



**PERRIS UNION**  
HIGH SCHOOL DISTRICT

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Perris Union High School District

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Human Resource Backfile Scanning  
Solution

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**Submitted by:**  
Robin Brockman  
and  
Lisa Jones

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**Submitted Date:**  
7-22-2022

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# Executive Summary

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## Introduction & Background

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Konica Minolta Business Solutions U.S.A., Inc. (Konica Minolta) is pleased to provide this Proposal for Document Imaging Services (“Proposal”) in response to Perris Union High School District’s (PUHSD) request for backfile scanning services. PUHSD has approximately 1,085 Active Personnel files that are currently stored in filing cabinets as described below:

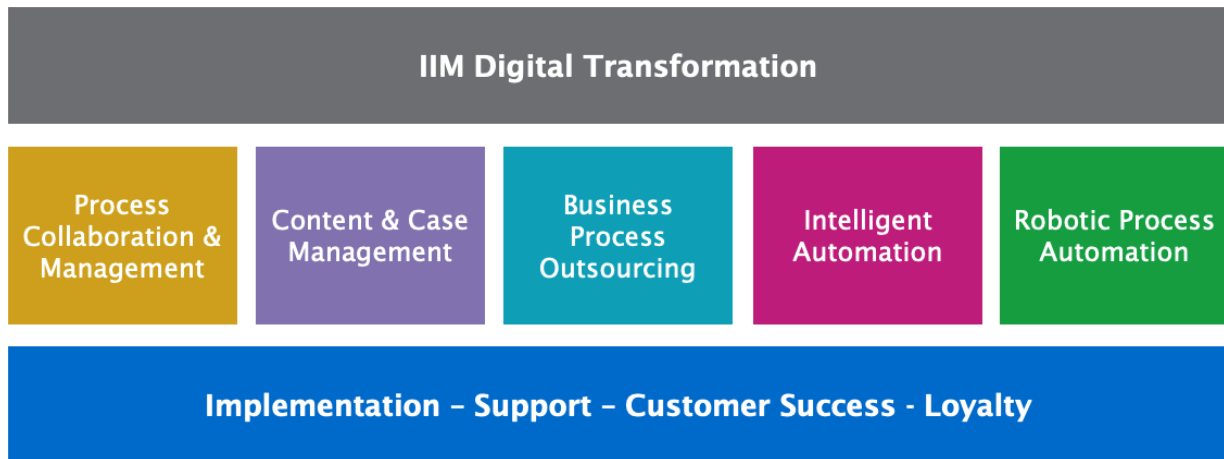
- Four filing cabinets with 5 drawers each, measuring 18 x 42 inches.
- One additional filing cabinet drawer that measures 18 x 32 inches
- It is estimated that approximately 20% of the pages are duplex (content on both sides of a page).
- The total page volume estimated for the Active Personnel backfile scanning project, which includes document separator sheets and 20% duplex pages is 183,601 pages.

This Proposal presents Konica Minolta’s findings and recommendations to improve Document Management and document retrieval PUHSD. These findings and recommendations are based upon the information provided during Konica Minolta’s video conference call on 6/15/22 and other email communications. In the event that material changes occur in your environment, or additional key information is missing from this analysis, these recommendations may no longer apply and should be re-examined.

## About Us

Konica Minolta Business Solutions U.S.A., Inc. is a leader in content management, technology optimization and cloud services. Our solutions help organizations improve their speed to market, manage technology costs, and facilitate the sharing of information to increase productivity.

Konica Minolta Content Management designs roadmaps through process collaboration, deploys solutions and utilizes support tools to help manage content, enhance security, integrate with core business systems, replace legacy systems, and accelerate processes with intelligent and robotic process automation. Our solutions capture and distribute documents in any form, automate routing, maintain compliance, preserve records and more -- to speed the flow of information, control costs and make all essential business processes more productive.



From business process outsourcing to content management, we guide our customers to the best solution for their digital transformation. Through our consultative process, we mutually identify your challenges and needs then co-author the plan for the platform and services that you will need to achieve your goals.

The world runs on innovation. We shape it.

## Solution Assessment Review

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### CURRENT STATE

PUHSD manages a variety of HR documents in hard copy. These documents are filed in traditional file cabinets.

Currently, the Active Employee files are in folders that have either 1 or 2 divider tabs. Based on the number of divider tabs within an employee folder, KMBS will scan the files into either 4 or 6 document types as described below.

Employee folders with 1 divider tab will have 4 sections and broken out into 4 document types as follows:

- Tab 1 - New Hire Onboarding
- Tab 2 - Evaluations
- Tab 3 - Miscellaneous
- Tab 4 - Employment Status Changes

Employee file folders will have 2 divider tabs and broken out into 6 document types as follows:

- Tab 1 - New Hire Onboarding
- Tab 2 - Credential Information
- Tab 3 - Evaluations/Observations
- Tab 4 - Transcripts
- Tab 5 - Miscellaneous
- Tab 6 - Employment Status Changes

The Future State for PUHSD within its PowerSchool solution, the document types for Employee files will be mapped as listed below:

- Contracts & Agreements
- Discipline/Evaluations
- Emergency Contact Information
- Payroll
- Personnel
- Professional Development
- Resources
- Retirement Information

### Desired Outcome

The benefits of digitization include reducing the time and effort associated with retrieving hardcopy records and saving PUHSD HR workers time as they conduct their work in reliance on this vital information. The incidence of lost or misfiled files will be reduced, the long-term archival of these HR documents will be accomplished, and responsiveness to outside requests will be materially faster.

It is anticipated that the technology and processes may be beneficial in other areas of the PUHSD organization including, but not limited to Student Services and Facilities Management.

## Why Choose Konica Minolta as your trusted advisor for Digital Transformation Services?

- Multiple Co-operative Contracts available for purchase – Helps avoid the time-consuming and costly RFP Process
- KMBS project management expertise & nationwide resources allow for On Time & On Budget project completion
- Expert provider of conversion services for all media types: Paper, Fiche, and Film
- Award-Winning Document Management Software Implementation, Import, and Support
- Best practices combined with proprietary quality-assurance systems ensure project success
- Scan-on-Demand Service ensures access to your records while in our custody (within 2 business hours)
- Scanned Data delivered on to a secure FTP as boxes are completed.
- NAID-Compliant Certified Document Destruction Services.
- White-Glove Packing Services available:
- Management of un-shelving and loading for transportation
- Packing supplies provided
- Onsite document inventory and labeling
- Creation of box-level manifests including box number, first & last folder tab

## Proposed Solution Summary

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Konica Minolta recommends PUHSD entrust their document imaging to us. Documents will be scanned and indexed by Konica Minolta and delivered to PUHSD's preferred retrieval solution, which is currently PowerSchool. The benefits of outsourcing this work to Konica Minolta include:

**History** – We have been delivering top-quality imaging services to organizations like yours for more than two decades.

**Quality** – We have developed many proprietary quality assurance systems, some of which have been licensed to other capture companies and existing customers. We have a national reputation for our quality. Since many of these systems are automated, we can provide extra quality assurance steps at no additional cost to our clients. Most other BPO centers charge extra for these additional quality assurance measures.

**Speed** – We are able to complete the capture and delivery processes in a highly compressed timeframe.

**Cost** – We provide an exceptional price-performance value, considering the overall quality and the value of our on-time and on-budget project management services.

**Geographic Diversity** – We have processing facilities on both coasts and centrally located, allowing us to serve clients throughout the country.

**Dedicated Project Management** – We assign a Project Manager and Certified Document Imaging Architech™ (CDIA)/Enterprise Content Management Specialist (ecm<sup>s</sup>) to your organization for the duration of the capture process so your organization reaps the benefits of a quality, valued solution on time and on budget.

Konica Minolta can continue to perform ongoing, go-forward imaging work, and also work with PUHSD to establish an internal imaging operation. Ad hoc scanning can be performed by users under either go-forward scenario.

# Project Estimated Pricing Summary

## Imaging Services Estimated Extended Pricing

PUHSD currently has a backfile of hardcopy Active Personnel documents estimated at over 183,601 pages. These are detailed below. The estimates provided for the purposes of pricing are based upon the number of pages estimated by Konica Minolta during a site visit and clarified by phone. PUHSD will be billed based upon the unit pricing below for **actual** pages processed.

### BACKFILE CAPTURE – UNIT PRICING

Service and Description	Unit Pricing
Scanning at 300 DPI (per page)	6¢
Slip Sheet Printing (per document)	3.1¢
Indexing (per field, per document, maximum 15 characters per field)	5¢
Double Key Verification (per field, per document)	5¢
Match and Merge (per document)	3.5¢
Document Preparation (per hour)	\$25
<b>(Optional Service)</b> OCR for full-text search capability (per page)	.5¢
Image/Index QA and Publication, including Delivery Media Master (per GB)	\$75

Backfile pricing is based on the assumptions and delivery specifications included in the Project Specifications section of this Proposal. If the actual conditions differ from these assumptions and specifications, the unit prices are subject to change. Should additional services be required, the customer is subject to additional charges as listed in this Proposal.

## SUMMARIZED EXTENDED BACKFILE COST

Project Name	Pages	Documents	Extended Estimated Price
Active Personnel Records	183,601	6,121	\$19,488
<b>(Optional Service)</b> OCR processing for full-text search capability at an additional cost of approximately			\$918
<b>Totals:</b>			<b>\$20,406</b>

## Additional Pricing (Only if applicable and authorized by PUHSD)

Additional Services and Pricing	Unit Pricing
Disaster Recovery Archival CD Copy (per CD – if applicable)	\$20
Disaster Recovery Annual Storage (per CD, per year – if applicable)	\$15
Shredding and Disposal of documents (per pound)	25¢
Extended Box Storage (per box, per month)	\$9
Photocopying for poor quality	20¢
Retrieval and faxing of requested documents*	\$35/hour

## Disaster Recovery

In the event of a disaster, data recovery becomes paramount in re-establishing business operations. Konica Minolta will optionally provide an ANSI standard Archival CD Copy of your data and will store it at our facility, in compliance with disaster recovery standards. CDs are used for archival masters because the ANSI standard guarantees backwards compatibility with readers. This standard does not exist for DVDs, making them subject to obsolescence over time. Pricing has been included below for the second master CD copy as well as the annual disaster recovery storage at our facility.

## Box Disposition

There are several options with respect to document disposition.

- Documents may be returned to your office following processing.
- Documents may be stored for 30-days following data delivery at no cost. Documents are delivered on a rolling basis throughout the term of the project as boxes are completed.



The 30-day customer QA and destruction cycle are based on each completed and delivered box.

Konica Minolta is authorized to shred all original documents pertaining to the project(s) under this proposal 30-days after the completed work has been delivered. Box destruction will occur on a rolling basis throughout the term of the project based on the delivery of each box.

Konica Minolta will send a Destruction Certificate confirming the destruction. In the event more time is needed for quality assurance testing, PUHSD will notify Konica Minolta seven-days prior to destruction to hold the content queued for destruction.

If PUHSD requires boxes to be stored beyond 30-days, Konica Minolta will continue to store the boxes at the prevailing rate.

## White-Glove Packing

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PUHSD may choose to manage transportation and logistics associated with relocating the boxes to be scanned to the Konica Minolta processing facility. In the event PUHSD engages Konica Minolta to provide white-glove packing and transportation, the following services can be provided:

- On-site inventory and box labeling.
- Management of un-shelving and loading for transportation.
- Creation of box-level manifests including box number and first and last folder tab.
- Detailed chain-of-custody form.

The range of services to be provided by Konica Minolta, and associated costs, are presented below.

## Transportation

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The following represents the typical description of services if Konica Minolta is engaged to facilitate the packing transportation of documents:

If Konica Minolta provides the transportation, the documents will be transported to the Konica Minolta processing center via a secure cargo truck. Our drivers do not make any additional pickup stops during transit and will not leave the truck unattended at any time. Prior to transporting documents, both PUHSD and Konica Minolta will review and sign-off on the final manifest. Both PUHSD and Konica Minolta will retain a physical copy of the signed manifest. This manifest will be reviewed upon arrival at the Konica Minolta processing center to ensure all contents are accounted for. Each document container is then logged into the Konica Minolta batch/container management system for tracking throughout the capture and return process.

## Processing Center Receipt and Tracking

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Storage at our facility will include secure, climate-controlled box storage in our controlled and monitored staging area as well as controlled access in our production area during the scanning and data entry processes.

The procedures for storage at the Konica Minolta processing center during the production life-cycle include specified chain-of-custody processes that involve employee sign-offs for the acceptance and transfer of the records, and control of the records and data during the entire conversion process to ensure that no data or documents are copied or disclosed for any reason other than the communication of technical details or staff questions during the conversion process.

## Destruction Services

Depending on the specific needs of the PUHSD, there are three methods used for destruction:

- **In-house shredding** – For small batches, Konica Minolta staff perform shredding tasks using a shredder with a security rating of P-4, exceeding the requirements for HIPAA.
- **In-house third-party shredding** – For large destruction engagements, typically following a backfile capture, Konica Minolta contracts with a partner with high-capacity mobile destruction capability. The partner’s shred trucks perform the destruction on-site at the Konica Minolta BPO processing center.
- **External third-party shredding** – Under certain conditions, Konica Minolta transports high-volume destruction work to our partner’s facility for destruction.

All shredded documents are recycled. A destruction certificate, listing all boxes destroyed, is sent to PUHSD upon completion of shredding.

Packing, Transportation and Destruction Pricing*	Estimated Cost
<p><b><u>White-glove packing service, includes:</u></b></p> <p>Packing Services - KMBS prepares all PUHSD files for transportation to the scanning facility by packing records into Bankers boxes, labeling the outside of each box with beginning and ending ranges, creating a detailed shipping manifest, and loads boxes into KMBS truck, estimated cost of \$150.</p> <p>Supplies and Transportation - KMBS provides all packing supplies including Bankers boxes and transports approximately 58 boxes (1 trip) to the scanning facility, estimated cost of \$588.</p>	<b>\$738</b>
<p><b><u>KMBS Return Box Transportation</u></b> – Cost to return 58 boxes to PUHSD upon project completion (cost per trip).</p>	<b>\$530</b>

## Post Delivery Data Purge

All customer data is purged from Konica Minolta servers, including the SFTP site, 60-days following the successful delivery of digitized content. As a result, it is imperative that any delivery issues be addressed prior to the data purge.

Client Initials Acknowledging Data Purge Timing: \_\_\_\_\_

## Security

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From building security to redundant data backup, Konica Minolta understands the importance of security as it relates to data and documents. A plethora of security practices and procedures are in place at Konica Minolta to ensure data and documents are secure during the capture process.

Facility security is at the forefront of every customer's mind. Rest assured, from secure-card building to secure-card door entry to operations, Konica Minolta has the necessary security to ensure documents are protected at every phase of capture processing.

Video surveillance provides round-the-clock, digitally captured recordings of all office entrances and exits as well as the operations area. Moreover, no technology devices are permitted in the operations area (e.g., cell phones, USB devices, etc.). Additionally, the data center is firewalled within the operations area. No web hosting or FTP services are provided through Konica Minolta servers.

Konica Minolta provides a fault-over capability for all client data by taking a snapshot every 15 minutes of the main server. As a further protection against a technical failure, Konica Minolta retains all paper documents on-site until all quality assurance steps are completed and the source documents are no longer required. Finally, the server is backed up weekly and the resulting backup is stored off-site.

Serving customers in the government, education, medical, financial, and legal communities, certain standards must be followed. Every Konica Minolta employee signs a confidentiality agreement, acknowledging the proprietary nature of the information being processed and documenting the legal repercussions for failing to comply with this policy.

## Change Control Process

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Konica Minolta realizes that from time to time, certain job specifications may need to change. To accommodate project change and facilitate communication of the changes, Konica Minolta utilizes a Change Control Process (document attached). This process allows for any changes to project specifications in a controlled and managed environment. The document outlines any impact on project cost, resources, timelines, etc. and is signed by PUHSD and Konica Minolta representatives.

Scanned content will be delivered in a format to support the document management software ingestion requirements.

## Project Specifications - General

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The processes listed below will be utilized for all projects under this Proposal, subject to PUHSD and Konica Minolta approval or adjustment. The project scope-of-work will be agreed upon during the Kickoff meeting.

- There will be one person at PUHSD and one person at Konica Minolta who will be responsible for the logistics and transportation of the documents.
- Shipping will be billed as incurred.
- Konica Minolta will scan the documents at 300 DPI.
- All documents will be captured in black and white.
- Auto-Rotation will be applied to all images. This automated page orientation function will attempt to orient the page based on text detected. Auto-Rotation does not guarantee a 100% correct orientation of every page scanned.
- All data and images will be thoroughly tested via software to ensure all the images associated with the database are viable and uncorrupted.
- Destination document repository:
  - PowerSchool
  - Delivery specifications are to be provided from PUHSD and accepted by KMBS.
  - Current assumptions are that data will be delivered as either Image-Only multi-page PDFs.
- All data deliveries will be made via Secure FTP (SFTP) unless specified otherwise in this Proposal.
- For projects that have double-sided (duplex) pages, Konica Minolta will apply our proprietary auto-assisted manual blank page review, Blank Page Eradicator (BPE). Most vendors use a method referred to as auto drop-out to delete suspected blanks. The typical threshold used is 2,500 bytes.

We have found content, such as signature pages or fax headers/footers that are less than 850 bytes. Using a 2,500-byte threshold would cause the loss of vital data. Using a threshold of less than 850 bytes would result in the delivery, and payment for, blank pages.

Konica Minolta uses BPE to ensure only blanks are deleted and that no content is lost. This process also ensures that pages with “bleed-through” that would have survived a 2,500-byte drop-out are deleted.
- Konica Minolta performs a proprietary post-process review that identifies and corrects possible “piggy-back” documents. Piggy-back documents occur when a barcode slip sheet is not detected by the scanner resulting in two files being combined. This condition effectively loses the second document, making it almost impossible to find post-scan.
- Konica Minolta provides a scan-on-demand service to provide access to documents while they are in the capture process.

Konica Minolta provides a secure, hosted repository for access to images/data during document processing and prior to ingestion into the document management system.

User IDs will be issued based on the instructions provided by the customer’s project team leaders. Documents will be accessible within two (2) business hours of the request, or, upon special arrangement between the Konica Minolta project manager and the customer’s project manager, if access is required outside of normal business hours, Monday through Friday from 8:00 a.m. to 5:00 p.m. PST.

Requests in excess of four-per day are subject to a charge of \$35 each, at the discretion of the Konica Minolta Project Manager. After-hours retrieval will be charged at a rate of \$150 per request.

- Konica Minolta has a robust IIM software and SharePoint professional services practice and has resources available to engage with PUHSD to provide services associated with the ingestion of the images into their IIM software or SharePoint. These services are billable at the then current Professional Services rates.

## Project Specification – Active Personnel Files

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The project specifications listed below will be reviewed and agreed upon during a document review.

- The files contain a combination of single-sided (simplex) and double-sided (duplex) pages. For purposes of this Proposal, it is assumed that the percent is 20% duplex.
- Document preparation will consist of unfastening pages from folder prongs, removal of staples, taping-up of post-it notes on separate sheets, application of bar-coded slip sheets, and the extraction and recording of index values.
- **IMPORTANT:** The employee file folders will include either 1 or 2 dividers tabs within the folder. Depending on if there are either 1 or 2 divider tabs, KMBS will create either 4 or 6 document types as described below.
- The files will be unitized at the document level, creating a single document for each tabbed section within an employee folder.
- It is estimated that there is an estimated average of 143 pages per Active employee folder.
- Employee folders with 1 divider tab will have 4 sections and broken out into 4 document types as follows:
  - Tab 1 - New Hire Onboarding
  - Tab 2 - Evaluations
  - Tab 3 - Miscellaneous
  - Tab 4 - Employment Status Changes
- Employee file folders will have 2 divider tabs and broken out into 6 document types as follows:
  - Tab 1 - New Hire Onboarding
  - Tab 2 - Credential Information
  - Tab 3 - Evaluations/Observations
  - Tab 4 - Transcripts
  - Tab 5 - Miscellaneous
  - Tab 6 - Employment Status Changes
- It is estimated that there is an approximate average of 29 pages per document type.
- **IMPORTANT:** If any of the above-listed document types are not identified within the employee folder, KMBS will include a scanned page that states “No pages included for this document type.”
- The files contain primarily 8½”X11” pages but may contain 8½”X14” pages.
- The documents will be indexed on 4 values, as follows:
  - Employee Last Name, First Name, MI or MN, if present (Found on folder tab)
  - Employee ID Number (Found on folder tab)
  - Hire Date (Found on folder tab)
  - Document Type (one of the eight types listed above)
- PUHSD will provide a data file containing data elements (Employee ID, Employee Name and Hire Date) for the match and merge indexing process.
- The files contain a mixture of black and white (bitonal) and color pages. Color items will be captured as black and white.

## Key Dates (To Be Confirmed)

The key dates listed below are preliminary, and mutually agreed upon by PUHSD and Konica Minolta. These dates are subject to change, but any changes would be discussed, reviewed, and approved by Konica Minolta and PUHSD.

Description	Target Date
Contract Execution	08/25/2022
Purchase Order Delivery (if necessary)	08/25/2022
Project Kickoff Call/Meeting	9/1/2022
Pack/Ship	9/8/2022
Initial Delivery, Review and Customer Sign-off	9/23/2022
Final Delivery	11/30/2022

Upon execution of this Proposal and a Purchase Order (if necessary) has been received, the digital conversion process identified above will be initiated with development of an initial project plan and schedule. This should take one to two weeks, and be cooperatively developed with PUHSD as a part of the project initiation phase, depending on resource availability. It is very important for both organizations to understand that starts and stops during the Implementation Process are very costly. Working together to develop a workable plan that will ensure a smooth process is critical to the overall success of the project.



# Proposal Acceptance

## Document Conversion Process and Methodology

The attached Document Conversion Process and Methodology document describes the general processes and procedures employed at the Konica Minolta BPO processing center. Some or all of the processes will be applied to PUHSD's projects, as described in this Proposal.

### Proposal Acceptance Period

This Proposal, and the pricing contained herein, is valid for a period of 30 days from the date stated on the cover page,

### Controlling Document

This Proposal is subject to the terms and conditions contained in the attached Scanning Services Agreement.

### Acceptance

I have read and understand the terms and conditions set forth in this Proposal. As a duly authorized representative of PUHSD, I hereby accept this Proposal on behalf of PUHSD.

I further understand that this Proposal and the governing Scanning Services Agreement constitute the complete and exclusive statement of the agreement between the parties related to the subject matter contained herein, and all prior agreements for these services verbal or written are superseded. Any changes to the scope of work specifications following signature of this agreement are subject to the Change Control Process.

### Selections

Please check below product/service to be acquired:

Yes	No	Product and/or Service
		<b>Backfile Scanning Services:</b> PUHSD Active Personnel files with an estimated page total of 183,601 pages with an estimated total project cost of <b>\$19,488</b> .
		<b>Optional scanning service - OCR Processing</b> for full-text search is charged at .5¢ an image at an estimated additional charge of <b>\$918</b> .
		<b>White-Glove Packing &amp; Pickup Transportation:</b> KMBS will provide all packing supplies to box Personnel files, label boxes, create a detailed shipping manifest, load boxes into truck, and transport boxes to the KMBS scanning facility (1 trip) based on approximately 58 Bankers boxes, at an estimated cost of <b>\$738</b> .
		<b>Regular KMBS Box Transportation for return:</b> The transportation cost to return approximately 58 boxes to PUHSD upon project completion (per trip) <b>\$530</b> .

Please check below any additional services that you would like Konica Minolta to provide with respect to this project:

Master Archival CDs

- CD copies (See Disaster Recovery section, above.)
- Annual disaster recovery storage at KONICA MINOLTA facility (See Disaster Recovery section, above.)
- Box Disposition (Check the option below)
  - Return documents to Customer
  - Store for 30-days following data delivery then, in the absence of a request to hold, destroy
  - Extended Storage (\_\_\_\_\_ Days)

## Signatures

AGREED AND ACCEPTED by an authorized representative of each party.

### Perris Union High School District Approval

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Title	Approver	Signature	Date Signed
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### Konica Minolta Business Solutions U.S.A., Inc. Approval

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Title	Approver	Signature	Date Signed
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Title	Approver	Signature	Date Signed
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## **Appendix A: Attachment List**

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Document Conversion Process and Methodology

Konica Minolta Change Control Process Document Sample

Konica Minolta Scanning Services Agreement (SSA)

# Appendix B: Document Conversion Process & Methodology

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Konica Minolta Business Processing Outsourcing Processing (BPO) Centers are located in Chatsworth, CA, Lexington, KY and Warwick, RI. These processing centers are capable of capturing over eight million images per month. Best practices and quality assurance processes are built into all BPO processes. The National Director has served as Chairman of the Board of the Association for Intelligent Information Management (AIIM), with a focus on BPO quality and best practices. AIIM is an international association focused on IIM and BPO, with over 60,000 members. These quality processes and BPO best practices are deeply ingrained in the Konica Minolta BPO business.

## Project Methodology

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Konica Minolta follows a Project Implementation Methodology (PIM) based on lean principles. The PIM provides a framework for a repeatable and continually improving process for delivering high-quality services to our customers.

The PIM provides a common language for the project team and includes best practices and process guides to leverage the experience gained from past projects. It takes into consideration resource and time constraints by utilizing templates, tools, sample project plans, and intellectual capital.

Working with Konica Minolta project managers, customers' team members collaboratively finalize a mutually acceptable project schedule. The schedule outlines tasks and timelines detailing every facet of the project from document pickup and delivery to periodic batch turnaround times.

Roles and responsibilities, a communication plan, and issue tracking and resolution procedures will be finalized during a project kick-off meeting.

## Project Initiation and Planning

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Upon the initiation of a project, a Project Initiation Meeting is scheduled between the customer and Konica Minolta. The Project Initiation Meeting will include Processing Center and customer key project team members.

The agenda for this meeting includes evaluating project requirements, determining project timelines, confirming responsibilities of key individuals, establishing designated customer contacts, discussing quality assurance procedures and outlining delivery and pickup schedules. Additionally, overall document preparation and indexing requirements will be discussed.

A resulting project specification document will be created documenting project requirements. This document will include detailed steps related to document pickup and delivery, document preparation activities, including specific knowledge/decision making requirements, indexing, scanning, output, delivery of metadata and digital images, and final box disposition. The Processing Center staff and the customer will work through an iterative process to fine-tune the project specifications until it accurately reflects the procedures required to properly transform the paper documents to digital format.

## Document Pickup and Delivery

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Konica Minolta understands the importance of maintaining an iron-clad chain-of-custody with respect to the customer's records.

Konica Minolta is able to provide full service, including packaging, manifesting and shipping documents. Alternatively, customers are able to perform these tasks with clear guidance and tools provided by Konica Minolta. Boxes will be delivered to the Processing Center for processing. A receipt for delivery and pickup will be signed by both a Processing Center and customer authorized contact.

Konica Minolta recommends the use of manifests to support the chain-of-custody as well as document requests throughout the capture process. Konica Minolta provides tools that will support either a detailed or summary manifesting process.

The boxes will be logged in a tracking system when unloaded at Konica Minolta's facility and physically "checked off" on the courier form to ensure receipt. The contents of the box will be reconciled against the enclosed manifest during processing. If there are any anomalies in either the courier form or the manifest, the responsible customer representative will be contacted immediately to correct or reconcile the issue.

Each stage of the transformation from paper to digital format is tracked and managed through a combination of project management tools and Operations personnel and management. Boxes are systematically labeled to track their status and the next step in the process. The tracking system is constantly updated to provide an audit trail and record the flow and status of the documents.

In order to ensure the project is delivered on time, a project plan and timeline will be created and maintained. The project plan and timeline will become the reporting mechanism for regularly scheduled project status reports and meetings.

## Document Preparation

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Document preparation includes creation and application of bar-code break sheets, staple removal, document separation, organization, taping of torn documents and photocopying of poor originals, if necessary.

The document preparation staff will apply a break (cover) sheet to each document as required for each project. The bar-coded sheets provide an automated method of populating the index fields during document scanning. The cover sheet can also be manually populated with index values. In the past, Konica Minolta has been able to use a combination of automated bar code indexing and manual document index identification for various projects.

Often it is determined that Konica Minolta can receive electronic files from customers with metadata associated with the documents to be scanned. In these cases, the majority of metadata is provided in electronic form by the customer and Konica Minolta produces barcode slip sheets with this metadata.

This process provides two benefits: (1) It provides 100 percent accuracy on document indexing and; (2) It provides a tool for identifying any missing files or files for which there is no associated data. Any exceptions identified are brought to the attention of the customer's team member

responsible for the project for reconciliation and correction. This process is finalized during the project kick off meeting.

In the event that large format items are included in a project (e.g., blueprints, design drawings, etc., which exceed 11”X17”), Konica Minolta is uniquely qualified to capture these documents and integrate the items in the same order in which they were found in the source document of folder. Some vendors scan these items as separate documents, while other vendors group all large format items at the end of a document. Either option creates chaos as pages of content are delivered in an out-of-order sequence.

Konica Minolta utilizes internally developed processes and software to guarantee large format items are captured in the original file order within the collection. After completion of the document preparation, the boxes are moved to the scanning area.

## Scan, Index and Verify

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Quality is implemented throughout every stage of the document conversion process. Each project is examined on the front-end and configured to the specifications that will ensure the best quality image. The scan process incorporates personnel skills, technology configuration and a consistent process. Scan operators have years of experience and are skilled with hand-eye coordination, to view every image as it is scanned, while also ensuring it is fed through the scanning equipment properly. The equipment is configured to detect double feeds, preventing “piggy-backs”. The equipment goes through periodic maintenance processes throughout the day, including cleaning and calibration, to ensure optimal performance.

Each scan operator is trained on the specifications of each project and the expected end-results. The scan operator reviews each image. If the image is difficult to read, a visual inspection is conducted using the source document and adjustments are made to the scanning software to produce a quality scanned image. If automated indexing is performed (through barcodes) during the scanning process, the scan operator verifies and validates upon scan the appropriate values are being populated

Upon completion of scanning, the project will enter the manual indexing stage, if required. Konica Minolta will manually index documents; double-keying any key fields as designated by the customer, and will enter additional indexes as defined in the project. Double blind key indexing is a process whereby an index is entered a second time by a separate operator to validate accuracy. This process assures 99.95 percent accuracy, at the character level, of the indexing. The use of the barcode cover sheets provides significant savings and an even higher level of quality.

Konica Minolta can provide automatic indexing through the use of external database sources utilizing a match and merge process. This process provides additional indexing for minimal cost, will produce high quality indexing results, and will provide additional search criteria for the end user retrieval application.

Konica Minolta has the capability to perform verification checks against data sources provided by the customer to ensure 100 percent accuracy of key fields.

Indexing of each of all content types is determined at the onset of the project. Manual, zonal OCR and blind key verification, along with the use of bar codes when feasible are employed for

the highest level of quality available. The indexing operator and QA staff will verify and validate that the appropriate values are being populated.

Once the indexing has been reviewed and determined to be accurate, the project is transitioned to the post-processing step.

## Post-Processing

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Images are post-processed in order to de-skew and remove black borders. Konica Minolta can optionally remove other predictable defects, such as hole-punches.

Once the post-processing has been completed, the project is transitioned to the Quality Assurance process for final review and verification.

## Quality Assurance – Blank page detection

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An internally developed, manual-assisted automated Blank Page Eradicator (BPE) technology is utilized to identify true blank pages for deletion, ensuring blank pages are eliminated from the collection and pages that actually contain content are not arbitrarily deleted. Other BPO processors rely on file size thresholds to delete suspected blanks. The threshold is typically 2,500 bytes. Konica Minolta has found signature pages as small as 850 bytes. By deploying our proprietary BPE process, we ensure our customers never lose vital data due to arbitrary criteria.

Konica Minolta executes a proprietary quality assurance process, developed internally by Konica Minolta technical staff. This process will run against the production data prior to image delivery. The purpose of the quality assurance step is to ensure there is an image for every database entry. Likewise, this step will verify there is a database entry for every image. Furthermore, this process will electronically open every image in the delivery to ensure (1) the image can be opened and (2) the image is not corrupt.

Finally, this quality assurance process will check for embedded break sheets validating there are no “piggy-back” documents in the queue prior to image publication and delivery. A piggy-back condition is created when a break sheet is not properly identified by the scanner and one document becomes the end of the prior document, making that document irretrievable by end-users. Most vendors do not have a means to identify and eliminate this condition. A page-by-page review is conducted by a QA operator. The operator is able to rescan poor images during this final step.

Once quality assurance tasks are completed, the batch is staged for output and delivery.

## Output and Data Delivery

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After quality assurance is completed, images will be delivered to the specifications defined by the customer in conjunction with Konica Minolta. Any exceptions reported during transmission will be identified, reconciled and either corrected or reported to the appropriate customer representative for resolution. A designated representative will receive notification emails and electronic deliveries are completed. Optionally, they can get confirmation of a successful load into their document retrieval software. This requires that the software supports auto-notifications.

The customer will then carry out any designated internal quality assurance within thirty (30) calendar days. Upon completion of any customer designated internal quality assurance, the customer will either certify the work as conforming to quality standards agreed to at the inception of the project, or report any problems found during the internal quality assurance process. If Konica Minolta is not notified of acceptability of the work delivered, the work delivered will be deemed “accepted” after thirty (30) calendar days.

## Post Delivery Data Purge

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All customer data is purged from Konica Minolta servers 60-days following the successful delivery of digitized content. As a result, it is imperative that any delivery issues be addressed prior to the data purge.

## Box Disposition/Delivery

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Documents are not typically reconstructed to their original state, unless this has been stipulated for the project. Instead, Konica Minolta prepped bundles, along with file folders, will be placed back in the corresponding boxes in which the collection was received. Completed boxes are either returned to the customer, stored for 30-days and destroyed, or placed into extended storage, at the instruction of the customer.

## Destruction Services

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Depending on the specific needs of the customer, there are three methods used for destruction:

- **In-house shredding** – For small batches, Konica Minolta staff perform shredding tasks using a shredder with a security rating of P-4, exceeding the requirements for HIPAA.
- **In-house third-party shredding** – For large destruction engagements, typically following a backfile capture, Konica Minolta contracts with a partner with high-capacity mobile destruction capability. The partner’s shred trucks perform the destruction on-site at the Konica Minolta BPO processing center.
- **External third-party shredding** – Under certain conditions, Konica Minolta transports high-volume destruction work to our partner’s facility for destruction.

All shredded documents are recycled. A destruction certificate, listing all boxes destroyed, is sent to the customer upon completion of shredding.

## Exception Process/Issue Resolution

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In the event of exceptions, the Konica Minolta Project Manager will contact the customer’s Project Manager and determine a mutually agreeable means to overcome the exception. Any process change stemming from an exception process will be documented via email with a request for confirmation from the customer’s Project Manager. Any changes will be added to the customer’s processing manual to ensure consistency through the project and, in many cases, supported by a signed Change Control.



## Document Access – Scan on Demand Service

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Konica Minolta will provide a secure, hosted repository for access to images/data during document processing and prior to ingestion into the document management system. User IDs will be issued based on the instructions provided by the customer's project team leaders.

Documents will be accessible within two (2) business hours of the request, or, upon special arrangement between the Konica Minolta project manager and the customer's project manager, if access is required outside of normal business hours, Monday through Friday from 8:00 a.m. to 5:00 p.m. PST. If daily document access exceeds four requests, Konica Minolta reserves the right to charge \$35/hour for additional requests.

# Appendix C: Konica Minolta Change Control Process Document Sample

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## CHANGE CONTROL

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<b>Title:</b>		<b>Project:</b>	
<b>Date:</b>			
<b>Author:</b>		<b>Organization:</b>	
<b>Originator:</b>		<b>Organization:</b>	

Proposed Change Description:

Justification:

Affected Requirements:

Impact on Cost:

Impact on Schedule:

Impact on Resources:

Travel:

Detailed Review Results:

Approved	Defer Until:	Declined
Y/N	Date:	Y/N
Reasons/Comments:		
Payment Terms:		

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FINAL APPROVALS (Signature Block is Provided Here)

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## Appendix D: Scanning Services Agreement

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This Scanning Services Agreement ("Agreement") is made and entered into this \_\_\_ day of June, 2022 ("Effective Date") by and between PUHSD, located at 155 E. 4th Street, Perris, CA 92570 ("CLIENT"), and Konica Minolta Business Solutions U.S.A., Inc., located at 100 Williams Drive, Ramsey, New Jersey 07446 ("CONTRACTOR").

WITNESSETH

**WHEREAS**, CLIENT desires to engage Contractor to provide the document services specified herein as an independent contractor and in accordance with the terms and conditions set forth in this Agreement; and

**WHEREAS**, CONTRACTOR desires to provide the document services specified herein to CLIENT as an independent contractor and in accordance with the terms and conditions set forth in this Agreement;

**NOW, THEREFORE**, in consideration of the promises and mutual covenants hereinafter contained and other good and valuable consideration, the sufficiency of which is hereby acknowledged, the parties hereby agree as follows:

**1. SCOPE OF DUTIES.**

- (a) CONTRACTOR shall provide the services set forth in each proposal issued by CONTRACTOR ("Proposal"), which may be attached hereto or, if not attached, shall be treated as an addendum to this Agreement when fully executed by the parties. To the extent there are any discrepancies or inconsistencies in the terms of this Agreement and a Proposal, the terms of this Agreement shall prevail.
- (b) To the extent CONTRACTOR provides scanning services, CLIENT certifies that CLIENT is authorized by the owner of the documents and data included in the Proposal to deliver the documents and data to CONTRACTOR to be duplicated and captured electronically. CLIENT further certifies that copying and electronically capturing these documents will not violate any copyrights.
- (c) CLIENT Contact Person is: Kirk Skorpanich
- (d) CONTRACTOR and CLIENT may hereafter mutually agree to include additional Statements of Work as Change Controls referencing the original Proposal and this Agreement. Such additional Change Controls shall not be valid unless in writing signed by both parties. Any valid Change Control shall be incorporated herein by this reference and included in the definition of Proposal and Contract Documents, as such terms are used herein.
- (e) In the event that CONTRACTOR is requested or required to perform services beyond those which are specifically set forth in the Proposal or a Change Control, any such additional services and a compensation schedule for such services shall be mutually agreed upon in advance by a written Change Control between the parties, specifying the amended scope of work, project specifications, delivery dates, and the impact on compensation. Said mutually agreed upon Change Control shall be an amendment to the applicable Proposal and this Agreement. If the parties are unable to agree on the

terms of a Change Control, then the parties may agree to complete the project according to the original Proposal or Change Control.

**2. WORK STANDARDS.** CONTRACTOR shall perform the services in a professional and workmanlike manner in accordance with generally accepted industry standards and in material compliance with the original Proposal and each subsequent Change Control executed by the parties. THIS SECTION 2 SETS FORTH THE ONLY WARRANTIES MADE BY CONTRACTOR. CONTRACTOR HEREBY DISCLAIMS ALL OTHER WARRANTIES OR CONDITIONS, EXPRESS OR IMPLIED, STATUTORY OR OTHERWISE, INCLUDING, BUT NOT LIMITED TO, THE WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE.

**3. TERM AND TERMINATION.** (a) The term of this Agreement shall commence on the Effective Date and terminate on the date that Contractor receives payment in full for all outstanding Statements of Work contained in Attachment A. (b) Either party may terminate this Agreement for cause if the other party fails to cure a material breach of this Agreement within ten (10) days following receipt of written notice which details the nature of the breach. (c) Either party may also terminate this Agreement without cause upon thirty (30) days written notice to the other party. (d) If this Agreement is terminated by either party without cause, CLIENT shall pay CONTRACTOR for all work completed or otherwise performed up to the date of termination; CLIENT shall be relieved of any further obligations or liabilities to CONTRACTOR, financial and otherwise; and CONTRACTOR shall promptly deliver to CLIENT any deliverable or CLIENT documents in its possession.

**4. COMPENSATION.** In consideration of the performance of the terms of this Agreement, CLIENT shall pay to CONTRACTOR, and CONTRACTOR shall accept from CLIENT, in full payment for CONTRACTOR's services hereunder the fees set forth in the Proposal and any associated Change Controls. CONTRACTOR shall invoice CLIENT monthly. Payment shall be due Net 30 Days from the date of each invoice. Any additional fees shall be mutually agreed upon prior to CONTRACTOR's performing additional services.

**5. CONFIDENTIALITY; INDEMNIFICATION.**

(a) CONTRACTOR recognizes that it will have access to confidential information of CLIENT as a result of its performance of the services hereunder and agrees to take commercially reasonable precaution to safeguard and treat the information as confidential and to take appropriate action by instruction, agreement and notice to its employees of the confidential and proprietary nature of the information provided. CONTRACTOR shall not use or disclose, directly or indirectly, any of the information which it receives from CLIENT other than as required to perform its obligations hereunder.

(b) CONTRACTOR agrees to abide by all applicable state and federal laws regarding the security of the information it receives from CLIENT. CONTRACTOR agrees to indemnify, defend, and hold harmless CLIENT from and against any third party claims, causes of action, damages, costs, expenses or liabilities (including reasonable attorneys' fees) arising from CONTRACTOR'S disclosure of CLIENT'S employee personal information as a result of CONTRACTOR'S negligence or willful misconduct.

(c) The above confidentiality provisions and indemnification obligations shall not apply to any information or liability arising from disclosure of information that:

- (i) is or (through no improper action or inaction by CONTRACTOR) becomes generally known to the public;
- (ii) was properly in CONTRACTOR's possession or known by it without restriction prior to receipt from CLIENT;
- (iii) was rightfully disclosed to CONTRACTOR by a third party without restriction;
- (iv) was developed by CONTRACTOR independently and without the use of CLIENT's confidential information; or
- (v) is required to be disclosed by court order or operation of law; provided, that CONTRACTOR shall immediately notify CLIENT of such required disclosure to enable CLIENT to contest such disclosure, in which event CONTRACTOR shall take reasonable steps to cooperate with CLIENT to limit such disclosure in accordance with applicable law.

**6. NON-DISCRIMINATION.** CONTRACTOR represents and warrants that it complies with all applicable federal and state laws and regulations governing employment relationships with its employees and subcontractors, including, but not limited to, equal employment and nondiscrimination, affirmative action, sexual harassment, equal pay, accommodation of disabilities, family and medical leave and workplace safety.

**7. LIMITATION OF LIABILITY.** (A) NEITHER PARTY SHALL BE LIABLE TO THE OTHER FOR ANY INDIRECT, INCIDENTAL, SPECIAL, PUNITIVE, EXEMPLARY, OR CONSEQUENTIAL DAMAGES (INCLUDING, WITHOUT LIMITATION, DAMAGES FOR INTERRUPTION OF SERVICES, LOSS OF BUSINESS, LOSS OF PROFITS, LOSS OF REVENUE, LOSS OF DATA, OR LOSS OR INCREASED EXPENSE OF USE), WHETHER IN AN ACTION IN CONTRACT, WARRANTY, TORT (INCLUDING, WITHOUT LIMITATION, NEGLIGENCE), OR STRICT LIABILITY, EVEN IF THE PARTIES HAVE BEEN ADVISED OF THE POSSIBILITY OF SUCH LIABILITIES. CONTRACTOR SHALL NOT BE RESPONSIBLE FOR PROBLEMS THAT OCCUR AS A RESULT OF THE USE OF ANY THIRD-PARTY SOFTWARE OR HARDWARE OR THIRD PARTY PERSONNEL. (B) EXCEPT FOR GROSS NEGLIGENCE OR WILLFUL MISCONDUCT, CONTRACTOR'S TOTAL LIABILITY TO CLIENT ARISING OUT OF SERVICES PERFORMED UNDER THIS AGREEMENT OR ANY STATEMENT OF WORK ISSUED HEREUNDER, REGARDLESS OF THE LEGAL THEORY UPON WHICH SUCH LIABILITY MAY BE BASED, SHALL NOT EXCEED IN THE AGGREGATE THE TOTAL PAYMENTS MADE BY CLIENT TO CONTRACTOR FOR THE SERVICES IN QUESTION IN THE TWELVE (12) MONTH PERIOD IMMEDIATELY PRECEDING THE FIRST OCCURRENCE OF THE EVENT GIVING RISE TO SUCH LIABILITY.

**8. WAIVER.** The failure of either party at any time to require performance by the other party of any provision expressed herein shall in no way affect such party's right thereafter to enforce such provision; nor shall the waiver by either party of any breach of any provision expressed herein be taken or held to be a waiver of any succeeding breach of any such provision or as a waiver of the provision itself.

9. **INDEPENDENT CONTRACTOR.** The parties hereto are independent contractors and nothing contained in this Agreement shall be construed to place them in the relationship of partners, principal and agent, employer/employee or joint venture.

10. **ASSIGNMENT.** This Agreement may not be assigned by either party without the prior written consent of the other party, which consent shall not be unreasonably withheld or delayed. No consent shall be required where an assignment is made (i) pursuant to a merger or change of control or (ii) to an assignee of all or substantially all of the party's assets. Any purported assignment in violation of this section shall be void.

11. **NOTICE.** All notices, requests, and consents required to be made or given hereunder shall be given in writing, registered mail (return receipt requested), and addressed:

If to CLIENT:                   Perris Union High School District  
  Attn.: Kirk Skorpanich  
  155 E. 4th Street  
  Perris, CA 92570

If to CONTRACTOR:       Konica Minolta Business Solutions U.S.A., Inc.  
  Attn: Paul Engel  
  2464 Fortune Drive, Ste. 180  
  Lexington, KY 40509

12. **FORCE MAJEURE.** Neither party shall be liable to the other for any delay or failure to perform any obligation under this Agreement or any Change Controls (except for a failure to pay fees) if the delay or failure is due to unforeseen events which are beyond the reasonable control of such party, such as strikes, blockade, war, terrorism, riots, fire, floods, earthquakes or other natural disasters and power outages, insofar as such an event prevents or delays the affected party from fulfilling its obligations, such party is not able to prevent or remove the force majeure at reasonable cost, and such party resumes performance hereunder as soon as possible.

13. **APPLICABLE LAW.** The parties agree that this Agreement shall be construed in accordance with and governed by the laws of the Commonwealth of Kentucky and the parties consent to the jurisdiction and venue of the state and federal courts of the Commonwealth of Kentucky.

14. **INTEGRATION.** This Agreement (and all attachments) embodies and constitutes the entire understanding between the parties with respect to the transactions contemplated herein, and all prior agreements, understandings, representations and statements, whether oral or written, are merged into this agreement. Neither this Agreement nor any provisions hereof may be modified or amended unless in an instrument signed by both CONTRACTOR and an authorized representative of CLIENT.

IN WITNESS WHEREOF, the parties, through their duly authorized representatives, have hereunto executed this Agreement as of the Effective Date provided above.

## Perris Union High School District Approval

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Title

Approver

Signature

Date Signed

## Konica Minolta Approval

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Title

Approver

Signature

Date Signed