
DeKalb County Tax Assessor's Office

Digitalization of Property Record Cards

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Executive Summary

Introduction & Background

Konica Minolta Business Solutions U.S.A., Inc. (Konica Minolta) is pleased to provide this Proposal for Document Imaging Services (“Proposal”) in response to DeKalb County Tax Assessor request for digitization of parcel cards. DeKalb County Tax Assessor has a large volume of file cabinets containing these cards.

This Proposal presents Konica Minolta’s findings and recommendations to pack up, digitize, provide electronic copies, and destroy the original cards for the DeKalb County Tax Assessor. These findings and recommendations are based upon the information provided during Konica Minolta’s on-site visit to your offices, and discussions conducted subsequent to the on-site visit. In the event that material changes occur in your environment, or additional key information is missing from this analysis, these recommendations may no longer apply and should be re-examined.

About Us

Konica Minolta Business Solutions U.S.A., Inc. is a leader in content management, technology optimization and cloud services. Our solutions help organizations improve their speed to market, manage technology costs, and facilitate the sharing of information to increase productivity.

Konica Minolta Content Management designs roadmaps through process collaboration, deploys solutions and utilizes support tools to help manage content, enhance security, integrate with core business systems, replace legacy systems, and accelerate processes with intelligent and robotic process automation. Our solutions capture and distribute documents in any form, automate routing, maintain compliance, preserve records and more -- to speed the flow of information, control costs and make all essential business processes more productive.

Intelligent Information Management Hyper-Automated Focused Solutions

Content & Case Management Services

Content Management
Workflow Management
Case Management

Intelligent Automation

Robotic Process
Automation (RPA)
Intelligent Document
Processing (IDP)
ML/NLP
BPA/Orchestration
AI

Business Process Outsourcing

Backfile Scanning
Day Forward Scanning
Digital Mail as a Service
Invoice Capture as a
Service

Implementation – Support – Customer Success – Loyalty

From business process outsourcing to content management, we guide our customers to the best solution for their digital transformation. Through our consultative process, we mutually identify your challenges and needs then co-author the plan for the platform and services that you will need to achieve your goals.

The world runs on innovation. We shape it.

Solution Assessment Review

CURRENT STATE

DeKalb County Tax Assessor currently manages a variety of documents in hard copy. These documents are Property Record Cards and are filed in metal file cabinets.

DESIRED OUTCOME

The benefits of digitization include reducing the time and effort associated with retrieving these records and saving senior knowledge workers time as they conduct their work in reliance of this vital information. The incidence of lost or misfiled files will also be reduced, the long-term archival of the documents will be accomplished, and responsiveness to outside requests will be materially faster.

Project Estimated Pricing Summary

Imaging Services Estimated Extended Pricing

DeKalb County Tax Assessor currently has a backfile of Property Record Cards estimated at **1,035,472** images. These are detailed below. The estimates provided for the purposes of pricing are based upon the number of images estimated by Konica Minolta during a site visit and clarified by phone. DeKalb County Tax Assessor will be billed based upon the unit pricing below for **actual** pages processed.

BACKFILE CAPTURE – UNIT PRICING

Service and Description	Unit Pricing
Scanning at 300 DPI (per image)	5¢
Slip Sheet Printing (per document)	3.1¢
Indexing (per field, per document, maximum 15 characters per field)	5¢
Match and Merge (per document)	3.5¢
Document Preparation (per hour)	\$28
Image/Index QA and Publication, including Delivery Media Master (per GB)	\$75

Project Name	Images	Documents	Extended Estimated Price
Property Record Cards	1,035,472	258,869	\$123,903
Totals:			\$ 123,903

Packing, Transportation and Destruction Pricing*	Estimated Cost
White-glove packing service, transportation, and supplies - this estimate assumes 1 Trip, picking up 179 boxes that will be near an exit door or on a loading dock for loading	\$3,754
Destruction/Shredding – Estimate assumes 179 boxes weighing 30 pounds each at a cost of 25¢ per pound to shred	\$1,343

This pricing of this Statement of Work, is based on the Sourcewell Contract No. 090320 – KON, awarded to Konica Minolta Business Solutions U.S.A., Inc.” and is governed by the terms and conditions of that Contract and will remain in effect throughout this agreement and any possible subsequent SOWs that follow.

Key Dates

The key dates listed below are preliminary, and mutually agreed upon by DeKalb County Tax Assessor and Konica Minolta. These dates are subject to change, but any changes would be discussed, reviewed, and approved by Konica Minolta and DeKalb County Tax Assessor.

Description:	Target Dates:
Contract Execution	3/31/2024
Purchase Order Delivery (if necessary)	TBD
Project Kickoff Call/Meeting	TBD
Pack/Pick Up	TBD
Initial Delivery, Review and Customer Sign-off	TBD
Final Delivery	TBD

Upon execution of this Proposal and a Purchase Order (if necessary) has been received, the digital conversion process identified above will be initiated with development of an initial project plan and schedule. This should take one to two weeks, and be cooperatively developed with DeKalb County Tax Assessor as a part of the project initiation phase, depending on resource availability. It is very important for both organizations to understand that starts and stops during the Implementation Process are very costly. Working together to develop a workable plan that will ensure a smooth process is critical to the overall success of the project.

<<Include an initial block here in DocuSign if a PO is required>> Please initial here if a PO is required for billing purposes: _____

Proposed Solution Summary

Konica Minolta recommends **DeKalb County Tax Assessor** entrust their document imaging to us. Documents will be scanned and indexed by Konica Minolta and delivered to **DeKalb County Tax Assessor** 's preferred retrieval solution. The benefits of outsourcing this work to Konica Minolta include:

History – We have been delivering top-quality imaging services to organizations like yours for more than two decades.

Quality – We have developed many proprietary quality assurance systems, some of which have been licensed to other capture companies and existing customers. We have a national reputation for our quality. Since many of these systems are automated, we can provide extra quality assurance steps at no additional cost to our clients. Most other BPO centers charge extra for these additional quality assurance measures.

Speed – We are able to complete the capture and delivery processes in a highly compressed timeframe.

Cost – We provide an exceptional price-performance value, considering the overall quality and the value of our on-time and on-budget project management services.

Geographic Diversity – We have processing facilities on both coasts and centrally located, allowing us to serve clients throughout the country.

Dedicated Project Management – We assign a Project Manager to your organization for the duration of the capture process so your organization reaps the benefits of a quality, valued solution on time and on budget.

Konica Minolta can continue to perform ongoing, go-forward imaging work, and also work with DeKalb County Tax Assessor to establish an internal imaging operation. Ad hoc scanning can be performed by users under either go-forward scenario.

Project Specifications - General

The processes listed below will be utilized for all projects under this Proposal, subject to DeKalb County Tax Assessor and Konica Minolta approval or adjustment. The project scope of work will be agreed upon during the Kickoff meeting.

- There will be one person at DeKalb County Tax Assessor and one at Konica Minolta who will be responsible for the logistics and transportation of the documents.
- Shipping will be billed as incurred.
- Konica Minolta will scan the documents at 300 DPI.
- All documents will be captured in black and white.
- Auto-rotation will be applied to all images. This automated page orientation function will attempt to orient the page based on the text detected. Auto-rotation does not guarantee a 100% correct orientation of every page scanned.
- All data and images will be thoroughly tested via software to ensure all the images associated with the database are viable and uncorrupted.
- Destination document repository:
 - OnBase
- All data deliveries will be made via single-page TIFF files with an OnBase DIP file
- For projects that have double-sided (duplex) pages, Konica Minolta will apply our proprietary auto-assisted manual blank page review, Blank Page Eradicator (BPE). Most vendors use a method referred to as auto drop-out to delete suspected blanks. The typical threshold used is 2,500 bytes. We have found content, such as signature pages or fax headers/footers that are less than 850 bytes. Using a 2,500-byte threshold would cause the loss of vital data. Using a threshold of less than 850 bytes would result in the delivery, and payment for, a high number of blank pages. Konica Minolta uses BPE to ensure only blanks are deleted and that no content is lost. This process also ensures that the majority of pages with “bleed-through” that would have survived a 2,500-byte drop-out are deleted.
- Konica Minolta performs a proprietary post-process review that identifies and corrects possible “piggy-back” documents. Piggy-back documents occur when a barcode slip sheet is not detected by the scanner resulting in two files being combined. This condition effectively loses the second document, making it almost impossible to find post-scan.
- Konica Minolta provides a scan-on-demand service to provide access to documents while they are in the capture process. Konica Minolta provides a secure, hosted repository for access to images/data during document processing and prior to ingestion into the document management system. User IDs will be issued based on the instructions provided by the customer’s project team leaders. Documents will be accessible within two (2) business hours of the request, or, upon special arrangement between the Konica Minolta project manager and the customer’s project manager, if access is required outside of normal business hours, Monday through Friday from 8:00 a.m. to 5:00 p.m. EST. Requests in excess of four-per day are subject to a charge of \$35 each, at the discretion of the Konica Minolta Project Manager. After-hours retrieval will be charged at a rate of \$150 per request.
- Konica Minolta has a robust IIM software and SharePoint professional services practice and has resources available to engage with DeKalb County Tax Assessor to provide services associated with the ingestion of the images into their IIM software or SharePoint. These services are billable at the then-current Professional Services rates.

Project Specification – Property Record Cards

The project specifications listed below will be reviewed and agreed upon during a document review.

- The files contain single-sided (simplex) and double-sided (duplex) pages. For image count estimation purposes only, it is assumed that the percent is 70% duplex.
- Document preparation will consist of the removal of staples, the application of bar-coded slip sheets, and the extraction and recording of index values. The files will be unitized at the card/stapled grouping level, creating a single document for each card/stapled grouping.
- It is estimated that there is an average of 3 images per document.
- The files contain primarily 6" x 9" Cards with possible multiple pages.
- The documents will be indexed on two values:
 - ORIGINAL PARCEL ID (This parcel ID is on the first page of every group in the top right-hand corner. The number of digits for each number grouping):
 - DIST. (2 Digits), LL (3 Digits), Block (2 digits), and PARCEL (3 Digits)
 - PARCEL ID Example: ## #### ## #### or 18 150 01 095
 - If a PARCEL ID on a card is not in the format mentioned above, KM will key the PARCEL ID as shown on the card.
 - PARCEL IDs on the cards should have a corresponding record within the provided data file (Provided by DeKalb County).
 - PARCEL ID could include non-numeric characters, such as a letter, therefore will be delivered as an Alpha-numeric field.
 - PARCEL ADDRESS (This Address is located on the first page of every card/grouping in the top right-hand corner.)
 - If the address on the card differs from the address within the data file, capture the address on the card.
- Keywords provided within the data file that will be captured via the KM match and merge process and delivered in the DIP file:
 - NEW PARCEL ID
 - PIN
- DOCUMENT TYPE: TA Property Cards
- **Index Value Location Image:**
- Sample indexing file naming: 18 150 01 095_1375 North Amanda Circle.

DURHAM (CARD)				
DIST.	LL	BLOCK	PARCEL	CARD
18	150	1	95	
1375 North Amanda Circle				
Amanda Place Subd Lot 13				
1518 206 X 57 X 152 X 207 0.54ac				
HOUSE	WALLS	SECTION		
BRICK ✓	SHEET R.	AGE		
FRAME	PLASTER	TYPE		
		BRK.		
BUILT/999	BASEMENT	FRAME		
	3/4	RURAL		
STORIES/3	3/4	TREND		
	CONC.	UP		
ROOF	HEAT	STATIC		
COMP.	CENT.	DOWN		
	F. FURN.	CONDITION		

- Keywords will be delivered via DIP process.
 - ORIGINAL PARCEL ID
 - NEW PARCEL ID
 - PARCEL ADDRESS

- PIN
- Box Number
- Document Type
- ImageSource

BEGIN:
ORIGINAL PARCEL ID: 18 125B01 053
NEW PARCEL ID: 18 125 14 053
PARCEL ADDRESS: 1375 NORTH AMANDA CIRCLE
PIN: 1234567
Box Number: LPC0009866
Document Type: TA Property Cards
FileName: LPC0009866\00000\00000000.tif
FileName: LPC0009866\00000\00000001.tif
FileName: LPC0009866\00000\00000002.tif
ImageSource: KM: LPC0009866 Record No. :1
END:
BEGIN:

- The customer will provide a data file containing data elements for the match and merge indexing process. This data file will have one column for the ORIGINAL PARCEL ID and columns for the associated keywords.
 - Please Note: For any index values missing from the data file, KM will manually key those index values.
 - If any index values are missing from the data file and the document KM will use a placeholder "UNKNOWN".
 - missing index file name: 18 150 01 095_UNKNOWN.

White-Glove Packing

DeKalb County Tax Assessor may choose to manage transportation and logistics associated with relocating the boxes to be scanned to the Konica Minolta processing facility. In the event DeKalb County Tax Assessor engages Konica Minolta to provide white-glove packing and transportation, the following services can be provided:

- On-site inventory and box labeling.
- Management of un-shelving and loading for transportation.
- Creation of box-level manifests including box number and first and last folder tab.
- Detailed chain-of-custody form.

The range of services to be provided by Konica Minolta, and associated costs, are presented below.

Transportation

The following represents the typical description of services if Konica Minolta is engaged to facilitate the packing transportation of documents:

If Konica Minolta provides the transportation, the documents will be transported to the Konica Minolta processing center via a secure cargo truck. Our drivers do not make any additional pickup stops during transit and will not leave the truck unattended at any time. Prior to transporting documents, both DeKalb County Tax Assessor and Konica Minolta will review and sign-off on the final manifest. Both DeKalb County Tax Assessor and Konica Minolta will retain a physical copy of the signed manifest. This manifest will be reviewed upon arrival at the Konica Minolta processing center to ensure all contents are accounted for. Each document container is then logged into the Konica Minolta batch/container management system for tracking throughout the capture and return process.

*The price quoted above is subject to change if the actual conditions related to packing and/or shipping differ from the attached pack and ship specification.

Processing Center Receipt and Tracking

Storage at our facility will include secure, climate-controlled box storage in our controlled and monitored staging area as well as controlled access in our production area during the scanning and data entry processes.

The procedures for storage at the Konica Minolta processing center during the production life-cycle include specified chain-of-custody processes that involve employee sign-offs for the acceptance and transfer of the records, and control of the records and data during the entire conversion process to ensure that no data or documents are copied or disclosed for any reason other than the communication of technical details or staff questions during the conversion process.

Disaster Recovery

In the event of a disaster, data recovery becomes paramount in re-establishing business operations. Konica Minolta will optionally provide an ANSI standard Archival CD Copy of your data and will store it at our facility, in compliance with disaster recovery standards. CDs are used for archival masters because the ANSI standard guarantees backwards compatibility with readers. This standard does not exist for DVDs, making them subject to obsolescence over time. Pricing has been included below for the second master CD copy as well as the annual disaster recovery storage at our facility.

Image Delivery and Ingestion

Ensuring that all documents that have been captured by Konica Minolta's BPO operations are properly ingested into Secure FTP Portal is critical to the success of the project. The steps associated with ingestion include the following BPO steps:

- Exporting the completed batches with the required ingestion data file. For OnBase this is a DIP file. This file is designed to allow either unattended software sweeps or manual

image imports that associate the images with the index information that has been captured throughout the capture process.

- The images and ingestion file are then compressed so they are contained within a single file. This ensures that individual images or data files are not corrupted during the Secure FTP (SFTP) process.
- The batches are delivered via an automated process to the designated SFTP site. Upon completion, notifications are generated and sent to the ingestion team indicating the successful delivery.
- Each step includes a validation of the image and document counts to ensure a complete delivery. A verification process also ensures that the Secure FTP process completes and the file size on the FTP server matches the size of the file transmitted.

The steps completed after the BPO delivery is completed include, these will be performed by DeKalb County:

- Downloading the Zip files that have been delivered by the BPO Operations Center.
- Extraction of the Zip file to a predesignated location on the OnBase server.
- Ingestion of the images and index information into OnBase.
- When delivering to OnBase, the ingestion file provided by Konica Minolta includes a special tracking field: ImageSource. This field contains the batch number and document count, in the form: Batch 005137, Document x of y. Konica Minolta recommends that this field be created as a hidden field and populated during the ingestion. This best practice will facilitate correction of ingestion exceptions in a streamlined manner.

Professional Service

In some instances, customers will require additional services to support their capture project. These include, but are not limited to the following:

- Design and development of custom import formats
- Project Management services and scheduled periodic status meeting
- Initial and/or ongoing manipulation of data provided by the customer that must be reformatted or otherwise altered in order to be used in the capture process

If these services are identified during or after the initial project estimation process, they are identified below. If they are identified upon the initiation of the project, a Change Control will be completed to add them to the Statement of Work (SOW). Hourly pricing is included in the Additional Services and Pricing table above.

Post Delivery Data Purge

All customer data is purged from Konica Minolta servers, including the SFT site, 60-days following the successful delivery of digitized content. As a result, it is imperative that any delivery issues be addressed prior to the data purge.

Client Initials Acknowledging Data Purge Timing: _____

Box Disposition

There are several options with respect to document disposition.

- Documents may be returned to your office following processing.
- Documents may be stored for 30-days following data delivery at no cost. Documents are delivered on a rolling basis throughout the term of the project as boxes are completed. The 30-day customer QA and destruction cycle are based on each completed and delivered box.

Konica Minolta is authorized to shred all original documents pertaining to the project(s) under this proposal 30-days after the completed work has been delivered. Box destruction will occur on a rolling basis throughout the term of the project based on the delivery of each box.

Konica Minolta will send a Destruction Certificate confirming the destruction. In the event more time is needed for quality assurance testing, DeKalb County Tax Assessor will notify Konica Minolta seven-days prior to destruction to hold the content queued for destruction.

If DeKalb County Tax Assessor requires boxes to be stored beyond 30-days, Konica Minolta will continue to store the boxes at the prevailing rate.

Destruction Services

Depending on the specific needs of the DeKalb County Tax Assessor, there are three methods used for destruction:

- **In-house shredding** – For small batches, Konica Minolta staff perform shredding tasks using a shredder with a security rating of P-4, exceeding the requirements for HIPAA.
- **In-house third-party shredding** – For large destruction engagements, typically following a backfile capture, Konica Minolta contracts with a partner with high-capacity mobile destruction capability. The partner's shred trucks perform the destruction on-site at the Konica Minolta BPO processing center.
- **External third-party shredding** – Under certain conditions, Konica Minolta transports high-volume destruction work to our partner's facility for destruction.

All shredded documents are recycled. A destruction certificate, listing all boxes destroyed, is sent to DeKalb County Tax Assessor upon completion of shredding.

Security

From building security to redundant data backup, Konica Minolta understands the importance of security as it relates to data and documents. A plethora of security practices and procedures are

in place at Konica Minolta to ensure data and documents are secure during the capture process.

Facility security is at the forefront of every customer's mind. Rest assured, from secure-card building to secure-card door entry to operations, Konica Minolta has the necessary security to ensure documents are protected at every phase of capture processing.

Video surveillance provides round-the-clock, digitally captured recordings of all office entrances and exits as well as the operations area. Moreover, no technology devices are permitted in the operations area (e.g., cell phones, USB devices, etc.). Additionally, the data center is firewalled within the operations area. No web hosting or FTP services are provided through Konica Minolta servers.

Konica Minolta provides a fault-over capability for all client data by taking a snapshot every 15 minutes of the main server. As a further protection against a technical failure, Konica Minolta retains all paper documents on-site until all quality assurance steps are completed and the source documents are no longer required. Finally, the server is backed up weekly and the resulting backup is stored off-site.

Serving customers in the government, education, medical, financial, and legal communities, certain standards must be followed. Every Konica Minolta employee signs a confidentiality agreement, acknowledging the proprietary nature of the information being processed and documenting the legal repercussions for failing to comply with this policy.

Change Control Process

Konica Minolta realizes that from time to time, certain job specifications may need to change. To accommodate project change and facilitate communication of the changes, Konica Minolta utilizes a Change Control Process (document attached). This process allows for any changes to project specifications in a controlled and managed environment. The document outlines any impact on project cost, resources, timelines, etc. and is signed by DeKalb County Tax Assessor and Konica Minolta representatives.

Scanned content will be delivered in a format to support the document management software ingestion requirements.

Proposal Acceptance

Document Conversion Process and Methodology

The attached Document Conversion Process and Methodology document describes the general processes and procedures employed at the Konica Minolta BPO processing center. Some or all of the processes will be applied to DeKalb County Tax Assessor 's projects, as described in this Proposal.

Proposal Acceptance Period

This Proposal, and the pricing contained herein, is valid for a period of 30 days from the date stated on the cover page.

Controlling Document

This Proposal is subject to the terms and conditions contained in DeKalb County Tax Assessor existing Scanning Services Agreement.

This Proposal is subject to the terms and conditions contained in the attached Scanning Services Agreement.

Acceptance

I have read and understand the terms and conditions outlined in this Proposal. As a duly authorized representative of DeKalb County Tax Assessor, I hereby accept this Proposal on behalf of DeKalb County Tax Assessor.

I further understand that this Proposal and the governing Scanning Services Agreement constitute the complete and exclusive statement of the agreement between the parties related to the subject matter contained herein, and all prior agreements for these services verbal or written are superseded. Any changes to the scope of work specifications following signature of this agreement are subject to the Change Control Process.

Selections

Please check below product/service to be acquired:

Yes	No	Product and/or Service
		Backfile Capture – Listed document classes estimated at \$123,903
		White-glove packing service, transportation, and supplies - this estimate assumes 1 Trip, picking up 179 boxes estimated at \$ 3,754
		Destruction- 179 boxes estimated at \$1,343

Please check below any additional services that you would like Konica Minolta to provide with respect to this project:

- Master Archival CDs
- CD copies (See Disaster Recovery section above.)
- Annual disaster recovery storage at KONICA MINOLTA facility (See Disaster Recovery section above.)
- Box Disposition (Check the option below)
 - Return documents to Customer
 - Store for 30-days following data delivery then, in the absence of a request to hold, destroy
 - Extended Storage (_____ Days)

Signatures

AGREED AND ACCEPTED by an authorized representative of each party.

DeKalb County Tax Assessor Approval

Title	Approver	Signature	Date Signed
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Konica Minolta Business Solutions U.S.A., Inc. Approval

Title	Approver	Signature	Date Signed
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Title	Approver	Signature	Date Signed
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Appendix A: Attachment List

Document Conversion Process and Methodology

Konica Minolta White Glove Pack and Ship Specifications

Konica Minolta Change Control Process Document Sample

Appendix B: Document Conversion Process & Methodology

Konica Minolta Business Processing Outsourcing Processing (BPO) Centers are located in Chatsworth, CA, Lexington, KY and Warwick, RI. These processing centers are capable of capturing over eight million images per month. Best practices and quality assurance processes are built into all BPO processes. These quality processes and BPO best practices are deeply ingrained in the Konica Minolta BPO business.

Project Methodology

Konica Minolta follows a Project Implementation Methodology (PIM) based on lean principles. The PIM provides a framework for a repeatable and continually improving process for delivering high-quality services to our customers.

The PIM provides a common language for the project team and includes best practices and process guides to leverage the experience gained from past projects. It takes into consideration resource and time constraints by utilizing templates, tools, sample project plans, and intellectual capital.

Working with Konica Minolta project managers, customers' team members collaboratively finalize a mutually acceptable project schedule. The schedule outlines tasks and timelines detailing every facet of the project from document pickup and delivery to periodic batch turnaround times.

Roles and responsibilities, a communication plan, and issue tracking and resolution procedures will be finalized during a project kick-off meeting.

Project Initiation and Planning

Upon the initiation of a project, a Project Initiation Meeting is scheduled between the customer and Konica Minolta. The Project Initiation Meeting will include Processing Center and customer key project team members.

The agenda for this meeting includes evaluating project requirements, determining project timelines, confirming responsibilities of key individuals, establishing designated customer contacts, discussing quality assurance procedures and outlining delivery and pickup schedules. Additionally, overall document preparation and indexing requirements will be discussed.

A resulting project specification document will be created documenting project requirements. This document will include detailed steps related to document pickup and delivery, document preparation activities, including specific knowledge/decision making requirements, indexing, scanning, output, delivery of metadata and digital images, and final box disposition. The Processing Center staff and the customer will work through an iterative process to fine-tune the project specifications until it accurately reflects the procedures required to properly transform the paper documents to digital format.

Document Pickup and Delivery

Konica Minolta understands the importance of maintaining an iron-clad chain-of-custody with respect to the customer's records.

Konica Minolta is able to provide full service, including packaging, manifesting and shipping documents. Alternatively, customers are able to perform these tasks with clear guidance and tools provided by Konica Minolta. Boxes will be delivered to the Processing Center for processing. A receipt for delivery and pickup will be signed by both a Processing Center and customer authorized contact.

Konica Minolta recommends the use of manifests to support the chain-of-custody as well as document requests throughout the capture process. Konica Minolta provides tools that will support either a detailed or summary manifesting process.

The boxes will be logged in a tracking system when unloaded at Konica Minolta's facility and physically "checked off" on the courier form to ensure receipt. The contents of the box will be reconciled against the enclosed manifest during processing. If there are any anomalies in either the courier form or the manifest, the responsible customer representative will be contacted immediately to correct or reconcile the issue.

Each stage of the transformation from paper to digital format is tracked and managed through a combination of project management tools and Operations personnel and management. Boxes are systematically labeled to track their status and the next step in the process. The tracking system is constantly updated to provide an audit trail and record the flow and status of the documents.

In order to ensure the project is delivered on time, a project plan and timeline will be created and maintained. The project plan and timeline will become the reporting mechanism for regularly scheduled project status reports and meetings.

Document Preparation

Document preparation includes creation and application of bar-code break sheets, staple removal, document separation, organization, taping of torn documents and photocopying of poor originals, if necessary.

The document preparation staff will apply a break (cover) sheet to each document as required for each project. The bar-coded sheets provide an automated method of populating the index fields during document scanning. The cover sheet can also be manually populated with index values. In the past, Konica Minolta has been able to use a combination of automated bar code indexing and manual document index identification for various projects.

Often it is determined that Konica Minolta can receive electronic files from customers with metadata associated with the documents to be scanned. In these cases, the majority of metadata is provided in electronic form by the customer and Konica Minolta produces barcode slip sheets with this metadata.

This process provides two benefits: (1) It provides 100 percent accuracy on document indexing and; (2) It provides a tool for identifying any missing files or files for which there is no associated data. Any exceptions identified are brought to the attention of the customer's team member

responsible for the project for reconciliation and correction. This process is finalized during the project kick off meeting.

In the event that large format items are included in a project (e.g., blueprints, design drawings, etc., which exceed 11”X17”), Konica Minolta is uniquely qualified to capture these documents and integrate the items in the same order in which they were found in the source document of folder. Some vendors scan these items as separate documents, while other vendors group all large format items at the end of a document. Either option creates chaos as pages of content are delivered in an out-of-order sequence.

Konica Minolta utilizes internally developed processes and software to guarantee large format items are captured in the original file order within the collection. After completion of the document preparation, the boxes are moved to the scanning area.

Scan, Index and Verify

Quality is implemented throughout every stage of the document conversion process. Each project is examined on the front-end and configured to the specifications that will ensure the best quality image. The scan process incorporates personnel skills, technology configuration and a consistent process. Scan operators have years of experience and are skilled with hand-eye coordination, to view every image as it is scanned, while also ensuring it is fed through the scanning equipment properly. The equipment is configured to detect double feeds, preventing “piggy-backs”. The equipment goes through periodic maintenance processes throughout the day, including cleaning and calibration, to ensure optimal performance.

Each scan operator is trained on the specifications of each project and the expected end-results. The scan operator reviews each image. If the image is difficult to read, a visual inspection is conducted using the source document and adjustments are made to the scanning software to produce a quality scanned image. If automated indexing is performed (through barcodes) during the scanning process, the scan operator verifies and validates upon scan the appropriate values are being populated

Upon completion of scanning, the project will enter the manual indexing stage, if required. Konica Minolta will manually index documents; double-keying any key fields as designated by the customer, and will enter additional indexes as defined in the project. Double blind key indexing is a process whereby an index is entered a second time by a separate operator to validate accuracy. This process assures 99.95 percent accuracy, at the character level, of the indexing. The use of the barcode cover sheets provides significant savings and an even higher level of quality.

Konica Minolta can provide automatic indexing through the use of external database sources utilizing a match and merge process. This process provides additional indexing for minimal cost, will produce high quality indexing results, and will provide additional search criteria for the end user retrieval application.

Konica Minolta has the capability to perform verification checks against data sources provided by the customer to ensure 100 percent accuracy of key fields.

Indexing of each of all content types is determined at the onset of the project. Manual, zonal OCR and blind key verification, along with the use of bar codes when feasible are employed for

the highest level of quality available. The indexing operator and QA staff will verify and validate that the appropriate values are being populated.

Once the indexing has been reviewed and determined to be accurate, the project is transitioned to the post-processing step.

Post-Processing

Images are post-processed in order to de-skew and remove black borders. Konica Minolta can optionally remove other predictable defects, such as hole-punches.

Once the post-processing has been completed, the project is transitioned to the Quality Assurance process for final review and verification.

Quality Assurance – Blank Page Deletion

An internally developed, manual-assisted automated Blank Page Eradicator (BPE) technology is utilized to identify true blank pages for deletion, ensuring the majority of blank pages are eliminated from the collection and pages that actually contain content are not arbitrarily deleted. Other BPO processors rely on file size thresholds to delete suspected blanks. The threshold is typically 2,500 bytes. Konica Minolta has found signature pages as small as 850 bytes. By deploying our proprietary BPE process, we ensure our customers never lose vital data due to arbitrary criteria.

Konica Minolta executes a proprietary quality assurance process, developed internally by Konica Minolta technical staff. This process will run against the production data prior to image delivery. The purpose of the quality assurance step is to ensure there is an image for every database entry. Likewise, this step will verify there is a database entry for every image. Furthermore, this process will electronically open every image in the delivery to ensure (1) the image can be opened and (2) the image is not corrupt.

Finally, this quality assurance process will check for embedded break sheets validating there are no “piggy-back” documents in the queue prior to image publication and delivery. A piggy-back condition is created when a break sheet is not properly identified by the scanner and one document becomes the end of the prior document, making that document irretrievable by end-users. Most vendors do not have a means to identify and eliminate this condition. A page-by-page review is conducted by a QA operator. The operator is able to rescan poor images during this final step.

Once quality assurance tasks are completed, the batch is staged for output and delivery.

Output and Data Delivery

After quality assurance is completed, images will be delivered to the specifications defined by the customer in conjunction with Konica Minolta. Any exceptions reported during transmission will be identified, reconciled and either corrected or reported to the appropriate customer representative for resolution. A designated representative will receive notification emails and electronic deliveries are completed. Optionally, they can get confirmation of a successful load into their document retrieval software. This requires that the software supports auto-notifications.

The customer will then carry out any designated internal quality assurance within thirty (30) calendar days. Upon completion of any customer designated internal quality assurance, the customer will either certify the work as conforming to quality standards agreed to at the inception of the project, or report any problems found during the internal quality assurance process. If Konica Minolta is not notified of acceptability of the work delivered, the work delivered will be deemed “accepted” after thirty (30) calendar days.

Post Delivery Data Purge

All customer data is purged from Konica Minolta servers 60-days following the successful delivery of digitized content. As a result, it is imperative that any delivery issues be addressed prior to the data purge.

Box Disposition/Delivery

Documents are not typically reconstructed to their original state, unless this has been stipulated for the project. Instead, Konica Minolta prepped bundles, along with file folders, will be placed back in the corresponding boxes in which the collection was received. Completed boxes are either returned to the customer, stored for 30-days and destroyed, or placed into extended storage, at the instruction of the customer.

Destruction Services

Depending on the specific needs of the customer, there are three methods used for destruction:

- **In-house shredding** – For small batches, Konica Minolta staff perform shredding tasks using a shredder with a security rating of P-4, exceeding the requirements for HIPAA.
- **In-house third-party shredding** – For large destruction engagements, typically following a backfile capture, Konica Minolta contracts with a partner with high-capacity mobile destruction capability. The partner’s shred trucks perform the destruction on-site at the Konica Minolta BPO processing center.
- **External third-party shredding** – Under certain conditions, Konica Minolta transports high-volume destruction work to our partner’s facility for destruction.

All shredded documents are recycled. A destruction certificate, listing all boxes destroyed, is sent to the customer upon completion of shredding.

Exception Process/Issue Resolution

In the event of exceptions, the Konica Minolta Project Manager will contact the customer’s Project Manager and determine a mutually agreeable means to overcome the exception. Any process change stemming from an exception process will be documented via email with a request for confirmation from the customer’s Project Manager. Any changes will be added to the customer’s processing manual to ensure consistency through the project and, in many cases, supported by a signed Change Control.

Document Access – Scan on Demand Service

Konica Minolta will provide a secure, hosted repository for access to images/data during document processing and prior to ingestion into the document management system. User IDs will be issued based on the instructions provided by the customer's project team leaders.

Documents will be accessible within two (2) business hours of the request, or, upon special arrangement between the Konica Minolta project manager and the customer's project manager, if access is required outside of normal business hours, Monday through Friday from 8:00 AM to 5:00 PM local time. If daily document access exceeds four requests, Konica Minolta reserves the right to charge \$35/hour for additional requests.

Appendix C: Konica Minolta White Glove Pack and Ship Specifications

DeKalb County Tax Assessor

Location/Schedule Information:

Dates for Scheduled Pickup-

Location Address-

Arrival Instructions (Provided by Client)-

Arrival Time-

Estimate Quantity of Boxes-

Services:

Pickup Service-

White Glove Packing

White Glove Transportation

Pickup Service Details-

Box Disposition-

Returning

Shredding Documents

Contact Information:

Contact Name-

Contact Email Address-

Contact Phone Number-

Appendix D: Konica Minolta Change Control Process Document Sample

CHANGE CONTROL

Title:

Project:

Date:

Author:		Organization:	
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Originator:

Organization:

Proposed Change Description:

Justification:

Affected Requirements:

Impact on Cost:

Impact on Schedule:

Impact on Resources:

Travel:

Detailed Review Results:

Approved	Defer Until:	Declined
Y/N	Date:	Y/N

Reasons/Comments:

Payment Terms:

FINAL APPROVALS (Signature Block is Provided Here)
