



## DUKES COUNTY REGISTRY OF DEEDS

**Paulo C. DeOliveira**  
Register

**Shannon E. Larsen**  
Asst. Register

March 7, 2018

The Honorable William F. Welch  
Clerk of the Senate  
24 Beacon St - Room 335  
State House  
Boston, MA 02133

Dear Mr. Welch:

I am enclosing a copy of a request for Technology Fund Monies that I made to the Executive Office of Technology Services & Security on February 14, 2018 totaling \$28,710.

Also enclosed is a copy of the approval from the Deputy Chief Information Office, Sean Hughes. Per Chapter 4 of the Acts of 2003, section 4, subsection 2KKK this is now coming to you for referral to the Senate Ways and Means Committee for their review.

Please feel free to contact me if you have additional questions.

Sincerely,

Paulo C. DeOliveira  
Dukes County Register of Deeds

/pd

cc: Tim Larkin, EOTSS  
Paul McCarthy, SEC



# EXECUTIVE OFFICE OF TECHNOLOGY SERVICES & SECURITY

COMMONWEALTH OF MASSACHUSETTS | 1 ASHBURTON PLACE, 8TH FLOOR, BOSTON, MA 02108

CHARLES D. BAKER  
Governor

MARK NUNNELLY  
Secretary

KARYN E. POLITO  
Lieutenant Governor

SEAN HUGHES  
Deputy Chief Information Officer

February 26, 2018

Dear Mr. DeOliveira,

This letter is in response to your request dated February 14, 2018 to expend \$28,710.00 from the County Registers Technological Fund. This request is consistent with your strategy for technological improvements at the Dukes County Registry of Deeds.

I urge you to continue with information technology projects that support your long-term information technology strategy. If you need further assistance or have questions, please contact Tim Larkin in my office at: 617-626-4476.

Sincerely,

Sean Hughes  
Deputy Chief Information Officer

Cc: Honorable William F. Galvin  
Samantha Blatchford, SEC  
Jay Herod, SEC  
Paul McCarthy, SEC  
Theresa Curtis, EOTSS  
MaryJane Abbott, EOTSS  
Nelson Wong, EOTSS  
Tim Larkin, EOTSS



**The Commonwealth of Massachusetts**  
William Francis Galvin, Secretary of the Commonwealth  
Administrative Services

Paul C. McCarthy  
CFO  
Director, Registry of Deeds

February 14, 2018

Paulo C. DeOliveira  
Dukes County Registry of Deeds  
P. O. Box 5231  
Edgartown, MA 02539

Re: Dukes County Registry of Deeds Technological Fund Request

Dear Register DeOliveira,

This letter is in response to the Dukes County Technological Fund request on February 14, 2018, to expend a total of \$28,710.00 from the County Register's Technological Fund for the Duke's County Registry of Deeds. The Secretary of the Commonwealth, in accordance with Chapter 4 of the Acts of 2003, is asked to review each of the Registers Technological Fund requests to ensure consistency with the IT plans of the Commonwealth and of the Secretary of the Commonwealth. Pursuant to the General Laws Chapter 36, Section 41, governing all County Registry of Deeds, this falls within the intentions of the county surcharge.

Please note this approval shall not act as an endorsement of any one vendor associated with this expenditure request.

Thank you,

A handwritten signature in black ink, appearing to read 'Paul McCarthy', written over a horizontal line.

Paul McCarthy  
Director, Registry of Deeds  
Office of the Secretary of the Commonwealth

Cc: Tim Larkin



## DUKES COUNTY REGISTRY OF DEEDS

Paulo C. DeOliveira  
Register

Shannon E. Larsen  
Asst. Register

February 14, 2018

Tim Larkin, Capital Planning Manager - MassIT  
Commonwealth of Massachusetts  
One Ashburton Place, Rm. 1601  
Boston, MA 02108

Dear Mr. Larkin:

I am requesting the approval of the attached Conduent Agreement in the amount of \$28,710.00 for the scanning, indexing and loading into the ACS 20/20 program the remainder 9,000 of our Registered Land documents that are not yet available online to the public.

Please feel free to contact me if you have additional questions. For your reference, our current Tech Fund balance (prior to this request) is \$ \$102,385.46.

Thank you for your attention to this request.

Sincerely,

Paulo C. DeOliveira, Register

cc: Paul McCarthy



## **Agreement for Information Technology Products and Services**

### **Amendment No. 2**

**Conduent Enterprise Solutions, LLC**

**Dukes County, Massachusetts**

This second amendment ("Amendment No. 2"), to the Agreement for Information Technology Products and Services dated July 1, 2016, as amended ("Agreement"), is made by and between **Conduent Enterprise Solutions, LLC**, 8600 Harry Hines Blvd., Dallas, TX 75235 (formerly ACS Enterprise Solutions, LLC) ("Conduent") and **Dukes County**, 81 Main Street, Edgartown, MA 02539 ("Client"). Conduent and Client (each individually a "party" and collectively, the "parties") agree as follows:

1. This Amendment No. 2 is effective on February 15, 2018 ("Amendment Effective Date").
2. Schedule A of the Agreement (Statement of Work) is amended by adding the following Section E:

#### **E. REGISTERED LAND DOCUMENTS – SCAN, INDEX, TAG, LINK AND LOAD PROJECT**

##### **Conduent Responsibilities**

Conduent will provide the staff, hardware, software and supplies necessary to complete the scanning of records on-site, enhance images, index, tag and load into the 20/20 Perfect Vision™ System.

Conduent will integrate a quality assurance (QA) methodology through all phases of this project.

1. Conduent will scan Registered Land Documents at the Client site. All Registered Land Documents are assembled documents that are not currently bound in any binder.
2. Conduent will scan pages at 300 DPI, bi-tonal TIFF images.
3. Conduent will provide special handling for index pages at the front of the documents and Key Charts.
4. Conduent and Client will use and update an inventory report to track documents through each project phase.
5. Conduent will manipulate and prepare documents to ensure that they are scanner-ready by removing staples, paper clips, removing any "Post-It" notes or other notes. Conduent will ensure pages are unfolded and lying flat ready for scanning.
6. Conduent will scan all pages including, leader pages, Index pages at the front of the documents and Key Charts in each volume if part of the corresponding document.
7. Conduent will use scanning sleeves for older documents that have torn and frayed edges, or pages will be filmed and converted to images if pages are too fragile for handling.

8. Conduent will send completed images through the Conduent QA process for inspection. The QA process will consist of the following steps:
  - A Conduent employee will view all images during scanning.
  - Conduent will review every scanned document for clarity, alignment, contrast and dots per inch (DPI) to ensure image quality.
  - Conduent will check each page to ensure that all pages from each document are captured and every document is complete.
  - Conduent will restart the QA process if accuracy levels fall beneath acceptable levels.
  - Conduent technicians will rescan any page that does not pass QA.
9. Conduent will reassemble Registered Land documents as they were received and returned to original location after scanning.
10. Conduent will use the Conduent-proprietary process "Digital Magic" on all scanned images to digitally enhance the images. After Conduent scans the documents in a grayscale format, Conduent will provide an automated post capture processing to clean-up and enhance weak images. The Digital Magic process consists of the following image improvement procedures:
  - **Convert the white on black images to black on white:** Conduent uses proprietary routines to produce the cleanest, most readable version of the image.
  - **De-skewing:** Straighten images that are crooked due to mechanical tolerances in the scanner's document feeder.
  - **De-shading:** Lighten gray-shaded backgrounds found on some forms or areas within forms.
  - **De-speckling and Streak Removal:** Remove excessive speckling and streaks caused by dirty pages, dirt on the scanner optics, or noise in the scanner charged coupled device (CCD).
  - **Lighting/Darkening:** Improve document readability by performing lightening or darkening before output takes place.
  - **Edge Enhancement:** Sets of multiple filters sharpens the edges of characters.
11. Conduent will provide samplings of image quality for Client review and approval.
12. Conduent will Index documents for tagging and loading into the System. The following data elements will be compatible with the database structure of the System:
  - DOCTYPE\Index\VOLNAME\0000A000
13. Conduent and Client may decide on phased deliveries of images and data for Client acceptance, which will be determined during project set up.
14. Conduent will provide regular status reports to Client on agreed upon reporting schedules or ad hoc as needed and requested by Client.

## Client Responsibilities

1. Client will assign a Project Manager during all phases of the project and make the Project Manager available to answer questions and make project decisions.
  2. Client will provide Conduent an adequate workspace in close proximity to where the records are stored or shelved for access for scanning of the records.
  3. Client must remove books from public viewing during the scanning process, and Conduent will work with Client for special circumstances for documents requests.
  4. Client will work with Conduent to identify and resolve documents that require special handling.
  5. Client will immediately notify Conduent of any image or index that requires reworking. This notification must be done in writing and identify the document in question.
  6. Client will review for acceptance both images for quality and data indexes within 30 days of delivery. Data and images are deemed accepted after 30 days if exceptions are not noted by Client.
3. As of the Amendment Effective Date, Schedule A (Statement of Work), Section C (Payment and Rates) is amended by adding the following new pricing:

### REGISTERED LAND DOCUMENTS -SCAN, INDEX, TAG, LINK AND LOAD PROJECT

Description of Services	QTY	Unit Price	Project Amount
Preparation of Documents for Scanning	9,000	\$0.05	\$450.00
On-site Scanning of Documents	36,000	\$0.16	\$5,760.00
Index Documents	9,000	\$2.50	\$22,500.00
Tag, Link and Load Documents into System	36,000	\$0.00	\$0.00
Total Project Cost			\$28,710.00

Quantities are estimates only. Client will be billed based on exact quantities processed.

4. All other terms and conditions of the Agreement, except as modified by this Amendment No. 2, shall remain in full force and effect.

IN WITNESS WHEREOF, the undersigned authorized representatives of Conduent and Client have executed this Amendment No. 2.

Conduent Enterprise Solutions, LLC

\_\_\_\_\_  
Authorized Signature

Louis Schiavone, Jr.

Name (Type/Print)

Vice President

Title (Type/Print)

Dukes County, Massachusetts

Paulo C. DeOliveira

Authorized Signature

Paulo C. DeOliveira

Name (Type/Print)

Register of Deeds

Title (Type/Print)