



City of Fort Lauderdale
Procurement Services Division
100 N Andrews Ave # 619
Fort Lauderdale, FL 33301

RE: RFP 575-11786 Conversion Services

November 2, 2016

Please add the following Cost Proposal Change to our original bid. This updated page represents the current pricing proposal and replaces our original page.

We have also added a section with regards to our Clearance of Personnel, background checks, etc.

Regards,

A handwritten signature in black ink, appearing to read "Jack Cord", written over the word "Regards,".

Jack Cord
Image One Corporation
6202 Benjamin Road
Tampa, FL 33634
(813) 888 8288 x 264
jcord@image-1.com

SECTION VI - COST PROPOSAL PAGE - REVISED

Proposer Name: Image One

Proposer agrees to supply the services at the prices bid below in accordance with the terms, conditions and specifications contained in this RFP.

Cost to the City: Contractor must quote firm, fixed, costs for all services identified in this request for proposal. These firm fixed costs for the project include any costs for travel and miscellaneous expenses. No other costs will be accepted.

PRICING FOR SCANNING/IMAGING SERVICES:

Pricing for scanning/imaging must include prepping and indexing of up to 30 characters. For indexing above 30 characters, provide per character cost below.

TRANSPORTATION COSTS

Proposers must include any transportation costs in the unit price per image.

#	Item Description	Estimated Quantity	Unit Price	Total Price
1	Unit cost/per scanned image, letter and legal sized documents, up to 11" x 17"	8,089,900	\$.094	\$760,450.60
2	Unit cost/per scanned image, for E size shop drawings.	1,096,700	\$.575	\$630,602.50
3	Unit cost/per scanned image, of 35mm building plans including drawings, permits, letter, etc. 100 rolls of microfilm required to be converted to scanned images (average of 1100 images per roll).	110,500	\$.025	\$2,762.50
4	Unit cost/per scanned image, of 16mm rolls, 2923 rolls of microfilm required to be converted to scanned images (average 2000 images per roll).	5,846,100	\$.0125	\$73,076.25
5	Destruction documents after scanning and review of scanned images by the City is complete. Unit price per pound	30,000	\$.10	\$3,000.00
6	Cost per character for indexing above 30 characters	100	.005	\$.50
6	Grand Total			\$1,469,892.35

Submitted by:

Jack Cord

Name (printed)
November 2, 2016

Date



Signature
Business Process Sales

Title

ADDENDUM NO. 1

RFP No. 575-11786

TITLE: Scanning, Indexing, Imaging and Media Conversion Services

ISSUED: October 31, 2016

This addendum is being issued to make the following change(s):

1. Section 2.16.6 has been added to Minimum Qualifications as follows:

2.16.6 This RFP is for City-wide scanning services, and will include City Departments that possess data ranging from restricted, private, and public. Since the handling of this data in certain instances could contain Health Insurance Portability and Accountability Act (HIPAA), Payment Card Industry (PCI) and Classified Law Enforcement data, certain background clearances will be necessary for these data classes, and handled by those who are familiar with safeguarding the collection, storage and destruction of the data.

The contractor or subcontractor and facility that will be handling data classified as restricted and private data classes when applicable will require the following additional requirements:

- PCI Data- Background Checks and an understanding of Payment Card Industry Data Security Standards (PCI-DSS)
- Restricted Police Data- Security levels to provide National Institute of Standards and Technology (NIST) and Department of Justice (DOJ) classified conversion. Scanning is preferable onsite, if offsite must meet Criminal Justice Information Services (CJIS) compliance standards of physical security and appropriate staff clearances for the handling, processing, and destruction of data.

Prospective vendors must be able to furnish documentation that staff has appropriate background clearances and appropriate physical and logical security to handle classified data classes. This documentation shall be included in the proposal submittal.

2. Section VI - Cost Proposal Page has been revised. Proposers shall use the revised page included with this addendum.

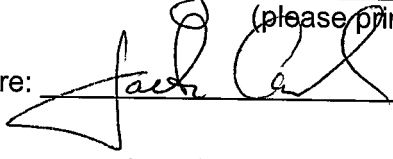
3. The bid end date has been changed to Thursday, November 10, 2016.

All other terms, conditions, and specifications remain unchanged.

AnnDebra Diaz, CPPB
Senior Procurement Specialist

Company Name: IMAGE ONE

(please print)

Bidder's Signature: 

Date: 11.2.16

BID/PROPOSAL CERTIFICATION

Please Note: If responding to this solicitation through BidSync, the electronic version of the bid response will prevail, unless a paper version is clearly marked by the bidder in some manner to indicate that it will supplant the electronic version. All fields below must be completed. If the field does not apply to you, please note N/A in that field.

If you are a foreign corporation, you may be required to obtain a certificate of authority from the department of state, in accordance with Florida Statute §607.1501 (visit <http://www.dos.state.fl.us/>).

Company: (Legal Registration) Image ONE
 Address: 6202 Benjamin Road
 City: TAMPA State: FL Zip: 33634
 Telephone No. 813 888 8288 FAX No. 813 887 5359 Email: jcord@image-1.com

Delivery: Calendar days after receipt of Purchase Order (section 1.02 of General Conditions): _____

Total Bid Discount (section 1.05 of General Conditions): _____

Does your firm qualify for MBE or WBE status (section 1.09 of General Conditions): MBE _____ WBE _____

ADDENDUM ACKNOWLEDGEMENT - Proposer acknowledges that the following addenda have been received and are included in the proposal:

Addendum No.	Date Issued	Addendum No.	Date Issued	Addendum No.	Date Issued
<u>#1</u>	<u>09.29.16</u>	<u>11786</u>	<u>11-1-16</u>	_____	_____
<u>CHANGE</u>	<u>10.04.16</u>	_____	_____	_____	_____

VARIANCES: If you take exception or have variances to any term, condition, specification, scope of service, or requirement in this competitive solicitation you must specify such exception or variance in the space provided below or reference in the space provided below all variances contained on other pages within your response. Additional pages may be attached if necessary. No exceptions or variances will be deemed to be part of the response submitted unless such is listed and contained in the space provided below. The City does not, by virtue of submitting a variance, necessarily accept any variances. If no statement is contained in the below space, it is hereby implied that your response is in full compliance with this competitive solicitation. If you do not have variances, simply mark N/A. If submitting your response electronically through BIDS SYNC you must also click the "Take Exception" button.

The below signatory hereby agrees to furnish the following article(s) or services at the price(s) and terms stated subject to all instructions, conditions, specifications addenda, legal advertisement, and conditions contained in the bid/proposal. I have read all attachments including the specifications and fully understand what is required. By submitting this signed proposal I will accept a contract if approved by the City and such acceptance covers all terms, conditions, and specifications of this bid/proposal. The below signatory also hereby agrees, by virtue of submitting or attempting to submit a response, that in no event shall the City's liability for respondent's direct, indirect, incidental, consequential, special or exemplary damages, expenses, or lost profits arising out of this competitive solicitation process, including but not limited to public advertisement, bid conferences, site visits, evaluations, oral presentations, or award proceedings exceed the amount of Five Hundred Dollars (\$500.00). This limitation shall not apply to claims arising under any provision of indemnification or the City's protest ordinance contained in this competitive solicitation.

Submitted by:
Jack Cord
 Name (printed)
10-26-16
 Date:

Jack Cord
 Signature
Sales
 Title

BID/PROPOSAL CERTIFICATION

ORIGINAL
BID

Please Note: If responding to this solicitation through BidSync, the electronic version of the bid response will prevail, unless a paper version is clearly marked by the bidder in some manner to indicate that it will supplant the electronic version. All fields below must be completed. If the field does not apply to you, please note N/A in that field.

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Company: (Legal Registration) Image One
Address: 6202 Benjamin Road
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Telephone No. 813 888 8288 FAX No. 813 887 5359 Email: jcord@image-1.com

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Submitted by:
Jack Cord
Name (printed)
10.26.16
Date:

Jack Cord
Signature
Sales
Title

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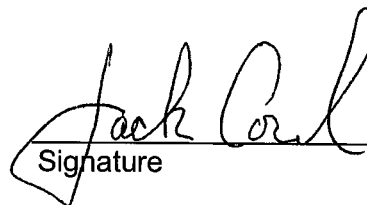
Submitted by:

Jack Cord

Name (printed)

October 27, 2016

Date



Signature

Business Process Improvement Sales

Title

NON-COLLUSION STATEMENT:

By signing this offer, the vendor/contractor certifies that this offer is made independently and free from collusion. Vendor shall disclose below any City of Fort Lauderdale, FL officer or employee, or any relative of any such officer or employee who is an officer or director of, or has a material interest in, the vendor's business, who is in a position to influence this procurement.

Any City of Fort Lauderdale, FL officer or employee who has any input into the writing of specifications or requirements, solicitation of offers, decision to award, evaluation of offers, or any other activity pertinent to this procurement is presumed, for purposes hereof, to be in a position to influence this procurement.

For purposes hereof, a person has a material interest if they directly or indirectly own more than 5 percent of the total assets or capital stock of any business entity, or if they otherwise stand to personally gain if the contract is awarded to this vendor.

In accordance with City of Fort Lauderdale, FL Policy and Standards Manual, 6.10.8.3,

3.3. City employees may not contract with the City through any corporation or business entity in which they or their immediate family members hold a controlling financial interest (e.g. ownership of five (5) percent or more).

3.4. Immediate family members (spouse, parents and children) are also prohibited from contracting with the City subject to the same general rules.

Failure of a vendor to disclose any relationship described herein shall be reason for debarment in accordance with the provisions of the City Procurement Code.

<u>NAME</u>	<u>RELATIONSHIPS</u>
_____	_____
_____	_____
- N/A -	_____

	- N/A -

✓ In the event the vendor does not indicate any names, the City shall interpret this to mean that the vendor has indicated that no such relationships exist.

Jack Carl 10.27.16

CONTRACT PAYMENT METHOD BY P-CARD

THIS FORM MUST BY SUBMITTED WITH YOUR RESPONSE

The City of Fort Lauderdale has implemented a Procurement Card (P-Card) program which changes how payments are remitted to its vendors. The City has transitioned from traditional paper checks to payment by credit card via MasterCard or Visa. This allows you as a vendor of the City of Fort Lauderdale to receive your payment fast and safely. No more waiting for checks to be printed and mailed.

Payments will be made utilizing the City's P-Card (MasterCard or Visa). Accordingly, firms must presently have the ability to accept credit card payment or take whatever steps necessary to implement acceptance of a credit card before the commencement of a contract.

Please indicate which credit card payment you prefer:

Master Card

Visa Card

Company Name: Image One

Jack Cord
Name (printed)

Jack Cord
Signature

10-26-2016
Date:

Sales
Title



Certificate of Registration

DR-11
R. 10/15

Issued Pursuant to Chapter 212, Florida Statutes

58-8012916176-2	09/27/03
Certificate Number	Registration Effective Date

This certifies that

IMAGE ONE/SHELL
LENCOR. LLC
4307 VINELAND RD STE H15
ORLANDO FL 32811-7374

has met the sales and use tax registration requirements for the business location stated above and is authorized to collect and remit tax as required by Florida law. This certificate is non-transferable.

POST THIS CERTIFICATE IN A CONSPICUOUS PLACE

2016 - 2017 HILLSBOROUGH COUNTY BUSINESS TAX RECEIPT

EXPIRES SEPTEMBER 30, 2017

ACCOUNT NO.
237883
RENEWAL

OCC. CODE

280.000111 PUBLIC SERVICE
380.000028 RETAIL SALES

5 Employees

Receipt Fee	52.00
Hazardous Waste Surcharge	0.00
Law Library Fee	0.00

BUSINESS LENCOR LLC DBA IMAGE ONE
6202 BENJAMIN RD 103
TAMPA, FL 33634

2016 - 2017

NAME LENCOR LLC DBA IMAGE ONE
6202 BENJAMIN RD 103
MAILING TAMPA, FL 33634
ADDRESS

Paid 15-614-001705
08/18/2016 52.00

BUSINESS TAX RECEIPT

DOUG BELDEN, TAX COLLECTOR
813-635-5200

HAS HEREBY PAID A PRIVILEGE TAX TO ENGAGE
IN BUSINESS, PROFESSION, OR OCCUPATION SPECIFIED HEREON

THIS BECOMES A TAX RECEIPT WHEN VALIDATED.

2016 - 2017 HILLSBOROUGH COUNTY BUSINESS TAX RECEIPT

EXPIRES SEPTEMBER 30, 2017

ACCOUNT NO.
7070
RENEWAL

OCC. CODE

280.000111 PUBLIC SERVICE
330.001009 RETAIL STORE WITHOUT HAZARDOUS WASTE SURCHARGE

40 Employees

Receipt Fee	180.00
Hazardous Waste Surcharge	0.00
Law Library Fee	0.00

BUSINESS IMAGE ONE CORPORATION
6202 BENJAMIN RD 103
TAMPA, FL 33634

2016 - 2017

NAME IMAGE ONE CORPORATION
6202 BENJAMIN RD 103
MAILING TAMPA, FL 33634
ADDRESS

Paid 15-625-091688
08/23/2016 180.00

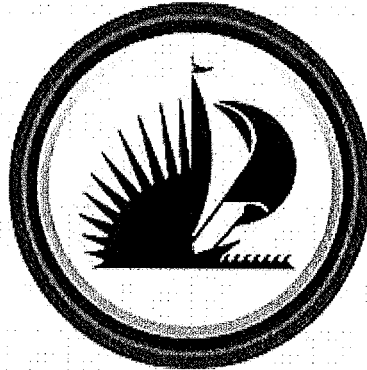
BUSINESS TAX RECEIPT

DOUG BELDEN, TAX COLLECTOR
813-635-5200

HAS HEREBY PAID A PRIVILEGE TAX TO ENGAGE
IN BUSINESS, PROFESSION, OR OCCUPATION SPECIFIED HEREON

THIS BECOMES A TAX RECEIPT WHEN VALIDATED.

City of Fort Lauderdale



Solicitation 575-11786

**Scanning, Indexing, Imaging, and Media
Conversion Services**

October 27, 2016

Prepared by:

Image One Corporation

**www.image-1.com
6202 Benjamin Road
Suite 103
Tampa, FL 33634**

Primary Contact:

**Jack Cord
jcord@image-1.com
813-888-8288 x 264 Office
727-744-4014 Cell**

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On-Site Scanning and Media Conversion Description

Response to Questionnaire



October 21, 2016

AnnDebra Diaz
City of Fort Lauderdale
100 N Andrews Ave
Fort Lauderdale, FL 33301

Dear AnnDebra,

Thank you for the opportunity to submit this proposal for Image One to prep, scan, QC, and index the City's back file of permanent records. Image One has successfully completed hundreds of Document and Media Conversion Projects throughout Florida and the United States encompassing a wide variety of applications. Conversion projects we have completed or are currently working on range from thousands to millions of dollars. In this document you will find detailed information on Image One and the services that are required to complete this project. We are confident we can meet and exceed all the requirements for this project and would very much like to work with you.

Image One has been in business since 1994 and we currently have offices in Tampa and Orlando with approximately 40 employees. Our primary document conversion center is in our Tampa office. In addition we have completed numerous conversion projects where we have set up operations at the client's location when the documents are not allowed to be shipped to our facility. We have recently completed a few long term conversion projects so we have plenty of resources ready to work on the City's project and this project. If Image One is chosen as the vendor for this project, The City's Project Management team will have full access to Image One's top level management team including CEO Bill Lennon, General Manager Mike Lutz and Director of Technical Services Kevin Corley.

All of the questions that you have asked have been answered in the body of our presentation.

Once again thank you for the opportunity to submit this proposal. If you have any questions on our proposal or need any further information, please call me on my cell phone at 727 744 4014 or email me at jcord@image-1.com. We at Image One look forward to working with you on this project.

Sincerely,

Jack Cord

Jack Cord
Business Process Automation Specialist
(813) 888 8288 x 264
(727) 744 4014 (Cell)
jcord@image-1.com

About Image One Corporation

Image One Corporation is an enterprise-level content management solutions and services provider with more than 350 successful installations of document management systems in Florida and surrounding states. Headquartered in Tampa, Florida with a branch office in Orlando, Florida, along with a sister company, County Business Systems located in New Jersey, Image One has been in business since 1994 and offers a comprehensive array of products and services that allows organizations to reduce operating costs and provide better customer service through the automation of business processes.

Image One has extensive experience in the automation of applications including Accounts Payable, Official Public Records, Student Records, Human Resources, Minutes, Law Enforcement, and more. The company integrates content-management, and business automation solutions from EMC Documentum. Image One also integrates automated document capture solutions from Kofax, Captiva and Formatta.

The technologies that the company maintains expertise in include: OCR/ICR/OMR recognition, document scanning, microfilm/microfiche scanning, engineering drawing and map scanning, digital-to-microfilm archiving, web-based information access, workflows, electronic collaboration, enterprise data storage including network-attached and storage area networks (NAS/SAN), enterprise email management, e-Forms packages, e-Faxes, content management and custom .NET software development.

In addition to its software practices, Image One operates a full-service conversion services center in both its Tampa and Orlando offices. Services provided include document scanning and microfilming, engineering drawing scanning and microfilming, and microfilm scanning services. Among Image One's wide array of conversion services clients are Walt Disney Worldwide Services and its subsidiaries of ABC, ESPN, Walt Disney World, and Disneyland. Other conversion services clients include: Polk County Sheriff, Central Florida Community College, Citrus County Sheriff, Polk County Utilities, Orlando Utilities Commission, Orange County Public Schools, Osceola County Public Schools, Martin County Public Schools, Brevard and Seminole County's State Attorney's Offices, Alachua County State Attorney's Office, Osceola County Property Appraisers Office, Manatee County Public Schools, and Collier County Clerk of Courts.

Last, but far from least, Image One offers a broad line of imaging equipment products, service and support. The company has a hardware support staff of 10 technicians that service and maintain 100% of the equipment that it sells.

Statement Regarding Proposal

Image One believes their proposal would be the most beneficial and effective for The City of Fort Lauderdale because **we will provide the best possible service with the least amount of risk.** Unlike other vendors who are late arrivals to the Records Management/Content Management industry, Image One has been doing this type of work since 1994. We truly understand records management and the issues associated with it. Many of our employees come from the microfilm industry back in the 80's and 90's so they have been doing this type of work for a long time and. Our Conversion Services Manager, who will be the Project Manager for this job with The City, he is a former Public Records Manager and Archivist so he brings a lot of expertise and experience to every job he oversees. As a result Image One never has to redo work because of errors or poor quality images as we frequently see with companies that charge much less and have much less experience. There is a good reason we have many customers like Disney World in Orlando that we have been working with for over 10 years. **We do high quality work at a fair price and we communicate well with the client throughout the project so issues are resolved quickly resulting in a successful project that is completed on time and under budget.**

Image One Experience and Ability

Image One has always done a very good job of meeting project deadlines and most of the time has completed projects before the scheduled deadline. There are times when changes to the scope of a project or other unanticipated delays have extended the deadline of a project but Image One always does their best to meet the customer's expectations. A major part of the reason we are able to complete these projects successfully and on time is because we communicate often with our clients throughout the duration of a project. Depending on the size and scope of a project we will schedule weekly or monthly status meetings where we discuss all aspects and issues of the project. Having a regular forum where the customer and Image One can bring up issues that need to be addressed means problems get solved sooner and deadlines get met on time. In addition a Project Manager is assigned for each project and that person is always available for questions and communication on anything related to the project. Based on the size and scope of this project with The City, Image One would recommend weekly status meetings to keep everyone up to date on the project status.

In addition to the Project Manager, The City will also be able to directly contact Jack Cord, Account Manager; Curtis Welch, Conversion Services Manager; Kevin Corley, Director of Technical Services; and Mike Lutz, General Manager regarding any questions, concerns and issues with the ongoing project. Great communication is the key to any successful project so please do not hesitate to contact us.

Scanning of Government Documents Experience and Qualification

Image One has extensive experience in the scanning of government documents some of which has already been described in the previous sections of this document. In addition Image One has installed dozens of Content Management and Scanning Solutions into government agencies for the capture of government documents. Some of Image One's Government clients include:

- Orlando Utilities
- Polk County Utilities
- Orange County Schools
- Polk County Board of County Commissioners
- Sumter County Clerk of Courts
- Sumter County Board of County Commissioners
- Suwannee County Clerk of Court
- Hillsborough County BOCC

(Back Scanning of Government Documents continued)

- Polk County Property Appraiser
- Hillsborough County
- City of Largo
- Town of Lantana
- City of Lakeland
- City of Ocala

Back Scanning of Large Format Documents

Image One's expertise in the area of large format scanning has already been described in previous sections of this document. Some of the organizations and agencies Image One has done large format scanning for include:

- Polk County Utilities
- Polk County Board of County Commissioners
- Orlando Utilities
- Jewett Orthopedic
- City of Largo
- Town of Lantana
- Hillsborough County
- National Oceanic and Atmospheric Administration (NOAA)
- Charlotte County Building Department
- Hernando County Property Appraiser

Media Conversion of Microfilm and Microfiche

Image One's expertise in the area of microfilm and microfiche conversion has already been described in previous sections of this document. The 7 million+ image conversion we did for Disney's HR Department a few years ago was one of our larger and most successful projects.

Some of the organizations and agencies Image One has done microfilm/microfiche scanning for include:

- Disney World
- Disneyland, California
- College of Central Florida
- Duke Energy – Crystal River Nuclear Power Plant
- Hillsborough County
- Franklin Templeton

Back Scanning of Employee Records

Perhaps the most experience we have is in the area of Employee (HR) Files. I have described what we do for Disney's Human Resources Department in a previous section of this document. We have scanned millions of pages of Employee Records for Disney over the years including more than 7 million images converted from microfilm. We have also done an ongoing project for Southeast Personnel in Holiday, FL for the last 2 years where we have scanned hundreds of thousands of pages of employee files. Some of the clients we have scanned employee files for or have provided them with the technology to scan employee files includes:

- Disney Worldwide Shared Services
- Orlando Utilities Commission
- College of Central Florida
- Citrus County Sheriff
- Sumter County Clerk
- Sumter County Board of County Commissioners
- Pasco-Hernando State College
- Southeastern University
- Polk County Board of County Commissioners
- Southeast Personnel

Reference List Names and Contacts

Central Career Source Palm Beach County
3400 Belvedere Road Palm Beach County FL
Peter Pignataro 561-340-1060 x 2226 ppignataro@careersourcepbc.com

Orlando Utilities Commission
100 W Anderson St Orlando FL
Norman Duncan 407-434-2309 nduncan@ovc.com

Hillsborough County BOCC
601 E Kennedy Ave Tampa FL 33602
Jose Fernandez 813-307-3425 fernandezjr@hillsboroughcounty.org

Proximity and Familiarity with City of Fort Lauderdale

Image One's primary conversion facility is in Tampa and Orlando Florida. While we are not located in the immediate area, Image One is familiar with the South Florida area and has done projects in the Ft. Lauderdale/Miami area as well as the Keys over the years. We do not anticipate any issues traveling back and forth to

Key Project Personnel

The key personnel for this project will be:

- Jack Cord – Account Manager
- Curtis Welch – Conversion Services/Project Manager
- Kevin Corley – Director of Technical Services
- Mike Lutz – General Manager

During the bid process and any contract negotiations, Jack Cord will be the primary contact. Once the project is underway Curtis Welch will be the primary contact. Resumes/Qualifications for the key project personnel are included below.

NAME: Curtis Welch

TITLE: Conversion Services Manager

DEPARTMENT: Conversion Services

Curtis Welch has served as Image One's Conversion Services manager since November 2012. Originally joining the Image One team as its first Project Manager in June 2003, Curtis initiated the Project Management system still in use by Image One. Curtis came to Image One with 18

years of experience as a Government Public Records Manager and Archivist at state and local positions including the State of North Carolina Bureau of Archives and Records, the City of Tampa Archives, and the Pinellas County BOCC Records Management Section. During that time he specialized in filing systems, business process automation, and electronic records management.

NAME: Mike Lutz

TITLE: General Manager

Michael Lutz has served as our General Manager and Sales Manager since January 2013. Leveraging over 20 years of office solutions experience, Mike's goal is to provide an outstanding client experience by providing solutions that solve critical business problems and then backing it up with world class support. Prior to joining Image One, Mike started his career as a sales representative for Lanier Worldwide in New York City. Mike then spent over 13 years with Pitney Bowes/Canon/OCE successfully leading sales teams and operations in various markets in Ohio and Florida. Mike holds a BA in Political Science from The Ohio State University. In his spare time, Mike enjoys coaching soccer, spending time with his family and cheering for the Buckeyes.

(Key Project Personnel continued)

NAME: Kevin Corley

TITLE: Director of Professional Services

DEPARTMENT: Software Development

Summary of Responsibilities:

- Software development manager
- Software support manager

Summary of Qualifications:

- B.S in Computer Science from University of South W. Florida
 - Microsoft Certification – MCP, MCSA & MCSE – Windows 2003
 - 15+ years of computer/networking experience and customer support
 - ApplicationXtender Documentum Certification
-

NAME: Jack Cord

TITLE: Sales

DEPARTMENT: Sales Support

Summary of Responsibilities:

- Sales of Enterprise Content Management Systems for managing various documents and content vital to an organization's day to day operation.
- Managing the relationship between the customer and Image One throughout the sales, implementation and post sales process.
- Sales of Conversion Services to convert existing legacy files and day forward files to digital format.
- Sales of Business Process Automation Solutions designed to make organizations more efficient and productive.
- Consult with customers and prospects to determine what e areas of their business can benefit from automation using software, hardware and services provided by Image One.

Summary of Qualifications:

- 25 years' experience selling in the records and Document Management Industry
- Worked in all phases of solution implementation including pre-sale solution design, proof of concept, closing, installation, user training and post-sale support.
- EMC Accredited Sales Professional

Understanding and Approach to the Work

The information below is meant to convey Image One's understanding of the work that is required for this project. Detailed information that follows will show that Image One understands the services required to satisfy the scope of this project including the scanning and indexing of regular sized and wide format documents as well as 16mm/35mm microfilm jackets and aperture cards. Image One understands that these services may be provided on site or off site.

Off Site Scanning and Media Conversion (At Image One Facility)

Pick-up and Delivery of Files and Microfilm

The files and microfilm that need to be scanned will be picked up at designated sites at City of Fort Lauderdale and transported to Image One's Conversion Facility in Tampa. All media will be transported using one of Image One's document transport vans. When documents arrive at Image One, they will be logged as received and entered into our inventory system so that they can be tracked. All documents when not in the Document Prep or Scanning areas will be kept in our secure document storage area which is only accessible by a few key staff members and management.

In order to accurately insure what files are picked up, we ask that a manifest or general document inventory list be prepared by The City stating as best as possible what files are in what boxes or on what rolls of film. At the time of pickup this makes it easy to verify what we are picking up and this also minimizes any confusion in the future if we are asked to locate a file in our possession. When Image One receives documents from The City for scanning we will provide The City with a receipt of all documents received.

Files can be picked up weekly, monthly or at whatever frequency works best for your process and timeframe. At each pickup we will bring back any files and media that are ready to be transported back to The City.

Document Preparation

Image One staff will provide document preparation services if required to include:

- Removing of staples and fasteners
- Removing files from binders
- Repairing of ripped or torn pages
- Unrolling and unfolding of large format documents
- Shading of seals
- Re-positioning of post-it notes that may be covering information
- Taping of smaller than 8.5"x11" documents onto blank 8.5"x11' pages
- Marking documents that are illegible
- Make copies of pages that are too thin or in a condition that would make them impossible to pass through a scanner
- Inserting of separator sheets between files and document types when necessary
- Counting the number of files, number of pages per file, and the size of the pages and noting it on log sheet and batch header sheets so it can be compared to the number of pages scanned during the QC process

(Document Preparation continued)

- Identifying of document types where required
- Any other tasks required to make sure as many documents as possible can be scanned

When prepping documents to be scanned, Image One will typically group documents into batches of equal size for easy tracking and reference when troubleshooting. Image One reserves the right to modify this process if it becomes apparent that another method is more efficient once actual prep work has begun. A unique, sequentially numbered batch header sheet will be placed in front of each batch. Documents will be counted and the number written on the batch header sheet along with prepper's initials and date. The batches of documents will be placed in boxes that will be labeled with a sticker signifying that they have not been scanned, the date, and batch numbers contained therein. At this point they will be moved into the scanning area.

Document Scanning

Image One will scan all small format documents using Bell and Howell or Canon scanners. All documents will be scanned at 300 dpi which is the State of Florida required minimum standard for permanent records. All documents will be scanned as double sided and all blank backsides will automatically be deleted and will not be included in document scanning counts. For the requirements of this project, all images will be scanned into multipage TIFF files. All large format documents will be scanned using Contex wide format scanners. All scanners will be connected to Image One's Capture Software which allows files to be scanned in batches and facilitates combining small and large format images into the same scanned document file where required. Optimal image quality will be insured by using the Virtual Re-Scan technology installed on the Bell and Howell and Canon Scanners. Any resulting images that are not deemed acceptable by a visual inspection will be rescanned after adjustments have been made to the scanner. All captured images will be properly oriented, deskewed, despeckled and cropped.

At the scan station, the scanner operator will enter the batch number and the document count from the batch header sheet into the capture software and proceed with scanning. When the batch is completely scanned, the scanning software will notify the scan operator if the document count entered into the software does not match the number of pages that were scanned. These counts will be reconciled before the electronic batches go on to the Quality Control (QC) step. Reconciliation will involve recounting the pages in the batch for a second time. If correct, each new document recognized will be viewed and compared to the hardcopy until the missing document sheet is found and recognized. The scanner operator will initial the batch header sheet. The scanned batches will be replaced in the box and a sticker signifying that they have been scanned will be placed on the box. The electronic batches will automatically be forwarded to the QC/Indexing steps.

Microfilm/Microfiche Scanning

For microfilm scanning, NextScan Eclipse and FlexScan high speed production roll film scanners are used. These high speed scanners use very powerful and sophisticated imaging software that provides superior image quality. These systems use image density compensation which automatically adjusts quality settings for various contrasts, document sizes, and variable densities.

(Microfilm/Microfiche Scanning continued)

When a new scanning project begins, we use configuration files that are created during the initial pilot sampling of rolls and all scanners are set up and tested for the ongoing project. Images will be scanned with the correct compression, no proprietary headers, and the proper scaling. All imaged reels will be accounted for and we will also verify that the frame has been detected properly and that we have created industry standard contrast, image density, resolution, compression, aspect ratio, and focus.

Quality Control (QC), Security and Privacy

Quality control is not a single step in the conversion process but is inherent throughout the entire process and is achieved by strictly following the workflow as described above. Below are some of the highlights of the critical QC points in the conversion process.

Document counts will be verified manually during the prep process and entered onto log sheets. These counts will then be verified at scan time by Image One's Capture Software. If the counts do not match, the batch will be pulled and the discrepancy will be resolved. **This step insures that all pages are scanned and indexed.** Originals that are determined to be not legible or incapable of being scanned will be marked as such and set aside during the prep process.

During scanning, the scanners with VRS technology will stop scanning when a document has not been imaged within the parameters defined during set-up. This allows the operator to adjust the settings while viewing the document on the screen and then accept the changes when the document is acceptable thereby freeing the scanner to begin scanning again. Blank pages will automatically be detected and deleted. After scanning, during the indexing stage, 100% of all images will be sight verified as we examine them for necessary index information. Poor quality or illegible images will be sent for rescan. Images scanned using VRS technology rarely need to be rescanned. After a batch of documents has been indexed but before it is sent for release, all documents will be examined once again for accuracy of indexing and image quality including the proper orientation, cropping, deskewing clarity and despeckling.

As part of the set-up and consultation process, Image One and The City will establish standards on what is an acceptable image. Image One will apply those parameters to its QC process. If any images that do not meet the agreed upon standards somehow get through the process, Image One will rescan them at no additional cost.

While documents are in the possession of Image One, they will be kept in our secure document storage area. This area is kept locked and only management and certain project staff have access to it. The only time documents leave this area is when they are in the prep or scanning areas. In addition to the locked document storage area, all Image One facilities have a security system that is monitored 24 hours a day, seven days a week. All entrances to the building are locked 24 hours a day. All visitors must be let in and all employees have electronic keys that record who enters the building and at what time. Image One does not utilize video surveillance systems inside of our facility due to the nature of the customer information we handle on a daily basis. We also do not permit the use of cameras, cell phones or any kind of recording devices in the storage area or the scanning and prep areas. Having any recording device or camera in any of these areas is a terminating offense. We do have video surveillance at each entrance that is monitored 24/7. The entire facility is safe and secure.

(Quality Control (QC), Security and Privacy continued)

In a further effort to protect your information, Image One also carries Cyber Insurance which protects businesses and organizations from Internet-based risks and more generally from risks relating to information technology infrastructure and activities.

At any time during the project, representatives of The City are welcome to visit Image One's Conversion Facility.

Indexing of Scanned Documents

Once documents have been scanned they will be manually indexed by Image One staff using our capture software. Indexers will proceed to the first separator sheet in a batch indicating there is a new document. The required index data for each file and document type as detailed in the RFP document will be keyed for each file until the batch is completed. Image One has read and noted the required indexing specifications in the RFP for microfilm files, building plans, student records, planning and zoning files, environmental services and engineering, public services and fire prevention.

Auditing and Reporting

As part of the capture process, Image One will keep a log of the number of documents prepped, scanned and indexed. The logs will be available for review whenever The City needs to see them. All of the daily totals for each category can be compared to insure that all documents received were imaged and indexed and that the Quality Control Process is working.

Image One will provide weekly update reports to The City on the status of the scanning project. In addition to weekly updates, Image One will also set up weekly status meetings/conference calls with The City and Image One's project team in order to track the progress of the scanning project and to address any issues that may arise.

Document Storage, and File Requests

Once the paper files are scanned, the boxes of files that have been scanned will be marked as scanned and placed in the secured document storage area. The paper documents will be stored at Image One for 120 days after the images are delivered as noted in the RFP specifications so that any pages are available that need to be rescanned as a result of The City's QC process. If The City wants any documents back sooner than 120 days that is not a problem.

At any time the documents are in our possession, we will fax or e-mail a copy of a document if requested. Most requests can be handled in a matter of minutes since we know where all documents are any time during the capture process

Subcontractors: No Subcontractors will be used in this project.

Delivery of Images and Indexes

Image One will deliver scanned, indexed and verified document images to The City in the form of 300 dpi, multi-page .TIF /JPEG Compressed images with an index file in the form of a .CSV file ready to be loaded into the City's ECM system. Image One will provide a copy of all images and indexes on an external hard drive unless The City requests DVD or other media. We have the ability to produce both PDF Image only, and PDF Searchable.

Document Destruction

Image One shreds all materials on site at our Facility in Tampa. Documents are stored at our site until we have written authorization from City of Fort Lauderdale to destroy these documents. Only the documents that have been listed on the approval form will be destroyed. Once destruction is complete a certificate of destruction will be supplied to City of Fort Lauderdale.

Facility Size:

15,000 Sq Ft Facility plus storage facility. Site is fully air-conditioned, including storage area. Complete site is monitored by alarm system – including video surveillance. Facility is completely covered with fire suppression systems and meets all city and state requirements.

Transportation:

Is done with Image One delivery vans and trucks. All vehicles have AC and operated by employees of Image One.

Questionnaire Response Form:

Many of these questions have been answered on the body of our quotation. We will indicate where in the body for additional details.

1. Percentage of Revenue from Conversion Services 40 %
2. We have been in conversion since 1994, 22 Years
3. Main Offices in both Tampa and Orlando
4. Security measures include and not limited to: background checks on all employees, key code door locks, limited access to scanning site, no camera's or video devices inside scan room, servers are continually backed up including off site facility for back up.
5. Our IT staff monitors the network for any irregularities. The conversion network is a stand-alone network with limited access. None of the primary conversion PC's have access to internet.
6. For a job of this size we would suggest using bar codes on all the boxes that are picked up. It will allow the City of Fort Lauderdale the ability to accurately track all boxes that are out of your location.
7. List of Equipment to be used in scanning process.
 - a. (5) Kodak Ngenuity Scanners Duty Cycle of 150,000 a day each
 - b. (2) Image Access Wide Tek and (1) Contex Wide format scanner
 - c. Film Scanner – Next Scan Eclipse System with Next Star Plus Software
 - d. Paper Flow – Software for file creation, indexing, QC
8. We suggest 300 DPI TIFF / Compressed file format for the creation of Microfilm imaged files. This keeps the image size between 40 KB and 50 KB per image. Quality remains good and images are easy to read with standard monitor and print quality is excellent.
9. Image One Shreds all documents on our site. We use a company called Pro Shred from Tampa. They are bonded and secured. All documents are shred on our site, the process is supervised by one of the managers in our conversion group. Each box is shredded and identified. We issue a certificate of destruction by each box. This certificate is matched up to the bar code which is issued when the box is picked up.
10. Address is 6206 Benjamin Road Tampa FL 33634 15,000 SQ Ft
11. Answers to questions:
 - a. Air Conditioned – Total Facility including Storage Yes
 - b. Security Alarm and Video recorded surveillance Yes
 - c. 30 Day retention on storage Yes
 - d. Fire Sprinkler System – Yes
 - e. Wet System – Stored materials on left in water tight containers
 - f. All Fire Dept. Codes are met Yes
 - g. We have racked storage so all boxes are above 2 ft. Yes
12. Image One manages its own vehicles and drivers
13. We used close air conditioned vehicles
14. No
15. Yes we use waterproof containers

16. For wide format plans we typically use flat long tables and have the document laid out with some light pressure applied to documents. This provides for cleaner images when the originals are scanned.
17. Sample Invoice is attached. We can do hard copy or electronic invoice. We do accept P Card as payment.
18. Turnaround times: 52,000 a week Small Format 4,500 Large Format a week
 - a. 10,000 small format pages 2 days 1 pickup and 1 process
 - b. 10,000 wide format 12 days 1 pickup and 11 process
19. Paper Vision – Paper Flow product for scanning / capture tool.
20. We support any common image file that you would have including CAD
21. Yes we can create TIFF files with JPEG compression
22. From a post it note up to a document that is 60" wide by any length.
23. Yes we can create PDF Image only and PDF searchable
24. Yes our software offers manual and automatic clean up and image enhancement
25. We can hold the files up to (6) months or 180 days. At that point we will begin invoicing client for storage costs.
26. We will do a tiered pricing plan, however with this being a competitive bid we have offered our lowest and best offer based on the requirements that you have set forth. We are currently offer fixed priced contracts via the Miami / Dade County contract.
27. We would consider at tiered pricing plan going forward. I have attached a copy of our current tiered pricing plan.
28. Yes all employees must pass background checks, drug screenings and sign non-disclosure agreements.
29. Pricing in proposal reflects index charges up to 30 characters as specified.



CLEARANCE OF PERSONNEL:

WHEN THE DECISION IS MADE TO MAKE AN OFFER OF EMPLOYMENT TO A CANDIDATE, THE FOLLOWING PROCEDURES MUST BE FOLLOWED PRIOR TO OR CONCURRENTLY WITH THE OFFER OF EMPLOYMENT:

BACKGROUND CHECK CONDUCTED BY NATIONAL RESEARCH GROUP. AN INVESTIGATIVE BACKGROUND INQUIRY IS MADE AND INCLUDES, BUT IS NOT LIMITED TO, IDENTITY AND PRIOR ADDRESS(ES) VERIFICATION, CRIMINAL HISTORY, DRIVING HISTORY, CONSUMER CREDIT HISTORY, EDUCATION VERIFICATION, PRIOR EMPLOYMENT VERIFICATION, REASON(S) FOR TERMINATION OF PRIOR EMPLOYMENT, AND WORK AND OTHER REFERENCES, AS WELL AS OTHER INFORMATION. VARIOUS SOURCES WILL BE CONTACTED TO PROVIDE INFORMATION, INCLUDING BUT NOT LIMITED TO VARIOUS FEDERAL, STATE, MUNICIPAL, CORPORATE, PRIVATE AND OTHER AGENCIES WHICH MAY MAINTAIN RECORDS CONCERNING APPLICANT'S PAST ACTIVITIES RELATING TO CRIMINAL CONDUCT, CIVIL COURT LITIGATION, DRIVING RECORD AND CREDIT PERFORMANCE, AS WELL AS VARIOUS OTHER EXPERIENCES.

PRE-EMPLOYMENT DRUG TESTING IS CONDUCTED BY MEDI+PHYSICALS, INC AS AN APPROVED ASAP PROGRAM FACILITY TO COLLECT FOR DRUG AND/OR ALCOHOL TESTING IN CONFORMITY WITH HRS AND/OR SAMHSA (FORMERLY NIDA) PROTOCOLS.

ALL APPLICANTS ARE REQUIRED TO COMPLETE AN APPLICATION FOR EMPLOYMENT WHEREBY THEY AGREE THAT THE INFORMATION THEY PROVIDE IN THE APPLICATION FOR EMPLOYMENT IS TRUE, CORRECT AND COMPLETE. FALSE, INCOMPLETE OR MISREPRESENTED INFORMATION OF ANY KIND WILL BE CAUSE FOR THE APPLICATION TO BE REJECTED OR, IF DISCOVERED AFTER THE APPLICANT IS EMPLOYED, CAUSE FOR IMMEDIATE TERMINATION OF EMPLOYMENT. THE APPLICANT ALSO AUTHORIZES IMAGE ONE CORPORATION TO CONTACT AND OBTAIN INFORMATION ABOUT THE APPLICANT FROM ANY EMPLOYERS, EDUCATIONAL INSTITUTIONS, REFERENCES, OR OTHER PARTIES LISTED IN THE APPLICATION. THE APPLICANT ALSO AUTHORIZES THOSE PARTIES TO RELEASE INFORMATION ABOUT THE APPLICANT FOR THE PURPOSE OF EVALUATING THE APPLICATION OF EMPLOYMENT.

AFTER THE BACKGROUND CHECK, PRE-EMPLOYMENT, DRUG TESTING, PREVIOUS EMPLOYMENT AND REFERENCE CHECKS HAVE BEEN COMPLETED AND HAVE RETURNED SATISFACTORY RESULTS, EACH EMPLOYEE IS PROVIDED WITH A COPY OF OUR IMAGE ONE CORPORATION EMPLOYEE HANDBOOK. EACH APPLICANT IS REQUIRED TO SIGN THE RECEIPT AND ACKNOWLEDGEMENT OF THE IMAGE ONE CORP. EMPLOYEE HANDBOOK. LANGUAGE FROM THE IMAGE ONE CORPORATION EMPLOYEE HANDBOOK SPECIFIC TO IMAGE ONE'S DATA PRIVACY AND SECURITY POLICIES AND PROCEDURES IS PROVIDED BELOW.

6202 Benjamin Road, Suite 103 – Tampa, FL 33634
(800) 956-9000; (813) 888-8288 phone; (813) 887-5359 fax; www.image-1.com



CONFIDENTIALITY POLICY AS PER OUR EMPLOYEE MANUAL

You may, in the course of your work, have access to information about the Company, other employees or customers, which is confidential. This information is not to be revealed to anyone other than in the normal course of conducting your duties and responsibilities. Disclosure of such information is prohibited and could result in disciplinary action, up to and including, termination of employment.

All employee's are required to sign a Confidentiality Agreement at the commencement of their employment which states that you will not disclose or use any Image One company, employee or customer confidential information either during or after your employment. Your employment with Image One assumes an obligation to maintain this confidentiality.

No one is permitted to remove or make copies, physical, electronic or otherwise, of any Image One records, reports or documents including customer lists and/or management information, without prior written approval by management. Disclosure of confidential information could lead to termination and potential legal action.

Our customers and suppliers entrust Image One with important, and in certain instances, highly confidential information relating to their businesses. To maintain these relationships along with the trust and respect of our customers and suppliers requires continued maintenance of confidentiality.

Cameras, Camera Phones and Video Recorders.

Image One strictly prohibits tape recording, videotaping, photography and the use of personal cameras or other personal image-recording devices including camera phones in any document secure area of the Company. This would include, but is not limited to, the Conversion Department and document storage areas. This is a preventative step believed necessary to ensure complete client privacy and confidentiality. Employees should not have such devices on their person whilst working in any secure area unless expressly permitted by their Manager. This provision does not apply to designated Image One personnel who must use such devices in connection with their positions of employment.



DRUG-FREE WORKPLACE POLICY

Image One Corporation is committed to providing a safe and productive work environment. We also expect our employees to report to work each day fit to perform their jobs. To meet these objectives, as well as our obligations under applicable federal and state laws, we must take a firm and positive stand against substance abuse. This policy is intended to ensure a drug-free work environment for the benefit of our employees and customers.

Policy Statement

The unlawful manufacture distribution, dispensation, possession, or use of a controlled substance while on the Company's premises or in the performance of services for the Company are strictly prohibited.

- a) It is a violation of company policy for anyone to report to work under the influence of illegal drugs or alcohol.
- b) It is a violation of company policy for anyone to use prescriptions drugs illegally.

As a condition of continuing employment with the Company, each employee must abide by the terms of this policy.

Image One recognizes drug and alcohol dependency as an illness and a major health problem. We will utilize every reasonable means to maintain a drug-free work environment including supervisor training, employee education, providing employees access to information concerning drug and alcohol abuse programs, and implementing substance abuse testing of job applicants and employees to detect use of illegal substances.

All Employees are required to sign the Image One Confidentiality and Non-Disclosure Agreement and The Information Technology Policies and Procedures for Image One, provided herein. Upon separation of Employment, the Department Manager and IT Manager must follow the procedures outlined in the Employee Departure Checkout Checklist, also attached.



**Image One Corporation
Confidentiality and Non-Disclosure Agreement**

Image One Corporation ("Image One") wishes to disclose to you and you wish to receive certain confidential information that is proprietary to Image One.

In consideration of Image One's disclosure to you of such confidential information, you agree to the following terms and conditions:

The term "Confidential Information", as used in this Agreement, shall mean any information of material which is proprietary to Image One designated as "Confidential Information" by Image One, including but not limited to, designs, drawings, specifications, techniques, models, data, algorithms, source code, documentation, diagrams, flow charts, research, development, process, procedures, "know-how", new product or new technology information, product prototypes, product copies, marketing techniques and materials, marketing timetables, strategies and development plans, including trade names, trademarks, customer names and other information related to customers, customer documents, pricing policies, and other technical, business and financial information. Confidential Information shall also include any and all information or material that is made available to Image One by its customers for the purpose of obtaining or utilizing Image One's services.

Confidential Information shall not include information that is now generally known to the computer software or micrographics industry, or which is later published or generally disclosed to the public by Image One.

You agree to hold in confidence and to take all reasonable steps to protect such Confidential Information and not use, disclose or reveal to any person or entity any of the Confidential Information for any purpose, other than for the limited purpose(s) of this confidence without Image One's prior written consent. Any employee or contractor given access to any Confidential Information must have a legitimate "need to know" and shall be similarly bound.

You agree to return to Image One any and all materials furnished by Image One and containing Confidential Information, together with any copies that may have been made, promptly after the purpose(s) for which they were furnished have been accomplished, or if requested in writing by Image One.

You represent that you have not provided or communicated any of the Confidential Information to any third party, and will not do so in the future without the prior written permission of Image One.

You understand and acknowledge that such Confidential Information has been developed or obtained by Image One by the investment of significant time, effort and expense, and that such Confidential Information provides Image One with a significant competitive advantage in its business. Because of the unique nature of the Confidential Information, Image One will suffer immediate, irreparable harm in the event you fail to comply with any of your obligations under this Agreement and that monetary damages will be inadequate to compensate Image One for such breach. Accordingly, you agree that Image One will be entitled, in addition to any other remedies available to it at law or in equity, to injunctive relief to enforce the terms of this Agreement.

It is not Image One's desire to receive proprietary information from you. Image One will have no obligation hereunder to keep confidential, secret, or proprietary any ideas, concepts, know-how or techniques, materials or any other information. You release Image One from any and all liability for any disclosure by Image One of any and all information received from you.

This Agreement sets forth the entire understanding and agreement of the parties with respect to the subject matters hereof and supersedes all other oral or written representations and understandings. The formation, interpretation and performance of the Agreement shall be governed by the law of the State of Florida, excluding its conflict of law rules. This Agreement may only be amended or modified in writing signed in advance by you and a duly authorized representative of Image One.

You acknowledge that you have carefully read and understand this Agreement, and acknowledge receipt of a copy thereof. You warrant and represent that you have the authority to enter into this Agreement on behalf of the person, firm or corporation, if any, listed below your name.

If the foregoing meets with your complete approval, please indicate your acceptance and agreement by signing in the space provided below.

Signature: _____ Date: _____

Printed Name: _____

Company: Image One Corporation, 6206 Benjamin Road, Suite 301, Tampa, Florida 33634

6202 Benjamin Road, Suite 103- Tampa, FL 33634
(800) 956-9000; (813) 888-8288 phone; (813) 887-5359 fax; www.image-1.com



Image One Conversion Services Facility Information

Facility Address: 6202 Benjamin Rd Suite 103
Tampa, FL 33634

Facility Phone #: 813-888-8288

Facility Fax #: 813-887-5359

Facility Contact: Kevin Corley

Contact Title: Director of Technology Services

Contact Phone #: 813-888-8288 ext 222

Contact E-Mail: kevinc@image-1.com

Facility Operating Hours: 2 shifts per day, 5 days per week, M-F 7:30am-11:00pm

Image One Corporation is a secure facility and remains locked at all times. Image One employee access is permitted via RFID key fob. Visitors are granted entry at the main entrance and must check in at the front desk. All visitors must be escorted by an authorized Image One representative past the reception area. Our offices are equipped with an intruder and fire detection security system which is activated during non-business hours and monitored by Protection One. Additional nighttime security is provided by Yale Enforcement through our landlord, WCOT Benjamin & Thompson, LLC. Daily check point (deggy) reports are provided by Yale Enforcement to WCOT Benjamin & Thompson, LLC. Within the facility access is restricted to the conversion services department at all entry points by numeric key pad and to the document storage area and server room by key locks. Video Surveillance is provided by Protection One on all entry points to the building.

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Image One Conversion Services Document Chain of Custody

Image One Corporation owns a 2010 Chevy Box Truck and a 2011 Chevy Van used for transportation of equipment and documents to and from the client site. All drivers are required to sign the Image One Vehicle Policy which explains the security procedures regarding pick up and delivery of client property. Simply stated the most important responsibility of the Image One employee is securing and maintaining the condition and integrity of the client's property. Any operator or employee who is not maintaining constant, direct, and immediate possession of a client's property must secure the client's property at all times by locking all doors and windows.

When we pick up boxes from a customer, we have a pickup sheet identifying the total number of boxes we are to pick up. We verify at the time of pickup the number of boxes and the box numbers that we are picking up and we ask the customer to sign off. When the boxes arrive at Image One we verify again the total number of boxes, the box numbers and we check in the boxes to our warehouse via WASP Inventory Control Software. The boxes are stored in a secured area of our building with access granted only to key conversion personnel. When boxes are pulled from the shelf for preparation, they are checked out via an internal project document. When boxes are returned to the shelf after being prepared, they are checked in via an internal project document. When boxes are pulled from the shelf for an assigned task (scanning, indexing and quality control) they are tracked through PaperVision Software. When the assigned task is completed, the boxes are logged as returned to the secured storage area in the conversion management software. They are held in this area until such time as the customer requests destruction or return to customer site. Boxes are checked out of the warehouse for final disposition using WASP Inventory Control.

Document Destruction Services are performed on-site by a third party. They are monitored by Image One Conversion Department Key Personnel through the entire process. Certificates of Destruction are provided for each job destroyed including Customer Name and Number of Boxes Destroyed.



GENERAL INFORMATION

Receiving Area

Are boxes logged in when received? Yes No

What identification is used (e.g. IM barcode, facility barcode, user's description)?

Box labels are generated with Customer job ID and unique sequential box ID number.

Are boxes tracked throughout the entire workflow? Yes No

Is the tracking process manual or automated?

The process is manual. Boxes are checked into our warehouse via WASP Inventory Control when they arrive in receiving department. The boxes are stored in a secured area of our building with access granted only to key conversion personnel. When boxes are pulled from the shelf for preparation, they are checked out via an internal project document. When boxes are returned to the shelf after being prepared, they are checked in via an internal project document. When boxes are pulled from the shelf for an assigned task (scanning, indexing and quality control) they are tracked through PaperVision Software. When the assigned task is completed, the boxes are logged as returned to the secured storage area in the internal project document. They are held in this area until such time as the customer requests destruction or return to customer site. Boxes are checked out of the warehouse for final disposition using WASP Inventory Control.

How quickly can a box be located if required?

Boxes can be located within a short timeframe, typically less than 15 minutes.

Is the receiving area clean and organized? Yes No Comments:

How are the boxes stored (e.g. racks, pallets, carts, floor)?

Boxes are shelved during processing and rotated to pallets afterward.

How are the boxes moved within the facility?

Boxes may be moved by cart, hand truck or pallet jack.



Document Preparation Area

Is the preparation area clean and organized? Yes No Comments:

Are there written procedures for the preparation work? Yes No Comments:
Statements of Work are created for each job including Document Preparation Instructions and are stored in a central repository on our network.

Are food and/or beverages allowed in the document preparation area? Yes No
Comments:

Is document prep staff allowed to wear headsets? Yes No Comments:

Is any doc prep done by home workers? Yes No If yes, please explain:

Scanning Area

Is the scanning area clean and organized? Yes No Comments:

Are food and/or beverages allowed in the scanning area? Yes No Comments:

Are scanners allowed to wear headsets? Yes No Comments:

Do scanners have Internet access on their workstations? Yes No If yes, please explain:

Certain workstations have access in order to transmit information via SFTP to the customer sites. This is strictly regulated through the use of Group Policy and firewall rules.

Data Entry and Quality Control Areas

Is the data entry/quality control area clean and organized? Yes No Comments:

Are food and/or beverages allowed in the data entry/quality control area? Yes No



Comments:

Is data entry/quality control staff allowed to wear headsets? Yes No Comments:

Do Data entry/quality control have Internet access on their workstations? Yes No

If yes, please explain:

Certain workstations have access in order to transmit information via SFTP to the customer sites. This is strictly regulated through the use of Group Policy and firewall rules.

Is any data entry/quality control done by home workers? Yes No If yes, please explain:

Post Processing Area

Are the completed boxes isolated from the incoming and in-process boxes? Yes No

How are they stored before shipping – racks, pallets, carts, floor?

Depending on the volume, boxes may be stored short term on pallets or racks before disposition.

Is the post-processing area clean and organized? Yes No Comments:

Server(s)

Are the servers in a dedicated room? Yes No If no, describe the location

Is access to the server area restricted? Yes No How many people have access? 3
Who has access? Network Engineers only

Is there a regular backup of data? Yes No What is the frequency? Daily

Where is the backup media stored – e.g. onsite, offsite, with a third party, with company staff?

Both onsite as well as offsite



Staffing & Employee Policies

Are criminal record checks conducted prior to employment? Yes No If no, provide explanation:

Are temporary employees screened in the same manner as FTEs? Yes No If no, provide explanation:

If yes, do the criminal record checks include a local and or State check for the past five years?

Yes No If no, explain: National Research Group conducts the background checks and they include local and or State check for the past 7 years.

Are applicants with felony convictions rejected? Yes No If no, explain: Generally we reject applicants with felony convictions, however, each applicant's background is reviewed carefully and occasionally exceptions are made depending on the conviction, the date of the conviction and the rehabilitative and current status of the applicant. In the case of an exception, we contact the authorities to determine if full retribution has been made and that probationary requirements have been fulfilled prior to making our employment determination.

Are applicants with convictions for larcenous crimes such as, shoplifting, un-armed robbery, purse snatching, larceny from person, etc. rejected? Yes No If no, explain: Generally we reject applicants with convictions for larcenous crimes, however, each applicant's background is reviewed carefully and occasionally exceptions are made depending on the conviction, the date of the conviction, and the rehabilitative and current status of the applicant. In the case of an exception, we contact the authorities to determine if full retribution has been made and that probationary requirements have been fulfilled prior to making our employment determination.

Are applicants with drug or narcotics-related offenses---including possession---rejected? Yes No If no, explain: Generally we reject applicants with drug or narcotics related offenses, however, each applicant's background is reviewed carefully and occasionally exceptions are made depending on the offense, the date of the offense and the rehabilitative and current status of the applicant. In the case of an exception, we contact the authorities to determine if full retribution has been made and that probationary requirements have been fulfilled prior to making our employment determination.



Do you conduct pre-employment drug and alcohol screening? Yes No If no, describe your commitment to a drug-free work place:

Are applicants who test positive for drugs and alcohol rejected? Yes No If no, explain:

Generally we reject applicants who test positive for drugs, however, each applicant's drug test is reviewed carefully and occasionally exceptions are made depending on the type of drug for which the applicant has tested positive. In the case of an exception, the applicant agrees to submit to a subsequent random drug test during the probationary period. A second positive testing would result in immediate termination.

Do you conduct reasonable suspicion, post accident and post injury drug and alcohol screenings? Yes No If no, indicate what test you do conduct:

Do employees wear company uniforms? Yes No If no, describe means of visual identification of employees: Our hardware technicians do wear uniforms (Image One Shirts and khaki or black pants) as do our software technicians when off premises. Our sales, administrative and conversion employees are not required to wear uniforms, but rather to dress suitably according to our general apparel policy. We are a small company and employees are recognizable by face.

Are employees issued photo I.D. badges and required to wear them at all times? Yes No

If no, describe method for identifying authorized employees: We are a small company and employees are recognizable by face.

Is there a written procedure for releasing terminated employees that includes security changes (e.g. entrance code changes)? Yes No If not, describe the procedure: There is a written employee departure check list for each of the dept heads.

Are employees who test positive for drugs and/or alcohol as a result of reasonable suspicion, post accident and post injury drug screenings terminated and/or referred to a mandatory Employee Assistance Program? Yes No

Explain: Depending on the circumstances they would be terminated or they would be directed to the Employee Assistance Program. Furthermore, a condition of their continued employment would be submittal to subsequent random drug testing and a second positive testing would result in immediate termination.



Do you verify previous employment references for the past (3) years? Yes No If no, explain:

Do you conduct Social Security Number verifications (trace and reverse trace)? Yes No If no, explain: This is included in the background checks conducted by National Research Group.

Are employees required to sign confidentiality agreements? Yes No If yes, what are the significant provisions? Please refer to our Confidentiality and Non-Disclosure Agreement.

Has an employee ever been detected or caught copying or taking confidential data? Yes No If yes, describe the circumstances and disposition?

Transportation Security

How many vehicles are operated at this facility? 2 Describe the types of vehicles used: 2010 Chevy Box Truck and 2011 Chevy Cargo

Are vehicles owned or leased? Owned

Is there signage on the vehicles? Yes No (Detachable as per our customers' request)

Are all transportation vehicles locked and secured at all times? Yes No If no, describe the vehicle security process:

Are transportation vehicles stored in a secure area? Yes No If no, describe vehicle security process: Our transportation vehicles are stored on premises, not in a secured area, but in an area that is patrolled by nighttime security provided by Yale Enforcement. Furthermore there is a policy that nothing is left in the truck unattended at any time.

Is routine surveillance conducted of drivers and vehicles to ensure compliance with security procedures? Yes No If no, explain how drivers are evaluated for compliance with security procedures:



Premises

What is the construction of the building? Pre-engineered steel framing and standing seam metal roof system with masonry exterior walls.

Date built? 1983 Is the building owned or leased? Leased

If leased, what is the name of the landlord? WCOT Thompson & Benjamin, LLC

Is this a multi-tenant building? Yes

Is yes, is there a floor to ceiling firewall between tenants? X Yes No

Other tenants in this building are: Scrubin Uniforms, Ever-Green Express, Studio Blue and Ricoh. Substances such as jet fuel are not stored in this building.

If applicable, does landlord provide any services such as security? X Yes No Explain: Yale Enforcement

Is building locked? X Yes No During what hours is it locked? Locked 24 hours a day, seven days a week with RFID key fobs

Does Subcontractor sublease any space to third parties? Yes X No Explain:

Are the external premises clean and neat? X Yes No

Comments:

Is the building clearly identified? X Yes No Comments:

On what floor(s) are customer documents kept (inbound, doc prep, scanning, indexing, QC, re-assembly, retention, and outbound)? Single Story Building

Is there a water/flood detector in the facility? Yes X No If yes, is it monitored?

What is the name of the company? _____ If no, explain how a leak or flood would be discovered. Visual Inspection and frequent access to all areas of the building would make leaks or floods evident.

Is the building in a flood plain? Yes X No If yes, describe elevation:

Is flood insurance required? X Yes No

6202 Benjamin Road, Suite 103 – Tampa, FL 33634
(800) 956-9000; (813) 888-8288 phone; (813) 887-5359 fax; www.image-1.com



Has the facility ever been flooded? Yes No If yes, explain circumstances, date, damage (if any), emergency procedures that were implemented, etc.

Were any documents damaged or destroyed? Yes No If yes, explain:

Fire Suppression

Is the building equipped with a sprinkler system? Yes No If no, explain:

Are fire alarms tested? Yes No On what frequency? Semi Annually

Are fire alarms monitored by a local fire station or central station? Yes No How far is the station located from the facility?

They are monitored by Protection One security and fire

What is the date of the last fire department inspection? 1/14/2015

Are there fire extinguishers available and accessible? Yes No

Have the fire extinguishers been inspected/refilled within 2 years? Yes No

How far is the fire hydrant from the building? The fire hydrant is located 30 ft from the front door of the building. These are tested by the Property Management Group semi-annually.

Are the fire exits accessible? Yes No

Are the fire exits clearly marked? Yes No

Are the fire exits usable (i.e. not padlocked or chained shut)? Yes No

Have there been any municipal code violations in the past 2 years? Yes No If yes, explain:

Is there a non-smoking policy? Yes No If yes, explain: Smoking is not permitted inside the facility as per the Florida Clean Indoor Act.

Is smoking allowed anywhere inside the premises or on the property? Yes No If yes, indicate where smoking is allowed.



Smoking is not permitted inside the premises, but is permitted outside of the office in designated areas.

Are flammable or combustible fluids or gases kept on the premises? Yes No If yes, identify the specific fluids or gases, their intended use, how they are stored, and how they are safeguarded. Cleaning solvents used to maintain scanning equipment, stored in 5 gallon metal drum contained in the hardware services department away from the document storage area.

Has there ever been a fire in this facility? Yes No If yes, explain circumstances, date, damage (if any), emergency procedures that were implemented, etc.

Were any documents damaged or destroyed? Yes No If yes, explain:

Access and Intrusion Detection

How is access to the facility restricted (e.g. card, key, keypad entry, biometrics)?
RF ID Key fob

Describe any access restrictions within the facility? Server room is key locked from both sides, Conversion room is Numeric keypad locked from all entry points

Is the facility locked and alarmed for intrusion detection? Yes No If yes, is facility monitored by an outside UL-listed central station? Yes No If yes, provide name of company Protection One

If no, describe after hours physical security program:

Are there motion detectors in the office area? Yes No Explain:

Is there a video surveillance system that records the activities in the facility, all entrance doors and the parking lot area? Yes No If yes, describe coverage: Video Surveillance provided by Protection One on all entrance doors.

Are recordings from the video monitoring system maintained for at least 90 days?
 Yes No If no, provide retention time frame: 14 Days

Is there a security guard on the premises? Yes No If yes, where is the security guard located? Cassidy Turley d/b/a Cushman & Wakefield, the Property Management



Company for WCOT Thompson & Benjamin, LLC employs a security company to patrol the exterior of the premises nightly.

What is the name of the security company? Yale Enforcement

Does the facility guard inspect both the interior and exterior of the premises? Yes No Explain: Exterior Only

Are there prohibitions against employees from bringing digital or photographic cameras into the work areas? Yes No Explain:

Are there prohibitions against employees from bringing camera-capable cellular phones into the work areas? Yes No Explain:

Is all inbound material unloaded from all vehicles prior to the end of each working day so that the documents are secured in a facility that is locked and alarmed? Yes No If no, describe how the material is secured:

Are dock doors secured with scissor gates or other security barriers when doors are open? Yes No If no, describe methodology for security of dock doors: Dock Doors are only opened for the purposes of inbound and outbound receipts and deliveries as well as for general maintenance. When the Dock Doors are opened, they are monitored by the warehouse staff. The document storage area is locked and self contained in the warehouse and is not accessible from the dock without key access.

Is physical security integrity testing conducted? Yes No If yes, describe how it is done. If no, describe how physical security is evaluated: Ensure all doors are locked and security system is set as per the nightly closing procedure.

Is there a security audit that is conducted? Yes No If yes, how often? Daily Who conducts it? It is the responsibility of all employees of Image One to ensure that the facility is secure. It is the specific responsibility of openers and closers to conduct the daily security audit.

Describe it: Closing Procedures: All doors are locked (all doors are locked when they are closed), all alarm zones are clear prior to setting alarm, and the alarm is set prior to exiting the building. Opening Procedures: Deactivate the alarm and check for alarm errors. If alarm errors are noted on keypad, information is immediately relayed to IT Manager or Controller in his absence.



Intrusions

Have the premises ever been burglarized? Yes No If yes, provide date of occurrence, what was damaged, vandalized, or stolen?

If burglarized, what was stolen and was it recovered? N/A

If vandalized, what damage occurred and how did it affect customer's projects? N/A

What security steps were taken to avoid a recurrence? N/A

Was the burglary investigated by police? Yes No If yes, provide name of police department and disposition of the investigation? N/A

Was the perpetrator caught? Yes No If yes, did the perpetrator have a current or former relationship with your organization? Yes No If yes, in what capacity? N/A

If the perpetrator was caught, was he/she arrested and charged with a crime? N/A Yes No

Have weapons (guns, knives, explosives) allowed on the premises? Yes No If yes, explain the circumstances However, box cutters are utilized by the warehouse staff and the employees are allowed to utilize kitchen cutlery during their lunch breaks for the purposes of cutting food.

Does your company have a policy against employees bringing weapons onto the premises and is the policy in the employee handbook? Yes No If not, explain.

Disaster Recovery

Is there a Disaster Planning and Business Resumption Plan? Yes No If yes, how often is it tested? Once a year By whom? DR Team tests Disaster Planning and Business Resumption Plan and team includes: all network engineers and facility managers.

Is a copy of the plan available for review? Yes No If no, explain: _____

Describe your Disaster Recovery process and testing methodology: See document

Has the Disaster Recovery plan ever been implemented because of the occurrence of an actual catastrophe? Yes No If yes, please provide specific details as to the nature



of the disaster, date, implementation of the plan, disruption to the business, loss of documents or data, business resumption, and recovery.



Image One IT Emergency Preparedness Manual

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Prevention

The best way to prepare for a disaster is to avoid the disaster. Some items to look for include:

- Maintain good general housekeeping: Keep areas clean and free of obstructions and fire hazards. Remove any stored paper from common areas and store in restricted areas. Consider implementing a "clean desk policy". In the same way that a large city phone directory does not burn as easily as loose paper, removing loose paper from desk tops to files at the end of the work day can reduce losses due to fire. This will also help to protect those documents from sprinkler discharge and other incidents.

Look for, and eliminate, any obviously overloaded electrical circuits. Employees may have installed non-business electrical appliances such as coffeepots, radios, space heaters and fans. These appliances can cause electrical fires by shorting out themselves or overloading circuits not designed for these appliances.

- Observe physical security procedures in the facility, and encourage increased security when appropriate.
- Observe information security procedures regarding computers in the facility, and encourage increased security when appropriate. Questions to ask include Does your staff have their passwords taped to their monitors? Are your laptop computers secured at the end of the workday? Does your staff leave their computers logged on to the network when they are away from their desks for extended periods such as lunch?

You may not have direct control over some of the above, but you can, and should, encourage those who do have authority to take appropriate action. Consider encouraging security-training sessions where appropriate.

Emergency Information

If an emergency is taking place please call 911 and report the emergency prior to implementing any of the following procedures. The employee's safety is paramount.

Fire

The threat of fire at Image One, especially in the Conversion area, is very real and poses the highest risk factor of all the causes of disaster mentioned here. The building is filled with electrical devices and connections that could overheat or short out and cause a fire. Not to be forgotten is the hydrogen gas producing batteries in the server room where a spark could ignite a fire and explosion.

The computers within the facility also pose a quick target for arson from anyone wishing to disrupt IO operations.

Preventive Measures

Fire Alarms

The IO building is equipped with a fire alarm system, with ceiling-mounted fire suppression system that are scattered widely throughout the building.

Fire Extinguishers

Hand-held fire extinguishers are required in visible locations throughout the building. Staff is to be trained in the use of fire extinguishers.

Building Construction

The IO building is built primarily of non-combustible materials. The risk to fire can be reduced when office furnishings are purchased, to acquire flame resistant products.

Recommendations

Regular review of the procedures should be conducted to insure that they are up to date. Regular inspections of the fire prevention equipment are also mandated. Fire extinguishers are periodically inspected as a standard policy.

Tornados and High Winds

The above mentioned disasters have the potential for causing one of the most destructive disasters to IO as more often than not there is no warning for these types of disasters.

Preventive Measures

While a fire can be as destructive as the above mentioned, there are very few preventative measures that we can take for tornados. Building construction makes a big difference in the ability of a structure to withstand the forces of high winds. Strong winds are often accompanied by heavy rain, so a double threat of wind and water damage exists if the integrity of the roof is lost.

Recommendations

All occupants of the IO Building should know where the strong points of the building are and directed to seek shelter in threatening weather.

Computing Services should have large tarpolines or plastic sheeting available in the server room area ready to cover sensitive electronic equipment in case the building is damaged. Protective covering should also be deployed over magnetic tape racks to prevent water and wind damage. Operators should be trained how to properly cover the equipment.

Computer Crime

Computer crime is becoming more of a threat as systems become more complex and access is more highly distributed. With the new networking technologies, more potential for improper access is present than ever before.

Computer crime usually does not affect hardware in a destructive manner. It may be more insidious, and may often come from within. A disgruntled employee can build viruses or time bombs into applications and systems code. A well-intentioned employee can make coding errors that affect data integrity (not considered a crime, of course, unless the employee deliberately sabotaged programs and data).

Preventive Measures

All systems should have security products installed to protect against unauthorized entry. All systems should be protected by passwords, especially those permitting updates to data. All users should be required to change their passwords on a regular basis. All security systems should log invalid attempts to access data, and security administrators should review these logs on a regular basis.

All systems should be backed up on a periodic basis. Those backups should be stored in an area separate from the original data. Physical security of the data storage area for backups must be implemented. Standards should be established on the number of backup cycles to retain and the length of their retention.

Recommendations

Continue to improve security functions on all platforms. Strictly enforce policies and procedures when violations are detected. Regularly let users know the importance of keeping their passwords secret. Let users know how to choose strong passwords that are very difficult to guess.

Improve network security. Shared wire media, such as Ethernet, are susceptible to sniffing activities, which unscrupulous users may use to capture passwords.

Terroristic Action and Sabotage

IO computer systems are always potential targets for terroristic actions.

Preventive Measures

Good physical security is extremely important. However, terroristic actions can often occur regardless of in-building security, and they can be very destructive. Some commonsense measures can help, however.

The building should be adequately lit at night on all sides. All doors into IO should be strong and have good locks. Entrances into the server room proper should be locked at all times. Only those people with proper security clearances should be permitted into the server room area. Suspicious parties should be reported to the police (they may not be terrorists, but they may have theft of expensive computer equipment in mind).

Recommendations

Maintain good building physical security. Doors into the server room area should be locked at all times. All visitors to the server room should receive prior authorization, log in and out, and be accompanied by an employee.

Hurricanes

IO being located in FL is susceptible to being hit by a number of hurricanes during the months of June through November. Hurricanes tend to have high winds and torrential rain for sustained periods of time. Hurricanes have the potential for the most disastrous consequences for IO.

Preventive Measures

Staff members should be more aware of the weather during these months of the year. If a hurricane hit is eminent IO engineers will prepare IO for the disaster. All machinery will be raised off the floor by at least 12 inches. All machinery not plugged into uninterruptable power supplies will be unplugged. All paper and file cabinets will be raised off the floor to ensure if there is a leak or flood they will be protected.

Recommendations

Maintain weather awareness during these months. If someone hears about a potential storm please make it known to staff members to ensure they can track the progress and take necessary measures to protect IO assets.

Disaster situations

In almost any disaster situation, hazards and dangers can abound. While survival of the disaster itself can be a harrowing experience, further injury or death following the disaster stemming from carelessness or negligence is senseless.

All personnel must exercise extreme caution to ensure that physical injury or death is avoided while working in and around the disaster site itself. No one is to perform any hazardous tasks without first taking appropriate safety measures.

Hazardous Materials

There are hazardous materials present in the IO Building. Three primary sources exist for these materials:

- Janitorial supplies - hazardous chemicals are present in the janitorial closets scattered throughout the building.
- Battery acid - hazardous battery acid is present in large quantities in the server room located in the center of the building. Battery acid can cause caustic skin burns, blindness, and pulmonary distress if inhaled. If you come in contact with battery acid, immediately seek a source of water and wash the affected areas continuously until medical assistance can be sought.



Approach any collection of a hazardous material with caution. Notify the nearest safety personnel in the event of a hazardous material spill. Unless you have had the necessary training to do so, do not attempt to clean up a hazardous material spill yourself. Allow the local HAZMAT team to evaluate, neutralize, and clean up any spills.

Stress Avoidance

Recovery from a disaster will be a very stressful time for all personnel involved. Each manager should be careful to monitor the working hours of his staff to avoid over-exertion and exhaustion that can occur under these conditions. A good approach is to divide your team members into shifts and rotate on a regular basis. This will keep team members fresh and also provide for needed time with family.

Refer to DRPDR014: Emotional Health Issues for Disaster Workers, an American Red Cross document that can help understand the stresses that disaster workers often shoulder.

PTSD - Post-traumatic Stress Disorder is a very real condition that can affect survivors and recovery workers in a disaster. All recovery managers and coordinators should be alert to symptoms in their employees that indicate PTSD and seek assistance from the necessary counseling services. Symptoms usually manifest themselves as:

Intrusions

The individual experiences flashbacks or nightmares where the traumatic event is re-experienced.

Avoidance

The individual tries to reduce exposure to people or things that might bring on their intrusive symptoms.

Hyper arousal

The individual exhibits physiologic signs of increased arousal, such as hyper vigilance or increased startle response.

Emergency Management Team

If a major incident/disaster occurs, the Emergency Management Team (EMT) will be convened and the situation assessed. It will be the responsibility of this team to decide whether or not to implement the individual department/business unit Business Continuity Plans.

This Disaster Recovery (DR) will be activated by the DR Team Leader, as identified in the plan, when he/she receives instructions from the Operations Manager on the Emergency Management Team (EMT). When an emergency has been declared by the EMT, the DR Team Leader will report directly to the EMT Operations Manager for the duration of the emergency. All ad hoc requests for decisions, assistance with facilities, acquiring outside services, etc. will be directed by the DR Team Leader to the EMT through the Operations Manager.

It will be the DR Team Leader's responsibility to contact all team members or their alternates and ensure that they convene at the Emergency Operations Centre as defined in this plan.

The DR Team Leader will be responsible for the successful implementation of this plan. Staff and team members are listed as follows (Please contact in order listed below):

Staff Contact Information:

<p><u>Administration Team:</u> Leighanne Corley Exec. Director of Finance</p> <p><u>Information Technology:</u> Kevin Corley Exec. Director of Technology Services DR Team Leader</p> <p><u>Owner/President:</u> Bill Lennon Owner/President</p> <p><u>Sales:</u> Mike Lutz General Manager</p>	<p><u>Hardware:</u> Mark Hoffman Wade Arnold Hardware Manager</p> <p><u>Project Management:</u> Linda Bower Project Manager</p> <p><u>Conversion:</u> Curtis Welch Conversion Manager</p> <p><u>Alternate site Contact</u> Kathy Tate CFO</p> <p>Chris Rogers Lead Developer/Engineer</p>
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Hardware and Software Contacts

<p>Panasonic (Panasonic Scanners)</p> <p>Visioneer, Inc. (Visioneer Scanners)</p> <p>Trend Micro Inc. (Virus Software)</p> <p>Digital Gateway (Eautomate Accounting)</p> <p>Comodo Certificates (SSL Certs)</p> <p>Taltech Barcode Software (FMA)</p> <p>Microsoft Corp. (system software and support) Server software Exchange software ISA software CRM software Sharepoint software Office Software Operating system software Business Contact manager Visual Studio Visual Source Safe Map point Project software (2007) SQL Expressions Web and Blend</p> <p>ISP (Voice and data t-1's) Voice Data Alternate Data Fax Wan</p> <p>Alt ISP Alternate Data</p> <p>Linktivity (Web meeting software)</p>	<p>Kodak</p> <p>Castelle</p> <p>CompUSA</p> <p>Canon USA</p> <p>CDW</p> <p>Dell Inc.</p> <p>Ideal Scanners</p> <p>Atalasoft</p> <p>Lead Tools</p> <p>Adobe</p> <p>Act by Sage</p> <p>Pay America</p> <p>ADP</p> <p>EMC</p> <p>Computer Associates</p>
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Emergency Operations Center

Scope and Objectives

The scope of this plan is to ensure all members of the Image One Emergency Management Team know where to meet in case of a disaster. This document is here to help Image One get their backbone infrastructure back up and running to enable Image One to continue their typical business practices.

Primary Site

Team's primary meeting spot will be located out the front door at:
Image One
6206 Benjamin Rd. Suite 301
Tampa, FL 33634
Phone Number: 813-888-8288 or 800-956-9000

Alternate Site (If complete Destruction of primary site)

County Business Systems
1574 Reed Rd.
Pennington, NJ 08534

Information Technology

Responsibility: IT Manager is responsible for coordinating all team activities and reporting status. IT Manager will be in charge of resuming all parts of the network infrastructure.

Alternate Name: Secondary IT Engineer

Contact Information: See above for contact information

Recovery Procedure

- If a server is down please contact IT Manager. He will assess the situation and deem necessary measures to get it back up and running.
- If loss of data occurs, IT Manager will be notified of what data is missing and the data will be restored from RAID backup. If necessary Image One Engineers will do a restore from backup devices.
- If software issues, then IT Manager will contact appropriate person to resolve issue.

Recovery Time

If server has had a hardware failure the IT staff will contact manufacturer for warranty replacement of failed parts. Dispatch for all of Image One's server hardware is a 24x7 4 hour dispatch timeframe. Whether it is just a replacement part or service technician is dispatched, a member of Image One's technology staff will be present to ensure server is back up as quickly as possible and to full capabilities. This is also to ensure no data theft takes place while parts are being replaced. All server down issues will be restored as quickly as possible. Due to the nature of an issue, certain down issues will take longer to recover from than others. Image One technology staff will make a best attempt to restore complete service within 4 hours. If replacement parts are needed or is a vendor down issue then restoration of service may take longer.

Recovery Location

Recovery location is dependent on severity of destruction. (Alternate Billing information location)
1574 Reed Rd.
Pennington, NJ 08534

Server Down issues (regular server down issues):

- If a server is down, please contact IT Manager. He will assess the situation and deem necessary measures to get it back up and running.
- If server has had a hardware, failure the IT staff will contact manufacturer for warranty replacement of failed parts. Dispatch for all of Image One's server hardware is a 24x7 4 hour dispatch timeframe. Whether it is just a replacement part or service technician is dispatched, a member of Image One's technology staff will be present to ensure server is back up as quickly as possible and to full capabilities. This is also to ensure no data theft takes place while parts are being replaced.
- If loss of data occurs, IT Manager will be notified of what data is missing, and the data will be restored from RAID backup. If necessary Image One Engineers will do a restore from Tape.
- If software issues, then appropriate person will be contacted to resolve issue.
- Server down issues will be restored as quickly as possible. Due to the nature of an issue, certain down issues will take longer to recover from than others. Image One technology staff will make a best attempt to restore complete service within 4 hours. If replacement parts are needed then restoration of service may take longer.

Site down Issue (Orlando to Tampa link)

- IT Manager will be notified, and he will assess the situation.
- If it has been deemed a connection down issue, ISP will be contacted and problem will be input for service.
- IT staff member who was assigned to input call to ISP will be responsible for calling ISP every half hour to find out status of connection until connectivity is restored.
- At point of restoration, connectivity tests will be preformed from both sides.
- Once connectivity tests have been completed and passed, a final phone call will be made to ISP to find out what the issue was and to ask ISP to close the trouble ticket.
- All site down issues will be restored as quickly as possible. Due to nature of issue certain down issues will take longer to recover from than others. Image One technology staff will make a best attempt to restore complete service within 4 hours.

Site Disaster

If a disaster takes place at Image One Tampa, destroying the server room, the IT staff will be required to setup at an alternate location. If the Tampa office has been destroyed we will proceed to setup our site at our sister office in Pennington, NJ (Salvageable hardware will be carried onsite and all other temporary hardware would be purchased at location). County Business Systems already has a T1 to the internet which we would temporarily use for internet connectivity. DNS will be forwarded to site location (detailed in Master Package). Servers will be provisioned from CompUSA on Net 30 account/company credit card with authorization from the Controller and IT Manager. The configuration of each of the servers is located in the master pack.

Software Locations

There are 4 Master copies of software. The locations are as follows:

- IT manager's office in locked storage container (Grab and Go Box)
- Locked filing cabinet in server room
- Offsite location Safety Deposit box (Tampa)
- Locked in filing cabinet at sister location (County Business Systems)

Master software pack contains all Software, Licenses, Design, Layouts, and recovery documentation associated with the IO network.

Backup Device Locations

There are 2 copies of backup tapes. The locations are as follows:

- Server room in fire safe
- Offsite County Business Systems

Recovery Steps – Summary

- Step 1 – Contact employees to meet at EOC
- Step 2 – Contact backup site and notify Network engineers will be on their way to recover the site with tapes and backup material.
- Step 3 – Contact Customers let them know Image One has sustained a hit from a disaster and recovery steps are taking place.
- Step 4 – Contact vendors to procure new hardware, software, and services. (Servers, switches, UPS's, Cables, Storage drives (purveyor) and Fax Server)
- Step 5 – Have County Business systems staff member go and pick up the provisioned hardware and have ready for Image One engineers to get setup under way
- Step 6 – When Image One Engineers get on site in NJ they will restore Domain controllers.
- Step 7 – Setup and restore ISA server.
- Step 8 – Point DNS to appropriate IP's.
- Step 9 – Setup Exchange server and restore data.
- Step 10 – Confirm connectivity
- Step 11 – Setup and restore Conversion server and fax server.
- Step 12 – Setup Eautomate and restore data.
- Step 13 – Setup and restore Sharepoint.
- Step 14 – Confirm connectivity for all systems.
- Step 15 – Head of IT will fly back to Tampa to work on recovery of Tampa location. One engineer will remain in NJ to monitor and manage recovery location.
- Step 16 – When Tampa location is recovered backups of data at the NJ site will be made and over-nighted via FedEx to Tampa location for restoration of normal operations.
- Step 17 – When tapes are received by Tampa location engineers they will restore the changed data to the appropriate server.
- Step 18 – Servers will be restarted and ensure all comes up properly.
- Step 19 – DNS will then be changed back to original settings and connectivity will be tested.
- Step 20 – After all is up and running at the Tampa location the network engineer in NJ will box up and store surplus servers at the NJ location.
- Step 21 – Engineer in NJ will fly home and assist in the recovery of all other aspects of the business.

Information Technology – disaster recovery

Step 1 – Contact Employees to meet at determined EOC

Responsibility:
Head of Technology
Controller

Date Completed _____ **Initials:** _____

Step 2 – Notify County Business Systems that IO engineers are on their way.

Engineer will contact CEO and Lead Engineer from alternate site to inform them that the IT Manager and one other engineer are on their way up to their location to recover servers.

Responsibility:
IT Manager

Date Completed _____ **Initials:** _____

Site Name	Where	Contact
Tampa Main Office	6202 Benjamin Rd Suite 103 Tampa, FL 33634	813-888-8288 800-956-9000
County Business Systems	1574 Reed Rd. Pennington, NJ 08534	(609) 935-0180

Step 3 – Contact Customers let them know Image One has sustained a hit from a disaster and recovery steps are taking place

Specific department heads will notify customers that a disaster has taken place at Image One and the recovery plan has been implemented.

Responsibility:
Specific Department Heads

Date Completed _____ **Initials:** _____

Step 4 – Contact vendors to procure new hardware.

IT Manager will produce the equipment list required to get down systems up and running. He will then procure pricing for the listed equipment. Once pricing has been received the IT manager will go over the list and get approval from the controller for purchase. Once approval has been received then IT manager will proceed with the hardware/software purchase (Note for all shipping utilize quickest delivery method possible to limit downtime).

Responsibility:

IT Manager Controller

Date Completed _____ **Initials:** _____

Equipment/Office Supplies:

Description (Fax Server Solution)	Contact Information
24 port T-1 Fax server Enterprise edition	Support:
TSU ACE - DSU/CSU – external – V.35 – 1.544 Mbps – T-1	Support:
10/100/1000 Switch and Cables	Purveyor

Servers	Purveyor (Hardware and software) Purveyor (Computers and Servers)
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Step 5 –County Business systems staff pick up the provisioned hardware.

Have County Business systems staff member go and pick up the provisioned hardware and have ready for Image One engineers to get setup under way

Responsibility:

IT Manager

Date Completed _____ **Initials:** _____

Step 6 – Domain controllers up and running

When Image One Engineers get on site in NJ they will restore Domain controllers. See configuration document.

Responsibility:

IT Manager and alternate engineer

Date Completed _____ **Initials:** _____

Step 7 – ISA Up and running

Setup and restore ISA server
Please see configuration document

Responsibility:

IT Manager and alternate engineer

Date Completed _____ **Initials:** _____

Step 8 – DNS to appropriate IP's

Please see configuration document

Responsibility:

IT Manager and alternate engineer

Date Completed _____ **Initials:** _____

Step 9 – Setup Exchange server and restore data

Please see configuration document

Responsibility:
IT Manager and alternate engineer

Date Completed _____ **Initials:** _____

Step 10 – Confirm connectivity

Contact software support staff to confirm all connections are up and functional.

Responsibility:
IT Manager and alternate engineer

Date Completed _____ **Initials:** _____

Step 11– Setup and restore Conversion server and Fax Server

See configuration document.

Responsibility:
IT Manager and alternate engineer

Date Completed _____ **Initials:** _____

Step 12– Setup Eautomate and restore data

See configuration document.

Responsibility:
IT Manager and alternate engineer

Date Completed _____ **Initials:** _____

Step 13– Setup and restore Sharepoint

See configuration document.

Responsibility:
IT Manager and alternate engineer

Date Completed _____ **Initials:** _____

Step 14– Setup and restore data files.

See configuration document.

Responsibility:
IT Manager and alternate engineer

Date Completed _____ **Initials:** _____

Step 15 – Confirm connectivity for all systems

Contact software support staff to confirm all connections are up and functional.

Responsibility:
IT Manager and alternate engineer

Date Completed _____ **Initials:** _____

Step 16 – Start Restoration of primary site

Head of IT will fly back to Tampa to work on recovery of Tampa location. One engineer will remain in NJ to monitor and manage recovery location.

Responsibility:
IT Manager

Date Completed _____ **Initials:** _____

Step 17 – Complete Restoration of primary site

When Tampa location is recovered backups of data at the NJ site will be made and over-nighted via FedEx to Tampa location for restoration of normal operations. See configuration documents.

Responsibility:
IT Manager

Date Completed _____ **Initials:** _____

Step 18 –Restoration of data at primary site

When tapes are received by Tampa location engineers they will restore the changed data to the appropriate server.

Responsibility:
IT Manager

Date Completed _____ **Initials:** _____

Step 19 – Restart servers

Servers will be restarted and ensure all comes up properly

Responsibility:
IT Manager

Date Completed _____ **Initials:** _____

Step 20 – Re-point DNS back to primary location

DNS will then be changed back to original settings and connectivity will be tested

Responsibility:
IT Manager

Date Completed _____ **Initials:** _____

Step 21 – Test connectivity

Connectivity to all servers will be tested and retested to ensure access to all systems are functional.

Responsibility:
IT Manager

Date Completed _____ **Initials:** _____

Step 22 – Store surplus equipment

After all is up and running at the Tampa location the network engineer in NJ will box up and store surplus servers at the NJ location.

Responsibility:
Alternate Engineer

Date Completed _____ **Initials:** _____

Step 23 – Alternate engineer to fly home

Engineer in NJ will fly home and assist in the recovery of all other aspects of the business.

Responsibility:
Alternate Engineer

Date Completed _____ **Initials:** _____

Document Revision Tracking and testing

Date	Who Revised/tested	What was revised/tested
1/4/11	Chris Awad	Changed software packages and replaced contacts
2/13/11	Team	Tested plan
5/15/13	Kevin Corley	Updated contact information

HIPAA Privacy and Security Policy Acknowledgment Form

This notice tells all employees how and why personal information about employees will be collected, how it will be handled and secured, and with whom the information is shared. We respect the privacy of personal information and maintain it securely according to the privacy and security rules under HIPAA. This notice applies to information regarding all current and former employees.

Why we collect personal information:

- To determine eligibility for health care coverage
- To transmit premium payments to the health insurance carrier
- To provide test results to an officer of the company, government regulatory agencies, or companies that require certain tests under contract
- For pre-employment physicals and to determine fitness-for-duty of the employee's job
- To evaluate work-related injuries and comply with workers' compensation laws
- For requests for accommodation under the ADA
- To administer leave under FMLA (where applicable)
- To comply with OSHA, MSHA, and similar state laws
- For judicial or administrative proceedings

Personal information we collect from employees:

We ask people seeking employment and benefits to provide certain information when they begin employment and enroll in a benefit plan. This information includes but is not limited to:

- Name, address, and phone number
- Social Security Number
- Birth date
- Marital status
- Information regarding current illnesses, injuries, or disabilities that may affect the ability to perform the job.
- Consent to release all applicable information, including physical exam, drug screening and fitness-for-duty results to the company and its agents and service providers.

How we protect personal information under federal law:

Employee personal medical information is maintained in accordance with HIPAA and/or any other state or federal law to protect the privacy of such information. The confidentiality, integrity, and availability of any electronic protected health information (EPHI) will be ensured via appropriate safeguards as specified under HIPAA's security rule. We will investigate and correct any alleged privacy or security violation within 30 days of discovering the issue.

How we protect personal information under state law:

Employee personal medical information is maintained in accordance with state law where such rules are more stringent than, but not contrary to, the federal law to protect the privacy of such information. In general, state laws that are contrary to HIPAA's privacy rule are preempted by the federal requirements, which means that the federal requirements will apply. The HIPAA privacy rule provides exceptions to the general rule of federal preemption for contrary state laws that require certain health plan reporting, provide greater privacy protections, or provide for the reporting of disease or injury, child abuse, birth, or death.

If you want more information on HIPAA as it applies to your personal health information, please contact the owner or an officer of the company or customer service for:

(Health care program)

Acknowledgment of receipt:

Employee

Date
CAM 17-0502
Exhibit 6
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Image One Corporation Confidentiality and Non-Disclosure Agreement

Image One Corporation ("Image One") wishes to disclose to you and you wish to receive certain confidential information that is proprietary to Image One.

In consideration of Image One's disclosure to you of such confidential information, you agree to the following terms and conditions:

The term "Confidential Information", as used in this Agreement, shall mean any information of material which is proprietary to Image One designated as "Confidential Information" by Image One, including but not limited to, designs, drawings, specifications, techniques, models, data, algorithms, source code, documentation, diagrams, flow charts, research, development, process, procedures, "know-how", new product or new technology information, product prototypes, product copies, marketing techniques and materials, marketing timetables, strategies and development plans, including trade names, trademarks, customer names and other information related to customers, customer documents, pricing policies, and other technical, business and financial information. Confidential Information shall also include any and all information or material that is made available to Image One by its customers for the purpose of obtaining or utilizing Image One's services.

Confidential Information shall not include information that is now generally known to the computer software or micrographics industry, or which is later published or generally disclosed to the public by Image One.

You agree to hold in confidence and to take all reasonable steps to protect such Confidential Information and not use, disclose or reveal to any person or entity any of the Confidential Information for any purpose, other than for the limited purpose(s) of this confidence without Image One's prior written consent. Any employee or contractor given access to any Confidential Information must have a legitimate "need to know" and shall be similarly bound.

You understand and acknowledge that Image One strictly prohibits tape recording, videotaping, photography and the use of any personal image-recording devices, including cameras and camera phones, in any document secure area of the Company.

You agree to return to Image One any and all materials furnished by Image One and containing Confidential Information, together with any copies that may have been made, promptly after the purpose(s) for which they were furnished have been accomplished, or if requested in writing by Image One.

You represent that you have not provided or communicated any of the Confidential Information to any third party, and will not do so in the future without the prior written permission of Image One.

You understand and acknowledge that such Confidential Information has been developed or obtained by Image One by the investment of significant time, effort and expense, and that such Confidential Information provides Image One with a significant competitive advantage in its business. Because of the unique nature of the Confidential Information, Image One will suffer immediate, irreparable harm in the event you fail to comply with any of your obligations under this Agreement and that monetary damages will be inadequate to compensate Image One for such breach. Accordingly, you agree that Image One will be entitled, in addition to any other remedies available to it at law or in equity, to injunctive relief to enforce the terms of this Agreement.

It is not Image One's desire to receive proprietary information from you. Image One will have no obligation hereunder to keep confidential, secret, or proprietary any ideas, concepts, know-how or techniques, materials or any other information. You release Image One from any and all liability for any disclosure by Image One of any and all information received from you.

This Agreement sets forth the entire understanding and agreement of the parties with respect to the subject matters hereof and supercedes all other oral or written representations and understandings. The formation, interpretation and performance of the Agreement shall be governed by the law of the State of Florida, excluding its conflict of law rules. This Agreement may only be amended or modified in writing signed in advance by you and a duly authorized representative of Image One.

You acknowledge that you have carefully read and understand this Agreement, and acknowledge receipt of a copy thereof. You warrant and represent that you have the authority to enter into this Agreement on behalf of the person, firm or corporation, if any, listed below your name.

If the foregoing meets with your complete approval, please indicate your acceptance and agreement by signing in the space provided below.

Signature: _____ Date: _____

Printed Name: _____

Company: Image One Corporation, 6206 Benjamin Road, Suite 301, Tampa, Florida 33634