



Shared Services Document Scanning Proposal For Albany County

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STATEMENT OF SERVICES

SCOPE OF WORK

1.0 OBJECTIVE

The objective of this proposal is to provide preparation and document scanning for Albany County. The project will be converted in our Menands, New York production facility according to the requirements detailed in this Statement of Work.

Albany County Documents include:

- Deed Books
- Microfilm

eBizDocs Team will work closely with the designated representatives from Albany throughout the term of this project to provide for a smooth, timely, confidential and successful partnership.

2.0 SUMMARY OF CONTENTS

The following sections are included in this SOW:

- Production Contacts
- Pickup and Delivery
- Conversion Services
- Transmission of Images
- Post Scan Indexing
- Delivery and File Back-up
- Facility, Production and QC Overview
- Pricing Schedules

3.0 PRODUCTION CONTACTS

The conversion will be managed by a team consisting of the following eBizDocs individuals, who will be responsible for completion of production activities.

- | | |
|---------------------------------------|------------------------------|
| 1. Kara Heniges
(518) 456-1011 | Project Manager |
| 2. Ken Major
(518) 456-1011 | Network Systems Analyst |
| 3. Nick DeBenedetto
(518) 456-1011 | Business Development Manager |

4.0 PROJECT PICKUP AND DELIVERY SCHEDULES

Albany will box all records for pick-up by driver and deliver to eBizDocs' production facility in Menands. Shipment dates, schedules and volume of boxes to be determined.

5.0 DOCUMENT PREPARATION

Albany County:

Film:

- eBizDocs will ensure film is not broken or damaged.
- eBizDocs will load film and make ready for imaging and ensure frames are legible.
- eBizDocs will ensure there are target separations.
- For old and fragile film, breaking is not unusual, and splicing would be required.

Paper:

- Bound Books: Spine will not be cut

6.0 DOCUMENT CONVERSION SERVICES

Albany County:

Film:

- Rolls are a mix of 16mm and 35mm.
- Estimated number of images per reel is 600

Albany County has chosen the enhanced film conversion process:

- Inspection of all images on roll
- Blank images will be deleted
- Light level adjustment per frame
- Rotation adjustment per frame

Note: Film imaging is harder to determine the quality when imaging than the paper. You have light and dark densities, so we have to quickly determine if the poor image is inherent in the film or just a poor scan. We do this by comparing the image before and after the poor image(s). If the image(s) before and after are readable, then we determine the poor image is a poor original.

Albany County Deed Books:

- All books are bound
- Pages measure 11x17
- Books will be scanned to 300 DPI grayscale TIFF images
- Estimated total number of images to capture is 135,000
- Where applicable, customer will note where to stop scanning when there are blank pages. Otherwise, EBD will scan all pages, even if blank

eBizDocs is not able to improve the quality of a poor original. If poor quality originals are found, a “Best Image Available” document may be scanned prior to the original imaged document.

Details of Books:**Oath of Office Records**

8 books

1400 pages, 2 certificates per page

Index: name

Hardbound

Ordinances

21 books (4 do not have pins/clips)

Mostly single pages, no cropping needed

Typed, OCR and index by date and ordinance # (4 digits)

Majority have 150 images/book, 3 books have 300 images/book

Resolutions

66 books

Single pages with attachments

Typed, OCR and index by date and resolution number

200-225 images/book

Birth, Death, Marriage, Ledger style

9 books—Large (17x20) , 100 images per book

1 book—Large (10x14), 50 images

Index by date and name

35 lines (indexed)/page

Attachments—glued and taped, need to take off, scan and place back in page where found

Birth records

1 binder

1 per 8.5x11 page

50 images

Index name and date

Marriage Records

14 books

Bound

Index name and date

200 images

Delayed Birth books

4 books

13x15

Bound

200 images/book

Index date and name

2 certs/page

No cropping

Certs are glued in and many covering other certificates. Remove and scan. Customer is aware that removal may damage page/certificate.

Birth Index books

2 books

8.5x11

Bound

300 images/book

Index date and name

Average of 15 indexes/page/book to index

Death records

16 Bound books

11x16

350 images/book

2 certificates/page, crop

Birth records

15 bound books (these are the original of the copied birth records in the office downstairs)

11x16

200 images/book

2 certificates/page

Crop

Index: Name and date

Death/Live Birth

10 binders

Pages in plastic sleeves (EBD to remove from sleeves and place back in)

1 certificate per page

150 images/binder

Index: name and date

Minute books

24 books

Bound

Index: description on spine

300 images/book

eBizDocs is not able to improve the quality of a poor original. If poor quality originals are found, a “Best Image Available” document may be scanned prior to the original imaged document.

7.0 TRANSMISSION OF IMAGES

Data will be sent to Albany via a Secure Portal to their preferred platform.

8.0 POST-SCANNING INDEXING & ORGANIZING

- eBizDocs will index Albany County records as follows:
Film: By 3 Digit Book number (on film roll box)
Books: By 3 Digit Book Number (on spine or cover)

9.0 IMAGE RETRIEVALS DURING PRODUCTION

While the Records are at eBizDocs during production, a process will be determined for easy access to the images when requested. Requests by Authorized Representatives from Albany County can be made via email and delivered via email. The cost is \$19.00 per retrieval plus the imaging fee.

Retrieval: One record pulled from one file = one retrieval. All FedEx, USPS, UPS, or other ground service costs incurred are not part of this pricing structure and will be billed accordingly.

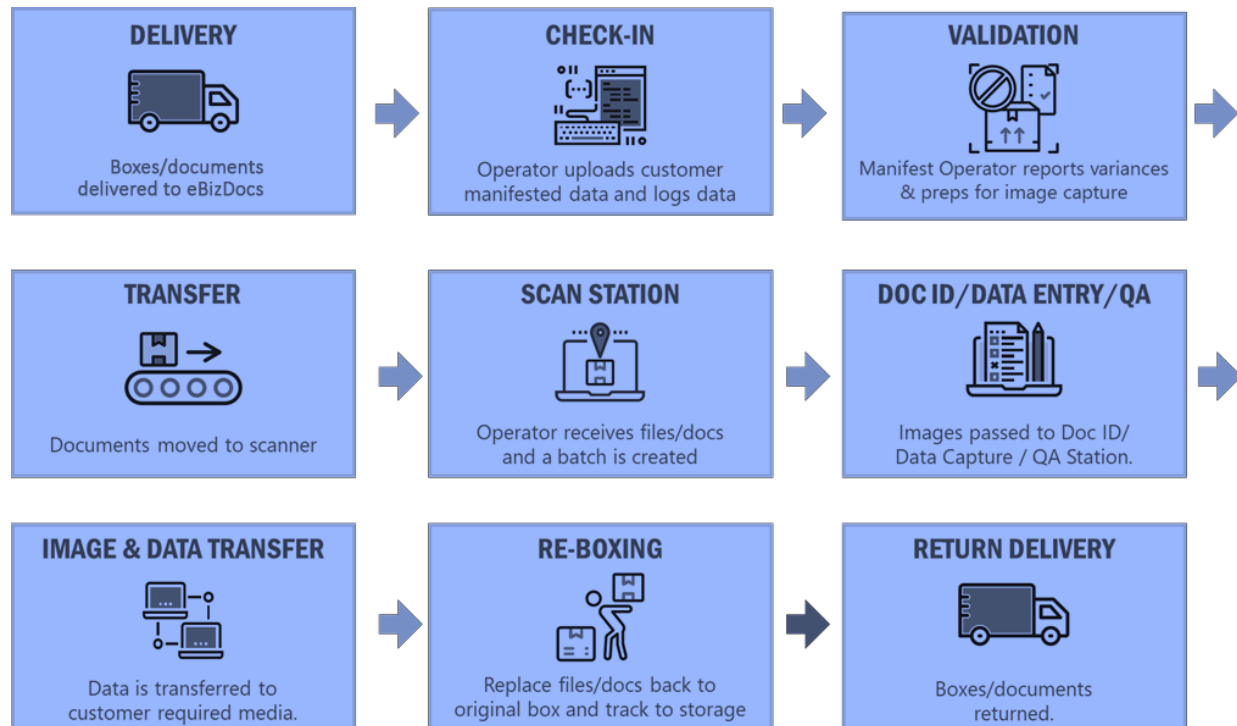
10.0 SERVICE LEVEL AND RETENTION

Documents will be returned to Albany County once scanning is complete.

11.0 PRODUCTION PLANNING AND PROCESS CONTROL ACTIVITIES

The Production phase commences with the transfer of project knowledge from ramp-up to production personnel through systematic training. A team of cross-functional personnel carries out the production activities. This team is dedicated to meet the customers' requirement in terms of quality, timeliness and other deliverables. The cross-functional team contains expertise for document preparation, conversion instruction, ramp-up, software, and production planning activities.

The initial activity in the production phase is the creation of the project management/implementation plan that describes the quality objectives, the project deliverables, project schedules, resource requirements, training schedules, risk assessment, risk mitigation plans and individual responsibilities towards meeting the project targets and deliverables.



The following are examples of quality measures within the project:

Document Preparation - Paper Audit (If warranted)

- EBD will insert a “File Level” barcode sheet as well as “Document Type” barcode labels on the various document types within the file.
- Paper files will be audited to validate the document preparation process is complete and accurate prior to being sent to the scanning area.

Scanning – Attended Mode QC

- Scan in “Attended Mode” to assure that the best quality image is rendered.
- Visually inspects each image as it is captured and interrupt scanning if any issues that comprise image quality are detected such as double feeds, folded corners, light images, dark images etc.
- While attended mode scanning is slower than unattended scanning, it provides the first line of image quality control and avoids re-scanning documents.
- EBD utilizes auto-blank page deletion when dropping the back side/page of a paper document with no content. This process is over 99% effective/accurate provided the backs are clean of smudges and darkened areas. With this process, backs with content will not be deleted but backs that have content, dark areas, or smudges will remain and be part of the image transfer stream.

Image Clean-up Processes

- Image processing includes de-skew, de-speckle, black border removal and crop.
- EBD utilizes state of the art production scanners and image processing technologies to render the best possible electronic document images comparable to the quality of the original documents.
- Set-up entails scanner adjustments to assure the accurate and complete capture of the documents.

Post Scan Automated QC

- QC steps are looking for a corrupt image, large image file size, etc.
- In addition, other steps are typically introduced which may include:
- Manually review blank backs and delete.

Post Scan Visual QC

- After the automated QC has completed, a QC operator will perform visual QC of images and data prior to sending the batch to “Release”. This is a random effort after all errors in the process have been corrected.

Workflow QC

- If discrepancies are found within a batch in any step of the conversion process, then the entire batch is directed to Quality Control Module and re-processed to correct identified issues.

Post Release QC

- An automated process is run against the batch to ensure all images and data have been written properly and none are corrupt.

Pricing Summary

Albany County							
Document Conversion--Books and Film							
Description	Books / Binders	<= 11x17 Images	<= 11x17 Image Cost	Over 11x17 Images	Format Image Cost		Estimated Cost
Deed Books							
Bound Books	225	135,000	\$ 0.89				\$ 120,150.00
Microfilm Reels-Min \$40/Roll	990	594,000	\$ 0.074				\$ 43,956.00
Albany County Estimated Total:							\$ 164,106.00
Other:							
Transport: Return	2		\$ 100.00				\$ 200.00
Retrievals	22		\$ 19.00				\$ 418.00

Estimated total for Albany County: \$164,724.00

Pricing Summary (Continued)

Estimated grand total: \$164,724.00

Note: Pricing is based on the document samples reviewed and outlined in this proposal. Other documents not described for these same and other departments may need review for valid pricing points.

EBD expects documents to be in orderly condition, not damaged by water or other contaminants, with easily identifiable index fields and light to medium prep of documents. If these conditions do not exist, boxes may be rejected, or price increase may apply.

Above is the complete list of services priced in this agreement. Other services required and not outlined in this enclosure should not be implied.

Pricing is based on the quantities listed in this proposal. If the images are more or less than 10% of the assumed quantities, the per-image price is subject to change based on the number of images actually submitted.