



**Professional Services
&
Imaging Software**

**Proposal
For**

**Brecksville – Broadview
Heights City School District**

November 7, 2016

To: Brecksville - Broadview Heights City School District
6638 Mill Road
Brecksville, OH 44141
Attention: Jennifer Mertes

Thank you for your continued interest in SC Strategic Solutions (SCSS) and its solutions. When we get involved with a client, we look at their business model to determine if our solutions can make a positive contribution to the success of organization. We work hard to understand your processes, system requirements, and the overall goals of the district. This has been the way our services have operated for over 15 years and continues to be true today.

Our comprehensive scanning services and software have helped file room's nationwide experience better allocation of space, decreased costs and improved overall productivity. SCSS has aided its client partners in improving control of the flow of their vital information. Since its inception, SCSS has been committed to providing products and services of superior quality and value aimed at improving the way districts operate. Based on our initial conversations and participation to date, along with our recent site visits, we believe that our services will:

- Free storage and retrieval of all on-site documents
- Reduce and/or eliminate internal space constraints
- Reduce document retrieval and filing in the departments
- Easily integrate with current workflow
- Improve the audit and reporting process related to annual or monthly audits
- Provide the on-going ability to grow and expand in an easy and efficient manner as volume increases in terms of images and changes occurring at **Brecksville - Broadview Heights City School District**

Additional important considerations in the selection of a document imaging vendor that differentiates SCSS solutions from other potential offerings:

- Support before, during and after project implementation
- Thorough understanding of federal and state guidelines (ORC, Ohio Historical Society)
- Highest level of security (including FERPA, HIPAA)
- CDIA+ (Certified Document Imaging Architect) Certified staff
- Company's proven history and track record
- All inclusive price, with no hidden/variable fees (this allows the district to protect itself against inflated fees that it has no control over such as hourly prep or indexing charges by the character or line)
- Insured to 2 million dollars
- 3 locations to better serve you
- Meets all government and industry standards

Sincerely,

Chad Stein
Professional Services Manager
SC Strategic Solutions

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Comprehensive Scanning Services

Digital Scanning – Once your documents are at SC Strategic Solutions we will scan them in a timely, secure professional environment. We use industry standard TIFF and PDF file formats or can adapt to whatever format(s) you currently utilize. In other words, the transition to SC Strategic Solutions will be simple and “painless”.

While we have your files, we will retrieve any information you need and offer same day service of your request (24/7). And we keep back-up copies of your data (indefinitely) at no cost to you.

Record Capture

- SCSS will remove and box all records from BBHS on a customer determined schedule.
- The records will then be broken down, scanned and indexed to client specifications.
- All scanned records will be stored for 4 months after scanning at no cost; following this time period records can be returned upon request or stored for an additional length of time at a nominal cost.
- All images will automatically be uploaded to **SCView** for retrieval by authorized users.

Record Retrieval

- While records are off-site, we offer prioritized scanning at no charge.
- All record requests will be delivered at no charge 24/7.
- All records will be accessible and searchable by authorized persons or positions.

Document Services Provided

- SCSS provides for transportation of all documents to our scanning facility.
- Records are scanned on high speed production scanners for high quality images.
- Scanning verification and quality assurance will be performed to ensure image quality, image orientation and indexing schemes.
- All documents will be prepped for scanning which includes removing the documents from any binding, removing all staples, repairing tears and separating any shingled or shadow documents.
- All records will be scanned in a non-proprietary TIFF format.

Other items that are provided at **NO COST**:

- Cost to pick up files and deliver media
- Cost of boxes and time to box
- Cost of Indexing and prep (4 index fields)
- Cost for storage before and after processing
- Cost for retrievals 24/7
- Cost for disaster recovery
- Cost for certified document destruction or document return

Imaging software

SCView (CORE End User Software) Imaging Software – SCSS will provide an end user software module providing retrieve, view, edit, annotate and print scanned/indexed documents. Access to the software is administered by a SCSS manager or designated personnel. **SCView** enables different user rights to be assigned to different users individually, by group, department or globally. For example, if a user has the appropriate rights, they can open a document, redact the social security number and email it to a requester. Within **SCView**, there are various levels of security built in to ensure your information is as secure as it is accessible.

SCView Imaging System provides additional benefits with:

- No purging/archiving due to unlimited storage of images provided.
- Standard TIFF images utilized for importing/exporting images.
- Remote access capabilities for off-site locations.
- Ability to process multiple data feeds from other systems for viewing.
- Unlimited grouping feature for easily managing large amounts of data.
- Auto log off (time based).
- Ability to edit indexed data.
- Split screen functionality.

When new upgrades to the software become available to the CORE system, they will be provided at no charge. These upgrades are for additions to the CORE system. Any customized software developed at the request of the customer may incur programming fees (this will be done in writing).

Requisition/USAS/AP Module – Allows for seamless integration with USAS for requisition creation, approval and submission to USAS. Additionally, this module will manage the routing and approval of invoices to the correct individual for payment approval and exception handling.

Other benefits include:

- Immediate display of both actual and pending balances upon creation.
- Real time approvals, no delays in between approval steps.
- Easily and quickly edit, return or reject requisitions with end user notifications.
- Auto generated financial packet for archiving and auditors (requisition, PO, invoice and check).
- Continuous live status updates for users where the requisition is in the approval process as well as automatic notification of PO creation.
- Automatic matching as well as reporting of all invoices pending approval, denied or approved.
- Ability to quickly and easily apply Then & Now stamps or notifications.

Electronic Forms/Workflow – Make ANY form paperless... no need for scanning, shredding, printing or paper anymore.

- Reduce costly paper handling and manual routing.
- Accelerate the delivery of paper and manual form based information.
- Tracking, routing, auditing and process awareness.
- Reduce errors and improve accuracy.

Off-site Data Hosting

Data Hosting is ideal for businesses that want lower monthly IT cost while having around the clock server monitoring, 99+% system uptime and continuous security threat management. We include the testing and deployment of **SCView** in addition to all updates and upgrades. We closely monitor log files so we can provide insight into server performance, traffic flow, hard disk usage and security vulnerabilities.

Below are a few of our many hosting advantages:

- Redundant Internet Connections
- Placement on our 1000Mbps internal Layer 3 switched Ethernet backbone
- UPS back-up, Standby Generator Backup
- 99+% uptime on all services required for image access
- Co-location of data for disaster recovery
- Discrete Facility Secured by IP Cameras and Brinks security monitoring
- 24X7X365 Network monitoring and alerts
- Direct contact to dedicated support specialist via phone and email
- Monthly network vulnerability assessments

Support

System support and maintenance, our mission is comprehensive service to its customer. Our service support philosophy is to continually deliver the highest quality image and information management services and products in the industry. Our performance goal for each system is 99.9+% uptime; our professional goal is 100% customer satisfaction.

Once the system is installed and active, SCSS will conduct a project turnover meeting with appropriate personnel to ensure a seamless project turnover. Experienced personnel operate our service lines, and have the ability to dial in to an installed system, with licensee permission. This helps our staff better analyze reported problems, and assist the licensee in returning to a normal processing mode as soon as possible. Below are our standard response times.

Support phone numbers and email addresses will be provided upon contract approval. Our business support hours are from 8:00AM – 5:00PM Eastern Standard Time (EST). Optionally, 24/7/365 support can be provided (additional fees apply).

Level	Description	Targeted Response Time	Targeted Fix Time
0	The system is not functional.	2 Hours	8 Hours
1	A problem exists in the system; however, a workaround solution enables the Licensee to continue normal daily processing.	4 Hours	24 Hours
2	A system problem exists that causes some inconvenience for the customer.	8 Hours	72 Hours
3	The Licensee has requested a system enhancement.	Request will be evaluated and placed into release schedules as approved by SCSS management.	Client will be notified at time of approved request.

Fee Structure – Exhibit A

Services

Comprehensive scanning fee	\$0.065 per image
Removal of all Staples, Paperclips, Prepping	Included
Training of Employees	Included
Unlimited Retrievals While Scanning	Included
Transportation/Boxes/Pick-up of Records	Included

Software

✂ SCView site license	\$5,995 per year (no additional support costs)
Or	
Yearly customer support & upgrades	\$2,495 per year
SCView user license	\$495 per license

Web hosting	\$0.01 per image
OCR full text search	\$0.01 per image (optional)

Electronic forms & workflow	\$2,995 (2 Form designs included at no cost)
*If the district signs up before 2017 and purchases a site license this cost will be \$995 per year	

USAS integration with AP module	\$2,500 per year, includes workflow (optional)*
*If the district signs up before 2017 and purchases a site license this cost will be \$995 per year	

Storage

Box storage	\$0.25 per box per month
Requests	\$2.50 per request
Box ingestion/Exit	\$2.50 per box
Inventory management software	Included
Shredding	\$3.00 per box

Volume Estimates

Human Resources = 230,200 images

~ 61 Standard Boxes = 183,000 images

~ 60 Inches of Filing = 12,000 images

~ 7 Boxes of Inactive Subs = 22,400

~ 4 Boxes of Student Teachers = 12,800

Special Education Records = 159,500 images

~ 29 Large Bankers = 159,500 images

Student Records = 216,500 images

~ Withdrawal 7 Large Bankers (35,000) and 10 File Drawers (46,500) = 81,500 images

~ 2009 – 2015 + 1 misc. = 29 drawers = 135,000 images

Total Images = 606,200

Estimated Total Project Cost

Software

- SCView site license with USAS/AP and Electronic Forms workflow = \$7,985

*Includes Phoenix conversion at no cost

Total Scanning Service Cost = \$45,465

Total First Year Cost = \$53,450*

Total 2nd Year Cost & Beyond = \$7,985 per year

*This cost may be spread out over 3 year if that would aid the district

NOTE: It is our understanding that these volumes were calculated based upon accurate statistical data available to the schools and as evaluated by SC Strategic Solutions' staff to the best of their ability. We make no assertion as to the actual number of images to be scanned and indexed. Final and actual invoicing will be contingent upon the actual work volumes processed in each category.

Notes

There are a lot of options in this proposal. The district has the flexibility to start small with single user licenses and departments/sections. Likewise, the district may take advantage of the promotions utilizing a site license and having the ability to automate many processes within the district for added cost savings and efficiencies. The pricing above represents all options included. If all options are selected we will also shred all documents needing destroyed in the house that are past retention at no cost.

MASTER SERVICES AGREEMENT

This Master Services Agreement ("Agreement") is effective as of the Effective Date between SC Strategic Solutions, LLC, ("SCSS"), and

Name ("Customer"): Brecksville Broadview Heights City School District

Street Address: 6638 Mill Road

City, State, Zip: Brecksville, Ohio 44141

Effective Date : _____

- 1. Software and Services.** Customer agrees to purchase from SCSS the entire source document imaging requirements, services and software as outlined in the Statement of Work.
- 2. Payments and Pricing.** As full compensation for the Services performed by SCSS hereunder, Customer shall pay fees and expenses in accordance with the pricing schedule set forth as Exhibit A attached hereto and made a part hereof. Customer shall pay amounts within thirty (30) days following receipt of invoice. SCSS may not raise software costs (after purchase) by more than 2.95% in any given year. Any other alteration requires written notice by SCSS to the Customer.
- 3. Term and Termination.** This agreement will remain in effect for an initial term of 3 year(s) from the acceptance date set forth above. Following the end of the initial term, this agreement will be automatically renewed for successive periods unless notice of termination is given by either party to the other party - not less than ninety days prior the cancellation date.
- 4. Confidentiality.** Except as otherwise provided in this Agreement, the parties agree that, Confidential Information shall be maintained in strict confidence; shall be used only for purposes of this Agreement; and that no Confidential Information shall be disclosed by the recipient party, its agents or employees without the prior written consent of the other party.
- 5. Property Rights.** For purposes of obtaining the benefit of the Services only, SCSS grants to Customer a non-exclusive, non-transferable license to use the related software for internal purposes only. Customer shall not modify, decompile, disassemble, reverse engineer or attempt to reconstruct, reconfigure or develop derivative works based upon any of the computer hardware, equipment or software utilized by SCSS.
- 6. Exculpation.** SCSS shall not be responsible for misfiled documents within the records provided for scanning/imaging, nor for any inaccurate or incorrect information contained in records received from Customer.
- 7. Force Majeure.** Neither party shall be liable or deemed in default for failure to perform any duty or obligation that such party may have under this Agreement where such failure has been caused by any act of God, fire, strike, inevitable accidents, war, terrorism, or any other cause outside the reasonable control of that party, and occurring without its fault or negligence.

SC Strategic Solutions

Brecksville Broadview Heights City School District

Signature: _____

Signature: _____

Printed Name: _____

Printed Name: _____

Title: _____

Title: _____

Date: _____

Date: _____

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