



MEETING DATE: 11/03/08

ITEM NO: 3

COUNCIL AGENDA REPORT

DATE: OCTOBER 27, 2008

TO: MAYOR AND TOWN COUNCIL

FROM: GREG LARSON, TOWN MANAGER 

SUBJECT: ADOPT RESOLUTION AUTHORIZING THE TOWN MANAGER TO NEGOTIATE AND EXECUTE AN AGREEMENT WITH PELLE TECHNOLOGIES FOR DOCUMENT IMAGING AND MANAGEMENT SYSTEM SERVICES NOT TO EXCEED \$215,000

RECOMMENDATION:

Adopt resolution authorizing the Town Manager to negotiate and execute an agreement with Peelle Technologies for document imaging and management system services not to exceed \$215,000.

BACKGROUND:

Over the past several months, staff has been evaluating document imaging and management system alternatives to address Town-wide public document access and storage needs. A document management system is a computer system used to track and store electronic documents and/or images of paper. Converting to an electronic system would organize and protect key Town documents and provide a robust document search and retrieval database that can be accessed by residents, business, and staff. Implementing a document management system would also reduce storage costs associated with paper files.

DISCUSSION:

After interviewing several prospective vendors to better understand document imaging and management system services, staff found Peelle Technologies as the most qualified vendor to address the Town's long-term storage and accessibility needs and security requirements. A Request for Proposal (RFP) process was not required as Peelle Technologies' services are based upon an Information Technology Master Services Agreement with the State of California which also applies to local agencies and meets competitive bid procurement requirements.

PREPARED BY: Bud N. Lortz 
Director of Community Development

Reviewed by:  Assistant Town Manager  Town Attorney
____ Clerk Administrator  Finance ____ Community Development

MAYOR AND TOWN COUNCIL

SUBJECT: ADOPT RESOLUTION AUTHORIZING THE TOWN MANAGER TO
 NEGOTIATE AND EXECUTE AN AGREEMENT WITH PELLE
 TECHNOLOGIES FOR DOCUMENT IMAGING AND MANAGEMENT
 SYSTEM SERVICES NOT TO EXCEED \$215,000

October 27, 2008

Peelle Technologies is considered to be one of the leading EDMS providers and is currently in use in over 20,000 Fortune 100 corporations and government agencies around the world. Peelle Technologies provides innovative, turnkey document management solutions that can be easily scaled to meet the needs of small and large organizations. Peelle Technologies proposal for document imaging and management system services is attached for Council's information.

Staff recommends that the EDMS be implemented through a phased approach due to time requirements and technical complexities associated with the project. The first phase of the project will begin with the Community Development and Police Departments respectively, given their immediate document accessibility and storage needs.

CONCLUSION:

It is recommended that Council authorize the Town Manager to negotiate and enter into an agreement with Peelle Technologies for electronic document management system services.

FISCAL IMPACT:

A one-time cost of approximately \$215,000 is required to purchase a computer system and user licenses, and to convert existing Community Development microfiche documents. This one-time cost has been incorporated in the FY 2008/09 Capital Improvement Budget under project number 411-841-6202. It is anticipated that storage and maintenance costs will be \$8,000 annually, and initially shared by the Community Development and Police Departments, respectively. As other departments begin to use the new system, maintenance costs will be distributed equitably.

DOCUMENT IMAGING PROJECT					
<u>FY 2008/09 Fiscal Impact</u>	<u>Available Budget Funding</u>	<u>Expended/ Encumbered To Date</u>	<u>Available Balance</u>	<u>Proposed Contract Amount</u>	<u>Remaining Budget If Approved</u>
Project 841-6202	\$ 215,000	-	\$ 215,000	\$ 215,000	-
TOTALS	\$ 215,000	-	\$ 215,000	\$ 215,000	-

Attachments:

Attachment 1: Resolution authorizing the Town Manager to negotiate and execute an agreement with Peelle Technologies for document imaging and management system services.

Attachment 2: Peelle Technologies Proposal

RESOLUTION 2008-

**RESOLUTION OF THE TOWN OF LOS GATOS
AUTHORIZING THE TOWN MANAGER TO NEGOTIATE AND EXECUTE AN
AGREEMENT WITH PELLE TECHNOLOGIES FOR DOCUMENT IMAGING AND
MANAGEMENT SYSTEM SERVICES NOT TO EXCEED \$215,000**

WHEREAS, Electronic Document Management Systems (EDMS) are computer systems that track and store electronic documents and/or images of paper documents; and

WHEREAS, the Town has an immediate need to enhance its document access and storage capabilities; and

WHEREAS, converting to an electronic system would organize and protect key Town documents, reduce storage costs, and provide residents, businesses, and staff immediate access to information.

NOW THEREFORE, BE IT RESOLVED, that the Town Council of the Town of Los Gatos does hereby authorize the Town Manager to execute an agreement with Peelle Technologies for document imaging and management system services not to exceed \$215,000.

PASSED AND ADOPTED at a regular meeting of the Town Council of the Town of Los Gatos held the 3rd day of November, 2008, by the following vote:

TOWN COUNCIL MEMBERS:

AYES:

NAYS:

ABSENT:

ABSTAIN:

SIGNED:

MAYOR
TOWN OF LOS GATOS, CALIFORNIA

ATTEST:

CLERK
TOWN OF LOS GATOS, CALIFORNIA

ATTACHMENT 1

**Proposal For A
Document Imaging and Management Solution**

Prepared For



The Town of Los Gatos

Submitted By



Technology Solutions For Document Imaging and Management



197 East Hamilton Avenue
Campbell, CA 95008
800.233.5006

October 9, 2008

Linda Isherwood
Town of Los Gatos
110 East Main Street
Los Gatos, CA 95030

Linda:

Attached you will find an updated proposal addressing 1) the implementation of the Laserfiche United document management solution and 2) the scanning (or "imaging") of CDD's hard-copy and microfiche-based documents for import into the Laserfiche system. The following information is included:

- An overview of the Laserfiche product suite, including the software's overall design concept and key functions/features
- An MSA contract-based cost proposal for the Laserfiche software solution, based upon a 23 concurrent user licensing configuration (3 Full and 20 Retrieval)
- Information regarding Peelle's proposed technical approach to the scanning of CDD's hard-copy and microfiche-based documents
- Peelle's MSA contract-based fee schedules for the scanning of CDD's hard-copy and microfiche-based documents

Since 1987, Laserfiche has led the industry in offering smart, flexible, and easily integrated document management solutions for a broad range of business and government needs. The Laserfiche software, currently in use in over 20,000 Fortune 1000 corporations and government agencies around the world, turns existing PC hardware into robust document search and retrieval databases that can be easily scaled from the single user, to the large corporate network.

Since 1996, Peelle Technologies has been providing innovative, turnkey document management solutions incorporating state-of-the-art software (for document capture, management, workflow and data storage management), hardware (scanners, storage etc.) and award-winning customer support. We complement these system solutions with high-volume document/microfilm scanning, data entry and document hosting services.

We look forward to working with you to make this project a success. Please don't hesitate to contact me at the number below with any questions or concerns that you may have.

Regards,

A handwritten signature in black ink that reads "Jim Detrick". The signature is written in a cursive, flowing style.

Jim Detrick
408.370.6266

Laserfiche United Document Imaging & Management Software Product Overview

Laserfiche is a content archiving, retrieval and distribution solution for organizations dependent upon a knowledge-driven workforce. The Laserfiche solution unites a proven document imaging and management application, tightly coupled to the Microsoft SQL Server platform, with an extendable web-based retrieval client and a flexible workflow suite. Laserfiche is designed for rapid deployment, minimal maintenance, simplified integration and expansion enterprise-wide.

N-Tier Architecture

Laserfiche leverages n-tier architecture to deliver maximum extensibility across the enterprise with distinct client, business logic, data and document layers. Document storage can be handled by any network-connected storage media, including highly scalable Storage Area Networks, while the database layer can be distributed across multiple SQL Server machines. Client access is through either the standard network client or WebLink, the Web-based thin client.

Rapid Implementation

Laserfiche offers a unique combination of a robust, scalable document management system and the ability to implement very rapidly. With Laserfiche, organizations can achieve the efficiencies associated with digitizing corporate documents and automating document-centric processes in a matter of days, not the weeks or months it takes to get most other systems up and operational. Because Laserfiche includes all necessary document capture, processing and distribution tools as well as an automated workflow suite, there is no need to install and configure third-party tools to achieve a complete turnkey document management system. Furthermore, utilizing Laserfiche WebLink for retrieval users and workflow participants allows rapid implementation enterprise-wide.

Because all user activity occurs within a single comprehensive application, user training is minimized and users become efficient very quickly. The intuitive nature of the Laserfiche folder structure and search interface makes it possible for users to organize and locate documents without assistance from corporate IT professionals, freeing them up to maintain other core applications.

Low Administrative Overhead

All user activity and security privileges are maintained through the Laserfiche Client and there is only one pool of users to manage regardless of whether they will access the system as full users, retrieval users or WebLink clients. Any users who have been given the right to modify index templates automatically have the ability to participate in the automated workflow. The Laserfiche Server application and database has proven to be stable and requires very little administrative maintenance. By using WebLink as the corporate retrieval or workflow platform, organizations eliminate the need to install or maintain any client-side applications. Finally, using the optional Audit Trail component, the System Administrator can quickly create reports based on any user's activity or the history of any document or folder within the system.

Laserfiche United Document Imaging & Management Software Design Concept and Key Functions/Features

Laserfiche utilizes the superior performance of client/server architecture to offer users greater efficiency and power, making it an attractive enterprise-wide solution. Laserfiche was created to provide mainframe performance on the client/server platform for effective, affordable, enterprise-wide document imaging. This design also makes future expandability across a WAN practical.

Laserfiche uses true client/server architecture that is distinct from some applications that use this term but are actually Windows-based file-sharing applications. Laserfiche's server engine runs as a service on the 2000/2003 server, which manages the document database. The client, which manages the user interface, is an application that runs on a standard Microsoft Windows PC. The client passes only information requests to the server, and the server returns only requested information to the client. The result is a dramatic reduction in network data traffic, and complete insulation of the database from client interrupts.

Under this architecture, Laserfiche performs folder and document management tasks on the server and performs scanning, OCR, image compression-decompression, and most user interface functions on the client. Heavy disk I/O throughput is confined to the server and never transferred over the network lines, and the client never opens database files directly. It also reduces overall system memory requirements, freeing the client to focus on user-oriented functions like a graphical user interface (GUI). Finally, it utilizes the full 32-bit processing capabilities of the Intel Pentium instruction sets.

Laserfiche runs on the same level as other services in the Windows 2000/2003 Operating System. It was built using 2000/2003-specific interfaces that tightly couple the program to the network. Once loaded, Laserfiche is treated as a service on the Windows 2000/2003 server with the same privileges while other programs run as applications on top of the operating system.

Open System Architecture

Laserfiche 7 is designed to run in existing Windows 2000/XP/2003 system environments. Neither the client nor the server software make, or require, modifications to the existing operating system. As a Windows application, it runs on industry-standard Intel-based PCs and supports most Windows-compatible printers and monitors.

Laserfiche uses standard file formats and data structures. All images are stored as TIFF or JPEG/TIFF objects, and text is stored as ASCII. Currently, Laserfiche 7 uses Microsoft SQL Server as its database. This database is a Level 2 ODBC compliant relational database that fully integrates with Oracle, Sybase, Informix, Microsoft SQL and other industry standard databases.

Database information is completely accessible and configurable as an ODBC data source. With Microsoft SQL Server, Laserfiche leverages the strength and performance of an enterprise ready database, while remaining easy to administer, customize, and integrate with other applications and existing hardware. In addition, its non-proprietary file formats ensure compatibility with future document management systems. IT personnel, system integrators and data miners can use ODBC database knowledge to query and manipulate stored data.

Intuitive User Interface

The Laserfiche user interface was designed to blend two important themes: simplicity and familiarity. The only prerequisite to operate the system is knowledge of Windows Explorer. There are no confusing, multiple modes to recognize and master. Moreover, all commonly used functions can be executed with the click of the mouse on a toolbar. Less commonly used functions are activated via standard Windows pull-down menus. Laserfiche has the look and feel of Windows File Manager or Explorer. All dialogue boxes have been designed with strict adherence to Microsoft standards, rendering their use familiar to anyone who has used other Windows applications.

High Capacity

Up to 2 billion documents (image or text pages) can be stored on a single Laserfiche database. Moreover, these are limitations for a single database only. Using the Enterprise Edition of Laserfiche effectively removes this limit. Furthermore, the database can span multiple physical drives or volumes, so disk space should not be a long-term problem. A single document can contain up to 32,000 pages.

Portability

The open architecture design of Laserfiche frees the user from being limited to any one-storage platform and media format. Using its media independence, Laserfiche can create volumes on CD-ROM, DVD, MO-disk, ZIP and JAZ disks, or any selected storage media. Using any media format and media device, Laserfiche expands the portable format from simple storage media to archival distribution media, all with the same powerful search engine.

Laserfiche's portable volumes allow these multiple media formats to be easily regrouped and attached to a Laserfiche database. CD-ROM or other "portable" volumes can be reattached to any Laserfiche server for comprehensive searching and retrieval that can span multiple volumes. This feature eliminates the time spent copying huge document volumes to keep records updated at multiple sites. The "additive synchronization" of portable volumes allows users to create volumes for distribution that can be reattached to any other Laserfiche systems.

Import and Export Functions

Laserfiche can import or export text files or raster image files in a variety of popular formats including BMP, JPEG, TIFF and PDF. Laserfiche also provides for transferring documents from one Laserfiche system to another by means of "briefcase" files. Briefcase files contain the images, text, index fields and folder structure of a folder of Laserfiche documents, and can be read into another Laserfiche system.

Importing fax files, graphics or images created by another document imaging system requires no re-scanning. Text files, including those created by word processors and COLD applications, can easily be imported into Laserfiche.

Document Indexing and Retrieval

The Laserfiche software supports the indexing and retrieval of documents in the following ways:

Hierarchical Folder Browser

Laserfiche has an intuitive, hierarchical document folder browser that emulates Windows Explorer's look-and-feel, and supports folders nested up to 650 levels deep, with up to 32,000 folders and/or documents in a folder. Folder and document names can have up to 255 characters, including letters, digits, spaces and punctuation marks. System administrators can design their electronic filing system to mirror the structure of any existing paper or microfilm filing systems, thereby shortening the learning curve.

Traditional Index Fields

Laserfiche allows up to 250 templates, each of which can have up to 1,023 index fields. It supports ASCII (up to 4000 characters), true date, integer and long integer, list and date/time data types. Users can retrieve documents that are not OCR'd through a variety of ways, and can restrict the scope of searches to text and index fields, or templates.

Full-Text Indexing

Laserfiche has a powerful text and index integrated search function, capable of searching through millions of documents in only seconds. It supports both full-text and traditional field searches, which can be used either in combination or separately. Any of the standard "wildcard" characters (*, ?, and []) can be used. The Boolean operators AND, OR, and NOT are also supported, as is a text proximity search and "fuzzy" search. Laserfiche displays full-text search results in a split screen with the documents listed in a hierarchical order in the top pane and the lines of context in which the criteria occurs within each document in the bottom pane. When a user opens an imaged document from the search results, the occurrences of the search criteria are highlighted on the image. When a user opens an electronic document, the application in which it was created and the criteria are not highlighted.

Electronic Document Support

Laserfiche offers support for capturing existing electronic documents (images, text, spreadsheets, PDF, movies, AutoCAD, sound files etc.) in their native format using either "drag and drop" functionality or via Windows Explorer or Microsoft Office applications (Word and Outlook) using the Send To menu. These files can be easily viewed by launching their native application from within Laserfiche.

Document Annotation/Redaction

Laserfiche provides the ability to add annotations (highlights, custom rubber stamps, sticky notes) and redactions to documents as a separate layer that does not affect the original image. Redactions can be added to images as black-out or white-out overlays.

Printing and Faxing

Laserfiche works with most Windows compatible printers. Peelle recommends the use of a laser printer (not dot matrix, bubble-jet or inkjet) with at least 4 MB of RAM for image printing. Laserfiche can print images, OCR'd text or files stored in their native format. Laserfiche can fax documents using nearly any fax software (single user or network) that includes a Windows printer driver and supports faxing of raster images. Users' ability to print and fax documents is determined by their security rights.

Thin Client Support

Laserfiche Web Access, an optional software module, provides a feature-rich web client for organizations wishing to deploy the system enterprise-wide without the need to install and maintain client side applications. The Web Access Server manages user requests to the Laserfiche Server and renders images on demand based on the requesting user's security profile. Users can access Laserfiche through using Internet Explorer 6 or 7.

Workflow Automation

The Laserfiche Workflow Suite, an optional software module, increases productivity by automating document-centered work processes. An intuitive graphical interface provides easy work process modeling and streamlining. Routing and notification services guarantee smooth workflow despite user absence. The Workflow Suite provides the efficiency and security of rules-based routing and monitoring while also supporting ad hoc participation in the workflow environment.

Laserfiche United Document Imaging & Management Solution Cost Proposal

Included is MSA-based pricing for the Laserfiche-supplied/ Peelle-implemented software components of the proposed Laserfiche United document management system. The following schedules assume that the Town of Los Gatos will supply the required database/image server hardware and the MS SQL Server database and client access licenses.

Software Licensing

Qty.	Description	Unit Cost	Ext. Cost
1	Laserfiche United Server for MS SQL:	\$6,300.00	\$6,300.00
1	Laserfiche United Additional Database for MS SQL (PD):	\$3,000.00	\$3,000.00
3	Laserfiche Full User License (concurrent):	\$525.00	\$1,575.00
3	Laserfiche Snapshot:	\$100.00	\$300.00
20	Laserfiche Retrieval User License (concurrent):	\$210.00	\$4,200.00
1	Laserfiche Web Access:	\$7,995.00	\$7,995.00
1	Laserfiche Web Access – Additional Repository (PD):	\$1,250.00	\$1,250.00
1	Laserfiche Audit Trail - Advanced:	\$7,995.00	\$7,995.00
1	Laserfiche Quick Fields:	\$495.00	\$495.00
1	Laserfiche Real-Time Lookup:	\$495.00	\$495.00
1	Laserfiche Import Agent:	\$1,495.00	\$1,495.00
23	Peelle HotKey Search:	\$100.00	\$2,300.00
	Total Cost:		\$37,400.00

Annual Software Maintenance (aka "LSAP")

Qty.	Description	Unit Cost	Ext. Cost
1	Laserfiche United Server for MS SQL:	\$1,260.00	\$1,260.00
1	Laserfiche United Additional Database for MS SQL (PD):	\$600.00	\$600.00
3	Laserfiche Full User License (concurrent):	\$105.00	\$315.00
3	Laserfiche Snapshot:	\$20.00	\$60.00
20	Laserfiche Retrieval User License (concurrent):	\$42.00	\$840.00
1	Laserfiche Web Access:	\$1,590.00	\$1,590.00
1	Laserfiche Web Access – Additional Repository (PD):	\$250.00	\$250.00
1	Laserfiche Audit Trail - Advanced:	\$2,390.00	\$2,390.00
1	Laserfiche Quick Fields:	\$100.00	\$100.00
1	Laserfiche Real-Time Lookup:	\$100.00	\$100.00
1	Laserfiche Import Agent:	\$390.00	\$390.00
	Total Cost:		\$7,895.00

Applicable sales tax is additional. The Laserfiche Software Assurance Plan (LSAP) includes all software releases/updates and telephone support (8:00AM to 5:00PM Monday through Friday, excluding holidays).

Continued

Professional Services (estimated)

Description	Ext. Cost
Software Installation (est. @ 16 hours @ \$ 200/hour, portal to portal): Services to include software installation, configuration and testing. Software to include: Laserfiche United Server/Clients, Web Access, Audit Trail, ScanConnect, Quick Fields, Import Agent and Peelle HotKey Search	\$3,200.00
Software Training (est. @ 24 hours @ \$ 200/hour, portal to portal): System Administrator training will include Laserfiche user/group security, folder/template design & creation, backup guidelines and audit trail reporting. End-user training will include document capture (via import and Snapshot), document indexing, retrieval (using both the Full Client and Web Access, document annotation and distribution (e-mail, printing etc.).	\$4,800.00
Total Professional Services Cost (estimated):	\$8,000.00

Cost Summary

Description	Ext. Cost
Laserfiche Software Licensing (one-time cost):	\$37,400.00
Laserfiche Software Maintenance (an annually recurring cost):	\$7,895.00
Professional Services (estimated):	\$8,000.00
Total Laserfiche Implementation Cost (estimated):	\$53,295.00

Hard-Copy / Microfiche Document Scanning Project (CDD) Technical Approach

Peelle's technical approach to the document conversion process that will ensure that the Town of Los Gatos (hereinafter "The Town") will receive a deliverable that will meet its unique requirements. The processing methodology has been designed to:

- Maintain the integrity and security of the hard-copy and microfiche-based documents.
- Accommodate the range of size and quality of the documents.
- Create and verify index data associated with each document.
- Ensure that The Town receives images of acceptable quality in the specified format and in accordance with mutually agreed upon delivery schedules.

The high-level document processing activities are as follows:

- Pre-production activity
- Hard-copy document/microfiche pick up
- Batch preparation and inspection
- Document preparation and restoration
- Scanning and image quality control
- Document indexing and quality control
- Output media preparation
- Final QA review
- Hard-copy document, microfiche and media delivery

Each of the processing activities is described briefly below:

Pre-production Activity

Work performed prior to commencing the production phase of the project can be as important as the work performed during the production phase itself. During this activity, the requirements for the subsequent production effort will be firmly established and agreed upon and procedures will be established to assure compliance with these requirements.

Peelle will work closely with The Town to perform the following tasks:

1. An examination of representative sample documents to determine the preparation requirements (fastener/binding removal, repair etc.) and scanning parameters to be used during the conversion process.
2. A review of the deliverable requirements and image acceptance criteria, both of which will be documented in Peelle's conversion plans.
3. A interchange test in which sample documents will be scanned and indexed. The resultant data will be formatted for import into the Laserfiche system and recorded on to the specified delivery medium for review by The Town.
4. Definition of the document/microfilm pick up and delivery schedule and manifesting procedures. Peelle Technologies will work with The Town to develop a schedule that will allow documents to be efficiently processed while having them off site for no more than two to three weeks.

Document Pick Up

Peelle provides a high level of care for client documents and takes responsibility for maintaining the condition and security of the documents while they are in our possession. Peelle will utilize its own vans/trucks and drivers to complete the pick up and delivery of The Town's documents. The pick ups/deliveries of the existing documents (or "backfile") will be made on a scheduled basis. Once the backfile conversion is completed, the pick ups/deliveries can be made either on a scheduled or as-needed basis.

Peelle Technologies adheres to strict document and data security protocols and procedures that will ensure that consistent, high-quality work is delivered while maintaining strict confidentiality of information. The combined security measures include:

Physical Production Center

- Digital keypad and/or fingerprint access controls for entrance to the facilities.
- Motion/sound detection alarm and recorded, 24-hour video surveillance systems.
- Production areas are isolated from the rest of the facility.

Network/Data Transfer

- Data transfer through secured FTP, VPN, SSL, etc.
- Access security controls for files on production servers.
- External media drives (inc. floppy disk, CD-ROM and USB) are disabled.
- Firewall and antivirus protection with automatically updated definition files.
- Both real-time and daily back-up of systems storing image and data files.

Process

- Production Manager on-site at all times to oversee work in process.
- On-site shredding of any spoiled hard-copy documents (document copies, notes etc.).
- Security measures to protect the security and integrity of protected information according to HIPAA guidelines.
- Logged/monitored/control list for Internet and e-mail access.
- All newly hired personnel undergo background checks and are required to sign a Confidentiality Agreement.
- Security assessments are performed routinely to ensure that all systems, policies and procedures meet or exceed specified security requirements.
- Unless there is a written agreement with the client to do otherwise, all project-related data is deleted 60 days following the delivery of the data.

Batch Preparation and Inspection

The received documents/microfiche will be checked for batch integrity and logged into SuperTrack, a Peelle-developed production control and tracking system that utilizes barcode technology to track each batch and box through the production process.

Document Preparation and Restoration

Peelle Technologies will be responsible for preparing the documents as necessary for the small and large-format scanning processes. The preparation process will include, but is not limited to, the following tasks:

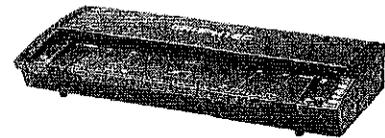
- The remove of page fasteners (staples and bindings)
- The back-folding of building plans to flatten them for the scanning process
- The repair/restoration of documents as necessary to facilitate the scanning process

Document and Microfiche Scanning

The prepared documents and microfiche will be scanned on a combination of large & small-format production document scanners and Wicks and Wilson microfiche scanners. The scanning processes are described briefly below.

Large-format Documents (larger than legal-size)

Peelle will utilize Graphtec CS500 Pro scanners for the capture of all hard-copy plans larger than 11" x 17" in size. The CS 500 Pro is a high-performance, 42" wide scanner that utilizes a Contact Image Sensor (CIS) array technology for accurate (to 0.1%), high-resolution scanning of up to ANSI E-size documents.



The plans will be scanned on a sheet-by-sheet basis at a 200 DPI resolution (black and white) to a Group IV TIF image file format. The Graphtec scanner's "adaptive thresholding" capability will be used to produce images that are often more readable than the original. Any plans that are in very poor condition will be inserted into a mylar "sleeve" for protection during the feeding process. The resulting scans will be reviewed to ensure that the plan content is as readable and clear as possible. The resultant images will then be passed to the Kofax's Ascent Capture software for a second image quality review and indexing.

Small-format Documents (up to legal-size)

Peelle will utilize workstations configured with Kodak i600 Series document scanners and Kofax's Ascent Capture software for the capture of all of the small-format Ordinances and Resolutions. The documents will be scanned at a 200 DPI resolution (black and white) to a Group IV TIF image file format.



The Kodak i600 Series scanners feature best-in-class paper transports for reliable feeding, both ultrasonic and page-size multi-feed detection systems and adaptive thresholding to maintain superior image quality.

The Ascent Capture software controls the operation of the scanner and provides:

1. Image cleanup functionality (image de-skewing, auto cropping etc.)
2. Manual (key entry) and automated (OCR, OMR, ICR and bar code) indexing capabilities to extract metadata from the scanned images
3. Verification capabilities to support the quality review/control process

During and after the small and large-format scanning processes, document images will be presented to the operator and reviewed for quality and completeness. In general, image acceptance criteria are readability (legibility of lettering and graphics), contrast and position. If it is determined that the image does not meet the established acceptance criteria, the document will be rescanned using manual threshold controls. If it is determined that an acceptable image can not be produced using this rework process, the index and filename will be sent to a reject log and the document will be identified in the Conversion Activity Report and returned to The Town.

Microfiche Scanning

Peelle will utilize a Wicks and Wilson scanner configured with Wicks and Wilson's SMARTSCAN software for the scanning of the microfiche-based documents. The SMARTSCAN software controls the operation of the scanner and provides extensive image enhancement and verification capabilities to support the production and quality review/control processes. The high-level steps associated with the scanning and image quality control activities are as follows:



1. Create a folder named as per the information presented on the microfiche header.
2. Insert the fiche and perform a pre-scan. The fiche will appear on the display, with a colored frame around each image that was identified by the SMARTSCAN. Adjust the light and contrast to optimize recognition of the images and achieve a high-quality scan.
3. Adjust the colored frame around the images as required. For example, a smudge may be picked up as an image, and can be discarded. Additionally, if two pieces of film are touching, they may be treated as a single very wide page; the operator can tell the scanner to split the pages apart. If an image was missed by the pre-scan, the operator can mark the area where the scanner will find it.
4. Perform the final scan at 200 DPI. The images will be stored in the targeted folder.

Document Indexing

It is understood that the specific document and microfiche indexing specifications will be determined after an agreement has been executed. During the indexing process, any data generated using automated indexing processes (OCR, OMR, ICR and/or bar code reading) will be verified to be accurate. The index data will be formatted for import into the Laserfiche system using Laserfiche's standard file/data import tool.

Output Media Preparation

The TIF image files and the related Laserfiche import control file will be written to an output media (CD-R or DVD-R) for delivery to The Town.

Final Quality Assurance Review

After the output media has been created, a final quality assurance check will be made to verify that 1) the image files are formatted as per the specification and 2) the media has been recorded correctly.

Hard-copy Document, Microfiche and Media Delivery

The documents/microfilm and media will be returned on an agreed upon basis and delivered via Peelle delivery vehicles and personnel. Peelle will work with The Town personnel on a delivery schedule that optimizes workflow and minimizes any impact on their normal business activities.

Hard-Copy Document Scanning Services Fee Schedule

Included below is a Fee Schedule for the scanning of CDD's hard-copy documents. The Schedule incorporates unit pricing from Peelle's MSA contract for Document Conversion Services (contract #5-03-70-44).

Service Description	Unit Cost
Standard Preparation (fastener removal, etc.):	\$15.68/hour
Barcode Sheet Printing (if necessary):	\$.048/sheet
Barcode Sheet Recognition / Verification (if necessary):	\$.019/barcode
Document Scanning – Small Format (200 DPI, Bitonal, Group IV TIFF)	
Letter-size pages:	\$.048/image
Legal-size pages:	\$.059/image
11" x 17" pages:	\$.124/image
Document Scanning – Large Format (300 DPI, Bitonal, Group IV TIFF)	
18" x 24" (C size) sheets:	\$1.568/image
24" x 36" (D size) sheets:	\$1.805/image
36" x 48" (E size) sheets:	\$3.135/image
Image Indexing (key entry of document index information):	\$.0071/keystroke
Output to CD-R (includes labeling):	\$14.25/CD-R
Pick Up/Delivery Via Peelle Truck:	\$47.50/trip

Applicable sales tax will be added to all invoices. Payment terms are Net 30.

Microfiche-Based Document Scanning Services (CDD) Fee Schedule

Included below is a Fee Schedule for the scanning of CDD's microfiche-based Address and Subject Files. The Schedule incorporates unit pricing from Peelle's MSA contract for Document Conversion Services (contract #5-03-70-44).

Service Description	MSA Unit Cost
Microfiche Scanner Set-up Charge:	\$237.50/event
4x6 Microfiche Jacket Scanning (200 DPI, Bitonal, Group IV TIFF)	
Up to legal-size pages:	\$.048/image
18" x 24" or larger pages:	\$.143/image
Partial jacket surcharge:	\$1.66/jacket
Image Indexing (key entry of fiche header information):	\$.0071/keystroke
Output to CD-R (includes labeling):	\$14.25/CD-R
Pick Up/Delivery Via Peelle Truck:	\$47.50/trip

Applicable sales tax will be added to all invoices. Payment terms are Net 30.

Included below is information derived from Peelle's high-level assessment of the microfiche collections:

Building Department Address Files

Fiche format(s): Mixture of 2-channel and 5-channel fiche, both jackets and diazo copies

Fiche header information: Street number/name on all, fiche/fiche numbering on some

Estimated volume: 36,000 fiche (15 drawers x 24" of fiche/drawer x approx. 100 fiche/inch)

Planning Department Address Files

Fiche format(s): Mixture of 2-channel and 5-channel fiche, both jackets and diazo copies

Fiche header information: Street number/name on all, fiche/fiche numbering on some

Estimated volume: 24,000 fiche (5 drawers x 48" of fiche/drawer x approx. 100 fiche/inch)

Planning Department Subject Files

Fiche format(s): Mixture of 2-channel and 5-channel fiche, both jackets and diazo copies

Fiche header information: Subject on all, fiche/fiche numbering on some

Estimated volume: 2,700 fiche (1 drawer x 27" of fiche x approx. 100 fiche/inch)

Based upon this high-level information and the fees included in the Schedule above, the average cost to scan and index each fiche (by street number/name or subject) will be approximately \$2.00 (\pm approx. 10%), making the estimated total project cost approximately \$125,200.