

HONORABLE SHARON FERGUSON  
BROWN COUNTY CLERK

# IMAGING & INDEXING OF REAL PROPERTY RECORDS

FEBRUARY 8, 2016

Submitted by:  
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**KOFILE** TECHNOLOGIES

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February 8, 2016  
(Exhibit #3)



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IMAGING & INDEXING OF REAL PROPERTY RECORDS  
February 8, 2016

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## CONTACT INFORMATION

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IMAGING & INDEXING OF REAL PROPERTY RECORDS  
*February 8, 2016*

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## EXECUTIVE SUMMARY

BROWN COUNTY CLERK  
IMAGING & INDEXING OF REAL PROPERTY RECORDS  
February 8, 2016

*This quote addresses the digitization of 187 volumes of Brown County Clerk's Real Property Records filed from 3/24/1972—12/2/1981. This project includes Deed Records and Oil & Gas Lease and Release Records (Deed Record 801—Release Record 615). This project will relieve dependence on paper by ensuring digital access by image capture, image processing, and indexing services.*

Kofile Preservation, Inc. now known as Kofile Technologies, Inc.. (Kofile) is uniquely qualified to complete the Brown County Clerk's modernization goals. We have taken an innovative approach to this project to ensure successful digitization, including data conversion and re-indexing. The overall goals of this records management and automation project include:

- ✓ *Progress towards a paperless office*
- ✓ *Protection of original records by reduction of daily use*
- ✓ *Reclamation of much needed space in the public records area*

### DO IT ONCE, DO IT RIGHT, DO IT FOREVER

This philosophy is the driving force placing Kofile above all other imaging competitors. Our services are not 'as-is' or 'scan it and forget it.' Our basis for success is decades of experience, realistic solutions, and professional analysis. We guarantee that all work is the highest quality and free of distortion or information loss. The Brown County Clerk is assured of the survival of the Best Original Image for the application of current and future technologies.

Kofile understands the need for access to public records and ease of rapid, digital retrieval. This proposal addresses the ability of the Kofile solution to meet the Brown County Clerk's requirements, including Quality Control, Image Capture and Processing, Indexing, Standards and Security. With headquarters located in Dallas, TX, Kofile will work side-by-side with the Brown County Clerk.

Kofile appreciates this opportunity to be of service to the Brown County Clerk in this engagement.

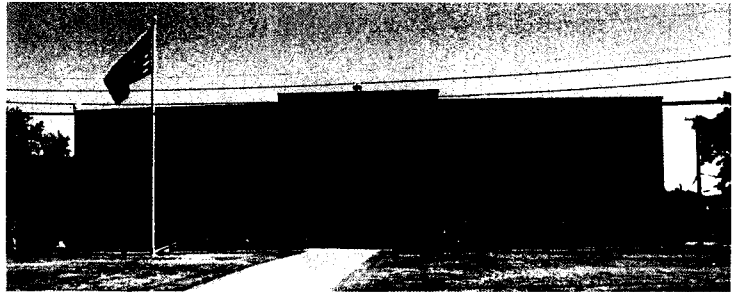


## PROJECT EXECUTION

BROWN COUNTY CLERK  
IMAGING & INDEXING OF REAL PROPERTY RECORDS  
February 8, 2016

### LOCATION OF WORK

Kofile's corporate headquarters is located at 6300 Cedar Springs Road in Dallas, TX, *see right*. Kofile possesses a history of responsibility, and it has invested in a facility with superior security to mitigate loss and destruction before it occurs.



Our entire facility is contained within a fire resistant brick and concrete building with structural steel support members, and fire rated walls, ceiling, and flooring. The Kofile facility is F5 Tornado Resistant according to an architectural assessment performed by Tanner Consulting, January 2010.



*Brown County is welcome to inspect the Kofile facility—with or without notice.*

Due to the sensitive nature of the data, Kofile provides multiple security measures. Kofile combines a 24/7 manned on-site security person with electronic surveillance. A state of the art security system protects the entire building. In addition to the Motion Detector Security System, Kofile follows rigorous end of day closing and lock-down inspection protocol.

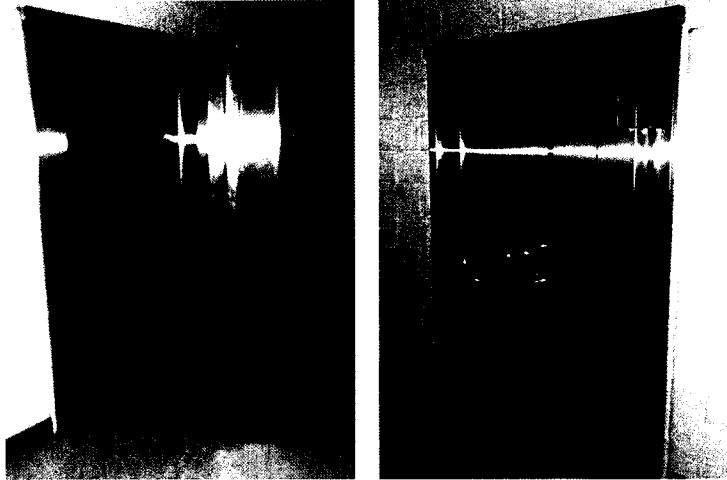
### *Regulated Facility Environment*

Kofile has 24-hour temperature and Relative Humidity (RH) controls. All work areas for original Documents meet the archival climate control standards as supported by the Texas State Library and Archives Commission. Kofile has four independent HVAC systems with programmable thermostats. Each vault has a separate and independent HVAC system. The HVAC for the work and storage areas are constantly set at 70°F. The level of relative humidity (RH) is maintained at a percentage in the mid-fifties.

The laboratories are windowless and centrally located to eliminate exposure to ultraviolet (UV) light. Kofile does not have any issues with pest control. The building is regularly maintained. Food and drinks are not permitted in the conservation areas by anyone, for any reason. Records being treated for mold or pests are quarantined in a standard polyethylene bags, separate from other records, until remedial treatment is complete.

## VAULTS

The Dallas facility has three vaults. Each vault is secured with Level 5 vault doors with a 4-Hour UL Rating of at least 350°F. Each vault has its own independent HVAC system, monitors for humidity and temperature, and controls for airborne particulates (monitored by analog loggers). Kofile actively monitors for micro-organic growth.



Daily protocol requires that records removed from the vault for work be in the custody of a technician at all times. When records are not undergoing treatment, they are immediately returned to the vault area.



Kofile provides storage services for microfilm, microfiche, and other types of data in its Media Vault. Kofile randomly performs spot tests to safeguard against certain contagious contaminations, such as Vinegar Syndrome, mold, mildew, and/or Redox on microfilm.

Acetate Base Film is separated from Polyester Base Film and is stored in separate storage boxes to help eliminate film contamination, as Eastman Park Micrographics (EPM) recommends.

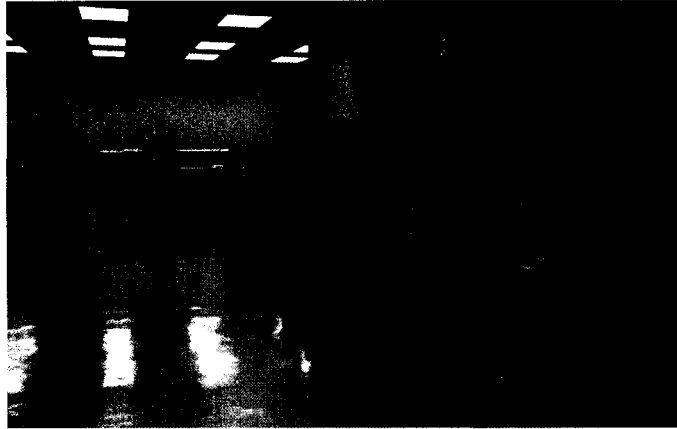
Kofile can retrieve any or part of the microfilm/data and transmit the requested microfilm/data to a customer through electronic or other means. The client owns all of the stored microfilm/data, and Kofile will not sell or in any way distribute the microfilm/data.

## SYSTEM SECURITY

Kofile works in a secured, directory-based environment. Kofile employees are subjected to background checks and extensive interviews. Before they work with confidential records, the technician must graduate a series of work-effort tiers.

Our operator terminals are configured to ensure that no data can leave the facility. Any employee who works on a project is issued a username and password to access images. Rights are assigned to individual images as "read only." Only approved employees have the passwords to change image permissions. Therefore, no one can delete or modify images without authorization. All activity of this nature is logged.

Kofile establishes positive control over each item. Inventory control is continuously maintained throughout each step of the conversion process. Our SQL imaging database maintains a complete audit trail throughout each step. We have managed a large number of projects and have not lost any media or source files. Irreplaceable roll film, aperture cards, cartridges, paper files, charts, maps, and microfiche are all handled in this manner, without loss.



Kofile's server architectures allow redundancy of data operations within multiple locations. Data is regularly backed up to allow services to resume without interruption.

#### *Back-Ups*

Scanned information is captured on local workstations and processed in batches. After capture, batches are stored on centralized servers. Index servers are also backed up. After indexing, data is batch processed on central servers. These are backed up nightly, and the entire group of information is stored on archive servers. These data sets are moved to tape with multiple copies maintained offsite and within the vault noted above. A backup implementation and rotation schedule is provided upon request.

#### PRODUCTION TRACKING SYSTEM (PTS)

An integral part of project management relates to the cataloguing of incoming files and tracking through stages. Kofile uses its Production Tracking System (PTS) capability to enhance the management of the project by producing unique IDs for each control unit. PTS provides staff with the tools necessary to positively control the project and to manage the inventory of images, boxes, and microfilm on an ongoing basis. Kofile employees are able to track the individual status of each document flowing through our system and is used further for audit tracking purposes for each employee.

#### SERVICE DELIVERY

Trained personnel handle documents with the utmost care. For projects with large inventories, records are transported in our secure 18-foot truck. The cargo is held in a climate-controlled environment. This vehicle boasts a 4,000 lb. lift gate, air suspension, and air brakes. This truck is also equipped with extra security features, which include back-up cameras and an anti-lock braking system. Executives monitor location, warning signals, and environmental conditions during transport.



#### TURNAROUND

Typically, the turnaround time for unbound volumes is one to two days for travel to and from the County and one production day for every 100 books. Kofile will work with the County Clerk's office to ensure the turnaround fits the office's schedule. Case files, plats, and bound volumes require more specialized work that varies based on the condition of the documents and the services the documents receive. Delivery and drop off times are pre-arranged with the County Clerk.

#### INFORMATION REQUESTS

"Hot Shots" or Brown County Clerk's information requests are available via fax or email. Upon receipt of a Hot Shot, Kofile will flag the requested record and verify inventory control, pull supporting paperwork, and email/fax a response to the requester or alternate. The turnaround time for Hot Shots will meet or exceed the requirements of the Brown County Clerk's Office.





## METHODOLOGY

Imaging a document and digitizing a collection creates an electronic representation of the original archival record. This process is not meant to replace the archival record, but to aid in its preservation. The image serves as a reference tool and is a back-up if the original is damaged or destroyed.

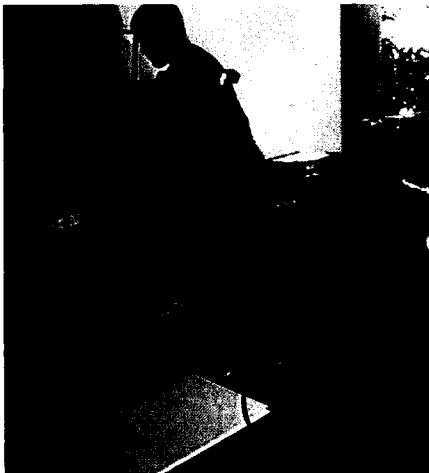
Upon request, Kofile stores an electronic security back up of all images in case of loss, damage, or destruction by fire or natural disaster.

### IMAGE CAPTURE

Images are captured at a minimum of 200 dpi at 256 gray levels. This ensures the highest quality for documents with poor contrast and difficult-to-read text. Images accumulate as Group IV bi-tonal images in a standard TIFF format. Single-page images are stored in .001-.0nn (Page Numbers) extensions. For output, images are optimized and scaled according to the specifications of the target system.



Operators observe each page during capture. For faint or illegible pages, the operator employs contrast tools. If unsuccessful, the operator indicates and inserts a review form for the quality assurance team to assess. The page is treated with a "Best Possible Image Indicator" or further enhancements.



*The photographs above are from a recent news article concerning a scanning company. The article infers that partial document destruction is normal. This is unacceptable and contrary to any preservation imaging standard. Kofile has the experience and expertise to appropriately handle documents. Source: <[www.courierpress.com/news/2013/aug/21/county-digitizes-century-old-records/](http://www.courierpress.com/news/2013/aug/21/county-digitizes-century-old-records/)>.*

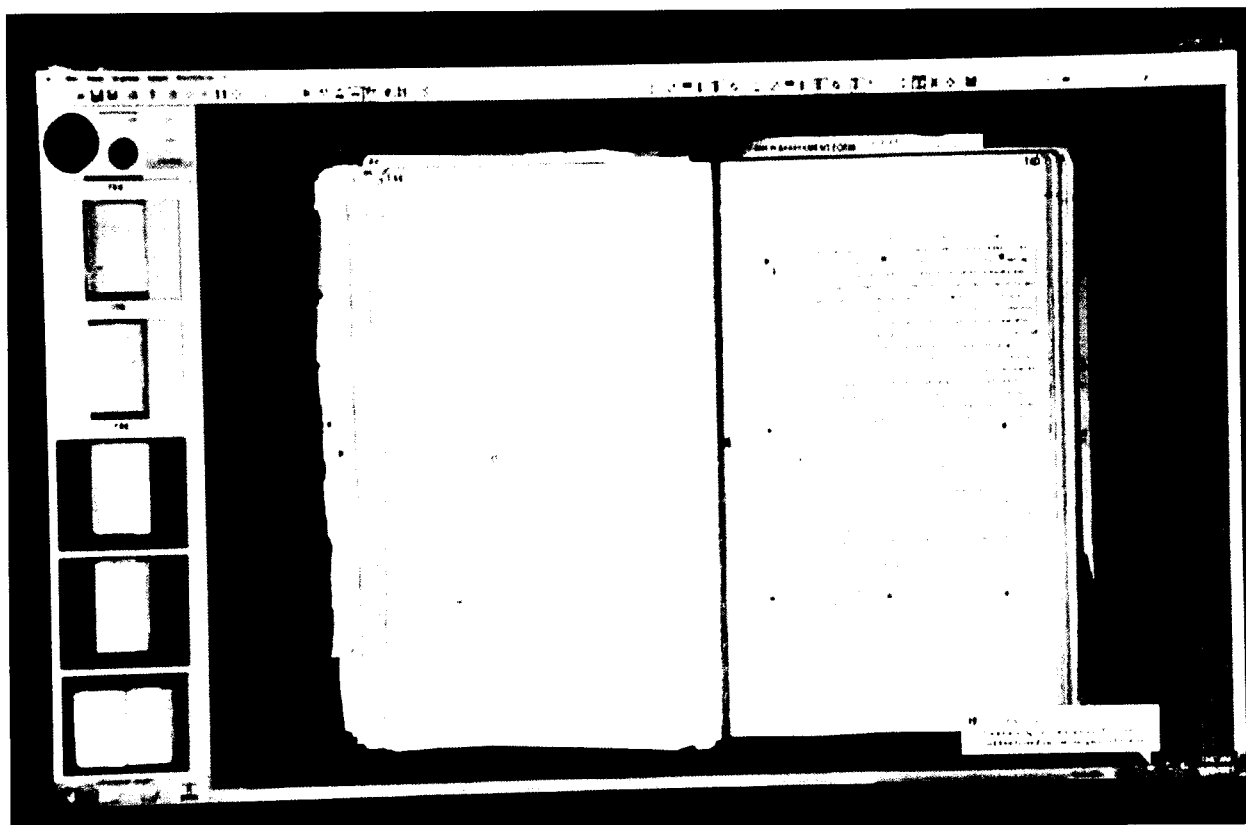
## IMAGE PROCESSING & ENHANCEMENT

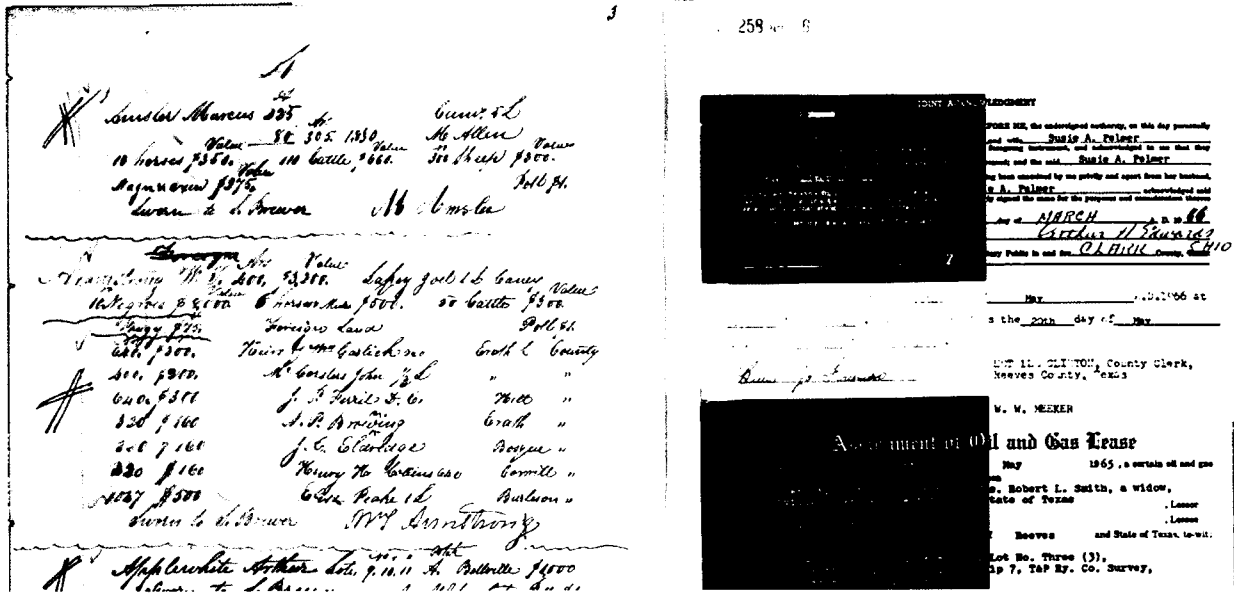
*IMAGE PERFECT* is Kofile's proprietary software. It ensures the optimum image quality. When documents vary in size and density, this custom programming ensures image uniformity. It provides proprietary algorithms to achieve high image quality. This software automatically detects and compensates for a scanner's variances or for variances from various scanners or those of different types. The Assured Image delivers consistent, high-quality output.

*IMAGE PERFECT* uses custom image clean up and enhancements such as deskew, despeckle, character repair, and zonal processing. Kofile maintains 100% document integrity and image control with exclusive Image Locking and will not allow for information from rescanned pages to cut and paste accidentally into the incorrect page. *IMAGE PERFECT* allows repair of the displayed image without rescanning. This eliminates the need to rescan, which compromises image integrity. Images are zonal enhanced to improve readability.

*Quality Targets* (see below) establish the baseline digital capture quality. Kofile can measure the digitization physics at capture. The *Quality Target* serves as the foundation for quality assurance. *IMAGE PERFECT* measures each image for:

- Target DPI
- Target Tone scale and correction
- Color Management
- Brightness/Contrast Correction
- Gamma Adjustment
- White Balancing
- Page Orientation
- Exposure uniformity
- Color reproduction data





Examples of before and after image processing by Kofile.

Images, even when scanned on different devices, are "normalized" as if captured on one scanner. Rather than using ad-hoc algorithms and tricks, this software measures quality and propagates data through an imaging chain. The *Quality Targets* establish the baseline digital capture quality of the scanner at capture.

Kofile performs negative Photostat polarity reversal (so that all characters are black on a positive background). The document certification strip (file strip) is inverted to match the polarity of the final image.

Annotations are supported to allow the addition of Book, Name, Volume, and Page on the image.

#### STANDARDS & FORMATTING

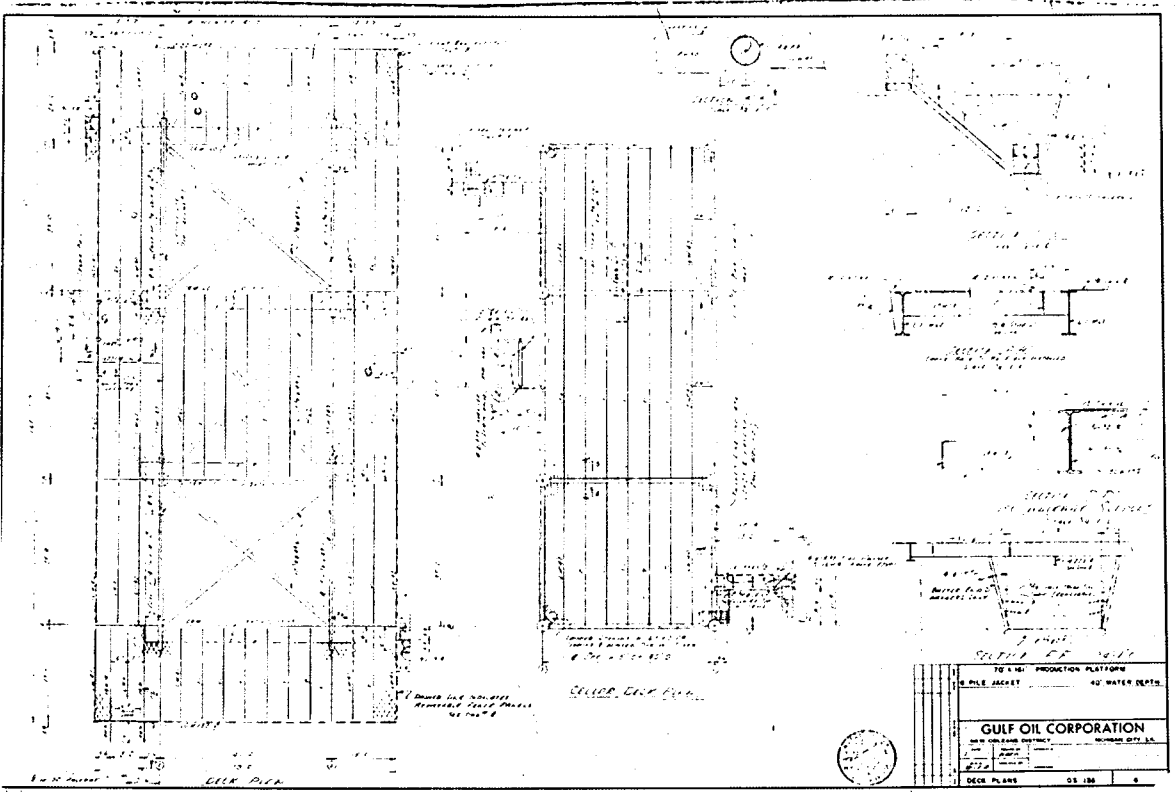
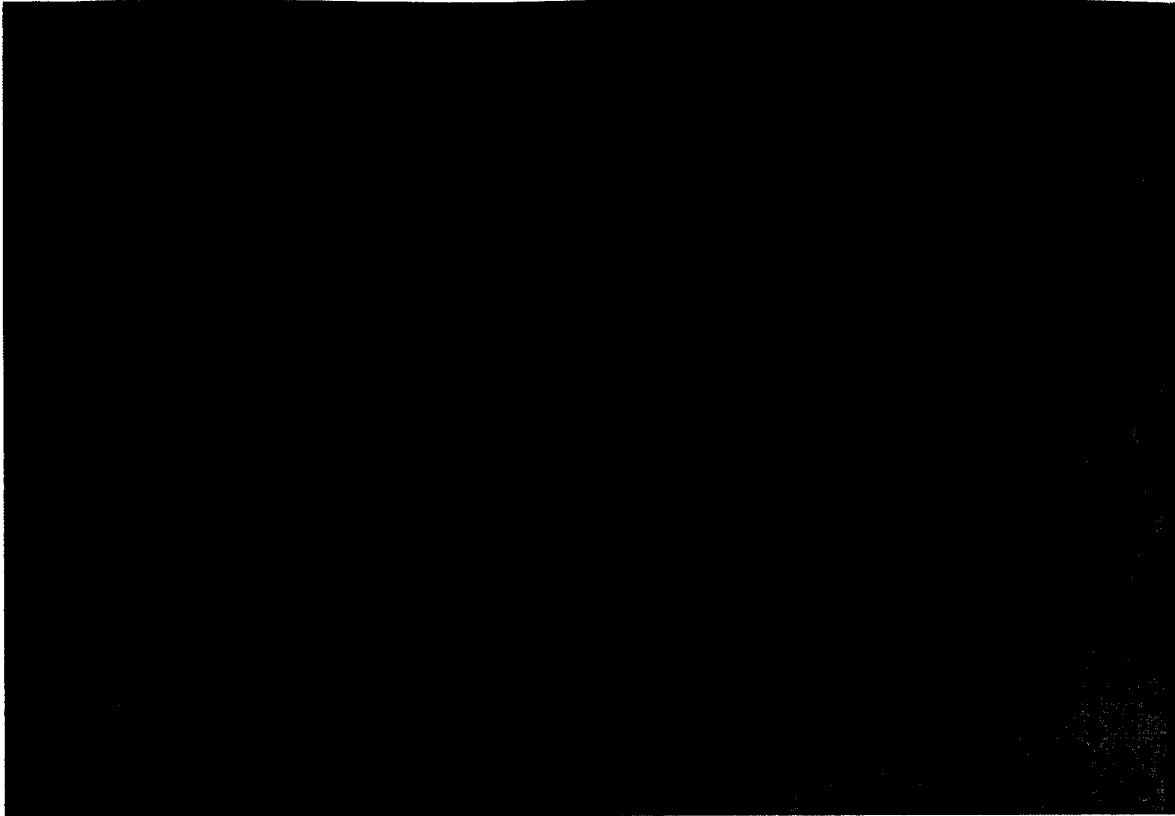
Kofile makes use of gray-scale scanning techniques for documents to ensure the optimum resolution of each page. We verify effectiveness and minimum legibility of the scanning process through rigorous and systematic quality control.

#### QUALITY CONTROL

Quality control (QC) is a key element. Our QC process ensures that all images are certified. **Each and every image is sight checked during QC.** Kofile's quality assurance involves three major thresholds for 100% review inspection: during preparation, during scanning, and during a post scanning review. Then, the process involves a statistical, random, batch-based review of 8% of all work before delivery. Each page is checked to ensure there are no missing pages, double feeds, and to account for "A" pages (which may have been added to the original book).

Examples of before and after image processing by Kofile are included on the following two pages.

Before & After Image Processing: Chevron Offshore Drilling Platform Schematic, 1980



Before & After Image Processing: Lavaca County, Texas, Tally Sheet, 1846



TALLY-SHEET OF LAVACA COUNTY TEXAS

Filed at Clerk's Office, 12-19-1846, by A. W. ...

1846 Book of your election which stands full in the ...  
 1846 Book of your election which stands full in the ...  
 1846 Book of your election which stands full in the ...

1. Isaac Ross	2. James Brown	3. James Brown	4. Charles King	5. Franklin Clark	6. Sarah Co	7. J. W. ...	8. ...	9. ...	10. ...	11. ...	12. ...	13. ...	14. ...	15. ...	16. ...	17. ...	18. ...	19. ...	20. ...	21. ...	22. ...	23. ...	24. ...	25. ...	26. ...	27. ...	28. ...	29. ...	30. ...	31. ...	32. ...	33. ...	34. ...	35. ...	36. ...	37. ...	
38. ...	39. ...	40. ...	41. ...	42. ...	43. ...	44. ...	45. ...	46. ...	47. ...	48. ...	49. ...	50. ...	51. ...	52. ...	53. ...	54. ...	55. ...	56. ...	57. ...	58. ...	59. ...	60. ...	61. ...	62. ...	63. ...	64. ...	65. ...	66. ...	67. ...	68. ...	69. ...	70. ...	71. ...	72. ...	73. ...	74. ...	75. ...

#### METHODOLOGY ASSESSMENT

Prior to beginning any indexing project, Kofile conducts a comprehensive assessment of the County Clerk's indexing specifications. The assessment process includes documenting established methods of indexing specific instruments, clarifying terminology, and determining the standards used for entering names, dates, and other basic information required for indexing. This analysis produces essential information to ensure the metadata's accuracy and integrity.



*Our proprietary indexing software and keying procedures provide a proven 99.25% accuracy.*

Full consideration is given to all indexing situations, including cross-indexed documents, differentiation between individual names and corporation names, government departments and agencies, alternate and alias names, the inclusion of abbreviations, titles, and consistency in naming format—including hyphens, numbers, spaces, and suffixes. Taking the additional time for a thorough examination of the County's particular requirements allows for accurate and consistent indexes, guaranteeing quick searches for users.

#### DATA ENTRY PROCEDURES

Our Data Entry Manager, Wanda Gomez, has over 43 years of experience. She excels at placing the customer's needs first. Our proprietary indexing software and keying procedures provide proven 99.25% accuracy. Data integrity is essential. Our goal is to provide consistently keyed fields. This will improve document retrieval and build a dependable, searchable database for staff and patrons.

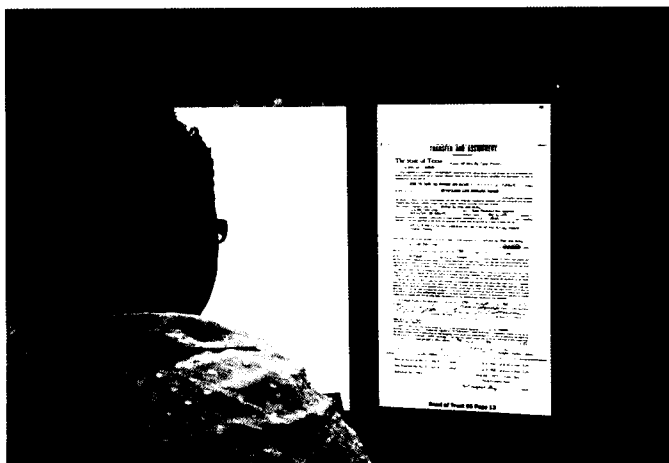
Kofile performs key entry at least twice for every field. Following the initial field key entry, the record displays to a second indexing operator. This individual also keys the field (also termed a "blind re-key"). The software compares the entries. If they do not match, the record is sent to a supervisor. This supervisor identifies the problem with the field entry and determines if it is a one-time keying error or a prevailing issue. The supervisor decides if a new keying standard is needed for all operators to follow. The record is then sent to another indexing technician and keyed again. **With this methodology, each field is blind-keyed three times.**

In our quality control procedures, experienced managers and supervisors internally research and answer questions about any problematic process. If the Brown County Clerk's Office is required to provide input, Kofile will contact the County Clerk for a clarification and/or decision.

#### DOCUMENT CODE AND DEFINITION CLEANUP

Kofile's Data Entry Manager has identified hundreds of incorrect or redundant document codes and definitions. Incorrect and redundant document codes arise when document codes are duplicated or incorrectly copied during the original conversion to the current indexing system, in the process of converting a partial indexing system to a full service system, or when a single document receives several entries correlated to conflicting

document codes or definitions. There are several problems associated with systems that contain too many codes. The main issue becomes apparent when a user enters a code to query a search. If a document type such as a Deed Record (DR) has been indexed under multiple codes over the years, the user will not locate all of the documents associated with a search. Another problem is when numeric codes and codes with special characters need to be merged into a master code. During upgrades, these excessive codes can create issues by not allowing the new software to locate and consolidate all of the various document types.



Kofile is equipped with the experience and personnel to combat these and other problems. Brown County will receive an index code and definition cleanup and merge. Kofile will work with the County Clerk and staff to reduce the code set down to an agreed upon, manageable number. This consulting service will help eliminate incomplete document searches and help improve system efficiency. Kofile has internal indexing guidelines to assist the Brown County Clerk's Office.



# PROPOSAL PRICING

BROWN COUNTY CLERK  
IMAGING & INDEXING OF REAL PROPERTY RECORDS  
February 8, 2016

This project is presented via TXMAS Contract No. **TXMAS-13-36010** as dependent on the renewal of Brown County's cooperative purchasing membership. Please reference the TXMAS contract on the County's PO. Prices are good for 90 days.

BROWN COUNTY CLERK PROJECT OVERVIEW								
RECORDS SERIES TITLE	VOLUME	DATE	PAGES/ VOL.	LEVEL OF SERVICE	QTY.	APPROX. PAGES	APPROX. DOCUMENTS	PRICE QUOTE
Deed Record, Oil & Gas Lease, & Release Record*	801-696	3/24/1972-	1,000	IM/ID	106	106,000	40,769	\$130,053.32
	695-640	12/2/1981	980	IM/ID	56	54,880	21,108	\$67,334.24
	639-615		600	IM/ID	25	15,000	5,769	\$18,403.32
<b>PROJECT TOTAL</b>					<b>187</b>	<b>175,880</b>	<b>67,646</b>	<b>\$215,790.88</b>
YEAR 1 SUBTOTAL								\$107,895.44
YEAR 2 SUBTOTAL								\$107,895.44

\*The majority of the volumes are Deed Records. Oil & Gas Lease & Release Records are interspersed throughout. There are an estimated 2.6 pages per document.

*(IM) Archival Image Capture & Processing*


- ◊ Document Prep (Staple Removal, etc.) & De-Prep
- ◊ Image Capture (Scanning), Processing, & Zonal Enhancements
- ◊ Page Validation (Automated PG. Numbering Software for Validation)
- ◊ Sight Verify Each Image for Quality Control

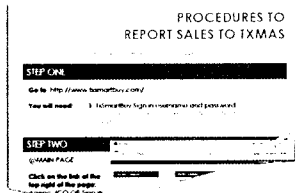
*(ID) Archival Index*

- ◊ Key & Blind Re-Key Verify All Documents

*Other Included Services*

- ◊ Format New Data (Images/Indexes) for Load to County's NetData System
- ◊ Disaster Recovery Electronic Off-Site Backup

COUNTY ACCEPTANCE	
 Signature/Title of County Representative	02-08-2016 Date



Upon purchase via TXMAS, report the order on the TxSmartBuy System <[www.txsmartbuy.com/](http://www.txsmartbuy.com/)> per the attached instructions.

Brown County's  
CO-OP Listing:

CO-OP #	C0250
Contact	Nina Cox, auditor@browncountytexas.org
Expiration	24-JUN-2015—PLEASE RENEW

TXMAS billing line items are as follow:

PART NO.	NIGP	DESCRIPTION	QUANTITY	UNIT PRICE	TOTAL PRICE
IMGP001	92030	Image Unbound Positive/Typescript	175,880	\$0.35/Page	\$61,558.00
IND003	92021	Index Land Record/Typescript	67,646	\$2.28/Document	\$154,232.88





## KEY PERSONNEL

With Kofile, the Brown County Clerk saves money, eliminates exposure of assets at multiple locations, and ensures a resulting digital image that is the highest quality and free of distortion or information loss. True pioneers in micrographics, imaging, re-creation, and data entry solutions for government records manage Kofile's projects.

Our projects often continue in multiple phases over many years and administrations. With the combination of an experienced imaging team and technology competence, and considering our status as a software developer, our capability to enhance the image processing process extends well beyond that of competitors.

RANDY BARNES  
*CHIEF OPERATIONS OFFICER, SYSTEMS*

Barnes designs, implements, and manages the various processes employed by the image processing and indexing production groups. He has over 15 years of experience in imaging technology including imaging hardware, software, and leading imaging technologies. Barnes was the project manager for successful sovereignty image and indexing projects in some of the largest Texas and national counties. He has experience in Land Record, Criminal, Civil and Appraisal system implementations and system training. Barnes's technical background and in-county experience give him a unique view into how government records are used by clients and their customers.



MANDY WIGGINS  
*CHIEF OPERATIONS OFFICER, SOLUTIONS*

Wiggins manages the relationship between the imaging and indexing production groups. She has been at the forefront of software operation and implementation for over nine years serving as an expert in document imaging and troubleshooting database issues. Wiggins's has spent most of her career coordinating business objectives with client expectations. Her technical background and proficiency in customer service provide county clients and their customers with a unique, client-focused approach to enhancing the ease of using government records.



WANDA GOMEZ  
*DATA ENTRY SUPERVISOR*

Gomez brings a vast amount of experience to Kofile. Her career in the field of land records management spans over 43 years. Her expertise extends into Municipal/Government and Land Title businesses. Gomez has overseen the indexing of both current and historical records for Municipal/Government Clerks. She has been instrumental in developing the indexing standards used in the offices of many Clerks today. Her knowledge, reliability, and pursuit of excellence make her an invaluable asset to our customers and organization.



JANICE CASEY  
*INDEXING SUPERVISOR*

Casey is responsible for overseeing key and verifying locates and GFs from the Map Room. She is also responsible for key and the verification of legal documents for Title Customers. Casey creates and updates the data entry process and procedures manual. She directly communicates issues and suggestions to the Indexing Manager. She is available to answer questions concerning document interpretation. She also oversees the transfer of new documents from Daily Indexing to Internal Systems, and releases new indexes to Daily Indexing from Internal Systems.

