



**Professional Services
&
Imaging Software**

**Proposal
For
Richmond Heights Local Schools**

August 11, 2020

To: Richmond Heights Local Schools
Attention: Cooper Martin

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

Our comprehensive scanning services and software have helped file room's nationwide experience better allocation of space, decreased costs and improved overall productivity. SCSS has aided its client partners in improving control of the flow of their vital information. Since its inception, SCSS has been committed to providing products and services of superior quality and value aimed at improving the way school districts operate. Here are a few points that are unique to our company:

- Largest education scanning service provider in the state of Ohio
- Total ownership of both the software and services rendered
- Offers a solutions for all departments and document types that may encompass scanning, records management software, workflow and electronic forms
- Has significant understanding and experience with both federal and state guidelines relating to records compliance including FERPA and HIPAA
- Thoroughly understands the Ohio Revised Code and continually works with the Ohio Historical Society
- Actively operates in over 1000 schools (over 400 districts)
- Integrated with both USAS and USPS

Sincerely,

Troy Stein
Professional Services Manager
SC Strategic Solutions

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Comprehensive Scanning Services

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

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

Record Capture

- SCSS will remove and box all records from client on a customer determined schedule.
- The records will then be broken down, scanned and indexed to client specifications.
- All scanned records will be stored for 6 months after scanning at no cost; following this time period records can be returned upon request or stored for an additional length of time at a nominal cost.
- All images will automatically be uploaded to **SCView** for retrieval by authorized users.

Record Retrieval

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

Document Services Provided

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

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

- Cost to pick up files and deliver media
- Cost of boxes and time to box
- Cost of Indexing and prep (4 index fields)
- Cost for storage before and after processing
- Cost for disaster recovery

Imaging software

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

SCView Imaging System provides additional benefits with:

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

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

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

Other benefits include:

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

Time Sheet Module – Allows for seamless integration with USPS for Job Codes, STRS/SERS and Job Type. Additionally, this module will manage the routing and approval of timesheets to the correct individual for approval and exception handling. Integrated with USPS with no additional data entry.

Other benefits include:

- Reduce errors and complications with paper based timesheets.
- Real time approvals, no delays in between approval steps.
- Allow flexibility to enter timesheets from anywhere.
- Auto archived into the SCView imaging repository.
- Can include Leave Forms as part of the module

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

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

Off-site Data Hosting

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

Below are a few of our many hosting advantages:

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

Support

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

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

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

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

Fee Structure – Exhibit A

SCView Site License (Unlimited Users)	\$5,995 per year
Requisition/Workflow Module with Invoice Routing	\$2,500 per year
Time Sheets Module with USPS Integration	\$2,500 per year
Electronic Forms & Workflow Module	\$1,995 (\$1995 Annual Maintenance)
Check Printing Module	\$695 per year
HR Onboarding Module with USPS Integration	\$3,500 per year
Student Enrollment/Registration Module with DASL Int.	\$2.50 per ADM (\$4,000 minimum per year)
SC Scan Station License (Optional)	\$995*
Custom Form Creation (Optional)	\$450 per form*
Shredding Services (records not scanned)	\$0.20 per pound
Comprehensive Scanning Fee	\$0.07 per image*
Web Hosting	\$0.01 per image*
OCR full text search (Optional)	\$0.01 per image*
Removal of all Staples, Paperclips, Prepping	Included
Training of Employees/Shredding	Included

*Denotes a one-time cost

Volume Estimate for Comprehensive Scanning Services

Comprehensive Scanning of 625,000 images would have a total cost of \$50,000. Invoicing will be based on actual number of pages scanned for the school district. Additionally, SCSS offers no-interest financing options. For example, \$50,000 of scanning services could be provided at the start of the project and invoiced for \$10,000 per year over 5 years. There would not be any interest charges. This is a great way to scan all of your permanent records without having to budget the entire project in a single year.

Option 1 - Promotional Bundle **Document Archival with Requisition System & USAS** **Integration – Available Until 9/30/2020**

Software	
- Annual Support, Maintenance & Upgrades	= \$5,995 per year
- SCView Site License (Unlimited Users)	= \$0
- Financial Packet Optimization Module	= \$0
- 1 SCScan Station License	= \$0
- Requisition/Workflow Module with Invoice Routing	= \$1,250 per year
- Check Printing Module	= \$695 per year
Total Annual Software Cost	= \$7,940 per year*

***The only cost not included is the cost of any optional scanning services or a physical desktop scanner.**

Option 2 - Promotional Bundle
Document Archival with Requisition System & USAS
Integration – HR Onboarding – Available Until 9/30/2020

Software

- Annual Support, Maintenance & Upgrades	= \$5,995 per year
- SCView Site License (Unlimited Users)	= \$0
- Financial Packet Optimization Module	= \$0
- 1 SCScan Station License	= \$0
- Requisition/Workflow Module with Invoice Routing	= \$1,250 per year
- Check Printing Module	= \$695 per year
- HR Onboarding Module (Beta)	= \$2,500 per year

Total Annual Software Cost = \$10,440 per year*

***The only cost not included is the cost of any optional scanning services or a physical desktop scanner.**

Option 3 - Promotional Bundle
Document Archival with Requisition System & USAS
Integration – HR Onboarding – Student Registration
Module with DASL Integration - Available Until
9/30/2020

Software

- Annual Support, Maintenance & Upgrades	= \$5,995 per year
- SCView Site License (Unlimited Users)	= \$0
- Financial Packet Optimization Module	= \$0
- 1 SCScan Station License	= \$0
- Requisition/Workflow Module with Invoice Routing	= \$1,250 per year
- Check Printing Module	= \$695 per year
- HR Onboarding Module (Beta)	= \$2,500 per year
- Student Registration Module with DASL Integration	= \$3,500 per year

Total Annual Software Cost = \$13,940 per year*

***The only cost not included is the cost of any optional scanning services or a physical desktop scanner.**

MASTER SERVICES AGREEMENT

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

Name ("Customer"): Richmond Heights Local Schools

Street Address: 447 Richmond Road

City, State, Zip: Richmond Heights, OH 44143

Effective Date : _____

Option : _____

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

SC Strategic Solutions

Richmond Heights Local Schools

Signature: _____

Signature: _____

Printed Name: _____

Printed Name: _____

Title: _____

Title: _____

Date: _____

Date: _____

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