



COMPU-DATA  
*International, LLC*

## CITY OF SEGUIN

DOCUMENT IMAGING AND DATA HOSTING  
STATEMENT OF WORK

February 1, 2019

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COMPU-DATA INTERNATIONAL, LLC  
Statement of Work



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*Previous Proposal(s) Null and Void*

*This proposal replaces all previously submitted proposals relating to the matter this proposal addresses and therefore all such previously submitted proposals are considered Null and Void.*

*This proposal is valid for thirty (30) calendar days from the date listed on page one.*



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## Background

### **The Unstructured Information Management Company™**

*Our Mission: Empower Users to access information instantly and without barriers  
to uncover knowledge through technology*

Founded in 1998 by the current President and CEO, Juan J. Celaya, COMPU-DATA International, LLC (CDI) specializes in the capture, index, search, and retrieval of unstructured data. Process automation and integration, as well as data security, also are key components of CDI's core services. Together, these offerings enable your organization to make your unstructured data work for you.

## Certifications & State Contracts

CDI is a DBE & MBE certified by the Texas Unified Certification Program, and a Texas HUB company whose products and services are available through the following government contracts:

- CDI Texas DIR Contract #DIR-TSO-3902





# Statement of Work

Exhibit A

## Project Scope

COMPU-DATA will perform for CITY OF SEGUIN the following services on an ongoing, yearly process:

- Pick up approx. 106 Banker boxes of regular size documents from Police Dept.
- Pick up approx. 5,000 large format drawings from Utilities Dept.
- Index approx. 9,700 Digital PDF Files
- Scan approx. 275,000 Case Files and Engineering Drawings at 300dpi Black & White
- Index all files according to project requirements
- Upload scanned files to COMPU-DATA secure, cloud-hosted VFR site for customer viewing and confirmation.
- Return requested boxes at end of project and/or destroy requested boxes

CITY OF SEGUIN estimated volumes will vary according to each department's priorities. Initial pickup is as follows:

- Police Dept. Case Files -
  - 106 approx. Police Dept. Case Files Boxes
  - 5,000 Engineering Drawings
  - Total Estimated Pages - 270,000 Pages

## Prepping Requirements

Project prepping requirements for the documents includes, but is not limited to, preparing all documents for scanning by removing staples and paper clips, repairing pages as needed, and inserting document separators.

## Scanning Requirements

All documents will be scanned at 300 dpi all black and white documents

## Indexing Requirements

The index fields to be captured are as follows:

### Police Dept Case Files

| Field Name  | # of Characters | Data Type     | Required? | Default Value |
|-------------|-----------------|---------------|-----------|---------------|
| Victim Name | 15              | Alpha-Numeric | Yes       |               |



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|              |    |               |     |  |
|--------------|----|---------------|-----|--|
| Suspect Name | 15 | Alpha-Numeric | Yes |  |
| Case Number  | 11 | Alpha-Numeric | Yes |  |
| Report Title | 15 | Alpha-Numeric | Yes |  |

Engineering Drawings

| Field Name     | # of Characters | Data Type     | Required? | Default Value |
|----------------|-----------------|---------------|-----------|---------------|
| Drawing Name   | 15              | Alpha-Numeric | Yes       |               |
| Address        | 15              | Alpha-Numeric | Yes       |               |
| Drawing Number | 11              | Alpha-Numeric | Yes       |               |

Data Delivery Requirements

Listed below are the requirements for the delivery of the data from COMPU-DATA to CITY OF SEGUIN:

1. PDF Format, on all regular size documents
2. Upload all Files to Respective Libraries to VFR Secure and Dedicated Hosting Site

Approval Process

COMPU-DATA International, LLC will upload the processed images/documents into its exclusive Virtual FileRoom™ (VFR), hosted on our secure Cloud environment. As part of the deliverable process, Development staff must log into the VFR system to review the work ready for your review and approval. You will receive an email each time data is loaded and ready for your approval; approximately daily. At that time, you are allotted 5 Business working days to approve or identify any corrections that need to be addressed. At the end of the 5 working days, the data will be considered approved.

Project Start Date

TBD

Estimated Project Duration

Project is completion is TBD

Training and Support

COMPU-DATA will schedule a remote training session for your document reviewers. In this training, we will cover the use of VFR for document review, including accessing and logging into the application, basic customizations,



searching and retrieval of documents, and the review and approval process. Typically, this training requires approximately one hour to complete.

In addition, throughout the course of the scanning project, COMPU-DATA support will be available to assist with any questions or issues that may arise.

## Project Personnel

The COMPU-DATA International project team will include the following members and respective functions:

1. **Project Manager**

Responsible for overall project success and customer liaison

2. **Supervisors**

Day to day supervision of staff activities and problems resolution

3. **Document Preparation Staff**

Responsible for preparing documents in batches that are going to be scanned. Sample tasks: remove all clips, bands, staples, and other fasteners from folders and from multi-page documents. Use an appropriate tool to prevent tearing or otherwise damaging the documents.

4. **Document Scanning Staff**

Responsible for pre-scanning decisions, document scanning, indexing, etc.

5. **Quality Control Staff**

Quality checks will be performed at periodic intervals throughout the document prepping, capture and indexing process. During these checks, random samples of the documents are collected, both manually and electronically, and checked against project metrics to ensure both the quality of the image and the accuracy of the metadata.



## Virtual FileRoom™

In 1997, CDI commenced development of its core product, Virtual FileRoom™ (VFR). VFR handles all media sources encountered every day in the business world, such as paper, email, electronic documents, audio, video and images. Out of the box, VFR delivers administration, search and retrieval, collaboration functionality, reporting, and audit trails of digital assets, and is easily integrated into any business process and other application through its Web Services APIs.

CDI's product offerings are flexible and can be integrated with existing applications or products, including Microsoft Office and Adobe Acrobat. As VFR is accessed through the user's web browser, it is compatible with any operating system and any browser.

## Repository Management & User Environment

VFR supports any file format including image, audio and video files. With automatic, content-based indexing, VFR will index the text content of any file saved in the system as a "Content File", in addition to all the index fields associated with the file. For file formats of video or images whose content does not contain text, VFR will index the associated index fields. Users' access to libraries, sub-libraries and documents are managed through an integrated access control system. This system allows the system administrators to have exact control over access rights. VFR also is compatible with Microsoft Active Directory, enabling those who use it to manage VFR access rights using already established groups, users and permissions. Users are empowered to manage, store, search, retrieve and share content discovered through their search and discovery process. When used by another application to store and retrieve documents, the integrated application can be responsible for the access controls of the data stored in VFR.

The VFR Search Interfaces allows users on multiple systems to use the sophisticated underlying search engine to access online repositories. With VFR, you can perform a Content or Boolean search over multiple defined information repositories simultaneously.

## Supported Text Search Modes

**Boolean mode** – A query mode in which exact query terms are matched against the documents in the library (or against incoming documents, in the case of real time profiles); documents are not ranked for relevance; Boolean operators (AND, OR, NOT, WITHIN, ADJ, BETWEEN) can be used to control matching; special operators used with individual query terms enable concept (!), pattern (~), or wildcard (\*, [search expression], \_, @, #, ^) expansion.

### VFR Highlights Include:

- User-Functionality Access.
- Statistics and Monitoring Tools.
- Web-based application with industry standard, XML architecture.
- Highly scalable architecture built on high-end search engine versus database technology.
- Automatic indexing and retrieval of nested attachments in Outlook® email files.
- Automatic indexing and retrieval of nested attachments in archive files including zip and war formats.
- Built on common business process requirements through customer collaboration.
- Support for companion files – a file linked to an indexed content file.
- Dynamic update and search field templates with options to be administered by the end user, subject matter expert and the application administrators.



- Administrator or user defined field definitions for content classification.
- User defined Personal and Public Collections. End users may define Collections to associated digital assets with project needs and share information with other users.
- Document level security based on existing or developed Access Control Lists.
- Reporting and audit trail options assuring data integrity.
- Searchable document content contribution capabilities.
- Version Control and much more!

## Integration with other Data Sources and Applications

The VFR product provides ease of integration with other applications using web services and other robust sets of APIs that will allow any vendor to interface to the CDI VFR product. These APIs allow a vendor/user to perform the following:

- Allows access to the documents stored in the CM libraries.
- Allows access to the Index fields stored with the documents.
- Allows access to the user of the CM.
- Allows login to the CM.
- Allows query data in the CM.

These are just some of the examples that are available.

## Document and Application Security

VFR satisfies the following Health Insurance Portability and Accountability Act of 1996 (HIPAA), and the FBI's Criminal Justice Information Services (CJIS) security requirements:

- Access Control
- Unique User Identification
- Emergency Access Procedure
- Automatic Logoff
- Encryption and Decryption
- Audit Controls
- Data Integrity

Person or Entity Authentication



## Pricing

| Document Capture Pricing |            |           |             |       |   |                     |
|--------------------------|------------|-----------|-------------|-------|---|---------------------|
| Description              | Qty (Est.) | Price     | Unit        | OCR   | Notes   | Line Total          |
| 8.5" x 11" B&W Capture   | 265,000    | \$ 0.06   | Per Image   | incl. | 106 boxes @ 2500 pages per box                                | \$ 15,900.00        |
| 8.5" x 11" Indexing      | 7,950      | \$ 0.08   | Per Record  |       | 56 characters per document x 75 documents per box x 106 boxes | \$ 636.00           |
| PD PDF File Indexing     | 9,700      | \$ 0.08   | Per Record  |       | 9700 total Digital PDF Files                                  | \$ 776.00           |
| Large Format Capture     | 5,000      | \$ 0.65   | Per Image   |       | Large format Drawings   | \$ 3,250.00         |
| Large Format Index       | 205,000    | \$ 0.02   | Per Char.   |       | Approx. 41 Char.per Drawing                                   | \$ 3,075.00         |
| Document Prep            | 424        | \$ 18.00  | Per Hour    |       | 106 Boxes x 4 hrs. per box                                    | \$ 7,632.00         |
| Setup                    | 1          | \$ 500.00 | Per Project |       | One Time Cost   | \$ 500.00           |
| Pickup/Delivery          | 1          | \$ 400.00 | Per Trip    |       | One Initial Trip  | \$ 400.00           |
| Document Destruction     | 100        | \$ 5.00   | Per Box     |       | Certificate of Destruction Included                           | \$ 500.00           |
| <b>Total *</b>           |            |           |             |       |   | <b>\$ 32,669.00</b> |

\* Note: All quantities are estimated. Invoices will reflect actual quantities of scanned images, characters indexed, and prepping hours.

| Professional Services  |            |           |                 |                |
|--|------------|-----------|-----------------|----------------|
| Item Description   | Quantity * | MSRP      | DIR Hourly Rate | DIR Item Total |
| <b>VFR Implementation Engineer:</b> Provide expertise in configuring, and implementing complex solutions with CDI's Virtual FileRoom(tm) Applications. Experience in content management systems projects involving integration's of Line of Business systems and repositories and/or user applications on distributed systems. Technically competent in network security requirements, standards and protocols, ADS, security, Operating System, DB and Web infrastructure reliability and maintainability, test and evaluation, quality assurance, databases, and design integration engineering. Minimum Experience: two years of progressive experience in the field of information technology, specifically focused on development and integration projects. Will have at least one to two years of experience in providing technical solutions to clients on information management, document management and/or similar applications. These personnel have a Minimum Experience of 2-years ECM or similar experience. | TBD        | \$ 126.00 | \$ 120.65       | TBD            |



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Virtual FileRoom™ (Annual Charge)

| Item Description  | Quantity * | MSRP        | DIR Monthly Rate | # Months | DIR Item Total      |
|---|------------|-------------|------------------|----------|---------------------|
| <b>Data On-Demand:</b> SaaS multi-tenant VFR Edition. 25 users, up to 250 GB of usable storage, 50 GB metered bandwidth, 2 Alaris S2050 scanners, and 14-day backup retention period. Includes advanced security features. Requires a 3-year agreement. | 1          | \$ 1,490.00 | \$ 1,352.18      | 12       | \$ 16,226.16        |
| <b>Data On-Demand:</b> Additional 50 GB of usable storage, including 14-day backup retention period. Data usage is calculated on a monthly basis, and additional storage is automatically added, in blocks of 50 GB, as required.                       | 5          | \$ 27.00    | \$ 25.85         | 12       | \$ 1,551.00         |
| <b>Data On-Demand:</b> Application Setup. One-time charge.  | 1          | \$ 2,550.00 | \$ -             | 0        | \$ 2,441.63         |
| <b>Data On-Demand:</b> Application Training. One-time charge.   | 1          | \$ 1,100.00 | \$ -             | 0        | \$ 1,053.25         |
| <b>First-Year SaaS Fee</b>  |            |             |                  |          | <b>\$ 21,272.04</b> |
| <b>Yearly Recurring SaaS Fee After First Year</b>   |            |             |                  |          | <b>\$ 17,777.16</b> |

\* Note: In total, these rates include 25 user accounts and 500 GB of usable storage.

\* Note: Application training includes eight (8) hours of training, to be split among administrators and end-users as desired.



## Payment Terms and Conditions

Payment is due upon receipt of invoice. COMPU-DATA International, LLC will invoice weekly for all scanning work accepted at time of invoices and all deliverables completed at time of invoicing.

### Accounts Payable Contact

- Name: **Naomi Manski**
- Title: **City Secretary**
- Office Phone: **(830) 401- 2468**
- Email Address: **nmanski@seguintexas.gov**
- Billing Address: **205 North River St.**
- Billing City: **Seguin**
- Billing State: **Texas**
- Billing Zip: **78156**

Describe the process COMPU-DATA must follow, if any, to submit its invoices, such as the need for a Purchase Order from the customer: TBD

IN WITNESS THEREOF, and per the Service Agreement Terms and Conditions, the parties hereto have executed this Agreement on the day and year first above written.

**CLIENT: CITY OF SEGUIN**

**COMPU-DATA International, LLC**

By: \_\_\_\_\_

By: \_\_\_\_\_

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

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

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

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

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

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



## COMPU-DATA International, LLC Typical Service Scope

(provided as a reference only)

COMPU-DATA International will implement a Quality Assurance and Control Plan tailored to reach our customer's goals and validate the implementation of the plan for the duration of the contract. Quality Assurance and Control is a cradle-to-grave process integrated from contract award through the capture process, quality review of images and data, evolving through the initial stages of the project and culminating in the delivery of digital documents and data. Throughout the project life cycle, quality assurance feeds back into the capture process, adjusting the process toward continual improvement based on the operational changes and conditions of the collection being processed.

The latest available technology in imaging hardware and software will be utilized to expedite the capture process, while operators and analysts will provide human oversight and quality control of image definition and metadata accuracy. Images and data will be checked at multiple stages within the conversion process to identify any deficiencies in image quality, data validation or other issues.

COMPU-DATA's project manager will provide oversight on imaging personnel and processes and will be responsible for the resulting quality of images and data. The on-site operations manager or supervisor will manage the day-to-day activities and quality of the deliverables.

### COMPU-DATA Imaging Quality Philosophy:

All members of the project team will consistently focus their efforts to provide the highest quality digital product, defined as:

1. Optimal image quality subject to the client-specified resolution – factors considered include image brightness, contrast, despeckling, deskewing, deshading, folded corners covering readable data and black border removal.
2. To enhance the OCR recognition rates to the extent practical given source document quality and image resolution.
3. To maximize the success of the image conversion rate to PDF.
4. To minimize the number of page orientation errors.
5. To minimize the number of blank pages included in the final output of digital documents.

While the COMPU-DATA team strives for perfection in the final electronic documents and respective data, each project has its own intrinsic limiting factors. Some examples relevant to this project include the collection volume, the quality and state of the paper being processed, conversion production rate changes or other time constraints, available resources as well as existing and available technological capabilities. The challenge is to mitigate these factors to the extent possible and practical.



## Box and Document Preparation:

The primary purpose of this step is to properly separate the individual documents and expedite the scanning process by ensuring that the documents are arranged properly and can be physically transported through the selected scanning equipment with minimal intervention on the part of the operator. Production scanning rates at the level required under this project make this factor critical to its success.

For this project, COMPU-DATA personnel will be responsible for box and document preparation. This includes, as needed: The removal of all bindings, paper clips, staples, etc., correct orientation of the individual pages in each document, inserting a patch code document separator at the front of each document, and any other preparation required to ensure that each individual document will pass through the scanner with no damage. When the scanning work is completed, depending on the project specifications, the materials either will be destroyed, or they will be re-boxed, quality checked and then transported by CDI personnel to the UNTHSC storage location.

## Capture Process & Stage I Quality Control:

The paramount concern relative to the conversion of the several document types is the image quality of the digital rendition. Without legibility, the content cannot be read visually on a display, full-text search rates are adversely impacted, and the content becomes of little value to the end user. In a high production environment, it is critical to leverage the proper imaging hardware and software technology and processes available against the various types of documents to facilitate feeding the scanners at their rated speed while optimizing image quality.

Each scanning workstation will be configured through software with the following settings:

1. Output Resolution – minimum of 300 DPI
2. Output File format(s) – Searchable PDF
3. Automatic page rotation – off\*
4. Deskew at or less than 12°
5. Despeckle-on
6. Blank page automatic deletion – less than 1,000 bytes\*\*

\* Initial setting. Page orientation errors during document preparation require operators to have this feature engaged.

\*\*Effectiveness of setting will be analyzed and adjusted as needed.

Each document will be preconfigured during document preparation for separation and with metadata fields as specified by UNTHSC. This will be accomplished in an automated fashion, populating data through the utilization of 2D bar and patch codes inserted.

Scan operators will remove paper documents from boxes and position them in the scanner's automatic document feeder (ADF) in the orientation established during document preparation. As scanning begins, the scan operator will monitor the images and the data extracted from the bar codes as they display on the screen to identify issues with image quality and legibility, orientation, and to identify blank pages that have not been deleted by the software. Any images caught at this stage of the quality process will be corrected via the software in the case of orientation and blank pages or through modification of camera settings and rescan to improve sub-standard image brightness, contrast, etc. Additionally, the software is configured to flag documents missing data from the primary barcode.



## Stage II Quality Review:

After a batch of documents is scanned, the images will be routed to a Quality Assurance (QA) Operator who begins the second quality control process. It is the responsibility of the QA Operator to ensure that each document is imaged and meets or exceeds COMPU-DATA and/or UNTHSC quality requirements and those errors are identified and corrected. Steps in the quality control process include the following:

- The QA operator will check the visual legibility at screen resolutions of an image on the display. The purpose of this step is to make sure that an image can also produce viable text. If the display image is not legible, the source image will be reviewed to determine if a rescan of that image will be required.
- The QA operator will validate that images are upright and right-reading to the extent practical. The QA operator will rotate the image as necessary to emulate the original page format. Exceptions requested by UNTHSC will be added to the exception list.
- The QA operator will search for blank pages and all pages identified as blank images will be deleted prior to release. The QA operator will validate that truly blank images are removed by verifying questionable images with an electronic magnifying glass to ensure valid pages are not deleted. Since the software analysis is fallible, bias will be toward retention of pages to ensure that actual data is not deleted from the electronic files.

## Stage III Metadata Quality Review:

Two final processes take place in verifying that data was extracted from the barcodes. Daily, there is an automated process that reviews every document scanned and ensures that data has been extracted from the barcodes associated with each document. Finally, one last random check on the metadata extracted is performed by the operations manager after all boxes have been selected for inclusion into the weekly Transmittal.

Any errors found during these two processes are immediately addressed by reprocessing the specific document and readying it for inclusion into the weekly Transmittal.



## Summary of File Conversion and Compression Techniques

COMPU-DATA uses industry standard file conversion and compression techniques such as PDF, Searchable PDF, TIFF, JPEG, PNG, etc. The customer should select the format(s) that are most appropriate for its project.

## Data Approval Process

COMPU-DATA International, LLC will upload the processed images/documents into its exclusive Virtual FileRoom™ (VFR), hosted on our secure Cloud environment. As part of the deliverable process, your staff must log into the VFR system to review the work ready for your review and approval. You will receive an email each time data is loaded and ready for your approval; approximately daily. At that time, you are allotted 5 working days to approve or identify any corrections that need to be addressed. At the end of the 5 working days, the data will be considered approved.

## Document Destruction

COMPU-DATA can provide complete document destruction services for an additional fee. This service can be provided both for documents we first scan and digitize, and for documents that your organization wishes only to be destroyed.

COMPU-DATA uses a third-party service for document destruction. However, all document destruction occurs under the supervision of COMPU-DATA representatives. Once destroyed, proof of destruction will be provided to you in the form of a Certificate of Destruction.