# ImageStoreHouse.com, LLC

## Alachua County Growth Management

## Ms. Holly Banner AICP
## Zoning Administrator

ImageStoreHouse is a:
SBA Designated **Small Business** for each of our NAICS Codes
A mentor partner to an **SBA Certified 8(a) Business Enterprise** (SBA SDB)
A mentor partner to a **Service Disabled Veteran-Owned Business** (SDVBO)

# ImageStoreHouse.com, LLC

## Bio – Backgrounder – History

ImageStoreHouse.com, LLC, a Florida Limited Liability Company, was formed in July of 2000 and organized (incorporated) in the State of Florida on January 12, 2001. ImageStoreHouse.com is one of the Southeast's premier document imaging equipment providers – specializing in:

- **Imaging Equipment Sales**
- **Imaging Software**
- **Imaging Equipment Maintenance and Repair**
- **Imaging Equipment and Imaging Software Warranties**
- **Imaging Equipment Parts**
- **Consumables**

ImageStoreHouse also provides comprehensive, all-inclusive Electronic Document Imaging and Management Systems and Services to a wide variety of public and private sector clients, utilizing high-end document imaging, electronic storage and Internet retrieval equipment, technology and services.

ImageStoreHouse has combined second wave Application Service Provider (ASP) technology with the power of the Internet to provide one of the industry's most unique and powerful online solutions for document management and image retrieval. We provide our clients with access to our server hardware and our customized indexing and retrieval software and are responsible for maintaining and upgrading this hardware and software.

ImageStoreHouse offers complete management, workflow and imaging conversion services for any document. With a single keystroke from any computer connected to the Internet, the ImageStoreHouse data storage and management system immediately recalls digitally stored business information. Through our firewalls and security systems, our clients have the power to view, print or electronically transmit "exact" copies of their secure, filed information.

THE ImageStoreHouse EDMS System: ImageStoreHouse's turnkey Electronic Document Management System (EDMS) is a complete toolbox of the software and hardware required to insure control over every aspect of the document imaging and storage process. ImageStoreHouse's system will accommodate any type of document, including scanned images and files that were created on a computer (spreadsheets, word processing documents, graphics, CAD drawings, etc.). ImageStoreHouse's EDMS solution includes document imaging, indexing, storage & retrieval, workflow, and Computer Output to Laser Disk (COLD) capabilities.

The ImageStoreHouse ASP: ImageStoreHouse has developed a network that is easily integrated with existing systems, continually updated with new features, requires no re-engineering at your site and needs only an Internet connection – greatly minimizing any additional infrastructure investment.  The ImageStoreHouse ASP model combines traditional outsourcing principles with the Internet and offers a compelling alternative for organizations considering purchasing shrink-wrapped software and implementing a document management solution in-house.

The seasoned specialists at ImageStoreHouse are accomplished professionals with decades of information technology experience and a track record of project success. Our mission statement and company vision reflect our personal and corporate ethics, business direction and uncompromising values.  We believe that we are the best at what we do and strive to provide the finest services at a fair and equitable price.

# ImageStoreHouse

## Company Facts

- Legal Name of Company – **ImageStoreHouse.com, LLC**
- Business Entity Type – **Limited Liability Company (private)**
- When Founded/Incorporated (Organized) – **January 2000, January 11, 2001 (Florida)**
- Corporate Offices – **8131 Baymeadows Circle West, Suite 202, Jacksonville, FL 32256**
- Dun & Bradstreet D-U-N-S – **01-760-7677**
- Cage Code – **3PZS0**
- Federal Tax Identification Number – **59-3692634**
- ImageStoreHouse.com, LLC has the following designations:
    - SBA Designated **Small Business for each of our NAICS Codes**
    - We are a mentor partner to an **SBA Certified 8(a) Business (SBA SD**B)
    - We are a mentor partner to a **Service Disabled Veteran-Owned Business (SDVBO)**

# ImageStoreHouse

## Business Strategy

ImageStoreHouse employs a business strategy that includes significant investment into improvements and enhancements to information technology, hardware and office machines and equipment. These strategies have allowed us to grow at a consistent rate of greater than 30% annually while greatly reducing processing times. All ImageStoreHouse services are performed in house – we do not subcontract or outsource any aspect or stage of the project. This affords us the ability to exercise complete and immediate control over any phase of the project while reducing our timelines and operating costs, a savings we pass onto our clients.

ImageStoreHouse is a **Certified Reseller** (value-added reseller or VAR) of the following **IMAGING PRODUCTS**:
- **Kodak**
- **Fujitsu**
- **Cannon**
- **Böwe Bell+Howell**
- **Xerox**

We are also a **Certified Reseller** of a number of **IMAGING AND IMAGING-RELATED SOFTWARE** products including:
- **Kofax Ascent Capture Software w/VRS Pro USB/FW Production**
- **Kodak Capture Pro**
- **Ideal ScanOS**
- **Image2000**
- **FileNet**
- **Spicer Corp.'s Imagenation®**
- **Seagull Scientifics' BarTender® (barcodes)**

ImageStoreHouse is a **Gold KAIR® partner of Kodak Imaging Services** (KAIR – Kodak Authorized Imaging Reseller) and one of Kodak's oldest and largest service bureaus. In addition, ImageStoreHouse is a Beta-

Test partner for Kodak on all new equipment and imaging software, a designation given to only three companies in the world.

ImageStoreHouse continuously upgrades its servers and all related hardware and software to maintain its position as one of the leading and most advanced document imaging and management service providers in the industry. In addition, the **Image2000® software** developed, owned and utilized by ImageStoreHouse to provide document indexing, image storage and image retrieval has been completely upgraded and updated in the past twelve months.

## <u>HARDWARE</u>

ImageStoreHouse uses the following scanners:

<u>Paper Scanner up to 11" x 17" Documents</u>
- **Kodak i780, i1320, i610, i620, i660, i260 and i280 with flatbeds.**
- **Fujitsu fi-5900C, 120ppm/240ipm Color Scanner, VRS**
  - ImageStoreHouse currently operates more than 60 scanners

<u>Aperture Card Scanners</u>
- **Mekel M800**

<u>Microfilm Scanners</u>
- **Mekel Mach IV - High Performance Roll Film Scanning** – The Mekel Mach IV is designed to handle 16mm and 35mm film formats
- **Mekel Mach VII - Microfiche Scanners** - Designed to handle various microfiche and jacket formats

<u>Imaging of Large Format Drawings</u>
- **IDEAL / Contex HD 5450 Color Scanner PLUS** - 54 inch ultra- wide design captures oversized documents

<u>Book Scanners</u>
- **i2S CopiBook HD** which scans a 17"x 24" area at 400dpi & an 11"x 17"area at 600dpi

## ImageStoreHouse.com, LLC

### COMPANY CAPABILITIES

ImageStoreHouse is capable of handling complex, high volume, irregular sized documents, microfiche, microfilm, bound books and fragile documents and has processed many millions of these types of documents over the past twelve years. Our portfolio of professional document imaging and management services includes the processing of the following formats:

<u>Standard Size Documents – Color or B&W:</u>
- 8" x 11.5" (or smaller)
- 8" x 14"
- 11" x 17"
- C-Size Engineering Drawings – 17" x 22"
- D-Size Engineering Drawings – 22" x 34"
- E-Size Engineering Drawings – 34" x 44"


<u>Special Handling Documents:</u>
- Fragile/Aged documents

- Bound Books or other Bound material
- Onion Skin
- Newspaper Articles
- Magazine Articles
- Linen or Mylar

Aperture Cards
- Containing one or more A-Size (8½" x 11") through E-Size (34" x 44") drawings

Microfilm:
- 16MM blipped, 16MM no-blipped, 16MM jacketed, 16MM non-jacketed, 35MM blipped, 35MM no-blipped, 35MM jacketed and 35MM non-jacketed

Microfiche:
- 16MM positive, 16MM negative, 16MM jacketed, 16MM standard, 16MM jumbo fiche, 35MM positive, 35MM negative, 35MM standard and 35MM jumbo fiche

**ImageStoreHouse's Adherence to National Imaging Standards**

ImageStoreHouse adheres to nationally mandated imaging standards and will comply with all imaging standards required by the U.S. Army Corp of Engineers. ImageStoreHouse's physical and electronic facilities are secure and code compliant with:

- The Health Insurance Portability and Accountability Act (HIPAA),
- Sarbanes-Oxley (SOX),
- Joint Commission on Accreditation of Healthcare Organizations ("The Joint Commission"),
- Gramm-Leach-Bliley Act (GLBA),
- The Fair and Accurate Credit Reporting Act (FACTA)
- The Uniting and Strengthening America by Providing Appropriate Tools Required to Intercept and Obstruct Terrorism Act of 2001 (USA Patriot Act)

# ImageStoreHouse Project Overview and Cost Analysis

ISH proposes a document imaging and management program which includes the following services:

## <u>PREPROCESSING PHASE:</u>

**<u>Overview:</u>** Upon Growth Management's approval, ISH shall perform all tasks necessary to fulfill the following:

**<u>Document Handling</u>**: Document Prep, Scan, QC, Index and QA. The following are steps, which will be taken in the Document Handling process of documents:

> **<u>Document Pickup</u>**: ImageStoreHouse employee will box all files and transport them to ImageStoreHouse location in Jacksonville.
>
> **<u>Prep</u>**: Separate all documents into logical batches. This also includes: staple & clip removal, repair torn pages with clear tape, fasten small documents to plain white paper, insert document-type separator sheets to denote file, and document-type grouping.
>
> **<u>Scan</u>**: Scan documents based on the logical batches. Image files released for indexing based on criteria established during application set-up. Scan documents in 200 DPI or 300 DPI PDF.
>
> Documents will be scanned on ISH high-speed document imaging equipment based on the logical batches. The image format is TIF or PDF, single page 200 dpi or 300 dpi.
>
> 100% visual image verification of High-speed Scanning, is performed by ISH's document specialists, and includes the following:
>
> - An ISH specialist visually verifies each image against originals.
> - Each image is concurrently verified for quality and clarity. If it is of poor quality, it is rescanned at no additional charge.
> - Any blank page(s) that was/were not automatically deleted by the ISH imaging software will be manually deleted at this time.
>
> **<u>Quality Control:</u>** Images are post-processed to automatically deskew, despeckle, and remove black borders. All Images are checked based on file size are visually inspected.
>
> **<u>Index:</u>** Documents are indexed based on the criteria established during applications setup stage**.** Fields are populated manually or semi-automatically. Indexing operator will concurrently inspect images for readability and scanning completeness.
>
> **<u>Quality Assurance:</u>** A separate indexing quality assurance specialist inspects the indexes and image quality for accuracy and readability on a 100% image-for-image basis.

## Access of Documents:

**Access & Storage**: After the Document Handling Process is completed, ISH will store the Indexes and images on ImageStoreHouse SAN Storage Area Network and/or DVD's.

**Retrieval:** Images are retrieved via the Internet, based on the criteria established during the applications setup stage

Unlimited number concurrent user Licenses
Unlimited number of retrievals
**OR/And** on DVD/USB drives to be uploaded to an Alachua County's Server.
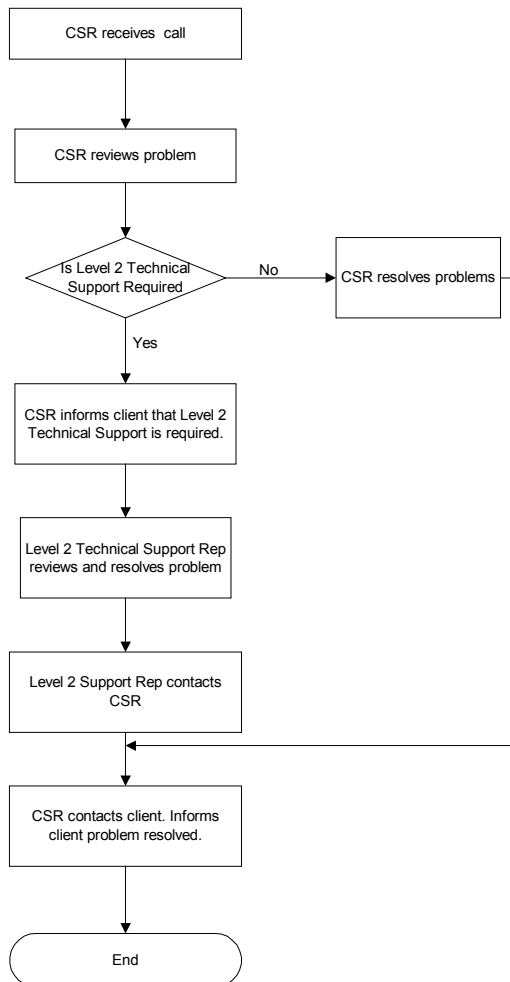
# Customer Service Support

ISH will provide Customer Service support Monday-Friday from 8:00 am – 5:00 pm ET. Extended hours of support can be provided for an additional cost.

Customer Service support includes technical and user support.
The Customer Service Support Process is:
1. The Customer Service Representative (CSR) receives a call.
2. The CSR identifies the problem and, if possible, the CSR will resolve problem immediately.
3. If the CSR cannot resolve problem, the CSR will contact Level 2 technical support.
4. The CSR will contact the client and inform the client of the status of the problem.
5. Level 2 technical support will review and resolve problem.
6. Level 2 technical support representative will contact the CSR upon resolving the problem.
7. The CSR will contact and inform the client/caller that the problem is resolved.

**Customer Service Support Process Diagram**:

```
        ┌─────────────────────┐
        │   CSR receives  call │
        └─────────────────────┘
                  │
                  ▼
        ┌─────────────────────┐
        │  CSR reviews problem │
        └─────────────────────┘
                  │
                  ▼
          ◇ Is Level 2 Technical      No    ┌─────────────────────┐
            Support Required ◇  ───────────► │ CSR resolves problems│
                  │                          └─────────────────────┘
                 Yes
                  │
                  ▼
        ┌─────────────────────────┐
        │ CSR informs client that  │
        │ Level 2 Technical        │
        │ Support is required.     │
        └─────────────────────────┘
                  │
                  ▼
        ┌─────────────────────────┐
        │ Level 2 Technical        │
        │ Support Rep reviews and  │
        │ resolves problem         │
        └─────────────────────────┘
                  │
                  ▼
        ┌─────────────────────────┐
        │ Level 2 Support Rep      │
        │ contacts CSR             │
        └─────────────────────────┘
                  │
                  ▼
        ┌─────────────────────────┐
        │ CSR contacts client.     │
        │ Informs client problem   │
        │ resolved.                │
        └─────────────────────────┘
                  │
                  ▼
            (    End    )
```

ImageStoreHouse Customer Service Support includes technical and user support. The seven stages of ISH's Customer Service Support Process are:
1. The ISH Customer Service Representative (CSR) receives a call.
2. The CSR identifies the problem and, if possible, the CSR will resolve problem immediately.
3. If the CSR cannot resolve problem, the CSR will contact ISH Level 2 technical support.
4. The CSR will contact the client and inform the client of the status of the problem.
5. ISH Level 2 technical support will review and resolve problem.
6. The ISH Level 2 technical support representative will contact the CSR upon resolving the problem.
7. The CSR will contact and inform the client/caller that the problem is resolved.

**\* It is ISH's policy to resolve all calls immediately.**

# ISH Pricing Schedule:

# Alachua Growth Management

**Term:**

☐ **1yr**        ☐ **2yr**        ☑ **3yr**

**Document Handling Price\*\*-All Documents scanned at 200 or 300 dpi – Services Included:**
Estimated number of boxes is 69 boxes; they are a mix of Large Format drawings and Small format Documents

> **Estimated project cost of $45,000.00**
>
> **Documents Prepping:** Includes: Staple/clip removals, Repair ripped pages.
> **Document Scanning:** Includes: Document Scanning, Quality Control and File
> **Document Indexing:** Indexing and QC of documentation base on Indexing criteria set by customer.
> **Document Quality Control**: A separate indexing quality assurance operator inspects the indexes and image quality for accuracy and readability on **a 100% image-for-image basis.**

1. Using ISH Scanner and Scanning software and Personnel.
2. Document Preparation
3. Document Scanning at 200dpi or 300 dpi PDF Format.
4. 2-Point Scan QC (Scanning Operator inspects for Image Readability and Scanning Completeness).
5. Indexing (Indexing Operator inspects for Image Readability and Scanning Completeness).
   > The indexing is manual, which means index field attributes are assigned to the documents based on a visual image-for-image review by the indexing operator of each electronic document.  Semi-automatic indexing (employing electronic table-lookup procedures) will be used if and when available.
   > **Indexing of Documents:**
   >
   > **TBD**

> **\*Document determination if required is a fee of $17.00 per hour**

6. 1-Point Index QA (Separate Quality Assurance Operator inspects for indexing accuracy).
7. Project Management services include document tracking and reporting.
8. Emergency Retrieval of documents during processing.
9. Customer Service and Support as detailed under Customer Service Support.

| Document Scanning – Oversized and Large Format Originals | | |
|---|---|---|
| **Original Size and Type** | **Unit** | **Price per Drawing or Keystroke** |
| ANSI A,B,C & E-Size Drawings up to 36" x 44" in B&W | Image | $0.45 |
| ANSI A,B,C & E-Size Drawings up to 36" x 44" in Grayscale/Color | Image | $0.45 |
| Indexing of Drawing per File/Per Keystroke | Keystroke | $0.007 |
| Scanning of Damaged and Fragile Drawings | Image | $1.45 |
| Damaged Drawings/Documents requiring Repair | Sheet | $0.17 |
| Pickup and Return per Trip | Trip | $255.00 |

| 8.5" x 11" Binder bound and Document Scanning Prices | |
|---|---|
| Original Documents that Do Not Exceed 11" x 17" (See Note[1] Below) | |
| **Service Performed by ISH** | **Cost** |
| Document Preparation / Prepping | $0.045 per page |
| Scanning Black and White multiple page PDF | $0.04 5per page |
| Scanning Grayscale or Color multiple page PDF | $0.045 per page |
| Indexing  up to 5 fields, TBD | $0.007 per keystroke |
| Quality Control of Images and Indexing – 100% VQC | $0.00 per page |
| Non-Standard Size Documents – black & white - Flatbed | $0.15 per page |
| Onion Skin, Mylar or Linen,  Newspaper or Magazine Articles - Flatbed | $0.12 per page |
| Bar Codes/Separator Sheets | $0.045 per sheet |

[1] Excludes Onion Skin,  Damaged, Fragile, Aged, Oversized/Large Format or Special Handling Documents

| Services Provide by ImageStoreHouse - OCR | |
|---|---|
| OCR - Document Characters Recognitions / Searchable PDF | $0.01 per page |

| Document Retrieval and Storage Fee Using ISH Web Site | |
|---|---|
| - Unlimited number concurrent user Licenses. <br> - Unlimited number of retrievals. <br> - 50 GB of SAN Storage. <br> - Daily, weekly and monthly system backup. <br> - Disaster recovery | $150 per month <br> $35 per month for every additional 10 GB per month |

| Other Fees, If Applicable | |
|---|---|
| Separator Sheets | $0.04 per sheet |
| Copy Data to: CD/DVD – USB Drive Master | $15.00 ea. |
| FTP Transmission of scanned documents/fiche | $15.00 per upload |
| Conversion to PDF – If Not Performed during Original Scanning | $0.01 per File |
| Administrative/Prep Work Services/ Document determination/ boxing all files | $17.00 per hour |
| Project Manager and Technical Services | $65.00 per hour |
| Programming Services | $95.00 per hour |
| Emergency document access within a 4 hour window | $20 per Item |
| Pick up Fees | $255 per trip |

## Proposal Acceptance:

Subscriber and ImageStoreHouse agree with the terms and pricing listed in this proposal.

IN WITNESS WHEREOF, this Agreement has been executed as of as of the 29tn day of April, 2021.

| IMAGESTOREHOUSE.COM, LLC | | Alachua County Growth Management |
|---|---|---|
| By: *Rami Rawdah* | | By: _____ |
| Print Name:  Rami I. Rawdah <br> Title:  CEO <br> Address:  8131 Baymeadows Circle W. STE 202 <br> Jacksonville, Florida  32256 <br> Phone:  (904) 861-2430 <br> Fax:  (904) 861-2437 | | Print Name:  Holly Banner <br> Title:  Zoning Administrator <br> Address:  10 Southwest 2nd Avenue <br> Gainesville, Florida 32601 <br> Phone:  (352) 384-3184 |