

Capital Improvement Budget	2023
Town Offices/Digitization	
Phased Project	\$50,000
E-45-05-60-08	

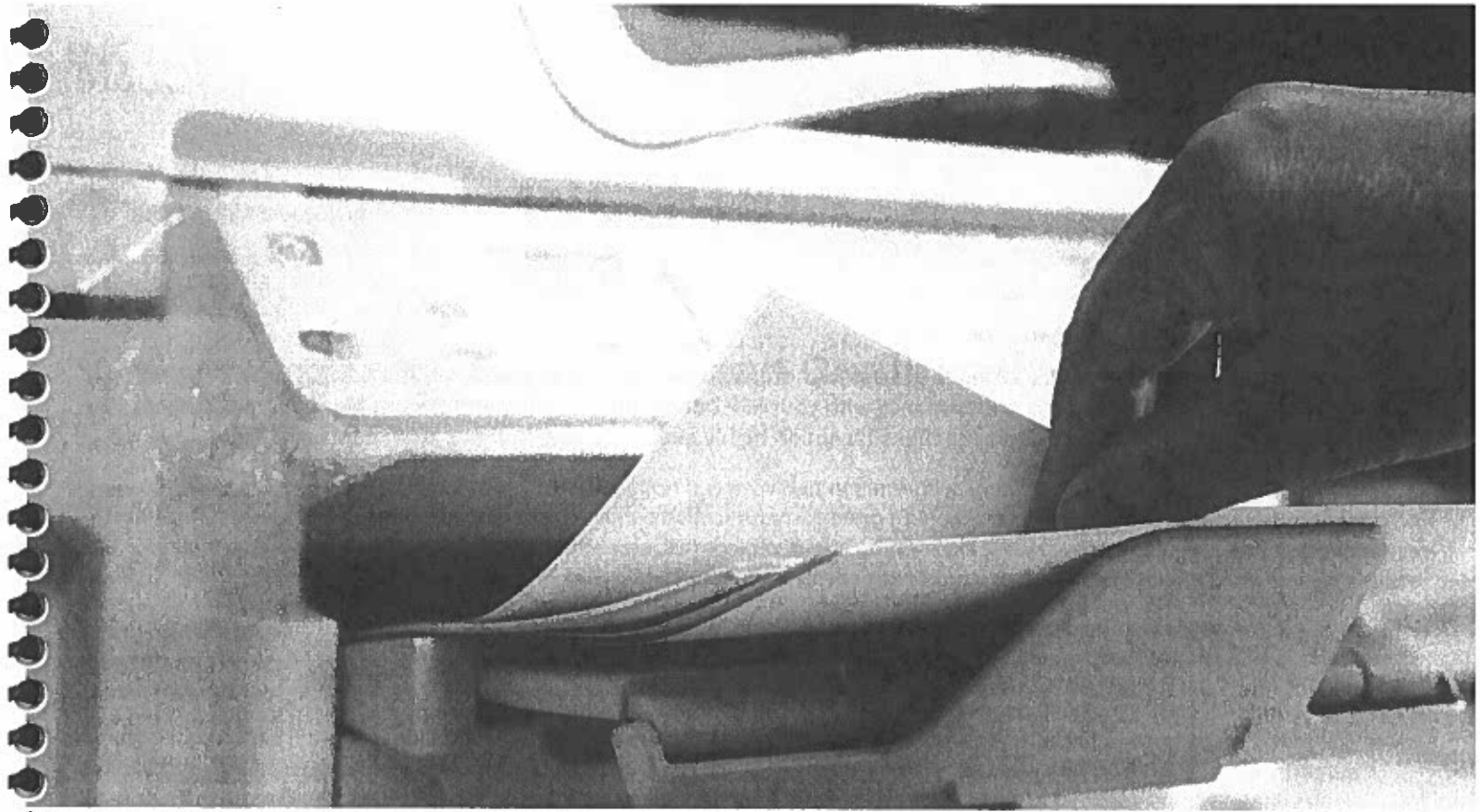
**Document Scanning and Hosting Proposals
Ranging from \$147,707.75 to Unknown**

One Proposal capped the cost and the second proposal did not provide a cap.

Both companies completed their due diligence by spending 2-3 hours at the Municipal Building.

Both companies indicated that multi-year approaches were often utilized for digitization projects (scanning and hosting for digitization).

Excerpts of the two proposals are attached.



Town of Pittsfield, ME
Document Scanning and Hosting Proposal



Town of Pittsfield, ME
Pittsfield, ME 04967

*Excerpts
only*

October 19, 2022

Kathryn Ruth

Town of Pittsfield, ME

Pittsfield, ME 04967

Hello,

Inception Technologies (Inception) is pleased to present our proposal for scanning your records and hosting them in a cloud-based document management system in accordance with your RFP **Document Scanning and Record Management System**. We believe our experience and technical expertise make Inception highly qualified to digitize your documents while making them searchable.

Our approach to projects is to focus on establishing good communications and common expectations, while also establishing review checkpoints. Our comprehensive team training and thorough testing of the images ensure predictable quality and results. We will also facilitate rapid turnaround of any records you need while they are in our possession.

Here are a few items that impact the project:

- The quote for each department is based on an estimate developed during on a 10/16/2022 site visit
- The estimate is based on 2,000 pages per box
- The indexing estimate is based on Inception keying in all data. Where the Town can provide Inception with a database or spreadsheet of some sort, the process will be designed to leverage that data, and the Town will only be charged for actual keyed data. (For example, if you have a database with something like the Map and Lot numbers, we can key in one of those fields and pull the rest from the database.
- The project can be performed in sections to meet budget requirements
- The project can be performed over 1, 2, or 3 years, with no expected rise in cost

We understand that your records are extremely valuable and they will be treated accordingly.

Thank you for the opportunity,

Jeff

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Statement of Work

This Statement of Work contains the tasks and responsibilities required for completion of the conversion/capture processes. They are to be performed by Inception and/or the client.

Obligations:

- Provide a Point of Contact for the Project
- Develop a mutually convenient pick-up and delivery schedule
- Boxing of documents
- Provide Manifest of documents or folders
- Complete Exception Handling Questionnaire

Schedule/Time Frame

Inception would be able to start the project within two (2) weeks of being awarded the contract. Inception's capacity is such that we can turn around 100+ boxes per month on a project. Our expectation is that we could complete this project in ten (10) months or less.

Proposed Workflow

In order to begin the Document Conversion Process, either Inception or the client will need to prepare the files to be sent out to Inception Technologies as outlined below.

If the documents are not already boxed, either the client or Inception can box documents for transportation. Inception has included both the labor for this in the proposal, and the cost to provide boxes to pack and transport the documents.

Prior to transferring the files to Inception, we recommend that the customer create a manifest detailing the contents of each box or file cabinet drawer. This ensures that the customer will be able to track which documents Inception is holding to facilitate expedited return of documents when required. If a manifest is not available, a comprehensive list of documents or folders, such as a list or database, is acceptable. If Inception can use this database to complete indexing of files, the client will not be charged for any indexing data pulled from that database.

Tracking System

Upon receipt of the documents, Inception will log the total number of boxes in each shipment, label each box with an ID, and record those Box IDs in our Production Control system. Once the boxes are received at our production facility and logged into our Production Control System, they are processed as follows.

Document Inventory

The contents of each box will be inventoried in Inception's inventory control system. This will enable Inception to find individual documents if they are requested by the customer. Additionally, this system provides a data trail to ensure that each box and document are processed and output as appropriate.

Document Availability

When the Town requires access to documents in Inception's possession, Inception will find those documents within the collection, scan it in, and deliver it either via uploading it into the document management solution or by posting it online in a secure access portal.

Document Preparation

Documents must first be prepared to make them "scan ready." Inception personnel will remove any staples, fasteners or clips, align documents, identify and tag illegible documents, remove dog-ears, and tape ripped documents with clear Scotch tape.

Because some pages will be of various sizes, Inception's staff will, where appropriate, tape smaller pages to an 8 ½" x 11" piece of paper to ensure uniformity at the scanner stations. All sticky notes and other non-standard pages will be prepared and scanned unless they are blank, in which case they will be removed and discarded.

Exception Handling Questionnaire

Periodically, while processing clients' documents, Inception finds specific items for which there are no instructions. We have assembled a list of the most common questions to preempt having to ask them while in production. If you can provide us with simple instructions for them, we will process accordingly. For example, Return to Sender - Open and Process, Catalog, Ignore, Destroy, etc.

This questionnaire will be supplied in a separate Email after the agreement has been signed.

Document Scanning

The documents will be duplex scanned in black and white at 200 Dots per Inch (200 DPI) unless otherwise specified. These procedures involve analyzing the documents to be scanned to determine the correct threshold to yield the best image, scanning the documents, creating PDF-A images, and utilizing Perfect Page processing software to enhance the scanned image to assure the highest possible quality for each image.

Inception will not scan blank pages and will delete blank back pages.

Optical Character Recognition (OCR)

Inception will process all documents through OCR to make the documents searchable.

Global Text Search

Documents that have been processed using OCR will also enable the document management system users to search across all documents (Global Text Search) for specific text and phrases.

Quality Control

Inception personnel will review each image captured to verify image quality, orientation, and data integrity. Objectives for this review include Readability, Skew, Border removal, multi-Page feeds, and Document Separation. If any errors are found, Inception will reprocess or re-scan these documents, ensuring that all pages scanned are of consistently high quality.

Document Indexing/Verification

Inception will manually tag each document/folder. Customer has specified that the documents will need to be tagged/indexed. The indexing structure will be based on customer specified naming values for each collection.

As mentioned in the quote itself, there is no limit to the number of fields, but there is a 255-character limit per document (applicable to all document sets).

Document Load/Ingest

Upon the completion of the Indexing Process, Inception will:

- Create a series of Image Files and upload the images to an External USB drive to be delivered to the Town
- Upload the documents directly into the DocuWare cloud-based document management system for immediate access

Document Hosting

Inception can securely host documents in our DocuWare Cloud Services platform to provide online search and retrieval of documents. Individuals who have rights to access the documents will be given their own password for access. This solution provides tracking information for all transactions and changes within the system such as indexing changes and document deletions.

Note: The DocuWare cloud-based solution is purchased through a subscription model, and maintenance is included with the subscription.

Document Re-Prep

Upon the completion of the conversion process, Inception will re-prepare documents into their original folders to be returned to the town.

In-house Scanning

Inception has proposed a scanning solution for the town, which includes two (2) desktop scanners. Two have been proposed to allow more than one department or user to scan. Inception will:

- install the scanners
- Connect them to specified users' PCs
- Train the users to scan documents directly into the DocuWare solution.

Security Controls

All of Inception Technologies' employees are focused on maintaining the highest level of physical and digital security possible. We constantly review and test our physical security procedures and network vulnerability to ensure that all documents and data are safe and highly secure. Below are the processes and security controls we incorporate.

Production Site Physical Security

Our production facility, located in a modernized, 6,000 square foot, fully alarmed facility with 16 cameras providing full video coverage of the facility and your documents. Documents are secured each night in a segregated area of our facility. All locks are coded and require a valid code to gain entry to each area. Our security system audits and tracks each entry into an area.

Inception Technologies Production Control System

All boxes of incoming documents or media are logged, and a label is printed to track and identify each box as it moves through the facility. The Inception Technologies Production Control System (PCS) and Inception's Capture Software tracks each box individually as they move through the production process.

Data Security

Inception Technologies employs the following procedures for maximum security of our customers' confidential information:

- Employment of dual redundant RAID 5 server configuration
- Production file servers are located in a secure data center, with access limited to select IT staff
- All production servers and workstations are monitored and protected by our state-of-the-art firewall and intrusion monitoring and reporting systems
- All servers and workstations are protected with antivirus software.
- Employee access to client data is tightly controlled at both the application and file access levels
- Database information in process is password protected at both the Client and Server levels

Pickup Options

One-Time Fees

Category	Item	Qty	Price	Total
Product	Pickup and Delivery Pickup 51 to 150 boxes plus from customer's facility Approximately 8 trips @ 150 boxes per trip	8	\$675.00	\$5,400.00 [†]
Product	<input type="checkbox"/> Pickup and Delivery Pickup up to 50 boxes from customer's facility = \$325 Approximately 24 trips @ 50 boxes per trip = \$7,800	1	\$325.00	\$0.00 [†]
Product	<input type="checkbox"/> 15" Boxes Document Storage Boxes Standard 1.2 Cubic Foot Box (15") - 10 pack = \$35.00	1	\$35.00	\$0.00
			One-Time Subtotal	\$5,400.00

Summary

[†] Non-taxable item

Please contact us if you have any questions.

Total One-Time \$147,707.75 USD

ACCEPT QUOTE

Cost Breakdown

Category	One-Time Fees
Product	\$147,707.75
Total	\$147,707.75 USD

Proposal to provide:

Document Scanning and Records Management System

Provided for:

The Town of Pittsfield, ME

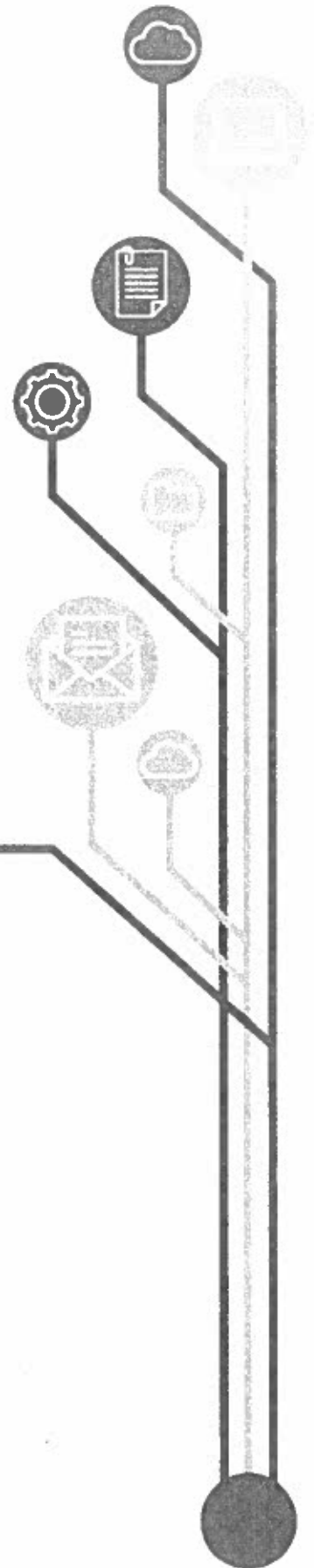
Prepared by:



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October 20, 2022



Project Approach

A project scope and description of the consultant's understanding of the minimum requirements, and a summary and description of the tasks which will be performed.

Production Facility

MetaSource will provide support from our Norwood, Massachusetts operations center, which specializes in public-sector digitization contracts and brings the Town the following key capabilities:

- A robust security program, including compliance with and certification to SOC 2 Type II audit requirements
- Adherence to strict corporate-mandated physical and electronic security directives
- Established infrastructure, equipment, systems, security, and quality methodologies
- Proven production workflow systems, extensive reporting capabilities, and documented audits and controls
- Proven management and technical teams and a fully trained and stable workforce

Access to our facility is controlled by key card access. Key card access is also required for restricted areas inside the location where Town documents will be stored and processed. The site is monitored by a 24/7 security system, integrated with the local fire and police departments, and includes sensors for burglary, smoke, and fire. Video cameras also monitor all interior entry points and the server room. Visitors are not allowed within the facility unless registered at the reception area (where they will be issued a visitor identification badge) and accompanied by an escort while in the building. Our employees are trained to challenge any visitors whose badge is not visible.

Preliminary Technical Solution

The technical solution presented below is based upon our current understanding of the Town's stated requirements and our extensive experience with similar engagements. Although MetaSource has a standard, repeatable, and optimized methodology developed and managed using Six Sigma controls, we understand that each client is different and has unique business requirements. Our methodology, however, enables us to quickly customize our processes and procedures to provide solutions that will be tailored specifically to the Town's business needs. MetaSource has reviewed, and confirms our ability to support, the specifications outlined in the RFP.

Pre-Production Tasks

Specifics of the Town's solution needs will be fully discussed, documented, and agreed upon prior to the commencement of any work.

1. MetaSource will meet with the Town to capture detailed specifications and physically re-review the documents to be processed. This is a complimentary service to the Town to ensure successful project outcomes.
2. This will be followed by a proof of concept (POC) to test the solution. The POC is important, in that it enables us to identify efficiencies and cost savings, typically by leveraging technology.

3. After the POC, MetaSource will provide a budget and timeline to the Town, followed by a detailed statement of work (SOW) and business requirements document (BRD).

The executed SOW will reiterate the details of the services to be provided (“what we will do”) and include the project’s functional and technical specifications, as well as delivery timelines. The BRD, based on the SOW, will thoroughly describe “how” we will deliver the solution and include details related to infrastructure, resources, and operational requirements that must be in place for a successful solution program. The BRD lists the business rules and associated business and technical requirements that MetaSource must comply with in order to meet our contractual requirements with the Town.

Document Transport

The transportation preparation process includes the following steps:

1. Boxes will be packed by Town staff and staged for shipment.
2. The Town will prepare a box-level shipping manifest of documents to be processed.
3. MetaSource will schedule each pickup and leverage the services of a bonded and insured third-party carrier (one of our long-term partners) for transport.
4. The carrier will arrive onsite, and using the Town-created shipping manifest, confirm each box is present, and load each box into the vehicle.
5. Both the Town and the carrier will sign and date the shipping manifest. No documents will leave the Town site until the shipment is reconciled and agreed upon.

Pickup schedules will be jointly agreed-to by the Town and MetaSource. We can make a one-time pickup or multiple pickups.

Document Intake and Reconciliation

Upon arrival at our operations center, boxes will be unloaded and immediately brought into a secured area with controlled access for intake. MetaSource will confirm all boxes picked up are present in the delivery. Any discrepancy will be reviewed, corrected in the inventory information, and provided to the Town.

We provide a comprehensive chain-of-custody program, supported by technology and refined operational processes, to address the highest demands on the transfer of documents from client sites to our facilities. MetaSource’s Production Control System (PCS) is our enabling technology used to receive, track, and report on the scanning process. PCS provides real-time information on the status of documents, time to process, volume, delivery, resources available, resources needed, and all other points of information. PCS will provide a detailed audit trail of all Town records and data within our possession. It will reconcile all Town records and establish accountability of records from initial pickup and transport through receipt, processing, and disposition.

Temporary Document Storage

MetaSource will provide secure document storage within our Norwood operations center, which offers a clean, dry, heat/humidity-controlled, and vermin-free storage environment with camera monitoring. Documents will be stored in boxes, off the floor, on sturdy shelving. Access to documents will be based on least privilege; specifically, if an employee has no reason to access documents to perform his/her job function, access will be denied.



Records Request Fulfillment

MetaSource understands that the Town may have the need to access files during the conversion process. Upon receipt of a formal request from an authorized Town staff member, we will pull and fulfill any document request. Once the Town issues a request for a file, MetaSource will prioritize the processing of the requested item and provide an electronic copy (scan on demand) of the file via secure FTP. If the physical file is needed, it will be provided via overnight third-party carrier. Service levels surrounding records requests will be captured during the due diligence process.

Document Preparation

While specific document preparation business rules will be confirmed with the Town during the due diligence process, standard tasks include:

- Remove any paper clips, staples, glue, and other bindings from papers
- Straighten and flatten any papers as required
- Repair documents and clear tape tattered edges
- Tape partial sheets to carrier sheets
- Create photocopies of fragile documents as necessary
- Insert document-level barcode separator sheets to identify the start and end of each individual file

Document Scanning

Documents will be scanned (black & white, grayscale, or color) in duplex at a minimum of 300 DPI, with blank backs removed during image enhancement. All scanned images will be a mirror representation of the original. Scanning will be performed by operators with a high degree of training in document conversion, including the methods needed to capture the best possible image by leveraging available brightness, contrast, threshold, and calibration settings. Scan procedures start with setting up job parameters in MetaSource software, running sample images, and adjusting the machine settings accordingly. When samples are completed and final settings are established, operators will begin the digitization process. Documents will be scanned in the same order as the paper is received. Any oversized documents will be scanned using large-format scanners, and when co-mingled with standard size documents, images will be electronically inserted into the proper location of the resulting output.

Image Enhancement

After scanning, each image will be automatically imported to MetaSource's image enhancement module, where it will undergo the following automated image cleanup processes:

- De-skewing, de-speckling, and smear removal
- Page orientation
- Blank back side page recognition and removal (based upon predetermined pixel counts /threshold settings)
- Background smoothing and black border removal
- Contrast adjustment

MetaSource's image enhancement technology will not alter existing content of the original document. The image enhancement process is closely monitored and does not allow for character and image deletion or alterations. Even during the blank page removal process, which is based on pixilation thresholds, each image is reviewed prior to final deletion.



Indexing

If available, MetaSource can use a Town-provided data file in Excel or Access format with required data fields, enabling us to leverage auto-population and validation technology. Alternatively, data entry/indexing will be performed post-scanning, via direct key entry. Note that there are no limitations to the number of fields to be captured. Based upon our site visit on October 17, we note that folder-level indexing would provide the search and retrieval capabilities needed by the Town.

Quality Assurance

MetaSource will incorporate multiple levels of quality inspection throughout processing: 100% image inspection at scanning and 100% inspection at indexing QC.

- 100% image inspection at scanning. Our scanning software is an advanced application that, among other capabilities, reviews each and every image as it is captured for overlap, skew, etc., and automatically flags document exceptions for immediate correction – resulting in significantly less rescans downstream in the quality control process.
- 100% image inspection at indexing quality control (QC). Operators will review every image and all index data on the screen during the QC review process. They will:
 - Verify all pages have been scanned from front to back
 - Ensure every page is complete, clear, and as readable as the source page
 - Ensure every page is right reading

The QA module displays every page, and the operator has the ability to perform full page/screen review on any page to verify its quality and detail.

Our final quality control step is to compare the final output to the documents received to ensure that each document is imaged/indexed.

Output Delivery

Batches of completed images/data will be uploaded to the Town's new digital repository (fully described below). Images will be delivered in text-searchable PDF-A format. Files will be processed with OCR software and the resulting text will be stored in the PDF file with the image. Our process will yield 99.5% accuracy based on industry quality standards.

Town Quality Check

The Town will perform a quality check on the images/data delivered by MetaSource using benchmarked samples. Any deficiencies identified will be repaired or replaced by MetaSource within an agreed-upon schedule, and at no additional charge.

Document Return

Documents will be returned to the Town in the same method as pickup. Each return shipment will be accompanied by a manifest to ensure that all boxes processed have been properly returned. We anticipate that Town staff will be available during document return for validation purposes.



Document Shredding (Optional)

Upon receipt of a written destruction request, MetaSource will destroy hardcopy boxes of documents (shred) and provide the Town with a certificate of destruction (date, method of destruction, and accounting of records destroyed). MetaSource leverages the services of an NAID/AAA certified and bonded shredding organization to destroy client documents. All destruction activities are performed onsite at our facility under the direct supervision of an authorized MetaSource resource. Optional video-taping and presence of Town-authorized staff can be accommodated.

MetaStor Repository Platform Solution

Based upon the Town's volumes and business needs, we recommend MetaStor, our hosted version of the OpenText AppEnhancer repository platform. MetaStor improves productivity, reduces manual work and operational costs, enhances reporting, ensures compliance, and more. With MetaStor, the Town can securely store, access, share, and process business documents whether employees are working remotely or in the office. It provides *any document, anywhere, at any time* via the web with all the functionality of a premise-based content management and workflow system. With strong integration capabilities, MetaStor will maximize productivity by eliminating "data silos" across Town departments



Cloud-Based Security and Disaster Recovery

Because MetaStor is hosted by the same highly secure MetaSource infrastructure that has been thoroughly vetted by major financial institutions and service companies, it provides an extremely high level of security to meet compliance and business recovery objectives. MetaStor also has full support for inbuilt secure socket layers (SSL), along with site-specific security measures such as IP address limiting, session source persistence, and more. We perform data at rest encryption in conjunction with physical SAN security to address major storage administrator security concerns.



MetaSource's robust business continuity strategies mean that Town data is safe from loss. Through the use of redundant networks, server clusters, and storage arrays, MetaSource eliminates the potential of hardware failures affecting availability. Backup power sources and redundant high-speed data lines mean no interruption in service or accessibility. Town data will be backed up several times a day through an advanced strategy that ensures all data is written to multiple media devices within hours of being uploaded. A set of these high-capacity media will then be moved offsite on a daily basis and placed in a remote, secure, fireproof vault for safekeeping.

Project Schedule

The level of effort anticipated for each task and the amount of time to accomplish the task.



Project Planning

- Initiate project preparation
- Conduct introduction meeting
- Conduct kick-off meeting
- Determine and communicate all project goals and critical path tasks to all stakeholders
- Fine tune and formalize project plan based on scope and initial meetings (shared with all stakeholders)



Project Setup

- Gather Town scanning, data capture, and digital storage requirements (BRD)
- Obtain Town sign-off on requirements
- Plan logistics for shipping files to MetaSource's production facility
- Set up and/or configure internal platforms
- Create indexing specifications
- Train internal staff on Town requirements
- Train Town staff on platform usage



Project Proof of Concept (POC)

- Complete end-to-end testing; facilitate user acceptance testing
- Determine size and/or specific employees
- Start POC using agreed-upon volumes
- POC results are released to the Town for review and feedback
- POC is adjusted and team educated based on Town feedback
- POC is uploaded to production site for final approval by the Town
- POC phase is closed out



Ongoing Production

- Scanning and indexing are fully operational
- Plan and share schedule to reach project completion
- Scanning and indexing are complete; final work is delivered





Project Close Out

- Send final reconciliations/reporting sent to the Town
- Boxes are securely returned to the Town (or shredded)
- Content is purged from MetaSource servers



Ongoing Support and Preparation for Ongoing Conversion

- MetaStor support
- Prioritization of Town scanning needs for year 2

Town Participation

While MetaSource will take the lead in each implementation step, we will require Town input, review, and signoff to minimize project risk and ensure our developed solution program precisely fits the Town's required business needs. To ensure a successful project implementation, we will request the following (non-inclusive) support from the Town:

- Resources to support the project kickoff meeting and development of training material
- Input from SME resources to define current business flows and ensure the correct definition of expected project outcome during due diligence
- Input from technical staff to provide input related to business rules and standards to be followed
- Continuous input from SMEs related to any quality issues (this allows MetaSource to quickly identify quality/production level variances and highlight areas requiring additional training, modification to system configuration, or other corrective actions)
- Availability of project management staff to review and sign off on all requirements documents and testing results

Fee Summary

A fee table listing total man-hours proposed for each task, the hourly rate and total cost basis for the entire project. The selected firm shall be required to enter into the Town's standard services contract stipulated as a "Not to Exceed" fee.

Scanning and Indexing

This quote is based on the count of boxes/file cabinets/linear inches of documents and is an estimate of the quantity of work to be processed based on industry standards. Billing will be based on actual quantity of images scanned.

Qty	Description	Unit Price	Unit	Total Price
1	Project setup fee	\$500.00		\$500.00
1	11 x 17 and smaller	\$0.08	Image(s)	\$0.08
1	Book scanner	\$0.75	Image(s)	\$0.75
1	Larger than 11 x 17	\$1.25	Image(s)	\$1.25
1	Heavy document preparation charge for boxes requiring over 2 hours to prepare	\$32.00	Hour(s)	\$32.00
1				
1	Delivery Protection Plan (required)	\$15.00	Each	\$15.00
1	Destruction Costs	\$9.00	Box(es)	\$9.00
1	Shipping	\$7.00	Box(es)	\$7.00

MetaStor

Qty	Description	Unit Price	Unit	Total Price
12	MetaStor Cloud Document Management. Unlimited users, unlimited applications, unlimited access. Monthly price is based on a 3-year agreement. Includes 25 GB of storage.	\$600.00	GB	\$7,200.00
1	MetaStor installation and training. Includes "train the trainer" session and online support documents.	\$2,500.00		\$2,500.00

Scanning Equipment and Maintenance

Based on the Town's volumes, we believe that one multi-function device (MFD) per department can support go-forward scanning. Typically, our clients are able to obtain the most favorable pricing through established statewide contracts. MetaSource can assist the Town in selecting the best-fit equipment based upon stated specifications.

First-Year Estimate

Based upon our onsite review of the Town's documents (results depicted below), MetaSource is confident that the repository solution and conversion of the Council Chambers and the Assessor's Room documents can be completed within the Town's first-year budget.

