



**Professional Services  
&  
Imaging Software**

**Proposal  
For**

**ESC Members  
3,001 to 7,500 Students  
(Fee Structure 3)**

## **Comprehensive Scanning Services**

**Digital Scanning** - Once your documents are at SC Strategic Solutions (SCSS), we will scan them in a timely, secure professional environment. We use industry standard TIFF and PDF file formats or can adapt to whatever format(s) you currently utilize. In other words, the transition to SC Strategic Solutions will be simple and “painless”.

While we have your files, we will retrieve any information you need and offer same day service of your request (24/7).

### **Record Capture**

- SCSS will remove and box all your records on a customer determined schedule.
- The records will then be broken down, scanned and indexed to client specifications.
- All scanned records will be stored for 3 months after scanning at no cost; following this time period records can be returned upon request or stored for an additional length of time at a nominal cost.
- All images will automatically be uploaded to SCView for retrieval by authorized users.

### **Record Retrieval**

- While records are off-site, we offer prioritized scanning at no charge.
- All record requests will be delivered at no charge 24/7.
- All records will be accessible and searchable by authorized persons or positions.

### **Document Services Provided**

- SCSS provides for transportation of all documents to our scanning facility.
- Records are scanned on high-speed production scanners for high quality images.
- Scanning verification and quality assurance will be performed to ensure image quality, image orientation and indexing schemes.
- All documents will be prepped for scanning which includes removing the documents from any binding, removing all staples, repairing tears and separating any shingled or shadow documents.
- All records will be scanned in a non-proprietary TIFF format.

### **Other items that are provided at NO COST:**

- Cost to pick up files and deliver media\*
- Cost of boxes and time to box
- Cost of Indexing and prep (3 index fields)
- Cost for storage before and up to 3 months after processing
- Cost for retrievals 24/7
- Cost for disaster recovery
- Cost for document destruction or document return

**\*No cost pick-up and delivery of media applies to most projects; however, pick-up and delivery fees may be assessed based on the size and scope of the project. Those will be determined on a case-by-case basis and communicated to you prior to signing.**

## Imaging software

**SCView (CORE End User Software) Imaging Software** – SCSS will provide an end user software module providing retrieve, view, edit, annotate and print scanned/indexed documents. Access to the software is administered by a SCSS manager or designated personnel. SCView enables different user rights to be assigned to different users individually, by group, department or globally. For example, if a user has the appropriate rights, they can open a document, redact the social security number and email it to a requester. Within SCView, there are various levels of security built in to ensure your information is as secure as it is accessible.

**SCView** Imaging System provides additional benefits with:

- No purging/archiving due to unlimited storage of images provided.
- Standard TIFF images utilized for importing/exporting images.
- Remote access capabilities for off-site locations.
- Ability to process multiple data feeds from other systems for viewing.
- Unlimited grouping feature for easily managing large amounts of data.
- Auto log off (time based).
- Ability to edit indexed data.
- Split screen functionality.

When new upgrades to the software become available to the CORE system, they will be provided at no charge. These upgrades are for additions to the CORE system. Any customized software developed at the request of the customer may incur programming fees (this will be done in writing).

**Electronic Forms/Workflow** – Make ANY form paperless. No need for scanning, shredding, printing or paper

- Reduce costly paper handling and manual routing.
- Accelerate the delivery of paper and manual form-based information.
- Tracking, routing, auditing and process awareness.
- Reduce errors and improve accuracy.

**Onboarding Module** – Streamline onboarding through SCView

- Paperless and self-service, so employees can dive in on their first day
- Easy setup with customizable preboarding packages per job type or category
- Route documents to adaptable workflows for processing
- Onboard Employees with digital signature
- Organize company resources for easy follow up and requirements
- Give your employees a home for all new-hire documentation

**Form Campaigns** – Send Electronic Forms through as easy to manage campaign

- Use of this module is unlimited and can be used to nearly any capacity (Student Services, Human Resources, Business Office... think contracts and salary notices).
- Documents can be tracked for signatures and automatically archived within SCView.

**SCView eSignatures** - Requesting e-signatures is as simple as sending an email.

- Save time, cut costs, with secure, legally-binding e-signature
- Manage multiple e-signatures with our intuitive dashboard
- View real time updates when someone view, signs or declines a document
- All documents are automatically archived in the SCView document imaging repository

## Off-site Data Hosting

**Data Hosting** is ideal for businesses that want lower monthly IT cost while having around the clock server monitoring, 99+% system uptime and continuous security threat management. We include the testing and deployment of SCView in addition to all updates and upgrades. We closely monitor log files so we can provide insight into server performance, traffic flow, hard disk usage and security vulnerabilities.

Below are a few of our many hosting advantages:

- Redundant Internet Connections
- Placement on our 1000Mbps internal Layer 3 switched Ethernet backbone
- UPS back-up, Standby Generator Backup
- 99+% uptime on all services required for image access
- Co-location of data for disaster recovery
- Discrete Facility Secured by IP Cameras and security monitoring
- 24X7X365 Network monitoring and alerts
- Direct contact to dedicated support specialist via phone and email
- Monthly network vulnerability assessments

## Support

System support and maintenance, our mission is comprehensive service to its customer. Our service support philosophy is to continually deliver the highest quality image and information management services and products in the industry. Our performance goal for each system is 99.9+% uptime; our professional goal is 100% customer satisfaction.

Once the system is installed and active, SCSS will conduct a project turnover meeting with appropriate personnel to ensure a seamless project turnover. Experienced personnel operate our service lines, and have the ability to dial in to an installed system, with licensee permission. This helps our staff better analyze reported problems, and assist the licensee in returning to a normal processing mode as soon as possible. Below are our standard response times.

Support phone numbers and email addresses will be provided upon contract approval. Our business support hours are from 8:00AM – 5:00PM Eastern Standard Time (EST). Optionally, 24/7/365 support can be provided (additional fees apply).

Level	Description	Targeted Response Time	Targeted Fix Time
0	The system is not functional.	2 Hours	8 Hours
1	A problem exists in the system; however, a workaround solution enables the Licensee to continue normal daily processing.	4 Hours	24 Hours
2	A system problem exists that causes some inconvenience for the customer.	8 Hours	72 Hours
3	The Licensee has requested a system enhancement.	Request will be evaluated and placed into release schedules as approved by SCSS management.	Client will be notified at time of approved request.

## SCView Document Archive & Search System

### Tier 1

- Annual Support, Maintenance & Upgrades	= \$7,500 per year
- SCView Site License (Unlimited Users)	= \$0
<b>Total Price for Non-Member Districts</b>	<b>= \$7,500 per year</b>
<b>Total Discount Provided Through ESC of I Membership</b>	<b>= \$1,505 per year</b>
<b>Total Price for Member Districts</b>	<b>= \$5,995 per year*</b>

### Tier 2

- Annual Support, Maintenance & Upgrades	= \$7,500 per year
- SCView Site License (Unlimited Users)	= \$0
- Electronic Forms & Campaign Module with Workflow System	= \$3,500 per year
- eSignature Module	= \$1,295 per year
<b>Total Price for Non-Member Districts</b>	<b>= \$12,295 per year</b>
<b>Total Discount Provided Through ESC of I Membership</b>	<b>= \$2,805 per year</b>
<b>Total Price for Member Districts</b>	<b>= \$9,490 per year*</b>

### Tier 3

- Annual Support, Maintenance & Upgrades	= \$7,500 per year
- SCView Site License (Unlimited Users)	= \$0
- Electronic Forms & Campaign Module with Workflow System	= \$3,500 per year
- eSignature Module	= \$1,295 per year
- HR Onboarding Module	= \$4,500 per year
<b>Total Price for Non-Member Districts</b>	<b>= \$16,795 per year</b>
<b>Total Discount Provided Through ESC of I Membership</b>	<b>= \$3,805 per year</b>
<b>Total Price for Member Districts</b>	<b>= \$12,990 per year*</b>

### Tier 4

- Annual Support, Maintenance & Upgrades	= \$7,500 per year
- SCView Site License (Unlimited Users)	= \$0
- Electronic Forms & Campaign Module with Workflow System	= \$3,500 per year
- eSignature Module	= \$1,295 per year
- HR Onboarding Module	= \$4,500 per year
- Mileage & Expense Module with Google Integration	= \$1,495 per year
- Student Registration	= \$4,000 per year*
(+ \$3 per student per year or \$4,000 minimum)*	
<b>Total Price for Non-Member Districts</b>	<b>= \$22,290 per year</b>
<b>Total Discount Provided Through ESC of I Membership</b>	<b>= \$4,105 per year</b>
<b>Total Price for Member Districts</b>	<b>= \$18,185 per year*</b>
	(+ \$3 per student per year or \$4,000 minimum)*

**Note: The only cost not included is the cost of any optional scanning services**

If you would like a different bundle combination, please feel free to contact your SCView representative, Tammy Runion at [trunion@scview.com](mailto:trunion@scview.com) or your ESC directly.

## Scanning Services

Comprehensive scanning fee	\$0.06 - \$0.09 per image**
Web hosting	\$0.01 per image (one-time fee)
OCR full text search	\$0.01 per image (optional)
SCScan Station Software License	\$995 per computer (one-time fee)

## Single Module Options

**Electronic Forms & Campaign with Workflow Cost** = \$3,500 per year

**Electronic Forms & Campaign with Workflow Cost/member districts** = \$2,500 per year

- Reduce costly paper handling and manual routing
- Accelerate the delivery of paper and manual form-based information
- Tracking, routing, auditing and process awareness
- Two form designs included at no cost (additional forms \$85/hr)
- Send electronic forms through an easy to manage campaign
- Allows you to track documents
- Documents will be automatically archived in SCView
- Can be used at nearly any capacity (Student Services, HR, Business Office)
- Easily send out contracts and salary notices

**HR Onboarding Module** = \$4,500 per year

**HR Onboarding Module/member districts** = \$3,500 per year

**SCView eSignature Module** = \$1,295 per year

**SCView eSignature Module/member districts** = \$ 995 per year

**Mileage & Expense Reimbursement with Google Integration** = \$1,495 per year

**Mileage & Expense Reimbursement with Google Integration/members districts** = \$1,195 per year

**Student Registration - \$3.00 per student/year** = \$4,000 min/year

- Includes Parent Portal
- Option to be directly integrated with DASL/ProgressBook (not required)

## Miscellaneous Charges

Box storage (without scanning or beyond 3-month period after scanning)	\$0.35/cu ft per month
Records Requests (if no scanning)	\$5.00 per request
Box ingestion/Exit (with no scanning)	\$5.00 per box
Shredding (with no scanning)	\$9.00 per box

**Pick-up/Delivery of media – Cost varies based on scope and size of scanning project**

\*\*Scanning services will be evaluated and quoted separately on a case-by-case basis, the size and scope of the project may impact the cost of scanning and/or any pick-up and delivery charges. SCSS calculates volume based upon accurate statistical data available to your organization and as evaluated by SCSS staff to the best of their ability. We make no assertion as to the actual number of images to be scanned and indexed. Final and actual invoicing will be contingent upon the actual work volumes processed.

**ESCI – Fee Structure 3**

## MASTER SERVICES AGREEMENT – FEE STRUCTURE 2

This Master Services Agreement (“Agreement”) is effective as of the Effective Date between SC Strategic Solutions, LLC, (“SCSS”), and

**Name (“Customer”):** \_\_\_\_\_  
**Street Address:** \_\_\_\_\_  
**City, State, Zip:** \_\_\_\_\_  
**Effective Date:** \_\_\_\_\_/\_\_\_\_\_/\_\_\_\_\_

Please Select: \_\_\_\_\_ Tier 1 \_\_\_\_\_ Tier 2 \_\_\_\_\_ Tier 3 \_\_\_\_\_ Tier 4  
\_\_\_\_\_ Electronic Forms/Campaign \_\_\_\_\_ eSignature \_\_\_\_\_ Mileage/Expenses \_\_\_\_\_ HR Onboarding

- Software and Services.** Customer agrees to purchase from SCSS the entire source document imaging requirements, services and software as outlined in the Statement of Work.
- Payments and Pricing.** As full compensation for the Services performed by SCSS hereunder, Customer shall pay fees and expenses in accordance with the pricing schedule set forth as Exhibit A attached hereto and made a part hereof. Customer shall pay amounts within thirty (30) days following receipt of invoice. SCSS may not raise software costs (after purchase) by more than 2.95% in any given year. Any other alteration requires written notice by SCSS to the Customer.
- Term and Termination.** This agreement will remain in effect for an initial term of 3 year(s) from the acceptance date set forth above. Following the end of the initial term, this agreement will be automatically renewed for successive periods unless notice of termination is given by either party to the other party - not less than ninety days prior the cancellation date.
- Confidentiality.** Except as otherwise provided in this Agreement, the parties agree that, Confidential Information shall be maintained in strict confidence; shall be used only for purposes of this Agreement; and that no Confidential Information shall be disclosed by the recipient party, its agents or employees without the prior written consent of the other party.
- Property Rights.** For purposes of obtaining the benefit of the Services only, SCSS grants to Customer a non-exclusive, non-transferable license to use the related software for internal purposes only. Customer shall not modify, decompile, disassemble, reverse engineer or attempt to reconstruct, reconfigure or develop derivative works based upon any of the computer hardware, equipment or software utilized by SCSS.
- Exculpation.** SCSS shall not be responsible for misfiled documents within the records provided for scanning/imaging, nor for any inaccurate or incorrect information contained in records received from Customer.
- Force Majeure.** Neither party shall be liable or deemed in default for failure to perform any duty or obligation that such party may have under this Agreement where such failure has been caused by any act of God, fire, strike, inevitable accidents, war, terrorism, or any other cause outside the reasonable control of that party, and occurring without its fault or negligence.
- Limitation of Liability.** In the event SCSS becomes liable for any matter arising out of or in any way relating to this Agreement, whether based on an action or claim in contract, tort, or otherwise, the amount of damages recoverable against SCSS shall not exceed the amount paid by one part to the other for the specific services provided giving rise to the claims.

**SC Strategic Solutions**

**Customer:** \_\_\_\_\_

**Signature:** \_\_\_\_\_

**Signature:** \_\_\_\_\_

**Printed Name:** \_\_\_\_\_

**Printed Name:** \_\_\_\_\_

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

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

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

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