

MEETING DATE: 8/21/06

AGENDA ITEM: Authorization to Contract with Cynrede Inc (Orange, CA) to Digitize Historical City Documents in Support of the Enterprise Document Management Project.

ATTACHMENTS

	<u>Pages</u>
1. Request for Proposal – Bid Number 1319	1 - 8
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NOTICE INVITING BIDS

Bid Number 1319

Notice is hereby given that sealed bids will be received by the City of Culver City, California, for furnishing the following:

HISTORICAL DOCUMENT DIGITIZING

in strict accordance with the Specifications on file in the office of the CITY PURCHASING OFFICER, 4343 Duquesne Avenue, Culver City, California, 90232. Copies of the Request for Proposal (RFP) may be obtained from the PURCHASING OFFICE at the above address, telephone number (310) 253-6550.

An original and two copies of the bid must be filed with the CITY CLERK in CITY HALL, 9770 Culver Boulevard, Culver City, California, 90232, not later than **3:00 P.M.** on **Thursday, February 2, 2006**, at which time they will be publicly opened in the Council Chambers on the first floor of City Hall. Facsimile bids will not be accepted. Any bidder may withdraw his bid, without obligation, at any time prior to the scheduled closing time for receipt of bids. A withdrawal will not be effective unless made personally or by telephonic notification received prior to the close of bids. Bids may later be referred to the City Council for appropriate action. The City reserves the right to reject any or all bids as the best interests of the City may dictate. All bids should be valid for a minimum of sixty (60) days.

By: _____
Ela Valladares, Deputy City Clerk

ORGANIZATION OVERVIEW

The City of Culver City, incorporated in 1917, operates under a charter originally adopted in 1947 and has a Council/Chief Administrative Officer form of government. The five-member Council is elected at-large. Culver City is a full-service city with its own police, fire, refuse disposal, municipal bus and other ancillary services. The City is located on the Westside of Los Angeles County, generally situated north of LAX, southeast of Santa Monica, south of Beverly Hills and southwest of West Hollywood. The City is 5 square miles with a residential population slightly over 41,000. The daytime population is approximately 250,000. The City has approximately 850 employees.

PROJECT OVERVIEW

The City currently maintains various types of documents, some are unique to specific departments and others are common across the organization. These documents are maintained and stored in various formats. Many of the historical documents and files are in a paper format and are stored in filing cabinets. A significant amount of files also have been converted to microfiche for long-term storage. The document management project will address these document storage issues with the objective of implementing a software tool that provides document storage and retrieval throughout the organization of the document management system will facilitate the storage and retrieval of documents providing instant access to required information via the user's desktop. In response to these requirements, the City has selected and implemented an enterprise document management system, SIRE FileCenter by Alphacorp, to accommodate storage, retrieval, and indexing of City documents.

This Request for Proposal seeks to identify a qualified vendor who has experience in digitizing large volumes of historical documents and expertise in indexing digital documents to facilitate importing into SIRE. Though previous experience with SIRE FileCenter is not required, it is highly preferred.

The Redevelopment and Building Safety divisions have been identified for Phase I implementation. While it is the intention of the City to eliminate a majority of hard copy file storage throughout City Hall, this RFP will only reflect costs associated with implementation within the Redevelopment Agency and Building Safety departments. A detailed analysis will be performed to determine which document types within each department should be digitized and included in the document management system based on retrieval frequencies.

RFP SCHEDULE

Responses to the RFP are due no later than 3:00 p.m. on Thursday, February 2, 2006.

All bids must be registered with the City Clerk before 3:00PM. No bids shall be accepted at the bid opening. This RFP is not intended, and shall not be construed, to create any obligation on the part of the City to enter into any contract with any vendor nor shall this serve as the basis for any claim whatsoever. The City reserves the right to reject any or all proposals for any reason.

Please submit responses in hardcopy format one (1) original and (2) copies to:

City of Culver City
Attention: City Clerk
9770 Culver Blvd
Culver City, CA 90232

Inquiries regarding this RFP should be addressed to:

City of Culver City
Information Technology Department
Attention: Michele Seals, Systems Development Manager
Email: Michele.Seals@culvercity.org
Phone: 310.253.5959
Fax: 310.253.5830

VENDOR CONFERENCE

The City seeks to identify suppliers offering a solution that best meets the needs of the organization. A pre-bid user conference will be held on **Thursday, January 19, 2006, 2:00PM**. The conference is optional. Attendance is not required to submit a response to the RFP. Vendors interested in attending the pre-bid user conference should register no later than **Friday, January 13, 2006**.

Please e-mail the following information to it.department@culvercity.org with the email subject of **"RFP #1319 Vendor Registration"**:

Company Name:

Contact Name:

Phone Number:

Number of Attendees:

VENDOR SURVEY

(Vendors may be disqualified for not answering all of the questions listed on the vendor survey)

1. Please provide the following:
 - a. Company Name
 - b. Company Address
 - c. Primary Contact Name
 - d. Primary Contact Phone Numbers
 - e. Primary Contact E-mail Address
2. Describe your company in terms of its background, years in existence, vision, and mission. Please include the number of employees and clients.
3. Please list the core mission of your company.
4. Describe your company's customer-support policy and structure.
5. Describe the detail process for digitizing documents from pickup to delivery. Identify City responsibilities and vendor deliverables.
6. Please detail your guaranteed turnaround time of digitizing documents and providing deliverables.
7. Provide any experience with SIRE Document Management software by AlphaCorp, if any.
8. Describe any strategic partnerships existing between your company and other vendors.
9. Please list three of your local/municipal government customers whom we may contact as references.
10. Please provide a detailed description or policy of your protocol and procedures of pickup, handling, re-assemble, and delivery of documents to digitize.
11. Please provide a sample contract for your document handling policy, as you have described in item no. 10.

BRIEF DESCRIPTION OF PHASE I

The following are based on three different areas containing different types of file drawers and boxes. This is an **estimate** of volume, and that the actual cost will be determined by the exact number of images.

Address Files – 40 Lateral File Drawers

Number of Lateral File Drawers: 40
Drawer Statistics: 2 rows and 15' per row
Estimated Number Images per Drawer: 5,040
Estimated Number of Images: 201,600
(40 drawers x 5,040)

Address Files – 60 Vertical File Drawers

Number of Lateral Files Drawers: 60
Drawer Statistics: 24" per row
Estimated Number Images per Drawer: 3,960
Estimated Number of Images: 237, 800
(60 Drawers x 3,960)

Address Files – 14 Boxes with 16”, 27 boxes with 25”

Number of 16” Boxes: 14
Estimated Number Images per Box: 2,700
Estimated Number of Images: 37,800
(14 boxes x 2,700)

Number of 25” Boxes: 27
Estimated Number Images per Box: 4,000
Estimated Number of Images: 116,640
(27 boxes x 4,320)

***Large Scale Engineering Drawings
(maximum size 34 x 44 – E-size)***

Estimated Number of Drawings: 2,500

PROPOSAL PRICING

1) Please detail pricing for the following:

<u>Description</u>	<u>Price</u>	<u>Unit</u>
<i>DOCUMENT SCANNING</i>		
Pickup or Delivery		
Packing of Boxes		
Document Purging		
Document Preparation		
Bates Stamping		
Document Reassembly		
<i>Scanning Source Documents – Black & White – 200 DPI (All pages are hand-fed through each scanner)</i>		
8 ½ x 11		
8 ½ x 14		
11 x 14		
11 x 14 burst		
<i>Scanning Source Documents – Black & White – 300 DPI (All pages are hand-fed through each scanner)</i>		
8 ½ x 11		
8 ½ x 14		
11 x 14		
11 x 17		
<i>Scanning Source Documents – Black & White – 400 DPI (All pages are hand-fed through each scanner)</i>		
8 ½ x 11		
8 ½ x 14		
11 x 14		
11 x 17		
<i>Scanning Source Documents – COLOR – 200 DPI (All pages are hand-fed through each scanner)</i>		
8 ½ x 11		
8 ½ x 14		
11 x 14		
11 x 17		
<i>Scanning Source Documents – Grayscale – 200 DPI</i>		

<i>(All pages are hand-fed through each scanner)</i>		
8 ½ x 11		
8 ½ x 14		
11 x 14		
11 x 17		
Scanning Engineering / Oversized Documents – Black & White 200 DPI		
A size		
B size		
C size		
D size		
E size		
J size (per image frame)		
Scanning Engineering / Oversized Documents – Black & White 300 DPI		
A size		
B size		
C size		
D size		
E size		
J size (per image frame)		
Scanning Engineering / Oversized Documents – Black & White 600 DPI		
A size		
B size		
C size		
D size		
E size		
J size (per image frame)		
Scanning Engineering / Oversized Documents – COLOR 200 DPI		
C size		
D size		
E size		
J size (per image frame) max. width 48"		
Scanning Engineering / Oversized Documents – COLOR 200 DPI		
D size		
E size		
J size (per image frame) max. width 48"		
Scanning Continuous Forms – 200 DPI		
Less than 11" x continuous		
<i>DIGITIZING</i>		
200 DPI		
16mm Roll (Unattended)		
35mm Roll (Unattended)		
16mm Roll (Attended)		
35mm Roll (Attended)		
16mm 4" x 6" Jacketed Microfiche (Attended Pagination)		

16mm, Single Channel, 4" x 6" Jacketed Microfiche (Attended Pagination)		
105mm Microfiche (24x)		
105mm Microfiche (42x or 48x)		
Aperture Card (Silver)		
Aperture Card (Diaz)		
300 DPI		
16mm Roll (Unattended)		
35mm Roll (Unattended)		
16mm Roll (Attended)		
35mm Roll (Attended)		
16mm 4" x 6" Jacketed Microfiche (Attended Pagination)		
16mm, Single Channel, 4" x 6" Jacketed Microfiche (Attended Pagination)		
35mm 4" x 6" Jacketed Microfiche (Attended Pagination)		
35mm, Single Channel, 4" x 6" Jacketed Microfiche (Attended Pagination)		
105mm Microfiche (42x or 48x)		
Aperture Card (Silver)		
Aperture Card (Diaz)		
ADDITIONAL SERVICES		
Automatic Image Enhancements		
Deskew		
Despeckle		
Black Border Removal		
Image Enhancement		
Manual Image Enhancements		
Despeckle		
Image Enhancement		
Cropping		
Indexing/Data Entry/OCR		
Indexing/Data Entry		
OCR Full Page Indexing (No Cleanup)		
OCR Full Page Indexing (With Cleanup)		
Media		
Gold CD-R Disc		
Silver CD-R Disc		
DVD-R 4.7 GB Disc		
FTP Transfer – Upload 650 MB or less		

Request for Proposal
Historical Document Digitizing Project

<i>Miscellaneous Services</i>		
Kodak Archive Writer 16mm (100' film)		
Database Match & Merge		
Data Warehousing		
Imprinting		
Creation of Barcode Targets		
Conversion of Images to Multi-page TIFF's		
Conversion of Images to Multi-page PDF's		
Page by Page Inspection of Each Scanned Image		
Document Recycling		
Certified Document Destruction		

- 2) **Please identify any costs for continual services beyond Phase I of the scope of this Request for Proposal.**

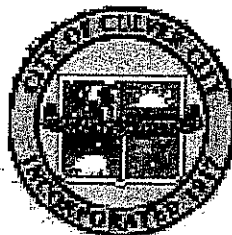
Vendor Name	Location	Years of Exp	Exp w/GOVT?	Exp w/SIRE?	Attend conf?	Scheduling	Price (E-size)	Price (Letter)	Notes	Reason for Rejection
Continental Data Graphics	Cypress, CA	37	Yes	No	Yes	TBD	1.12	0.13	3% local gov't. 80% aerospace	High pricing; Received reference from City of Irvine
Cynrede Integrated Imaging Solutions**	Laguna Hills, CA	8	Yes	Yes	No	TBD	0.90	0.052	Referred AlphaCorp to City of Irvine; consultants for City of Irvine; Strong gov't. ref.; Company founders in Imaging Industry for over 30 years; Scanning facility local; Detailed response to vendor survey regarding document tracking & scanning	
Databank IMX**	Sacramento, CA	25	Yes	Yes	Yes	TBD	0.60	0.05	Strong gov't. ref.; Strategic alliance w/LR Hines; Vendor alliance w/Kodak	Could not give client ref./instance of importing into SIRE
DataImpact	Huntington Beach, CA	15	Yes	No	Yes	Less than 60 days	0.79	0.045	Strong gov't. ref.; 800 clients/250 employees	Vague information re: process for pickup/delivery & processing; In proposal, no experience w/SIRE software.
Hi-Tech Export	India	14	Yes - US/India	No	No	3 wks/10,000 pages	1.90	0.02	Minimal gov't. ref.; Mostly colleges; 200 clients/500 employees	Minimal gov't. ref.; Mostly colleges; 200 clients/500 employees; Very competitive pricing but not willing to send City documents (only copy of orig.) to another country for processing.
HTC Global Services	Troy, MI	15	Yes - little	No	No	4 mos.	0.45	0.055	Quality assurance; 800 employees/70 clients	No exp. w/SIRE
ICM (Image Conversions & Management)	Phoenix, AZ	17	Yes	Yes	Yes	3 mos.	0.90	0.08	Referred by Bruce/SIRE	High pricing; Non-local vendor; City original docs would leave state of CA
Raycom Data Technologies, Inc	El Segundo, CA	29	Yes	Yes/No	Yes	TBD	0.95	0.04	Previous exp. w/City Clerk	Vague information re: process for pickup/delivery & processing
RCI Image Systems**	Torrance, CA	34	Yes	No	Yes	TBD	0.95	0.03	Good gov't. ref.	No exp. w/SIRE
US Paperless Systems, LLC	Garden Grove, CA	30	Yes - little	Yes		TBD	0.72	0.04	2004 startup through 30 yrs. exp.	No exp. w/SIRE; Little/no experience w/gov't.

<u>Vendor Name</u>	<u>Location</u>	<u>Years of Exp</u>	<u>Exp w/GOV'T?</u>	<u>Exp w/SIRE?</u>	<u>Attend conf?</u>	<u>Scheduling</u>	<u>Price (E-size)</u>	<u>Price (Letter)</u>	<u>Notes</u>	<u>Reason for Rejection</u>
Uscan, Inc.	North Hills, CA	20	Yes	No	Yes	TBD	0.17	0.13	Minimal govt. ref.; No Sire	Minimal govt. ref.; No exp. w/SIRE

** Vendors selected for 2nd phase of evaluation



A Proposal to
The City of Culver City, California



In response to
Bid Number 1319
Request for Proposal
Historical Document Digitizing Project

February 2, 2006

Presented by:

CYNREDE

23152 Verdugo Drive, Suite 108
Laguna Hills, CA 92653
Tel: (800) 258-1225

This proposal contains proprietary and confidential information connected with the review and evaluation of proposals for the City of Culver City and should not be disclosed to the general public except as required by law.

CYNREDE

Integrated Imaging Solutions

February 2, 2006

CITY OF CULVER CITY, CALIFORNIA
Mr. Christopher Armenta, City Clerk
9770 Culver Blvd
Culver City, CA 90232

Re: Bid Number 1319

Dear Mr. Armenta,

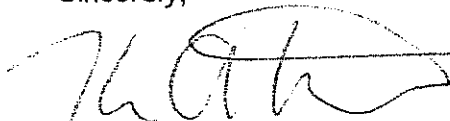
Thank you for the opportunity to respond to the City's RFP for conversion of City historic documents to electronic images. We are pleased to respond with the following comprehensive proposal that includes the offsite scanning and indexing of the City's documents.

Cynrede is a small business with its headquarters in Laguna Hills, CA and offices in San Diego and Riverside. While we are primarily document management consultants, Cynrede also has extensive experience in electronic image conversion. This resulted from a need of our clients to migrate large document databases to electronic images. We have designed and implemented large-scale conversions for banks, title companies and governmental agencies. These conversions were designed to migrate the information easily into the client's Electronic Document Management solution.

Primary advantages of working with Cynrede include our experience with records from many cities and our knowledge of the AlphaCorp Sire FileCenter Document Management System. We are actively converting permits, drawings, and other records for several governmental agencies today. Further, as the consultant to the City of Irvine, Cynrede helped to bring Sire to California. We were actively involved with the City in selecting the product and were very familiar with the specifications of Sire, the formatting of its indexes and files, as well as the organization behind the product.

Should you have any questions, please contact me at 800-258-1225 or by cell phone at 714-403-9850. We stand ready to serve the City of Culver City.

Sincerely,



Kevin A. FitzGerald
President

CYNREDE INC.

23152 Verdugo Dr., Suite 108, Laguna Hills, CA 92653
Tel: 800-258-1225 Int'l: 949-829-9028 Fax: 949-829-9029
www.cynrede.com

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VENDOR SURVEY

1. *Please provide the following:*

- Company Name: CYNREDE Inc.
- Company Address: 23152 Verdugo Drive, Suite 108
Laguna Hills, CA 92653
- Contact Names: Kevin FitzGerald – President
Jim MacPherson – VP Operations
- Contact Phone Numbers: Office – 800-258-1225
Kevin's Cell – 714-403-9850
Jim's Cell – 949-922-2413
- Contact E-mail Addresses: kfitzgerald@cynrede.com
jmacpherson@cynrede.com

2. *Describe your company in terms of its background, years in existence, vision, and mission. Please include the number of employees and clients.*

Background: Cynrede was established in 1998 by Kevin FitzGerald. Kevin's has worked within the Infoimaging industry since 1974. Before starting Cynrede, he held senior management positions with AGFA, Bell & Howell, COM Products, and Anacomp, and has managed business units in Asia, Europe, and the United States. Mr. FitzGerald is an active member of both the Association of Records Managers and Administrators (ARMA) and since 1975 the Association for Information and Image Management (AIIM). He is involved with AIIM's Document Management Service Providers Council and Cynrede has AIIM Trade Membership status.

MISSION: The mission of Cynrede is DOCUMENT PRESERVATION. Since its inception, our vision at Cynrede has been to preserve records while making them accessible to users. Cynrede has three separate areas of expertise; records consulting, records conversion, and equipment sales.

- Records Consulting Services – Cynrede regularly works with governmental agencies to assess the needs of the agency and to develop strategic plans for managing records.
- Records Conversion Services – Over the years, Cynrede has been involved with the scanning microfilm and paper records, as well as converting scanned records to microfilm. In the past, this effort had been primarily through the use of third-party service providers. However, within the last year, we have added a substantial capacity to scan paper records – both business and large format sizes. This capacity is discussed later in this proposal.
- Hardware Sales – Cynrede regularly designs and sells custom hardware systems intended for the capture of high volumes of paper and microfilmed records. We also design and sell archive writing systems intended to take images from scanners and writing those images onto microfilm.

At this time, Cynrede employs one employee and has two partners – Jim and Kevin. All other work is performed on a contract basis. We currently have 5 consultants working on projects and another 4 people performing scanning services. Having contracted workers allows us to select staff that is experienced within the specific skill sets necessary for each task. This also allows us to keep overhead low.

Cynrede currently has approximately 35 clients of which 7 are Record Conversion Service clients. The Service clients include service bureaus, cities, and commercial businesses. Some of these clients will be named in the References section of this proposal.

3. *Please list the core mission of your company:*

The mission of Cynrede is document preservation. The vision of Cynrede is the preservation of documents, while making those documents actively available to users of the information. We create new solutions for the protection, indexing, and retrieval of documents that must be maintained past the useful life of digitized information. Because of this focus, much of our work is with public agencies, service bureaus, and archivists.

As part of this effort, Cynrede has scanned over 60 million records. We currently have a backlog of approximately 2 million records, all consisting of various types of governmental records that will be permanently preserved. Also, Kevin is well known as an expert within records preservation, has written white papers on the subject, and has spoken at both AIIM and ARMA conferences.

4. *Describe your company's customer-support policy and structure.*

Cynrede's policy regarding customer support is detailed in our Corporate Quality System Manual (CQSM), which is attached as Appendix A. In short, our policy is to assure our clients of 100% satisfaction. Either Jim or Kevin will be named project manager (depending on the start date of the project and the availability of the partner), and that person will be directly responsible for all actions that are made on behalf of the City. We carry cellular telephones and are available during normal business hours. When one partner cannot respond, then the other is available.

5. *Describe the detail process for digitizing documents from pickup to delivery. Identify City responses and vendor deliverables.*

Attached is Appendix B – *Historical Document Digitizing Project*, which details the recommended specifications and processes that Cynrede will follow when working with the City. This document is a plan that needs to be developed between the City and Cynrede. Each part of the Plan will be reviewed by the City and Cynrede and a final version will be created.

6. *Please detail your guaranteed turnaround time of digitizing documents and providing deliverables.*

Turnaround time will generally be determined by the City. Generally speaking, our clients cannot release enough work to us to send us to maximum capacity. We currently have the capacity to scan over 1 million business-sized records per month (bitonal or color). We also have the capacity to scan approximately 20,000 large format drawings per month. This is based on our operating 2 shifts per day.

Normally, we would like to receive between 20 to 30 banker boxes of records per week. We will guarantee that this quantity of records received from the City will be scanned and returned within one week.

7. *Provide any experience with SIRE Document Management software by AlphaCorp, if any.*

Cynrede helped to introduce Sire to the western United States as we were the consultants to the City of Irvine, California when they selected Sire. Irvine was the first user of AlphaCorp products in California. As the consultant, we designed the specifications for importing scanned records and indexes into the system, and worked with ACS, Irvine's IT provider, in making the system work. Since then, we have attended several AlphaCorp user group meetings and have stayed current on their technology. Cynrede has a good working relationship with AlphaCorp and would look forward to working with them again on this project.

8. *Describe any strategic partnerships existing between your company and other vendors:*

Cynrede has strategic relationships with several companies. A list of contact names will be provided upon request. These include the following:

- Eastman Kodak Company – Cynrede is a Gold KAIR (Kodak Authorized Imaging Reseller) provider for Kodak. We have deep connections with Kodak's management and technical team. Because of these connections, we can often get things done that most service providers cannot accomplish.
- Ronsin Imaging – Ronsin provides all of the microfilm scanning services for Cynrede. This relationship has served us well as they are local, they provide a high quality product, and they meet their turnaround requirements. Over the past few years, we have used Ronsin to scan approximately 6 million images.
- Digital Convergence Partners Inc. (DCPi) – DCPi provides some scanning services to Cynrede. However, more important is that they provide us with some very unique indexing technologies that allow us to very accurately index records using a computer technology called Neural Network. We may decide to use this technology with your records.
- NewWave Technologies – NewWave is our provider for technology. We rely on them to provide cutting-edge hardware and software. We use Kofax VRS, a very good scanning

tool, as part of our imaging process, and NewWave is our supplier for this software.

9. *Please list three of your local/municipal government customers whom we may contact as references.*

Please contact the following:

Company Name	City of Ontario, CA
Reference Contact	Kevin Shear, Building Official
Reference Phone	(909) 395-2172 Fax (909) 395-2180
Service Description	Conversion of Large format drawings and microfilm. Customer for 6 years.

Company Name	Ontario Fire Department
Reference Contact	Captain Paul Ehrman, Deputy Fire Marshall
Reference Phone	(909) 395-2573 Fax (909) 395-2585
Service Description	Conversion of Fire Permit Files (Large format and business-sized records)

Company Name	County of San Diego, Department of Environmental Health
Reference Contact	Maryam Sedghi, Project Manager
Reference Phone	(619) 338-2158 Fax (760) 940-2871
Service Description	Permit Files Note: This account is new. We have been working with them for a short time and are included to assist the City in understanding the detail of a project such as this.

Company Name	Affiliated Computer Services
Reference Contact	Linda Lang – Project Manager
Reference Phone	(949) 724-6118 Fax (949) 724-6115
Service Description	Cynrede has worked with ACS on a number of city projects including the cities of Irvine and Lake Forest. Linda was the project manager on both of those projects.

Other references are available upon request.

10. *Please provide a detailed description or policy of your protocol and procedures of pickup, handling, re-assemble, and delivery of documents to digitize.*

Please refer to Appendix B for this information.

11. *Please provide a sample contract for your document handling policy, as you have described in item no. 10.*

The Cynrede contract consists of the City's contractual requirements, the final version of Appendix B (as agreed upon between the City and Cynrede), and the finalized pricing.

PROPOSAL PRICING

Please detail pricing for the following:

Description	Price	Unit
DOCUMENT SCANNING		
Pickup or Delivery	\$25.00	Per Visit
Packing of Boxes	\$19.50	Per Hour onsite
Document Purging	Cynrede will not purge documents unless the City first marks each page. We cannot be held responsible for deleting City records. Should the City decide to mark the files, then the cost will be \$ 19.50 for onsite work and \$17.50 for in-bureau work.	
Document Preparation	\$17.50	Per Hour
Bates Stamping	\$0.01	Per Page Stamped
Document Reassembly	\$17.50	Per Hour
Scanning Source Documents - Black & White - 200 DPI (ALL pages are hand-fed through each scanner)		
8 1/2 x 11	\$0.052	Per Page
8 1/2 x 14	\$0.052	Per Page
11 x 14	\$0.052	Per Page
11 x 14 burst	\$0.052	Per Page
Scanning Source Documents - Black & White - 300 DPI (ALL pages are hand-fed through each scanner)		
8 1/2 x 11	\$0.059	Per Page
8 1/2 x 14	\$0.059	Per Page
11 x 14	\$0.059	Per Page
11x17	\$0.059	Per Page
Scanning Source Documents - Black & White - 400 DPI (ALL pages are hand-fed through each scanner)		
8 1/2 x 11	\$0.062	Per Page
8 1/2 x 14	\$0.062	Per Page
11 x 14	\$0.062	Per Page
11x17	\$0.062	Per Page
Scanning Source Documents - COLOR - 200 DPI (ALL pages are hand-fed through each scanner)		
8 1/2 x 11	\$0.062	Per Page
8 1/2 x 14	\$0.062	Per Page
11 x 14	\$0.062	Per Page
11x17	\$0.062	Per Page

*Request for Proposal
Historical Document Digitizing Project*

Description	Price	Unit
Scanning Source Documents - Grayscale - 200 DPI		
Description	Price	Unit
<i>(All pages are to be hand-fed through each scanner)</i>	\$0.062	Per Page
8 1/2 x 11	\$0.062	Per Page
8 1/2 x 14	\$0.062	Per Page
11 x 14	\$0.062	Per Page
11x17	\$0.062	Per Page
Scanning Engineering / Oversized Documents - Black & White 200 DPI		
A size	\$0.052	Per Sheet
B size	\$0.052	Per Sheet
C size	\$0.90	Per Sheet
D size	\$0.90	Per Sheet
E size	\$0.90	Per Sheet
J size (per image frame)	\$1.25	Per Sheet
Scanning Engineering / Oversized Documents - Black & White 300 DPI		
A size	\$0.059	Per Sheet
B size	\$0.059	Per Sheet
C size	\$1.09	Per Sheet
D size	\$1.09	Per Sheet
E size	\$1.09	Per Sheet
J size (per image frame)	\$1.50	Per Sheet
Scanning Engineering / Oversized Documents - Black & White 600 DPI		
A size	\$0.065	Per Sheet
B size	\$0.065	Per Sheet
C size	\$1.50	Per Sheet
D size	\$1.50	Per Sheet
E size	\$1.50	Per Sheet
J size (per image frame)	\$1.85	Per Sheet
Scanning Engineering / Oversized Documents - COLOR – 200 DPI		
C size	\$1.90	Per Sheet
D size	\$2.20	Per Sheet
E size	\$2.40	Per Sheet
J size (per image frame) max. width 48"	\$2.90	Per Sheet

*Request for Proposal
Historical Document Digitizing Project*

Scanning Engineering / Oversized Documents – COLOR-200 dpi		
D size	\$2.20	Per Sheet
E size	\$2.40	Per Sheet
J size (per image frame) max. width 48"	\$2.90	Per Sheet
Scanning Continuous Forms - 200 DPI		
Less than 11" x continuous	\$0.10	Per Foot
DIGITIZING - 200 DPI		
16mm Roll (Unattended)	\$0.028	Per Image
35mm Roll (Unattended)	\$0.063	Per Image
16mm Roll (Attended)	\$0.045	Per Image
35mm Roll (Attended)	\$0.085	Per Image
16mm 4" x 6" Jacketed Microfiche (Attended Pagination)	\$0.065	Per Image
16mm, Single Channel, 4" x 6" Jacketed Microfiche (Attended Pagination)	\$0.10	Per Image
	\$0.65	Per card – whichever is greater
105mm Microfiche (24x)	\$0.065	COM Film - Per Image
105mm Microfiche (42x or 48x)	\$0.060	COM Film - Per Image
Aperture Card (Silver)	\$0.60	Per Image
Aperture Card (Diaz)	\$0.60	Per Image
DIGITIZING - 300 DPI		
16mm Roll (Unattended)	\$0.033	Per Image
35mm Roll (Unattended)	\$0.072	Per Image
16mm Roll (Attended)	\$0.052	Per Image
35mm Roll (Attended)	\$0.095	Per Image
16mm 4" x 6" Jacketed Microfiche (Attended Pagination)	\$0.075	Per Image
16mm, Single Channel, 4" x 6" Jacketed Microfiche (Attended Pagination)	\$0.11	Per Image
	\$0.65	Per card – whichever is greater
35mm 4" x 6" Jacketed Microfiche (Attended Pagination)	\$0.26	Per Image
	\$0.65	Per card – whichever is greater
35mm, Single Channel, 4" x 6" Jacketed Microfiche (Attended Pagination)	\$0.26	Per Image
	\$0.65	Per card – whichever is greater
105mm Microfiche (42x or 48x)	\$0.066	Per Image
Aperture Card (Silver)	\$0.90	Per Image
Aperture Card (Diaz)	\$0.90	Per Image

*Request for Proposal
Historical Document Digitizing Project*

ADDITIONAL SERVICES		
Automatic Image Enhancements		
Deskew	Included	Per Image
Despeckle	Included	Per Image
Black Border Removal	Included	Per Image
Image Enhancement	Included	Per Image
Manual Image Enhancements		
Despeckle	\$0.05	Per Image
Image Enhancement	\$0.05	Per Image
Cropping	\$0.05	Per Image
Indexing/Data Entry/OCR		
Indexing/Data Entry	\$0.005	Per Keystroke
OCR Full Page Indexing (No Cleanup)	\$0.05	Per Image
OCR Full Page Indexing (With Cleanup)	\$0.005	Per Keystroke
Media		
Gold CD-R Disc	\$10.00	Per Disc
Silver CD- R Disc	\$9.00	Per Disc
DVD-R4.7 GB Disc	\$20.00	Per Disc
FTP Transfer - Upload 650 MB or less	\$10.00	Per 650 MB
Miscellaneous Services		
Kodak Archive Writer 16mm (100' film) - Media	\$15.75	Per Roll
Images converted to Kodak Archive Writer 16mm Film (100' film)	\$0.03	Per Image
Database Match & Merge	\$0.01	Per Record
Data Warehousing	\$0.000125	Per Image Per Month ¹
Imprinting	\$0.00013	Per Character
Creation of Barcode Targets	Included	Per Target ²
Conversion of Images to Multi-page TIFF's	\$0.01	Per Single Image ³
Conversion of Images to Multi-page PDF's	\$0.01	Per Single Image ⁴
Page by Page Inspection of Each Scanned Image	Included	Refer to Appendix B
Document Recycling	\$2.25	Per Cubic Foot
Certified Document Destruction	\$3.75	Per Cubic Foot

- 2) Please identify any costs for continual services beyond Phase I of the scope of this Request for Proposal.

At this time, there are no additional costs identified.

¹ Charges for setup and software may apply.

² Target are for City use. Cynrede will provide PDF target files. The City will be responsible for the xerography. When targets are used at the bureau, they all costs are covered by Cynrede.

³ Does not apply to business or large format records when initially scanned to multi-page TIFF

⁴ Does not apply to business or large format records when initially scanned to PDF

CYNREDE

CORPORATE
QUALITY SYSTEM
MANUAL

CQSM

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Introduction to Cynrede

Cynrede is a national integrated records management and imaging consultancy. The firm was established in 1998 and today employs contract five senior consultants in non-computer related areas of records and document management technology. Their strengths are in records management and analysis as well as the design of systems that allow documents to be both actively used and permanently preserved. Cynrede also offers complete electronic document management and content management consulting.

Part of its area of expertise, Cynrede offers systems design and integration services. Our clients are those who want to create systems to capture, store, and preserve records. These records may be captured from paper, data, or electronic documents. We represent only a few companies that strategically correspond with our primary focus of document preservation.

Purpose

This manual is the policy as stated by the executive management team and documents the company's Quality Management System approach. It also provides Cynrede with a documented system to better satisfy the needs of the customer and improve the management of the company. The quality system covers the design, production, installation and servicing of the company's products and services.

This Corporate Quality Systems Manual (CQSM) is divided into sections corresponding to the requirements of ISO 9001:2000. More specific procedural policies are outlined in the Corporate Quality Systems Procedural Manual (CQSPM), which documents the way Cynrede carries out the stated Quality Policy.

Another purpose of this manual is to present our quality policies and system to our customers and to inform them what specific controls are implemented to assure product quality throughout all of our processes.

Vision Statement

The vision of Cynrede is the preservation of documents, while making those documents actively available to users of the information. We create new solutions for the protection, indexing, and retrieval of documents that must be maintained past the useful life of digitized information. Because of this focus, much of our work is with public agencies, service bureaus, and archivists.

Kevin FitzGerald, President Cynrede

Quality Policy

1. Requirements

It is the policy of Cynrede to systematically integrate the achievement of quality into everything we do, individually and collectively, through all phases in the life cycle of products and services, from identification of market needs to final satisfaction of customer and regulatory requirements. Quality objectives demonstrating the achievement of this policy shall be established and maintained.

The CYNREDE quality management system defines, aligns, manages, integrates, and improves processes to ensure customer, employee, shareholder, and community satisfaction. Uniformity of CYNREDE quality management system processes will be achieved through the adoption of an internationally recognized quality management system standard.

2. Responsibilities

Management is responsible for ensuring this policy is communicated and understood within the company, and for providing the leadership, resources, process management, training, and environment so that each CYNREDE person has the ownership, personal responsibility and accountability, and the capability to control and continuously improve the quality of their processes, products and services.

3. Quality Management System

3.1 General

Cynrede has established documented, implemented and maintains a quality management system and will continually improve its effectiveness in accordance with the requirements of ISO 9001:2000. The requirements of the quality management system extend to suppliers and partners, including consultants, when any process that affects product conformity to requirements are outsourced.

3.2 Documentation Requirements

3.2.1 General

The quality system is structured using four levels of documentation. These levels include the following:

Level 1: The Corporate Quality Systems Manual (CQSM) — provides the quality policy at Cynrede.

Level 2: The Corporate Quality Systems Procedural Manual (CQSPM) — provides the direction in which to carry out the quality policies.

Level 3: The Operational Procedures (OP) — provides instructions to the managers, supervisors and employees on how to perform their specific functions within the organization.

Level 4: Quality Records - includes detailed forms, reports and job descriptions. The use of these documents may be referred to in procedures & quality plans.

3.2.2 Quality Manual

The Quality Systems Manual includes:

The scope of the quality management system, including details of and justification for any exclusions.

The documented procedures established for the quality management system, or reference to them.

A description of the interaction between the quality management system processes.

3.2.1 Control of Documents

It is the policy of the company that the purpose and scope of all quality system documents be defined. All documents are reviewed and approved for adequacy before issue. Appropriate documents are available at locations where they are used. Obsolete documents are removed from points of use. Operational Procedures are generated and issued by the supervisor/manager in their respective areas. Customers provide product drawings and specifications. Other documents of external origin are identified and controlled directly by the departments to which they pertain.

3.2.2 Control of Records

It is the policy of company to establish and maintain records which provide

evidence of conformity to requirements and of the effective operation of the quality management system. These records are to remain legible, readily identifiable and retrievable. A documented procedure shall be established to define controls needed for the identification, storage, protection, retrieval, retention time and disposition of these records.

4. Management Responsibility

4.1 Management Commitment

The executive management is ultimately responsible for establishing, implementing, and maintaining the quality system. Specific responsibilities are comprised of formulating the quality policy, ensuring quality objectives are established, defining the organizational structure, assigning authorities and responsibilities, appointing the management representative, periodically reviewing the quality management system, and making available the resources and personnel necessary to maintain the system. Management also establishes and maintains a business plan, analyzes company-level performance data, and measures customer satisfaction.

4.2 Customer Focus

It is the policy of the company to ensure that customer requirements are determined and met, with the aim of enhancing customer satisfaction.

4.3 Quality Policy

The executive management team is responsible for the development of the quality policy for the company which includes a commitment to comply with requirements and continually improve the effectiveness of the quality management system, provides a framework for establishing and reviewing quality objectives, is communicated and understood within the organization, and is reviewed for continuing suitability.

4.4 Planning

It is the policy of the company to ensure that quality objectives, including those needed to meet requirements for product, are established at relevant functions and levels within the organization. The quality objectives are measurable and consistent with the quality policy.

It is also our policy to ensure that the planning of the quality management system is carried out in order to meet the requirements of this manual as well as the quality objectives. In addition, the integrity of the quality management system is maintained when changes to the quality management system are planned and implemented.

4.5 Responsibilities, Authority and Communication

Cynrede defines company responsibilities and authorities, and communicates them in the form of organization charts and documented procedures, as applicable. Executive management ensures appropriate communication processes are established and that communication takes place regarding the effectiveness of the quality management system.

The Quality Manager or designated representative is appointed as the management representative and, irrespective of other responsibilities, shall have responsibility and authority that includes ensuring that processes needed for the quality management system are established, implemented and maintained. In addition, the management representative reports to top management on the performance of the quality management system and any need for improvement, and ensures the promotion of awareness of customer requirements throughout the organization.

4.6 Management Review

The executive management will review the quality management system, at planned intervals, to ensure its continuing suitability, adequacy and effectiveness. This review includes assessing opportunities for improvement and the need for changes to the quality management system, including the quality policy and objectives.

5. Resource Management

5.1 Provisions of Resources

The executive management determines and provides the necessary resources to implement and maintain the quality management system and to continually improve its effectiveness, thereby enhancing customer satisfaction by meeting customer requirements.

5.2 Human Resources

The Human Resources organization ensures that personnel hired to perform work affecting product quality are competent on the basis of appropriate education, training, skills and experience. It is the policy of company to provide all necessary training for all employees, to ensure that the needs of the company, the needs of the customer, and the needs of the employees are fulfilled and documented. Upon hiring, the department management is responsible for monitoring the continuing performance level and competency of employees.

5.3 Infrastructure

It is the policy of the company to determine, provide and maintain the infrastructure to achieve conformity of products or services to stated requirements. This is achieved by ensuring that the buildings, workspace and associated utilities, process equipment, and supporting services are maintained.

5.4 Work Environment

It is the policy of the company to provide the employees responsible for product or service quality with suitable working environments.

6. Product Realization

6.1 Planning of Product Realization

It is the policy of the company to plan and develop the processes needed for product realization. The planning is consistent with the requirements of the other processes of the quality management system. The quality objectives and requirements of the product or services are provided, and processes, documents, and resources specific to the product or service are provided. The required verification, validation, monitoring, inspection and test activities specific to the product or services and the criteria for product acceptance are maintained.

6.2 Customer-Related Processes

It is the policy of the company to determine requirements specified by the

customer, including the requirements for delivery and post-delivery activities, and/or requirements not stated by the customer but necessary for specified or intended use, where known. Statutory and regulatory requirements related to the product and any additional requirements are also determined.

A documented process shall be developed for the review of requirements related to the product. This review is conducted before commitment to supply a product or service to the customer, and ensures product requirement are defined, contract or order requirements differing from those previously are resolved, and that the company has the ability to meet the defined requirements.

Our policy is to implement effective arrangements for communicating with the customer in relation to product information inquiries, contracts or order handling, including amendments and customer feedback, and complaints as defined and documented.

6.3 Design and Development

It is the policy of the company that the design and development of products and services be planned. Design activities are identified, qualified personnel are assigned specific responsibilities, and organizational interfaces are defined and controlled. Design inputs/outputs are formally documented, and at suitable stages, systematic reviews of the design/development plan are performed. The design is verified against design output requirements and, when applicable, is validated with prototype testing prior to release for production. Design changes are controlled.

6.4 Purchasing

It is the policy of the company to evaluate its suppliers and purchases only from those that can satisfy quality requirements. Quality performance of suppliers is monitored, including on-time delivery performance. Purchasing documents clearly and completely describe ordered products, including quality requirements. Purchasing documents are reviewed and approved before release. Received products or services are reviewed for conformance to specified purchasing requirements upon receipt.

6.5 Production and Service Provision

It is the policy of the company to plan and carry out production and service provision under controlled conditions. These conditions, as applicable, are the availability of information that describes the characteristics of the product, the availability of work instructions, the use of suitable equipment, and the implementation of release, delivery and post-delivery activities.

A work order shall be used as the means of identifying data during production. Configuration management is employed as required to ensure identification and traceability of production data.

Customer-supplied data intended for incorporation into the final product are handled in the same manner as other purchased products. Loss, damage, or unsuitability of a customer's data is recorded and reported to the customer.

Handling methods and means to prevent and preserve product conformity are established throughout the processes. Receipt and dispatch to and from storage areas are controlled. The condition of stored products and handling during production processes is regularly assessed.

6.6 Control of Monitoring and Measuring Devices

The requirements of this section are excluded (Ref. ISO 9001:2000, paragraph 1.2, "Application"). Cynrede does not use any calibrated measuring and test equipment to demonstrate product conformity or to provide objective evidence for products provided.

7. Measurement, Analysis and Improvement

7.1 General

Cynrede plans and implements monitoring, measurement, analysis and improvement processes needed to demonstrate conformity, to ensure conformity of the quality management system and to continually improve the effectiveness of the quality management system.

7.2 Monitoring and Measurement

7.2.1 Customer Satisfaction

Customer satisfaction is an important measurement of the performance of the quality management system. It is the policy of the company that trends in customer satisfaction and key indicators of customer dissatisfaction be documented and supported by objective information. These trends are to be compared to those of competitors, or appropriate benchmarks, and reviewed by

senior management.

7.2.2 Internal Audit

It is the policy of the company to plan and perform a comprehensive audit at least once a year to determine whether the quality management system conforms to the requirements contained herein, and is effectively implemented and maintained. A documented procedure shall be developed to control the requirements for these audits, and to ensure that actions are taken without undue delay to eliminate detected nonconformities and their causes.

7.2.3 Monitoring and Measurement of Processes

It is the policy of the company to establish metrics for quality management system processes to determine their ability to achieve planned results. When planned results are not achieved, appropriate corrective action is taken to ensure conformity of the product.

7.2.4 Monitoring and Measurement of Product

Inspection is conducted at significant stages of production, and prior to dispatch of finished products. The emphasis is placed on defect prevention rather than detection. Materials, data, and finished products are prevented from use or dispatch until the required inspections are completed. Records of inspections are established and maintained as evidence that products comply with stated requirements.

7.3 Control of Nonconforming Products

Nonconforming product is identified, documented, evaluated, and prevented from being used or shipped. Responsibility and authority for disposition of nonconforming product is defined in a documented procedure. Reworked products are re-inspected. Products that do not fully comply with specified requirements are not shipped without customer authorization, when required by contract.

7.4 Analysis of Data

It is the policy of the company to analyze company-level performance data, and measures of customer satisfaction. This information is used to determine the suitability and effectiveness of the quality management system and to strive to improve the efficiency of the processes.

7.5 Improvement

7.5.1 Continual Improvement

Cynrede deploys a continuous improvement philosophy throughout the organization. Processes are improved beyond minimum requirements when further improvement benefits customers. Quality performance and productivity are continuously monitored to identify opportunities for improvement. Specific improvement projects are implemented in response to identified improvement opportunities. Improvement techniques and methodologies are known and used.

7.5.2 Corrective and Preventative Action

The company recognizes that effective implementation of a robust corrective and preventive action process is crucial to the success of the quality system. A documented procedure shall be developed and maintained to define the requirements for taking action to eliminate the causes of nonconformities in order to prevent their recurrence, and to eliminate the causes of potential nonconformities before they occur.

Reference and Supporting Documentation

- 1 ISO 9000:2000 – “Quality management systems – Fundamentals and vocabulary”
- 2 ISO 9001:2000 – “Quality management systems – Requirements”
- 3 ISO 9004:2000 – “Quality management systems – Guidelines for performance improvements”

Appendix B

The City of Culver City, California Historical Document Digitizing Project

Project Overview

Under its Records Retention Schedule, the City of Culver City (Culver City) maintains a number of record titles related to redevelopment and building safety necessary for the operation of Culver City. These records require permanent retention.

In order to implement current information storage and retrieval technologies, and to prepare the City for future information requirements, Culver City has defined the need to convert redevelopment and building safety records into standard digital format. Such a conversion is to comply with State⁵ and local regulations and to be compatible with the City's Sire FileCenter Document Management System.

Culver City has defined the following objectives for the project:

- Improve access to Culver City records by automating the storage and retrieval of those records.
- Free Space by converting permanently retained records.
- Ensure that permanent records are preserved properly in order to comply with retention regulations.
- Plan and implement the integration of scanned records into the Sire FileCenter Document Management System to maintain the digital records.
- Plan for the capture of additional records after the defined records have been preserved.

To meet these objectives, Culver City will retain Cynrede Inc., a document management consultancy, to develop a plan and to convert records into digital and analog formats, as required, that meet City needs and State requirements. Over the past five years, Cynrede has provided many such services to other cities and governmental agencies. Cynrede will project manage this project as well as provide the conversion services.

⁵ California Government Code 34090.5 and other related codes

Scope of Project

The project will be inclusive of redevelopment and building safety records within Culver City. Permanent records will be converted and preserved.

Time to complete the project will be established by budget allocations, City staffing, and the desire to quickly move on the conversion. Phase I of the project will be to convert permanent records to digital records and to establish and implement a process to bring the newly created digital records into the Sire FileCenter Document Management System. Phase II of the project will be to capture additional records and is yet undefined.

Estimated Record Volumes

- Address Files – 1,068,840 Pages
- Large Scale Engineering Drawings – 36,000 Sheets

Responsibilities of Cynrede

Cynrede will act as project manager and responsible party for the conversion of the records of Culver City. Cynrede uses internal systems and qualified third-party vendors to perform the required services. No matter the vendor, Cynrede takes responsibility for the inspection and quality of those records as they are converted. The ultimate responsibility for the quality of Culver City's records is with the City.

In addition to conversion services, Cynrede will also act as a records and document management consultant to the City. Occasionally, Cynrede will work with the City in areas that are not specifically related to the conversion of records. In such instances, Cynrede will bill Culver City for those services when they are directly related to services received by Culver City. Such instances may include assistance with the description of processes and procedures, advice on preserving records to comply with State regulations, and demonstrating new technologies that may be of interest to the City.

Conflict of Interest – Instances may occur when Cynrede represents products or services, or clients that are providing services directly to the City. When such instances occur, Cynrede will disclose such instances to the City.

PROCESSES

Project Processes

Plan-sets for scanning and microfilming

The purpose of this section is to provide a detailed process flow for Culver City's use, describing each step required for the City to utilize Cynrede for the conversion of Culver City's records.

STEP 1 – IDENTIFY RECORDS TO BE SCANNED - The City is to identify records, by record type, that are suitable for inclusion in the Sire FileCenter Document Management System. The decision to scan selected records will be made by Culver City. The City Clerk shall be consulted to identify any duplicate efforts or any pending actions that might require the records to remain onsite.

- **BACKFILE (LEGACY) RECORDS** - Create a plan as to how many records are to be released at one time. There are two driving factors that will influence this volume. First, as this is a budgetary process, a monthly expenditure should be established and the volume sent should use up that expenditure. Second, the time that it takes to prepare these records must be considered.
- **REVIEW VOLUMES WITH CYNREDE:**
 - Meet with Cynrede to review the capacity requirements in order to manage the quantity of records to be scanned.
 - Determine the procedure to return a record should it be needed. The procedure should include contact name, form of communication, time for the return of the record, and media of the returned record. Often, Cynrede will fax or e-mail a copy the record.
 - Coordinate pickup and return dates and times.

Step 2 – Identify the index requirements for the records selected. There are three criteria to identifying these indexes.

- What are the fields within the electronic document management system that are to be populated to describe this set of records?
- What are relevant index values that will help retrieve this information once it is scanned?
 - Should these 2 points conflict; Cynrede will contact the City Clerk, IT, or relevant source for assistance.

Step 3 – Prepare the records for release to Cynrede:

- We recommend that the City select an SME to prepare the records for release. Review the content of the records and determine if any information needs to be purged prior to scanning. Some examples of purged records include:
 - Copies (not originals) of resolutions, ordinances, minutes, or other records that exist elsewhere in the City.
 - Confidential information such as attorney-client privileged correspondence need to be removed from the file, or the security of the records must be set (through the electronic document management system) to restrict viewing.
 - Information that is not considered part of the record being scanned.
- Establish a range of box numbers that are equal to the estimated total number of boxes that will ship to Cynrede.
 - Each box released to Cynrede is to have its own unique identifying number.
- Create an accurate inventory list of the records being released to Cynrede. This is essential because if a file is lost, there is no record of that file ever having existed unless it is on an inventory list.
 - The inventory list is to include box number and file names.
 - BE ACCURATE – Cynrede may use a copy of the inventory list for indexing purposes. If the list is not accurate, those mistakes will translate to the indexing of the records.
 - Maintain one copy of the inventory list and place another copy in each box.
- Notify Cynrede office that the department is ready to release records.

Step 4 – Release the records to Cynrede. Review the inventory list with the driver and have the driver sign the original inventory list.

Step 5 – OFFSITE PROCESSES - During the process, Cynrede will maintain contact with the City to update the schedule and to overcome difficulties that may be encountered. Cynrede uses multiple steps to process the records in a timely manner. These steps include:

- RECEIVING - Logging-in the receipt of the records. Special software will track the location of the records.
- PREPARATION - Preparing the records for scanning – remove all staples and clips, remove sticky notes (with City approval), and repair pages when necessary.
- SCANNING – The scanning process will take place on state-of-the-art equipment specifically designed for each record type.
- INDEXING – Indexes will be entered into capture software that creates the appropriate formats for loading both images and index data onto the Sire FileCenter Document Management System.

- REASSEMBLY – Records will be returned to the appropriate file folder and the folder will be returned to the appropriate transmittal box.
- MASTER CD – Scanned records will be written to CD-ROM. The CD will then be duplicated and will be labeled appropriately.

Step 6 – CITY RECEIPT OF CD-ROMs - When Cynrede returns the scanned information; review the delivery with the driver to ensure that all CDs have been returned. Verify that the CD-ROMs provided are properly labeled with the scan date, the record name, and each box number contained on the disk.

Step 7 –RETURNED RECORDS – Cynrede will return records to the City. It is essential that Culver City inspect and accept the CD-ROMs returned within a 30-day period.

Steps 8 – INSPECTION –There are four major questions to answer when inspecting records.

- Is the image quality suitable for reading the record? If there is a question regarding the quality, then reference the paper record to compare the two pages. If the paper record is in good condition, then have Cynrede rescan it and reinsert the record, replacing the old record.
 - This can also be accomplished by using the in-house scanner if the record is returned.
- Have all of the records been scanned? This includes the number of files that have been returned and the number of pages per file.
- Are the indexing values correct? Compare the index to the record to assure that the index value is associated with the proper record.
- Are the records in order? Occasionally, records may be scanned out of order, creating issues with the flow of the record.

Return Inspection Process – Depending on Culver City policy, all records are to be inspected when received from Cynrede. Cynrede will provide one software inspection license to Culver City and train appropriate Culver City personnel on the use of the software. Beginning with the first file, follow this inspection guideline:

1. Open the first record through the EDMS and compare the record to the indexing values. If a small problem is observed, repair the index. If major problems exist, move to the next records to determine the size of the problem.
2. Page through the record, looking at images to be sure that they are legible. Compare the number of pages that you have viewed with the page count in the index values, and with the file being inspected.
3. Observe the order of the records to assure that they were scanned correctly.
4. When convinced that the record is in order, that the index values are correct, that all the pages are accounted for, and that the record is readable, check this record off the inventory list and proceed to the next record.

In the event of a missing record on the CD-ROM, notify Cynrede immediately. Check the inventory report and make sure that the record was included. Cynrede will try to identify the location of the original record.

Step 9 – Once the records have been inspected, the records will be loaded into the Sire FileCenter either by Cynrede or by the City.

Step 10 – NOTIFICATION OF CONTENT - Once records are converted, Culver City should send e-mail to all potential users of the records, notifying them that the information is available. Culver City should maintain an inventory of ALL images that have been converted for reference purposes.

SPECIFICATIONS (Tentative)

BUSINESS RECORDS - LETTER (A-SIZED), LEGAL, AND B-SIZED DOCUMENTS:

General Specifications

Paper Condition –

Culver City records are a mix of recent and older records that document the City's redevelopment and building safety activities. Paper quality is generally good.

The collection will contain some larger maps and drawings. These maps and drawings are to be separated, for microfilming and scanning (see "Large-sized Drawing Specifications). These images are to be located in the same directory as the images of the smaller records, but are to be maintained as separate images for compliance reasons.

Pages are generally un-numbered. Some may be double sided. Any color records (ether by content or by stock) are to be scanned or copied (least preferable) to bitonal images, unless otherwise specified at the time the records are received.

Boxes -

Records will be organized in storage boxes. Boxes will contain folders of files. The Boxes are to be assigned a unique number by the City prior to receipt by Cynrede. When scanned, the number of the box containing files will be used as the primary directory name for the content of the box.

Folders and Tabs -

Unless specified, folders are NOT to be considered a document, and are NOT to be scanned as part of the TIFF image (see Image Specifications). File folders may contain

multiple document types. The folder is to be considered the document, and each file within the document is a record having a sub-index (as part of the folder's index) describing the specific folder as part of the document. Each section will be separated by a bar-code sheet that is to be scanned and removed from the scanned record. The barcode will remain in the file folder.

Paper Handling Specifications

Preparation -

- Documents will require document preparation prior to scanning. This preparation will include:
 - Smooth dog-ears
 - Repair torn pages
 - Remove staples, paper clips, fasteners, and other binding materials
 - Copy the record for scanning if the condition of the original is not of suitable quality to be processed through the scanner (least favorable approach).
 - Return the copy and the original when reassembling the file.
 - Attached Notes (sticky notes) – Remove attached notes from pages, attach the notes to a separate carrier sheet, and scan the notes in front of the page of the record. Return the notes to the page after scanning.
 - Bound documents are to be disassembled. No flatbed scanning shall be anticipated.

Reassembly -

- All files are to be returned to their original boxes when scanning is complete. As inspection is conducted of the scanning, all files will remain in order, and each record will be in the same box that it was in when originally released to the Cynrede.
- Records will be maintained in the same order in which they were received.
- Records that are to be destroyed (by Cynrede) after scanning and acceptance do not require reassembly of fasteners and binding materials.
- If required, records to be preserved after scanning shall be reassembled to their original condition.

Image Scanning and Processing Specifications (Tentative)

General Specifications -

- Document Orientation – All documents are to be in proper orientation to be viewed without image rotation with words and pictures running from top to bottom, and from left to right.

- Double-sided pages are to be scanned in sequence and the image of the reverse side of the page is to follow the front side of the page when viewing the images in the electronic document management system.
- Images are to be deskewed and, when practical, despeckeled. Despeckeling will occur when speckle sizes are small enough to not be confused with characters or lines.
- Bates imprinting of the document may be required.

Technical Specifications -

- Resolution – All scanning will be at a true (not extrapolated) resolution of 300 dpi (dots per inch).
- Images are to be created as single page TIFF images, grouped by indexing criteria.
- File format is to TIFF – Group IV – Bitonal multi-paged TIFF images.
 - File size of the finished TIFF images shall not exceed five (5) megabytes ($\pm 10\%$). Should a multi-page file exceed this limit, it shall be divided into components that are smaller than the limit.
- Capture Verification – 100% in accordance with AIIM recommended practices for Electronic Imaging and Quality Control.
- Visual Inspection – 100% in accordance with AIIM recommended practices for Electronic Imaging and Quality Control.
- Images are to be returned to Culver City on CD-ROM and each disk is to include the index table as to be described in the Indexing Section.
- Each CD-ROM is to be clearly labeled with the content of the disk, including the department, box numbers, date scanned, and other relevant information.

Indexing Specifications

- Records are to be indexed in accordance with Culver City's "to-be-determined" specifications, and conforming to the existing organization of the building permit system and the proposed electronic document management system.
- Indexes are to be returned to Culver City on the CD-ROM where the images reside and in a format that is compatible for importation into Culver City's anticipated electronic document management system.
- Typical indexing fields will include:
 - Address (3 Fields – Street Number, Street Direction, Street Name)
 - Document Type
 - Date

Final Inspection and Acceptance

- Culver City will make a final inspection. Inspection criteria will be based on those specifications described in this document.
- Inspection is to be completed within 30 days of receipt of images.
- Acceptance will be achieved when the inspection is completed and Cynrede has made all corrections.

LARGE-SIZED DRAWING SPECIFICATIONS: (Tentative)

Paper Condition –

Culver City has a mix of large drawings, which range up to E-size. These records are associated with redevelopment and building construction.

Paper quality is generally good. Large percentages of the plan-sets are blue-lines, and have varying quality. Older records have a higher percentage of damage and reduced quality.

Plan-sets can be rolled or folded. Folded plan-sets are to be removed from the files by Cynrede. Both rolled and folded drawings should be microfilmed and scanned. The images are to be indexed and merged into the directories as single paged TIFF image.

Plan-sets are tagged with an address and a permit number. Pages are generally numbered. Some may contain color graphics, which are to be scanned to bitonal images unless otherwise specified at the time the records are received. Indexes for the folded plan-sets are located on the file bucket and building permit.

Boxes -

Rolled plan-sets will be organized in storage boxes. Folded drawings will be contained in file buckets. The buckets will be packaged in boxes. Boxes are to be assigned a unique number by Culver City prior to receipt by Cynrede.

When scanned, the number of the box containing files will be used as a primary directory name for the box. Drawings in the boxes and folders will be separated, scanned to a directory named for the box, and returned saved until the acceptance process has been completed.

Paper Handling Specifications

Preparation -

- DO NOT alter Culver City's original records in any way.

- Documents will require document preparation prior to scanning. This preparation will include:
 - Smooth dog-ears
 - Repair torn pages
 - Flattening rolled plan-sets
 - Remove staples, paper clips, fasteners, and other binding materials

Reassembly

- All plan-sets are to be returned to the box in which they were received. Folded drawings removed from buckets are to be maintained in an organized method until acceptance is complete.
- Records from rolls or buckets are to be maintained in the same order in which they were received.
- Records to be preserved after scanning shall be reassembled to their original condition. Culver City and the City Clerk are to make this determination.

Image Scanning and Processing Specifications

General Specifications

- Document Orientation – All documents are to be in proper orientation to be viewed without image rotation when used in Culver City's Sire FileCenter Document Management System.
- Images are to be deskewed and, when practical, despeckeled. Despeckeling will occur when speckle sizes are small enough to not be confused with characters or lines.
- No imprinting to the document is required.
- No border on the document is required.

Technical Specifications

- Resolution – All scanning will be from microfilm (refer to microfilm specifications) and will be a true (not extrapolated) resolution of 300 dpi (dots per inch).
- File format is to TIFF – Group IV – Bitonal multi-paged TIFF images.
 - File size of the finished TIFF images shall not exceed five (5) megabytes ($\pm 10\%$). Should a multi-page file exceed this limit, then it shall be divided into components that are smaller than the limit.

- Capture Verification – 100% in accordance with AIIM recommended practices for Electronic Imaging and Quality Control.
- Visual Inspection – 100% in accordance with AIIM recommended practices for Electronic Imaging and Quality Control.
- Images are to be returned to Culver City on CD-ROM and each disk is to include the index table as described in the next section.
- Each CD-ROM is to be clearly labeled with the content of the disk, including the department, box numbers, date scanned, and other relevant information.

Indexing Specifications

- Records are to be indexed in accordance with Culver City specifications, and conforming to the existing organization of the proposed electronic document management system.
- Indexes are to be returned to Culver City on the CD-ROM where the images reside and in a format that is compatible for importation into the City's proposed electronic document management system. Currently, this format is a comma-delimited table.
- Plan-set index fields generally include permit number and street address.

Final Inspection and Acceptance

- The department of the original will make final inspection. Inspection criteria will be based on those specifications described in this document.
- Inspection is to be completed within 30 days of receipt of images.
- Acceptance will be achieved when the inspection is completed and Cynrede has made all corrections.

MICROFILM REQUIREMENTS

Specifications for Conversion –

Paper to Scanned Images to Microfilm

- Small images representing records up to B-size are to be transferred onto 16mm microfilm using document archiving technologies.
- Large images representing records from C-size up are to be transferred onto 35mm microfilm using document archiving technologies.

- The microfilm is to meet ISO standards for 500-year life expectancy. The film is to be processed to comply with ISO standards for residual thiosulfate using Methylene Blue testing procedures.
- Resolution of the microfilmed images will exceed an extrapolated 120 lines per millimeter when converting the 300 dpi files.
- Images written to the film are to have standard image marks for each image on the film. The first image of each document shall have two blips, signifying the start of a new document.
- The vendor is to return on CD-ROM a comma-delimited file referencing each record and the location of that record on the film. The index is to indicate the roll number, document index number, and the TIFF name.
- Each completed roll of microfilm is to be packaged in an acid-free storage container and clearly labeled with the roll number.
- Microfilm is to be visually inspected for recording errors, density, and processing imperfections.

Paper to Microfilm to Scanned Images

- This process is suitable for large drawings and maps only.
- A target is to precede each plan-set. The target is to be eye-readable when microfilmed. The target shall contain the permit number and the address of the plan-set.
- Drawings are to be microfilmed onto 35mm film using the appropriate high contrast microfilm and a high quality engineering microfilm camera.
- The microfilm is to meet ISO standards for 500-year life expectancy. The film is to be processed to comply with ISO standards for residual thiosulfate using Methylene Blue testing procedures.
- Resolution of the processed microfilm shall not be less than 140 lines per millimeter at any point, when using a standard five-point resolution target.
- Processed microfilm is to be stored in an acid-free container and properly labeled with the roll number.
- Microfilm is to be visually inspected for recording errors, density, and processing imperfections.
- Processed microfilm is to be scanned using a high-volume microfilm scanner. Scan resolution is to be 300 dpi.

Cynrede is to return on CD-ROM the scanned images and a comma-delimited file referencing roll number, document index number, and the TIFF name. This information is to be suitable for importation into the electronic document management system.

HISTORICAL DOCUMENT DIGITIZING

VENDOR SURVEY: SUPPLEMENTAL

(Vendors may be disqualified for not answering all of the questions listed on the vendor survey)

1. Explain in detail the implementation process for a local/municipal government where your company digitized historical documents developed an interface with Sire software or another document management system. Elaborate on the process and workflow of the entire project. Include project deliverables, timeframe to complete the project and any value-added services provided.
2. Please describe the tracking system used by your company to ensure the safe-handling and tracking of client documents. Explain in detail the quality control process from document pickup to return.
3. List Quality ISO compliance/certification instituted in your organization.
4. The selected vendor will be required to digitize documents that are deemed permanent City records, in which the City only maintains one copy. Please describe your company's protocol for insurance/guarantee of the secure handling and return of these documents in their original condition.

Contracted out



Managing Infoimaging Solutions

Important Notice

Change of Address

We are pleased to announce that CYNREDE Inc. has relocated its offices to a larger facility. This new facility will allow us to better serve our customers and your organization.

New Address:

CYNREDE Inc.

1533 W. Orangewood Avenue
Orange, CA 92868

New fax number: 714-288-2015

All other telephone numbers remain the same.

Please feel free to contact us with any questions that you might have.

Sincerely,

A handwritten signature in black ink, appearing to read "Kevin FitzGerald".

Kevin FitzGerald
President / CEO
CYNREDE Inc.

kfitzgerald@cynrede.com

1533 W. Orangewood Avenue
Orange, CA 92868
Telephone: 949-829-9028 Fax: 714-288-2015

Response to
VENDOR SURVEY
Supplemental
Prepared by CYNREDE Inc.

I. Detailed explanation of the implementation process:

Case Study – The following describes the conversion of fire safety permits and plans at the City of Ontario Fire Department:

- 1) Prior to the commencement of scanning, Cynrede met with the Department and evaluated the quality, condition, content and quantity of the records to be scanned. The following details were identified and a strategy was created to address the requirements for conversion.
 - a) A document preparation protocol was developed for use of by departmental Subject Matter Experts (SMEs) and interns to purge and prepare the records for scanning.
 - b) A box numbering system was established that included both the Department's existing labeling schema and Cynrede's tracking requirements.
 - ↗ c) Index values were identified and strategies were created to accurately index the records based on existing databases and file folder information.
 - d) Monthly quantities of records to be scanned were established. Two critical criteria that set the monthly volumes were budget and the quantity of records that the Department could prepare.
 - e) Forms were agreed upon for the transmittal of the records.
 - f) Specifications for each type of images were determined. These specifications were based on Cynrede's expertise and other City departments.
 - g) The use of the information and the method of retrieval were discussed. It was determined that:
 - i) The records were not necessary in an emergency.
 - ii) The Department did not have a document imaging system, so the method of retrieval was developed. *Note – Cynrede ultimately developed a simple retrieval database and image viewer for the Department.*
 - iii) As long-range plans for a document imaging system were not clear, it was determined to create the indexes in a simple text database that can be imported into any imaging system in the future.
 - ↘ h) The needed storage media was reviewed and a plan was developed to store the images initially on CD-ROM. This lead to the involvement of the City Clerk at a later date to develop a microfilm storage program.

- i) Pick-up and delivery schedules were determined.
 - j) Communication channels were defined.
- 2) A detailed specification was drafted, revised, and agreed to. This is similar to the Appendix B attachment submitted in our response to the City of Culver City's RFP.
- 3) The process now includes:
- a) Records are prepared by the Department
 - b) An inventory is created detailing all records being released to Cynrede. The Department adds barcodes for inventory and indexing before the files leave.
 - c) The pickup is scheduled for the first Tuesday of each month.
 - d) The records are moved using a bonded carrier. This carrier was selected as their primary business is the transporting of bank records, including checks and other business-critical documents.
 - e) The records are verified upon receipt. Any discrepancies are reported to the Department.
 - f) Records are converted and inspected per the specification. Scanned images are reproduced to CD-ROM. Each CD-ROM is duplicated and the copy is maintained by Cynrede.
 - g) Records are returned by the bonded carrier. CD-ROMs may be returned separately.
 - h) The Department inspects the converted information against the permits. Any repairs necessary and corrected. Upon acceptance, the original records are destroyed.
- 4) Project Deliverables and Value-added Services
- a) The conversion consists of large format drawings, additional business-sized documentation, and permits. The information is returned on CD-ROM where it is loaded onto a computer hard drive.
 - i) Cynrede developed a simple retrieval system and viewer to access the records. The Department was not charged for this system.
 - b) The project is currently underway and will last for about 2-3 years. Recently, the Department has decided to add additional work.
 - c) On a monthly basis, the project consumes approximately 5% of Cynrede's total processing power.
 - d) We are currently working with the City Clerk and the Department to convert all of the Department's scanned images to microfilm for long-term storage.

II. Tracking System and Quality Control Processes.

Note: Appendix B in the initial proposal also describes much of this information. All processes described here are subject to agreement by the City.

- 1) Tracking the workflow of records begins with the City of Culver City (the City). Records that are released to Cynrede are inventoried on a transmittal list and a list is sent with the boxes and also maintained by the City. Boxes are numbered using an agreed upon format with labels barcode provided by Cynrede.

We will work with the City to create an efficient method for creating the inventory transmittal list. Typically, this list is maintained in a simple database such as an Excel spreadsheet.

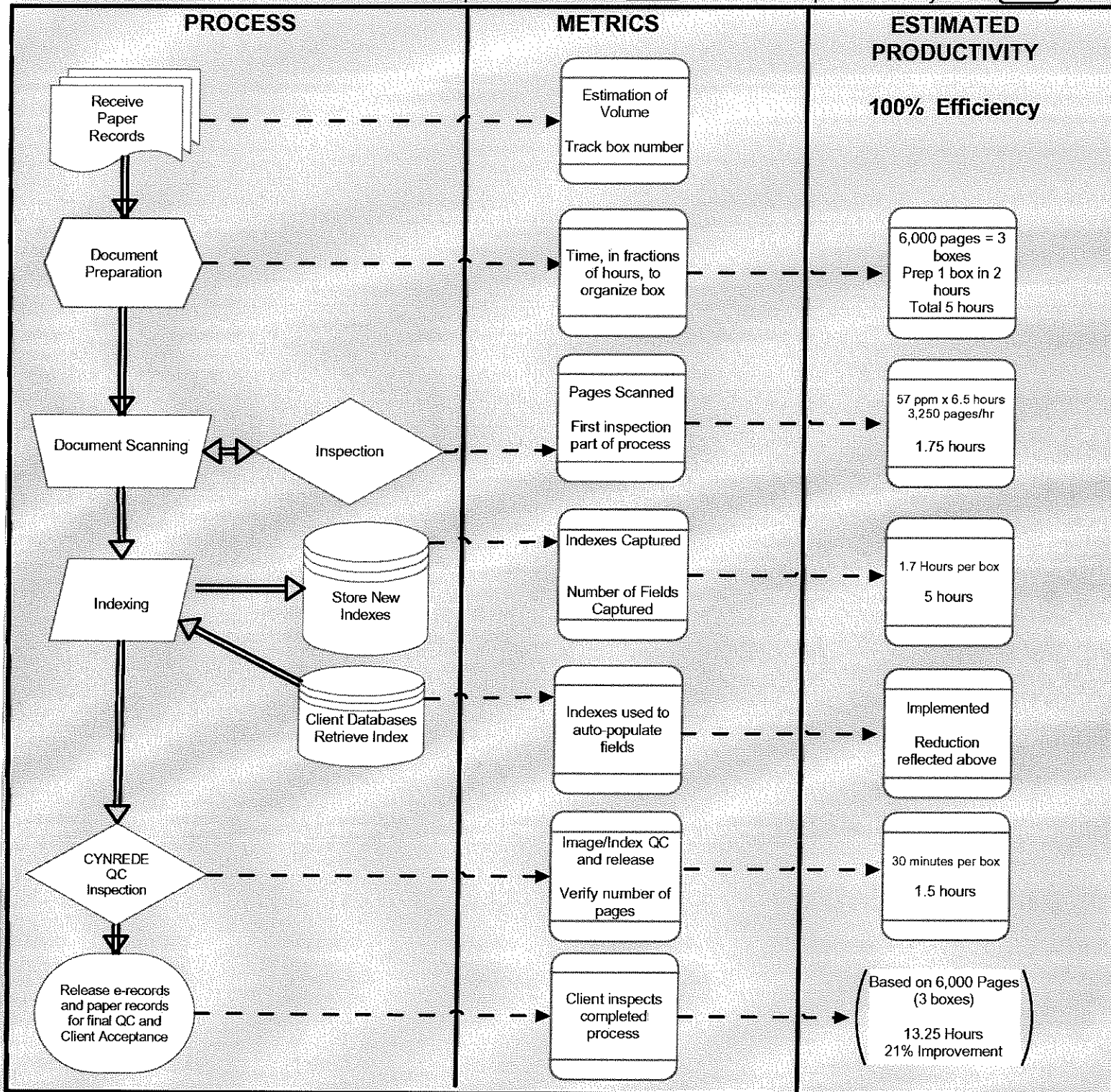
- 2) When received by Cynrede, the records are inventoried against the transmittal list and entered into a workflow process controlled by the barcode on the box.
 - a) Depending on the format of the transmittal list (barcode vs. electronic vs. written), files can also be added to the workflow.
 - b) The workflow information resides on a database that is accessible to the City through a password-protected web portal. Should the City require any record returned, it can be located, scanned, and posted to the website for retrieval.
- 3) Records are sorted and a cursory examination is made as to the characteristics of the records. Films are separated and sent for scanning. Records that are fragile, uniquely bound, or otherwise require special handling are sorted and managed separately. These records are stored in a controlled temperature environment while at Cynrede. The records then move to preparation
- 4) In document preparation, records are readied for scanning. Staples, posts, and paper clips are removed. Torn pages are repaired and sticky notes moved. Any anomalies that represent a quality issue are surfaced. Records are maintained with their file folder to assure integrity. When the shift is over for the day, all folders are returned to their respective boxes. Boxes are sent to the scan stations.
- 5) Documents are moved to the scanning station where the records are converted to electronic images. Cynrede uses only Kodak as Kodak is known for its ability to move paper efficiently and smoothly. We believe that with other scanners, there is a greater possibility of damage to the documents.

- a) Kodak scanners feature PerfectPage which provides many of the processes requested by the City. These processes include despeckling, deskewing, and other quality processes for which some service providers charge.
 - b) Cynrede uses a special feed table mechanism to scan records that require hand-feeding. This table is also build by Kodak.
 - c) The first level of image inspection occurs at the scanner station. The operators watch for records that feed improperly, and are rescanned immediately.
 - d) Originals are returned to their folders and to their assigned boxes. They will move to reassembly should the City require this process.
- 6) The electronic images move into indexing. During this process, the second image inspection takes place. Rear pages that do not contain information are removed. The accuracy of the indexes is validated. The index for importation into Sire FileCenter is created.
- 7) Images are then sent to a CD writer where they are recorded and receive a final inspection.
- 8) Records and disks are brought together and verified that the returned file count is accurate, based on the transmittal form. The transmittal form moves with the return of the records and is used to receive the records back into the City's inventory.

The next page is an internal workflow diagram.

This chart was developed as part of Cynrede's CQSM process.

SCANNING - Client/ CYNREDE shared processes in blue CYNREDE processes in yellow



III. ISO Compliance / Certification - In our original proposal, we submitted Cynrede's CQSM – Corporate Quality System Manual. This document represents our commitment to quality and process. Some of the highlights of this document include:

- 1) The establishment of Cynrede's vision and the requirements of the entire organization to constantly demonstrate quality and quality improvement.
- 2) The CQSM places the responsibility of ensuring and implementing this policy on management, and provides for ongoing process management and improvement, training, and accountability for all of our products and services.
- 3) Cynrede has established, documented, implemented and maintains a multi-level quality management system and will continually improve its effectiveness in accordance with the requirements of ISO 9001:2000. The requirements of the quality management system extend to suppliers and partners, including consultants, when any process that affects product conformity to requirements are outsourced.
- 4) The CQSM establishes specific commitments and responsibilities for management. Management is responsible for customer focus, quality policy, planning, authority and communication, and review.
- 5) The CQSM provides for management to determine resources to implement and maintain the quality management system. These resources include human resources, infrastructure, and work environment.
- 6) The CQSM confirms Cynrede management commitment for the planning of product realization. It is the policy of Cynrede to design and develop a customer-related process that includes customer satisfaction as well as compliance. Finally, it is the policy of Cynrede to purchase only quality products and utilize qualified subcontractors.
- 7) Finally, the CQSM provides for the monitoring and measurements of processes, customer satisfaction, products, non-conforming product, and provides for internal audits to validate the measurements.

The acceptance and implementation of the Corporate Quality System Manual by Cynrede brings the company into compliance with ISO 9001 standards. While Cynrede is ISO 9001 compliant, it is not ISO certified.

IV. Protocol for Maintaining Security and Quality Control of Aging Records

Cynrede maintains a secure facility for scanning records. Scan areas are restricted to “employees only” and various compliance regulations are enforced regarding access. Cynrede’s subcontractors also meet the same requirements when compliance and client needs dictate such security.

A basic workflow for security and protecting all records (not just the ones with one copy) is as follows:

- The City creates a transmittal record, thereby identifying records leaving the City.
- An insured / bonded carrier will transport the records to Cynrede’s processing center. Often, Cynrede management will transport records. Our vehicles are heavily insured.
- The records are prepared after receipt. Brittle records are set aside and maintained in a controlled environment. Other records are stored in a secure onsite warehouse until scanned.
- Once replicated, the new reproduction of the record is stored separately and a backup copy is maintained on Cynrede servers in Rancho Mirage, CA. We do this in order to protect the data from natural disasters as well as man-made concerns.
- The records and the electronic records are returned to the City by bonded // insured carrier.
- The City receives and validates the return of their information.

Even with all the safeguards in place, the City should also insure their records. We have explored insuring records for a specific value for some customers, and in every instance the insurance was cost-prohibitive on a per-client basis. Each client then insured the value of the records through their corporate or City insurance policy.

Handling of the records has been addressed in Part II of this document. To restate that handling:

- Cynrede separates fragile records and handles those records separately. In some cases, special scanners may be required to reproduce those records.
- We use hand-feed tables on our scanners when necessary.
- We use Kodak equipment which has the best paper transport within the industry.
- All operators are trained to respect the clients records and to notify management whenever an anomaly occurs where special handling may be required.