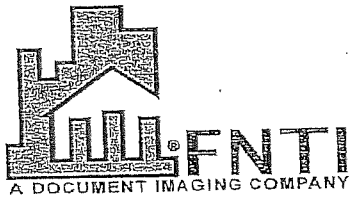


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Copy

May 11, 2012

Clerk of Court
Attention: Legal Department
400 South Street, Second Floor
Titusville, FL 32780

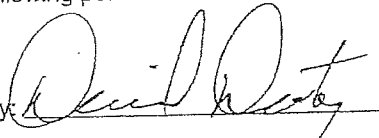
Re: Court Records Digitization Project

On behalf of FNTI, Inc., I am pleased to offer our comprehensive services for the Court Records Digitization Project. As you will see by our response and work plan, the specific tasks requested by the Courts parallel our core competencies. Your requirements are detailed and comprehensive; our response is reflective of that.

We have compiled a solution and project management methodology that we believe will keep the Court's imaging needs within scope and timeline while minimizing potential change orders that would alter project cost. Our flexible plan will illustrate our commitment to helping the court meet the project objectives.

FNTI is a nationwide company specializing in backfile conversions. Our parent office is located in Jacksonville, FL, with branch offices and operations throughout the United States. FNTI has an established reputation for converting paper and microfilm into electronic images and indexing them by salient data elements; we specialize in working with state and county agencies in handling complex document conversion projects. FNTI provides all services including preparation, scanning and indexing with the latest equipment utilizing the best methodologies.

We look forward to working with you to establish a long term mutually beneficial relationship. The following personnel are authorized to negotiate services on behalf of FNTI.

By: 

David Doty
FNTI, Inc
8692 Jody Circle South
Cottage Grove, MN 55016
800-536-2212 X323
651.253.7186
Fax: 651.769.0346
David.doty@fnti-imaging.com
Website: www.fnti-imaging.com

Sam Elias, VP Operations



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Overview

Executive Summary

FNTI has read the entire RFP packet and addendums. Based upon the feedback and response from the Court, we have compiled a comprehensive service offering reflective of that.

FNTI understands there are many different types of imaging and indexing projects that may occur under this RFP. The scope of work is vast and variable, dependent on the specific needs of the unique Courts involved. In order to be both comprehensive and cohesive, we include a detailed service offering list, an inclusive project management methodology and a project plan that will incorporate the needs of the Court.

FNTI will provide the Court an overview of all of the services available under this RFP and the methods in which services will be performed. FNTI will also provide a proposed method of how individual Court projects should be initiated, approved and deployed to accomplish each. Individual projects are governed by a detailed Statement of Work (SOW), completed by the FNTI project analyst or project manager and approved of by the Court project manager. FNTI processes a small subset of work to be converted according to the SOW, and then delivers the sample to the Court in a format consistent with the document management platform images and indexes will be housed within.

FNTI has the ability and proven track record to perform any of the identified services either onsite at a Court facility or at a local production area.

FNTI will provide all of the hardware, software, and required personnel to bring projects to completion. The conversion network will consist of a stand alone network; no direct connectivity will exist with any Court network unless so prescribed. FNTI will log all work (paper or microfilm) into our Production Control Database and track the physical and virtual movement of all material, images, and indexes throughout the entire conversion, start to finish.

All file types will be prepped, scanned, document identified, and indexed according to the Statement of Work. All case files and every image will be quality controlled for image legibility, right reading format, dog eared corners, and obstructed data. Any image not meeting the quality control threshold will be re-scanned.

Upon imaging completion, case files and/or other documents will be placed loosely back into the folders they were received from and then placed back into the box from which they came. Full boxes will be returned to the designated Court receiving area and checked back in to the court, or destroyed as required. All documents subject to redaction processing will be sent through a separate workflow process to facilitate the redaction steps.

FNTI will format all images and indexes according to the designated electronic content management system or other required Document Management System and delivered to the Court. Any items not processed according to the Statement of Work will be re-done at no additional cost; FNTI will warranty our work against the Statement of Work forever.

FNTI will maintain raw data and formatted data on FNTI provided servers and back up systems for 6 months from the date of completion and approval by the Court. FNTI will require signed and written approval of all acceptable deliverables in the time frame allocated.

FNTI takes no exceptions with any of the terms and conditions set forth in the RFP.



Legal Background

Fidelity National Financial
Corporate Headquarters
601 Riverside Avenue
Jacksonville, FL 32204
888.934.3354
www.fnf.com

FNTI Orlando
1850 Cypress Lake Dr., Suite 350
Orlando, FL 32837

FNTI, Inc.
2123 Ringwood Ave
San Jose, CA 95131
Tel: 800-536-2212
Fax: 408-942-1260
Federal Tax ID #: 03-0597552
Dun and Bradstreet #: #102773223
Years in Business: 31 Established 1979
Number of Employees: 100 full time, 200 part time
Corporate Website: www.fnti-imaging.com

Responder:

David Doty
Project Analyst
8692 Jody Circle South
Cottage Grove, MN 55016
651-253-7186
David.doty@fnti-imaging.com

About FNTI

FNTI, formerly AT1, Inc., provides full-service document conversion of middle to large volume projects across the United States. We are recognized as the best "go to" company for large conversion projects onsite where frequent document access is necessary and security is critical. We have a well established reputation and are highly recognized within the Government, Financial, Insurance, Healthcare and the Fortune 1000 marketplace. We provide all services including:

- File purging
- File preparation
- Scanning of paper, film and fiche
- OCR and quality control image enhancement
- Manual data entry
- All aspects of indexing and auto-populating for optimum document search capability
- Redaction
- Conversion of digital images to microfilm
- Export of indexed electronic images into any application

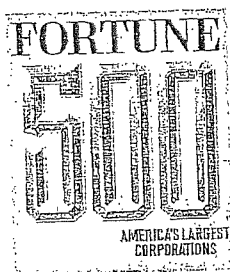


Projects are completed at one of our production facilities or at the client site. FNTI uses a proven Project Management methodology for each initiative and provides all necessary production software and hardware. Our conversion process is high-speed network based and automated. Our own Production Control Database software enables real-time monitoring and reporting of the media through each stage of the process to completion. Proven quality assurance and security practices are in place throughout the entire process.

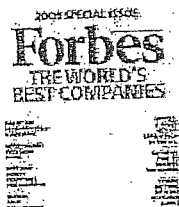
Established in 1979, FNTI is headquartered in San Jose, California, with branch offices located throughout the U.S. Our well-trained staff is capable of scanning and indexing in excess of 150 million images per month using the latest document imaging technology. In February of 2007, ATI was acquired by Fidelity National Financial (NYSE: FNF) and officially became Fidelity National Technology Imaging (FNTI). Fidelity National Financial, Inc., number 248 on the Fortune 500 List, is a leading provider of title insurance, specialty insurance and claims management services.

Fidelity National Financial Accolades

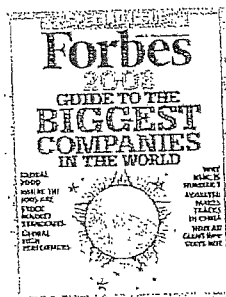
2010



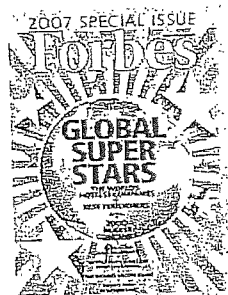
2009



2008



2007



2006



2005

- Fortune 500 Ranked #261
- Fortune America's Most Admired Companies List Ranked #5 in Mortgage Services

2004

- Forbes Platinum 400: America's Best Big Companies
- Forbes Best Managed Companies in America
- Fortune 500 Ranked #262

2003

- Fortune 500 Ranked #326



- **Fortune 500** America's Most Admired Companies List
Ranked #6 in Mortgage Services
- **Forbes** Platinum 400: America's Best Big Companies List
Ranked #1 in Sales Growth for the Insurance Industry

Why FNTI?

Our expertise lies within backfile conversion services. We provide all aspects from discovery to award, as it pertains to document conversion services. Our value propositions follow:

- FNTI focuses entirely on conversion aspects since we are not a software or line of business application provider.
- FNTI supports all export routines into current electronic Document Management Systems.
- FNTI is recognized as having the best staff, technology and methodology for large and complex projects.
- Our company is highly respected with a recognizable and satisfied list of clients.
- Our model of end-to-end efficiency keeps the cost of services down without sacrificing quality.
- Total support as it relates to document conversion including:
 - The tools and staff for discovery.
 - Specifically crafted proposals as part of a master response.
 - Detailed and Comprehensive Statement of Work.
 - Skilled participation in conference calls and presentations.
 - Client viewing of our facility or current on-site projects.
 - Production pilots.
 - Comprehensive Project Management for Conversions

Capability, Capacity, Relevant Experience

FNTI has converted in excess of 1.5 billion government documents in house and onsite at customer locations. More than half of our volume comes from specific onsite conversion projects. Recently, at separate government institutions, FNTI converted in excess of 50,000,000 pages in 9 months onsite at the client's facility. In addition, FNTI completed backfile conversion and data extraction for over 25 million Vital Records for Cook County, Illinois, and with the State of Ohio to convert and index over 46 million Vital Records.

FNTI employs approximately 100 fulltime people and 200 contract staff throughout the United States for conversion operations. Our management team is well established and involved with some of the largest conversion projects undertaken in the U.S. to date. Our equipment inventory for conversion is considerable, and constantly changing to reflect the best technology available. In broad terms, FNTI has the capacity to capture 1,000,000 pages of information per day through its range of capture devices.... be it fiche, film, or paper.

Large-scale data conversion requires focused skills and significant experience. FNTI's track record speaks for itself. We recognize that every backfile conversion project sits squarely in the critical path to the realization of a client's productivity gain and their ability to provide increased levels of service. As a result, FNTI is a diligent partner in performing timely and successful conversion projects.

There is tremendous value in proven experience! Just as the Court has provided quality results for many years, so too has FNTI. We are established as the "go to" conversion company for hundreds of State, County, and Government Agencies in the United States.



Past Success (Confidential)

The following table depicts business as usual for FNTI; large conversion projects are completed on time and within budget. FNTI requests this table be kept confidential.

Client	Source Material	Volume
Hillsborough Co, FL (clerk)	Paper	175,000,000
Clay Co, FL	Film	2,500,000
State of Ohio (vitals)	Paper	46,000,000
Maricopa Co, AZ Clerk	Film and Paper	6,000,000
Cook Co, IL (vitals)	Film and Paper	25,000,000
Santa Clara Co, CA Social	Paper and Film	6,000,000
Ventura Co, CA Recorder	Film	2,000,000
San Mateo Co Human Ser	Paper	3,000,000
Nassau Co, NY	Paper	60,000,000
E Docs	Paper and Film	100,000,000
LSI- Lender Services	Film	30,000,000
Property Insight	Paper, Film, Fiche	400,000,000
Chicago Title	Paper, Film, Fiche	200,000,000
City of Aurora, CO	Film	2,600,000
Sonoma Co, CA	Film	4,500,000
Denver Metro JP	Film	26,000,000
CALSTRS	Film	13,250,000
Maine Retirement Sys	Film	4,000,000
Nevada Pub Ret Sys	Paper	2,750,000
WI Employee Trust Fund	Paper	10,500,000
Contra Cost Co Recorder	Film	6,000,000
Santa Clara Co, CA	Film	9,000,000
State of WA-Dept of Eco	Film	2,000,000
St Louis Co, MN	Film	2,500,000

Additional References and Related Projects

Representative Government Client List for Backfile Conversion Services:

State of Minnesota	State of Wisconsin
State of Hawaii	State of Maine
State of Washington	State of California
State of Hawaii	Loudon County
Hanover County	Contra Costa County
Bergen County	Beaumont County
Cuyahoga County	Bernalillo County
Richland County	Washington DC County



Riverside County
Yavapai County
Island of St Thomas Recorder
City of San Jose
City of Washington DC
University of Connecticut
US Navy

Mojave County
Island of St Croix Recorder
City of San Bernardino
City of Milwaukee
Fordham University
University of Southern California

Current large government on-site client projects:

State of California – multiple locations

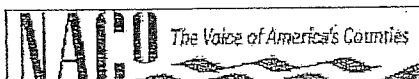
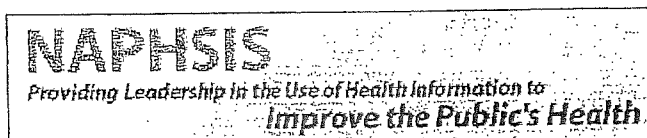
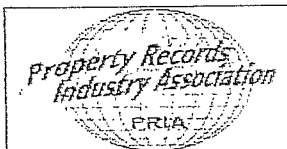
Recent Awards (Confidential)

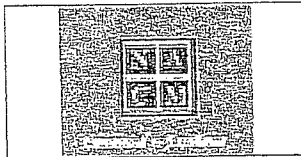
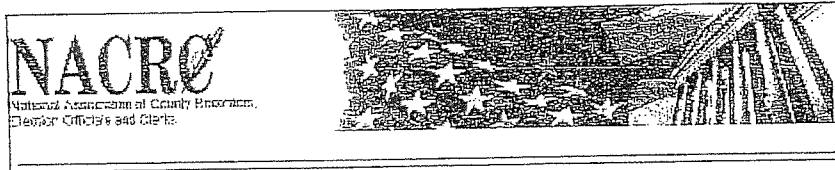
Large Texas County. Clerk of Courts: Onsite backfile conversion of case documents for the Odyssey System.

State of Montana

Supporting Our Customers

FNTI is an active member in industry organizations that support departmental governments. Our company and its employees are active members in the following organizations: NAPHSIS, PRIA, IACREOT, NACO, NACRAC and locally with state Recorders and Clerks, and other state and county level organizations.







Detailed Explanation of Services

Organizational Structure for Onsite or Offsite Conversions

FNTI uses a unique Productivity Management methodology to manage project initiatives under our direction. We track progress against the project plan through weekly status reports produced internally. Project management activities are performed as the first activity in every phase of each FNTI project.

- **FNTI Project Analyst.** The *Project Analyst* (PA) is charged with evaluating the process of the conversion project prior to a bid being submitted. They assess the scope of work through interaction with the client and review source documents. The PA then helps design the conversion process in partnership with our technical team. In addition, they manage the bidding process and if a contract is awarded, will remain with the project through completion.
- **FNTI Project Manager.** The *Project Manager* (PM) is responsible for managing all day-to-day project activities, as well as assigning resources, reporting progress and status, and tracking events. The PM has authority for accepting deliverables on behalf of FNTI. The PM also has responsibility to oversee all sub-contractor activities if any sub-contractors are involved.
- **FNTI Supervisors.** Two fulltime Supervisors are assigned to each shift. One supervisor is the *Technical Lead*, and the other, a *Quality Assurance Manager*. Their primary responsibilities include ensuring individuals are performing according to set procedure, that production line movement is smooth, and that any issues are addressed and resolved in an efficient manner. In addition, they have responsibilities specific to each, as outlined below.
- **FNTI Quality Assurance Manager.** The *Quality Assurance Manager* (QAM) is responsible for auditing project metrics and assuring quality of deliverables to ensure that project expectations are met for both quality and timeliness. All batch cover sheets are verified and signed by the QAM for authenticity.
- **FNTI Technical Lead.** The *Technical Lead* (TL) provides technical leadership for the project and functions as the focal point for technology-related issues. The TL assists in indexing scanned images and integrating them with the existing database.
- **FNTI Librarian.** The librarian controls the physical movement of source material through administration of the production control database.
- **FNTI Administrative Support.** This resource team member supports the Project Manager and Technical Lead with all administrative tasks including the documentation of deliverables.

FNTI Project Management Methodology

FNTI has completed thousands of backfile conversion projects that were initially started through a competitive RFP process similar to the opportunity in the Brevard County. Most of these clients were in the same position the Court is in today; they used the RFP process to gain as much information as possible and then select the best of breed applications to fulfill their specific needs. We believe you will find our tried and true approach a valuable asset as your project proceeds.

FNTI begins every project by creating a purposeful and comprehensive Statement of Work (SOW) utilizing our experience. Each conversion project, whether onsite at the customer's facility or offsite at an FNTI facility, is executed using this SOW. Successful project include detailed information submitted by both appropriate Court and FNTI personnel. This comprehensive document is generated before the first piece of paper or microfilm is ever scanned. FNTI will use the State of Florida Law and Court rules



governing document retention regarding any prescribed service. General Areas covered in the SOW are:

- Overview
- Scope of Work
- Employee Assignments (Both State and FNTI)
- Employee Policies and Procedures
- Equipment Allocation
- Facility Layout Plan
- Physical Plant Security
- Communication Plan
- Reporting Requirements
- Project Roll Out
- Timeline for Completion
- Test Interface Exchange Process
- Source Material Inventory
- Document Type Description
- Document Delivery and Receipt
- Indexing
- Quality Control Plan
- Delivery Schedule
- Deliverables
- Destruction
- Reporting Requirements

Even given this amount of discovery prior to the project go live date, items crop up requiring change or alteration in the SOW; these are addressed as "Unidentifiable Exceptions." Our goal is to mitigate any unnecessary cost to either the Courts or FNTI that arise from these exceptions our track record affirms our success in this area. Upon being awarded the contract for services, FNTI will develop the comprehensive SOW manual with input from various Court project managers in the required format. The project plan will also address all required Project plans, Quality Plans, and Security Plans.

Project Execution

Weekly Workplan Review: This is a weekly meeting that occurs with project team members. It keeps everyone focused on the total project plan, what their individual components are and how their work affects each other. It is an important communication vehicle engendering teamwork and fostering motivation as results are achieved.

Weekly Status Report: Each week, a project level status report is generated by the Project Manager and delivered to the client and to the branch. It includes accomplishment information from team members' individual status reports and is also used to communicate global project information, issues and status of any changes.

Weekly Client Status Meeting: A meeting is held with the client each week to review progress on the project, resolve issues and plan for change approval/rejection and deliverable approval/rejection.

Project Plan Update: Each week, the project plan is updated with actual time spent and a new estimate for task completion is updated based on input from team members.

Change Process: Change procedures are identified in the Project Policy and Procedures Manual. Once the project begins, the project manager is rigorous in identifying and managing change as it occurs. All changes are tracked on a change log that accompanies the weekly status report.



Deliverable Acceptance: As deliverables are completed, they are submitted to the client for written acceptance or rejection. The project manager provides the acceptance on all interim deliverables that together make up a large enough activity for the client to approve.

In addition to weekly and prescribed meetings, the project manager will maintain other key and ad hoc reports that will be delivered to the appropriate Court personnel during prescribed meetings.

Project Policy and Procedures Manual

Each conversion project, regardless of size or complexity, has a Project Policy and Procedures Manual in place prior to commencement. The Project Policy and Procedures Manual defines the scope of work to be done, what and how deliverables will be produced, and the roles and responsibilities of the various people and departments involved in the process. Framed within the manual is a general timeline for the project, including when specific acceptance criteria will be defined and when project audits will occur. An "Assumptions and Risks" section is also included, and how change and acceptance will be handled is defined within. Finally, it includes a detailed project plan in a format that can be used to measure progress as it occurs, and includes tasks for quality assurance. The manual is written by the FNTI project manager with input from Court personnel.

FNTI's Process Management Software

Project control at each level will be accomplished through FNTI's Production Control Database (PCD) Software. The PCD tracks the physical and virtual movement of source media through each step of the conversion process and creates an electronic chain of custody. The PCD will track every operator who handles documents. The PCD enables FNTI management to assign and hold accountable production personnel throughout each stage of the production process. The steps are:

- Control Receipt of Media
- Capture Movement of Media
- Capture Data Generation
- Generate Key Management Reports
- Generate Data for Random Quality Control

Prior to the project commencement, FNTI will create an inventory of all records needing imaging. The PCD will allow any individual file to be located within minutes of the request.

Management Approach to Quality Assurance

In FNTI's view, quality is the result of effective project management; therefore, our approach is to create an environment where work effort is carefully planned and progress tightly monitored so clients receive the highest quality deliverables to meet or exceed their expectations. To this end, FNTI employs the Project Control and Reporting Process standard (PCRP) for project management, focused on planning and monitoring deliverables, managing change, assuring quality and mitigating risk.

All conversion projects are set up, implemented and controlled according to the PCRP standard. The three project stages that the processes fall under are: Project Initiation, Project Execution, and Project Completion. FNTI processes are designed to assure that the following activities are occurring with the highest degree of accuracy:

- Task and deliverable planning
- Resource planning
- Effort management
- Change control
- Deliverable acceptance
- Issue resolution



- Quality assurance
- Status monitoring
- Status reporting

Project Accountability

The overall project accountability rests on the Project Analyst and the Project Manager. These personnel along with senior management have the ability to re-direct any aspects of the project should they get off track. They also have the ability to directly work with the Court on all aspects of the project and require no further approval to facilitate change as deemed necessary by the Court or FNTI. Once assigned to this project, they serve in their position until the project is complete. This no nonsense approach has proven to be instrumental in meeting and exceeding customer expectations.

FNTI Conversion Process Overview

The following methodology will conceptualize how projects will be completed according to this contract. The methodologies stated within this Proof of Concept are proven and have been tested over time resulting in successful backfile conversion projects as indicated by our references. Outlined steps and methods are subject to the approval of the Court, project owners, or issuing department.

Step 1: Project Owner Submits Job Order

FNTI understands that the Court has many different projects covering many different departments covered within the scope of this project. Since every project may have a different project owner, a defined methodology for completing the conversion tasks is imperative to the success of the conversion. Due to the nature of each department and each conversion, there will be different types of source material, processing, and indexing requirements that must be addressed through our due diligence processing.

- The project owner submits the Job Order to the designated FNTI Project Manager (PM) or Project Analyst (PA) for review.
- The Job Order will put the conversion process in motion.
- The FNTI PM or PA will review details of the Job Order and determine nuances of conversion (i.e. paper, film, etc; pick up requirements, prep requirements, imaging, indexing, turn around requirements, and return)
- FNTI schedules due diligence meeting with project owner.
- FNTI completes a comprehensive Statement of Work for approval of the project owner.

Step 2: Required Documentation Created

Statement of Work: As stated earlier, each conversion project, whether onsite at a Court facility, or offsite at an FNTI facility, is executed using a Statement of Work (SOW). The SOW is designed to be a living document that can be changed at the discretion and approval of either party; it memorializes project and process nuances, and serves as a medium for change order requests. The elements of the SOW will be determined based upon the source material and requirements of the deliverables. Customized questionnaires will help both parties determine what elements will be covered in the SOW, and may include any of the following elements:

- General Overview
- Assigned Project Personnel...Court and FNTI
- Pick up (i.e., transmittal sheets, bill of lading, timing)
- Project Timelines



- Production Control Database Creation
- In process retrievals
- Batch sizes
- Source Material nuances
- Source Material preparation
- Poor Original Methodology
- Scanning Requirements (i.e., dpi, bitonal, color, grayscale, scale)
- Image reversal if required
- Quality Control Requirements
- Blank page detection
- Post processing (i.e., cropping, half-tone, de-skew, de-speckle)
- Indexing
- OCR methodology
- Document Identification
- Match and merge databases
- Re-preparation
- Output format
- Deliverables, method and format
- Duplicates (different format) if required
- Return
- Reporting
- Measurable Quality Requirements
- Billing
- Financial Summary
- Control Sheet Documentation
- Any documented Change Order

Minimum Service Requirements: FNTI will provide at a minimum the required tasks as prescribed in the RFP for document preparation, document scanning, and indexing. The method to accurately capture these requirements will be dependent on the individual departmental requirements, thus detailed methodology does not apply at this time.

Department by Department Needs: Since this RFP will be issued as a requirements contract for the Courts, it will be very important for FNTI to understand the needs of each department involved in the project and the potential issues of their respective source material. Although the Courts document management repository may be the same for all conversion work, the capture and indexing methodology may be drastically different. Thus, nuances for each department must be addressed separately.

Identifiable Exceptions: From time to time FNTI has come across source material to be converted that does not meet the requirements or guidelines of the SOW. These exceptions may include:

- Misfiled documents
- Illegible originals
- Non image able items (i.e., cassette tapes)

Step 3: Document Execution and Test Interface Exchange

Once the Statement of Work has been approved by the Court project owner and source material has been received, FNTI will process a small subset of the documents according to the Statement of Work for department review and approval. Court review and approval of the deliverables of this small sample occurs before full production. Known as the Test Interface Exchange, this process allows Court



personnel to approve of all conversion methodology prior to execution to assure complete understanding of project components.

Step 4: Converting the Source Material

FNTI's Process Management Software

Project control at each level will be accomplished with FNTI's Production Control Database (PCD) Software. The PCD tracks the physical and virtual movement of source media through each step of the conversion process. The PCD enables FNTI management to assign and hold accountable production personnel throughout each stage of the production process. The PCD works for all types of conversion whether paper or film. The steps are:

- Control Receipt of Media
- Capture Movement of Media
- Capture Data Generation
- Generate Key Management Reports
- Generate Data for Random Quality Control

Step 5: Completion

- Return of source material and deliverables
- Approval of deliverables

General Conversion Methodologies

FNTI's Security Controls (Audit)

Project Auditing: The PCD System will individually track each file through the production Process. The Process is designed to track both the physical movement and the data generated from the media. The PCD System compares data generated at each production step for continuity and completeness. The final number of documents placed on the transport media for delivery to the client must equal the number of documents generated at scanning and agreed throughout each step of the production Process.

Plant Security: FNTI employs the following procedures to provide maximum physical security for the plant and the source material:

- Cycle requesting batches of source media to maximize control of media.
- FNTI barcodes and tracks the physical movement of source media.
- FNTI maintains a secured production area.
- FNTI maintains a current Disaster Recovery Plan.
- FNTI processes all source material according to ANSI and AIIIM guidelines.
- FNTI processes documents in a HIPAA compliant facility.

Virtual File Security: FNTI employs the following hardware design and processes to provide minimum risk associated with loss of digital data:

- Employment of RAIDV server configuration.
- Employment of daily backup procedures for pre and post exported data.
- Backed up digital data is maintained for a period of six months.



Information Security: FNTI employs the following procedures for maximum security of confidential customer information:

- Diligent employee screening.
- Use of signed non-disclosure agreements by production employees.
- Hard copies generated for any reason are placed in a sensitive waste container and shredded.
- Database information in process is password protected at both the Client and Server levels.

FNTI has not lost any client file as a result of our stringent security measures!

Status Meetings and Reports: Weekly Reporting on Deliverables

The FNTI Project manager will report weekly to Court staff the number of batches and images to be delivered for that week. The weekly report will include daily production reports, exception reports, and open item issue reports.

Additionally, FNTI can generate reports and conduct internal and client meetings to measure deliverables and milestones to be achieved over the life of the project. The following are commonly utilized and some or all can be part of the project as desired:

Internal Work Review: A weekly meeting that occurs with the FNTI project team members. It keeps everyone focused on the overall project and the PCD keeps everyone up to date regarding the next individual tasks. Progress is tracked against the timeline and adjustments and resources are re-allocated to address any deficiencies.

Status Report: At the end of each week, a project level status report is generated by the Project Manager and provided the next business day to be reviewed by all Project Team members. It includes accomplishment to date and individual status reports at a high level. It compares progress to the previous week and against the work plan and is used to communicate any issues or problems to be addressed and the status of any changes. This report can be configured to report the number of batches, scanned-indexed images, images waiting to be indexed, along with the QA status completed and the end of the weekly period and to date. It can also account for rescan or rework if needed.

Client Meeting Report: Phone and in-person meetings can be routinely scheduled to review progress on the project and specific tasks, resolve issues and plan for change approval.

Change Process: A change procedure as identified in the Project Policy and Procedures Manual and SOW. Once the project begins, the Project Manager must be able to identify and manage any changes that arise and report them. All changes are tracked on a designated log that accompanies the weekly status report.

Deliverable Acceptance: As deliverables are completed, they are submitted to the Client for written acceptance.

Exception Report: In the event any of the images or case files cannot be processed according to the Statement of Work, the nature of the defect will be reported in an exception report. This report will accompany all deliverables when applicable. The style and format of this report will be approved by the Court Project Manager.

Open Item Issue Log (Summary Exception Report): The FNTI project manager will use an Open Item Issue Log to track all functional requests items assigned to respective parties. This report keeps track of the work order #, personnel assigned to it, when assigned, completion status, results, and changes.



The following are some sample reports generated from the Production Control Database and are from previously completed projects.

Sample Daily Production Report

Daily Production Report

DATE	Thursday 09/06/07	Friday 09/07/07	Monday 09/10/07	Tuesday 09/11/07	Wednesday 09/12/07	Thursday 09/13/07	Friday 09/14/07
PREP	352,569	212,420	324,000	339,224	276,588	176,317	217,214
SCAN	483,413	495,890	393,638	389,348	284,222	339,961	336,054
QC	863862	1,029,550	1,002,085	1,202,040	347,763	915,704	796,748
DE- PREP	310,387	132,560	57,145	134,421	132,505	197,862	246,258

TO DATE TOTAL (BILLABLE SCANNED IMAGES)

PREP	1,898,332
SCAN	2,722,526
QC	6,157,752
DE- PREP	1,211,138

Sample Exception Report

DATE	CASE ID	TIFF IMAGE #	COMMENTS
8/17/2007	91-CF-000006	0011-0014 0011-0040	Tiff #14 bond certificate copy, illegible original Originals in Reverse Order

Sample Open Item Log

ID	Work Order	Reported Date	Assigned	Description	Due Date
1	1	7/20/2007	Clerk's InHouse Team	The Criminal Felony Files from 1988 to 1990. Docket Information will need to be copied and scanned. The copy file will be placed in the folder in lieu of imaging the manila folder. Cost is estimated at \$86,000 based on previous Change Order. Hillsborough Test Interface Exchange document needs to be signed by team.	8/24/2007
2	2	7/25/2007	Clerk's Team		



3	3	7/25/2007	Chris Tluczek
4	4	8/8/2007	Chris Ngo

Statement of worked needs to be signed. 8/24/2007
 Set acceptable delivery schedule for the County. **RESULTS**
 Completed - By noon every Friday 8/15/2007

Sample Weekly Report as compiled from the PCD for a single location

PROJECT: Hawaii Employee Retirement System		
DATE: 05/22/2008		
PREPARED BY: Greg Annis		
Images Indexed this week (5/15 - 5/21)	Film Images indexed to	456,895
DATE =		3,202,910
	Paper Images indexed to	
DATE =		1,028,454
	Total Indexed to	
DATE =		4,231,364
	Total delivered to	
DATE =		3,751,306
Total =	Film SCAN	5,851,601
Total =	Paper SCAN	1,902,490
*Total =		7,754,091
3/19/2008 - delivered 293,267 images		
3/26/2008 - delivered 376,330 images		
4/2/2008 - delivered 357,351 images		
4/10/2008 - delivered 423,187 images		
4/16/2008 - delivered 293,738 images		
4/24/2008 - delivered 397,458 images		
4/30/2008 - delivered 390,934 images		
5/07/2008 - delivered 419,407 images		
5/14/2008 - delivered 386,104 images		
5/21/2008 - delivered 413,530 images		
WEEKLY NOTES:		
*There were 73,397 images scanned per a new contract directly with HIERS. These images are not included in the total. This is more than the client wanted and they are very pleased.		
5/21 - Discussion with Client - Project Manager regarding internal QA process follow-up of last Delivery; meeting their expectations. I pointed out that should errors arise within our control we would be glad to rework them as guaranteed.		



Sample Weekly Report for a client that has multiple locations requiring scanning locations

Date	Palo Alto		Gould - Modesto		Gould - Stockton		Santa Cruz		SMF		Daily Total	
	Images	Files	Images	Files	Images	Files	Images	Files	Images	Files	Images	Files
January 2, 2008	5445	2088	5076	2341	2423	1258	3606	1926	2116	1015	18666	8628
January 3, 2008	3309	1473	4894	1770	5982	3210	1925	1032	4651	2361	20761	9846
January 4, 2008	6284	2170	6126	2938	2341	1239	2334	1127	2666	1161	19751	8635
January 7, 2008	4654	1984	5735	2850	2273	1170	976	476	2122	1103	15760	7583
January 8, 2008	7738	3654	5118	2216	2697	1535	2118	1203	4304	2135	21975	10743
January 9, 2008	6109	2630	3352	1678	2132	1125	1999	1049	2328	1132	15920	7614
January 10, 2008	6156	2667	5698	2926	2309	1320	1855	890	3083	1591	19101	9394
January 11, 2008	5223	2469	6205	3137	2021	1242	2446	1615	3487	1549	19382	10012
January 14, 2008	3302	985	4839	2020	2695	1634	1547	896	3077	1555	15460	7090
January 15, 2008	5508	2350	4044	1864	3172	1819	3504	1975	4245	2000	20473	10008
January 16, 2008	5821	3421	4539	2565	2573	1311	3050	1368	3544	1613	19527	10278
January 17, 2008	11356	3110	5692	2578	2029	1551	2880	1433	3349	1601	25306	10273
January 18, 2008	5632	2604	3697	2180	2527	1575	3534	1637	4871	2823	20261	10819
January 22, 2008	14941	6279	2812	1558	2691	1510	7225	4037	6806	3043	30300	14235
January 23, 2008	6760	2149	9109	4787	5109	3174	2516	1082	6806	3043	18429	9107
January 24, 2008	4930	2023	4483	2366	3428	1915	2419	1338	3169	1465	18655	9136
January 25, 2008	3930	960	2477	1355	3137	1879	5050	2875	4061	2067	20741	9353
January 28, 2008	6552	2571	4982	2340	2109	1217	4495	2160	2603	1065	19990	10025
January 29, 2008	5186	1789	3146	1833	3733	2155	2299	1317	5626	2931	20547	9231
January 30, 2008	7206	2539	4747	2294	2384	1426	3038	1347	3172	1625	20735	9538
January 31, 2008	6360	2514	4526	1816	1867	1070	3655	2033	4327	2105		
Monthly Site Total	132,402	52,429	101,297	49,412	59,632	34,335	62,471	32,816	76,891	37,565		
WORKING DAYS IN MONTH												
21 OF 21	JANUARY		432,693	206,557								
18	DECEMBER		329,376	152,125								
20	NOVEMBER		397,648	196,185								
23	OCTOBER		476,427	200,677								
19	SEPTEMBER		337,369	147,321								
23	AUGUST		384,864	181,269								
21	JULY		355,385	165,100								
21	JUNE		321,635	157,520								
22	MAY		357,157	151,584								
21	APRIL		310,168	141,741								



Temporary Hardware & Software Environment for Back File Imaging

FNTI's conversion network is an Ethernet/XP environment with RAID 5 as the storage tool. It is backed up daily to tape (onsite as well if required) and is available for offsite storage with Court permission. The Project Control Database is the backbone of workflow and provides tracking of media and images through the process. On the capture side of the workflow, FNTI uses a variety of capture platforms dependent upon the types of documents being scanned.

Proposed Hardware for Back File Imaging (onsite or offsite)

The following is a sample of what may be used to complete scanning and indexing of the County's documents. FNTI will supply all hardware and software, network switches and cabling to handle the backfile conversion. This equipment list is subject to change depending on final requirements and timelines set forth.

Windows 2003 Server as File Server

2.8 GHZ processor, 1 Gigabyte Ram, (2) 30 Gigabyte Local hard drives, (1) 2 Terabyte SAN, Fibre Channel Attached (RAID 5)

Windows 2003 Server as Application/Database Server

2.8 GHZ processor, 1 Gigabyte Ram, (2) 30 Gigabyte Local hard drives

Windows XP Pro Scan/Index Stations

3.0 GHZ Processor, 1 Gigabyte Ram, (1) 80 Gigabyte Local hard drive

Windows XP Pro Scan Stations

3.0 GHZ Processor, 1 Gigabyte Ram, 80 Gigabyte Local hard drive

Windows XP Pro QC Stations

3.0 GHZ Processor, 1 Gigabyte Ram, (1) 80 Gigabyte Local hard drive

Windows XP Pro Administrative Stations

3.0 GHZ Processor, 1 Gigabyte Ram, (1) 80 Gigabyte Local hard drive

Ethernet Backbone @ 1 GHZ

Location of Data

FNTI will convert all paper or microfilm images on the FNTI controlled, isolated network at the Court designated locations or at a FNTI conversion center. Court data is secured and backed up in keeping with HIPPA compliance guidelines. Only Court approved FNTI personnel will have access to this isolated conversion network. At no time will data leave the Court or FNTI premises in either electronic or manual form unless designated by the Court.

In Process Retrievals

In the event the Court should need access to any of the source material during the conversion process, FNTI offers this procedure. Whether onsite or offsite, appropriate Court personnel should contact the FNTI Librarian, identify the material needed and request a method of return. One method would be to the requested documents processed and then emailed back to the Court. If original source material is required, files can be sent next day at the discretion of the



court. Any requested shipping methodologies will be treated as a pass through billing when applicable. FNTI will respond to all urgent requests from 8:00 AM to 5:00 PM, Monday through Friday, EST. Requests may be made via phone, email, or in person if conversion work is onsite.

Project Build Out

Since FNTI is solely a conversion service provider, and not a provider of software or hardware, we can choose to use whatever products are best suited for each conversion project. This flexibility allows us to tailor hardware and software solely to meet client needs and delivery schedule. FNTI has a vast amount of hardware and software available for use at our discretion and see no need to acquire additional assets for the Court conversion project.

Timeline to Completion

FNTI has the capacity to convert all the Court's documents as required and can easily meet any of the required monthly volumes and overall timeline to completion when given adequate and appropriate onsite work space. Our references will attest to our ability to meet such requirements. If the Court is able to deliver work in larger amounts, we would also be able to complete the project on a more aggressive timeline if so desired.

Software and Hardware Components

FNTI deploys a combination of hardware and software to complete the project according to the Statement of Work. FNTI cannot definitely say what specific hardware and software combinations will be used to complete the conversion because due diligence has not yet been performed. We have highlighted some of the major components and vendors that may be required for the Court's conversion needs.

Equipment Used for Scanning

- Wickes and Wilson Film and Fiche Scanners (bitonal and grayscale)
- Sunrise Film and Fiche Scanners (bitonal and grayscale)
- Mekel Film Scanners (bitonal and grayscale)
- Kodak Paper Scanners (color and b&w)
- Canon Paper Scanners (color and b&w)
- Bell and Howell Paper Scanners (color and b&w)
- HP Large Format Paper Scanners (color and b&w)
- Book Eye Scanners (for permanent bound items)
- Indus Book Scanners (for permanent bound items)
- Customized Digital Camera (fragile documents)

Capture Software

- Kofax
- Captiva
- Captovation
- EMC Document Capture
- Datacap
- Anydoc



Automated Indexing and Redaction Software

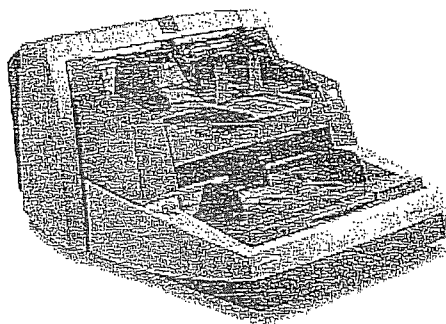
- Extract Systems
- Forms Analyzer
- Paradatach

Image Enhancement Clean Up

- Pix Edit
- Kofax VRS
- Perfect Page Capture
- Smartscan
- Pix Edit
- Thumbs Plus

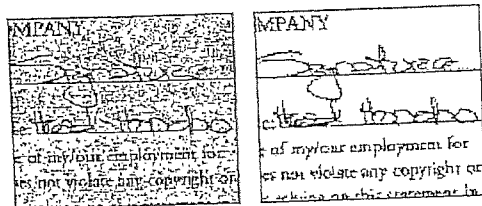
Specific needs of each individual Court facility will ultimately determine the equipment used by FNTI. It is very likely that a combination of the following equipment will be utilized to meet Court project goals.

State of the art Kodak paper scanners.



The built-in image processing technology minimizes presorting and post-image processing while capturing high workloads of mixed documents at full rated speed. **Perfect Page Scanning** delivers exceptional image quality, even on challenging low-resolution documents—with readability as good as or better than the original.

The Kodak i640 produces de-skewed images, excellent OCR/ICR read rates and, in many cases, smaller file sizes which reduces memory needed.



Automatic image rotation at full rated speed

Allows us to scan in landscape mode for maximum throughput and deliver images in portrait mode thus increasing productivity and reduce labor costs.

The Kodak i640 supports the following output formats.



- Bitonal
- Color
- Grayscale
- Dual stream: bitonal and color
- Dual stream: bitonal and grayscale

Electronic color dropout

Enhances form processing applications by allowing the scanner to ignore irrelevant background color and capture only the information needed.

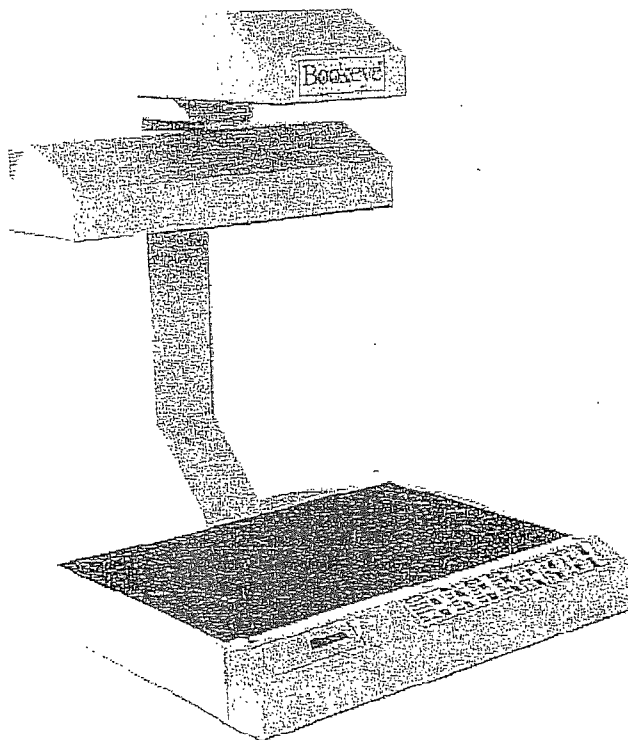
Automatic color detection

Allows the scanner to automatically scan in color when it senses that the color content of specific documents within a batch is above a set threshold.

Toggle patch

Allows the scanner to automatically switch "on the fly" between bitonal and color/grayscale scanning. By using toggle patches for a set of documents within a batch, the scanner determines when to scan in color (as opposed to automatic color detection).

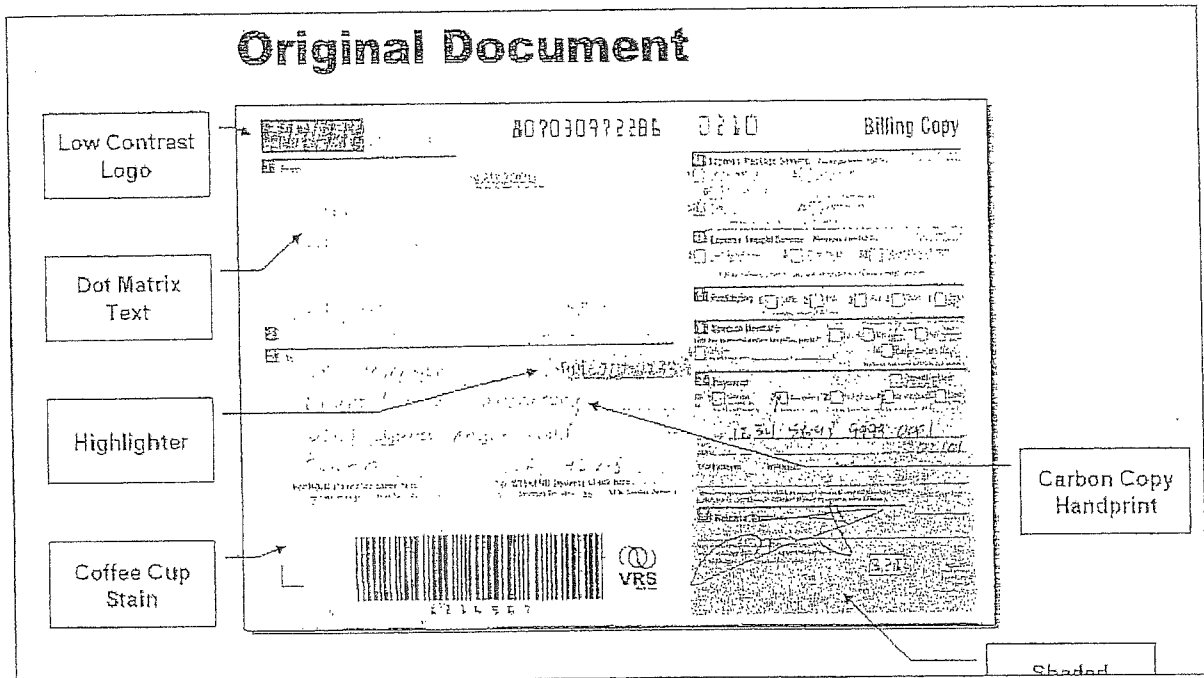
FNTI may also use Book Eye Book scanners for fragile or questionable source material documents. Since documents are not subjected to an auto feed process, this technology allows us to maintain the integrity of the originals.





All capture methodologies support legally enforceable standard image formats such as CCITT Group 4, TIFF and PDF formats. All documents will be imaged in duplex mode capturing raw scans of the front and back of each image. All case file jackets will be imaged according to the RFP.

As an alternative capture methodology, FNTI may use Kofax VRS to capture the case files. In certain circumstances the Kofax VRS solution may provide a better image enhancement. See below:





Scanned Without VRS

Low Contrast Logo

Dot Matrix Text

Highlighter

Coffee Cup Stain

Carbon Copy Handprint

Image File Size = 84 KB

Shaded background

Scanned With VRS

Low contrast logo is still visible

Dot matrix text is enhanced

Highlighted text is readable

Coffee cup stain is not interfering with bar code anymore

Faint handprint automatically enhanced

Image File Size = 39 KB

Suppressed background minimizes file size and makes images Internet-ready



Software for Quality Control

FNTI uses a combination of three proven off the shelf utilities for image enhancement and conversion; ***Smartscan 10, Thumbs Plus, and Pix Edit***. Each of these tools will be used to obtain the best image quality possible.

Smartscan 10

Smartscan 10 is the software provided and licensed through Wickes and Wilson which allows us to scan film once, yet obtain multiple outputs as required in both bitonal and grayscale.

Thumbs Plus

Thumbs Plus allows corrections to be made at the batch level as well as the image level. It corrects images for brightness, darkness, hue, saturation, light, contrast, auto histogram (auto correcting for bad images), image rotation, image cropping, defined border cropping and much more. This powerful software helps us achieve desired results in image enhancement.

Pix Edit

This software allows us to apply proper de-skewing to each image and provide for additional auto grayscale enhancement as required in batch mode.

Automated Data Extraction and Redaction

FNTI has at its discretion a number of automated indexing and redaction tools to use to meet Court indexing requirements. In the event automated indexing and redaction is not viable, we can use barcodes, manual data entry, and match and merge data provided by the Courts for indexing. We highlight Extract Systems below due to its overall functionality, experience with redaction, and use in similar applications to the Court's needs. FNTI deploys Extract Systems applications and solutions as a service.

Extract Systems, Inc.

Extract Systems is the leading provider of automated data extraction, indexing and redaction software for court records; our productivity-enhancing solutions have improved day-to-day processes for document capture, processing and storage operations throughout the United States. Extract Systems delivers its software and services through both direct and partner channels. Extract has been providing its solutions for twelve years and has more than 600 customers. Extract Systems has 30 distribution partners that put Extract's software and employees through a difficult vetting process. Each of our partners is dedicated to bringing only the very best solutions to their customers because to do otherwise would only create a dissatisfied customer base.

Extract works with customers in a variety of vertical markets including county/state/federal government to insurance, financial, medical, engineering, land surveying, legal, law enforcement, environmental, and agriculture. The common thread through all of these customers is our high quality technology and excellent customer service.





Extract provides FLEX Index™ automated indexing which dramatically reduces the tedious time consuming data entry process and brings intelligent capture to the docketing workflow. FLEX Index™ allows courts to process more documents with fewer staff by accurately capturing up to 90% of the required fields saving both time and money. Extract's expert staff creates indexing rules specifically for courts to capture pre-defined data such as docket number, docket code, docket title, docket text, docket date, and party names. Because the software and workflow is fine tuned, accuracy is improved providing and immediate return-on-investment. Key benefits include:

- Guaranteed out-of-the-box capture rate
- Make docket information available online faster
- Seamlessly integrates with CMS
- Accurate, consistent, fast
- Minimal training requirements



Extract Systems is able to incorporate redaction within the same workflow utilizing our industry leading automated redaction software ID Shield. ID Shield™ automated redaction has been implemented in more than 200 sites across the nation and it has been used to sanitize more than 1 billion images. ID

Shield won the prestigious 2007 State of Wisconsin Governor's New Product Award and was chosen in the most recent large (40,000,000 image) redaction RFP bid for Fairfax County, VA Clerk of Court (Washington, DC). Extract Systems and ID Shield beat out all of its competitors on the issues of

software quality, accuracy of the redaction delivery, competence of its professional services team and even on price. Extract strives to provide on each and every project the best of quality, customer service and price.

Redaction Project Phases

Extract Systems, as one of the first companies to develop automated indexing and redaction software, recently released our eighth version of ID Shield in March, 2010. Our technology remains the industry leader and our employees are true experts in identifying many sensitive data types.

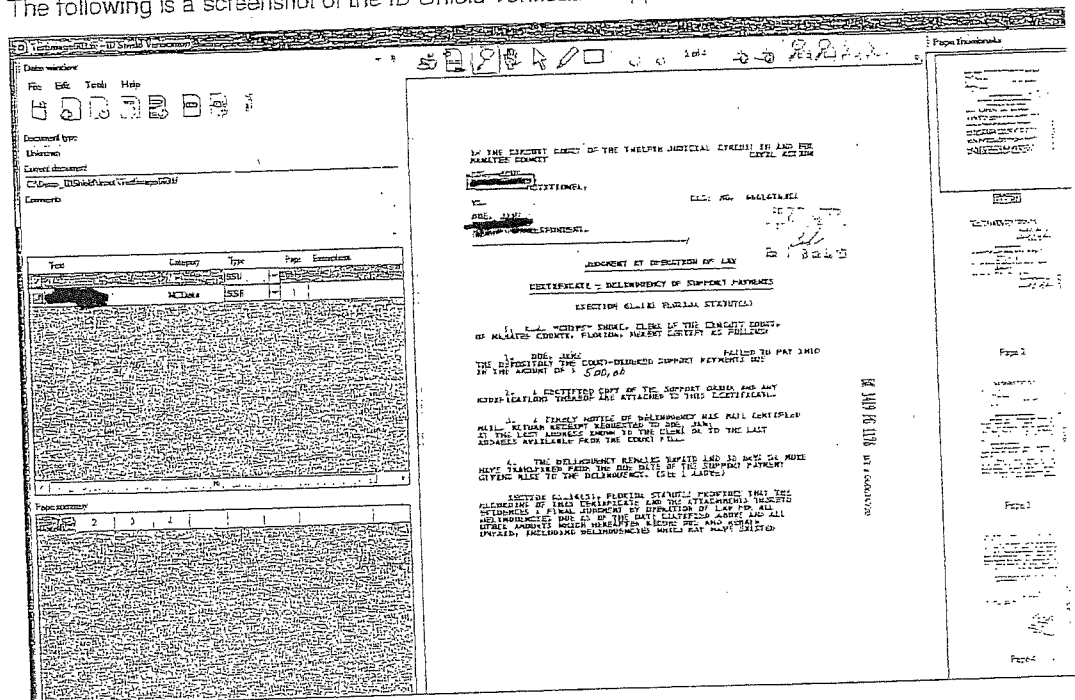
It is important to point out that at NO POINT is the original document altered. Additionally, redacted documents can be retrieved and reviewed at any point in the redaction process or in the future. Redacted documents can be replaced with the original, un-redacted version or with a revised, redacted version.

Identifying sensitive information in unstructured documents whether for FLEX Index™ or ID Shield™ is a complex process that involves a series of steps. The steps outlined below represent Extract Systems' proven process for delivering customized redaction solutions.

- Step 1 - Gathering a Representative Sample Set of images
- Step 2 - Convert the images into a computer readable format using optical character recognition (OCR)
- Step 3 - Training
- Step 4 - Rule Writing
- Step 5 - Verification



The following is a screenshot of the ID Shield verification application:



Accuracy Calculations for Redaction

It is Extract's view that above all, you are purchasing accurate redaction of social security numbers or any other sensitive information. Typical redaction RFP's call for specific and often very high accuracy percentages. But the typical RFP contains no teeth to insure the winning vendor actually delivers the goods. The RFP usually states that when unredacted documents are found that they will be sent to the vendor for correction. What often happens is that after a few of such documents are uncovered, the customer takes care of the redaction because it is less work then sending the image to the vendor and tracking to make sure the image is properly redacted and returned.

In an effort to promote complete understanding, Extract feels it is necessary to clarify its position regarding accuracy and to point out an area of potential misunderstanding that we have observed and clarified for many Extract customers in the past. Extract Systems will guarantee an accuracy rate equal to or higher than the 4th Judicial District requires. Additionally we will provide the necessary reporting to validate the accuracy level. ID Shield accomplishes this through a superior up front effort to write custom rules. ID Shield reviews all images and the resulting fully automated accuracy rate typically ranges from 90% to 98%. ID Shield also looks for images that would appear to contain sensitive information and funnels them to verifiers for review. The verifiers: confirm SSN's turn off false positives (a piece of information identified as sensitive but is not truly sensitive), and typically, look at areas of an image that might contain a SSN.

Extract Systems is obsessed with accuracy rates. We believe it is the final measure of the quality of a redaction solution. Extract feels that any claim made by a redaction vendor that their software alone (no human intervention) will provide 99.5% accuracy is purposefully making a misleading statement. Extract takes this position even in light of the fact that Clark County, Nevada (Las Vegas) and



Montgomery County, Ohio both use ID Shield in a fully automated mode (no human intervention) and achieve 99.2% and 98.5% accuracy respectively. Based on experience with 200 counties, both Clark and Montgomery Counties are special cases and any statement by a vendor or an assumption by the 4th Judicial District that they will be so fortunate is likely to be wrong.

Extract's Accuracy Calculation

Extract believes it has a responsibility to be as transparent as possible when discussing accuracy rates. Our math is simple, straightforward, and impossible to manipulate.

Fully automated workflow (no human review) - if the test set contains 100 Social Security numbers and ID Shield finds 95, the resulting accuracy is 95% ($95 / 100 = 95\%$).

Verification workflow - if the test set contains 100 Social Security numbers, ID Shield finds 95 and sends the other 5 into the verification queue where the verifiers find the remaining 5, the accuracy rate is 100% ($100 / 100 = 100\%$).

Extract cautions the 4th Judicial District to explore the competition's claims. Extract reviews all of the RFP's that it competes for and in a recent RFP response our competition made some overstatements. In addition, their response was very difficult to understand which means the 4th Judicial District would have a difficult time enforcing accuracy rates that make sense. We strongly disagree with expedient calculations that are based on page accuracy or are based on equations that eliminate whole subsets of the images from the calculation.

We disagree with page accuracy as it ignores the fact that if multiple Social Security numbers are missed on a page that each of those Social Security numbers represents a potential identity theft and a potential lawsuit.

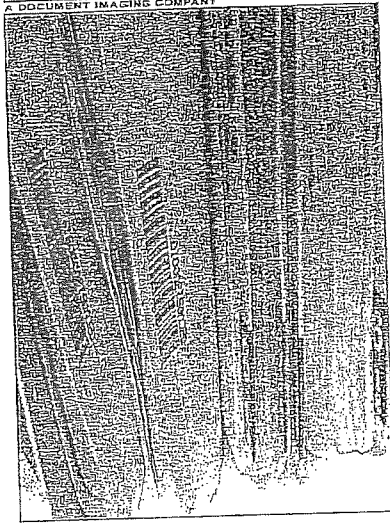
We disagree that field accuracy is "suspect". It is only suspect if the vendor is unwilling to put the time into the calculation.

Extract believes that if accuracy rates are important enough to calculate, they are important enough to calculate correctly and transparently.

Location of Conversion Services

FNTI is a wholly owned subsidiary of Fidelity National Financial and we currently support over 10,000 different offices across the country and 8 nationwide record centers. There are currently 3 offices that may be able to serve as a conversion center in Brevard County depending on timeline for deployment. Additionally one of our largest conversion centers is located in Orlando, FL.

Document Preparation of Paper Files



Once it is determined whether the project will be fulfilled at the Court's location or an FNTI service center, the SOW will include specific rules for the individual project. FNTI will offer as a service any or all of the following required for document preparation:

- Removal of paper clips, staples, and acco fasteners.
- Purging of unwanted sheets.
- Unbinding of bound documents.
- Fixing dog eared corners or creased pages.
- Manual document identification by the insertion of bar codes.
- Insertion of additional documents necessary for indexing.
- Validating material in file is correct and accurate.
- Taping up small receipts or other documents to ½ sheet sizes of paper.
- Bursting of multiple part forms.
- Identification of poor quality originals.
- Identification of originals needing special handling (i.e., fragile or oversized)
- Re-order documents within the file.
- Necessary photocopying.
- General preparation for the scanning process.

FNTI will not alter any of the source material in any way except as designated by the Statement of Work.

Document Scanning

Once documents have been properly prepared for scanning they are transferred to the scanning department. Every time a file or box is physically moved at the conversion location, the Production Control Database is updated. This way, FNTI is able to locate any document during the entire conversion process.

Depending on the method of scanning required, the operator may choose a number of different capture processes to meet the required tasks. FNTI will offer to scan any size original in the following formats.

- 300 dpi or greater
- Bitonal, Grayscale, Color



Document Re-assembly

The Court may choose to have the documents re-assembled exactly as presented or placed loosely back into folders, then put back into the boxes from which they came. If a complete re-assembly option is chosen it will alter the document preparation requirements and project cost to insure files are returned in the required fashion.

If the Court requires re-assembly, one of the following options or a variance can be chosen:

- Replace all paper clips, staples, and fasteners in the EXACT fashion they were received. This requires identification of each fastener. Additional identifiers such as barcode sheets will be placed where the original fasteners were located.

OR

- Replace all documents back into folders and re-secure acco fasteners while leaving other items loose. The integrity of the case file such as "Left Side" and "Right Side" will be maintained.

OR

- Replace all documents back into the case file maintaining "Left Side" and "Right Side" integrity. All documents placed backed loose in file.

FNTI may also offer to place documents back into file folders or boxes with no re-preparation as prescribed by the SOW.

Special Attention Files

Some confidential cases (estimated at less than 1% of the population) that would need to be handled exclusively by someone who has submitted to the proper background investigation, signed nondisclosure agreements, or even be deputized. FNTI will offer whatever background is required for converting those specific files. Special processing requirements will also be required to handle documents that are classified as "Closed" by the Courts.

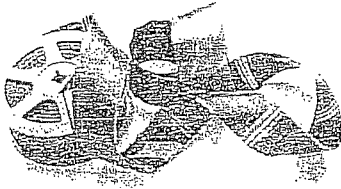
Microfilm Inspection and Review

FNTI understands that Brevard County may have some microfilm as a part of the population of documents to be converted. Prior to all microfilm or microfiche scanning, film is inspected to determine viability, integrity, legibility of film due to deterioration, and ability to undergo the scanning process. Various conditions may preclude us from duplicating the film properly or adequately obtain a useful image.





Some potential conditions may be isolated while others may affect the entire core or individual reel contained within the core. If anomalies are present, different processing and different results should be anticipated. If any roll of film proves to be unacceptable for imaging, the proper court official will be notified. If any roll exhibits identifiable conditions, it will be flagged and reported back to the Court project owner.



Effects of Vinegar Syndrome

Source Material Preparation (microfilm)

Prior to scanning the film, appropriate batch sizes are created. A high level quality control is performed to ensure that none of the film is damaged. Film densities will also be taken in these smaller batch sizes to ensure the correct threshold on the scanners. If required the film may be cleaned according to ANSI and AIIIM guidelines to remove dust. In the event any film is questionable or looks like it may be damaged during the scan process, proper Court personnel will be notified. All film is reviewed to insure that the "Start" pages are the first documents on the roll. If any reels are loaded backward, they will be rewound to insure that the proper image order is maintained.

FNTI's Image Enhancement and Clean-up

FNTI feels certain processing techniques should be employed to ensure image readability and efficient system performance. We employ image manipulation techniques based on proven algorithms provided by qualified vendors. In our experience, no discernible loss of data occurs with this manipulation and in addition, the risk associated with the potential loss of insignificant data is much less than the risk of error due to non-readability. To minimize any risk associated with loss of data resulting from using image manipulation hardware and software, it is worth noting:

- FNTI employs de-skewing which results in no loss of information.
- FNTI performs 3X3 speckle removal only. Use of a 3X3-parameter ensures periods and punctuation "dots" are not removed. Only pixels 1/200ths of an inch with no adjacent pixels are removed.
- FNTI performs intelligent trim based upon an algorithm using a threshold setting that guarantees that in order for a group of pixels to be removed, they must be 95% black. This ensures only borders are removed, leaving the page completely intact.

To ensure the integrity of the post manipulated image, FNTI performs image quality assurance after subjecting images to enhancement and manipulation.

Image Verification (microfilm)



The Production Control Database will be the cornerstone of tracking all physical and virtual data from pick up to delivery. Each shipment received at our facility or completed onsite will be logged into the PCD and the beginning and ending document numbers recorded. Each roll will be assigned a unique identifier via bar code tracking software. When a batch is picked up from the court, the driver will insure that the pickups match the designated number of reels and inventory sheets. Upon receipt at the production facility the source material will be logged into the PCD. The chosen scanning methodology will scan each roll or sheet in its entirety keeping a single roll or sheet as a single image file (ribbon scanning). This process will insure that every image from the start of a reel or sheet to the end of the material is captured. All documents will undergo a 100% manual review for image clarity. Images may be re-scanned at a different threshold or method to obtain the best available image. In the event the source film will not produce a legible image the proper Court project owner will be identified.

Return of Converted Source Material

If source material is to be returned to the Court, the original material along with the deliverables will be returned to the Court project owner as outlined in the SOW. FNTI will provide an inventory of all source material returned to the project owner. FNTI will use traceable sources for all returned items. The PCD will track all physical and virtual movement of data.

Quality Control of Scanned Images (Film or Paper)

Prior to exporting images for subsequent data extraction, each batch will be systematically reviewed for image quality. Specific attention to legibility of all fields, skewed or blurry images, etc., will be given. If the document fails the QA procedure, it will be identified, flagged and returned for correction. Images will ultimately be quality controlled and assured according to the following criteria and quantified by the *Procedures and Control Manual*:

- Pages are 100% complete.
- Images are clear and legible, and free from skewing, speckling or blurring.
- Poor Quality Originals are indeed poor.
- Images are in the "Right Reading" format.
- Any source material, regardless of type, has been correctly converted to the best image quality
- Altered originals, like those in color, highlighted, or marked up, are imaged legibly
- Image size, orientation, and resolution are correct
- FNTI will provide Best Available Image(BAI). In the event an image does not meet the Quality Requirements set forth it will be re-scanned using a different methodology to enhance the image.
- File compression meets requirements of TIFF 6.0 & Group IV, Resolution @ 300 DPI, Content of File headers and tags to 100% accuracy.
- All images are de-skewed.
- Image polarity is correct.

Document Identification (Film or Paper--Confidential)

FNTI's comprehensive indexing and document identification software allows an operator to easily identify the start page of each document and the identified documents within a file. The use of automated or manual identification may be used to identify specific documents. In other court back file conversions, more than 1500 different types of documents have been identified. In each project, FNTI worked closely with those courts in identifying document type groups or classifications for specific documents. FNTI will work closely in identifying any specific document type required by the Court and in conjunction with current taxonomy used by the content management application.



Indexing (Film or Paper)

Once a unique document has been created, it will be indexed accordingly, as yet to be determined. It has been our experience that a minimum of three index values are required per document type. These index fields are case number, event type and date filed. Your specific content management application may require different or additional fields. FNTI has no limitations in the amount of fields we can capture. FNTI will use a combination of automated technology and manual indexing to insure that all fields are captured within the required quality criteria (99.95%). In the event the Court can supply data that can be used to validate or auto populate fields, this will help increase accuracy and reduce cost. FNTI will provide a comprehensive report back to the Court on any and all instances where data does not provide a match. This will include duplicate document numbers, missing indices from court database and additional documents found in the source material.

Offshore Indexing

FNTI has a number of offshore firms that can provide manual data entry at reduced rates. These companies have been fully vetted and pass Fidelity National Financials stringent security requirements for processing confidential data. To reduce cost, the Court may choose to have some documents indexed offshore. Offshore pricing is shown in the financial summary section.

Exporting and Final Quality Control

All images will be exported out in 300 dpi in multiple or single page tiff. Images and indexes will be reviewed to determine compliance with the Statement of Work and that all indexes fall within normal parameters. All extracted indexes will meet or exceed the 99.95% and redaction accuracy in excess of 95% accurate as required by the RFP. FNTI will use the quality guidelines set forth by ANSI to produce legible images from their respective source material type (i.e., film or paper). The Production Control Database (PCD) will create batches consistent with the Court desired results. The PCD will also be cross-referenced with any Court provided data to insure that the proper number of documents is included in each batch and that each document within the batch contains a valid indexing criteria.

Deliverables

FNTI will deliver on a pre-determined basis all images and indexes properly formatted (as vetted during the Test Interface Exchange) on external hard drives or solid state hard drives with a minimum capacity of 350 GB. All images and indexes will be formatted according to the specific SOW for each project. FNTI will deliver images in a tiff format when required at 300 dpi. The schedule of these deliverables will be governed by the individual SOW initiated by the project owner. All deliverables will include the required project documentation, reports, and invoices.

Removal of Court Data

FNTI will supply a submittal form for each delivery. The form will require the Court to approve of the deliverables, ingest images into the document management system, and deem the batches acceptable. Once the batch has been approved, FNTI IT personnel will clear and remove any and all data associated with images and indexes within 60 days or as specifically prescribed by the SOW. All data will be removed according to ANSI and AIIM guidelines. FNTI may also provide proof of removal if so requested.

Quality Guarantee

FNTI will guarantee the quality of processing against the Statement of Work to the designated levels. Any work not meeting the designated required quality levels will be re-done at no charge to the Court.



Court Responsibilities

In order for this to be a successful project, FNTI will require support from appropriate Court personnel to:

- Supply necessary telecommunications and proper internet access locations for project use if onsite.
- Provide proper physical space meeting with the desired turnaround time to completion of the project.
- Secure the onsite facility during non work hours.
- Monitor access to the facility.
- Support the additional FNTI employees with adequate bathroom and break areas.
- Respond quickly to questions that arise to avoid delays.
- Be active in required meetings.
- Offer constructive criticism when applicable.
- Work with the Project Analyst and Project Manager on all aspects of the conversion.
- Facilitate any and all required communications between FNTI and Tyler Technologies.
- Review and approve the comprehensive Statement of Work prior to full production and after the completion of the Test Interface Exchange.
- Supply electronic indexing requirements.
- Work closely with FNTI on the Test Interface Exchange Process.
- Approve of deliveries within 10 days of receipt or as determined by the SOW.
- Properly identify all document types deemed appropriate.
- Provide the nomenclature and the ability to train FNTI staff on document identification.
- Prepare the daily volume of files to be converted that supports the timeline to completion.
- Facilitate inventorying, packaging, and transportation of all work to be done offsite.
- Return removable hard drives so that they may be used again.
- Provide detailed indexing and document identification criteria.
- Provide the proper batch import routine schema.

FNTI requires the Court Project Manager attend all "Customer" update meetings. These meetings are typically scheduled frequently at the beginning of a project, becoming less frequent as the project progresses. In addition, our company requests feedback from the Tyler Technologies Quality Assurance team on progress toward the assigned tasks so both processes run smoothly and no backlog or deficit in work occurs.

Value Added Delivery Quality Control Software

FNTI's experience with massive back file conversion tasks similar to the 4th Judicial District project has given us certain insight which we'd like to share. One recurring trouble area for customers has been their inability to quality control and review source material before it is imported into the document management system of their choice; in your case, Odyssey. Although many electronic document management systems allow for batch import of massive amounts of data, it makes it more difficult to both review and quality control. The reason is simple; content management systems were designed as a document retrieval application and not a quality review application. In addition, in the event the Court would need to make major adjustments, exporting data back out of the system may be problematic and though rare, it can happen. In order to facilitate quicker and more accurate review of FNTI deliverables, we will provide the Court with a comprehensive software package allowing the Court to select the size and quantity of images and indexes to be reviewed, and making it easier for Court personnel to report on the quality of the batches. We are pleased to offer this software package at NO ADDITIONAL cost to the Court. To clarify, FNTI's deliverables will meet or exceed the quality as set forth in the RFP; using



the software, though not required, is recommended only to give the Court extra peace of mind, as it has for other customers.

File Jump Resume Undecided Report
144

DocID: 3623933

DocType: Undecided

Note: Receive Date

Box#: 8175

SSN: [REDACTED]

Member: [REDACTED]

Last Name: [REDACTED]

First Name: [REDACTED]

DOB: [REDACTED]

☐ Undecided

INDEXED
Next Page

MEMBER MONTHLY FINANCIAL SUMMARY

SSN:
Name:
Tracker:

	Year:	1998		1999		2000		Change
	Agen	Earn	EES	Agen	Earn	EES	Agen	Earn
Jan:	0370	4014.50	321.16	0370	4135.50	330.84	0370	4218.46
Feb:	0370	4014.50	321.16	0370	4135.50	330.84	0370	4239.61
Mar:	0370	4014.50	321.16	0370	4135.50	330.84	0370	7158.09
Apr:	0370	4014.50	321.16	0370	6203.25	496.26	0370	4772.06
May:	0370	6021.75	481.74	0370	4135.50	330.84	0370	4772.06
Jun:	0370	10036.25	802.90	0370	10338.45	827.10	0370	10651.90
Jul:		0.00	0.00		0.00	0.00		0.00
Aug:	0370	2067.75	165.42	0370	2067.69	165.42		0.00
Sep:	0370	4135.50	330.84	0370	4135.38	330.84		0.00
Oct:	0370	6203.25	496.26	0370	6244.61	499.58		0.00
Nov:	0370	4135.50	330.84	0370	4218.46	337.48		0.00
Dec:	0370	4135.50	330.84	0370	4425.21	354.02		0.00
		EES+2:	455.92		EES+2:	483.57		EES+2: 311.22

More: <---

Scroll: < >forward, <R>reverse or <S>top Process: <C>hoose or <P>rint

Sample Screen Shot

This sample screen shot shows a screen report image from a current retirement system conversion project. The information regarding the customer has been redacted. This screen shows the ability to look at index fields on the left, and images on the right, before loading into Odyssey. The software can be adapted to address specific data entry for the Court's project and can be arranged in any order necessary for QA.

The viewer allows the operator to use hot keys to:



F1 - Zoom In
F2 - Zoom Out
F3 - Full Height
F4 - Full Width
F5 - Rotate Counter Clock Wise
F8 - Rotate Clock Wise

Index fields cannot be modified nor can the image; instead, the customer can flag the image or data field using the flag pull down menu shown below. Then FNTI can go back in and correct images or indexes not meeting the quality threshold before importing into Odyssey.

Items can be flagged for:

- A bad image
- Incorrect Document Type
- Incorrect Indexing Value
- A note can be added indicating any other problem

Flags can be modified in the program to allow the customer to flag for other qualities not listed. The Next Page or Enter key is used to move to the next page in the delivery; the minus key takes the user back one image.

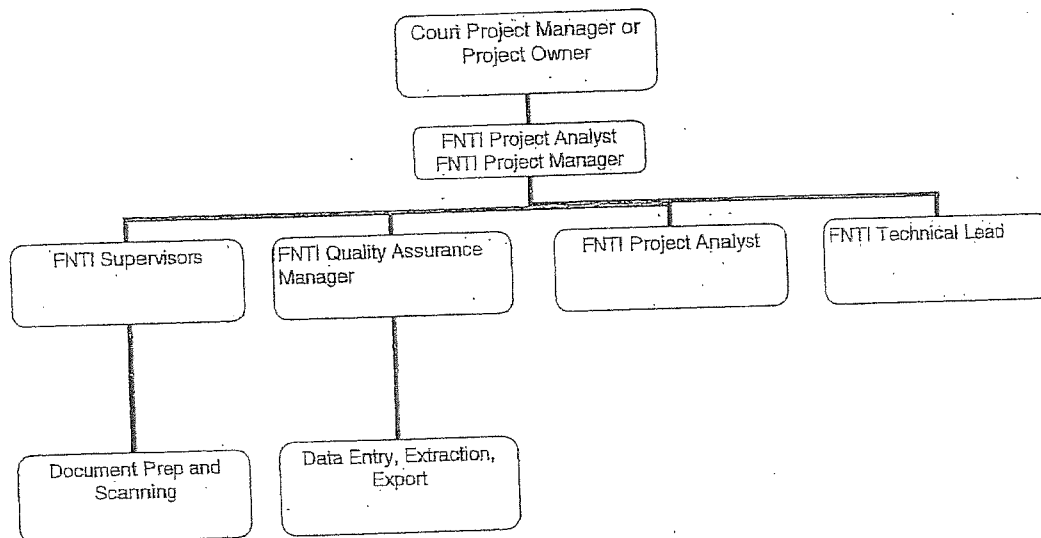
Quality control time needed by our customers has been drastically reduced when the above software package is used.

FNTI Personnel and Resumes

Training

The FNTI Technical lead in each functional department will be responsible for training of the individual employees on the nuances of each prescribed task. The *Policies and Procedures Manual* for the Court's work is the cornerstone of this training. All employees are subject to the required corporate training as provided by Fidelity National Financial.

Project Staffing Chart



FNTI is structured to emphasize teamwork and communication. Cross-departmental responsibility and accountability is key in our staffing model; it requires all departments and employees understand the overall objectives of each client project, promoting project efficiency. Our team of trained technicians and knowledgeable scanning and indexing staff has years of experience, allowing us to consistently increase production without compromising quality of service. Project managers, system engineers, and sales managers are easily accessible through email, voice-mail or in person internally and externally.

FNTI Human Resources Procedures

FNTI will be responsible for staffing the following primary positions: document preppers, scanner operators, and data entry personnel.

FNTI Human Resources will provide the following services:

- Staffing Leadership
- Dedicated Staffing Project Management
- Proven Recruiting Strategy
- Knowledge of the Local Market
- Associate Screening
- Associate Background Checks
 - Criminal-National
 - Social Security and Address Verification
 - Multi-State Sexual Offender Search
 - Drug Screening: 5 Panel
 - Municipal Court Records Search-County of Residence
- Screening Criteria Development
- One-on-One interviews
- Associate Testing
 - Clerical-Data Entry accuracy and speed
- Associate Matching
- Associate Benefits
- Associate Office Orientation



- Pre-Assignment Orientation
 - Proper Security Sign-In and Badge Training
 - Detailed Directions to Client Offices
 - Required Safety Equipment
 - Client Specific Dress Code
 - Orientation Handbook
 - Time clock and/or payroll orientation
 - Lunch and Break Policies
 - Attendance and punctuality
 - Standards of Conduct
 - Personnel Belongings Policies
 - Name of Supervisor
- Monthly Service Meetings
- Associate Retention
 - Associate Benefits
 - Temporary Associate Tending
 - Satisfaction Surveys
 - Temporary Advisory Council
 - Exit Interview
- Training on Policies and Procedures
- Timekeeping
 - Implementation of approved on site time clock

Personnel Commitment

FNTI expects to commit a full time Project Analyst, Project Manager, Quality Assurance Manager, and a Technical Lead to the Court's project in addition to other mid-level quality assurance personnel, librarians, document preppers, document scanners, and data entry personnel.

David Doty -Project Analyst

David Doty has spent the last eighteen years in business development creating unique solutions around electronic document management and image conversion services. He has been a guest speaker at several state conferences for the County Records Association providing overviews and outlining best business practices for records management and document imaging solutions. As an active member in PRIA, IACREOT, NACO, NACRAC, and other local organizations, he is respected at both the local and state level as a trusted resource in records management, records conversion, and electronic document management. Mr. Doty holds a Bachelor of Science from Kansas State University, Manhattan, KS, and Certification in Document Imaging and Scanning from Rochester Institute of Technology, Rochester, NY. Mr. Doty has served as Project Analyst for the following identified references in this response including the State of Ohio, charged with converting 46,000,000 paper pages to digital images and the Hillsborough County, Florida Clerk of Courts backfile conversion project with an excess of 175,000,000 pages. David has additionally served as the Project Analyst on over 100 back file conversions.

Sam Elias - Vice President of Operations

Samuel Elias is the Vice President of Operations in San Jose, California. Mr. Elias is a thirty year veteran of the computer industry and has held several managerial positions in the areas of operations and production management. In his current position at FNTI he is overseeing all aspects of the company's daily operations, production, process control and workflow. Over the past 6 years, Mr. Elias has been directly responsible for all conversion projects in the company's headquarters in San Jose as well as remotely managing some on-site projects. His involvement in these projects includes the daily staffing, assignment of technology, supervision and interaction with 8 project managers to analyze,



design and execute the project plan and workflow in order to achieve the projects' goals in the most accurate, cost effective and timely manner.

Prior to joining FNTI, Mr. Elias served as the Director of Operations for Omitec Interro, a leading international manufacturer of hand-held diagnostic tools. He also served as the President and COO of Recourtek who provides various manufacturing services in technology related fields. Under his leadership the company developed engineering and manufacturing processes to remanufacture electro-mechanical devices used in several mainframe printers. With a customer list which includes companies like, Pepsi, Apple Computer, Office Depot, Sara Lee and others.

Other experience includes managing Siemens' first entry into the U.S peripheral market, primarily as an OEM supplier of Mass Storage and color printers as well as several managerial positions in product management at Data products, Epson and Citizen America.

PROFESSIONAL EXPERIENCE

Sam Elias has been involved in many projects over the years including:

Client: Sutter Health Medical

Project: Medical Record conversion

Role: Project Manager

Date: November, 2006 and continues in an ongoing manner of 800,000 paper images/month

This is a multi-year ongoing project currently done for over 50 locations and gradually growing to an enterprise wide initiative. Boxes of clinical files are received daily in 2 separate shipments. The number of images scanned is 800,000 each month and increasing each year. Contents of the boxes are logged in batched by document type and prepared for scanning. When complete, the images are indexed by 5 fields with quality assurance following the scanning for image quality and indexing for accuracy. The final images are then imported daily into the EPIC System.

Client: Santa Clara County, CA

Project: Human Service Records conversion

Role: Project Manager

Date: August 2007 – November 2007

As the Senior Manager over the project, Sam had scanning and indexing Supervisor convert approximately 7,000,000 pages of paper to digital format located in over 120,000 case files. FNTI had a capture team of some 18 employees performing document preparation and scanning. Indexing was done simultaneously by an additional staff for rapid delivery processes.

Client: Hillsborough County, FL

Project: Circuit Court Records

Role: Initial Project Manager and Oversight

Date: April 2007 – October 2007

Hillsborough County is a Top 10 Award Winner for "Justice Served".

FNTI was selected due to its expertise, quick deployment and proven success in backfile conversions. After execution of the contract, Sam Elias had the onsite team at Hillsborough County within 7 days and began the project. This process included procurement of equipment, work flow design and implementation, process deployment, installation and testing of hardware and software, and staffing up to 150 people supporting 2 shifts per day. Services included inventory of records, file pull, file prep, scan, index, quality control and image transfer. There were approximately 10 million pages scanned and the Court System liked the FNTI process so much that they incorporated the process into their own go-forward operation.



Client: California Retirement System (CalSTRS)

Project: Employee Retirement document conversion

Role: Initial Project Manager and ongoing Oversight - Second Phase

Date: Oct 2005 – June 2008

CalSTRS has nearly 800,000 total members and benefit recipients. They manage 145 billion dollars in assets. The backfile conversion project consisted of 2 phases:

Phase 1: 13,250,000 frames of film

Each frame of film was scanned and matched against a database. The images needed to be indexed by a range of fields including a complex Doc Type selection from 150 types. The images were delivered to CalSTRS on removable hard drives and were uploaded to the system.

Phase 2: 38,000,000 documents of paper, film and fiche

FNTI securely completed documents at a rate of 700,000 images a month. These documents were paper, film and fiche and were scanned and indexed by a 'unique identifier' as well as one of 150 Doc Type classifications.

Sam Elias took an active role in staging and managing the first phase and was the Project Manager for the second phase.

EDUCATION: BS DEGREE -AERONAUTICAL ENGINEERING FROM THE TECHNION, ISRAEL INSTITUTE OF TECHNOLOGY, HAIFA, ISRAEL

Lance White-Production Manager

Mr. White serves as FNTI's production manager and has been involved with imaging operations since 1989. Lance is gifted at managing multiple tasks across various record centers and onsite conversion. He will be instrumental in the development and deployment of all physical and human resources required for this project. Lance uses a Project Management Methodology to keep projects on task and on time. He has managed some of the most complex back file conversions FNTI has encountered to date. Lance has worked at FNTI managing in-house and onsite multimillion-page document conversion projects.

- Managed staff of up to 230 people on multiple shifts across several locations
- Prepared project status reports for both internal and external distribution
- Documented and managed project scope changes
- Performed site surveys and project analysis to support sales department
- Coordinated detailed client billings for multiple concurrent projects

EDUCATION:

University of Phoenix

BA Business/Information Systems

Robert Saltiban – Imaging Engineer

Mr. Saltiban has been instrumental in designing and setting up over 50 conversion projects using various image capture platforms including Kodak, IBM Content Manager, OnBase, Kofax Ascent Capture, Captiva, Captovation, Documentum, Paper Vision and many others. Robert holds a current certification as a CDIA and proper credentials as an OnBase integrator.



Dana Lockhart- Project Manager for Conversion Services

Dana Lockhart has broad experience with over 25 years in imaging conversion operations management in onsite and off-site environments across the US. Mr. Lockhart has managed large scale conversion projects for all levels of government as well as the commercial and industrial sectors. He has been recognized by clients for being able to work closely with client management, technical staff and end users alike to ensure a successful completion of each project.

Prior to joining FNTI in 2009, Mr. Lockhart started his imaging career with ARCO in 1986 as the project manager to lead a team in the design, development and implementation of their imaging solution. He moved on to being a principal partner of International Imaging, Inc. as Vice President, Operations then on to Vice President, Division Operations West for Lason (HOV Services), a national imaging conversion provider with 33 offices across the US and Canada.

Technical Skills

Operating Systems: MS Windows, Microsoft Office suite and Project tools and templates.

Hardware Technologies: Kofax Ascent Capture, Kodak Document Scanners, Wicks and Wilson Film and Fiche scanners

Education

Business Major, West Virginia University

PROFESSIONAL DEVELOPMENT

CDIA+ Certification

PROFESSIONAL EXPERIENCE

Mr. Lockhart has been involved in managing many onsite Government projects including:

CA Department of Corrections and Rehabilitation

Project: Strategic Offender Management System (SOMS)

Role: Territory Manager

Date: November 2009 to Present

As part of a statewide project to convert offender files into digital images, Mr. Lockhart is responsible for the southern third of the state. This includes onsite scanning in trailers at nine prisons, onsite scanning in CDCR's Central Records South office in Rancho Cucamonga, and offsite scanning at FNTI's conversion center in Fontana. These files contain photographs, black and white, color and gray scale pages which must be scanned accordingly. FNTI provides the trailers, all hardware and software and utilize a stand-alone network with no connection to the client's environment. Images and indexes are delivered via encrypted Hard Drives and DVDs to the client's specifications.

In 2010, over 28 million pages were converted in the southern region alone, with an accuracy rate of over 99.95%. This included one offsite and two onsite locations running simultaneously with a staff of 106 people using 24 Kodak scanners.



County of San Diego, San Diego, CA

Project: Property Appraisal Records
Role: Project Manager
Date: April 2007 – Sept 2008

Onsite Project Manager representing the County overseeing the conversion of 10 million pages of Property Appraisals Records ingested into their Documentum System. This included black and white, gray scale, color pages and photographs. The staff of 21 utilized Kofax Ascent Capture and Kodak i640 scanners. Barcode separator sheets were applied for 30+ document types. The team maintained a 99.5% accuracy rate throughout the project.

Bank of America, Brea, CA

Project: Mortgage Loan Files
Role: Senior Project Manager
Date: December 1999 – December 2003

The onsite project was ongoing to convert mortgage loan files into their FileNet system. We provided 10 staff and all hardware and software on a stand-alone network for the conversion and indexing of the loan files. We exported everything into a format ready for import by B of A on a daily basis.

Ray Ferguson - Senior Project Manager

Ray Ferguson has over 20 years experience in the design, development, and implementation of Data and Document Conversion services and Document Management System applications. He has extensive background in ingesting data into multiple document imaging applications including FileNet Panagon, Stellent (Oracle) Enterprise Content Management, Records Management, and Process Management. He is also proficient in working with document capture products including Kofax Ascent Capture, InputAccel Capture (Captiva) and Captovations eCapture suite of products.

Mr. Ferguson has managed large scale conversion projects for State and County governments across the United States. He manages document conversion from start to finish including software design, development and implementation in conjunction with his project management duties.

Prior to joining FNTI in 1995, Mr. Ferguson was employed by Control Data Computer Group from 1980 to 1991 and Hitachi Digital Imaging Group from 1991 to 1995.

TECHNICAL SKILLS

Operating Systems: MS Windows and Server software.

Programming Languages: VB, VBX, C ++

RDBMS: ORACLE, MS SQL SERVER, SYBASE

Software Development Tools: Microsoft Visual Studio

Hardware Technologies: Dell Servers and Workstations, Canon and Kodak Document Scanners

EDUCATION

Computer Technology, Control Data Institute
Computer Science, Schoolcraft Community College, Livonia, MI



PROFESSIONAL DEVELOPMENT

Microsoft Visual Studio
Project Management Certificate – Villanova University
MCSE

PROFESSIONAL EXPERIENCE

Mr. Ferguson has been involved in managing many onsite Government projects including:

Client: Ohio Department of Health, Columbus, Ohio
Project: Vital Statistics Backfile Conversion
Role: Project Manager
Date: October 2007 – Present

FNTI was selected to convert nearly 50 million birth and death records for the State of Ohio. This included document preparation and scanning of both types of certificates, creating a database of all records, and the indexing of 27 fields of index data from these documents. Project management also required designing related software products to provide a seamless operation for each process within the backfile conversion project. As in all projects, we designed and implemented a production control database to allow real time tracking of all documents moving within the environment. Operational software used included Barcode software, Optical Character Recognition software and the development of utilities to import the data into a home grown backend repository software application. This project has just been completed and has been so successful that ODH welcomes being contacted for more information.

Client: Hillsborough County – Tampa Florida
Project: Circuit Court Backfile Conversion of Case Files
Role: Initial Project Manager and Ongoing Oversight
Date: July 2007 – December 2007

Hillsborough Circuit Court maintained all case files and supporting documents in a secure warehouse environment. With the constant threat of violent weather, the County selected FNTI for its expertise in government conversions. From execution of the contract, FNTI located onsite at Hillsborough County within 7 days and began the backfile conversion. FNTI equipped and staffed to convert over 1 million pages per day. Services included inventory of records, file pull, file prep, scan, index, quality control, re-assemble and re-shelve within vault. FNTI completed the project to the specifications of the County until the project was placed on hold due to budget constraints. While onsite, the results were so successful that the complete solution provided supported a day forward strategy.

Client: Cook County, Chicago, IL
Project: Clerks office – All Vital Records for County and City
Role: Initial Project Manager and ongoing Oversight
Date: March 2006 – August 2008

Cook County required onsite backfile conversion for 25 million paper and film birth, death and marriage records. Paper records were files and bound books. Depending on the record, indexing required up to 7 fields per document. A significant amount of file preparation was required. The project was staffed with 16 scanner stations; as many as 35 people worked at two separate sites in two shifts. Indexing was done at our primary U.S. facility. FNTI technical staff worked closely with IT partners to ensure scanned and indexed images were properly formatted and ingested into the county's final application.



Client: Nassau County HHS Mineola, NY
Project: Department of Social Services Records Backfile
Role: Project Manager
Date: October 2004 – March 2007

Nassau County required the conversion of 60 million documents for the Social Services Department of Health and Human Services. This project operated round the clock and required more than 200 associates. Records were converted using 25 high-speed paper scanners and indexed at an FNTI facility by key fields including one of 100 Document Types. After all quality assurance practices, images were ingested into an imaging application database. Production Control was developed allowing real time tracking of documents during the conversion. Due the outstanding results, Nassau County contracted FNTI to handle the go-forward imaging for an extra year.

Client: State of Maine
Project: Retirement System
Role: Project Manager

Date: July 2002 – March 2003

The State of Maine had an urgent need to implement an electronic imaging system after it became clear their existing system would no longer be supported. ATI (now known as FNTI) completed the conversion and quality assurance of approximately 4,000,000 frames of Microfiche. The fiche cards were the only copy of confidential member records and strict tracking was essential. Each fiche card contained only 6 images a card. Once the folders were converted to the new digital format, they were indexed by file number and matched against the existing database. FNTI successfully completed the contract within the allotted timeframe.

Client: State of Wisconsin
Project: Retirement System
Role: Initial Project Manager and ongoing Oversight
Date: February 1998 – October 1999

ATI (now known as FNTI) was tasked to convert all of the Employee Trust Fund documents for the State of Wisconsin. This project took place onsite and required the conversion of approximately 10,500,000 pieces of paper stored in 430,000 files. Files were in use throughout the project and frequent file access was necessary. Pages were scanned and indexed by one of 3000 document types. Other indexes such as SSN, Name, Date, and Employee Group were marked with specific attributes - poor original, notarized seal. A high level of Quality Assurance by FNTI and the Client was required throughout the project. Interface with the Enterprise wide IBM LOB and Imaging System was implemented so state officials were also able to QC the produced work. The onsite conversion required two production shifts with a total of 45 employees.

ROY R. HERNANDEZ- Project Manager

EDUCATION

MA Architecture
BA Architecture, with Honors
CADD Systems for AEC
IT Project Management (PMBOK™)

University of California, Berkeley CA
University of California, Berkeley CA
Harvard Graduate School of Design, Cambridge MA
University of Colorado, Boulder CO

PROFESSIONAL



Mr. Hernandez is currently serves as President of ThirdWave Corporation, a company dedicated to the intelligent application of information systems. He has worked diligently on many of the conversion work referenced within this RFP and serves Fidelity as a senior project manager on various projects. He has been a leader in the effective use of computers for 24 years. His achievements are building successful Information Systems Programs by integrating technical, operational and management issues are widely recognized. Acknowledged in the IT industry for his expertise and long-standing involvement with the government community, Mr. Hernandez has been appointed to numerous government advisory boards, including:

California Information Technology Commission Appointee: Established under the mandate of Senate Bill 1, Chapter 508 (1995) and reenacted by Assembly Bill 1686 (1999), this State of California commission acted as one of the principal advisory bodies to the Director of the Department of Information Technology (DOIT) on the State's IT issues.

Roy Hernandez is responsible for delivering world-class technical / professional services to FNTI's clients, lending corporate resources to deliver Total Customer Satisfaction. He works closely with FNTI's customers, placing a heavy emphasis on Return On Investment by focusing on the effective selection, implementation and management of technology.

Prior to ThirdWave, Mr. Hernandez was a technology expert with IBM Headquarters' Information Systems Group for 4 years, where he provided pragmatic IT solutions to Fortune 500 companies. He also produced national marketing programs, marketing training and trade shows. Before marketing, Mr. Hernandez pioneered Automated Mapping/Facilities Management (AM/FM) programs for 4 years at IBM's largest plant site in San Jose (6.5 million sq. ft. of facilities and 130 design professionals on the system) which became the role model for IBM worldwide. He wrote The Facilities Design Handbook (1982), a treatise on AM/FM.

Partial List of Projects

- **Enterprise ECMS Implementation Projects**

The following are enterprise-wide ECMS deployments which included one or more of the following solutions: Electronic Document Management, Imaging, Automated Workflow, E-Forms/E-Signature, and Backfile Conversion of millions of hardcopy documents and Microfilm/Microfiche records.

City of Sacramento	Los Angeles Department of Fire Police Pensions
City of Long Beach	City of Carlsbad
City of Las Vegas	National Oceanic & Atmospheric Agency (NOAA)
Las Vegas Water Control Facility	County of San Bernardino
Orange County Sanitation	Hawaiian Electric Company (HECO)
City of LA Hyperion Contraction Division	City of LA Department of Public Works

- **California Department of Water Resources Enterprise Document & Records Management System (ECMS) Feasibility Study Report:** Managed and participated on a project to carry out an enterprise needs assessment for the implementation of an ED&RMS.
- **County of Riverside, Bio-Terrorism Preparedness & Response:** Managed and participated in a project to develop businesses, functional and technology requirements for an enterprise / regional Learning Management System. The work included As-Is / To-Be business process analysis / mapping, development of functional requirements for inclusion be included in an RFP. Project was completed a month ahead of schedule.
- **City of Los Angeles Department of Fire and Police Pensions Enterprise Content Management System (ECMS) Needs Assessment & Implementation Plan:** Managed and participated on a project to carry out an enterprise needs assessment for the implementation of an ED/CMS. Use Rapid Workflow to map out As-Is and To-Be document management / automated workflow business processes.



- **City of Sacramento Web Governance Structure:** Managed and participated on a project to develop a city-wide strategy for Web Governance Structure including web content policies and guiding principles across all departments at the City and web-enabled e-Government service delivery solutions. Use Rapid Workflow to map out As-Is and To-Be Web Governance processes, policies and practices.
- **CalSTRS Business Process Reengineering / Continuous Improvement Team:** Managed and participated on an enterprise assessment of business process improvement requirements, selection of a BPI/BPR methodology, and implementation of a Continuous Improvement Team at CalSTRS.
- **City of Lancaster IT Strategic Plan (ITSP):** Managed and participated on city-wide IT assessment of a 14 department city organization. Used ThirdWave's patented Rapid Workflow™ needs assessment methodology to identify the opportunities, impacts, solutions and benefits of IT strategies. Developed a cost benefit analysis, funding requirements, and phased multi-year implementation plan.
- **City of Sacramento Enterprise Electronic Content Management System (ECMS) Strategy, Implementation Plan & RFP Development:** Managed and participated on a project to develop a city-wide strategy for the deployment of Imaging, Content/Records Management System and Automated Workflow systems across all departments at the City and web-enabled e-Government service delivery solutions. Developed a cost benefit analysis, funding requirements, and phased multi-year implementation plan. Wrote and RFP for the acquisition of the enterprise EC/RMS.
- **City of Stockton Enterprise Electronic Content Management System Strategy, Implementation Plan & RFP Development:** Managed and participated on a project to develop an enterprise strategy for the deployment of Imaging, Content/Records Management System and Automated Workflow systems across all departments at the City and web-enabled e-Government service delivery solutions. Developed a cost benefit analysis, funding requirements, and phased multi-year implementation plan. Wrote and RFP for the acquisition of the enterprise EC/RMS.
- **County of Riverside, Rapid Workflow Process Modeling Training:** Provided training to staff and management from several departments on ThirdWave's patented BPI/BPR methodology. Consequently, CHA IT adopted Rapid Workflow as a best practice and uses it for all business, IT strategic Planning, Software Development projects and the development of all Requests for Proposal documents / process.
- **Los Angeles World Airports (LAWA) Procurement Process BPR / IT Strategic Plan:** Carried out business process reengineering for the 3rd largest airport in the world, including LAWA's four airports: Los Angeles International, Ontario, Palmdale and Van Nuys. Carried out BPR of LAWA's entire procurement functions, including the procurement of all goods and services: professional services, leases, concessions, construction projects and engineering services. The work included As-Is / To-Be business process analysis / mapping, development of new policies and practices, streamlined business process and technology solutions.
- **County of Riverside, CHA Information Technology, Asset Management BPR:** Business Process Improvement / Reengineering project to reengineer the Asset Management Function at the Community Health Agency. The work included As-Is / To-Be business process analysis / mapping, development of new policies and practices, streamlined business process and technology solutions.
- **Portland Police Bureau Records Divisions Business Process Reengineering:** Managed and participated on a BPR to improve the RMS function used to process approximately 130,000 crime / incident reports per year across several Divisions within the Bureau. Developed an implementation plan process improvement, supported by seamlessly integrating a mainframe RMS with a new electronic field reporting system.
- **County of Riverside, CHA, PMBOK Project Management Training:** Provided formal enterprise IT project management training to staff and management from several departments / divisions.
- **Silicon Valley Intelligent Infrastructure System Infrastructure Master Plan (IMP):** Managed and participated on a project to develop a transportation IMP for 13 cities, two transit operators, and



Caltrans in Silicon Valley. Carried out the multi-agency program to develop a Strategy and Implementation Plan for the transportation systems in the Silicon Valley Region, including regional communications infrastructure (DOT, IT, PD, FD), GIS and EDMS solutions.

- **National Oceanic & Atmospheric Agency (NOAA) ECMS Strategic Plan:** Managed and participated on a project to develop a national Enterprise Content / Records Management strategy for this Federal Agency. A \$12,000,000 EDMS strategy and implementation plan was developed for a 4,000 person organization comprised of 12 Regional / Science Centers (located in Juneau (AK), Seattle (WA), Long Beach (CA), La Jolla (CA), Gloucester (MA), St. Petersburg (FL) and Headquarters in Silver Spring (MD). Developed a cost benefit analysis, funding requirements, and phased multi-year implementation plan.
- **City of Austin IT / E-Government Strategic Plan:** Carried out an enterprise-wide e-government assessment of a 30-department (14,000 people) city organization, one of the major cities in the US. Used Rapid Workflow™ methodology to identify the opportunities, impacts, solutions and benefits of IT / e-government strategies. This included a cost benefit analysis, funding requirements, and multi-year implementation plan for an estimated \$35,000,000 e-Government implementation program.
- **Stanislaus County Integrated Criminal Justice Information System Feasibility Study:** Carried out and managed a county-wide analysis of the County's criminal justice systems (Sheriff's Department, District Attorney, Public Defender, Superior Court, Probation Department, and Emergency Dispatch / 911). The project provided enterprise-wide needs assessment, recommendations to develop an integrated browser-based I-CJIS and RFP document.
- **Stanislaus County IT / E-Government Strategic Plan:** Carried out an assessment of existing IS environment, Business Process Reengineering, Information Technology, staff resource and funding requirements. Developed a \$25 million, phased 4-year strategic IT / E-Government implementation plan.
- **State of California Department of Information Technology (DOIT) / E-Government Strategy:** Developed the E-Government strategy for the State of California. Deliverables included Functional Service Delivery Metrics, Site Design Metrics, and Site Content Metrics, providing guidelines for the information to be published, and applications hosted, on the DOIT site.
- **City of San Jose IT / E-Government Strategic Plan:** Participated with HOK Consulting (one of the top Architecture/Planning firms in the US) to develop a new Master Plan for the design and construction of the new City Hall. Addressed IT / Internet Strategy for the City. Used As-Is and To-Be process mapping to identify requirement and future state recommendations.
- **RAND CORPORATION IT Strategic Plan:** Participated with HOK Consulting to develop a new Master Plan for the design and construction of the new corporate RAND campus in Santa Monica. Addressed IT / Internet Strategy for the new RAND headquarters. Used As-Is and To-Be process mapping to identify requirement and future state recommendations.
- **City of Corona IT / E-Government Strategic Plan:** Managed and participated in the assessment of existing IS environment, BPI/BPR, Information Technology, staff resource and funding requirements. Developed a phased, 3-5 year IT Strategic Plan unanimously approved by the City Council, resulting in \$3,000,000 funding.
- **City of Las Vegas Water Pollution Control Facility IT Strategic Plan:** Managed and participated on the assessment of existing MIS environment, BPI/BPR, IT requirements, and developed a 5 year phased strategic IT Implementation Plan which resulted in \$7,000,000 funding.
- **City of Las Vegas IT / E-Government Strategic Plan:** Managed and participated on the assessment of existing IT environment, enterprise-wide BPI/BPR, IT requirements and development of strategic recommendations and implementation plan. A five-year budget was developed and presented to the City Council, which approved \$ 10,000,000 for the IT Program



PROFESSIONAL EXPERIENCE

ThirdWave Corporation	1987 - present	President / CEO
Program Manager FNTI	2003- present	Senior Project Management Consultant
IBM Corporation	1980 - 1987	Information Systems Group:
General Products Division:	1980 - 1984	Advisory Architect Manager
KCZ-L Architects & Planners	1979 - 1980	Project Architect
Vanderson's Construction	1978 - 1979	Architect & Construction Manager
City of Oakland, Planning Department	1977 - 1978	Planner II
Peters, Clayberg, Caulfield	1977	Architectural Designer
Graduate Library, UC Berkeley	1976	Research Specialist
Undergraduate Library, UC Berkeley	1975	Research Specialist
College of Environmental Design, UC Berkeley	1974	Graphic Designer
Chicano Studies Library, UC Berkeley	1973	Research Assistant
Santa Clara Food Control & Water District	1972	Civil Engineer Drafting Technician

INDUSTRY RECOGNITION & AWARDS

- Latino Coalition / AFLAC Civic Awards for Hispanic Small Businesses, to honor Hispanic business leaders throughout the United States for community service. (March 21, 2007)
- AIIM-GLA (Association for Information/Image Management: Greater LA) Appreciation Certificate for "Outstanding services not only to the Chapter but the entire information and image management industry."
- AIIM International 2001 Channel Connection Award for "Innovative Document Management, New York, NY, for Innovation Government ED/CM Projects over \$1,000,000. This was awarded to ThirdWave from a field of 90 entries submitted from 40 countries.
- FileNet UserNET 2001, Best Enterprise Content Management Solution- Second Place / Honorable Mention
- State of California Information Technology Commission appointee, from the Department of Information Technology
- Stanislaus County Special Recognition Award from the Chief Executive Officer for the Stanislaus County Information Technology Strategic Plan

INFORMATION TECHNOLOGY PUBLICATIONS

e-doc Magazine, 2000
Engineering News Record, Feb 2000

City of Carlsbad, Building A Virtual City
OCTA CAMM NET Online Procurement

Government West, May/June 1998
GIS World, Apr 1995
Architectural Engineering Systems, Feb 1990
Government Technology, Dec 1989
Public Works Magazine, Oct 1989
CADAM INC, May 1986
CADAM INC, Aug 1985
Facilities Design Magazine, Nov 1985
Plant Engineering Magazine, Jul 1985
International Business Machines, Mar 1983
IBM Weekly Digest, Jan 1983
AIIM, Southern California Chapter Recognition Award to Roy Hernandez

Las Vegas Goes Virtual
MTA Enterprise GIS Reduces Traffic Congestion
Vendor vs. Vendor
(City of) Los Angeles Takes One Step at a Time
(City of) Los Angeles Automates Engineering Div.
CADAM AEC/FM Standards & Practices Guide
CADAM Implementation for AEC/FM Applications
Grand Rapids Conf. Welds Industry & Education
Computer Automated Plant Design
Facilities Design Handbook, Author
Facilities Engineers Eye Computer Graphics



Bobby Phan – FNTI Technical Lead and Systems Engineer

Bobby Phan will be involved in all facets regarding the technology staging and delivery for the Court. He has over 6 years of experience in the document imaging and backfile conversion industry. He is a Microsoft Certified Engineer with significant training in computer science and technical project management. His software technology background and experience has been crucial to FNTI's success. Currently, Bobby is completing the final stages and successful delivery of a 46,000,000 document conversions for the State of Ohio Department of Health and Vital Statistics and will be available for the 4th Judicial District Court application.

Kevin Pugh – Assistant Project Manager

Kevin has over 5 years experience with FNTI in backfile conversion and significant technology training. A detail-oriented manager, he is proficient in project management and all facets of conversion technology. Employed out of our Long Island, NY, facility, he was vital as Project Manager for the Nassau County project, which consisted of converting 60,000,000 paper documents and managing 250 associates working around the clock to successful completion. He was the Onsite Project Manager for the State of Missouri DOT Retirement System and for the Fairfax Virginia Employee Retirement System; he is currently working on the Massachusetts Teachers Retirement System project.

Eric Plette – Project Indexing Manager and Quality Assurance Manager

Eric Plette has 10 years of experience in the imaging industry. He joined FNTI fresh out of college and has worked on every Retirement System, Vital Records, and complex Medical indexing project since. His knowledge of comprehensive document indexing and quality assurance is significant. He currently oversees a project that has over 200 different document type identification parameters.

Greg Annis – Imaging Manager

Before joining FNTI, Greg Annis was employed as a project manager by DocScan for six years. As a Project Manager with FNTI for the last six years, he has a wide range of experience in converting both paper and film to a digital format. His specific software competencies include MS Windows, Mac OSX, Microsoft Office Suite and Project Manager Tools and Templates, and his knowledge and experience of scanning systems includes proficiency with Kodak, Canon and Kofax Virtual ReScan. In addition, he has experience working with microfilm scanners and all related capture technology as well as ThumbsPlus software, PC Scan Workstations and Windows Networking. He holds a Bachelors degree from the University of California

During the last five years, Greg has been the onsite Project Manager for State of Hawaii Employee Retirement System, U.S. Virgin Island Employee Retirement System, and both the Cook County and Maricopa County projects. He also managed the CALSTRS project at our production facility. On all of projects he worked closely with the customer to ensure client satisfaction.

Dan Burleson – Quality Assurance Manager

Mr. Burleson has proven himself as a qualified data entry supervisor that may be allocated for this task. For the past 30 months, he has supervised a shift of some 50 data entry personnel for FNTI on the State of Ohio Vital Records project in Columbus, meeting all specified quality goals. Currently he is responsible for the end of project details. Dan has a Bachelors degree from Denison University.

Use of Subcontractors

Prepared By: FNTI, Inc. For Evaluation by the Clerk of the Circuit Court



FNTI sees no need to hire outside contractors for the completion of this project.



Pricing

The pricing scenario is based upon limited information provided in the RFP. Source documents were not available for review. A full discovery and due diligence process is warranted to create a comprehensive SOW, associated financial summary, and comprehensive timeline to completion. The Court will only be billed for items delivered or considered as work in progress. Tiered pricing is subject to contractual obligations to meet or exceed these volumes.

Volume of Images	up to 1M	1M to 3M	3M to 6M	6M and Up	Notes
<u>Document Preparation</u> (Onsite or Offsite)					
Difficult	\$0.057	\$0.054	\$0.050	\$0.046	Operators will average less than 700 pages per hour
Medium	\$0.033	\$0.032	\$0.029	\$0.027	Operators will average less than 1200 pages per hour
Easy	\$0.027	\$0.025	\$0.023	\$0.021	Operators will average 1500 pages per hour
<u>Document Scanning</u> pages up to 11 x 17(bitonal)					
Slow	\$0.040	\$0.038	\$0.035	\$0.032	Doc Scanners will average less than 1000 pages per hour
Medium	\$0.027	\$0.025	\$0.023	\$0.021	Doc Scanners will average less than 1500 pages per hour
Fast	\$0.020	\$0.019	\$0.018	\$0.016	Doc Scanners will average greater than 2000 pages per hour
<u>Document Scanning</u> pages up to 11 x 17(color or intermixed))					
Slow	\$0.080	\$0.076	\$0.070	\$0.064	Doc Scanners will average less than 500 pages per hour
Medium	\$0.053	\$0.051	\$0.047	\$0.043	Doc Scanners will average less than 750 pages per hour
Fast	\$0.040	\$0.038	\$0.035	\$0.032	Doc Scanners will average greater than 1000 pages per hour
<u>Document Image Quality Control</u>					



slow	\$0.010	\$0.010	\$0.009	\$0.008	QC operators will be able to review 4000 images per hour
medium	\$0.005	\$0.005	\$0.004	\$0.004	QC operators will be able to review 8000 images per hour
fast	\$0.003	\$0.003	\$0.003	\$0.003	QC operators will be able to review 12000 images per hour
Indexing					
Automated Indexing/field	N/C	N/C	N/C	N/C	includes match and merge data and auto doc id.
Domestic Indexing/ field	\$0.025	\$0.024	\$0.023	\$0.022	manual data entry per field or \$4.50 per 1000 key strokes delivered.
Off shore data entry					manual data entry per field or \$2.50 per 1000 key strokes delivered.
Document Identification					
Automatic Doc Id	N/C	N/C	N/C	N/C	software will read doc id from bar code
Manual Doc Id	\$0.05	\$0.04	\$0.035	\$0.03	operator manually identifies specific document types within files.
OPTIONAL FILM (if present)					
16 mm Roll Film Scanning					
300 dpi bitonal	\$0.0400	\$0.0375	\$0.0300	\$0.0250	
300 dpi grayscale	\$0.0600	\$0.0500	\$0.0400	\$0.0333	
35 mm Roll Film Scanning					
300 dpi bitonal	\$0.0500	\$0.0475	\$0.0450	\$0.0400	
300 dpi grayscale	\$0.0600	\$0.0575	\$0.0550	\$0.0500	
Automatic Cropping	N/C	N/C	N/C	N/C	
Automatic De-skew	N/C	N/C	N/C	N/C	
Splitting two up images	\$0.03	\$0.03	\$0.03	\$0.03	Microfilm images framed two up, split and cropped
Manual Image Manipulation	\$0.40	\$0.35	\$0.30	\$0.30	manual manipulation of poor originals, includes grayscale rescan
Document Image Quality Control 16 or 35					
slow	\$0.000	\$0.000	\$0.000	\$0.000	QC operators will be able to review 4000 images per hour
medium	\$0.000	\$0.000	\$0.000	\$0.000	QC operators will be able to review 8000 images per hour



fast	\$0.000	\$0.000	\$0.000	\$0.000	QC operators will be able to review 12000 images per hour
Indexing for film					
Automated Indexing/field	N/C	N/C	N/C	N/C	includes match and merge data and auto doc id.
Domestic Indexing/ field	\$0.025	\$0.024	\$0.023	\$0.022	manual data entry per field or \$4.50 per 1000 key strokes delivered.
Off shore data entry					manual data entry per field or \$2.50 per 1000 key strokes delivered.
Document Identification for film					
Automatic Doc Id	N/C	N/C	N/C	N/C	software will read blips on film
Manual Doc Id	\$0.025	\$0.024	\$0.023	\$0.022	operator manually identifies specific document types within film.
Microfiche					
0-30 frames per fiche	\$0.0650	\$0.0625	\$0.0600	\$0.0500	
31-60 frames per fiche	\$0.0625	\$0.0600	\$0.0575	\$0.0475	
61 and up	\$0.0600	\$0.0575	\$0.0550	\$0.0450	
Indexing for fiche					
Automated Indexing/field	N/C	N/C	N/C	N/C	includes match and merge data and auto doc id.
Domestic Indexing/ field	\$0.025	\$0.024	\$0.023	\$0.022	manual data entry per field or \$4.50 per 1000 key strokes delivered.
Off shore data entry					manual data entry per field or \$2.50 per 1000 key strokes delivered.
Document Identification for fiche					
Automatic Doc Id	N/C	N/C	N/C	N/C	software will read blips on film
Manual Doc Id	\$0.05	\$0.04	\$0.035	\$0.03	Operator manually identifies specific document types within film.
Large Format larger than 11 x 17					
200 dpi bitonal	\$0.60	\$0.50	\$0.50	\$0.45	
200 dpi grayscale	\$0.75	\$0.65	\$0.65	\$0.60	
200 dpi color	\$0.75	\$0.65	\$0.65	\$0.60	
300 dpi bitonal	\$0.65	\$0.55	\$0.55	\$0.50	
300 dpi grayscale	\$0.80	\$0.70	\$0.70	\$0.65	
300 dpi color	\$0.80	\$0.70	\$0.70	\$0.65	
Onsite Service Premium					
onsite at any County	Add	Add	Add	Add	



Facility	30%	30%	30%	30%	
Data Back Up					
Tape Nightly onsite or offsite	N/C	N/C	N/C	N/C	
CD's/ DVD's	\$15.00	\$15.00	\$15.00	\$15.00	cost each, includes labeling
Deliverable Media					
removable hard drive	N/C	N/C	N/C	N/C	FNTI remains owner of drive, drives will be re-used.
PDF Conversion with Searchable Text	.015	.015	.015	.015	
Shipping Cost					
Box	\$10.44 to \$5.44	\$10.44 to \$5.44	\$10.44 to \$5.44	\$10.44 to \$5.44	Standard discounted ground rates based on a 30 lb box. See Note #2
Pallet	At cost	At cost	At cost	At cost	
Bulk Trucking	At cost	At cost	At cost	At cost	
Document Shredding					
	\$.05 to \$.20	\$.05 to \$.20	\$.05 to \$.20	\$.05 to \$.20	Secured document shredding per lb. Based upon level of security and certification required.
Redaction					
Automatic Redaction	\$0.02	\$0.0175	\$0.015	\$0.010	per image
Onsite IT Services	\$125.00	\$125.00	\$125.00	\$125.00	Onsite IT services for uploading of images.
Performance Bond	At Cost	At Cost	At Cost	At Cost	
Digital Pen Technology	TBD	TBD	TBD	TBD	TBD

Note 1: A cost per field per image will yield a false cost for indexing. Indexing will need to occur at either the document or folder level. Thus indexing at the field level per page is irrelevant because the number of pages per document or file cannot be determined from the information provided. FNTI has presented alternative methodology for billing which will be easier to track and ascertain true cost for indexing.

The Court may also consider a data redaction service as an optional service. Provide specifics in the proposal, including, but not limited to, the price and redaction method(s) used.



*An image is deemed to have been "delivered" when it has been successfully converted pursuant to all Court specifications, and an appropriate readable media containing the image has been physically received by the Court contact person to be specified.

There are numerous providers of digital pen technology and solutions. FNTI can incorporate this technology on an as needed basis to support the day forward capture needs of the Courts. Further due diligence is required to provide proper pricing.

Annual or renewing annual contracts or multi-year contracts are subject to annual price review. Price escalators are limited to the Consumer Price Index. Pricing subject to scope of work and any change orders initiated by the Courts.

Special Note:

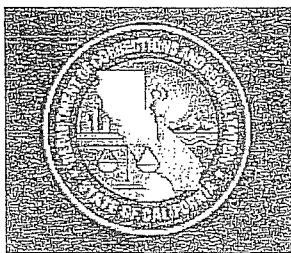
Onsite costs may be mitigated by the potential cost of labor to package, inventory, ship, return ship, and unpack the source material.



References (Confidential)

FNTI believes this is where concept meets reality. Our company is proud of our accomplishments and the projects we've brought to completion. Our references demonstrate our ability to meet quality guidelines, turn around times, project matter expertise, and the ability to ramp up very quickly regarding project requirements. FNTI has provided references as required; we would be happy to provide additional references upon request.

Similar Project References



California Department of Corrections--Strategic Offender Management System (SOMS)

Daniel Rath, State and Local Division, HP Enterprise Services
Telephone +1 916.358.2622, Mobile +1 925-817-8293
daniel.rath@hp.com

Application Overview:

The California Corrections Strategic Offender Management System project (SOMS) will consolidate more than 40 aging electronic database systems, existing records and manual paper processes which are becoming increasingly difficult and costly to maintain. As part of this project, there are adult, juvenile and parole physical records which consist of some 350,000 files with approximately 200,000,000 pieces of paper and 17,500,000 microfiche frames to be converted to a digital format.

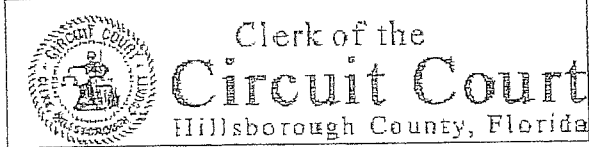
"SOMS will revolutionize the process for sharing and utilizing offender data, and will significantly improve offender management processes," said Matthew Cate, CDCR Secretary. "Even in these challenging financial times, the benefits to the state are immense. For the first time in our agency's history, we will have a unified, automated system for tracking offenders.

Scope of Work:

FNTI was recognized as the best company by EDS, an HP Company, to convert these records on site at some 50 locations. All paper will be prepped, scanned and indexed with document classification using secured practices and a high level of quality assurance. Staging of the project along with testing to determine best practices has concluded and full production is now underway.

Result:

Project underway.



Clerk of the
Circuit Court
Hillsborough County, Florida

Hillsborough County, Florida--Clerk of Circuit Court

Joanne Constantini, Hillsborough County Project Manager
6th Floor, 501 E Kennedy Blvd, Tampa, FL 33602
813-276-8100 (8355)
constant@hillsclerk.com

Application Overview:

Hillsborough Circuit Court maintains all case files and supporting documents in a secure warehouse environment within Hillsborough County. With the constant threat violent weather and an active 2007 Hurricane season, the County decided that disaster recovery options were no longer optional and that measures must be taken to secure and digitize over 175 million records. FNTI was selected as vendor of choice for this enormous conversion due to its expertise in quick deployment and proven success in these types of conversions. Hillsborough County is a Top 10 Award Winner for "Justice Served".

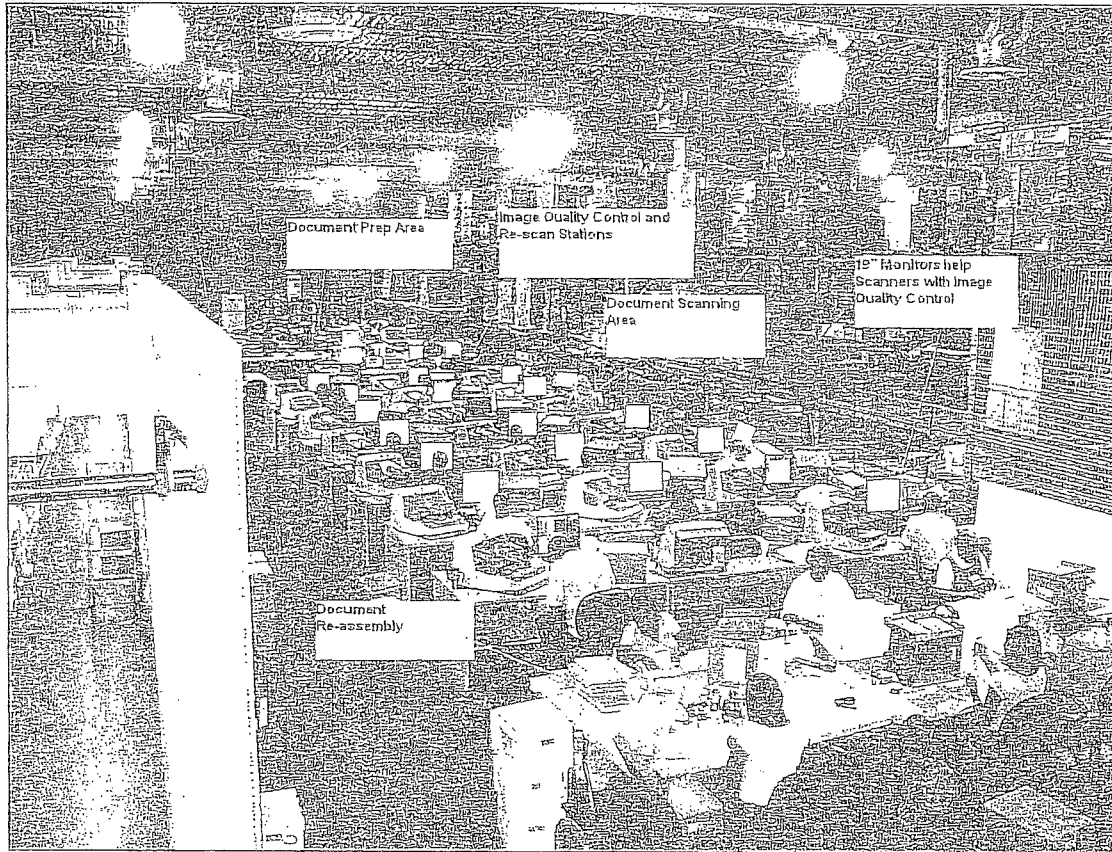
Scope of Work:

From deployment and execution of the contract, FNTI was onsite in seven days at Hillsborough County to begin backfile conversion. This process included procurement of equipment, work flow design and implementation, process deployment, installation, testing of hardware and software, and staffing up to 150 people supporting 2 shifts per day. The goal was to begin imaging as soon as possible the 175 million records at a rate of one million plus pages per day. Services included inventory of records, file pull, file prep, scan, index, quality control, re-assembly and re-shelving within vault. The entire workflow process from pull to re-shelve constituted 4 business days.

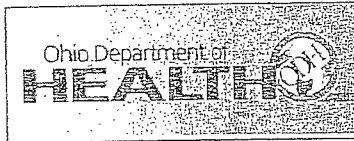
Result:

FNTI completed the project to the specifications of the County. Hillsborough County was so impressed with the complete turn key solution FNTI provided, they acquired the entire backfile system to support their day forward strategy.

"We are very pleased with the results of the back file conversion and would recommend FNTI to anyone who has a large and difficult back file to complete." Joanne Constantini, Hillsborough County, Florida



Picture shows onsite set-up at Hillsborough County.



State of Ohio--Vital Records

Judy Nagy, State Registrar, State of Ohio Vital Records
Columbus, OH
614-466.0538
Judy.nagy@odh.ohio.gov

Application Overview:

The State of Ohio issued an RFP to convert vital records from 1908 to 2006 onsite at the State of Ohio.

Scope of Work:

FNTI staffed approximately 110 data entry operators and 35 document scanners and prep people at the State for approximately three years or until 46 million birth and death records containing an excess of 46 million images were converted into digital format and salient data elements was extracted. FNTI used a combination of technologies to ensure accuracy of the data captured to 99% or better. Many of the documents were handwritten. Security and integrity were key to the project.

Result:

The project was completed in June of 2010. This project was highly recognized by the NAPHSIS organization as one of the most complex backfile conversions completed in history to date. The following was reported to the NAPHSIS community by the State of Ohio:

"The project was completed on time and under budget...the quality of the data received exceeded the requirements set forth in the RFP." Judy Nagy, Ohio State Registrar



Attachment 4
Page 1

Client References

Your Document Conversion Vendor has selected your firm to provide a reference for a potential contract. It would be greatly appreciated if you could completely answer all of the following client information and questions to the best of your ability and return this form to the Document Conversion Vendor as soon as possible. Someone will contact you to verify this information once this form is submitted.

CLIENT INFORMATION

Name of Client Firm
Ohio Department of Administrative Services, PER Office & Vital Statistics, Ctn Dept. 11-14

Street address
1111 N. High St.

City
Columbus

State
OH

Zip Code
43260

Client Contact Person
Kelly FAIR

Best Time to Contact
11:00 AM - 1:00 PM

Telephone number
(614) 465-3448

What is your firm's relationship with this vendor?
FNTI provided services

Dates of service
2006 - 2009

Value or cost of service
Confidential

Brief description of service provided
per page (image) price

Contracted to produce a bound volume of birth and death records

for 20 years, special indexing, organization and key/verification and internet system

and data repository, birth from 1840-1900, death from 1900-1950. 40 million estimated images.

REFERENCE QUESTIONS

1. Approximately how many documents did the vendor process for your firm? *2.5 million birth and death records*

Please circle the closest answer to the following questions

2. What was the vendor's error rate? *Less than 1%*

3. How would you score the vendor's support and effort to resolve errors and/or problems to your satisfaction? *Unsatisfactory*

4. How would you score the vendor's ability to work well with your staff? *Unsatisfactory*

5. How would you score the vendor's ability to meet your production schedule and/or deadlines? *Satisfactory*

6. Would you contract with this particular vendor on a future project? *Yes*

7. Does your company receive anything from the vendor in return for being a reference? *Yes*

8. Please provide any comments that you consider relevant to someone considering a large document conversion contract with this particular vendor. Please attach an additional page if necessary.

We plan to publish a white paper on this topic.

Please see our web site to reference the project

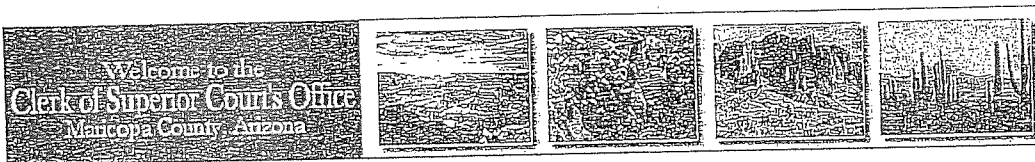
in progress. It is a "groundwork" project.

My signature below affirms that I am a current employee of the firm stated above and the information I have provided is truthful and accurate.

Signature of Client Firm Employee completing this reference
Kelly FAIR

Printed Name of Client Firm Employee completing this reference
Kelly FAIR

Date
7-12-07



Maricopa Clerk of the Superior Court

Mark Jensen, EDM Manager, Phoenix, AZ

Voice: (602)506

3636mjensen@cosc.maricopa.gov

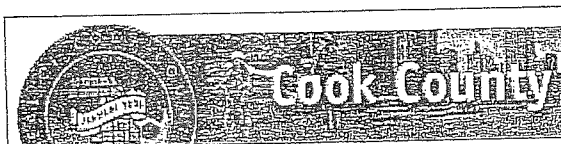
Application Overview:

The Superior Court had approximately 6,000,000 paper documents in files. The documents were the only record of note and were heavily used and could not leave the County offices. The key requirement for the project was to undertake the conversion onsite and seamlessly integrate the output with the Court's enterprise wide OnBase Imaging System

Scope of Work:

FNTI had 12 staff members onsite at the archive location in Maricopa County. Once the pages had been sorted FNTI then scanned each document on one of 5 high speed paper scanners. Each image was then quality controlled and indexed by key fields.

Result: FNTI completed the project within 4 months of commencement. The project was completed under the previous company name of ATI.



Cook County Clerk Office--Bureau of Vital Statistics

Tim Dever, Director

312-603-7788

Tjdever@cookcountygov.com or timdever@hotmail.com

Regan Burke, Clerk Administrator

312-603-3005

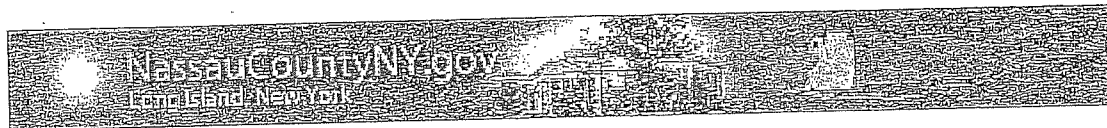
rburke@cookCountygov.com

Scope of Work:

This onsite backfile conversion project was driven by Cook County, but involved the City of Chicago as well. It consisted of converting some 24 million birth, death and marriage records stored in books, on loose paper and on microfilm. Depending on the record, indexing required as many as 7 fields per document. A significant amount of file preparation was also required. The project was staffed with 16 scanner/terminals and up to 35 people located at two different county sites. Our technical staff worked with IT partners to ensure that the scanned and indexed images were properly formatted for ingestion in the final e-commerce application. The end result was for County vital records to be made available in a secure manner to the public over the County web site.

Result: Completion ahead of schedule.

Prepared By: FNTI, Inc. For Evaluation by the Clerk of the Circuit Court



Nassau County--Department of Social Services

Richard Loibl, Project Manager, Garden City, NY
Voice: (770) 368 6086
Richard.Loibl@Unisys.com

Application Overview:

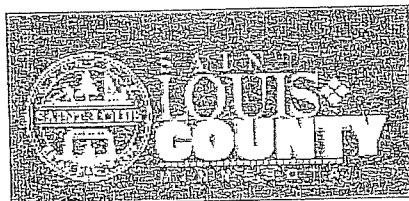
Nassau County Department of Social Services had approximately 60,000,000 paper documents in several hundred thousand files. These documents were the only record of note and were heavily used. With a change of address in their future, DSS decided to have all documents imaged and indexed, and to install an image platform to manage all documents going forward. The key requirements for the project were onsite conversion and project completion within the allotted timeframe of 6-9 months.

Scope of Work:

FNTI initially defined a set of procedures to reduce the volume of documents requiring conversion, as many pages were irrelevant. Our file sort reduced the library by half; each remaining document was scanned on one of 25 high-speed paper scanners. Each image was quality controlled and indexed by key fields including one of 100 Document Types. At peak production, FNTI had 125 staff members onsite at the archive location in Nassau County.

Result:

FNTI completed the project within the designated timeline and under budget.



St Louis County

Cathy Racek, Deputy Recorder, PO Box 157, Duluth, MN 55801-0157
218-726-2677 (4618)
racekm@co.st-louis.mn.us

Application Overview:

St Louis County, Minnesota requires conversion of decades worth of abstract and torrens documents from microfilm to digital images for online access through the County's imaging and indexing platform. FNTI was contracted to provide high quality scanning and indexing of these documents. Tasks included 300 dpi scanning, manual appending of images, quality control reporting, looking for illegible key elements of the images such as time date stamps, recording information, legal descriptions, grantors and grantees, etc. FNTI indexed documents by four required data elements and exported images and indexes for import into the Documentum platform. Mark Monticello, the County Recorder, was the President and Founding board member of PRIA.

Result: Completion.



CalSTRS

Tonya Roemer, Manager of Central Services
Phone: (916) 414-4800
Email: TRoemer@CalSTRS.com

Application Overview:

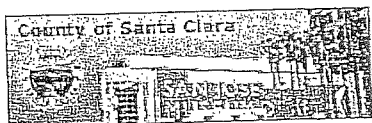
CalSTRS committed to implementing imaging in order to serve their members more efficiently. To this end, FNTI completed the conversion and quality assurance of approximately 13,000,000 frames of KARS Microfilm and 250,000 frames from archive film.

Scope of Work:

FNTI scanned each frame of the KARS film and matched it against a database. Discrepancies in the database were researched at no cost to the client and resolved. In addition FNTI scanned 250,000 frames of archive film that requiring indexing by a range of fields including a complex Doc Type selection. The images were delivered to CalSTRS on removable hard drives at which point they were uploaded to the FileNet system

Result:

Completion.



Santa Clara County--Social Services

Mona Parekh, IDM Project Manager
333 West Julian Street Suite 400, San Jose, CA 95110
Voice: (408) 491-6488
Mona.Parekh@ssa.co.santa-clara.ca.us

Application Overview:

Santa Clara County created this project to scan in excess of 6,000,000 pages from paper to digital that represented official case file records.

Scope of Work

FNTI had a capture team of approximately 18 employees with 10 performing document preparation and 8 scanning paper. The capture was complete within 4 months. Scanning, indexing and QC were completed at FNTI's main production facility in Milpitas, CA.

Result:

Complete digitization of 6,000,000 pages.



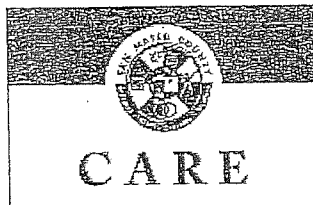
Ventura County Recorder--Vital Records

Steve Tanaguchi, Project Director
800 S. Victoria Ave, Ventura, CA 93009-1260
Voice: (805) 654-3052
steve.taniguchi@mail.co.ventura.ca.us

Application Overview:
Ventura consolidated office space and required film reels that represented Official Records and Vital Records to be imaged.

Scope of Work:
FNTI collected the film from the State archive in Tahoe, CA. Approximately 11,000,000 images were created and indexed. In addition 2,000,000 of the documents and vitals were indexed in full.

Result:
Completion.



San Mateo County Human Services

Clarisa Soriano, Project Director
San Mateo County CA
Voice: (650) 802-6539.

Application Overview:
San Mateo County requested an excess of 3,000,000 Official Case File Records be converted.

Scope of Work:
FNTI employed a capture team of 18, with 10 employees performing document preparation and the other 8 scanning paper. Capture was completed within 6 months. Scanning, indexing and quality control were completed at our main production facility in Milpitas, CA.

Result:
Completion. Due to client satisfaction, FNTI now receives an additional 50,000 pages of the county's case file records per month for imaging. In addition, San Mateo County has asked FNTI to scan their Food Stamp project, which is another 500,000 -- 600,000 page conversion project.



E Docs

Brian Maughan, Project Director
Santa Ana, CA
949 622 3929
Brian.Maughan@fnf.com

Application Overview:

E Docs needed to convert all title insurance policies generated on a daily basis for 25 eastern states on an ongoing basis for a group of Title Companies.

Scope of Work:

FNTI scanned paper, microfilm, microfiche, aperture cards, large scale drawings, and all title insurance policies dating back 20 years for 25 eastern states. All media was shipped to an FNTI production facility where it was prepped, scanned and indexed. The indexes ranged depending on available automated indexes from 2 indexes per document to 15. Once the media was converted it was returned to the client or shredded at the client's approval.

Day Forward Strategy:

In order to keep E Docs image environment current, 100,000 files monthly, totaling 600,000 pages, are shipped to FNTI's production center for conversion. The originals are prepped, scanned, indexed by 6 to 15 fields, quality controlled, and then returned to the client. The images are then exported to a central imaging system in Casselbury, FL, where they are stored and made available through a web based application to thousands of users.

Result:

FNTI has converted over 100,000,000 pages to date. An ongoing contract to continue processing documents on a monthly basis is in place.

LSI--Lenders Services, Inc.

Erik Marroquin, Project Director
Santa Ana, CA
626.345.2397
erick.marroquin@fnf.com

Application Overview:

In order for LSI to write title insurance in the State of Oregon they needed to create a full record of all property transactions in the State dating back 50 years. FNTI was contracted to convert the property record files in twelve Oregon counties.

Scope of Work:

FNTI assembled 2 teams of 20 operators and traveled to each location for onsite capture. Each file was prepped, scanned, and then transmitted to our CA production center for indexing and QC. Paper size ranged from A to D, including maps and surveys. The total volume of documents converted, indexed and returned to the LSI image platform was 30,000,000.

Result:

Completion.



Chicago Title

Mike Macaluso – Vice President
800 418 6872
mmacaluso@propertyinsight.biz

Scope of Work:

To date, FNTI has scanned approximately 200,000,000 pages of paper, microfilm and microfiche for in house Title Plants. All media was shipped to FNTI's production facility where it was prepped, scanned and indexed. The indexes ranged depending on available automated indexes from one per document to five. Once the media was converted it was returned to the client.

Results:

FNTI continues to be a major supplier of services to Chicago Title.



Iron Mountain

Elisabeth Geer, Project Manager
6933 Preston Avenue, Livermore, CA 94550
Phone: (925) 864-0437
Email: elisabeth.geer@ironmountain.com

Application Overview:

When projects get too complicated or difficult, FNTI is the go to provider for Iron Mountain. Iron Mountain had a large west coast insurance provider that needed a quick turn a round time on a large paper file conversion project.

Scope of Work:

FNTI was contracted to prep, scan and index 6,000,000 images given a short turnaround window.

Result:

Project completed in sixty days.



Iron Mountain

Elisabeth Geer, Project Manager
6933 Preston Avenue, Livermore, CA 94550



Phone: (925) 864-0437

Email: elisabeth.geer@ironmountain.com

Application Overview:

Iron Mountain had two large electronic companies that needed large amounts of paper converted in a short turn around time while maintaining a high level of accuracy. FNTI was contacted for the two conversions.

Scope of Work:

The first project consisted of 500,000 pages that needed to be prepped, scanned, indexed, and quality controlled within 30 days. The second consisted of 200,000 pages needing conversion in 10 days.

Status: Project Completed.

Extract System's References (Confidential)

We feel it is important for the 4th Judicial District to understand that FNTI deploys only the best of breed applications in our service delivery. For that reason, we have included below several references from Court, County and State agencies that currently use an Extract Solution as a part of their service delivery model. Feel free to contact these references who will share their experiences in working with Extract Systems and the functionality of ID Shield.

Mr. Greg Brush
Clerk of Court
Montgomery County Ohio
41 N. Perry St.
Dayton, OH 45422
(937) 687-9099
brushg@mcOhio.org
(Reference Letter Attached)

Extract Systems installed and configured ID Shield for the Montgomery County Recorder, Clerk of Court and Probate Court in May 2008. The multi-departmental implementation of ID Shield version 6.0 required custom programming to meet the unique system and workflow requirements of the individual departments. The county began processing their back file of 23.7 million pages in 2008, as well as their 2.2 million day forward recordings. ID Shield is used to redact 11 different fields with an automated accuracy rate of 93.5% and a post verification accuracy rate of 99%.

Ms. Laurel Jiminez
Senior Business Systems Analyst
Clark County Recorder's Office
500 S. Grand Central Parkway, 2nd Floor
Las Vegas, NV 89101
(702) 455-4336
jjimel@co.clark.nv.us
(Reference Letter Attached)

Extract Systems installed and configured ID Shield in December of 2006, which allowed Clark County to meet a legislative requirement to redact all images in the recorder's office. Clark County records approximately five million image pages annually. Each document is available for viewing within 15 minutes of recording with a redaction accuracy percentage of 99.1% using a fully



automated redaction process. In May of 2010 Extract configured ID Shield to automatically redact 60 million image pages of back file images for the county.

Ms. Joan McCalmant
Recorder of Deeds
Linn County Iowa
2600 Edgewood Rd. SW, Ste. 706
Cedar Rapids, IA 52404
(319) 892-5420
joan.mccalmant@linncounty.org
(Reference Letter Attached)

Linn County has been using ID Shield to redact SSNs since 2007. Their recording system provider, Cott Systems, completed the integration. The county is using a combination of automated redaction and manual verification to achieve 98.2% accuracy.

Gregory A. Brush



September 8, 2010

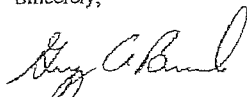
TO WHOM IT MAY CONCERN:

The Montgomery County Clerk of Courts office has worked with Extract Systems for almost three years now. During this time, we have had nothing but the best of relations with their development and support staff. We deal with dozens of vendors, and I can say that Extract is one of the best.

We initially chose Extract's ID Shield product for its high reliability. When they demonstrated this product for us we were tough, presenting them some of our most complicated documents for redaction. The software performed flawlessly.

After signing with Extract, we were really blown away with the dedication to getting the implementation right for us. It was obvious the support offered was just as good as the product. We continue to be pleased with the performance of Extract's ID Shield solution and rely on it every day. We would highly recommend Extract Systems to anyone looking for redaction services.

Sincerely,



Gregory A. Brush

Montgomery County Clerk of Courts

E-Mail Address: clerk@mcchio.org

Web Page: www.clerk.co.montgomery.oh.us

Montgomery County Courts Building • 41 N. Perry Street • Dayton, Ohio 45422-2150

Civil (937) 225-4512 • Court of Appeals (937) 225-4512 • Criminal (937) 225-4536

Domestic Relations (937) 225-4562 • Legal Fax (937) 496-7220

Administration (937) 496-7623 • Administrative Fax (937) 496-7627





OFFICE OF THE COUNTY RECORDER

Clark County Government Center
Box 551510 • Las Vegas, NV 89155-1510
702-455-4336

Debbie Conway
Recorder

September 2, 2010

Re: Letter of Recommendation for Extract Systems & ID Shield

To Whom It May Concern:

Please let this letter serve as my recommendation of Extract Systems and their ID Shield product.

The Office of the County Recorder in Clark County, Nevada, has been doing business with Extract Systems since 2006 when our Nevada state legislature mandated the redaction of social security numbers from public records. We reviewed several applications in the market in 2006, all of which performed OCR processes on images to place an obliterating mark over social security numbers. The ID Shield application performed well above our expectations, and the pricing was optimal for our large volume of images. Extract Systems' staff came onsite for the initial installation and training, and took only a few days to complete those tasks. The staff has always been very conscientious about onsite costs, and they are incredibly competent in performing tasks remotely.

In 2007, our legislature created an additional mandate that we also redact certain account numbers (bank accounts, credit cards). Extract Systems provided an update to the "rules" that are applied to the images during the redaction process. The cost for this update was nominal.

Since 2006, we have sent over 12,000,000 (yes, twelve million!) images through the ID Shield redaction process. We are presently in the process of digitizing microfilm. As the newly digitized images are added to our collection of images, we are sending them through the ID Shield process. In addition to accurately redacting certain numbers through ID Shield, Extract Systems provided us with a tool for de-speckling and improving the quality of these new images. Extract Systems has demonstrated in a variety of ways their high level of competence in and understanding of official records management. They have provided a valuable software product for redaction, but have gone way beyond and proven themselves to be partners in finding solutions to all kinds of problems related to image management.

We have had phenomenal success with Extract Systems, and I am happy to provide this recommendation to anyone who is looking at their products and services. Please feel free to contact me directly if I can provide additional information.

Sincerely,

Laurel Jimenez
Manager of Technical Service
Clark County Recorder's Office
(702) 455-2285
jimel@co.clark.nv.us



Recorder/Registrar
Linn County, Iowa
Joan McCalmant - Recorder
www.linncountyrecorder.com

P.O. Box 1406
Cedar Rapids, Iowa 52406-1406

To Whom It May Concern:

Re: Reference letter - Extract Systems

My office is a typical County Recorder/Registrar's office. We handle thousands of documents each year, and millions of pages. Frequently, hidden somewhere in those documents is personally identifiable information that the public does not really want out for viewing on the internet. As a preventative measure, the Linn County Recorder's office acquired Extract Systems Redaction services. We have been redacting private information from public record for several years.

As we scan the daily documents into our system, Extract's software identifies possible private information and creates a queue. My staff can verify the information, and accept the redaction or cancel it, depending on which kind of information is included in the document.

The system works very well. It is easy to operate, and we have experienced no problems with it. We find that it doesn't slow our processing time at all, and it allows me to feel more comfortable that I am doing my best to keep the Linn County citizens' private information from showing up on my real estate website.

In this day in age, we must be diligent about protecting our citizen's. They trust our offices to safeguard their information. Extract Systems helps me protect myself and my neighbors.

Sincerely,

Joan A. McCalmant
Linn County Recorder/Registrar of Vital Records
Cedar Rapids, Iowa

www.linncounty.org
phone 319.892.5420 • fax 319.892.5459 • email 319.892.5445



FLEX Index™ References

Ms. Melinda Greene
Project Manager
Santa Barbara County Clerk Recorder
105 E. Anapamu St., 2nd Floor
Santa Barbara, CA 93101
(805) 568-2252
mgreene@co.santa-barbara.ca.us

Extract Systems installed and configured FLEX Index along with ID Shield in 2009. According to Ms. Greene, "implementing the FLEX Index software resulted in a 66% capture rate and a projected annual savings of 450 hours per year in staff time."

Ms. Theresa Rabe
Chief Deputy
San Mateo County Clerk Recorder
555 County Center, 3rd Floor
San Mateo, CA 94063
(650) 363-1895
trabe@smcare.org

Extract Systems installed and configured FLEX Index in 2009 along with ID Shield to comply with new redaction laws requiring truncation of SSN. The County is using FLEX Index to capture APN, Document type, Grantor/Grantee, Legal Description, Prior Reference, and Return Address. The automated accuracy rates range from 70% to 97% for the individual fields and are increased to 95% or higher using county personnel.

Mr. Gilbert Carter
Assistant Recorder
Fresno County Clerk Recorder
Hall of Records
2281 Tulare St., Room 302
Fresno, CA 93721
(559) 488-2883
gcarte@co.fresno.ca.us

The Fresno County Recorder's office has been using FLEX Index since 2005 to automatically capture key information from their newly recorded documents (150,000 per year). FLEX Index eliminates the need to key index 70% of the information from these recorded instruments. Fresno County began using ID Shield in 2009 to comply with new state-mandated redaction requirements.

Conclusion

FLEX Index and ID Shield as proven software solutions will enable FNTI to meet all redaction and indexing requirements as set forth by the Court to compete satisfaction. Both technologies have been integrated with more than 25 different systems including Hyland OnBase, Laser fiche, ACS/Xerox.



Required Submittals

ACORD CERTIFICATE OF LIABILITY INSURANCE		Page 1 of 3 DATE (MM/DD/YYYY) 01/04/2010												
PRODUCER Willis of Florida, Inc. 26 Century Blvd. P. O. Box 305191 Nashville, TN 37236-5191	877-945-7378	THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW.												
INSURED Fidelity National Financial, Inc. Corporate Risk Management Department c/o FRIS PO Box 45126 Jacksonville, FL 32232-5126		<table border="1"> <tr> <th>INSURERS AFFORDING COVERAGE</th> <th>NAIC#</th> </tr> <tr> <td>INSURER A: Bartford Fire Insurance Company</td> <td>19582-001</td> </tr> <tr> <td>INSURER B: National Union Fire Insurance Company of</td> <td>19445-005</td> </tr> <tr> <td>INSURER C: Bartford Insurance Company of the Midwest</td> <td>37478-001</td> </tr> <tr> <td>INSURER D: Allianz Global Risks US Insurance Company</td> <td>35300-002</td> </tr> <tr> <td>INSURER E:</td> <td></td> </tr> </table>	INSURERS AFFORDING COVERAGE	NAIC#	INSURER A: Bartford Fire Insurance Company	19582-001	INSURER B: National Union Fire Insurance Company of	19445-005	INSURER C: Bartford Insurance Company of the Midwest	37478-001	INSURER D: Allianz Global Risks US Insurance Company	35300-002	INSURER E:	
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INSURER C: Bartford Insurance Company of the Midwest	37478-001													
INSURER D: Allianz Global Risks US Insurance Company	35300-002													
INSURER E:														

COVERAGES

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. AGGREGATE LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR ADD'L LTR INSRD	TYPE OF INSURANCE	POLICY NUMBER	POLICY EFFECTIVE DATE (MM/DD/YYYY)	POLICY EXPIRATION DATE (MM/DD/YYYY)	LIMITS
A	GENERAL LIABILITY <input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS MADE <input checked="" type="checkbox"/> OCCUR <input type="checkbox"/> Host Liquor Liability <input type="checkbox"/> GEN AGGREGATE LIMIT APPLIES PER <input checked="" type="checkbox"/> POLICY <input type="checkbox"/> PER <input type="checkbox"/> LOC	20CSEC90920	1/1/2010	1/1/2011	EACH OCCURRENCE \$ 1,000,000 DAMAGE TO RENTED PREMISES (Ea occurrence) \$ 1,000,000 MED EXP (Any one person) \$ PERSONAL & ADV INJURY \$ 1,000,000 GENERAL AGGREGATE \$ 2,000,000 PRODUCTS - COMP OP AGG \$ 2,000,000
A	AUTOMOBILE LIABILITY <input checked="" type="checkbox"/> ANY AUTO <input type="checkbox"/> ALL OWNED AUTOS <input type="checkbox"/> SCHEDULED AUTOS <input type="checkbox"/> HIRED AUTOS <input type="checkbox"/> NON-OWNED AUTOS <input checked="" type="checkbox"/> PHY DAM SELF-INSURED	20CSEC90920	1/1/2010	1/1/2011	COMBINED SINGLE LIMIT (Ea accident) \$ 1,000,000 <input checked="" type="checkbox"/> BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$
	GARAGE LIABILITY <input type="checkbox"/> ANY AUTO				AUTO ONLY - EA ACCIDENT \$ OTHER THAN AUTO ONLY: EA ACC \$ AGG \$
B	EXCESS / UMBRELLA LIABILITY <input checked="" type="checkbox"/> OCCUR <input type="checkbox"/> CLAIMS MADE <input type="checkbox"/> DEDUCTIBLE RETENTION \$	BE1818091	1/1/2010	1/1/2011	EACH OCCURRENCE \$ 5,000,000 AGGREGATE \$ 5,000,000 \$ \$
C	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/ MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under SPECIAL PROVISIONS below	20WNC90918	1/1/2010	1/1/2011	<input checked="" type="checkbox"/> WC STATUTORY LIMITS EL EACH ACCIDENT \$ 1,000,000 EL DISEASE - EA EMPLOYEE \$ 1,000,000 EL DISEASE - POLICY LIMIT \$ 1,000,000
D	OTHER Bldge/BPP/B.I. Special W/EO/EL Property Quota Share	CLP3011051	1/1/2010	1/1/2011	Loss Limit: \$200,000,000 Valuation Property Damage Replacement Cost

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES / EXCLUSIONS ADDED BY ENDORSEMENT / SPECIAL PROVISIONS

CERTIFICATE HOLDER

For Information Purposes Only :	CANCELLATION SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, THE ISSUING INSURER WILL ENDEAVOR TO MAIL 30 DAYS WRITTEN NOTICE TO THE CERTIFICATE HOLDER NAMED TO THE LEFT, BUT FAILURE TO DO SO SHALL IMPOSE NO OBLIGATION OR LIABILITY OF ANY KIND UPON THE INSURER, ITS AGENTS OR REPRESENTATIVES. AUTHORIZED REPRESENTATIVE
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Company Financials

The most recent complete financial report for Fidelity National Financial is in excess of 125 pages. A link to our website has been provided to reduce unnecessary documents associated with this RFP response.


<http://www.investor.fnf.com/sec.cfm>


Dunn and Bradstreet Report


2/25/12 D&B Credit eValuator Plus Report: FIDELITY NATIONAL FINANCIAL, INC.

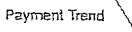
Credit eValuator Plus Report

Fidelity National Financial, Inc.
601 Riverside Ave
Jacksonville, FL 32204
Phone: 904 854-8100
D-U-N-S Number: 60-452-5241

Report as of: February 25, 2012 ==
 Want the most up-to-date information? **Upgrade** to Auto-Refresh and keep this report current for a year.

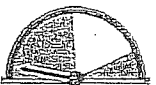
 Need more in-depth information and analysis? **Upgrade** to the Comprehensive Insight Plus Report and receive the credit for the amount of your evaluator purchase. [Learn more](#)

 Credit Information

 Payment Trend

**Included with this Credit eValuator Report are continuous tracking of key business changes and free Alert messages in the View My Reports/Alerts page. You can also choose to receive e-mail notifications of the important changes. IMPORTANT NOTE: You will not receive e-mail alerts if you have opted out of receiving communications from D&B.

Risk Summary




Lower Risk **Higher Risk**

Risk of Late Payment

Risk of late payment is based on the following prioritized factors in addition to other information in D&B's files:

- No factors available

Indications of slowness can be the result of disputes over merchandise, skipped invoices, etc.



Unchanged

Payment Performance Trend

The payment performance trend for this company is Unchanged. The most recent payment information in D&B's files is:

- Payments currently: 5 days beyond terms.
- Payments 3 months ago: 9 days beyond terms.
- Industry average: 2 days beyond terms.

*Note: Payments to suppliers are averaged weighted by dollar amounts.

Credit Limit Recommendation

Recommendation FEB 25
Date: 2012
D&B's Recommendations:

Risk category for this business: **LOW**

<https://smallbiz.dnb.com/Platform/ViewReport?reportId=108162054&do-print>

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Conservative

REF: 0-20

HIGH MODERATE LOW

Conservative 6200,000

Aggressive Credit Limit: \$800,000

Risk is assessed using D&B's scoring methodology and is one factor used to create the recommended limits. See [link](#) for details.

Company Profile

Chief Executive:
Type of business:
Years in business:
Annual Sales:
Employees total:

George F. Scanlon, Cao
Corporation
26
\$4,839,600,000
17.396

Line of business
Title Insurance
Fire, Marine, And Casualty
Insurance

Legal Filings and Other Important Information

Bankruptcies:	None
Judgments:	None
Liens:	3 Open / 0 Closed
Liens Amounts:	\$14,931 Open / \$0 Closed
Suits:	2 Open / 0 Closed
Suits Amounts:	None

Negative Payment Experiences: None
Payments Placed for Collection: None

The public record items reported may have been paid, terminated, vacated or released prior to the date this data is transmitted.

SPECIAL EVENT : 02/24/12

ANNOUNCED MEMBERS/ACQUISITION: According to published reports on December 28, 2011, Fidelity National Financial, Inc. (DUNS 804825242, Jacksonville, FL) announced the signing of a definitive agreement to acquire all of the outstanding common stock of O'Charley's Inc. (DUNS 101756436, Nashville, TN). That offer does not currently own for \$9.95 per share in cash. Under the terms of the definitive agreement, PFN intends to commence a tender offer for all of the outstanding shares of common stock of O'Charley's Inc. that it does not currently own on or about February 24, 2012. The initial tender is expected to expire on April 2, 2012, and to close shortly thereafter, assuming that shares that, combined with PFN's existing 9.1% ownership stake, represent more than a majority of the outstanding shares of O'Charley's are properly tendered and not withdrawn. Closing of the tender is also contingent on customary closing conditions, including the expiration of the HSR waiting period.

The back-end, cash-out merger under Tennessee law is expected to take place no earlier than May 2, 2012, and is also subject to customary closing conditions, including the successful completion of the tender offer.

ANNOUNCED SALE OF ASSET: According to published reports on November 30, 2013, Fidelity National Financial, Inc. (DUNS 63452244), (Jacksonville, FL), announced the signing of a definitive agreement under which it will sell an 85 percent interest in its personal lines business to WT Holdings, Inc. for approximately \$119 million. Under the terms of the definitive agreement, WT Holdings will acquire Fidelity National Insurance Company, Fidelity National Property and Casualty Insurance Company, DUNS 759539017, (Saint Petersburg, FL) and FRIS Insurance Services and FRF will retain a 15% minority ownership position in the personal lines business. The sale price is subject to typical closing adjustments based on surplus at closing. The closing of the transaction is subject to regulatory approval and customary closing conditions and is expected during the late first quarter or early second quarter of 2014.

**Included with this Payment Trend Report are continuous tracking of key business changes and free Alert messages in the View My Reports/Alerts page. You can also choose to receive e-mail notifications of the important changes. IMPORTANT NOTE: You will not receive e-mail alerts if you have opted out of receiving communications from UBS.

<http://www.theisbnews.dnb.com/info/NavigationServlet?view=sport2/objects.html?id=103162054&to=print>

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2/25/12

D&B Credit Volunteer Pass Report: FIDELITY NATIONAL FINANCIAL, INC.

© SUMMARY

FIDELITY NATIONAL FINANCIAL, INC.

D-U-R-S Number:

60-452-5241

601 Riverside Ave

Primary Industry SIC:

6361

Jacksonville, FL 32204

Description:

Provides life and specialty insurance

This is a headquarters location.
Branch(es) or division(s) exist

PAYMENT ACTIVITY:

Total Payment Experiences in D&B's File:

95

Payments Within Terms
(not dollar weighted)

85%

Total Placed For Collection:

0

Average Highest Credit:

\$23,332

Largest High Credit:

\$750,000

Highest Now Owng:

\$750,000

Highest Past Due:

\$2,500

Indications of slowness can be the result of dispute over merchandise, skipped invoices, etc. Accounts are sometimes placed for collection even though the existence or amount of the debt is disputed.

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D&B Credit eValueator Plus Report: FIDELITY NATIONAL FINANCIAL, INC.

① PAYDEX Scores - This Business

3- and 12- Month

Shows the D&B PAYDEX scores as calculated on the most recent 3 months and 12 months of payment experiences.

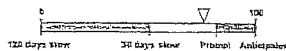
The D&B PAYDEX is a unique, dollar weighted indicator of payment performance based on up to 95 payment experiences as reported to D&B by trade references. A detailed explanation of how to read and interpret PAYDEX scores can be found at the end of this report.

[Jump to: How to Read the PAYDEX Score](#)

FIDELITY NATIONAL FINANCIAL, INC. DUNS 60-452-5241

3-Month D&B PAYDEX: 76

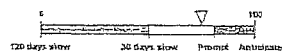
When weighted by dollar amount, payments to suppliers average 6 days beyond terms.



Based on payments collected over last 3 months.

12-Month D&B PAYDEX: 76

When weighted by dollar amount, payments to suppliers average 6 days beyond terms.



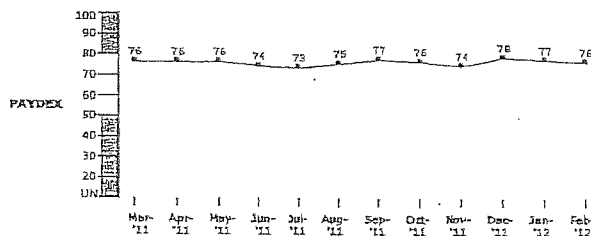
Based on payments collected over last 12 months.

② PAYDEX Yearly Trend - This Business

12 Months

Shows the trend in D&B PAYDEX scoring over the past 12 months.

FIDELITY NATIONAL FINANCIAL, INC. DUNS 60-452-5241



Last 12 Months

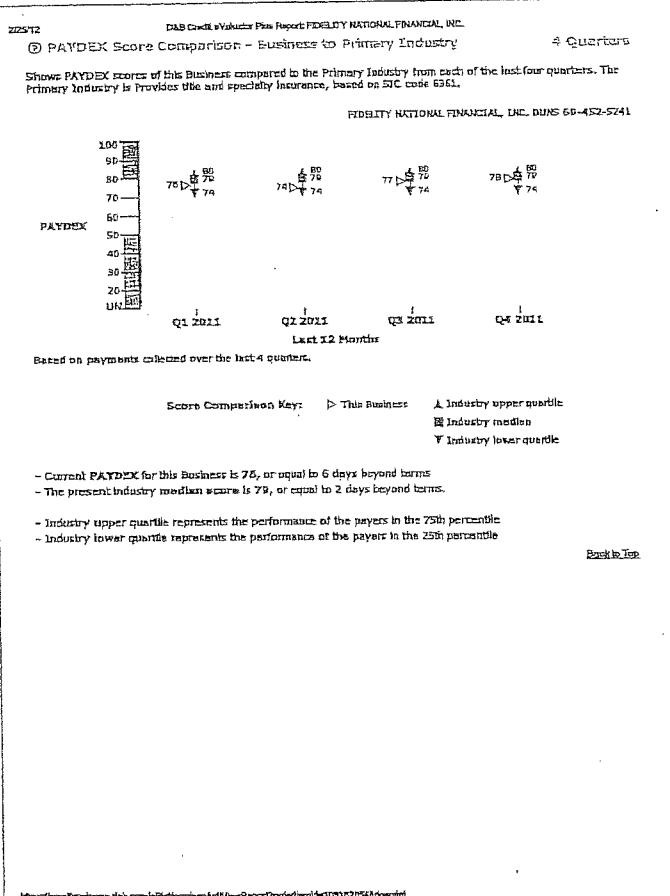
Based on payments collected over the last 12 months.

- Current PAYDEX for this Business is 76, or equal to 6 days beyond terms
- The 12-month high is 78, or equal to 3 days beyond terms
- The 12-month low is 73, or equal to 11 days beyond terms

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<http://www.dbs.com/dbs/secure/ViewReport.cfm?reportid=108102054&doc=print>

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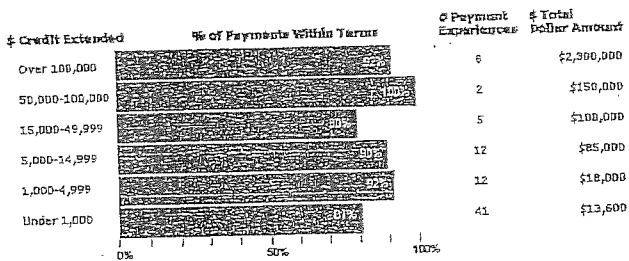
DBS Credit & Finance PLC Report FIDELITY NATIONAL FINANCIAL, INC.

⑦ Business Payment Made by Amount of Gross Extended

12 Results

For all payment experiences within a given amount of credit extended, shows the percent that this Business paid within terms. Provides number of experiences used to calculate the percentage, and the total dollar value of the credit extended.

FIDELITY NATIONAL FINANCIAL, INC. DUNS 60-452-5241

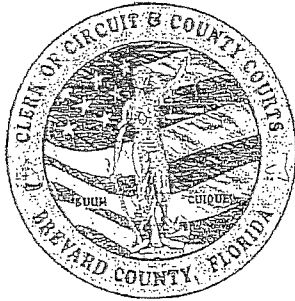


based on payments collected over the last 12 months.

Payment experiences reflect how bills are met in relation to the terms granted. In some instances, payment beyond terms can be the result of disputes over merchandise, skipped invoices, etc.

Booklets Ten

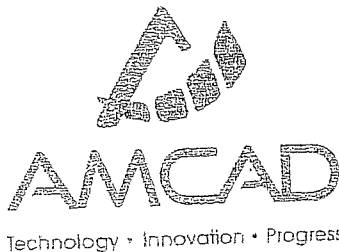
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*Brevard County,
Florida*

Original

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ITN Response

**Statutory Digitization,
Backlog, New
Documents, Redaction,
Emerging Technologies**

For The

Clerk of Courts

Monday, May 14, 2012

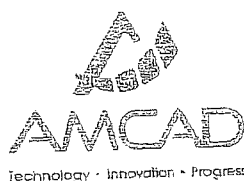


Statutory Digitization, Backlog, New Documents,
Redaction, Emerging Technologies
Brevard County, FL

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May 14, 2012

Brevard County Clerk of Court
400 South Street, Second Floor
Titusville, FL 32780

Dear Evaluation Committee:

It is with great pleasure that American Cadastre, LLC. (dba AMCAD®) submits this response to the Brevard County Clerk of Courts for the Statutory Digitization, Backlog, New Documents, Redaction, Emerging Technologies as defined in your Invitation to Negotiate bid.

AMCAD is a full service government records management solutions provider. Our expertise goes beyond providing the core conversion, indexing and micrographics services as outlined in your ITN. AMCAD also develops the software and technology solutions that manage the daily processing of these records for local government and state offices throughout the Country. AMCAD provides a full featured Land Records and CMS system for some of the largest county and state government offices to include Dallas County, TX, Bexar County, TX (San Antonio) and the State of Arizona and the State of Oklahoma (AOC). With that said, we understand the actual documents, how they relate, their historical value and the sensitive nature of the information within them.

AMCAD understands that quality and accuracy are mandatory elements of any project of this nature. We have a proven track record in leading edge document management solutions, specifically with government records documents. To date, we have converted and indexed in excess of five billion records, both offsite at our state-of-the-art facility and on-site at various customer locations throughout the nation.

This proposal offers the Clerk's Office the opportunity to continue the innovation already achieved in your Office by creating a true, permanent electronic archive of your records. Digital conversion of these records is the right solution for Brevard County and provides:

- Improved, faster access to the records for both staff and the public.
- Savings of time, money and resources on physical access to the records.
- Physical security on the records.
- Elimination of accidental damage.
- Elimination of the possibility of lost or misplaced documents or portions of documents.
- Creation of a true business continuity solution – not in existence today.

- Long term storage strategy and physical space strategy for the growth of the County and the Clerk's Office.
- Reduction in liability on the Clerk's Office.

For the Offsite processing, all back-file paper, microfilm record conversion, redaction and comprehensive indexing work will be completed at AMCAD's facility in Rock Island, Illinois. In addition to a state-of-the-art facility, this location provides unique advantages to security, fire and power that no other vendor can offer. **All work for this project will be executed by AMCAD using no subcontractors.**

AMCAD is committed to developing a partnership with the Brevard County to deliver high quality products and service. Based on our experience with similar engagements and our staff's knowledge, skill and abilities, we are confident that we can deliver the Scanning solution that meets the needs of Brevard County Clerk of Courts.

We at AMCAD invite you to thoroughly review the details of our response and we very much would like to meet with you to discuss and demonstrate our ability to deliver the solution that best fits the needs of Brevard County. Please do not hesitate to contact Tim Nemethy by any means below regarding this ITN.

Tim Nemethy
AMCAD® - *Technology | Innovation | Progress*
 Director of Business Development
 904.553.6194 (Mobile)
 703.787.7710 (Fax)
tnemethy@amcad.com
www.amcad.com

Individuals authorized to represent and negotiate on AMCAD's behalf:

- Mr. Visagar Shyamsundar
- Mr. Mahesh Rengaswamy
- Mr. Michael Battaglia
- Mr. John Cagnetti



Section 1 Agency Profile

1.1 GENERAL OVERVIEW

A. Describe the expertise of the personnel to be utilized for each aspect of this project. Include Bio/resume of account executive(s) responsible for this account.

AMCAD is a full service technology service and solutions provider for government agencies. AMCAD was formed to partner with government in the development and implementation of "automating" technologies – specifically in the automation of government records. For more than 26 years, AMCAD's continued success has enabled the steady, controlled expansion of our customer base and our solution suite – while continuing to provide state-of-the-art, award-winning solutions. AMCAD provides best-of-class document management solutions for state and local government agencies throughout the Country.

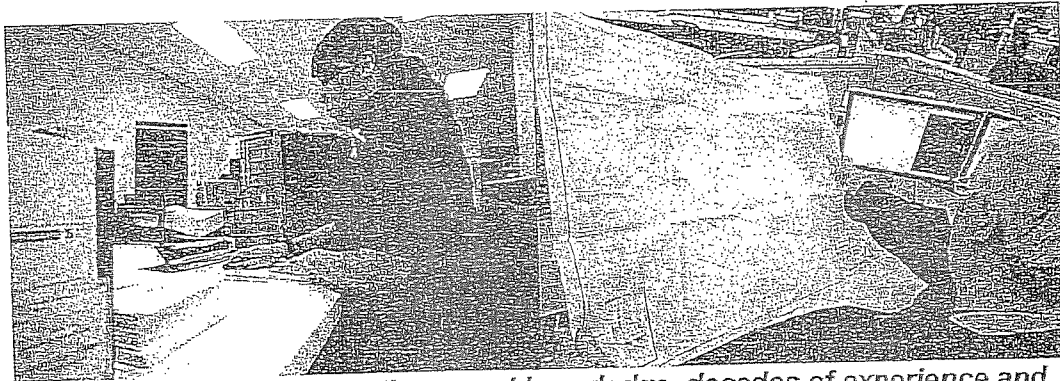


Figure 1: AMCAD carries the record knowledge, decades of experience and software support to meet your needs

The key to our success is excellent, dedicated people implementing quality services and proven solutions. AMCAD currently employs numerous personnel with deep subject matter expertise and experience in delivering conversion and indexing services. These resources include production managers, project managers, specific business analysts, trainers and technical staff. Our company has a strong commitment to clients. Therefore, once assigned to an implementation, AMCAD commits that resource to see the project through to completion.

The key AMCAD project team will include Executive Sponsor, a Program Director, a Project Manager, and a Production Manager. The project governance structure and executive sponsorship represents the single most critical success factor in this project. No AMCAD project is initiated without our strong recommendation that both the client side and the vendor side of the project designate an executive sponsor to meet regularly, discuss progress and resolve differences. Understanding your existing environment and your need to address not only technical issues, but also manage the