



Solution Proposal

Dekalb County Department of Planning & Sustainability

Digitizing Plans

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Statement of Work

Introduction & Background

This Statement of Work (hereinafter “SOW”) originally dated October 21, 2022 and revised on March 06, 2023 is made by and between Konica Minolta Business Solutions USA, Inc., (hereinafter “Konica Minolta”) and Dekalb County Government – dba (hereinafter “Dekalb County Department of Planning & Sustainability”). This SOW is issued in accordance with and subject to the Terms and Conditions of the Government Cooperative Contract (hereinafter “Sourcewell Contract” “No. 090320-KON”). In the event of any conflict between the referenced parties, the terms and conditions of the Sourcewell Contract shall control.

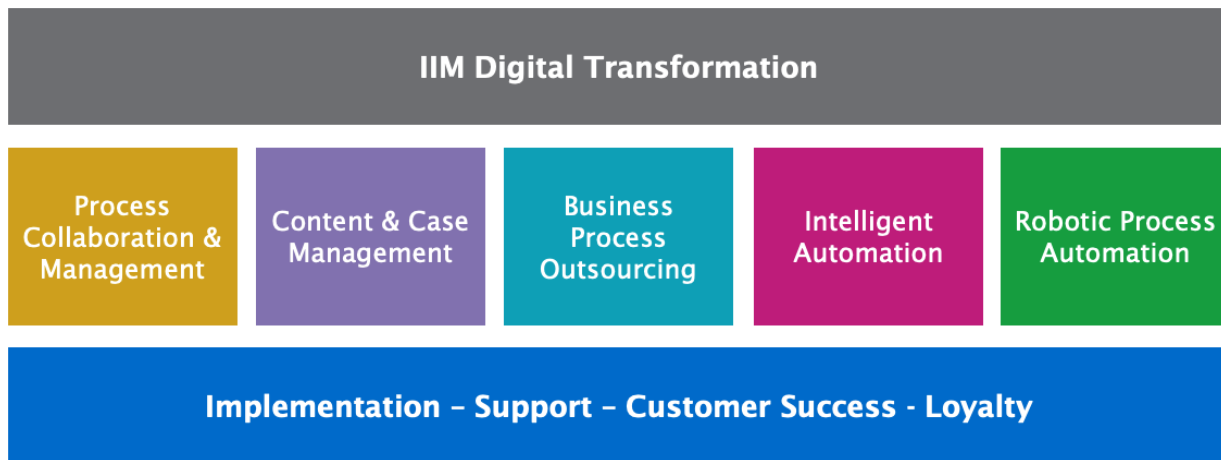
Konica Minolta is pleased to provide this Proposal for Document Imaging Services in response to Dekalb County Department of Planning & Sustainability’s request for digitization of hundreds of boxes of existing plans in several offices.

This Proposal presents Konica Minolta’s findings and recommendations to digitize these plans. These findings and recommendations are based upon the information provided during Konica Minolta’s discussions with the Dekalb County Department of Planning & Sustainability and our on-site assessment. 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.



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 Department of Planning & Sustainability currently maintains these plans in hard copy, taking up valuable office space. It is very difficult for the department to locate a specific plan when required. This digitization will provide ease of access and a great saving of time, office space, and enhance productivity.

Konica Minolta has performed similar services for the Tax Commissioner's Office, providing similar efficiencies and savings.

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 be reduced, the long-term archival of the documents will be accomplished, and responsiveness to outside requests will be materially faster.

Proposed Solution Summary

Konica Minolta recommends Dekalb County Department of Planning & Sustainability entrust their document imaging to us. Documents will be scanned and indexed by Konica Minolta and delivered to Company Title'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 and Certified Document Imaging Architech™ (CDIA)/Enterprise Content Management Specialist (ecm^S) 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 Department of Planning & Sustainability to establish an internal imaging operation. Ad hoc scanning can be performed by users under either go-forward scenario.

Project Estimated Pricing Summary

Imaging Services Estimated Extended Pricing

Dekalb County Department of Planning & Sustainability currently has a backfile of hardcopy documents estimated at over 140,000 plans. These are detailed below. The estimates provided for the purposes of pricing are based upon the number of pages estimated by Konica Minolta during a site visit and clarified by phone. Dekalb County will be billed based upon the unit pricing below for **actual** pages processed.

BACKFILE CAPTURE – UNIT PRICING

Service and Description	Unit Pricing
Capture Services at 300 DPI (per page)	\$1.69

All-inclusive Backfile pricing is based on the assumptions and delivery specifications included in the Project Specifications section of this Proposal. If the actual conditions differ from these assumptions and specifications, the unit prices are subject to change. Should additional services be required, the customer is subject to additional charges as listed in this Proposal.

SUMMARIZED EXTENDED BACKFILE COST

Project Name	Pages	Extended Estimated Price
Dekalb Plans	140,000	\$236,600

Additional Pricing

Additional Services and Pricing	Unit Pricing
Disaster Recovery Archival CD Copy (per CD – if applicable)	\$20
Disaster Recovery Annual Storage (per CD, per year – if applicable)	\$15
Shredding and Disposal of documents (per pound)	25¢
Extended Box Storage (per box, per month)	\$9
Retrieval of requested documents	\$35/hour

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.

Box Disposition

There are several options with respect to document disposition.

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

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 Department of Planning & Sustainability and Konica Minolta will review and sign-off on the final manifest. Both parties 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.

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.

Destruction Services

Depending on the specific needs of the Company Title, 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 upon completion of shredding.

Transportation Pricing*	Estimated Cost
Transportation – Estimate assumes 2 Trips, picking up 532 boxes that will be near an exit door or on a loading dock for loading	\$6,357

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: _____

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 Government and Konica Minolta representatives.

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

Project Specifications - General

The processes listed below will be utilized for all projects under this Proposal, subject to Dekalb County 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 Department of Planning & Sustainability and one person 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.
- All Drawings will be right reading.
- 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
- KMBS will deliver TIFF files with an OnBase Dip file.
- All data deliveries will be made via Secure FTP (SFTP) unless specified otherwise in this Proposal.
- 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.

Project Specification – Drawings/Plans

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

- All plans are single sided pages.
- Document preparation will consist of repairing torn edges removing staple that create the set of drawings.
- Plans/Drawings that are in poor condition will be inserted into mylar jacket to protect the plan from more damage.
- It is estimated that there is an average of 50 -100 sheets per set.
- The files contain primarily 24" x 36" plans, but may contain 11" x 17" pages.
- The documents will be indexed on 4 values:
 - Parcel Number
 - AP Number
 - Address
 - Project Name

Key Dates

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

Description	Target Date
Contract Execution	TBD
Purchase Order Delivery (if necessary)	TBD
Project Kickoff Call/Meeting	TBD
Pack/Ship	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 Department of Planning & Sustainability 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.

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 Company Title'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 the Government Cooperative Contract - Sourcewell Contract No. 090320-KON.

Acceptance

I have read and understand the terms and conditions set forth in this Proposal. As a duly authorized representative of Dekalb County, I hereby accept this Proposal on behalf of the Dekalb County Department of Planning & Sustainability.

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
X		Listed document classes estimated at \$236,600
X		Transportation (2 trips) \$6,357
X		White Glove \$2,500
X		Shredding of Documents \$3,990

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 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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Appendix A: Attachment List

Konica Minolta Change Control Process Document Sample

Appendix B: Konica Minolta Change Control Process Document Sample

CHANGE CONTROL

Title:		Project:	
Date:			
Author:		Organization:	
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)
