



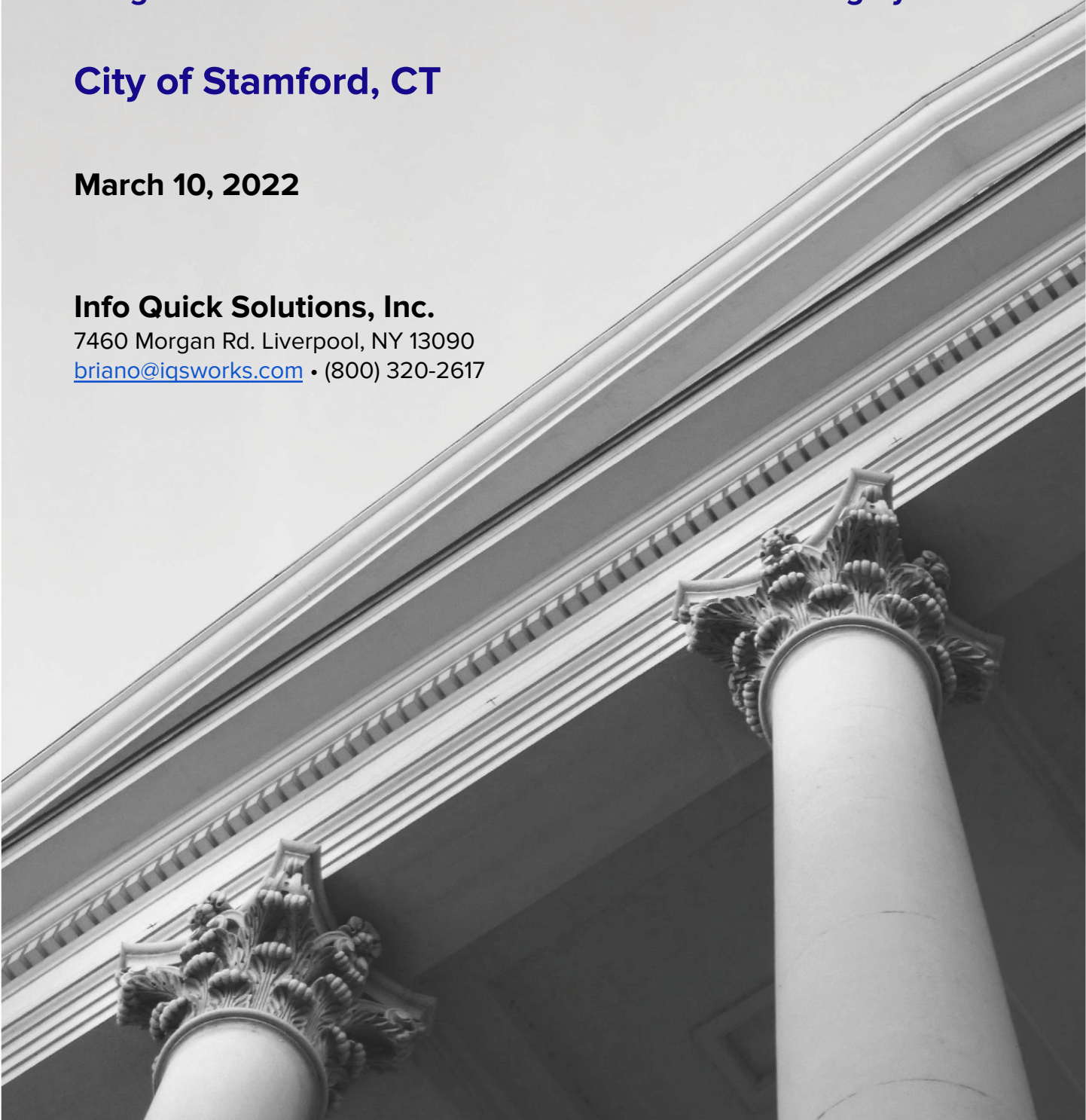
**Response to Request for Proposal No. 859**  
**Integrated Land Records and Vital Statistics Recording System**

**City of Stamford, CT**

**March 10, 2022**

**Info Quick Solutions, Inc.**

7460 Morgan Rd. Liverpool, NY 13090  
[briano@iqsworks.com](mailto:briano@iqsworks.com) • (800) 320-2617





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March 10, 2022

Lyda Ruijter, Town and City Clerk  
888 Washington Boulevard, Ground Floor  
Stamford, CT 06901

Dear Ms. Ruijter:

IQS is pleased to respond to the City of Stamford's request for proposals for an integrated land records and vital statistics recording system. IQS has experienced tremendous growth built upon our ability to combine technical knowledge with a thorough understanding of the Town Clerk's office functions as well as the Town Clerk's relationships among other departments, to develop creative, customized, and user-friendly solutions.

IQS proposes a solution that employs current technologies to fee, index and image land, map, vitals, trade names, licenses, military discharge, and dog records.

We have developed a plan for the Town Clerk's Office to seamlessly transition to our records management system—including data conversion, implementation, training, and ongoing support.

As the Vice President of Sales, I am authorized to contractually obligate IQS and may be contacted by the following:

**Address:** 7460 Morgan Road  
Liverpool, NY 13090

**Phone:** (800) 320-2617

**Email:** [briano@iqsworks.com](mailto:briano@iqsworks.com)

**Tax ID:** 16-1573412

IQS is excited by the opportunity to work with Stamford to implement a system that can expand well into the future. We agree with the scope of services and requirements set forth in this RFP with no exceptions. Please feel free to reach out to me if you have any questions.

Sincerely,

A handwritten signature in black ink, appearing to read "BJO", with a long horizontal flourish extending to the right.

Brian J. Owens  
Vice President of Sales



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## **B. Statement of Qualifications**

As an industry leader in land records management, IQS has deep knowledge and expertise in the business operations of the Town Clerk's office. We provide a wide range of solutions to municipalities of all sizes in Connecticut, New York, Pennsylvania, Maine, Rhode Island, and New Jersey. IQS has implemented more than 85 installations.

Our philosophy is that software is never done. Our software suite is constantly being improved upon to accommodate feedback from our customers and integrate industry changes.

The City of Stamford will receive expert consultation from IQS. As a full-service company, IQS has the resources and knowledge to develop creative solutions. We are excited by the opportunity to provide a system that can expand well into the future.



## II. References

IQS provides records management services for 38 cities and towns in Connecticut.

MUNICIPALITY	CONTACT
Ashford, CT	<b>Sherri Mutch, Town Clerk</b> (860) 487-4401   <a href="mailto:smutch@ashfordtownhall.org">smutch@ashfordtownhall.org</a>
Beacon Falls, CT	<b>Len Greene Sr., Town Clerk</b> (203) 729-8254   <a href="mailto:lgreene@townofbeaconfalls.com">lgreene@townofbeaconfalls.com</a>
Canterbury, CT	<b>Natalie Ellston, Town Clerk</b> (860) 546-9377   <a href="mailto:nellston@canterburyct.org">nellston@canterburyct.org</a>
Cheshire, CT	<b>Laura Brennan, Town Clerk</b> (203) 271-6601   <a href="mailto:lbrennan@cheshirect.org">lbrennan@cheshirect.org</a>
Colchester, CT	<b>Gayle Furman, Town Clerk</b> (860) 537-7217   <a href="mailto:townclerk@colchesterct.gov">townclerk@colchesterct.gov</a>
Colebrook, CT	<b>Debra McKeon, Town Clerk</b> (860) 379-3359   <a href="mailto:dmckeon@colebrooktownhall.org">dmckeon@colebrooktownhall.org</a>
Cornwall, CT	<b>Vera Dineen, Town Clerk</b> (860) 672-2709   <a href="mailto:cwltownclerk@optonline.net">cwltownclerk@optonline.net</a>
Coventry, CT	<b>Lori Tollman, Town Clerk</b> (860) 742-7966   <a href="mailto:tollmann@coventryct.org">tollmann@coventryct.org</a>



<b>Durham, CT</b>	<b>Kim Garvis, Town Clerk</b> (860) 349-3453   <a href="mailto:kgarvis@townofdurhamct.org">kgarvis@townofdurhamct.org</a>
<b>East Hampton, CT</b>	<b>Kelly Bilodeau, Town Clerk</b> (860) 267-2519   <a href="mailto:kbilodeau@easthamptonct.gov">kbilodeau@easthamptonct.gov</a>
<b>East Haven, CT</b>	<b>Lisa Balter, Town Clerk</b> (203) 468-3201   <a href="mailto:lbalter@townofeasthavenct.org">lbalter@townofeasthavenct.org</a>
<b>Fairfield, CT</b>	<b>Betsy Browne, Town Clerk</b> (203) 256-3090   <a href="mailto:bbrowne@town.fairfield.ct.us">bbrowne@town.fairfield.ct.us</a>
<b>Hartford, CT</b>	<b>Noel McGregor, Jr., Town and City Clerk</b> (860) 757-9750   <a href="mailto:noel.mcgregor@hartford.gov">noel.mcgregor@hartford.gov</a>
<b>Kent, CT</b>	<b>Darlene Brady, Town Clerk</b> (860) 927-3433   <a href="mailto:townclerk@townofkentct.org">townclerk@townofkentct.org</a>
<b>Killingly, CT</b>	<b>Elizabeth Wilson, Town Clerk</b> (860) 779-5308   <a href="mailto:lwilson@killinglyct.org">lwilson@killinglyct.org</a>
<b>Naugatuck, CT</b>	<b>Michelle Dowling, Town Clerk</b> (203) 720-7055   <a href="mailto:townclerknaug@sbcglobal.net">townclerknaug@sbcglobal.net</a>
<b>New Haven, CT</b>	<b>Michael Smart, City Clerk</b> (203) 946-8349   <a href="mailto:msmart@newhavenct.gov">msmart@newhavenct.gov</a>
<b>Newtown, CT</b>	<b>Debbie Aurelia Halstead, Town Clerk</b> (203) 270-4210   <a href="mailto:debbie.halstead@newtown-ct.gov">debbie.halstead@newtown-ct.gov</a>



<b>Norfolk, CT</b>	<b>Linda Perkins, Town Clerk</b> (860) 542-5679   <a href="mailto:nfkclerk@snet.net">nfkclerk@snet.net</a>
<b>Orange, CT</b>	<b>Mary E. Shaw, Town Clerk</b> (203) 891-2122   <a href="mailto:mshaw@orange-ct.gov">mshaw@orange-ct.gov</a>
<b>Plainfield, CT</b>	<b>Dianne Talbot, Town Clerk</b> (860) 230-3010   <a href="mailto:dtalbot@plainfieldct.org">dtalbot@plainfieldct.org</a>
<b>Redding, CT</b>	<b>Michele Grande, Town Clerk</b> (203) 938-2377   <a href="mailto:townclerk@townofreddingct.org">townclerk@townofreddingct.org</a>
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<b>Salisbury, CT</b>	<b>Patricia Williams, Town Clerk</b> (860) 435-5182   <a href="mailto:pwilliams@salisburyct.us">pwilliams@salisburyct.us</a>
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<b>Shelton, CT</b>	<b>Margaret Domorod, City and Town Clerk</b> (203) 924-1555   <a href="mailto:m.domorod@cityofshelton.org">m.domorod@cityofshelton.org</a>
<b>Stratford, CT</b>	<b>Susan Pawluk, Town Clerk</b> (203) 385-4020   <a href="mailto:spawluk@townofstratford.com">spawluk@townofstratford.com</a>





<b>Thompson, CT</b>	<b>Renee Waldron, Town Clerk</b> (860) 923-9900   <a href="mailto:townclerk@thompsonct.org">townclerk@thompsonct.org</a>
<b>Torrington, CT</b>	<b>Carol Anderson, City and Town Clerk</b> (860) 489-2241   <a href="mailto:carol_anderson@torringtonct.org">carol_anderson@torringtonct.org</a>
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<b>Woodstock, CT</b>	<b>Judy Walberg, Town Clerk</b> (860) 928-6595   <a href="mailto:townclerk@woodstockct.gov">townclerk@woodstockct.gov</a>



### III. Sample Project Plan and Implementation Approach

#### A. Project Timeline

A more detailed plan will evolve after in-depth evaluation and discussion with the Town Clerk, IT staff, and any other stakeholders, expanding on the following phases:

PHASE	TASKS
<b>1. Site Preparation</b>	<ul style="list-style-type: none"><li>● Gather detailed information about business practices to build fee schedules, document codes, reports, etc.</li><li>● Analyze networking environment</li><li>● Set up project management portal</li></ul>
<b>2. Data and Image Conversion</b>	<ul style="list-style-type: none"><li>● Write, test, and debug conversion/upload programs</li><li>● Meet with Clerk’s Office staff to review results</li><li>● Upload data to new system</li></ul>
<b>3. Installation</b>	<ul style="list-style-type: none"><li>● Configure all necessary hardware</li><li>● Install and configure software</li><li>● Upload any remaining unconverted data</li></ul>
<b>4. Training</b>	<ul style="list-style-type: none"><li>● Assign lead trainer to project</li><li>● Develop custom training program</li><li>● Provide extensive on-site training to designated personnel</li></ul>
<b>5. Implementation (“Go Live”)</b>	<ul style="list-style-type: none"><li>● Schedule after all hardware and software are tested, converted data is uploaded, and staff has successfully completed training</li><li>● IQS staff remain on site to provide technical and training support as needed</li></ul>



## **1. Site Preparation**

The main objectives during this phase are to gather detailed information regarding the Town Clerk's business processes, analyze the networking environment that the system will interact with, and determine system hardware placement.

During this phase, IQS system staff will be meeting with the Town Clerk's office to gather information necessary to prepare the system's reference tables. This information will be used to build fee schedules, document codes, reports, etc. IQS will discuss implementing data sharing protocols with any interested departments, such as finance.

We will also be meeting with City IT to determine the level of involvement needed. Typically, involvement is limited to the provision of data from the legacy system, any network settings, and system access if applicable.

IQS can set up a project management portal to keep project stakeholders up-to-date throughout the process.

## **2. Data and Image Conversion**

IQS has developed numerous auditing and validation procedures to ensure an accurate and complete data conversion process. Our expert team members have overseen the conversion of millions of index lines and images.

IQS will write, test, and debug any necessary conversion programs. We will meet on a regular basis with staff to review the results of the data conversion process prior to uploading to the new system.

We take complete responsibility for the conversion process. The Town Clerk should not expect to have to do any extensive corrections of the converted data. IQS regards converted data that requires extensive corrections by staff an unacceptable outcome.

## **3. Installation**

During this phase, software is installed and configured for each workstation and server. All hardware and software are tested.

Usernames, passwords, permissions, and other accessibility measures are finalized. Any remaining unconverted data is uploaded to the system at this time. This generally occurs the weekend before going live with the new system.



## **4. Training**

A lead trainer will be assigned to the project and a custom training program will be developed based upon the results of the site assessment.

As part of the agreement, IQS provides unlimited on-site support and training. Extensive training will be provided in all areas of system use, maintenance, and hardware. IQS will provide on-site training to Clerk's Office staff, IT, and other personnel designated by the Town Clerk. Sessions can also be conducted for abstractors and public users. Learning will be reinforced by hands-on use of the test database which is populated with converted data.

IQS recognizes that no two offices are alike. Therefore, we constantly monitor training progress and adjust the duration and number of sessions according to user progress. Our training supervisor will communicate frequently with the Town Clerk to discuss progress and assess future training needs, especially during the first month of system implementation.

Furthermore, IQS training staff will be on-site during the first week of system launch to assist staff as needed. Training will continue as the situation warrants. It is our practice to provide training as long as it is needed instead of providing an arbitrary number of training hours.

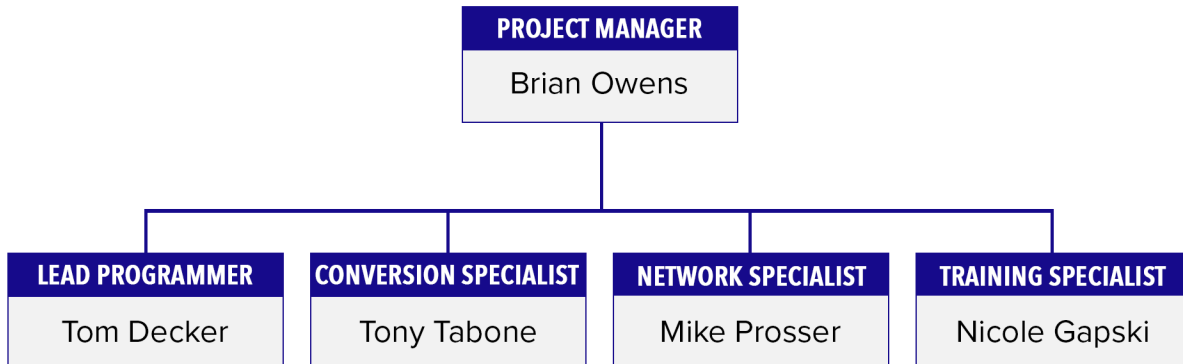
## **5. Implementation ("Go Live")**

This phase is scheduled once all aspects of the system hardware and software have been tested, the converted data is uploaded to the system, and staff has successfully completed training.

IQS programming, training, and networking staff will be available on-site minimally for the first week to provide technical and training support as needed.

Toward the end of the first week, the IQS Project Manager will meet with the Town Clerk to discuss any system implementation issues that arise and determine which IQS personnel are required to remain on-site. A plan will also be developed to address any outstanding system or staff issues.

## B. Project Team



### **Brian Owens, Project Manager**

Brian has over 10 years of experience in the records management industry. He has overseen countless projects which meet or exceed the scope of the project contained in this proposal.

### **Tom Decker, Lead Programmer**

Tom is the lead developer of the proposed solution. He has extensive experience working with a variety of database technologies and programming languages. He is also an expert in data conversion, overseeing the conversion of millions of index lines and images.

### **Tony Tabone, Conversion Specialist**

Tony has over 25 years of experience in the Land Records industry. He has successfully completed numerous conversions, including several systems of the type in use by the Town.

### **Mike Prosser, Network Specialist**

Mike has expertise in networking, hardware, and data storage/transfer technologies. He has successfully managed multiple transfers of land records data to their host servers. He has also been involved in staging and implementing indexing and imaging systems.

### **Nicole Gapski, Application Training Specialist**

Nicole has extensive experience training end users in the software. Her thorough understanding of land records is built on years of on-site consultations with clients. The combination of this practical and training expertise makes her a highly effective trainer, as she can understand applications from both the user and trainer perspectives.

IQS does not outsource or subcontract any project.



## **IV. Functional Specifications and Requirements**

### **A. System Overview**

Our software suite, Solution, integrates all office functions into a user-friendly and easily-adaptable interface. It is designed using Microsoft .NET technologies.

The application logic resides in modules that are independent of both the database and the user interface. This architecture allows functionality to be delivered to both Windows desktop clients and intranet/internet Web clients.

The system features a flexible workflow that can be adjusted as the situation demands. Administrators may easily identify the status of all documents via a real time “Work Status” console which facilitates ad hoc adjustments to workflows.

Users can scan documents at any time during the workflow, including prior to recording.

### **1. Technology Architecture**

Program: Microsoft .NET

Database: Oracle

Server: Windows Server

Workstation: Windows 10 Professional or higher

IQS does not use any proprietary hardware. We can provide hardware recommendations based on our experience with a variety of devices.

### **2. Security**

The application security model uses a familiar users and groups structure. User access to screens and/or specific functions on a screen is easily controlled within the system. Sealed documents require users to have additional security credentials.

The system requires a username and password for access. Security levels are controlled by the system administrator using a flexible administrative interface within the program. Various access levels are granted for processing rights such as scanning, indexing, cashiering, reporting, and searching. Additional access levels are granted for supervisory functions such as voiding, revising/editing transactions, rescanning, deleting records, etc.

The system maintains extensive audit logs which record all modifications made to transactions and the administrative tables.



## **B. Software Features**

### **1. Data Entry**

Data entry screens are optimized for efficiency and accuracy. Where appropriate, data fields have auto-fill or select lists to minimize keystrokes. Repeated data may be carried over from one screen to the next, from one document to the next, or held in a clipboard ring. Validation and auto-cleanup rules may be applied to fields to ensure consistency of data. Document screens automatically reconfigure to show fields specific to the current document.

### **2. Fees**

Fee formulas may be configured for document groups or individual document types. Fee line items may be exempted or overridden. Pricing for fees (cost per page, per name, etc.) is easily changed by an authorized user. Receipts may be configured to print in either detail or summary mode.

### **3. Cashiering**

The system contains a fully integrated cashiering module. All tax and fee calculation methods are supported.

Main features include:

- Ability to optionally fully index a document at the counter
- Ability to optionally scan at the counter
- Easily rearrange documents on a receipt prior to recording
- Ability to quickly enter multiple documents of the same type (e.g. tax liens)
- Ability to suspend a transaction
- Ability to automatically generate rejection letters
- Ability to automatically generate certified copies
- Simple one-click method to manage apportionments
- Integration with financial packages (e.g. MUNIS, Quick Books)

### **4. Indexing**

Indexing can be performed at either the cashiering stage or later. The indexing module features a queue whereby the user either predefines attributes of the documents to be indexed (e.g. deeds only) or simply requests the next document in the queue.



Main features include:

- Optimized screen layout for indexing from the scanned image
- Dual monitor support
- Multiple devices to facilitate more efficient indexing (lookup tables, repeat keys, etc.)
- User-defined filters for record selection
- One-click access to view document receipt from the screen
- Easily regenerate a cover page from the indexing screen when information initially entered at the counter was inaccurate

## 5. Verification

The verification module provides ultimate flexibility for the user. The system supports sight, key, and combination verification options. Selection criteria may be defined by the user in the same manner as the indexing module.

Main features include:

- Optimized screen layout for verifying from the scanned image
- Dual monitor support
- User-defined filters for record selection
- One-click access to view document receipt from the screen
- Easily regenerate a cover page from the indexing screen when information initially entered at the counter was inaccurate

## 6. Imaging

The system supports both single and batch scanning during any point in the workflow. The scanning module contains numerous automatic and manual cleanup functions as well as the ability to skip blank pages and automatically detect the page length.

## 7. E-Recording

Solution has fully-integrated E-Recording capabilities. Documents are received in a queue for staff to review. They can then be electronically stamped and recorded. If a document needs to be rejected, a rejection letter can be customized and sent back to the submitter electronically.

We are integrated with all E-Recording vendors currently in the State of Connecticut.



## 8. Dog Registry System

The dog registry system allows for easy retrieval of information, fast processing of new and renewal transactions, and the printing of dog licenses.

Main features include:

- Issuing original licenses, renewals, replacement tags, or transfers
- Full reporting suite to fulfill local and state requirements
- Rabies tracking and reporting
- Secure internet lookup for animal control or law enforcement

IQS offers an online dog license renewal service during the open renewal period. Dog owners can look up their registrations and pay through an easy-to-use website. The website calculates the amount due and seamlessly updates information in the Solution software. The Clerk's Office can quickly process registrations through a queue, assigning tag numbers and printing licenses with one click.

## 9. Vital Records

The vital records program allows users to index and scan birth, death, and marriage records.

Main features include:

- Monthly reporting, including billing reports
- Ability to print and certify copies of records
- Efficient records search

## 10. Public Search

The in-office public search module is simple enough for the average user, yet powerful enough for the professional.

Main features include:

- Ability to view results in index or document mode
- Ability to simultaneously search multiple names, document types, and municipalities
- Ability to search names on both sides of a document (e.g. Deed where John Smith is the Grantor and Mary Jones is the Grantee)
- Document cart for easy printing of entire documents or specific pages
- Supports escrow or drawdown accounts for document printing



- Features document queue for the general public prints, allowing prints to be released when payment is collected.

The system also includes an internet access component at **SearchIQS.com**. IQS handles customer support, maintenance, and fee collection. Public users will only see documents designated by the Town Clerk; staff members can be given password-protected access to other data.

Images and data from the Town's in-house production server are replicated and stored on a web server maintained at our Liverpool, NY facility. IQS maintains redundant fiber optic lines to maximize system uptime and an automatic natural gas generator to provide service continuity.

## 11. Reporting

The application uses Crystal Reports as the main report engine. Reports can be printed or exported in several formats including Microsoft Word, Excel, and PDF.

The Report Explorer module categorizes and displays the authorized reports for each user. Reports can be archived for future reference.

IQS will develop custom reports as needed at no extra cost to the Town.

## 12. Archiving

A variety of archiving methods are available to ensure the permanence of the Town's critical data. The system provides a simple method to prepare scanned images for conversion to archival microfilm. Images can be exported to a variety of formats suitable for archiving, including TIFF and PDF.

## 13. Data Integration

A great deal of information originating in the Town Clerk's office is consumed by other departments. IQS is eager to work with municipalities who wish to make that process more efficient and accurate. It is rare that these efforts result in extra fees.

## 14. Fraud Alert

Fraud Alert allows users to sign up online and receive email alerts whenever a document, such as a deed or mortgage, is recorded under their name in the Clerk's Office. It gives homeowners peace of mind and allows them to quickly take action on unauthorized transactions.



IQS offers this service at no cost to the City or its constituents. It is available at <https://searchiqs.com/fraudalert>.



## **C. Ongoing Services**

### **1. Training and Support**

Unlimited training and support are included for the duration of the contract. This includes both remote and on-site methods, depending on the situation.

IQS provides email and toll-free telephone support Monday through Friday from 8:00 AM to 5:00 PM EST.

Our support procedure is as follows:

1. Call or email is received by technical support personnel
2. Severity level is determined
3. Support specialist responds within required time frame
4. Problem resolution

IQS responds to support calls in relation to problem severity. For example, mission critical failures such as the system being down will receive immediate action. IQS will respond to less severe issues within 1 hour.

### **2. Software Updates**

Our philosophy is that software is never done. As a result, feature updates and enhancements are provided at no additional charge during the contract.

Historically, major updates have been delivered every six months. This occurs primarily through a VPN connection during non-business hours.

Our modular design provides users with ultimate flexibility. Although all customers receive the upgrades, features may be enabled or disabled based upon customer preference.

Since IQS maintains all customers on the current version of the software, there are no end of life cycle issues.

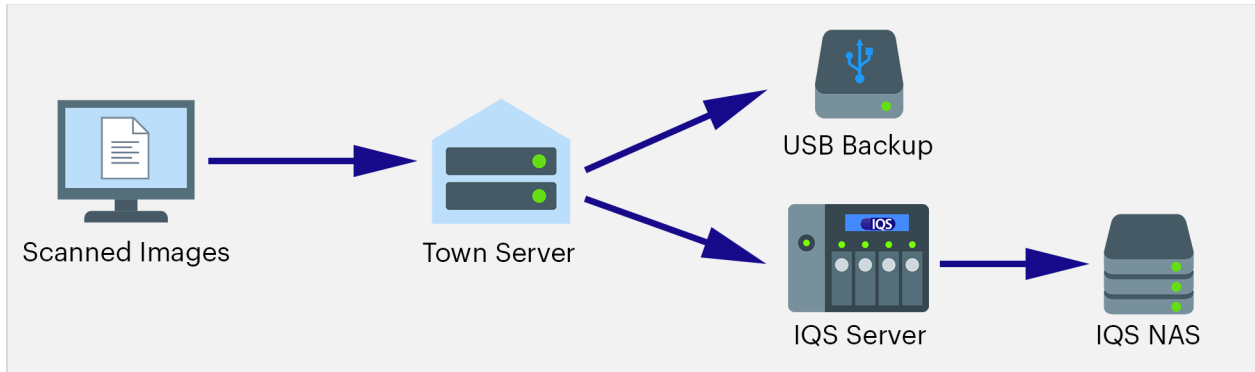
IQS utilizes several methods to keep customers current with any system changes or updates including user group meetings, our website, webinars, and email. When updates become available, IQS will contact the Clerk to determine the best method to deliver the update or change. Updates could be delivered either remotely or on-site.

### 3. Data Security, Backup, and Disaster Recovery

IQS maintains rigorous cybersecurity controls of our internal systems. Network traffic and devices are monitored 24/7/365 with instant incident response.

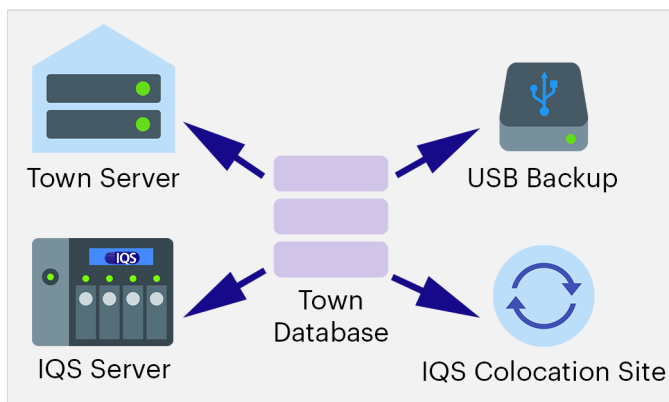
IQS has stringent backup policies in place to ensure the safety and security of the Town Clerk's data.

#### Image Backup



Images are immediately backed up to a USB backup drive on the server as they are scanned. They are simultaneously pushed across the internet to our FTP site. Once a day, those images are backed up from our storage server over to our NAS. IQS verifies that all files are accounted for at the end of each month.

#### Database Backup



IQS runs scripts that securely transmit the database over an encrypted VPN tunnel to our servers. There is also a copy that gets transferred over to an external hard drive at the client facility, a copy on the Town Clerk's server, and a copy at the IQS colocation site.

Our customers are not dependent upon IQS to run on a day-to-day basis. All processing is done at the client site.

IQS maintains redundant fiber optic lines as well as a gas-powered backup generator.

In the event of a system failure, IQS would provide remote access to the database while restoring local hardware and software.



## D. Hardware Proposal

IQS uses high-quality brands such as HP and Fujitsu. All provided hardware includes full technical support and setup, maintenance, and replacement, if needed.

COMPONENT	QUANTITY
Server	1
Workstations <i>Desktop computer, monitor, keyboard, mouse</i>	5
Desktop Scanners	7
Receipt Printers	4
Network Printers	2
Large Format Print/Scan Workstation	1
Public Search Workstations <i>Desktop computer, monitor, keyboard, mouse</i>	4



## V. Pricing Proposal

### 1. Solution Application Software and Licenses

- Solution recording software and departmental licenses to include land, plans, dog licensing (including online renewal portal), vitals (including online marriage application portal), probate, liquor, victualing, and other business license indexing
- Solution enhancements and upgrades
- Software or reporting changes required by state or federal legislation
- Custom report writing
- All software licenses including database, server, workstation

### 2. Professional Services

- Data conversion
- Site preparation visits
- Staging, installation, and configuration of all software
- Unlimited software training and support
- Offsite backup/disaster recovery
- Hardware integration and configuration

### 3. Hardware

- Hardware listed in [Section IV.D.](#)
- Unlimited support, including replacement or repair, for all IQS-provided hardware

ITEM	PRICE
Software Only	\$3950/month
Software and Hardware	\$5150/month
Online Records Lookup	Revenue share; Town Clerk retains \$1 per page

Brian J. Owens  
Vice President of Sales

March 10, 2022  
Date

**Term is 60 Months, pricing is good for 120 Days**



## VI. Required Forms

- Contractor's Statement
- Non-Collusion Affidavit
- Certificate of Corporate Resolution
- Proposer's Information and Acknowledgement Form
- Department of the Treasury Internal Revenue Service Form W-9
- Commission on Human Rights and Opportunities Contract Compliance Regulations Notification to Bidders Form



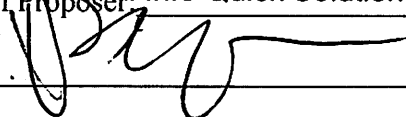


**Non-Collusion Affidavit**

The undersigned, having been duly sworn, affirms and says that to the best of his/her knowledge and belief:

1. The prices in this Proposal have been arrived at independently without collusion, consultation, communication, or agreement with any other Proposer or with any competitor for the purpose of restricting competition.
2. Unless otherwise required by law, the prices, which have been quoted in this Proposal, have not been knowingly disclosed by the Proposer and will not knowingly be disclosed by the Proposer prior to opening, directly or indirectly, to any other Proposer or to any competitor.
3. No attempt has been made or will be made by the Proposer to induce any other person, partnership or corporation to submit or not to submit a Proposal for the purpose of restricting competition.

Name of Proposer: Info Quick Solutions, Inc.

By: 

Print Name: Brian J. Owens

Title: Vice President, Sales

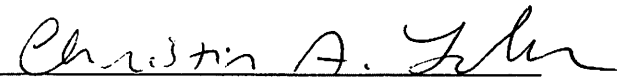
ACKNOWLEDGMENT

STATE OF New York

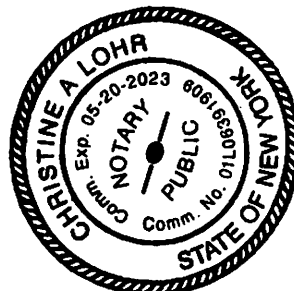
COUNTY OF Onondaga ss. \_\_\_\_\_

Date: 3-9-22

Personally appeared Brian Owens, as Vice President of the above named firm, and attested that the foregoing statements are true and accurate to the best of his/her knowledge and belief.

  
Signature of Notary Public  
My Commission Expires: 2023

EFFECTIVE: 2/24/09



CERTIFICATE OF CORPORATE RESOLUTION  
RFQ/RFP

I, Christine Lohr, SECRETARY OF Info Quick Solutions, Inc.  
A CORPORATION EXISTING UNDER THE LAWS OF THE STATE OF New York, DO  
HEREBY CERTIFY THAT THE FOLLOWING IS A TRUE COPY OF CERTAIN RESOLUTIONS  
ADOPTED BY THE BOARD OF DIRECTORS OF SAID COMPANY, AT A MEETING THEREOF  
DULY CALLED AND HELD ON THE 4th DAY OF March, 2022.

“RESOLVED, THAT THE Vice President

OF THE CORPORATION BE AND IS HEREBY AUTHORIZED TO SIGN

A CONTRACT WITH THE CITY OF STAMFORD, CONNECTICUT FOR

Integrated Land Records and Vital Statistics Recording System, RFP/RFQ No. 859”.

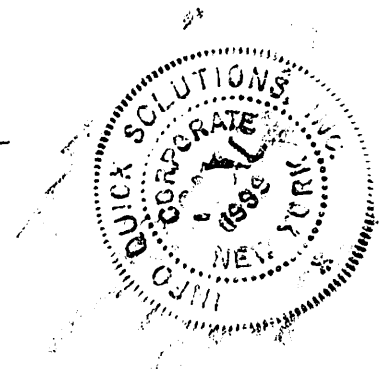
I, FURTHER CERTIFY THAT, Brian Owens IS THE DULY  
ELECTED Vice President OF Info Quick Solutions  
AND THE FOREGOING RESOLUTION HAS NOT BEEN MODIFIED OR REPEALED AND IS  
IN FULL FORCE AND EFFECT.

IN WITNESS WHEREOF, I HAVE, HEREUNTO, SUBSCRIBED BY NAME AND AFFIXED

THE SEAL OF SAID CORPORATION THE 9th DAY OF March, 2022.

Christine Lohr

SECRETARY





## Request for Taxpayer Identification Number and Certification

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

Print or type See Specific Instructions on page 2.	<p>1 Name (as shown on your income tax return). Name is required on this line; do not leave this line blank. <i>Info Quick Solutions Inc.</i></p> <p>2 Business name/disregarded entity name, if different from above</p> <p>3 Check appropriate box for federal tax classification; check only one of the following seven boxes:  <input type="checkbox"/> Individual/sole proprietor or single-member LLC            <input type="checkbox"/> C Corporation            <input checked="" type="checkbox"/> S Corporation            <input type="checkbox"/> Partnership            <input type="checkbox"/> Trust/estate  <input type="checkbox"/> Limited liability company. Enter the tax classification (C=C corporation, S=S corporation, P=partnership) ▶ _____          Note. For a single-member LLC that is disregarded, do not check LLC; check the appropriate box in the line above for the tax classification of the single-member owner.  <input type="checkbox"/> Other (see instructions) ▶ _____</p> <p>4 Exemptions (codes apply only to certain entities, not individuals; see instructions on page 3):          Exempt payee code (if any) _____          Exemption from FATCA reporting code (if any) _____  <small>(Applies to accounts maintained outside the U.S.)</small></p> <p>5 Address (number, street, and apt. or suite no.) <i>7460 Morgan Road</i></p> <p>6 City, state, and ZIP code <i>Liverpool NY 13090</i></p> <p>7 List account number(s) here (optional)</p> <p style="text-align: right;">Requester's name and address (optional)</p>
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### Part I Taxpayer Identification Number (TIN)

Enter your TIN in the appropriate box. The TIN provided must match the name given on line 1 to avoid backup withholding. For individuals, this is generally your social security number (SSN). However, for a resident alien, sole proprietor, or disregarded entity, see the Part I instructions on page 3. For other entities, it is your employer identification number (EIN). If you do not have a number, see *How to get a TIN* on page 3.

Social security number										
<table border="1" style="width: 100%; height: 20px;"> <tr> <td style="width: 25%;"></td> <td style="width: 25%;"></td> <td style="width: 25%;"></td> <td style="width: 25%;"></td> </tr> </table>										
OR										
Employer identification number										
<table border="1" style="width: 100%; height: 20px;"> <tr> <td style="width: 12.5%;">1</td> <td style="width: 12.5%;">6</td> <td style="width: 12.5%;">-</td> <td style="width: 12.5%;">1</td> <td style="width: 12.5%;">5</td> <td style="width: 12.5%;">7</td> <td style="width: 12.5%;">3</td> <td style="width: 12.5%;">4</td> <td style="width: 12.5%;">1</td> <td style="width: 12.5%;">2</td> </tr> </table>	1	6	-	1	5	7	3	4	1	2
1	6	-	1	5	7	3	4	1	2	

Note. If the account is in more than one name, see the instructions for line 1 and the chart on page 4 for guidelines on whose number to enter.

### Part II Certification

Under penalties of perjury, I certify that:

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

**Certification Instructions.** You must cross out item 2 above if you have been notified by the IRS that you are currently subject to backup withholding because you have failed to report all interest and dividends on your tax return. For real estate transactions, item 2 does not apply. For mortgage interest paid, acquisition or abandonment of secured property, cancellation of debt, contributions to an individual retirement arrangement (IRA), and generally, payments other than interest and dividends, you are not required to sign the certification, but you must provide your correct TIN. See the instructions on page 3.

<b>Sign Here</b>	Signature of U.S. person ▶ <i>Chioni Z...</i>	Date ▶ <i>3-12-20</i>
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### General Instructions

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

**Future developments.** Information about developments affecting Form W-9 (such as legislation enacted after we release it) is at [www.irs.gov/fw9](http://www.irs.gov/fw9).

#### Purpose of Form

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

- Form 1099-INT (interest earned or paid)
- Form 1099-DIV (dividends, including those from stocks or mutual funds)
- Form 1099-MISC (various types of income, prizes, awards, or gross proceeds)
- Form 1099-B (stock or mutual fund sales and certain other transactions by brokers)
- Form 1099-S (proceeds from real estate transactions)
- Form 1099-K (merchant card and third party network transactions)

- Form 1098 (home mortgage interest), 1098-E (student loan interest), 1098-T (tuition)
- Form 1099-C (canceled debt)
- Form 1099-A (acquisition or abandonment of secured property)

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

If you do not return Form W-9 to the requester with a TIN, you might be subject to backup withholding. See *What is backup withholding?* on page 2.

By signing the filled-out form, you:

1. Certify that the TIN you are giving is correct (or you are waiting for a number to be issued),
2. Certify that you are not subject to backup withholding, or
3. Claim exemption from backup withholding if you are a U.S. exempt payee. If applicable, you are also certifying that as a U.S. person, your allocable share of any partnership income from a U.S. trade or business is not subject to the withholding tax on foreign partners' share of effectively connected income, and
4. Certify that FATCA code(s) entered on this form (if any) indicating that you are exempt from the FATCA reporting, is correct. See *What is FATCA reporting?* on page 2 for further information.

**COMMISSION ON HUMAN RIGHTS AND OPPORTUNITIES  
CONTRACT COMPLIANCE REGULATIONS  
NOTIFICATION TO BIDDERS**

(Revised 09/3/15)

The contract to be awarded is subject to contract compliance requirements mandated by Sections 4a-60 and 4a-60a of the Connecticut General Statutes; and, when the awarding agency is the State, Sections 46a-71(d) and 46a-81i(d) of the Connecticut General Statutes. There are Contract Compliance Regulations codified at Section 46a-68j-21 through 43 of the Regulations of Connecticut State Agencies, which establish a procedure for awarding all contracts covered by Sections 4a-60 and 46a-71(d) of the Connecticut General Statutes.

According to Section 46a-68j-30(9) of the Contract Compliance Regulations, every agency awarding a contract subject to the contract compliance requirements has an obligation to “aggressively solicit the participation of legitimate minority business enterprises as bidders, contractors, subcontractors and suppliers of materials.” “Minority business enterprise” is defined in Section 4a-60 of the Connecticut General Statutes as a business wherein fifty-one percent or more of the capital stock, or assets belong to a person or persons: “(1) Who are active in daily affairs of the enterprise; (2) who have the power to direct the management and policies of the enterprise; and (3) who are members of a minority, as such term is defined in subsection (a) of Section 32-9n.” “Minority” groups are defined in Section 32-9n of the Connecticut General Statutes as “(1) Black Americans . . . (2) Hispanic Americans . . . (3) persons who have origins in the Iberian Peninsula . . . (4) Women . . . (5) Asian Pacific Americans and Pacific Islanders; (6) American Indians . . .” An individual with a disability is also a minority business enterprise as provided by Section 4a-60g of the Connecticut General Statutes. The above definitions apply to the contract compliance requirements by virtue of Section 46a-68j-21(11) of the Contract Compliance Regulations.

The awarding agency will consider the following factors when reviewing the bidder’s qualifications under the contract compliance requirements:

- (a) the bidder’s success in implementing an affirmative action plan;
- (b) the bidder’s success in developing an apprenticeship program complying with Sections 46a-68-1 to 46a-68-17 of the Administrative Regulations of Connecticut State Agencies, inclusive;
- (c) the bidder’s promise to develop and implement a successful affirmative action plan;
- (d) the bidder’s submission of employment statistics contained in the “Employment Information Form”, indicating that the composition of its workforce is at or near parity when compared to the racial and sexual composition of the workforce in the relevant labor market area; and
- (e) the bidder’s promise to set aside a portion of the contract for legitimate minority business enterprises. See Section 46a-68j-30(10)(E) of the Contract Compliance Regulations.

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**INSTRUCTIONS AND OTHER INFORMATION**

The following BIDDER CONTRACT COMPLIANCE MONITORING REPORT must be completed in full, signed, and submitted with the bid for this contract. The contract awarding agency and the Commission on Human Rights and Opportunities will use the information contained thereon to determine the bidders compliance to Sections 4a-60 and 4a-60a CONN. GEN. STAT., and Sections 46a-68j-23 of the Regulations of Connecticut State Agencies regarding equal employment opportunity, and the bidder’s good faith efforts to include minority business enterprises as subcontractors and suppliers for the work of the contract.

**1) Definition of Small Contractor**

Section 4a-60g CONN. GEN. STAT. defines a small contractor as a company that has been doing business under the same management and control and has maintained its principal place of business in Connecticut for a one year period immediately prior to its application for certification under this section, had gross revenues not exceeding fifteen million dollars in the most recently completed fiscal year, and at least fifty-one percent of the ownership of which is held by a person or persons who are active in the daily affairs of the company, and have the power to direct the management and policies of the company, except that a nonprofit corporation shall be construed to be a small contractor if such nonprofit corporation meets the requirements of subparagraphs (A) and (B) of subdivision 4a-60g CONN. GEN. STAT.

2) Description of Job Categories (as used in Part IV Bidder Employment Information) (Page 2)

**MANAGEMENT:** Managers plan, organize, direct, and control the major functions of an organization through subordinates who are at the managerial or supervisory level. They make policy decisions and set objectives for the company or departments. They are not usually directly involved in production or providing services. Examples include top executives, public relations managers, managers of operations specialties (such as financial, human resources, or purchasing managers), and construction and engineering managers.

**BUSINESS AND FINANCIAL OPERATIONS:** These occupations include managers and professionals who work with the financial aspects of the business. These occupations include accountants and auditors, purchasing agents, management analysts, labor relations specialists, and budget, credit, and financial analysts.

**MARKETING AND SALES:** Occupations related to the act or process of buying and selling products and/or services such as sales engineer, retail sales workers and sales representatives including wholesale.

**LEGAL OCCUPATIONS:** In-House Counsel who is charged with providing legal advice and services in regards to legal issues that may arise during the course of standard business practices. This category also includes assistive legal occupations such as paralegals, legal assistants.

**COMPUTER SPECIALISTS:** Professionals responsible for the computer operations within a company are grouped in this category. Examples of job titles in this category include computer programmers, software engineers, database administrators, computer scientists, systems analysts, and computer support specialists

**ARCHITECTURE AND ENGINEERING:** Occupations related to architecture, surveying, engineering, and drafting are included in this category. Some of the job titles in this category include electrical and electronic engineers, surveyors, architects, drafters, mechanical engineers, materials engineers, mapping technicians, and civil engineers.

**OFFICE AND ADMINISTRATIVE SUPPORT:** All clerical-type work is included in this category. These jobs involve the preparing, transcribing, and preserving of written communications and records; collecting accounts; gathering and distributing information; operating office machines and electronic data processing equipment; and distributing mail. Job titles listed in this category include telephone operators, bill and account collectors, customer service representatives, dispatchers, secretaries and administrative assistants, computer operators and clerks (such as payroll, shipping, stock, mail and file).

**BUILDING AND GROUNDS CLEANING AND MAINTENANCE:** This category includes occupations involving landscaping, housekeeping, and janitorial services. Job titles found in this category include supervisors of landscaping or housekeeping, janitors, maids, grounds maintenance workers, and pest control workers.

**CONSTRUCTION AND EXTRACTION:** This category includes construction trades and related occupations. Job titles found in this category include boilermakers, masons (all types), carpenters, construction laborers, electricians, plumbers (and related trades), roofers, sheet metal workers, elevator installers, hazardous materials removal workers, paperhangers, and painters. Paving, surfacing, and tamping equipment operators; drywall and ceiling tile installers; and carpet, floor and tile installers and finishers are also included in this category. First line supervisors, foremen, and helpers in these trades are also grouped in this category.

**INSTALLATION, MAINTENANCE AND REPAIR:** Occupations involving the installation, maintenance, and repair of equipment are included in this group. Examples of job titles found here are heating, ac, and refrigeration mechanics and installers; telecommunication line installers and repairers; heavy vehicle and mobile equipment service technicians and mechanics; small engine mechanics; security and fire alarm systems installers; electric/electronic repair, industrial, utility and transportation equipment; millwrights; riggers; and manufactured building and mobile home installers. First line supervisors, foremen, and helpers for these jobs are also included in the category.

**MATERIAL MOVING WORKERS:** The job titles included in this group are Crane and tower operators; dredge, excavating, and lading machine operators; hoist and winch operators; industrial truck and tractor operators; cleaners of vehicles and equipment; laborers and freight, stock, and material movers, hand; machine feeders and offbearers; packers and packagers, hand; pumping station operators; refuse and recyclable material collectors; and miscellaneous material moving workers.

**PRODUCTION WORKERS:** The job titles included in this category are chemical production machine setters, operators and tenders; crushing/grinding workers; cutting workers; inspectors, testers sorters, samplers, weighers; precious stone/metal workers; painting workers; cementing/gluing machine operators and tenders; etchers/engravers; molders, shapers and casters except for metal and plastic; and production workers.

3) Definition of Racial and Ethnic Terms (as used in Part IV Bidder Employment Information) (Page 3)

<p><b>White</b> (not of Hispanic Origin)-All persons having origins in any of the original peoples of Europe, North Africa, or the Middle East.</p> <p><b>Black</b> (not of Hispanic Origin)-All persons having origins in any of the Black racial groups of Africa.</p> <p><b>Hispanic</b>- All persons of Mexican, Puerto Rican, Cuban, Central or South American, or other Spanish culture or origin, regardless of race.</p>	<p><b>Asian or Pacific Islander</b>- All persons having origins in any of the original peoples of the Far East, Southeast Asia, the Indian subcontinent, or the Pacific Islands. This area includes China, India, Japan, Korea, the Philippine Islands, and Samoa.</p> <p><b>American Indian or Alaskan Native</b>- All persons having origins in any of the original peoples of North America, and who maintain cultural identification through tribal affiliation or community recognition.</p>
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**BIDDER CONTRACT COMPLIANCE MONITORING REPORT**

**PART 1 – Bidder Information**

<p>Company Name: Info Quick Solutions, Inc.                  Street Address: 7460 Morgan Road                  City &amp; State: Liverpool, NY 13090                  Chief Executive: Bernard J. Owens</p>	<p>Bidder Federal Employer 16-1573412                  Identification Number:                  Or                  Social Security Number:</p>
<p>Major Business Activity: Records Management                  (brief description)</p>	<p>Bidder Identification                  (response optional/definitions on page 1)</p> <p>-Bidder is a small contractor? Yes <input type="checkbox"/> No <input type="checkbox"/>                  -Bidder is a minority business enterprise? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>                  (If yes, check ownership category)                  Black <input type="checkbox"/> Hispanic <input type="checkbox"/> Asian American <input type="checkbox"/>                  American Indian/Alaskan Native <input type="checkbox"/> Iberian Peninsula <input type="checkbox"/>                  Individual(s) with a Physical Disability <input type="checkbox"/> Female <input type="checkbox"/>                  -Bidder is certified as above by State of CT? Yes <input type="checkbox"/> No <input type="checkbox"/></p>
<p>Bidder Parent Company: N/A                  (If any)</p>	
<p>Other Locations in CT: N/A                  (If any)</p>	

**PART II - Bidder Nondiscrimination Policies and Procedures**

<p>1. Does your company have a written Affirmative Action/Equal Employment Opportunity statement posted on company bulletin boards?                  Yes <input checked="" type="checkbox"/> No <input type="checkbox"/></p>	<p>7. Do all of your company contracts and purchase orders contain non-discrimination statements as required by Sections 4a-60 &amp; 4a-60a Conn. Gen. Stat.?                  Yes <input checked="" type="checkbox"/> No <input type="checkbox"/></p>
<p>2. Does your company have the state-mandated sexual harassment prevention in the workplace policy posted on company bulletin boards?                  Yes <input checked="" type="checkbox"/> No <input type="checkbox"/></p>	<p>8. Do you, upon request, provide reasonable accommodation to employees, or applicants for employment, who have physical or mental disability?                  Yes <input checked="" type="checkbox"/> No <input type="checkbox"/></p>
<p>3. Do you notify all recruitment sources in writing of your company's Affirmative Action/Equal Employment Opportunity employment policy? Yes <input checked="" type="checkbox"/> No <input type="checkbox"/></p>	<p>9. Does your company have a mandatory retirement age for all employees?                  Yes <input type="checkbox"/> No <input checked="" type="checkbox"/></p>
<p>4. Do your company advertisements contain a written statement that you are an Affirmative Action/Equal Opportunity Employer?                  Yes <input checked="" type="checkbox"/> No <input type="checkbox"/></p>	<p>10. If your company has 50 or more employees, have you provided at least two (2) hours of sexual harassment training to all of your supervisors? Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> N/A <input type="checkbox"/></p>
<p>5. Do you notify the Ct. State Employment Service of all employment openings with your company?                  Yes <input type="checkbox"/> No <input checked="" type="checkbox"/></p>	<p>11. If your company has apprenticeship programs, do they meet the Affirmative Action/Equal Employment Opportunity requirements of the apprenticeship standards of the Ct. Dept. of Labor?                  Yes <input type="checkbox"/> No <input type="checkbox"/> N/A <input checked="" type="checkbox"/></p>
<p>6. Does your company have a collective bargaining agreement with workers?                  Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>                  6a. If yes, do the collective bargaining agreements contain non-discrimination clauses covering all workers? Yes <input type="checkbox"/> No <input type="checkbox"/>                  6b. Have you notified each union in writing of your commitments under the nondiscrimination requirements of contracts with the state of CT?                  Yes <input type="checkbox"/> No <input type="checkbox"/></p>	<p>12. Does your company have a written affirmative action Plan?                  Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>                  If no, please explain.</p> <p>13. Is there a person in your company who is responsible for equal employment opportunity? Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>                  If yes, give name and phone number:                  Christine Lohr, Vice President of Operations — (800) 320-2617</p>



1. Will the work of this contract include subcontractors or suppliers? Yes  No

1a. If yes, please list all subcontractors and suppliers and report if they are a small contractor and/or a minority business enterprise. (defined on page 1 / use additional sheet if necessary)

1b. Will the work of this contract require additional subcontractors or suppliers other than those identified in 1a. above? Yes  No

**PART IV - Bidder Employment Information**

Date:


JOB CATEGORY*	OVERALL TOTALS	WHITE (not of Hispanic origin)		BLACK (not of Hispanic origin)		HISPANIC		ASIAN or PACIFIC ISLANDER		AMERICAN INDIAN or ALASKAN NATIVE	
		Male	Female	Male	Female	Male	Female	Male	Female	Male	Female
Management	7	5	2								
Business & Financial Ops											
Marketing & Sales	3	2	1								
Legal Occupations											
Computer Specialists	8	5	3								
Architecture/Engineering											
Office & Admin Support	28	7	20		1						
Bldg/ Grounds Cleaning/Maintenance											
Construction & Extraction											
Installation, Maintenance & Repair											
Material Moving Workers											
Production Occupations											
TOTALS ABOVE	46	19	26		1						
Total One Year Ago	46	19	26		1						
FORMAL ON THE JOB TRAINEES (ENTER FIGURES FOR THE SAME CATEGORIES AS ARE SHOWN ABOVE)											
Apprentices											
Trainees											

\*NOTE: JOB CATEGORIES CAN BE CHANGED OR ADDED TO (EX. SALES CAN BE ADDED OR REPLACE A CATEGORY NOT USED IN YOUR COMPANY)

**PART V - Bidder Hiring and Recruitment Practices**

1. Which of the following recruitment sources are used by you? (Check yes or no, and report percent used)				2. Check (X) any of the below listed requirements that you use as a hiring qualification  (X)		3. Describe below any other practices or actions that you take which show that you hire, train, and promote employees without discrimination
SOURCE	YES	NO	% of applicants provided by source			
State Employment Service	<input type="checkbox"/>	<input checked="" type="checkbox"/>		X	Work Experience	
Private Employment Agencies	<input type="checkbox"/>	<input checked="" type="checkbox"/>		X	Ability to Speak or Write English	
Schools and Colleges	<input type="checkbox"/>	<input checked="" type="checkbox"/>			Written Tests	
Newspaper Advertisement	<input checked="" type="checkbox"/>	<input type="checkbox"/>	34		High School Diploma	
Walk Ins	<input checked="" type="checkbox"/>	<input type="checkbox"/>	33		College Degree	
Present Employees	<input checked="" type="checkbox"/>	<input type="checkbox"/>	33		Union Membership	
Labor Organizations	<input type="checkbox"/>	<input checked="" type="checkbox"/>		X	Personal Recommendation	
Minority/Community Organizations	<input type="checkbox"/>	<input checked="" type="checkbox"/>			Height or Weight	
Others (please identify)	<input type="checkbox"/>	<input checked="" type="checkbox"/>			Car Ownership	
	<input type="checkbox"/>	<input type="checkbox"/>			Arrest Record	
	<input type="checkbox"/>	<input type="checkbox"/>			Wage Garnishments	

Certification (Read this form and check your statements on it CAREFULLY before signing). I certify that the statements made by me on this BIDDER CONTRACT COMPLIANCE MONITORING REPORT are complete and true to the best of my knowledge and belief, and are made in good faith. I understand that if I knowingly make any misstatements of facts, I am subject to be declared in non-compliance with Section 4a-60, 4a-60a, and related sections of the CONN. GEN. STAT.

(Signature) 	(Title) Vice President, Sales	(Date Signed) 3/1/22	(Telephone) (800) 320-2617
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