



**Document Scanning Proposal  
For  
Village of Wesley Hills, Building Records  
Closed Building Permits**

**Submitted: December 2, 2021  
Submitted By: Laurie Green  
Senior Account Executive  
Image Data, Inc.  
(518) 862-2740  
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# Statement of Services

## Scope of Work

### 1.0 OBJECTIVE

The objective of this proposal is to provide preparation and document scanning of closed building permits for the Village of Wesley Hills, NY. The project will be converted in our Albany, New York production facility according to the requirements detailed in this Statement of Work.

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

### 2.0 SUMMARY OF CONTENTS

The following sections are included in this SOW:

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

### 3.0 PRODUCTION CONTACTS

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

- |   |                          |
|---|--------------------------|
| 1. Kara Heniges<br>(518) 862-2740 ext. 1030 | Operations Manager       |
| 2. Ken Major<br>(518) 862-2740 ext.1023     | Director of IT           |
| 3. Laurie Green<br>(518) 862-2740 ext.1021  | Senior Account Executive |

### 4.0 PROJECT PICKUP AND DELIVERY SCHEDULES

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

Based upon the supplied image volumes, Image Data anticipates the production time on a typical pick-up to be 120 to 180 days from the date of pick-up.

## **5.0 DOCUMENT PREPARATION**

Document preparation will be needed to remove staples, paperclips, sticky notes and prior to scanning and will be completed by Image Data.

Items will not be placed back into folders/subfolders but kept in the scan batch format after scanning.

## **6.0 DOCUMENT CONVERSION SERVICES**

- Documents are a mix of small and large format
- Small and large format documents will be scanned at 300 DPI B&W PDF/A images
- Items will not be placed back in folder
- Documents will be scanned in order received
- Documents are a mix of single and double sided
- Within a file, large documents may be grouped and imaged together
- Maps can be placed in back of folder once scanned
- Fronts only of folders will be scanned
- Folders can be ripped
- No documents over “E” size

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

## **7.0 TRANSMISSION OF IMAGES**

Data will be returned on a USB drive to the Village of Wesley Hills.

## **8.0 POST-SCANNING INDEXING & ORGANIZING**

Image Data will index records as follows:

- SBL
- The Village of Wesley Hills will insert page with SBL into each folder

## **9.0 IMAGE RETRIEVALS DURING PRODUCTION**

While the Records are at Image Data during production, a process will be determined for easy access to the images when requested. Requests by Authorized Representatives from Wesley Hills can be made via email and delivered via email. The cost to retrieve would be \$17.00 per retrieval plus the imaging fee.

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

## **10.0 SERVICE LEVEL AND RETENTION**

Documents will be returned to Wesley Hills once scanning is complete.

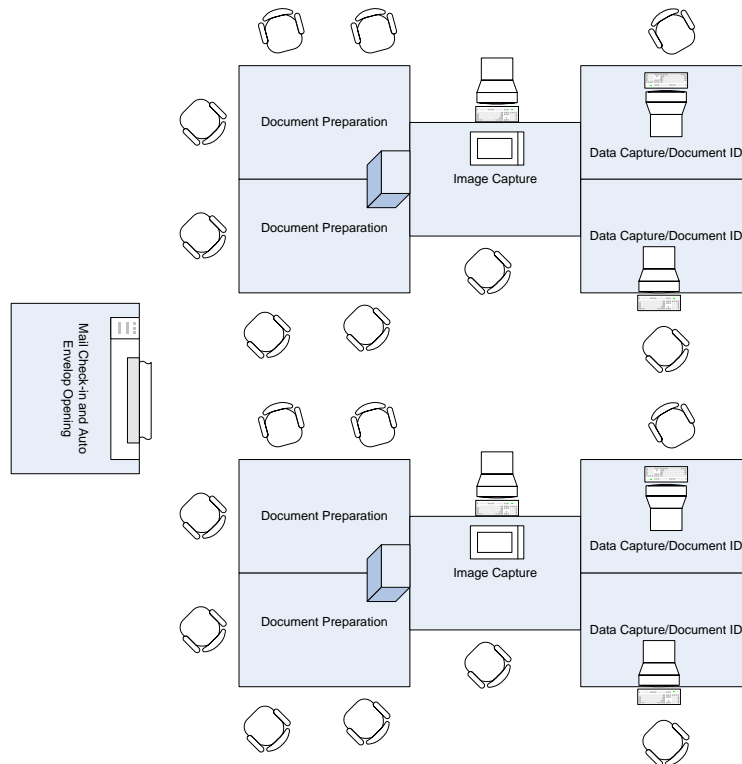
## 11.0 PRODUCTION AND QUALITY CONTROL (QC) OVERVIEW

### Lean Sigma Cells

All IMAGE DATA centers operate in a Lean Sigma Cell design. This design ensures efficiency by eliminating delays in any work queue. Work is not stacked or bottlenecked with the possibility that errors may be contained in an over produced work station. With this workflow design, all elements are synchronized to maximize a daily throughput rate by balancing and managing workloads at each station of the cell. The error prone design of separating prep/imaging/index/document identification within different areas of the room is not utilized by Team IMAGE DATA. Errors are virtually eliminated by employees working side-by-side to ensure that process or product deficiencies are reported to the previous station. This flow enables the Lean Cell to find and correct deficiencies instantly, ensuring that the correction is made at the time of occurrence. In addition, our Lean Sigma work cells process the information in smaller batches, resulting in faster net throughput times. Fast processing times promote the turnaround times required and ensures quality assurance checks continue to be completed in conjunction with deliverable times. Team IMAGE DATA will create a lean cell for each unique task order under this agreement.

Lean Sigma continuously improves overall production and eliminates errors resulting in providing Wesley Hills higher quality images and data with the highest accuracy levels and at the same time lowering overall costs to our clients.

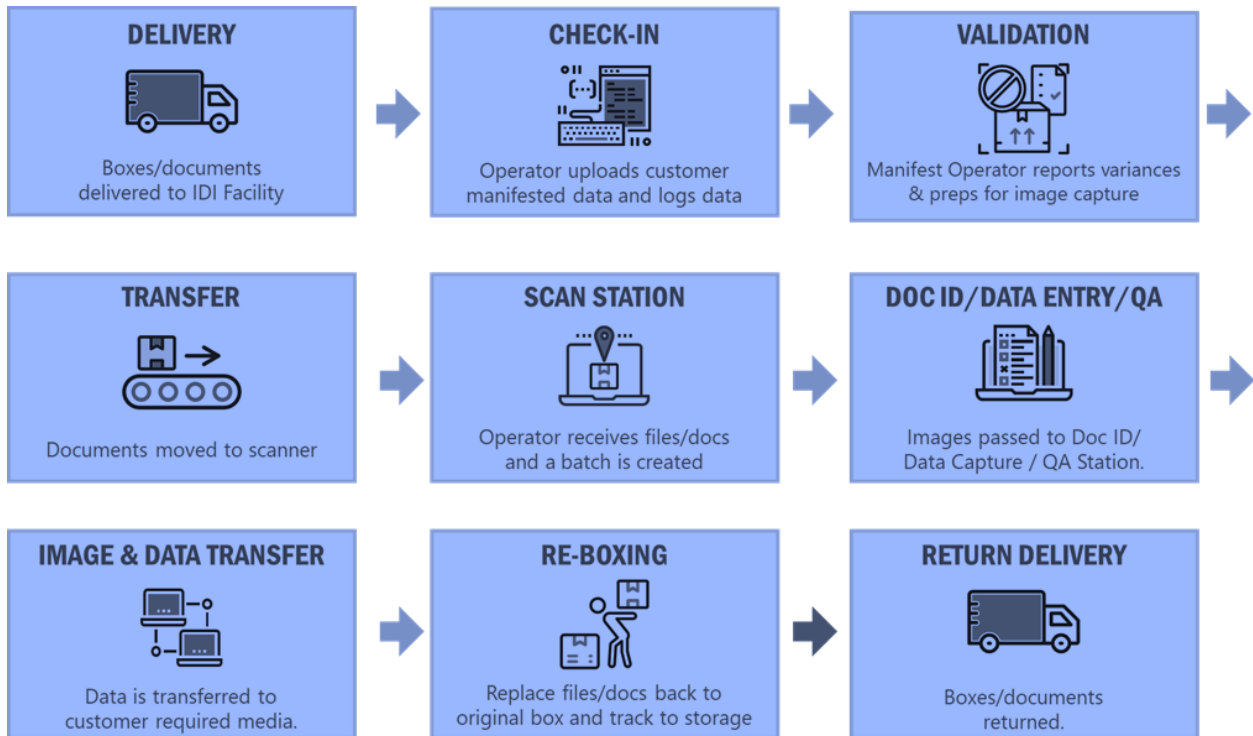
### Sample Lean Cell Design



## Production Planning and Process Control Activities

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

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



## **The following are examples of quality measures within the project:**

### **Document Preparation - Paper Audit (If warranted)**

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

### **Scanning – Attended Mode QC**

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

### **Image Clean-up Processes**

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

### **Post Scan Automated QC**

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

### **Post Scan Visual QC**

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

### **Workflow QC**

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

### **Post Release QC**

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

## Pricing Summary

Wesley Hills										
Building Files-CLOSED PERMITS										
Description	Boxes	Folders	<= 8.5 X14 Images	Over 8.5X14 to E Size Images	Small Per Image Cost	Plans per Image Cost	Estimated Cost			
Building Property Folders	90	1,600	160,000	11,200	\$ 0.125	\$ 2.49	\$ 47,888.00			
PDF/A			160,000	11,200	\$ 0.010		\$ 1,712.00			
<b>Totals</b>	<b>90</b>	<b>1,600</b>	<b>320,000</b>	<b>22,400</b>			<b>\$ 49,600.00</b>			
<b>Transport Included: Each: pick-up = 2, return =2</b>										

**Estimated total: \$49,600.00**

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

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

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

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

Invoices are due and payable thirty (30) days upon receipt. CUSTOMER shall be billed for and shall be responsible for paying all federal, state, county, local or other excise, sales or use taxes in connection with the provision of the Services as outlined in the SOW.

If CUSTOMER disagrees with an invoice, CUSTOMER shall timely pay that portion of the invoiced amount not in dispute and, within five (5) days of the due date, deliver written notice to IMAGE DATA, specifying the basis of CUSTOMER’s dispute. If, within ten (10) days of CUSTOMER’s written notice, the parties cannot agree, IMAGE DATA and CUSTOMER shall have the right to resort to any legal or equitable remedies available to them under law in order to finally resolve the dispute.

The parties agree that each party’s liability in connection with or arising out of or pursuant to this agreement shall in no event exceed the amount of the charges hereunder for the respective services rendered. IDI makes no warranties regarding services or materials provided by it or by

others (including, without limitation, implied warranties as to merchantability, fitness for a particular purpose, or warranties against infringement of any patent), either expressed or implied, except as provided herein, neither party shall be liable for any special, indirect, incidental or consequential damages in connection with or arising out of the furnishing, performance, or use of services and supplies hereunder, and shall have no other responsibility or liability with respect to any services or supplies provided hereunder except as is specifically set forth in this agreement.

## Authorization & Agreement

Wesley Hills hereby agrees to the procedures outlined above and authorizes Image Data to proceed with the project.

Note: pricing is based on the quantities listed in this proposal. If the images are more or less than 10% of the assumed quantities, the per-image price is subject to change based on the number of images actually submitted. Pricing is also based on site review and specifications included in this proposal.

In witness whereof, this agreement has been executed by a respective signatory of each party whose signature appears below and is on the date of this Agreement duly authorized by all necessary and required corporate action to execute this agreement.

Customer: Village of Wesley Hills  
Address: 432 Route 306  
Wesley Hills, NY 10952

Vendor: Image Data, Inc.  
Address: 18 Petra Lane  
Albany, New York 12205

Name: \_\_\_\_\_

Name: Laurie Green

Printed: \_\_\_\_\_

Printed: Laurie Green

Title: \_\_\_\_\_

Title: Senior Account Executive

Date: \_\_\_\_\_

Date: December 6, 2021