



Contract for

Resolution3 Software Services Renewal

Branford, Connecticut

Lisa Arpin, Town Clerk



Resolution3
LAND RECORDS MANAGEMENT

May 18, 2021

Cott Systems, Inc.
2800 Corporate Exchange Dr.
Columbus, OH 43231
(800) 234-2688 | www.cottsystems.com



RENEWAL ORDER SUMMARY

RENEWAL TERM: 7/1/2021-6/30/2026

<p>Modules Included:</p> <ul style="list-style-type: none"> Fees Indexing Imaging Marriage Marshal Online Marriage Application External Online Marriage Application Internal 	<p>User Licenses:</p> <ul style="list-style-type: none"> 5 users 2 search <p>Estimated Annual Filing Volume:</p> <ul style="list-style-type: none"> 10,180 Instruments 26,050 Images <p>Total:</p> <ul style="list-style-type: none"> 301,485 Instruments 945,365 Images 	<p>Services included:</p> <ul style="list-style-type: none"> RECORDhub PropertyCheck Animal Control Search on CT Portal <p>Priced separately –see fee page</p> <ul style="list-style-type: none"> Microfilm Creation, eVerify, Toby Trax
<p>Deployment: Local Deployment.</p>		
<p>Hardware. No hardware provisions by Cott are included in this offering.</p>		
<p>Assumptions and Requirements</p> <ul style="list-style-type: none"> • Customer has a right to use Resolution3 software for term specified. • Customer will continue to designate one point of contact in their office to communicate information to Cott. • Customer’s proper use of software and compliance to all operating instructions. • Customer is responsible for data entry standards or rules. • Grade of internet connection at the Customer site and its degree of dedication to Cott product(s) affects the overall performance. • <i>Authorized access to Cott systems products (excluding eSearch) is limited to <u>Branford, Connecticut</u> employees, no access may be granted to 3rd party suppliers.</i> • Cott Customer Support requests will be addressed as defined in Cott’s Customer Support Exhibit. <p>As it relates to Microfilm, 16mm:</p> <ul style="list-style-type: none"> • Images are assumed to be not larger than 8 ½” by 17”, and file size not larger than 2.7 MB. 		

- Images received by Cott need to be of usable quality, in single page .TIF (preferred) or .PDF format, where each recorded page is equal to one (1) .TIF or one (1) .PDF file.
- Cott will track the Customer's images from receipt to return.
- The microfilm creation is calculated on a per-image basis on the actual number of images processed.
- Our standard duplication process is diazo vs. a silver copy.
- Cott's film laboratory is regularly tested for quality by Eastman Park Micrographics.
- We follow Property Records Industry Association (PRIA) guidelines for microfilm creation.
- Includes shipping to your site.

As it relates to eVerify:

- An email address for the Customer is maintained.
- All Customer questions will be directed to Cott Customer Support.
- Customer is required to accept updates, patches and new releases to Resolution3 that Cott deems necessary or desirable in order to maintain or optimize the eVerify service.
- Auditing to be completed on instruments within 48 business hours from the time an instrument is made available in the audit queue. The Customer is to inspect, approve and accept the audit results or notify Cott of deficiencies within (7) days of receiving the audit report.
- Delay or errors in audit or review may occur due to certain conditions not under Cott's control. These conditions include, but are not limited to:
 - Connectivity provided by Customer's ISP
 - Illegible, poor quality or incomplete images of recorded documents
 - Uptime or reliability of Customer's network
 - Problems with underlying network providers: network or applications, equipment or facilities, acts or omissions of any underlying network provider, any use or user of the service authorized by an underlying network provider, Force Majeure or local access provider outages or service interruption.
- Customer is responsible for keeping track of any change(s) made to instruments between the time the instruments become available in the audit queue and when Cott provides the report to the Customer.

Software Assurance

- Software Assurance allows unlimited phone support and unlimited remote support.
- Software Assurance provides software patches and releases to the current version of our software to increase speed, improve efficiencies, and the ease of operation for you and your staff.

Software Lease Fees | Schedule of Payment | Service Term 60 Months**\$ 1,020 / mo.****In addition to above stated fees:**

- **eVerify Services** will be invoiced at current rate of \$0.485/instrument, for the actual quantity of instruments processed the previous month; based on 10,180 instruments processed per year, equates to approximately \$411/month.
- **Microfilm Creation Services** to continue at current rate of \$0.06/image, for the actual quantity of images processed the previous month; based on 26,050 images per year, equates to approximately \$130/mo.
- **Toby Trax Services** to continue at current software support rate of \$200 per year. You currently have a total of two (2) Toby Trax user licenses; which is \$175 for the first user, and \$25 for each additional user, equating to \$200 annually.

TERM: the new sixty (60) month contract term is effective from 7/1/2021 through 6/30/2026.**Customer to provide the following:**

Broadband High Speed Access
Hardware/Network Software

X Customer Acknowledgement: _____ **Date:** _____

Optional Products | Services [fees below are in addition to other stated fees]

Please choose ONE box in this section.

Add eRecording Services. **\$1,280 one-time fee**

eRecording technology provides a fast, efficient, and transparent process that allows the seamless processing of electronic documents. Built on recommended PRIA standards, eRecording utilizes the latest open technology. Resolution3 is capable of receiving electronic submissions supported by standard web services made available to desired submitters. Resolution3 is capable of receiving electronic recordings from several submission companies.

- Includes one-hour live webinar training session.
- Training for submitter(s) is provided by eRecording Vendor(s) or Delivery Agent(s), not Cott.
- Customer provides firewall, security and broadband high-speed internet access.
- Dual monitors or large single monitors using AGP 8x graphic video card or equivalent.
- Memorandum of Understanding (MOU) outlining document types for eRecording must be agreed upon by Customer and eRecording Vendor(s) or Delivery Agent(s).
–this step can take a great deal of time and effort on Customer’s part; please engage with eRecording or Delivery Agent(s) as soon as possible to avoid an implementation delay.
- Project management and service installation are included.
- Cott will provide a listing of fee customers and fee transactions so Customer may determine which are allowed/applicable for eRecording.
- Cott will partner with the Customer on defining application reasons for eRecording rejection.
- Discuss hours of operation and restricted eRecording hours (default Processing Hours and special Processing Hours).

NOTE: Customer acknowledges that implementation delays requested by the Customer may cause Customer to incur additional fees.

A Note Regarding COVID-19

Cott Systems adheres to all applicable local, state, and federal guidelines regarding COVID-19. As your project progresses, we will work with you to make any necessary adjustments to coordinate the successful completion of your project.

DO NOT ADD eRecording Services.

PLEASE NOTE: The pricing in this offer is valid through 6/30/2021. After this date, this offer will be priced at the current rate.

X Customer Acknowledgement: _____ **Date:** _____

Cott and Customer have executed this contract to be effective as of the date it is signed by Customer. Cott's **Master Agreement for Products and Services** also applies to the provision of services by Cott under this contract and the terms of such agreement are hereby incorporated by reference. The terms actually set forth in this contract will govern in the event of any conflict or inconsistency between its terms and the terms set forth in any other document between the parties.

Master Agreement for Products and Services	<u>2/12/2018</u> (Date Signed)
Software License and Software Assurance Addendum	<u>2/12/2018</u> (Date Signed)
Addendum for Microfilm Creation Services	<u>2/12/2018</u> (Date Signed)
RECORDhub Service Addendum	<u>1/11/2019</u> (Date Signed)

Branford, Connecticut

(County, Parish, Town)

COTT SYSTEMS, INC.

CUSTOMER

Deborah A. Ball 5-19-2021
(Signature) (Date)

(Signature) (Date)

Deborah A. Ball
(Print Name)

(Print Name)

Chief Executive Officer
(Print Title)

(Print Title)

Patricia Green
(Attest)

(Attest)

Customer acknowledgement required on additional page(s.)

Please digitally sign and initial; or print, sign, and initial original copy.

Once contract is signed, please fax or email the **entire** contract to Cott.

To: Cott Systems | ATTN: Finance Dept. | 1.866.540.1072 | contracts@cottsystems.com

SPECIFICATION SHEET

Server and station specifications are for running Cott Systems programs.
When purchasing hardware, we recommend you consider all software you plan to use.

Minimum Requirements

Database & File Server

4 CPU Cores**
16GB RAM
Disk Space to accommodate current disk usage + 5 years growth

Web Server

2 CPU Cores**
8GB RAM
100 GB Disk Space

Domain Controller

2 CPU Cores**
8GB RAM
100 GB Disk Space

Workstations

Intel Celeron Processor 2.0 GHz
4GB RAM
20" Widescreen Monitor w/Adjustable Stand

Dual Monitor Workstations

Intel Celeron Processor 2.0 GHz
4GB RAM
22" & 20" Widescreen Monitors w/Adjustable Stand
256MB, Dual Monitor Graphics Chipset/Card

Search Stations

Intel Celeron Processor 2.0 GHz
4GB RAM
22" Widescreen Monitor w/Adjustable Stand

Recommended

Database & File Server

6 CPU Cores**
32GB RAM
Disk Space to accommodate current disk usage + 5 years growth

Web Server

4 CPU Cores**
16GB RAM
200 GB Disk Space

Domain Controller

2 CPU Cores**
8GB RAM
200 GB Disk Space

Workstations

Intel Core i5 3GHz
8GB RAM
22" Widescreen Monitor w/Adjustable Stand

Dual Monitor Workstations

Intel Core i5 3 GHz
8GB RAM
22" & 20" Widescreen Monitors w/Adjustable Stand
256MB, Dual Monitor Graphics Chipset/Card

Search Stations

Intel Celeron Processor 2.0 GHz
4GB RAM
24" Widescreen Monitor w/Adjustable Stand

****Server CPU core allocations based on Virtual Server Environment. If setting up a Physical Server Environment, use Intel Xeon processors with comparable cores when purchasing.**

The peripherals listed in the following section have been tested successfully with our software. Due to the abundance of peripherals available in the market place, additional peripherals not listed may be compatible with our software. If you have questions regarding peripherals not listed, please contact your sales representative for additional guidance.

Printers**High capacity:

HP LaserJet M608dn

Low capacity:

HP LaserJet M402dn

ScannersADF:

Fujitsu fi-7160 – Max paper size 8 ½ x 14 (Legal)
Fujitsu fi-7600 – Max paper size 11 x 17 (Ledger)

ADF + flatbed:

Fujitsu fi-7260 – Max paper size 8 ½ x 14 (Legal)
Fujitsu fi-7700 – Max paper size 11 x 17 (Ledger)

Specialty Fee Devices[†]

Label Printer:

Zebra ZD421 (300 dpi model) (spare recommended)

Receipt Printer:

Epson TM-H6000V (must be USB)

Receipt Printer w/Check Scanner:

Epson TM-S9000MJ

Epson TM-U590 – optional add-on used to imprint documents

Cash Drawer:

APG USB Cash Drawer

****Printer drivers for reports should be set to black and white to prevent using color ink in multicolor printers.**

[†]Specialty fee devices listed are optional, but specific for Cott Software. Use of other specialty fee devices may produce undesired results.

Operating Systems

Windows

Windows 10 Professional 64-bit – Supported until 10/14/2025

Windows Server

Windows Server 2016 – Supported until 1/11/2027

Windows Server 2019 – Supported until 1/9/2029

Third Party Software^{*}

Database Software

Microsoft SQL Server

2014 – Supported until 7/9/2024

2016 – Supported until 7/14/2026

2017 – Supported until 10/2/2027

2019 – Supported until 1/8/2030

Remote Access Software – for server access/management and software support

ConnectWise Control

AV Software[†] – known to work and not interfere with Cott applications

SOPHOS Antivirus

Symantec Endpoint Protection

^{*}As new versions of third party software are regularly released, please verify that the latest version of third party software has been tested to be compatible with our software before purchasing.

[†]Please consult with Cott about configuration for file exclusions to prevent Cott software performance issues.

CUSTOMER SUPPORT EXHIBIT

Customer Support Structure

Our automated system directs incoming Customer calls to the appropriate Customer Support Specialist. Customer Support is organized into product centric teams. This structure allows each Specialist to develop expertise in a concentrated area of Cott's vast offerings. Team members are encouraged to work together to resolve issues and use all resources available to answer your questions timely and accurately.

Contacting Customer Support

Cott Customer Support is available using any of the follow methods:

- **Toll free hotline: 800-588-COTT**
- Cott- in-house personnel are available during normal business hours:
 - **Monday through Friday, 7:00 am through 6:00 pm, Eastern Time, excluding holidays.**
 - **Voicemail:** During business hours or after business hours, Cott Customers always have the option of leaving a voice mail message for the Customer Support Team. Voicemail is checked every hour during normal business hours.
- **Email: support@cottsystems.com**
 - During normal business hours, a Customer Support Representative reads email sent to this address within one hour of receipt.
- **Fax: 866-540-1072**

Escalation Procedures

If you are not satisfied with the service provided by Cott's Customer Support Specialists, please let us know. We have weekly meetings to discuss Customer input and determine what is needed to improve our support processes. Please contact Cott's Customer Support Manager to discuss matters of concern:

- **Customer Support Manager**
Josie Brown
Office: 800-234-COTT, Ext. 297
Email: jbrown@cottsystems.com

If your issue is still not being resolved to your satisfaction, please inform our COO or CEO:

- **COO**
Drew K. Sheppard
Office: 800-234-COTT, Ext. 251
Email: dsheppard@cottsystems.com
- **CEO**
Deborah Ball
Office: 800-234-COTT, Ext. 255
Email: dball@cottsystems.com

Customer Support Service Levels

All Customer issues are recorded and responded to using service level (priority) criteria. The table below depicts Cott's current service level categories.

Definition of Terms:

Respond Time: The time it takes to assign the issue to a Customer Support specialist.

Resolve Time: The time it takes to completely resolve the issue.

Resolve times are estimated for items that can be resolved between the Customer and our support team. An issue that requires changes to our application software must go through Development and Quality Assurance teams and takes longer to resolve. Times vary depending on the circumstances (i.e. complexity, connectivity, 3rd party support, etc.).

Level	Definition	Estimated Respond & Resolve Times	Examples
Priority 1 (High)	Problem/Request that is significantly impacting office workflow to the point of zero productivity; there is no workaround.	0-30 min. Respond 0-6 hrs. Resolve	Server is not functioning. Customer cannot record documents. Search is not working. Indexing viewable but images are not in eSearch.
Priority 2	Problem/Request significantly impacts office workflow; generally there is a workaround. Issue involves data integrity.	0-2 hrs. Respond 0-3 Days Resolve	Search is inaccurate. Backup is not functioning. Auto Redaction is not working. eRecording errors. Unable to balance fees.
Priority 3	Problem/Request has minimal impact on office workflow.	0-1 Day Respond 0-5 Days Resolve	Error that still allows the office to work. Able to print but printing on wrong printer. Incident request from Customer.
Priority 4	General inquiries not impacting office workflow.	0-5 Days Respond 0-30 Days Resolve	Customer needs assistance when issue reoccurs. Waiting to duplicate error.