-E (student loan interest), 1098-T (tuition)
- Form 1099-C (canceled debt)
- Form 1099-A (acquisition or abandonment of secured property)

Use Form W-9 only if you are a U.S. person (including a resident alien), to provide your correct TIN.

If you do not return Form W-9 to the requester with a TIN, you might be subject to backup withholding. See What is backup withholding, *later.*

Cat. No. 10231X

Form **W-9** (Rev. 10-2018)

RFP FORM: CERTIFICATION REGARDING DEBARMENT, SUSPENSION INELIGIBILITY

Certification
Regarding Debarment, Suspension Ineligibility

As is required by the Federal Regulations Implementing Executive Order 12549, Debarment and Suspension, 45 CFR Part 76, Government-wide Debarment and Suspension, in the applicant certifies, to the best of his or her knowledge and belief, that both it and its principals:

a. Are not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in this transaction by any federal department or agency;

b. Have not within a three-year period preceding this bid/proposal and/or application been convicted of or had a civil judgment rendered against them for commission of fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a public (federal, state or local) transaction or contract under a public transaction, violation of federal or state antitrust statutes or commission of embezzlement, theft, theory, forgery, bribery, falsification or destruction of records, making false statements, or receiving stolen property;

c. Are not presently indicted for or otherwise criminally or civilly charged by a government entity with commission of any of the offenses enumerated herein; and

d. Have not within a three-year period preceding this bid/proposal and/or application had one or more public transactions terminated of cause or default.

Signature: John D. Woolf

Print Name: John D. Woolf

Title: Executive Vice President, Kofile Technologies, Inc.

Telephone Number: 214-442-6668

Date: August 19, 2019

If the proposer is unable to certify to all of the statements in this Certification, such proposer should attach an explanation to this proposal.

RFP FORM: REQUIRED CONTRACT CLAUSE-FEDERAL AWARDS (2 CFR 200, APPENDIX II) & FEMA-SIGNATURE PAGE 1/2

(To be submitted with each bid or offer exceeding $100,000)

The undersigned Contractor, Kofile Technologies, Inc. **certifies, to the best of his or her knowledge, that:**

1. No Federal appropriated funds have been paid or will be paid, by or on behalf of the undersigned, to any person for influencing or attempting to influence an officer or employee of an agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with the awarding of any Federal contract, the making of any Federal grant, the making of any Federal loan, the entering into of any cooperative agreement, and the extension, continuation, renewal, amendment, or modification of any Federal contract, grant, loan, or cooperative agreement.

2. If any funds other than Federal appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with this Federal contract, grant, loan, or cooperative agreement, the undersigned shall complete and submit Standard Form-LLL, "Disclosure Form to Report Lobbying," in accordance with its instructions.

3. The undersigned shall require that the language of this certification be included in the award documents for all subawards at all tiers (including subcontracts, subgrants, and contracts under grants, loans, and cooperative agreements) and that all subrecipients shall certify and disclose accordingly.

This certification is a material representation of fact upon which reliance was placed when this transaction was made or entered into. Submission of this certification is a prerequisite for making or entering into this transaction imposed by 31, U.S.C. § 1352 (as amended by the Lobbying Disclosure Act of 1995). Any person who fails to file the required certification shall be subject to a civil penalty of not less than $10,000 and not more than $100,000 for each such failure.

The Contractor, Kofile Technologies, Inc. **, certifies or affirms the truthfulness and accuracy of each statement of its certification and disclosure, if any. In addition, the Contractor understands and agrees that the provisions of 31 U.S.C. § 3801 *et seq.*, apply to this certification and disclosure, if any.**

John D. Woolf

Signature of Contractor's Authorized Official

John D. Woolf, Executive Vice President

Name and Title of Contractor's Authorized Official

August 19, 2019

Date"

RFP FORM: REQUIRED CONTRACT CLAUSE-FEDERAL AWARDS (2 CFR 200, APPENDIX II) & FEMA-SIGNATURE PAGE 2/2

Contractor agrees to comply with all federal, state and local laws, rules, regulations and ordinances, as applicable. It is further acknowledged that the Contractor read and understands all provisions, laws, acts, regulations, etc. as specifically noted above and certifies compliance with the same.

Vendor's Name/Company Name: Kofile Technologies, Inc.

Printed Name and Title of Authorized Representative: John D. Woolf, Executive Vice President

Signature of Authorized Representative: John D. Woolf

Date: August 19, 2019

RFP FORM: PROPOSER'S AFFIDAVIT

Exhibit "J"

PROPOSER'S AFFIDAVIT

**PROPOSER'S AFFIDAVIT OF NON-COLLUSION
NON-CONFLICT OF INTEREST, AND ANTI-LOBBYING**

STATE OF TEXAS
COUNTY OF HIDALGO

Affiant, John D. Woolf, being first duly sworn, deposes that:

(1) Affiant does hereby state neither the proposer nor any of the proposer's officers, partners, owners, agents, representatives, employees, or parties in interest, has in any way colluded, conspired, agreed, directly or indirectly with any person, firm, corporation, or another proposer, or potential proposer, to provide any money or other valuable consideration for assistance in procuring or attempting to procure a contract or fix the prices in the attached proposed or the proposal of any other proposer, and further states that no such money or another reward will be hereinafter paid.

(2) Affiant further states they have neither recommended nor suggested to Hidalgo County or any of its officials or employees, any of the terms or provisions set forth in their Request for Proposal and subsequent agreement, except at a meeting open to all interested proposers, of which proper notice was given.

(3) Affiant, further states their officers, employees, or agents have not, and will not attempt to lobby, directly or indirectly, the Hidalgo County Commissioner's Court between proposal submission date and award by the Hidalgo County Commissioner's Court.

(4) Affiant further states no officer, or stockholder of the proposer is a member of the staff, or related to any employee of Hidalgo County except as noted herein below:

Signature/Title: John D. Woolf / Executive Vice President

Subscribed and sworn to before me this 19th day of August 2019.

Sherry Stevens

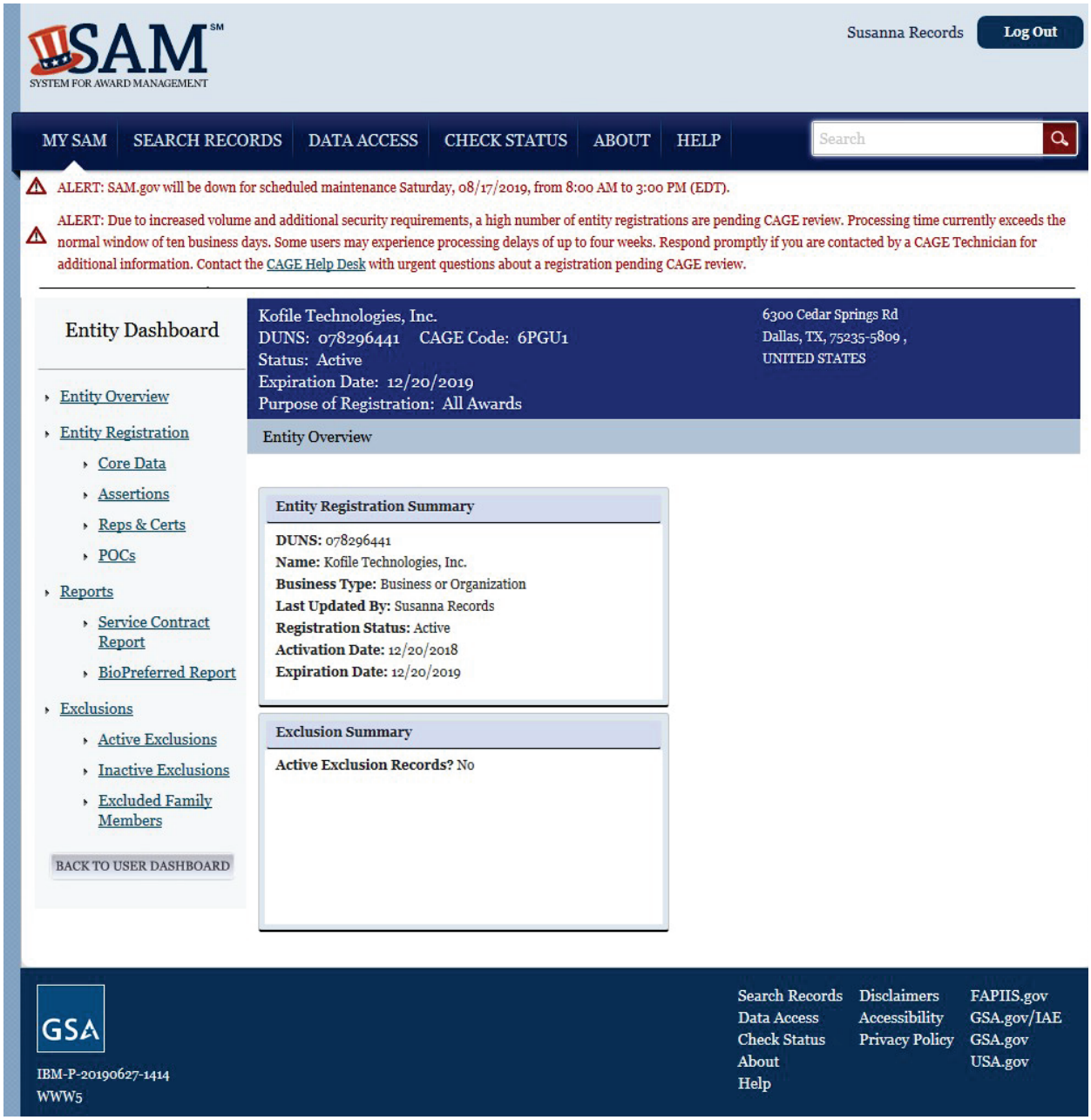
Notary Public

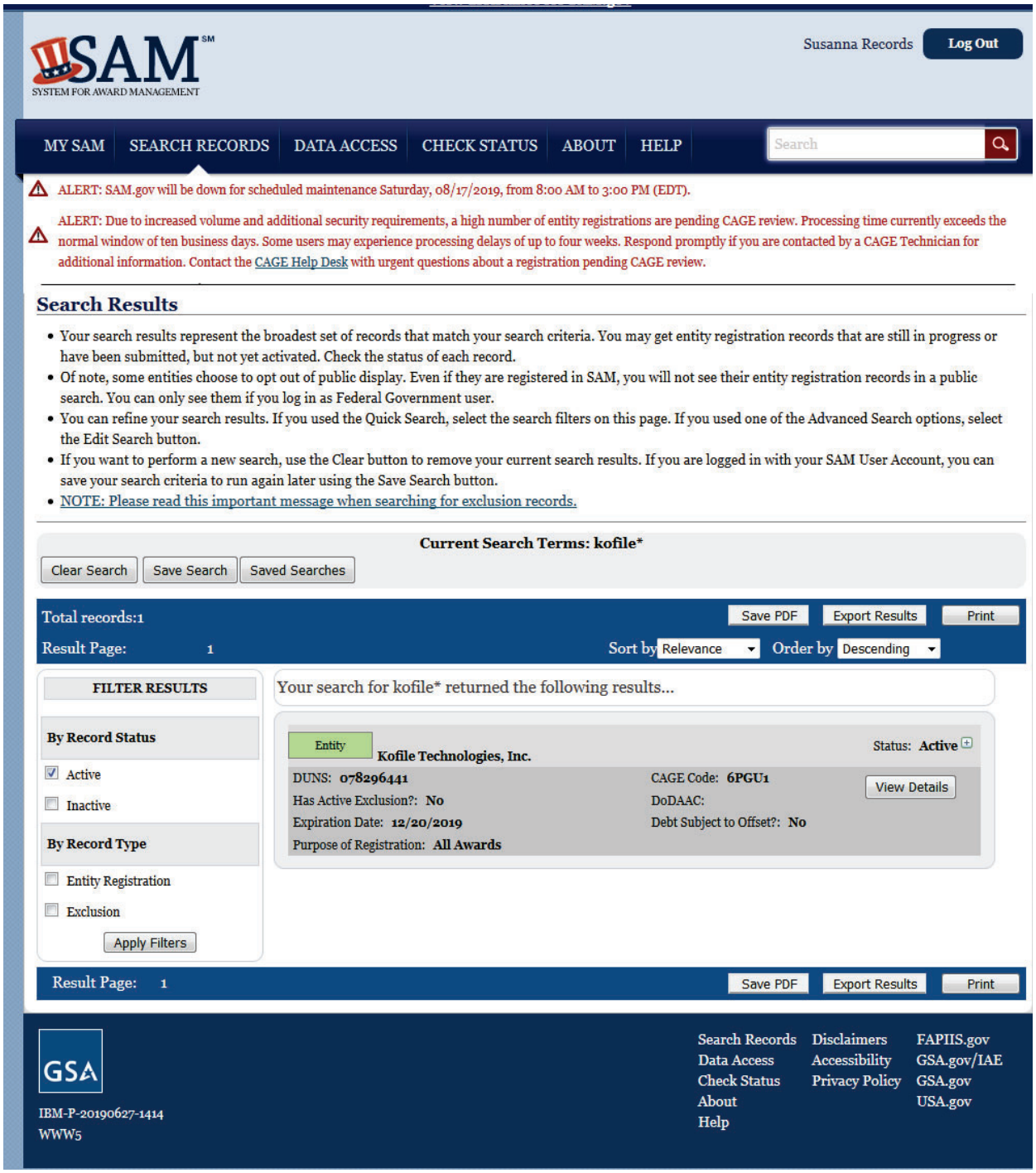
My commission expires: July 22, 2020

NOTARY PUBLIC STATE OF TEXAS
SHERRY L STEVENS
Notary ID # 5008902
My Commission Expires
July 22, 2020

Kofile

RFP FORM: SAM/GOV ENTITY SCREENSHOTS





SAM
SYSTEM FOR AWARD MANAGEMENT

Susanna Records Log Out

MY SAM | SEARCH RECORDS | DATA ACCESS | CHECK STATUS | ABOUT | HELP

Search

ALERT: SAM.gov will be down for scheduled maintenance Saturday, 08/17/2019, from 8:00 AM to 3:00 PM (EDT).

ALERT: Due to increased volume and additional security requirements, a high number of entity registrations are pending CAGE review. Processing time currently exceeds the normal window of ten business days. Some users may experience processing delays of up to four weeks. Respond promptly if you are contacted by a CAGE Technician for additional information. Contact the CAGE Help Desk with urgent questions about a registration pending CAGE review.

Search Results

- Your search results represent the broadest set of records that match your search criteria. You may get entity registration records that are still in progress or have been submitted, but not yet activated. Check the status of each record.
- Of note, some entities choose to opt out of public display. Even if they are registered in SAM, you will not see their entity registration records in a public search. You can only see them if you log in as Federal Government user.
- You can refine your search results. If you used the Quick Search, select the search filters on this page. If you used one of the Advanced Search options, select the Edit Search button.
- If you want to perform a new search, use the Clear button to remove your current search results. If you are logged in with your SAM User Account, you can save your search criteria to run again later using the Save Search button.
- NOTE: Please read this important message when searching for exclusion records.

Current Search Terms: kofile*

Clear Search | Save Search | Saved Searches

Total records:1 — Save PDF | Export Results | Print

Result Page: 1 — Sort by Relevance — Order by Descending

FILTER RESULTS

By Record Status
- [x] Active
- [ ] Inactive

By Record Type
- [ ] Entity Registration
- [ ] Exclusion

Apply Filters

Your search for kofile* returned the following results...

Entity **Kofile Technologies, Inc.** — Status: **Active**

DUNS: **078296441** — CAGE Code: **6PGU1** — View Details
Has Active Exclusion?: **No** — DoDAAC:
Expiration Date: **12/20/2019** — Debt Subject to Offset?: **No**
Purpose of Registration: **All Awards**

Result Page: 1 — Save PDF | Export Results | Print

GSA

IBM-P-20190627-1414
WWW5

Search Records | Data Access | Check Status | About | Help
Disclaimers | Accessibility | Privacy Policy
FAPIIS.gov | GSA.gov/IAE | GSA.gov | USA.gov

APPENDIX A: DISASTER RECOVERY PLAN

RISKS OR LIMITATIONS TO IMPLEMENTATION & MITIGATION PLAN

All systems or system transitions are susceptible to risk. Kofile's approach foresees and ameliorates potential risks such as bandwidth, server availability, and data extract availability.

Bandwidth can significantly affect **Vanguard Records Management**, as with any network-dependent or internet-dependent application. As a result, Kofile recommends a dedicated internet connection at 100 MB or more. Further, all network infrastructure should be rated at CAT5 or CAT6 with Gigabit switches and Network Interface Cards—-the same for each workstation. A redundant internet connection is also recommended. Local network traffic and latency can impact **Vanguard Records Management** response times. Hidalgo County Network Services can manage these issues through monitoring and segmenting of the County Clerk's network.

Server Availability, Multi-Tenancy, and Number of Users are all related and extensively tested with no known limitations. **Vanguard Records Management** is a Microsoft® Azure-hosted service, which provides for "elastic scalability" in that as load increases, either due to transaction volume or user counts, **Vanguard Records Management** automatically deploys more resources to maintain **Vanguard Records Management** service levels. Multi-Tenancy offers the advantage of isolating appropriate tenant configurations to simplify management and improve response times.

Receiving current data from an exiting vendor is always a risk outside of Kofile's control and can seriously affect the timeline. All of Kofile's timeline projections are based upon receiving a data extract from Hidalgo County's current vendor in a timely manner.

BACKUP & HIGH AVAILABILITY

*The Vanguard system utilizes common cloud methods to ensure high availability, scalability, and performance. These methods provide the core of how **Vanguard Records Management** ensures data retention, recovery, and continuous operations. The methods and strategies employed differ based on the area of the system. All components use the following basic architectural approaches:*

DISTRIBUTED SERVICES

The **Vanguard Records Management** system is composed of a number of services that run independently. This architectural approach provides a very scalable and reliable architecture to protect against service failures. All services within the **Vanguard Records Management** system run in a distributed fashion—meaning that every service always has multiple instances running and are available for processing of requests.

1. **Elastic scalability.** Elastic Scalability means that the different components of the system can quickly incorporate additional resources to ensure that performance and availability service levels are maintained.

2. **Failover and Request Distribution.** As a service becomes unavailable, the System has the ability to reroute requests automatically to a secondary service to ensure continuous operation with minimal user impact.

3. **Geographic Distribution.** Each component of the system provides for local (within the primary datacenter) and remote (a datacenter located in a different region of the US) hosting. This architectural approach provides for continuous operations in the event that the primary data center is inaccessible.

4. **Continuous Operations.** This is the ability of the System to recover or failover without any extended impact to the County's Operations. The overall objective is to have no noticeable interruption in the availability of the system to the County or the Public.

The following are the redundancy features by system area.

1. **Application Front-End.** The application front-end consists of web apps running on web servers. Web servers deliver the user application to the internet browser. *Vanguard* supports the ability to have multiple web servers that behave as a single resource to the user. This is accomplished by front ending the web servers with a traffic manager that load balances user requests across the web servers. User state is managed in a separate database allowing for each user request to utilize the most appropriate web server at the time of the request.

2. **Application Services.** The application services deliver business functionality to the web servers. Each service is independently implemented and scaled to enable additional flexibility in how the underlying resources (e.g. virtual machines) are used. Web applications typically utilize message queueing to request services. This provides another layer of resiliency, decoupling, and redundancy.

3. **Database Management System. Vanguard Records Management** utilizes Microsoft®'s SQLServer database. It is deployed using Microsoft's "Always On Availability Groups" configuration. (See https://docs.microsoft.com/en-us/sql/database-engine/availability-groups/windows/always-on-availability-groups-sql-server for more detailed information.) Data changes to the database server are posted to a primary server that immediately updates while committing the transaction to a secondary database within the local Availability Group. In addition, the configuration uses the "Distributed Availability Groups" feature to enable nesting of two Availability Groups within the one Distributed Availability Group. This provides for geographic replication of the database between the primary and secondary data centers. The redundancy strategy with SQLServer is intended to provide failover in situations where the primary database is not responsive. The database will first failover to the local secondary database. If the local secondary database is unresponsive, then the database fails over to the third, geo-replicated database.

4. **File Management.** All document files that the **Vanguard Records Management** system manages are stored in Azure Storage using Azure Storage Blob Storage. Files written to storage are immediately copied into three local blobs. This provides redundancy and load balancing and protects against any local disruptions. The files are also geographically redundant in a separate, geographically remote datacenter. This protects against any unavailability of the local blob service or datacenter.

This distributed management strategy removes the reliance on nightly backups and long restore procedures in the event of an outage within the system. Replicating data as soon as it is created or modified provides a much more resilient and tolerant System.

Kofile performs nightly and weekly backups of the **Vanguard Records Management** data stores, which are used for offsite storage. Additionally, nightly, all documents and document index information are downloadable by the County for local retention (if the County so desires).

Vanguard Records Management's primary Azure datacenter is within the Microsoft® West US Azure region. The secondary datacenter is in the Azure East US region.

DISASTER RECOVERY & BUSINESS CONTINUITY PLAN

Note: This is a typical Disaster Recovery (DR) Plan and may outline requirements that are different in some implementations. A specific DR Plan will be designed and documented for each County's ***Vanguard Records Management*** *system.*

TERMS & TERMINOLOGY	
SERVER	A machine providing centralized services. Normal server duties include centralized databases of information, printer sharing, and coordinating shared activities between workstations.
WORKSTATION	A computer that a person uses to perform tasks.
SECURITY	Restrictions on what is accomplishable by whom and at which particular locations.
DISTRIBUTED	Having components in multiple physical locations
REMOTE	A location physically removed from another
DATA INTEGRITY	The data values are correct and not affected from outside the normal process.
SYSTEM	The physical computers and networks, and the operating software associated with them. Usually, everything except the application software.
APPLICATION	Software or programs that are specialized to perform a task, in this case the Vanguard County Recording System.
BACKUP	A copy or duplicate.
REPLICATE	To copy automatically or create a duplicate between machines (servers)
FAULT TOLERANT	Capable of operating with a partial physical failure
FAILOVER	The ability of the system to automatically switch from a failed server to the backup server.
NETWORK	The wires and devices that physically and logically connect (or isolate) workstations, peripherals, servers and locations.
CLOUD	The internet as a whole and the Microsoft® Azure Cloud in particular.
MICROSOFT® AZURE	A cloud computing service created by Microsoft® for building, testing, deploying, and managing applications and services through a global network of Microsoft-managed data centers. It provides software as a service (SAAS) and infrastructure as a service and supports many different programming languages, tools and frameworks, including both Microsoft®-specific and third-party software and systems.
PERIPHERALS	Equipment attached to computers to perform specific functions such as printers and scanners
DOCUMENT IMAGE	An electronic representation of a document.

OVERVIEW OF PLAN & LIMITATIONS

The purpose of this plan is to denote the capabilities and processes for continuing the business of the County Clerk's Office for Hidalgo County, Texas ,in the event of an interruption of the normal operations as pertains to the systems or data. Certain equipment and data redundancies are designed and implemented to provide this capability, including high-availability servers, distributed servers, data redundancy, uninterruptable power supplies, etc.

Specifically, this plan focuses on recovery and continuity in case of catastrophic loss or failure of a critical server, component, or data that prohibits continuation of normal and routine operations.

Additionally, processes are recommended to provide data integrity and continuity in the event of intentional malicious or unintentional corruption of data.

The capability to recover full normal operations within an acceptable period of time is the objective of any continuity plan and is included in the recovery strategies and processes.

A few aspects are not included in this plan including sub-normal staffing, physical plan provisioning, peripheral equipment failures, individual workstation failure, etc. Kofile will offer assistance in any situation involving catastrophic loss or unavailability of personnel, but operating with a sub-normal staff is not addressed in this plan.

Provisioning of the physical plant (space, heat/air, telephones and communications, network, electrical, etc.) and physical security of the facilities is the sole responsibility of the County and is not covered in this document. Continuity of the physical network and associated security and operability is the responsibility of Hidalgo County, and is not addressed.

Normal equipment failures such as the loss of a workstation or the failure of a peripheral such as a scanner or printer is normal routine maintenance and, as such, is not included in this plan.

All workstations in an office have a duplicate capable of performing the same function, providing inherent redundancy in the case of failure. Some reduction in overall workflow may result with the loss of an individual workstation. However, the loss of an entire class of workstations (such as Vitals workstations), while improbable, is addressed as a business continuity issue.

As a cloud-based system, physical separation of Primary Servers from Backup Servers is provided inherently by the Microsoft® Azure Cloud. Primary Servers are located in datacenters in the Western U.S., while fully replicated Backup Servers are located in another U.S. geographic section. Therefore, total failure of the primary server site will not disrupt the County Clerk's Office for an extended period.

DISASTER RECOVERY

Broadly speaking, disaster recovery is the process of creating and maintaining regular copies of applications, data and images. This assures that in the case of catastrophic server failure or a data breach, the System is restorable to a prior point in time and full functionality restored. Catastrophic hardware failure is largely confined to legacy client-server applications and is not a significant factor in the modern world of cloud-based architecture. However, data breaches continue to be a concern that **Vanguard Records Management** processes address.

SYSTEM SECURITY

System and network security, through the use of login authentication, is the responsibility of Hidalgo County. Security also includes the control and elimination of computer virus infection and resistance to unauthorized access (hackers) as well as the physical security associated with direct access to the network and workstations. Hidalgo County is also responsible for updating all virus programs and definitions, and assuring that all computers and servers (where applicable) are protected.

Server security and virus detection are the responsibility of Kofile and Microsoft® and a wide range of threat detection tools are utilized to protect the County's data located in the Azure cloud.

DATA SECURITY & INTEGRITY

In the event of a virus or unauthorized malicious intrusion affecting the normal operations of the County Clerk, Kofile is to be notified immediately via the On-Site Support Representative or the Support Hot Line as well as the County I.T. Department. Kofile assists and assesses any damage to the data as the first step of remediation.

The primary servers are backed-up nightly within the Azure Cloud. Full backups are performed on each server on a daily basis. The data backup will include all current operating databases (as of the backup time), and any current recorded images. Additional backup copies of images and indexes are performed on a regular basis and housed in the Kofile Vault in Dallas, Texas.

The above is in addition to the replicated servers for backup and web services.

TYPES OF SCENARIOS & CONTINGENCIES

Not all situations call for an all-out, all-hands-on-deck response. The objective is to provide sufficient resources for the County Clerk to continue to perform the statutory duties of the office and to recover back to normal operating conditions.

Potential scenarios include:

1. Fire or other disaster or event which renders the primary site inoperable and uninhabitable, including civil unrest, building instability, and bomb threats.
2. Catastrophic failure or multiple simultaneous component failures of the primary servers. Also, unexplained loss of all network communications with the server.
3. An extended power loss with an uncertain resolution due to any cause, but most specifically storm damage.
4. Inability of a class or location of workstations to connect to the server.
5. Malicious or unintentional corruption of data by an employee or intruder.
6. Physical theft of a substantial number of workstations and/or servers.
7. Extended loss of network communication between replication servers.

Following are excerpts from the Kofile DR Plan.

Not all situations call for an all-out, all-hands-on-deck response. The objective is to provide sufficient resources for the County Clerk to continue to perform the statutory duties of the office, and to recover back to normal operating conditions.

These are the steps which should be followed in any incident.

1. Contact Kofile Support **(844) 606-6471**
2. Determine the type of Incident from the chart below.

One office is non-functional (due to power outage, internet outage or environmental issue)	**DR PLAN 1**
A group of workstations are non-functional	**DR PLAN 1**
Several offices are non-functional	**DR PLAN 2**
Black Box are non-functional	**DR PLAN 3**
Courthouse is non-functional	**DR PLAN 2**
General network outage	**DR PLAN 2**
Failure of primary Azure Server	**DR PLAN 4**
General Internet outage	**DR PLAN 5**
Widespread Internet outage	**DR PLAN 6**
Computer virus is discovered	**DR PLAN 7**
Data corruption is discovered	**DR PLAN 8**
Data breach is reported	**DR PLAN 9**

DR Plan 1

County Clerk's Office is not habitable or functional

This scenario involves a department, or a group of workstations, becoming non-functional or non-useable.

One or a few offices (departments) are non-functional

- Staff from affected offices will relocate to a nearby office and will continue working at reduced rate.
- Staff will share workstations with the current occupants. If the outage extends beyond 8 hours, workstations from the prior location will be moved to the new location.
- No configuration changes are required as functionality is based upon user login. Substitute location will be determined at the time by the Disaster Recovery Team.
- Manual processes may be used in lieu of this plan at County's option.

When the situation that led to the Incident is resolved, the Team will be available to re-locate and re-configure equipment at original locations.

DR Plan 2

County Clerk's Offices are not habitable or functional

This scenario may involve several departments becoming non-functional.

Determine the Scope

- Kofile Support in conjunction with the County Clerk will determine whether this is a minor incident affecting only a small group or a larger incident.
- Minor incident – relocate staff to an adjacent office – Follow DR PLAN 1.
- Major incident – requires relocation to a different building – Continue this DR PLAN.

Most or all offices are non-functional or General Network Outage

- Staff will relocate to a different county building
    - County staff will prepare the location
        - Determine location
        - Prepare office space
        - Provide network infrastructure
        - Provide notice to the public regarding the location change
    - County staff will use manual processes for recording, etc during the setup and configuration process at the County staff's discretion
    - Move existing workstations and peripherals to alternate location
    - Kofile resources will provision Black Box for new location
    - Kofile technical staff will make configuration changes as needed
    - Kofile will verify functionality in the new location
- Determine if hardware replacement is required.

Kofile Support will be available to the County Clerk as a resource if subject matter expertise is required for discussions with County or State officials or Media.

Kofile Support will always be available for on-demand status updates when requested. Regular status updates will be provided at least twice daily, more often as needed.

Final Resolution will be verified by County Clerk. The Team will perform a Root Cause Analysis to be provided to the County after Final Resolution.

When the situation that led to the Incident is resolved, the Team will be available to re-locate and re-configure equipment at original locations.

DR Plan 3

Failure of Primary Local Servers

There is one server installed locally to provide authentication to Vanguard users and to improve performance of all workstations.

The server used by the Vanguard System, called generically the "Black Box", include:

- Active Directory Domain Controller (unless AD is provided by County)
- Domain Name Server (unless provided by County)
- DHCP Server (unless provided by County)
- Federated Authentication Server
- Print Server
- Device Services
    - Print Services
    - Scan Services
    - Image Upload Services

Failure of a VM, a physical machine or the entire local Data Center

- Kofile Support assembles the Disaster Recovery Team.
- If needed, other specialists may be assigned to the Team as needed.
- The status of the Incident is logged and tracked in Kofile's Incident Tracking System.

Determine the Scope

- Kofile Support in conjunction with the County Clerk and County IT will determine whether this incident affects only a Virtual Machine, a Physical Machine or the entire Data Center.

One VM is affected

- Kofile staff will determine which VM is affected
- Where appropriate, the Backup will be promoted to Primary
    - Domain Controller
    - DNS Server
    - DHCP Server
- Where not appropriate, the stand-by VM will be enabled
- Either situation can normally be resolved in less than an hour
- Determine if hardware replacement is required.
    - Stand-by hardware is available from Kofile Inventory
- Failed hardware will be replaced and configured
- Once complete normal operation of Primary/Backup will be re-instituted

Kofile Support will always be available for on-demand status updates when requested. Regular status updates will be provided at least twice daily, more often as needed.

Final Resolution will be verified by County Clerk. The Team will perform a Root Cause Analysis to be provided to the County after Final Resolution.

One Physical Machine is affected

- Kofile staff will determine which Physical Machine is affected
- Where appropriate, the Backup will be promoted to Primary
    - Domain Controller
    - DNS Server
    - DHCP Server
- Where not appropriate, the stand-by VM will be enabled
- Either situation can normally be resolved in less than an hour
- Determine if hardware replacement is required.
- Failed hardware will be replaced and configured
- Once complete normal operation of Primary/Backup will be re-instituted

Kofile Support will always be available for on-demand status updates when requested. Regular status updates will be provided to the Incident Team and Functional Leads at least twice daily, more often as needed.

Final Resolution will be verified by County Clerk. The Team will perform a Root Cause Analysis to be provided to the County after Final Resolution.

DR Plan 4

Failure of an instance of a Vanguard Service, Azure Service or Vanguard Database.

This scenario deals with an instance of any of the Vanguard required services or resources becoming unavailable. This could be a result of the hosting machine going down or any number of infrastructure issues that prohibit the service from being able to accept requests. A service may also refuse requests if it is busy. Both result in a situation where a secondary, or additional service is needed to continue processing incoming requests.

How a secondary service is employed differs by the type of service. Vanguard uses five general categories of services. The mechanisms for managing the failover and when to failover to the secondary resource is specific to the type of service. It is important to note that in many cases, secondary services are invoked based on load balancing or performance metrics and not just due to the unavailability of a resource.

The following represent the primary Vanguard categories of services or resources within Vanguard.

- Database. The database is Microsoft SQLServer and is implemented using the Microsoft "Alwayson" and SQLServer Failover Clustering configuration. The local database cluster contains a primary and secondary database. Failover within this cluster is automatic and transparent to the user. The user may experience some delays or timeouts leading up to a failover. There is no required action by the user or Bexar to initiate a failover. The failover is handled by SQLServer and does not require any manual intervention. There may be situations where the failover is initiated by Kofile but that would be an exception. There is an additional secondary database that is in a different data-center. This would typically not be used for recovery of a failure of the primary database. In the case of a primary server failure, should the primary database be off for an extended period of time and unable to come back online as the secondary server, the remote secondary provides a secondary server to the secondary server that became the primary server.

  Recovery from a failover however does require manual intervention. The failover process consists of the secondary server becoming the primary and the primary server becomes the secondary server. There is an off-hours activity that Kofile must perform to switch the servers back to their original state. This is done by the Kofile Database Administration team.
- Application Services. Vanguard is composed of a number of services that together, form the Vanguard system. Application Services are either backend services or front-end web services (i.e. handling http requests from users). All services are stateless and multiple instances are run at the same time. Should a service not be available to handle requests, then another instance of that service will pick up the request. Some services do not process a lot of work so only a few of those services may be instantiated. An example is the email service. This service processes a low number of requests and a small number of email service instances are running at a time. Other services may have periods of high usage and many instances may be required to satisfy the workload. OCR is such an example. During periods of large back file conversions, the system will deploy hundreds of cpu cores to maintain capacity to service all OCR requests.

  Because these services do not perform any data management, recovering a service is quite simple. Services can be restarted or additional services added during normal operations and during the business day.

- Storage. All unstructured files such as document images, are stored using the Microsoft Azure Storage Service. As such, all failover is managed by Azure Storage Services. Azure Storage Services will create three local copies of each file within the primary Azure Data Center and an additional two copies in the remote Azure Data Center. In the event of a failure, or a delay in

accessing a file, Azure will automatically attempt to retrieve one of the secondary copies. There is no manual intervention required.

- State Management. This is performed by a separate database which is optimized for this type of operation. It's model for failover is identical to SQLServer in that there is a primary database and secondary databases that are used in the event of a failover. The State Management database platform is Redis and not SQLServer.

- Traffic Routing. Traffic routing is performed by Microsoft Traffic Manager. This is a Microsoft Azure provided service and abstracts the network of backend services and ensures that endpoint requests are routed based on availability, load balancing and optimal performance. Traffic Manager service is not tied to any one Azure data center and as a result can automatically reroute or distribute traffic across multiple Azure data centers.

The above allows Vanguard to failover in all categories automatically and with limited, if any interruption to the user.

Roles and Responsibilities

Kofile Support will be available to the County Clerk as a resource if subject matter expertise is required for discussions with County or State officials or Media.

Kofile Support will always be available for on-demand status updates when requested. Regular status updates will be provided at least twice daily, more often as needed.

Final Resolution will be verified by County Clerk. The Team will perform a Root Cause Analysis to be provided to the County after Final Resolution.

When the situation that led to the Incident is resolved, the Team will be available to re-locate and re-configure equipment at original locations.
DR Plan 5

General Internet Outage

This scenario involves any short-term outage that is internet-related, from an ISP outage to a general internet outage affecting all of the City or County, to an outage affecting most of the State of Texas.

Since Vanguard is a cloud-based system, an Internet outage means Vanguard is down. An outage could be complete disruption of internet service or it could be a DDOS (Distributed Denial of Service) attack that blocks traffic to the point where Vanguard can't function.

- Kofile Support assembles the Disaster Recovery Team.
- If needed, other specialists may be assigned to the Team as needed.
- The status of the Incident is logged and tracked in Kofile's Incident Tracking System.

Determine the Scope

- Only the local ISP is affected.
- All of the City/County is affected.
- Most of Texas is affected.
- Most of the United States is affected.

Only local ISP is affected

- Kofile will switch service to the redundant service provider (if available)
- When AT&T service is resumed, Kofile will switch back to Primary circuit. (automated)
- Kofile will test to confirm service is re-enabled at expected levels.

City/County Internet is affected

- Staff will relocate to a different county building outside the City
    - County staff will prepare the location
        - Determine location
            - County building outside affected area
            - State building outside affected area
            - Privately-owned buildings available for short-term access
        - Prepare office space
        - Provide network infrastructure
        - Provide notice to the public regarding the location change
    - County staff will use manual processes for recording, etc during the setup and configuration process
    - County staff will move existing workstations and peripherals to alternate location
    - Kofile resources will provision Black Box for new location
    - Kofile technical staff will make configuration changes as needed
    - Kofile will verify functionality in the new location
- Determine if hardware replacement is required.
    - Stand-by hardware is available at Kofile's Dallas location

Most of Texas Internet is affected

- County staff will relocate to a different county building outside of Texas.
    - County staff will prepare the location
        - Determine location
            - Due to distances involved, actual operations at a remote site are not likely feasible.
            - More likely is the ability to process manually locally and enter transactions at a remote site (described below)
        - Prepare office space
        - Provide network infrastructure
        - Provide notice to the public regarding the location change
    - County staff will use manual processes for recording, etc during the setup and configuration process
        - Copies of manual receipts and copies of recorded documents will be transmitted to remote location in the most expeditious manner (Fax, FedEx, etc)
        - Out of State user will enter daily activity during the outage
    - Move existing workstations and peripherals to alternate location
    - Kofile resources will provision Black Box for new location
    - Kofile technical staff will make configuration changes as needed
        - Configure existing or new Black Box for new location
    - Kofile will verify functionality in the new location
- Determine if hardware replacement is required.

Resume Normal Operations
For all the scenarios in DR Plan 5, once the critical incident has been resolved, normal operations should be resumed.

- County staff will relocate hardware as needed
  - Move workstations and peripherals to original locations
  - Move Black Box to its original location
  - Reconfigure Black Box and workstations as needed
  - Test functionality of all applications and services

- County staff verifies system stability.
  - Print previous day's financial reports to confirm they match.
  - Print missing image report to identify any missing scanned documents.
  - Print Receipt Control Report to verify no missing receipts.
  - Print Cash Drawer Recap to verify money.
  - Print eRecording Transaction Report to verify electronic filings.
  - Confirm eRecording Transaction Report with eRecording vendors/submitters.
  - Report findings to Kofile Support

Kofile Support will be available to the County Clerk as a resource if subject matter expertise is required for discussions with County or State officials or Media.

Kofile Support will always be available for on-demand status updates when requested. Regular status updates will be provided at least twice daily, more often as needed.

Final Resolution will be verified by County Clerk Project Manager. The Team will perform a Root Cause Analysis to be provided to the County after Final Resolution.

When the situation that led to the Incident is resolved, the Team will be available to re-locate and re-configure equipment at original locations.
DR Plan 6

Widespread Internet Outage

This scenario involves any long-term Internet outage that affects a broad section of the United States. Since Vanguard is a cloud-based system, an Internet outage means Vanguard is down. An outage could be complete disruption of internet service or it could be a DDOS (Distributed Denial of Service) attack that blocks traffic to the point where Vanguard can't function.

- Kofile Support assembles the Disaster Recovery Team.
- If needed, other specialists may be assigned to the Team as needed.

Manual Systems

- County staff will begin using manual processes for all functions including recording, bookkeeping and document research.
- Accurate records of all transactions and recordings should be maintained to facilitate rebuilding Vanguard data repositories after the emergency is over.
- Kofile can optionally assist in loading Indexes and Images into a stand-alone database and image viewer to serve as a document research capability until the emergency is resolved.

Kofile Support will be available to the County Clerk as a resource if subject matter expertise is required for discussions with County or State officials or Media.

Kofile Support will always be available for on-demand status updates when requested. Regular status updates will be provided at least twice daily, more often as needed.

Final Resolution will be verified by County Clerk. The Team will perform a Root Cause Analysis to be provided to the County after Final Resolution.

When the situation that led to the Incident is resolved, the Team will be available to re-locate and re-configure equipment at original locations.

DR Plan 7

Virus Detected

A virus may be detected on a workstation, either by virus-detection software or by a report from a user. A virus could infect programs on the local workstation or possibly data that is stored in the Azure Cloud. The local Black Box servers could also become infected. It's also conceivable that a Vanguard Cloud Server could be infected.

Determine scope

Kofile Support will provide the first level of troubleshooting on the incident. They will report their findings to the Disaster Recovery Team, if one is convened.

- If only the workstation is affected, it will be replaced by Kofile as a normal Support incident.
  - The infected machine will be re-imaged and will be available to be placed in service as needed.
- If a local Server is affected, the Server will be removed from the network.
  - The procedure for a failed local server will be followed in DR PLAN 3.
  - Kofile will rebuild the infected server and place the new server into service
- If an Azure server is affected, that Server will be removed from service
  - Procedures for a failed Azure server will be followed in DR PLAN 4
  - Microsoft and Kofile will replace/rebuild the infected server and place it into service
- In all three cases, the Disaster Recovery Team will be assembled to investigate the possibility that the virus may have corrupted any data in Vanguard databases or image repositories. Proceed to DR PLAN 8.

DR Plan 8

Data Corruption

In a case that involves the possibility of data corruption, the Disaster Recovery Team will be convened to investigate.

Investigate Data Corruption
The Disaster Recovery Team will conduct an analysis of Cloud Storage to assess the possibility of corruption.

- Kofile will conduct an inventory of current data & images to identify missing or corrupt information.
- Kofile will compare random images from the production image repository against the same images from two backups, each one week apart.
- If any differences are reported, Kofile will compare random images against the same images from four backups, each two weeks apart.
- Kofile will compare database entries from the production database against two backups, each one week apart.
- If any differences are reported, Kofile will compare database entries against four backups, each two weeks apart.
- Results will be reported and a determination will be made.
- If corruption is determined, the Disaster Recovery Team will determine the appropriate course of action:
    - Restore a previous backup and manually rebuild all intervening work.
    - Restore a previous backup and rebuild images from microfilm.
- During this process, services will be off-line. County clerks may either wait or switch to manual processes at the county's option.

Kofile Support will be available to the County Clerk as a resource if subject matter expertise is required for discussions with County or State officials or Media.

Kofile Support will always be available for on-demand status updates when requested. Regular status updates will be provided at least twice daily, more often as needed.

Final Resolution will be verified by County Clerk. The Team will perform a Root Cause Analysis to be provided to the County after Final Resolution.

When the situation that led to the Incident is resolved, the Team will be available to re-locate and re-configure equipment at original locations.

DR Plan 9

Data Breach

Detection and Notification
External breaches will be detected by Kofile monitoring software. Kofile Support will notify County IT along with the County Clerk within the first hour after discovery.

Internal breaches such as through use of a shared or stolen password may be detected by Kofile Support or by County staff. In either case, as soon as Kofile Support learns of the breach, official notification will occur as noted above.

Follow-up notifications and status reports will be provided to the above.

Within 48 hours, formal notice will be provided to the County describing all available information about the breach and our investigation including, the date of breach, the date of discovery, description of the break, how it occurred, who is responsible, description of the investigation and status, identification of all individuals affected, initial risk assessment, probability of compromise of confidential information, the steps Kofile has taken to mitigate the danger, steps taken to prevent recurrence of a similar breach, a schedule of regular updates on response to the breach as well as any available information or reports related to the breach that are requested.

Breach Response Team
The individuals named to the Breach Response Team may be changed from time to time as appropriate. The roles of the Breach Response Team include:

Kofile Security Officer
Breach Incident Manager
Technical Breach Incident Manager
County Clerk

The Breach Incident will be tracked in the Kofile Incident Management System and may be initiated either by Kofile Support or by the County. The Kofile Security Officer will be immediately notified and he will follow the above-described notification process.

The Security Officer will assess the Incident and determine the level of response required and whether to treat it as a Support Incident or a Breach. If the Incident proceeds as a Breach, the Security Officer will form a Breach Response Team including the members noted above and any other team members based on skills needed as determined by the Security Officer. Any use of third parties will be approved by the County before they are engaged.

Breach Action Plan
An Action Plan will be created to ensure the breach is stopped. The Breach Action Plan will be determined by the Breach Response Team and will include at a minimum the following steps:

1. Kofile will identify the source of the break, including the timeline of events.
2. Kofile will provide a Breach Assessment of all compromised or affected systems.
3. Contain and Control the Breach. Kofile will ensure necessary steps are taken as quickly as possible to prevent any further breach of information. In cases where the breach access itself cannot be isolated, Kofile will work with the County on more drastic immediate steps such as isolation of the system or components from the network.
4. Kofile will ensure adequate monitoring of the network to detect any continued unauthorized access.
5. Kofile will gather all system logs, and recent backups and preserve in such a manner to ensure such information is useful by individuals performing root cause analysis as well as law enforcement, and preserved in such a manner as to be admissible in a court of law.

Once the breach has been contained and controlled, the Breach Response Team will provide a thorough analysis of how the breach occurred and recommendations for tooling, process or infrastructure changes to address any identified vulnerabilities.
At the conclusion of the Root Cause Analysis, the Breach Response Team will provide to the County a Final Breach Report which will include, at a minimum, a listing of all breached information, affected parties, timeline of the breach, how the breach was mitigated and any other action items that were completed or are planned as a part of the response.

A Breach that also involves corruption of Data or Images requires an additional response. The Breach Response Team must determine not only how to stop the access and prevent further breaches. They must also assess the amount of corruption and a plan to repair the damage.
The Breach Response Team should include appropriate Functional Leads to assist with evaluating the data and image integrity. The Action Plan will include at a minimum the following steps:

1. An inventory of current data & images to identify missing or corrupt information.
2. A comparison of current data & images vs. backed-up data & images to identify unauthorized changes.
3. If it is determined that data or images are missing or corrupt, a plan to replace that data or images.

CONCLUSION

The Hidalgo County Clerk's Office has physical redundancy for its critical operating data and systems. This redundancy simplifies the process of continuing operations in a crisis and, in most cases, makes recovery a relatively painless scheduled event.

In all cases, first notify Kofile Support of a failure or event of any kind. Kofile stands ready to assist and support Hidalgo County's on-going operations.