Project Proposal

The SyTech Solutions Document Management Services: Records Conversion Project

Prepared For:

San Leandro Unified School District
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OVERVIEW

San Leandro Unified School District (SLUSD) is currently seeking document management services for a backlog of Special Education records that are located at the Barbara Lee Center for Health and Wellness. This document formally describes the proposed approach by SyTech Solutions (SyTech) to scan and index the records and either format for import into SLUSD's Laserfiche system or host the records in 1DocStop.

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 100 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 100 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 #3-17-36-0085D). 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 100 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
    - Los Angeles Unified School District
    - Modesto City School District
    - Oakdale Joint Unified School District
    - Pittsburg Unified School District
    - Pajaro Valley Unified School District
    - Rocklin Unified School District
    - Stockton 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



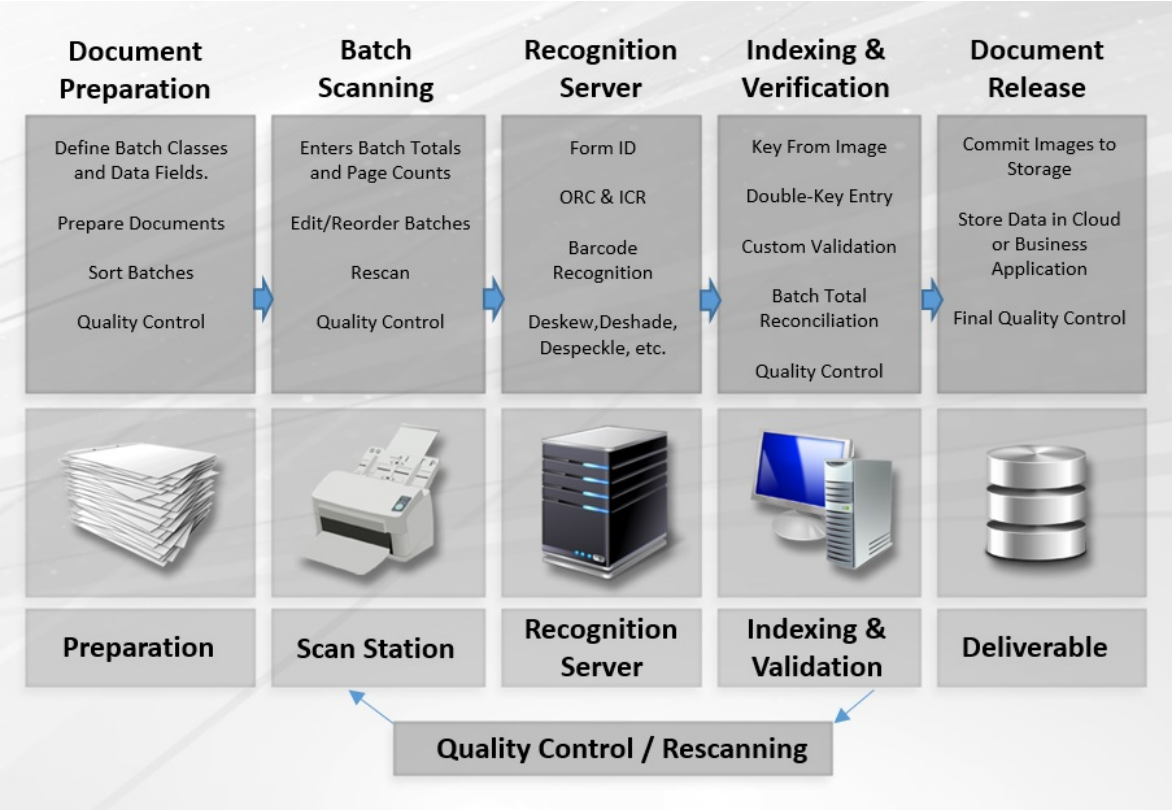
With VRS

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 by the student first name, last name, date of birth, and file section. 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 as PDFs, or another preferred format. The resulting files are formatted for uploaded to Laserfiche and provided to SLUSD or uploaded to 1DocStop.

7. **Storage/Destruction** – After SLUSD staff verifies the scanned records, SyTech has the capability of destroying the original hard copies using certified destruction or storing 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.

1DocStop Option



1DocStop is a complete document management solution. It gives authorized users instant access to important documents via the web using a login username and password. Users have the ability to search, view, and retrieve documents without installing any software. This forward-thinking approach requires minimal up-front investment and enables future flexibility. It provides a secure repository for different document types and multiple departments. Compared to traditional client server applications, 1DocStop provides three major advantages.

1. **A Completely Extensible API** allows organizations to extend applications, create workflows, and develop specific line of business applications.

2. **No Upfront Software Costs** or user licenses. For a simple monthly fee, you can grant user access for your entire office team.

3. **A Mobile Platform** -- Take your documents with you. Designed with the mobile platform in mind, 1DocStop scales to any device: computer, laptop, tablet, or smart phone. It is a true thin client solution.

The proposed solution will save substantial cost and minimize risk. There are no up-front costs or license fees and it is setup as a month-to-month subscription (SAAS) model. Written specifically for Azure Cloud Services, 1DocStop utilizes SQL Azure, Cloud, and Storage Services (Blob, Table, and Queue). It is easy to deploy and support, addressing SLUSD's existing technology requirements.

The 1DocStop solution includes the following features:

- Multi-tenancy service
- Backend OCR of all documents
- Design and manage document schemas at runtime
- Azure Search Service advanced search functions
- Desktop companion client for bulk uploads (ExpressLink)
- REST Web API for service integration with other applications
- Includes access to all software updates

In addition, SyTech Professional Services provide the following:

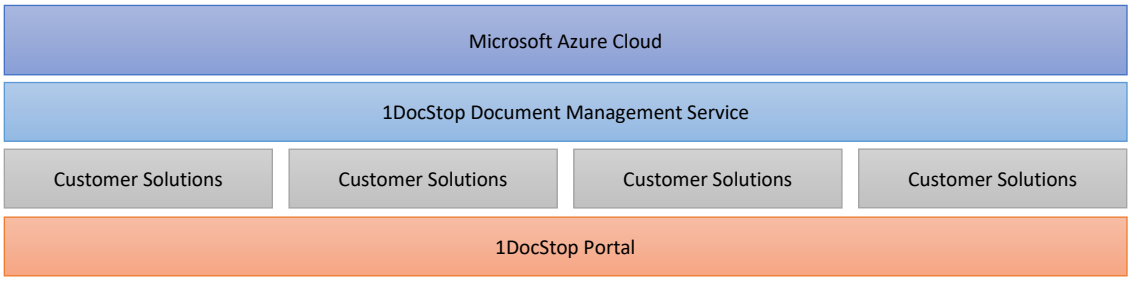
- Configuration support with Azure portal and publishing
- User Training
- Scanning Support and Configuration
- Professional Services

About 1DocStop

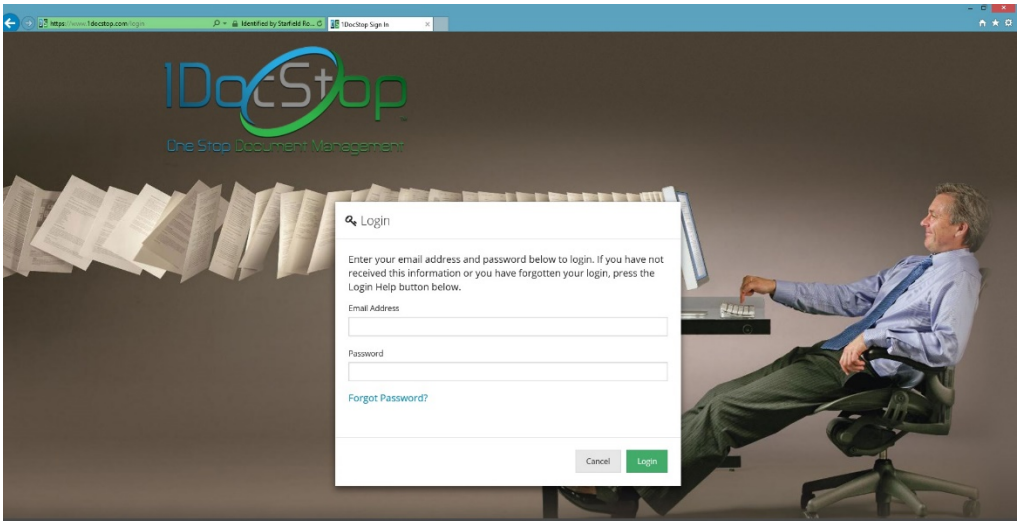
1DocStop is a cloud-based document management service. 1DocStop is a cloud first service designed to help public and private organizations manage enormous quantities of documents without spending a fortune by leveraging cloud resources and only paying for those features that are actually needed.



All documents managed by 1DocStop are stored on Microsoft's Azure Cloud infrastructure which is leading the performance, availability, and reliability benchmarks that define the modern cloud evolution. 1DocStop runs as a service on top of Microsoft's proven network of servers whose individual management is abstracted away allowing us to focus on our customers' needs.



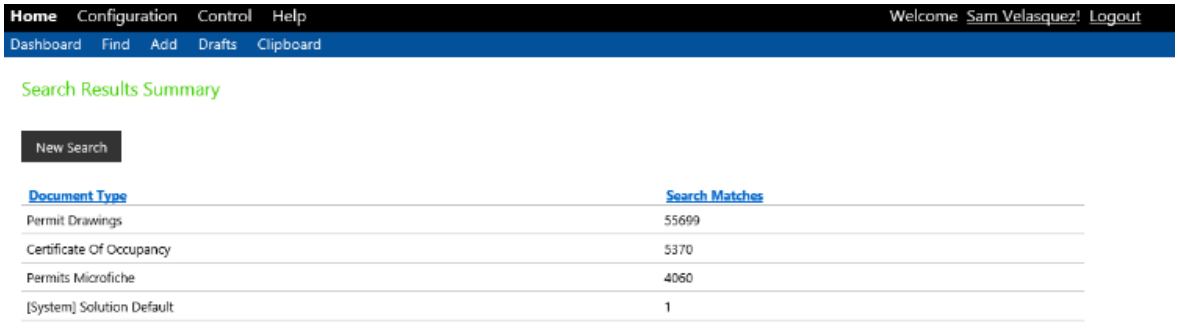
For most users, 1DocStop is the web portal. The web portal provides a browser-based interface to 1DocStop's backend services for managing documents. Logging in to 1DocStop is as simple as providing the user's email address and password.



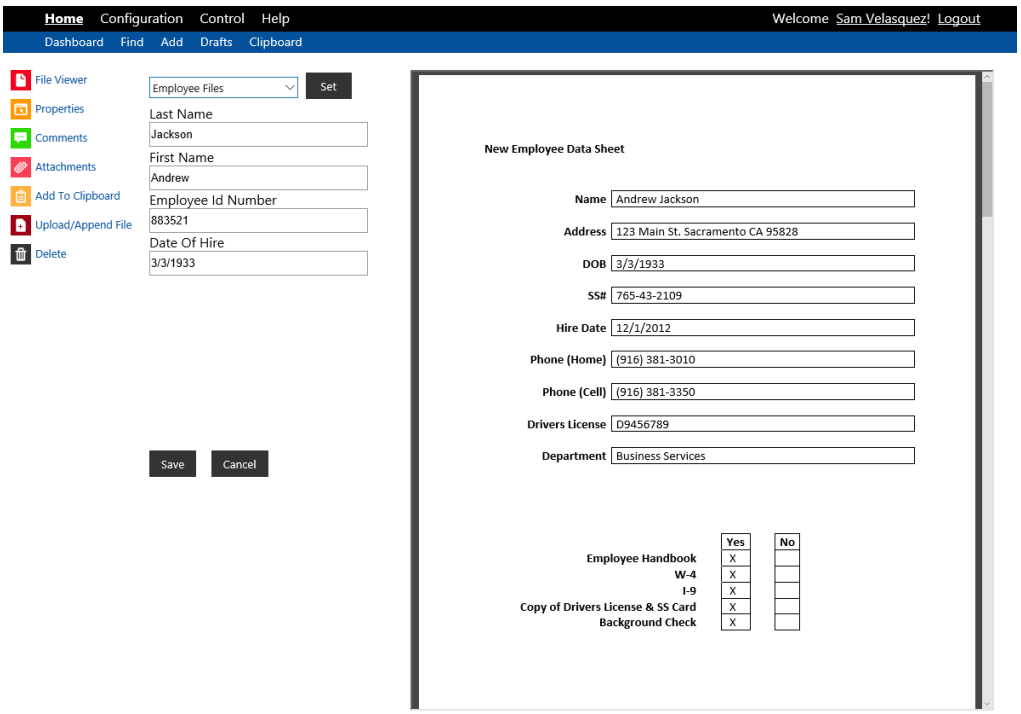
Because of the nature of the types of documents we are responsible for, 1DocStop practices all industry standards for securing confidential data online including 1-way password encryption, current transport layer security protocols, and intrusion detection, geographic analysis, and automatic response algorithms.

All documents in 1DocStop are assigned a document schema which provides instruction on how the document is classified and searched. Document exploration can begin with a simple keyword search for any work or term located in either the metadata or for the case of full-text indexed document types, the content.

The result of this type of search will be a list of the document types containing the search terms and the number of hits per type. Clicking on a line will return the list of matches for that type. Alternatively, you specify the document type you are looking for and will be prompted to enter the search terms for the specific fields that define that type.



Once a document of interest is found, clicking on that document in the list will open the file viewer dialog.



Benefits of 1DocStop
The benefits of 1DocStop include the following:

- **Access Anywhere Technology** – Users will have access from any workstation using their username and password. This capability improves efficiency for telecommuters and field personnel.
- **Simple Client Management –** 1DocStop was designed as a thin client application that allows users access to the system without the need for installing any non-standard ActiveX controls or plug-ins.
- **Cross-Platform Uniformity** – 1DocStop is accessible from most Operating System/Browser combinations. The experience is consistent, regardless of the workstation used to access the system.
- **Remote Capture and Upload –** Utilizing existing scanners/MFP devices, records can be uploaded to 1DocStop by scanning to a specified folder on your network. Synchronization is made possible by ExpressLink, a locally installed program that monitors the folder and uploads new records automatically. In addition, electronic documents such as Microsoft Office files and PDFs can be uploaded by users.
- **No per User License Requirements** – Add more users to the system without adding cost. User Management can be provided by SyTech Solutions or SLUSD's Information Technology Department.
- **Expandability** – Additional capabilities can be added without the need for coding or application software.
- **Ease of Use** – The web interface is familiar to most end users and SyTech will provide administrator and end user training.

Backups
SyTech will back up the documents and all related data. Related data includes the original index fields that are used to locate the documents in the repository, user account information (passwords omitted), access logs, and document contents. Backup copies will be provided upon a defined schedule, or upon request.

Security
SyTech's 1DocStop platform runs exclusively on Microsoft's Windows Azure Cloud. Files are stored and co-located in Microsoft's ultra-secure Tier-1 Data Centers. 1DocStop's data layer consists of native Azure storage technology including Table, Queue, and Blob storage. The data layer is accessed exclusively through user-authenticated ASP.NET WCF web services. The system complies with California Ed Code Section 49073.1 and FERPA provisions of the "General Educational Provisions Act".

Access to 1DocStop and its respective services are secured using industry standard protocols adopted to protect HIPAA-Class document storage. All communication between services and client browser/application/mobile device(s) are protected by 128-bit transport layer security secured using verified SSL certificates.

All requests to 1DocStop.com requires a valid authentication token or a valid set of credentials. Credentials are comprised of an email address and a user-defined password. All password information is hashed and encrypted using a one-way string encryption before storage. Passwords cannot be recovered from the database and so requires a complete reset should a user forget his or her password.

All 1DocStop service communications are secured using transport layer security. This is the go-to standard practice for all sensitive services available online. It involves both the browser and the server encrypting the packets before they are transported over the internet. These packets are only readable once they have been received by their authorized recipients. Any communication intercepted between the browser and the service is encrypted using 128-bit keys and therefore useless to an unauthorized party.

Authorized users are managed by adding them to Groups within 1DocStop. Each group can be customized to specify the document types that are accessible and the permissions granted with respect to the document type. Permission levels include Read (view), Write (modify), Create, and Delete. There is no limit to the number of user groups that can be created in 1DocStop.

SyTech provides daily monitoring of its hosting network to ensure uptime and identify possible security issues. Current security management includes the monitoring of both application and IIS access logs, server to client communications encryption using secure server certificates (128-bit), and user password encryption.

Support

SyTech's experience has defined our industry leading two-fold approach to support. It assigns both a Project Manager and a Technical Support lead to oversee Customer Support and to ensure successful project deployment. This systematic approach defines project specifications prior to commencing the project, and then later works to guarantee successful application at the implementation phase once the project is complete. We recognize that success requires both technical know-how and sound project management skills. Our support team will provide SLUSD with the required support for the project. SyTech customer support covers any problems or issues associated with 1DocStop and other services provided by SyTech. It does not include any issues associated with or that arise from software, hardware, or network system(s) installed by SLUSD staff.

SyTech provides on-going support for 1DocStop. Contrary to many other document management systems, the cost for on-going support is included in the monthly cost for 1DocStop. SyTech's expert technicians are available Monday through Friday, 8am – 5pm PST.

Technical Support is tracked and handled via SyTech's internal ticket system. Tickets can be generated by visiting http://support.1docstop.com/helpdesk/Tickets/New or via email sent to support@1docstop.com. Also, support is available via phone at (916) 381-3010.

Because 1DocStop is a web-based system, support can often be handled via SyTech's access to the 1DocStop portal. Occasionally, support may require remote access to a SLUSD workstation. This is typically handled via LogMeIn. This allows our experience technicians to access workstations remotely and make changes and modifications as required. Remote support may require the installation of LogMeIn software on workstations on an as-needed basis. The most common support issue is a user password reset.

Departments may designate one (or more) person per department to be a 1DocStop Administrator. Alternatively, there could be one Administrator for the entire agency. Local SLUSD administrators of 1DocStop have the capability to create and modify document types, create and modify user groups, and create and modify user accounts. Often, that capability is all the technical support that is required.

While we feel our technology and experience will produce an outcome that exceeds expectations, the most important element of working with SyTech is our commitment to a *true partnership with our customers.* Simply stated, we try to do the right thing. 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. Perhaps the greatest testament of our success is the number of competitor's customers who have switched to SyTech because they were not properly serviced. Our number one focus is to create a long-term partnership with each of our customers – one that ties SyTech to their success. We will do what it takes to make sure the SLUSD system and deployment is a complete success.

SHAREPOINT OPTION

SyTech can create (and support) an instance in SharePoint Online, where scanned images and accompanying data can be uploaded. This SharePoint instance can be expanded over time to address specific capabilities, workflows and integrations as defined by SLUSD staff while working with SyTech. SharePoint can immediately address SLUSD's security and document management requirements. Backed by strong Microsoft capabilities and a robust development community, SharePoint offers an inexpensive and highly flexible solution. It is built on a very scalable platform and mitigates proprietary licensing obligations moving forward.

Security, compliance and records management are a primary goal of any document management solution. SharePoint offers all the major features like check-in and check-out locking documents for editing, periodic content reviews, content reorganization, automating the initialization of a workflow, automatic barcoding, and document identifiers. SharePoint's search services allow bulk metadata application, application of retention rules to sets, folders, and sites.

Using these features, SyTech can help SLUSD organize specific document templates, with the associated records management processes, to effectively manage their records in accordance with the recommended retention requirements. Check-in and check-out audit features allow for completing access and documentation of legal chain of custody. SharePoint Online security controls and monitoring tools follow industry best practices for securing confidential data. It also ensures the audit logs and protection specified in the recently enacted California legislation to ensure student record privacy and security and federal laws.

SharePoint's general strengths as a document management platform are outlined in the table below.

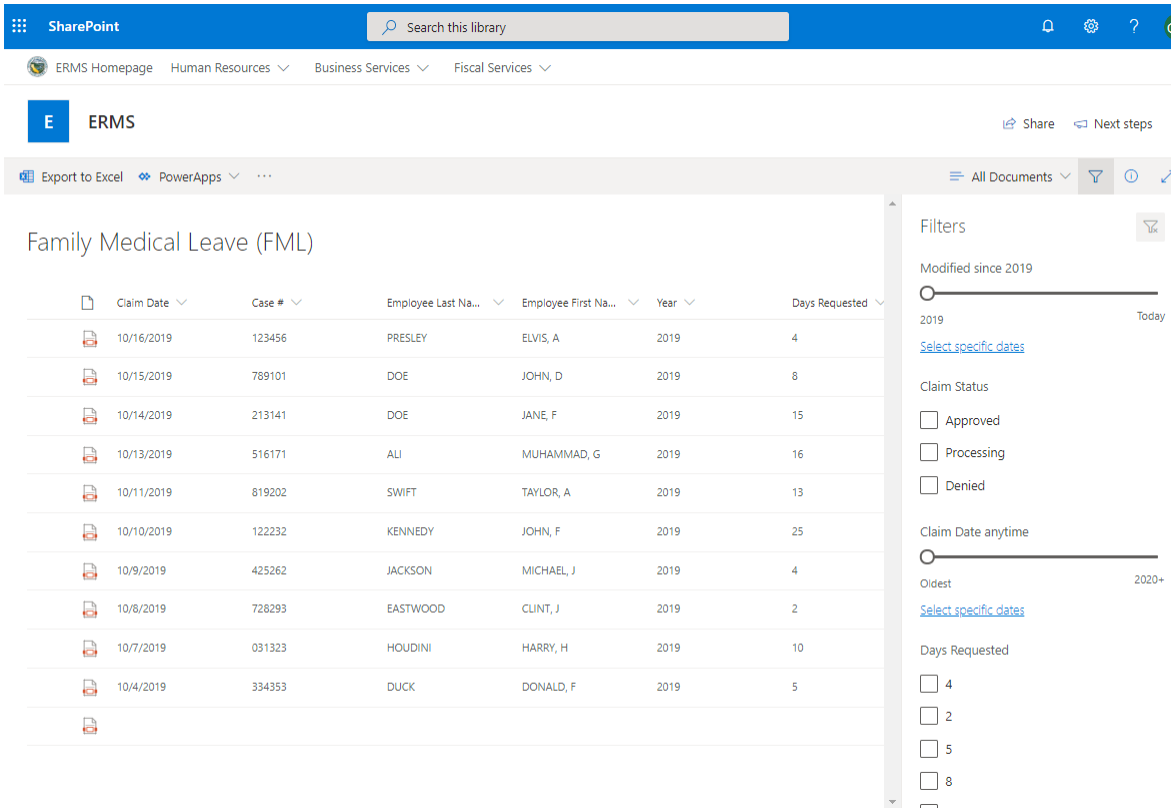
Platform	Strengths
Microsoft SharePoint Online/O365	• Large Support Community • Highly Integrated with Office and Office 365 • Strong Search Functionality • More user friendly than more complex document management platforms • Folder processing and taxonomy workflows work well for providing more advanced document management functionality • Advanced Audit Functionality • Integrated Workflows for Discovery and Information Governance • Rich REST API

Cost

SharePoint has only minimal technology licensing cost. The initial deployment cost for SharePoint Online is limited to small monthly on-going subscription costs. Data storage costs are also low, and as such, SLUSD would not incur high monthly storage fees for data needed to be stored in the system. In most cases, you can invite external sharing with no licensing fees. This provides an enormous cost savings. In fact, a different technology solution, with the traditional document management licensing structure, would likely be cost prohibitive. Other similar options, like Box, Alfresco, and IBM, typically cost five or ten times as much to deploy and maintain over SharePoint.

Open cloud-based infrastructure

SharePoint's open cloud-based infrastructure is easy to connect and extend. SharePoint Online is simple by default, allowing for the easy addition of complex features on an as-needed basis. It effectively addresses all the basic needs of document management: file organizing, access, document collaboration, tracking and sharing. Search functionality has been rewritten to work like a clone of FAST Search providing all but the most specialized search functions (spatial, geofencing) returning unified, security trimmed results. Other automated workflows can be constructed to manage routine processes, records retention, or routing processes.



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.

A price breakdown is provided below. The cost for scanning boxes is provided including indexing the records by the first name, last name, date of birth, and file section. These prices are based on rates that are below SyTech's competitively awarded C-MAS contract.

Scanning Services (170 boxes)

Quantity	Unit	Service or Product	Unit Price	Ext. Price
1	Instance	Courier Service	$200.00	$200.00
1	Instance	Boxing and providing boxes	$250.00	$250.00
170	Boxes	Document Scanning	$181.00	$30,770.00
170	Boxes	(Optional) Document Destruction	$6.00	$1,020.00
	Box/Month	(Optional) Box Storage (after 60 days)	$0.50	
	Month	(Optional) 1DocStop Hosting – includes storage and hosting, unlimited users for Special Education department.	$350.00	
	Month	(Optional) SharePoint Online – includes storage and hosting	$500.00	
	Month	(Optional) SharePoint Online – user management, per user	$5.00	
			Total	**$32,240.00**

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.

SyTech holds a California Multiple Award Schedule (CMAS #3-17-36-0085D). The CMAS contract independently attests to SyTech's competency and competitive low prices.

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.