Project Proposal

The SyTech Solutions Document Management Services: Records Conversion Project



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OVERVIEW

San Leandro Unified School District (SLUSD) is currently seeking document management services for a backlog of Human Resource and Payroll records that are located at the District warehouse. This document formally describes the proposed approach by SyTech Solutions (SyTech) to scan and index the records and format for import into SLUSD's Laserfiche system.

SyTech understands California K-12 record retention guidelines and best practices for classification and business processes. Our emphasis on simplicity and value maximizes limited resources and achieves key outcomes: reduced storage costs, better document security and control, easier access, and greater staff productivity. Equally important, we work well with people and are committed to the success of our clients. Having worked with over 70 California K-12 education clients, our mission will be to forge a long-term partnership with SLUSD through delivering the greatest comprehensive value. This proposal outlines our proposed approach and explains how SyTech's services will exceed the expectations of SLUSD in providing a successful project outcome.

ABOUT SYTECH SOLUTIONS

SyTech Solutions, Inc. was founded as a California C Corporation in 2000. SyTech has quickly become a leading document management solutions provider and built a solid reputation for outstanding quality and superior customer service. **SyTech's core strength is helping agencies digitize records and implement sound records management processes.** We have completed projects for over 70 school districts across California, and continue to be their source of document management expertise**.**

SyTech has consistently helped our public and school clients address the same issues faced by SLUSD. SyTech offers a far more comprehensive approach than typical document management providers. We don't simply sell software or applications. We provide long-term guidance and consulting to ensure that every project we undertake is an absolute success. We realize that document management is more than just features in a program; it is an ongoing process that ultimately eliminates paper-based processes and creates a simple, manageable paperless environment. We can provide so much more than a typical document management company: establishing records retention programs, scanning, indexing and producing electronic formats of documents, and on-going support and guidance. We address the full spectrum of our clients' document management needs—not just a piece of it.

There are several important characteristics that set us apart from and above the competition:

- SyTech holds a California Multiple Award Schedule (CMAS #3-16-36-0085C). The CMAS contract independently attests to SyTech's competency and competitive low prices.

- We have received multiple "Best Solution" Awards by Government Technology Conference (GTC) in recognition of our web development and data capture projects across the State of California. The "Best Solution" award recognizes companies that have implemented innovative and successful technology solutions that significantly

improve government business. GTC is the nation's largest and most respected technology conference for state and local government, holding annual conferences nationwide.

- SyTech Solutions is a California Certified Small Business; nevertheless, we operate one of the largest facilities in Central California. We are the optimal size: large enough to handle high volume, yet small enough to value each customer. SyTech's reputation for efficiency results from our people, methodologies, technology, and experience.

- SyTech has deployed the best physical security practices, hardware and network technology to ensure success. We use biometric doors, security cameras, and 128-DES encryption on all network connections. In addition, our employees are all required to sign confidentiality agreements and understand the sensitive nature of the documents we process.

- SyTech has extensive experience with school record keeping practices and retention guidelines. We have helped over 70 education agencies in the K-12 environment comply with the California Association of School Business Officials (CASBO) record retention guidelines. Our familiarity with school records allows us to provide an unparalleled level of customer service, letting us to serve more as a partner than a contractor. In addition, we are members of the California Association of School Business Officials (CASBO) and the California School Board Association (CSBA) and frequently attend their conferences and workshops. We stay informed on current issues facing information technology in schools and continue to employ cutting edge solutions. Below are some of our education clients:

    - Alameda County Office of Education
    - Albany Unified School District
    - Castro Valley Unified School District
    - El Dorado Union High School District
    - Elk Grove Unified School District
    - Folsom Cordova Unified School District
    - Glenn County Office of Education
    - Lake Tahoe Unified School District
    - Los Angeles Unified School District
    - Modesto City Schools
    - Oakdale Joint Unified School District
    - Pittsburg Unified School District
    - Pajaro Valley Unified School District
    - Rocklin Unified School District
    - Stockton Unified School District
    - Williams Unified School District
    - And many more…

PROPOSED APPROACH

As previously mentioned, SyTech has consistently helped our school clients address the same issues faced by SLUSD. SyTech offers a far more comprehensive approach than typical document management providers. We don't simply sell software or applications. We provide long-term guidance and consulting to ensure that every project we undertake is an absolute success. We realize that document management is more than just features in a program; it is an ongoing process that ultimately eliminates paper-based processes and creates a simple, manageable paperless environment. We can provide so much more than a typical document management company: establishing records retention programs, scanning, indexing and producing electronic formats of documents, and on-going support and guidance. We address the full spectrum of our school clients' document management needs—not just a piece of it.

Scanning Services

California School Districts generally have a backlog of vital records that they are mandated to keep permanently. These records often take up valuable office space, are in an unsecured area, and are hard to access. Understanding the best, most productive way to approach the problem can be an overwhelming task. SyTech's extensive experience with school backlog conversion projects make us uniquely qualified to help. SyTech works closely with our clients to set priorities and minimize costs. Most backlog scanning projects are spread out over multiple fiscal years to minimize cost and complexity.

SyTech's backlog scanning services involve a complex flow of processes and quality control steps. No other company provides the same level of quality control and data validation. Combined with the utilization of leading software and accurate scanning equipment, this unsurpassed quality assurance process makes our production system highly efficient and precise.

Critical to our scanning success is SyTech's success is the use of the best technology to ensure accurate image quality and data capture. SyTech operates one of the largest document conversion companies in California—with multiple shifts continually running high-speed scanners and utilizing top-of-the-line high speed production capture software (Kofax Ascent Capture). SyTech will be able to provide the heavy lifting necessary to get caught up with the backlog of files that have accumulated over the years. Once scanned, the final image data will be formatted and uploaded into 1DocStop.

SyTech uses Kofax Ascent Capture software, the industry's leading production-level software. Kofax Ascent Capture is used by over 75% of all financial institutions because of its unparalleled accuracy. Kofax Ascent Capture is designed to support document and data capture, as well as high-end production scanning. It boasts the fastest, most flexible scanning and indexing solution. It processes large numbers of documents and forms with high throughput. The system features a resilient and robust architecture based on the best technology.

Kofax tracks each "batch", typically a bankers box of records, through the entire conversion process. It monitors documents from the initial scan to the optical release of the final image. Batches are routed through processing queues which can be altered depending on the conditions of the batch. Each process step like document preparation, scanning, indexing and quality control are handled by separate teams. The assembly line process improves accuracy and maximizes cost. It will ensure that SLUSD receives the best outcome at the lowest possible cost.

Our trained staff understands the best methods to ensure that difficult images are readable. Further, SyTech's Kofax process has the ability to enhance scanned images through its "Recognition" process. Poor quality images are automatically enhanced using dithering and other technology. Kofax allows many

repetitive processes to be automated, running in the background, eliminating the chance of operator error. Kofax uses these automatic tools to despeckle, deskew, and rotate images on the fly, providing the best possible image output available. The end result is that SLUSD's old documents will be much easier to view and find because SyTech uses the best scanning technology and processes.

Additionally, Kofax VirtualReScan (VRS) technology provides another level of quality control. It acts as an intelligent monitoring agent and checks image quality as records are scanned. Unacceptable images are flagged and sent to the Quality Control module for virtual rescan without interrupting the scanning process. VRS automatically recovers and restores images from common scanning problems that adversely affect quality, such as scanner misfeeds and paper jams. It also automatically enhances lighter images so that they are easier to read. The advanced clarity feature reduces file size while maximizing scan time. It is able to eliminate visual noise and allow for greater document integrity.



Original Color



Without VRS



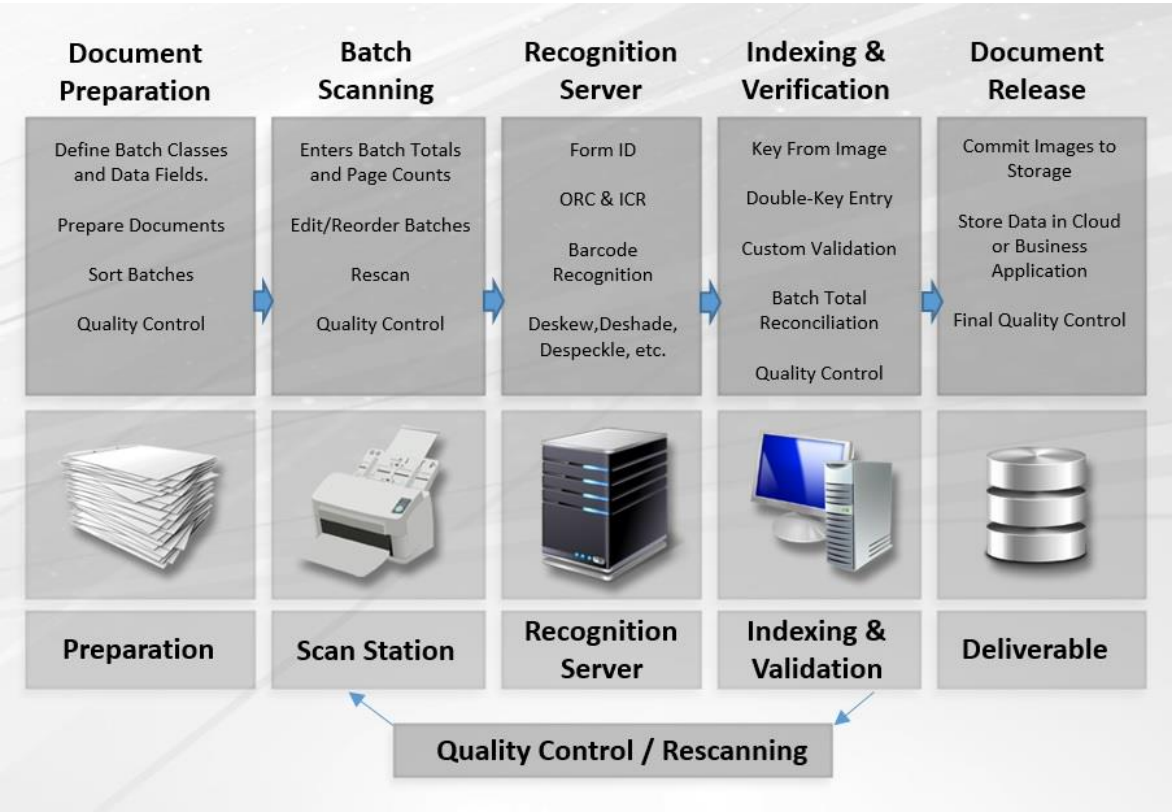
With VRS

While Kofax is more costly than other capture systems, it is simply the best production scanning environment for data accuracy and image quality. While most vendors use Kofax VRS because it is included as an OEM software on most new scanners, they do not use Kofax Ascent software as their production scanning platform. Instead they develop their own internal code or use cheaper alternatives in an effort to decrease annual software license costs. This is a mistake for several reasons. First, in order to gain the full benefit of VRS, it is necessary to use the Kofax Ascent platform for production scanning. In addition, other production

scanning platforms do not provide equal batch tracking, image enhancement, and security which are essential for tracking images, establishing data integrity, and chain of custody.

In short, SyTech's conversion services involve a complex flow of processes and quality control steps. No other company provides the same level of quality control and data validation. Combined with the utilization of leading software and accurate scanning equipment, this unsurpassed quality assurance process makes our production system highly efficient and precise. SyTech will efficiently and accurately handle the task of scanning SLUSD's records backlog.

The diagram below outlines SyTech's backlog scanning process.



1. **Project Specifications and Pickup** – Our Project Manager reviews the project specifications as outlined in this proposal with SLUSD staff, including document preparation instructions and image standards. This ensures correct project setup and that the resulting images and indexes will meet SLUSD's project standards. We provide pickup and transportation of the documents to our production facility. Upon arrival, each box of documents, or "batch", will be given a label that tracks the customer, pickup, document type, and box number: for example, SLUSD.0001.0103_11. This standardizes an electronic workflow process that organizes, groups, and tracks each set of records through the various steps of the process.

2. **Document Preparation** – SyTech staff prepares the documents for scanning according to the project specifications. This includes removing staples and otherwise preparing the documents for scanning. Canary Bar-coded separator sheets are inserted between documents, along with index sheets, if

required. The tracking label on each batch of documents must be signed off at each stage of the conversion process (prep, scan, restore) by not only the individual prepper, but also by his/her quality control supervisor.

3. **Document Scan** – The prepped batches of documents are scanned into the pre-defined Kofax batch classes. The total image count is automatically generated. If images are being scanned in duplex, blank pages are automatically removed electronically. The images undergo quality control scrutiny and any rejected images are rescanned. Letter/legal size records are typically scanned at 200 DPI (or 300 DPI if undergoing OCR). All records will be scanned in black and white, unless otherwise specified.

4. **Recognition Server/Image Enhancement** – The scanned images are processed, and undergo OCR (Optical Character Recognition), ICR (Intelligent Character Recognition), or OMR (Optical Mark Recognition). During this stage of the conversion process, automatic Kofax tools enhance any poor quality images. Using dithering and other technology, it de-speckles, de-skews, and de-shades the images. This provides SLUSD with the best image quality output available.

5. **Indexing & Verification –** The images are indexed on the folder level, which includes the first name and last name for HR records, and report type and date for Payroll records. This information is manually keyed from the documents or index sheets and can be double-key verified to ensure greater accuracy. Double-key verification is performed by two different index operators as an added quality control measure.

6. **Release** – Final images are release to optical storage in Group IV TIFF format, PDF, or other preferred format. The resulting files are formatted for uploaded to Laserfiche and provided to SLUSD.

7. **Storage/Destruction** – After SLUSD staff verifies the scanned records, SyTech has the capability of destroying the original hard copies using certified destruction. If SLUSD decides not to destroy the records or have they returned, SyTech will store the records.

Document Requests

SyTech can satisfy any document request from SLUSD during the conversion process. We access and retrieve files on a consistent basis for many of our current clients. Consequently, the staff is already in place and subscribes to internal policies and procedures to ensure the timely retrieval and response to document requests. Copies of documents can be provided via email, fax, or overnight delivery to authorized parties requesting records in our possession within 48 hours of receipt of the request.

Confidentiality

SyTech staff adheres to strict confidentiality standards. We consistently work with confidential information and have the proper security and standards in place. All of SyTech's employees have executed confidentiality agreements that protect the documents of third parties.

PRICING

SyTech Solutions is the best choice for SLUSD as its document conversion services provider. We have *extensive* experience not only with conversion projects, but specifically with school records and their inherent complexity. Many vendors propose the lowest possible cost and the fastest turnaround while discounting other important factors such as image quality and indexing accuracy. SyTech, however, can provide SLUSD with the best value. *Our core competency is quality conversion services*. We consistently utilize leading technology and processes, and avoid potential pitfalls, that provide the greatest comprehensive value. With this unique background, we can provide an unparalleled level of customer service.

SyTech will charge $181 per box, including scanning and shredding, with a maximum amount of $86,880. A price breakdown is provided below. The cost provided includes indexing the records on the folder level by two readily identifiable fields. This cost is based on 2,400-2,700 pages per box and 10-20 pages per file. These prices are based on rates that are below SyTech's competitively awarded C-MAS contract. There will be no charge for courier services for pick-ups of 100 or more boxes.

Scanning Services

Quantity	Unit	Service or Product	Unit Price	Ext. Price
480	Boxes	Document Scanning (includes scanning, indexing, and shredding)	$181.00	$86,880.00
			Total	**$86,880.00**

The pricing specified is based on the quantity estimated. Should the actual quantities change, pricing will be adjusted accordingly. SyTech offers additional technical services and support. A complete SyTech pricing list for service and installation upgrade options can be provided upon request.

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CONCLUSION

In conclusion, SyTech's approach offers many benefits to SLUSD:

- It provides electronic back-up for disaster recovery purposes.
- It provides ease of access for SLUSD staff.
- It is *simple*. SyTech takes care of everything so that SLUSD staff can focus on their responsibilities.

SyTech provides the greatest comprehensive value, combining our experience with document conversion services and our leading technology. The proposed approach offers SLUSD a low cost, solution for document management. Finally, and perhaps most important, SyTech is committed to building a *long-term partnership with our customers*– one that ties SyTech to their success**.** We watch out for the best interest of our customers and we search for the best alternatives to minimize cost and leverage resources to produce the best outcome. SyTech greatly appreciates your consideration and looks forward to a successful partnership with the San Leandro Unified School District.