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Attachment C

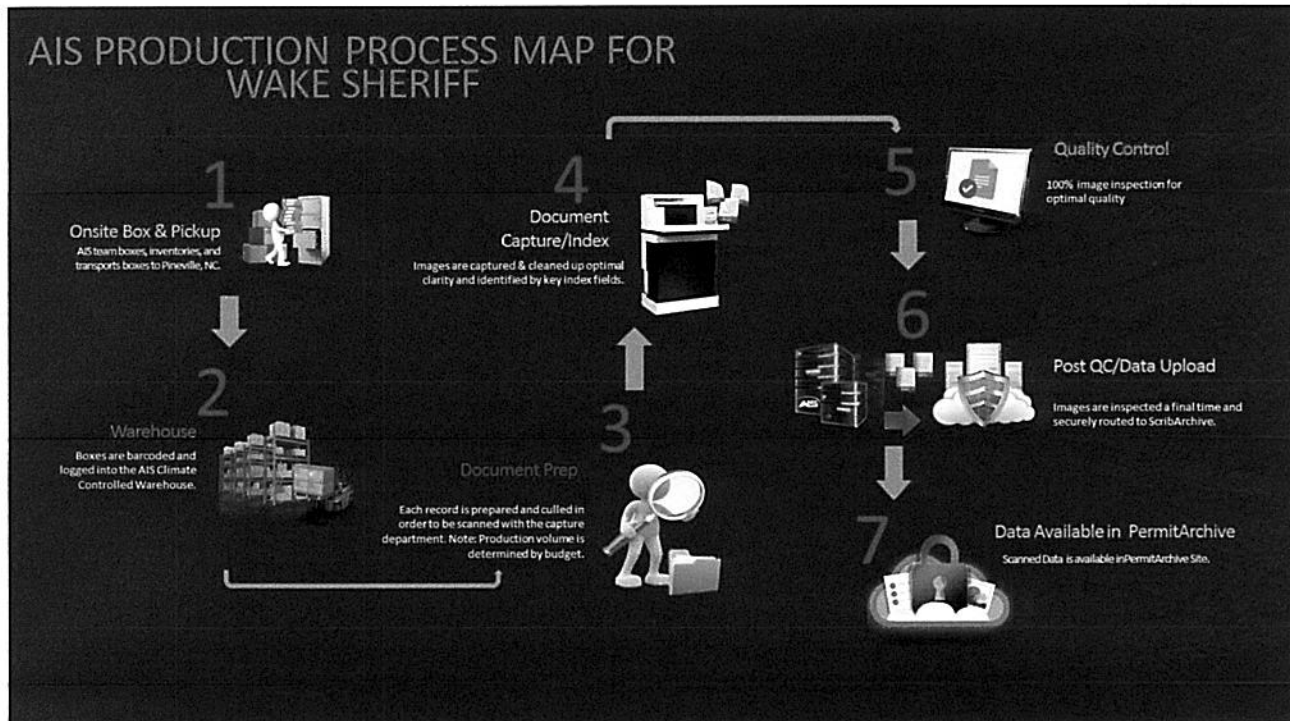
Wake County Sheriff's Office CCW Scope Of Work (SOW)

**Presented by:
David Hines
Account Manager
Advanced Imaging Systems**

3/26/2020



AIS Process for the WAKE COUNTY SHERIFF CCW Scanning Project



AIS Overview:

Advanced Imaging Systems Inc. (AIS) has been in business since 1972 and is based in Pineville, North Carolina. AIS Permittum is a CJIS Compliant Strategic Information Management Company providing document management services to meet Wake County Sheriff needs. Our range of services includes data hosting, digital imaging, microfilm imaging, data conversions, off site record and record storage, file destruction, and other related services. Virtual Tour: <https://aisimc.com/ais-video-tour>

AIS Scanning Services and Procedures

Overview

AIS serves as a Business Associate for WAKE COUNTY SHERIFF which requires a tight chain of custody with the emphasis on security and confidentiality of the records during the conversion process. All AIS personnel who touch WAKE COUNTY SHERIFF files are full time employees of AIS. No subcontracted employees or temps are used in any process to digitize WAKE COUNTY SHERIFF data. A complete background check is conducted on each staff member and a current signed Confidentiality Agreement is on file for each employee in addition to initial and random drug screening. The WAKE COUNTY SHERIFF project will be assigned to an AIS Project Manager (PM). The PM is responsible for the project to ensure all WAKE COUNTY SHERIFF expectations are met on the operations side of the business (from confirming project deadlines, defining job scope, pilot testing, pickup scheduling, to providing interim document access).

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The AIS operations employees report up to the PMs and are measured and compensated by #1 Quality and #2 by their Production within the assigned project for their work shift.

Document Purging/Logging/Boxing/Pickup

The AIS Purge Team (all AIS Full Time Employees) will remove all ~17,833 WAKE COUNTY SHERIFF CCW Files and place them in AIS boxes to prepare for transport. Boxes will be loaded directly into the AIS vehicle and locked for transport directly to AIS in Pineville. All AIS drivers are Full Time Employees insured and bonded. AIS believes in a tight chain of custody of customer information. WAKE COUNTY SHERIFF will provide an index file containing DL#, last name, first name dob. This index file will be used at AIS to create the Lead Sheets and to help control the cost of indexing the files. Wake County Sheriff will provide an index file containing all CCW records, which should include all records provided to AIS. AIS will identify the document and associate it with a unique record in the Wake County Sheriff provided index file. AIS associates that record with the index values (e.g. DL#, Last Name, First Name, DOB). Any physical files not located in the Wake County Sheriff provided index file will be flagged for review with the client.

Warehouse Storage

Upon arrival at AIS the vehicle will be unlocked and unloaded inside our secure building. Warehouse doors cannot be opened without the appropriate pass code. The pass code entry system is disabled after hours for security purposes. Pickup and delivery receipts are generated for all record transactions with WAKE COUNTY SHERIFF and AIS. The AIS facility has a 100% brick exterior with a security system, early smoke detection, and fire alarm system. The local Fire Department conducts regular inspections of our building as well as monthly security and safety audits conducted by our operations manager, warehouse manager, and service bureau manager. Our building is physically occupied from 7:30 AM until 1:30 AM each weekday. Only warehouse employees and management are permitted in the warehouse area at all times.

Box/File Tracking

Boxes that are unloaded from our vehicle are immediately logged into our warehouse logging system and assigned a rack location and an individual box number. This unique box number will be the perpetual box identification number used to track this box through production and remain in our system to identify final disposition. Also entered into the system is any unique identification entered on the outside of the box. This allows us to quickly identify the appropriate box should WAKE COUNTY SHERIFF needs the to have a document returned while documents are in production. AIS will use the index file provided by WAKE COUNTY SHERIFF to create this log (DL#, last name, first name dob)

Document Preparation

Boxes are requested out of the warehouse by the service bureau manager and given to the prep department to prepare the documents for capture. During this process the AIS staff removes all fasteners, staples, paperclips, separate folded forms, and tapes down small documents to an 8 ½ x 11 page for batch scanning. Every employee has been subjected to a background and drug screening test. Document Prep takes up the most time within the conversion process since every piece of paper must be touched to eliminate the chance for scan errors. Prepped boxes are identified to indicate who prepared the box, the date and completion verification and the number of minutes it took to complete the box.

Document Scanning

Prepped boxes are then transported to the document capture bureau. AIS utilizes high volume production scanners that process up to 440 images per minute on most AIS scanners. Within the process, the scanners and capture software perform image enhancements to clean up the overall image quality while



controlling the file size of the images. A Datagroup (AIS term for batch of images) is created using the information from WAKE COUNTY SHERIFF spec sheet. Each box number is listed on the Datagroup for tracking purposes. Completed boxes are again identified and returned to the original warehouse location.

Indexing of Documents

After the documents are scanned, they are moved to an indexing cue where they are indexed according to the spec sheet. The spec sheet is filled out by the PM and the WAKE COUNTY SHERIFF primary point of contact prior to work being processed. All hand keyed index values are keyed 2 times by 2 different index staff members. If there is a discrepancy in the 2 hand keyed index values, then the value will be keyed a 3rd time.

Quality Control

All documents scanned at AIS will be put into our quality control terminal where we review 100% of the images. Any image flagged for poor contrast, bent corners, double feeds, etc. will be pulled from the original box and rescanned. Flagged Images are sent back to Document Scanning and sent back through Quality Control a second time.

Data Export

Once the data has been checked within the QC department the data is processed through algorithms to verify all data formats comply with WAKE COUNTY SHERIFF specifications. The scanned data will be securely uploaded to PermitArchive. The WAKE COUNTY SHERIFF team can then use their secure login to access the CCW Files. Each image is physically looked at to associate the index values from the Wake County Sheriff provided index file. During the indexing step, the name and other key values are validated against the associated index values (indexes associated with that image and record) to ensure the correct index values are applied. Data Algorithms configured for the Wake County Sheriff project review all indexes and images electronically to ensure required fields are present, in the required syntax, and properly associated with images. A final human step is a QC to ensure index values are not misaligned, and are associated with the appropriate image and record. AIS has the ability to locate records prior to scanning using box and record information logged in the Warehouse tracking system. Once scanning has started AIS has the ability to track the processing of records, and does have the ability to search for scanned records as needed. This capability is not a customer-facing capability.

Document Completion – Certified Destruction

Upon completion of the work, WAKE COUNTY SHERIFF will be sent a disposition notice indicating that the work has been completed. At this point the written notice allows WAKE COUNTY SHERIFF to sign off on the destruction of the physical originals or request their return. AIS will not destroy original documents without written authorization. All destruction is done in compliance with industry standards.

Document Retention

To support clients, AIS retains backup copies for a pre-agreed period of time (usually 90 days) in a secure, cloud-based storage environment (Amazon Web Services AWS). Longer data retention is available if desired for disaster recovery.

Disaster Recovery

AIS utilizes incremental and full back-up procedures for all servers, to ensure data is not lost. When a job is completed, the data is moved to long-term storage in a cloud-based secure storage backup system for the pre-agreed data retention period.

Reporting

AIS can provide monthly or quarterly reporting to support quantity and quality assurance of documents obtained, scanned and the amount billable to WAKE COUNTY SHERIFF upon request. AIS can supply performance measurements to evaluate success and progress of the conversion and on-going processing of the project.



Background Checks

AIS performs a background and E-Verify check on all employees and requires them to sign a confidentiality agreement. AIS also performs random drug testing for all active AIS staff members. AIS aligns process procedure manuals with Federal HIPAA requirements and regulations. The average tenure for an AIS production employee is 9.5 years.

Current Quality Requirements:

- AIS current accuracy ratio of 99.999%
- 100% Image Inspection
- North Carolina State Department of Archives
- Charlotte Cooperative Purchasing Alliance Approved Vendor

AIS Job Performance Guarantee:

- 100% job quality satisfaction to be the needs of Wake County Sheriff.
- All work done by AIS will match the quality and standards given at the onset of a job through a "Benchmark" 1 box pilot for each new project/program
- Any job which is unsatisfactory will be done again at no cost to Wake County Sheriff
- All work done by AIS is unconditionally guaranteed to meet the requirements of Wake County Sheriff

General Security:

Our facility is equipped with up to date security systems and we also have fire and smoke detectors. AIS stresses the importance of high security for our facility and our Customer's documents.

- **Employees and the Workplace** - All Employees are required to sign a confidentiality agreement. Employees are also trained on a regular basis on the laws of HIPAA and document handling in the workplace. Security sectors are designated in certain areas of the building to assure security. Our warehouse remains locked at all times and has limited access to warehouse employees only. The warehouse is guarded by an electronic alarm system with motion detection and keypad entry to all entrances.
- **Outside the Workplace** - Certain employees are trained to transport records to and from the WAKE COUNTY SHERIFF site. These employees are trained in how to handle records in the outside environment. Our secured vehicles are labeled to identify our firm. Vehicles are locked, front and rear at all times.
- **Data Security and Backup** – all data that resides on the AIS servers is encrypted at rest and is backed up continuously to minimize any chance for lost data
- **File Access** – WAKE COUNTY SHERIFF can have access 24/7/365 to any record that is in the possession of AIS to be processed www.aisdocs.com

Personnel:

David Hines, Account Manager for WAKE COUNTY SHERIFF and main point of contact for the project; David graduated from Marshall University with a bachelor's degree in Business Information Systems. David has over 12 years in the industry and a veteran leader in working with K-12 LEA's as well as State and Local Government throughout the region. David's goal is to make sure WAKE COUNTY SHERIFF is 100% satisfied with the project.



Matthew Comley, Senior Project Manager; Mathew graduated from The University of North Carolina at Charlotte with a bachelor's degree in Operations & Supply Chain Management. Matthew has worked with the Supply Chain team at the Snyder's-Lance, Inc. Corporate Headquarters as an analyst supporting forecasting and demand planning. Matthew has a proven track record of managing customer expectations and meeting project deadlines.

Gerry Brucken, COO; Gerry graduated from Portland State University with a degree in Computer Science, a minor in Engineering, and received his Master's in Business from Columbia College. Prior to accepting the position at AIS, he served as Director of Lean Operations and e-Business Implementation at Stock Building Supply and prior to Stock he worked at Mecklenburg County as a Senior Business Analyst. Gerry has certifications in Lean Enterprise, Six Sigma – Black Belt, PMP (PMI Project Mgmt.), TPM; Kaizen, JIT, CPIM and SMED. Gerry brings experience and a proven track record of success in Business Leadership and Management.

Matt Solomon, CEO. Matt is a 2000 graduate of Appalachian State University with a bachelor's degree in Business. Matt has extensive experience in both the Sales and Operations side of the business. Matt acts as both the CEO and Account Manager on specified contracts. Matt has over 17 years of experience within the industry and in working with State and Local Government throughout the region.

Greg Brookover is our Systems and Technical Development Manager. He is a 1993 graduate of DeVry Institute of Technology in Computer Sciences. Greg develops software accounts and designs integrated systems. Greg has installed and trained for Mecklenburg, Guilford, Union, Cumberland Sheriff Offices and many others. Greg has a broad product and industry knowledge and is constantly training in advanced products and systems. He is responsible for the everyday responsibilities within technical support plus testing of new products.

Tony Fares- Main point of contact for box pickups. Document Request process while files are in production

Tami Hernandez- Production Supervisor. Manages the production process which includes prep, scan and QC

AIS Service Bureau Photos:

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35,000 sf Building:



Climate Controlled Warehouse:



Prep:



Capture:



Index:



Quality Control:

Wake County Sheriff CCW Scanning Project Summary

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- Wake County Sheriff CCW Files (Fileroom)—5,559 inches total (~17,833 CCW Files)
- Represents ~382 boxes of paper files (18- inch boxes)
- Turnkey Service includes: AIS team to Box and Transport Files, Prep, scan, 100% image quality check verification, index, QC and upload scanned images to PermitArchive
- Indexing by DL#, Last Name, First Name, DOB (match file provided by Wake Sheriff IT for indexing).
- Records while in production at AIS are available 24x7 using AIS document request website www.aisdocs.com
- 1 box live sample required to start the project
- Pricing based on total volume of files to be picked up within 90 days
- All per unit pricing for AIS services comes from the CCPA contract
<http://www.charlottealliance.org/contracts/advanced-imaging-systems-document-mgmt/>

Estimated Scanning Cost Summary for CCW Files

Est. # of Images	Est. # Of Files	Total Cost
1,123,500	17,833	\$98,086.02

Numbers configured are based on estimates: 17,833 CCW Files; 5% duplex; 60 pages per file; indexing by last name, first name, DL#, and DOB (match file will be provided by Wake Sheriff IT to be used for indexing). Final estimates will be determined after the first live box sample. All billing is generated from actual work performed. All per unit pricing for AIS services comes from the CCPA contract. Training Certificate and Fingerprint Cards to be returned to Wake County Sheriff's Office.

Ongoing (Yearly) Estimated Scanning Cost Summary for CCW Files

Est. # of Images	Est. # Of Files	Total Cost
157,500	10,000	\$16,450

Numbers configured are based on estimates: 10,000 New and Recertification CCW Files; 5% duplex; 15 pages per file; indexing by last name, first name, DL#, and DOB (match file will be provided by Wake Sheriff IT to be used for indexing). Final estimates will be determined after the first live box sample.

Monthly Permit Archive Cost

Tier	Storage Block (Terabytes)	Monthly Cost
1	2 TB	\$495

Unlimited Users, Unlimited Projects, Integration with existing Permit Director System

AIS Inc. & Wake County Sheriffs Office Service Agreement

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This Service Agreement is between Wake County Sheriffs Office and Advanced Imaging Systems, Inc. (AIS). This Agreement provides the basic pricing terms under which we will provide services under the Charlotte Cooperative Purchasing Alliance (CCPA).

AIS commits to honor the following quote for a period of 12 months from the date of this Agreement ("Term") or in accord with the CCPA terms. All services provided by AIS carry a 100 Day 100% Guarantee from the date the completed data is delivered to Wake County Sheriffs Office. This pricing commitment is based on both parties having a clear understanding of the project requirements and that Wake County Sheriffs Office has approved a Live Pilot Box of work.

Service Description	Quantity	Price
Source Scanning Capture	1 Image	\$.045
Indexing Documents	1 Keystroke	\$.04
Preparing Documents for Capture	1 Hour	\$18
Media Creation	1 Disk	\$10
Backup Media Storage in AIS Vault	1 Disk	\$5 per Disk per Year
Secure Hard Copy Destruction	1 Box	\$5 per Box
Permit Archive (up to 2 TB of Storage)	1 Month	\$495
File Transfer Protocol (FTP) / Data Export	1 Upload	\$35
Document Transportation Fees- Included	1 Pickup	\$250
Onsite Purging/Boxing of Records	1 Box	\$49 per Box
Project Management 6 Hrs Included	1 Hour	\$78

Wake County Sheriffs Office agrees to pay all appropriate within 30 days of issue. Completed work will be held for 60 days, after which a disposition request will be sent in writing. This Agreement automatically incorporates any and all other Agreements between the Parties, including potentially a Business Services Agreement or similar terms and conditions previously executed.

Signed:

Date: April 17, 2020

AIS

Signed:

Date: 4-17-20

Wake County Sheriffs Office