6/22/2020

City of Charlotte Department of General Services
City Procurement, 9th Floor CMGC
Tracey Keyes, Procurement Officer
600 East Fourth Street
Charlotte, NC 28202-2850
Re: RFP #269-2019-090 Citywide Document Management Services

Dear Tracey,

Thank you for allowing ScribSoft Holdings, the parent company of Advanced Imaging Systems (AIS) the opportunity to continue to partner with the Charlotte Cooperative Purchasing Alliance (CCPA) and participate in the current document management services solicitation related to RFP #269-2019-090. AIS, a ScribSoft Holdings (AIS-SCRIB) company commits to meet all the requirements for RFP #269-2019-090 and is happy to have been awarded the last CCPA solicitation from RFP # 269-2014-085. AIS-SCRIB is confident that we will continue to deliver exceptional quality, on-time and supportive service, and a comprehensive consultation that will help structure an efficient records management process today and well into the future. Please see sections 4.1.2 and 4.1.2.2 for details on AIS-SCRIB's approach to perform services.

AIS-SCRIB is a strategic information management company committed to supporting our Clients lower their costs associated with managing the flow of information. AIS-SCRIB has been working with local government organizations in North Carolina as well as all over the country (with clients in more than 30 states) for over 45 years, assisting the agencies electronically manage their mission-critical data in the most cost-efficient way. During our 5-year partnership with the CCPA we have grown in geographic coverage from 5 to 30 states, more than doubled our client base, and expanded our product offering. We have added a significant number of products to our offering which CCPA associated clients will benefit from, and plan to continue offering the value of our CCPA pricing as a primary component of all negotiations. AIS-SCRIB takes pride in quality while maintaining an accuracy rate of 99.993% or higher within the service bureau. AIS-SCRIB was recently vetted and awarded the North Carolina State Term Contract 920S for document management services. The NC State Term Contract allows State Agencies like the North Carolina State Crime Lab to partner with AIS-SCRIB with confidence knowing they are a credible qualified service provider who went rough a stringent vetting RFP process.

Since the last CCPA solicitation from RFP # 269-2014-085, AIS-SCRIB has made significant improvements to our operations, process, and security practices in terms of managing the chain of custody of our client's data. These improvements which mitigate risk to our Clients while driving project costs down include, becoming SOC 2 Type 2 Compliant, being CJIS compliant, as well as a full commitment to full-time incentive-based operational staff. AIS-SCRIB has also expanded to have a national presence with offices across the country with the recent creating of ScribSoft Holdings in 2017. ScribSoft Holdings is the parent company of AIS, Scribbles Software and Permitium Software. All solutions provided by AIS-SCRIB carry a 100% guarantee to meet the requirements of the City of Charlotte, and all participating public agencies affiliated with the CCPA.

Thanks again, and we look forward to working with you and your team.

Matt Solomon,

Managing Partner, ScribSoft Holdings

Main point of contact for all contract items:
Gerry Brucken
COO, Advanced Imaging Systems
gerryb@aisimc.com
704-998-6570
10617 Southern Loop Blvd
Pineville, NC 28134

Company Reference Information:
ScribSoft Holdings / Advanced Imaging Systems: NC E-Procurement/EVP Customer Number: 383487-A

Tax ID number: 81-3799726
Legal name: SCRIBSOFT HOLDINGS INC
Business name: ADVANCED IMAGING SYSTEMS INC

US Offices:
North Carolina/US Headquarters Address:
10617 Southern Loop Blvd.
Pineville, NC 28134
....
South Carolina Office:
3182 Pine Bluff Way
Fort Mill, SC 29707
....
Colorado Office
10460 Gilpin Street
Northglenn, CO 80233
.....
California Office
27324 Camino Capistrano # 122
Laguna Niguel, CA 92677
......
Florida Office
2330 Lawrence Hall Street
Ruskin, FL 33570
....
Maine Office
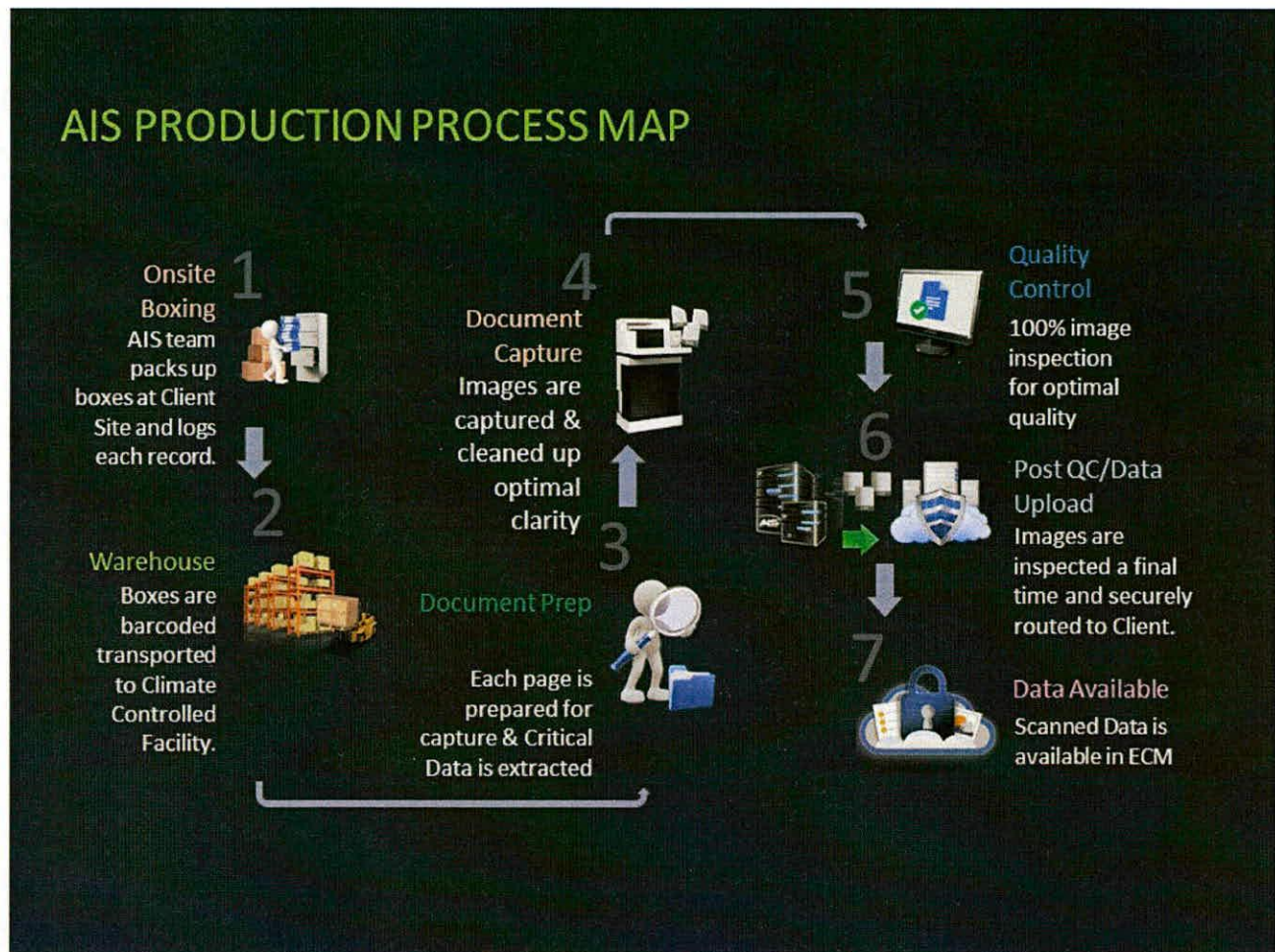143 7th Street
Acton, ME 04001

4.1.2. Proposed Solution:

Citywide Document Management Services:
AIS-SCRIB complies to and meets all Scope requirements as described in Section 3 of this RFP # 269-2019-090

4.1.2.1. Company Background:

General Description
ScribSoft Holdings is the parent company of Advanced Imaging Systems (AIS-SCRIB). AIS-SCRIB is a full service, strategic information management company, headquartered at 10617 Southern Loop Blvd Pineville NC. AIS-SCRIB has over 1,000 active customers using our services. Our range of services includes digital imaging, data hosting, microfilm imaging, retention schedule management, data conversions, and other related services. AIS-SCRIB has been in business since 1972 providing the services requested in this solicitation. Virtual Tour: https://aisimc.com/ais-video-tour

AIS PRODUCTION PROCESS MAP

1 Onsite Boxing AIS team packs up boxes at Client Site and logs each record.

2 Warehouse Boxes are barcoded transported to Climate Controlled Facility.

3 Document Prep Each page is prepared for capture & Critical Data is extracted

4 Document Capture Images are captured & cleaned up optimal clarity

5 Quality Control 100% image inspection for optimal quality

6 Post QC/Data Upload Images are inspected a final time and securely routed to Client.

7 Data Available Scanned Data is available in ECM

Overview

AIS-SCRIB serves as a Business Associate for the City of Charlotte and is currently an approved vendor on the existing CCPA contract. We provide our customers with a tight chain of custody of their records with the emphasis on security and confidentiality of the records during the conversion process. All AIS-SCRIB personnel who touch Customer files are full time employees of AIS-SCRIB. No subcontracted employees or temps are used in any process to digitize customer data. A complete background check is conducted on each staff member and a current signed Confidentiality Agreement is on file for each employee in addition to initial and random drug screening. The customer project will be assigned to an AIS-SCRIB Project Manager (PM). The PM is responsible for the project to ensure all customer expectations are met on the operations side of the business (from confirming project deadlines, defining job scope, pilot testing, pickup scheduling, to providing interim document access). The AIS-SCRIB operations employees report up to the PMs and are measured and compensated by #1 Quality and #2 by their Production within the assigned project for their work shift. There are between 5-8 different AIS-SCRIB employees who will physically handle the customer documents depending on rescans. This ensures each employee involved in the project is held accountable from a quality standpoint.

Document Purging/Logging/Boxing/Pickup

The AIS-SCRIB Purge Team (all AIS-SCRIB Full Time Employees) remove all customer files and place them in AIS-SCRIB boxes to prepare for transport. Boxes will be loaded directly into the AIS-SCRIB vehicle and locked for transport directly to Pineville. All AIS-SCRIB drivers are Full Time Employees insured and bonded. AIS-SCRIB believes in a tight chain of custody of customer information. The customer will provide an index file containing indexing information (i.e.: emp#, last name, first name, DOB). This index file will be used at AIS-SCRIB to create the Lead Sheets and to help control the cost of indexing the files

Warehouse Storage

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

Box/File Tracking

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

Document Requests

In the event the Client needs access to documents which are at the AIS-SCRIB facility, the client has the option to request documents from storage. For ScribOrder users, there is a 'Request from Storage' button is available through ScribOrder. The 'Request from Storage' button is synced with the AIS-SCRIB warehouse staff that pull the record, scan it, and attached the scanned images to the Order within ScribOrder and reassign the order back to the Client. At this point the ScribOrder user can fulfill the request from the scanned image from storage. There is an online records request from storage application for non-ScribOrder clients.

Document Preparation

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

Document Scanning

Prepped boxes are then transported into the document capture bureau. AIS-SCRIB utilizes high volume production scanners that process up to 420 images per minutes on most AIS-SCRIB scanners. Within the process the scanners and capture software perform image enhancements to clean up the overall image quality while controlling the file size of the images. Batches are created using the information from Client spec sheet. Each box number is listed on the Batch for tracking purposes. Completed boxes are again identified and returned to the original warehouse location.

Indexing of Documents

After the documents are scanned, they then enter into our indexing process where they are indexed according to the guidelines set forth in the specification agreement (Spec Sheet). The spec sheet is filled out by the account manager and Customer prior to work being picked up.

Quality Control (QC)

All documents scanned at AIS-SCRIB will be put into our quality control terminal where we review 100% of the images. Any images flagged as poor contrast, bent corners, double feeds, etc. will be pulled from the original boxes, rescanned, and sent back through Quality Control.

AIS-SCRIB Quality Requirements and Guarantee

- AIS-SCRIB current accuracy ratio of 99.9937%
- 100% Image Inspection
- 100% job quality satisfaction to be the needs of Client.
- All work done by AIS-SCRIB will match the quality and standards given at the onset of a job through a "Benchmark" 1 box pilot for each new project/program.
- Any job which is unsatisfactory will be done again at no cost to the Customer.
- All work done by AIS-SCRIB is unconditionally guaranteed to meet the requirements of Client.

Data Export
Once the data has been checked within the QC department the data is processed through algorithms to verify all data formats comply with customer specifications. The scanned data will be securely uploaded to the customer ECM. The customer team can then use their secure login to access the scanned data.

Document Completion – Return or Certified Destruction
Upon completion of the work, Client is sent a disposition notice indicating that the work has been completed. At this point the written notice allows Client to select a disposition method. The disposition method will either be to return to Customer, destroy, or put into storage. AIS-SCRIB can return all documents to Client using the same process as used on pickup. If Client prefers, AIS-SCRIB will coordinate a secure document destruction. Upon destruction, a certification will be sent to the Client indicating the date and the boxes destroyed.

Onsite Scanning and Preparation
AIS-SCRIB offers an optional service to Clients to provide document preparation and scanning services onsite for clients. A team of individuals bring a scanner and necessary material onsite to create a virtual environment to prep, scan and QC images. Indexing, comprehensive QC and data upload are complete back at the AIS-SCRIB office.

Document Retention
To support clients, AIS-SCRIB retains backup copies for a pre-agreed period (usually 90 days) in a secure, cloud-based storage environment. Longer data retention is available if desired for disaster recovery.

Client Disaster Recovery
AIS-SCRIB offers an optional service to Clients to create a backup of all data. This data is securely stored in either a fireproof, climate-controlled vault at the AIS-SCRIB facility or loaded to an encrypted cloud-based repository. As a standard practice, all data residing on AIS-SCRIB servers is encrypted and backed up on an ongoing basis to prevent data loss.

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

Background Checks
AIS-SCRIB performs pre-hire and annual employee drug screens, background checks, and sex-offender screenings. In addition, all employees are required to sign a confidentiality agreement. AIS-SCRIB also performs random drug testing for all active AIS-SCRIB staff members. AIS-SCRIB aligns process procedure manuals with Federal HIPAA requirements and regulations. All AIS-SCRIB employees are US Citizens and full-time employees. We do not employ temps, and the average tenure for an AIS-SCRIB production employee is 9.5 years

AIS-SCRIB Job Performance Guarantee
- 100% job quality satisfaction to meet the needs of the customer.
- All work done by AIS-SCRIB will match the quality and standards given at the onset of a job through a "Benchmark" 1 box pilot for each new project/program.

- Any job which is unsatisfactory will be done again at no cost to the customer.
- All work done by AIS-SCRIB is unconditionally guaranteed to meet the requirements of the customer.

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

Employees and the Workplace
All Employees are required to sign a confidentially agreement. Employees also receive regular training to ensure compliance with HIPAA and document handling in the workplace. Physical security sectors are designated in the AIS-SCRIB facility, ensuring controlled access to records. Our warehouse remains locked at all times, with access limited only to authorized personnel. The entire facility and warehouse are guarded by an electronic alarm system with motion detection and RFID badge control at all external and internal entry points.

Outside the Workplace
Certain employees are trained to transit record to and from the Client's site. These employees are trained in how to handle records in the outside environment. Our secure vehicles are properly labeled with placards to identify our firm. Vehicles are locked, front and rear at all times.

Data Backup
All data that resides on the AIS-SCRIB servers while records are being processed is backed up multiple times per day to minimize the risk of data loss. See attached SOC 2 Report for further details.

File Access
Client can have access 24/7/365 to any record that is in the possession of AIS-SCRIB for processing or storage; AIS-SCRIB can work with the Client to pick-up records in small batches as required to ensure accessibility.

References
CMPD- Donna Sanchez, dsanchez@cmpd.org, 704-591-0530
Charlotte Douglas Intl Airport- Bill Nunes, william.nunes@cltairport.com, 704-620-3599
Charlotte Water- Carolyn Ross, cross@ci.charlotte.nc.us, 704-432-3958
Charlotte Mecklenburg Schools (CMS)
Mecklenburg County Sheriff
Mecklenburg County DSS
Mecklenburg County Health
Mecklenburg County ROD
Mecklenburg County Clerk of Court

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

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

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

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

Greg Brookover is our Systems and Technical Development Manager. He is a 1993 graduate of DeVry Institute of Technology in Computer Sciences. Greg develops software accounts and designs integrated systems. Greg has installed and training systems at Lancaster County Schools, Chester County Schools, Charlotte Mecklenburg Schools, Charleston County School District, Georgetown County Schools and many others. Greg has a broad product and industry knowledge and is constantly training in advanced products and systems. He is responsible for the everyday responsibilities within technical support plus testing of new products.

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

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

AIS-SCRIB Service Bureau Photos:

35,000 sf Building: **Climate Controlled Warehouse:**

Prep: **Capture:**

Index: **Quality Control:**

4.1.2.2. Company Qualifications:

- <u>Describe how the Company will provide the Services described in this RFP. Why and how is the Company qualified to handle the City as a client?</u>

AIS-SCRIB remains qualified to continue its partnership with the CCPA and has been serving the City of Charlotte and agencies currently associated with the CCPA for over 40 years while being in business since 1972. AIS-SCRIB only employees full time staff while maintaining an accuracy rating of 99.993% within operations. The average employee has been working for AIS-SCRIB for 9.5 years with many employees that have been with the company for over 20 years. Since the last CCPA solicitation was awarded, the parent company of AIS-SCRIB AIS-SCRIB Holdings is now SOC Type 2 Certified and has reports for 2020. A SOC 2 Type 2 report is an internal controls report capturing how a company safeguards customer data and how well those controls are operating. Companies that use cloud service providers use SOC 2 reports to assess and address the risks associated with third party technology services. These reports are issued by independent third-party auditors covering the principles of Security, Availability, Confidentiality, and Privacy. See the attached AIS-SCRIB and Permitium SOC 2 Type 2 Reports attached.

AIS-SCRIB has completed projects with local departments like the City of Charlotte City Clerk's Office, Human Recourses, Solid Waste, CMPD, Charlotte Douglas Airport, the Mayor's Office in addition to other non-City County agencies like Mecklenburg County Sheriff's Office, ROD, Health Department, Health and Human Services, Charlotte Mecklenburg Schools, Clerk's Office and many more. AIS-SCRIB has also partnered with agencies that have taken advanced of the CCPA outside of the State like Clark County NV, Prince William County Schools, Atlanta Public Schools and many more.

Scanning Services Overview:

- Been in business since 1972
- SOC2 Type 2 Certified
- Maintain over 1,000 Active Customers

General Facility Security
- Security cameras cover all entrances/exits of building 24/7/365
- Individual Key Fob authorization to get into building
- Motion and early spoke detection throughout the facility
- Early Smoke Detection System

Warehouse
- ~25,000 square feet of climate-controlled warehouse space
- 85,000 box capacity within AIS-SCRIB warehouses
- All boxes are logged into barcode system and tracked throughout the entire scanning process

Production
All production staff are measured and compensated by the quality of work they do with the volume of work completed by shift.

Prep Department
- Staple/paperclip removal, tape downs, correcting dog-eared corners, inserting header/index info etc
- Average prepper can prep ~1,000 pages per hour
- Average tenure of a prepper is 9.5 years (many preppers have been with AIS-SCRIB for over 20 years)

Scanning Department
- Currently processing 5-7 million images from paper a month over 2 shifts
- All Kodak Alaris Production Scanners being utilized within the bureau 400+ images per minute per scanner
- Current scanning bureau is at approx 50% capacity

Microfilm Conversion Department
- Currently converting 4-5 million images from microfilm a month over 2 shifts

Quality Control Department
- 100% of all images are inspected and validated within the service bureau
- Accuracy ratio is currently of 99.993%

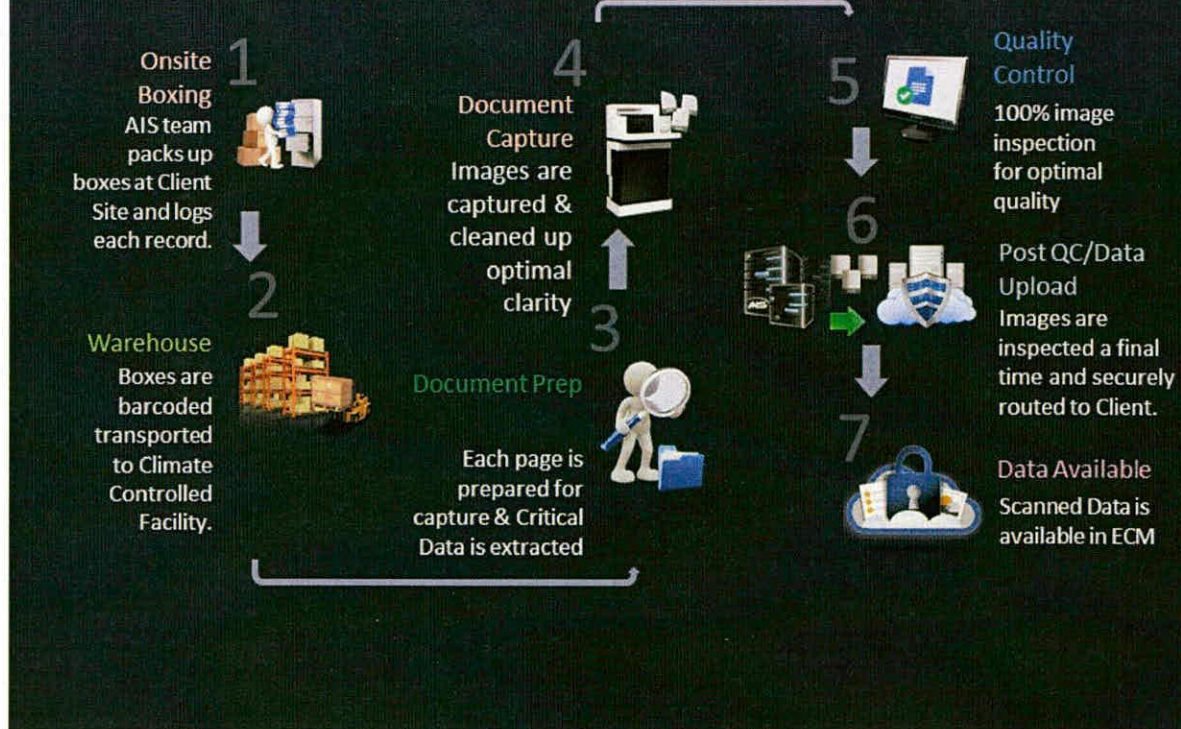## Indexing Department
- Indexing can be captured via barcode, match & merge, hand keyed from header
- Average Data Entry Staff member can process ~60,000 keystrokes per shift

Post Quality Control Department
- Datagroups (batches of images & index values) are spot checked to ensure accuracy with job specs
- Data is transfer to Client via (DVD, sFTP, Encrypted Hard drive, etc.)

AIS PRODUCTION PROCESS MAP

1 Onsite Boxing
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2 Warehouse
Boxes are barcoded transported to Climate Controlled Facility.

3 Document Prep
Each page is prepared for capture & Critical Data is extracted

4 Document Capture
Images are captured & cleaned up optimal clarity

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100% image inspection for optimal quality

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Document Requests

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- **Employees and the Workplace -** All Employees are required to sign a confidentially agreement. Employees also receive regular training to ensure compliance with HIPAA and document handling in the workplace. Physical security sectors are designated in the AIS-SCRIB facility, ensuring controlled access to records. Our warehouse remains locked at all times, with access limited only to authorized personnel. The entire facility and warehouse is guarded by an electronic alarm system with motion detection and RFID badge control at all external and internal entry points.

- **Outside the Workplace -** Certain employees are trained to transit record to and from the Client's site. These employees are trained in how to handle records in the outside environment. Our secure vehicles are properly labeled with placards to identify our firm. Vehicles are locked, front and rear at all times.

- **Data Backup** – all data that resides on the AIS-SCRIB servers while records are being processed is backed up multiple times per day to minimize the risk of data loss. See attached SOC 2 Report for further details.

File Access
Client can have access 24/7/365 to any record that is in the possession of AIS-SCRIB for processing or storage; AIS-SCRIB can work with the Client to pick-up records in small batches as required to ensure accessibility.

- What steps will the Company take to ensure that any transition of Services run smoothly?

AIS-SCRIB does not anticipate a lot of transition as there are many projects that are already in place and have been running smoothly for many years now. Any new projects coming on board will be treated as new projects. New projects start with a dedicated assigned account manager and project manager. Both of which are responsible for managing expectations and deadlines while ensuring that consistent communications take place with an agreed upon project plan.

- Describe the communication scheme that the Company will use to keep Departments informed about the Services.

With new projects we most always start with a dedicated assigned account manager and project manager (PM). The PM builds out a project plan and sets regular calls to ensure both expectations are met and that deadlines along with project deliverables happen as they are supposed to within the project.

- If the Company is proposing Scanning Services, please indicate the following:
  - Which software or solution is the Company proposing for its electronic document management system?

We offer 2 cloud based hosted document management solutions, both of which are compliant with and support key standards of SOC 2 Type 2, PCI, and others. ScribOnline is a proprietary cloud based hosted document management solution designed to address the unique needs of our clients. Image Silo by Digitech is also included in our product offering.

  - Provide a list of all software and electronic document management system applications that the systems are compatible with.

The AIS-SCRIB and Permitium products listed within the price schedule are 100% hosted and are compatible with all web browsers.

  - Is the software or solution a web-hosted repository on a dedicated server or is cloud-based?

ScribOnline and Image Silo are Cloud Based and PVE is On Premise.

  - Is the software or solution backed up on a remote server or computer with a network connection to prevent any potential loss of City's electronic Records

Yes, the cloud-based systems are backed up using geographic replication. **SOC 2 Type 2** report is an internal controls report capturing how a company safeguards customer data and how well those controls are operating. Companies that use cloud service providers use SOC 2 reports to assess and address the risks associated with third party technology services. These reports are issued by independent third-party auditors covering the principles of Security, Availability, Confidentiality, and Privacy. See the attached Scrbbles and Permitium SOC 2 Type 2 Reports attached.

- o Indicate the electronic Document Management System availability outside of scheduled maintenance.

The Cloud based systems have a 99.9% uptime outside of scheduled maintenance. ScribOnline and associated products availability status is always visible at https://status.scribsoft.com. AIS-SCRIB also maintenance an offline backup of the data if the client opts in for this service for access through the AIS docs system https://aisdocs.com/notice.html

- o Indicate the electronic Document Management System's requirements for scheduled maintenance. What is the amount of time necessary to complete maintenance? When does the scheduled maintenance occur?

Since the AIS-SCRIB document management solutions are 100% hosted/cloud based, maintenance is completed between 1:00 AM – 2:00 AM ET on Saturdays and Sundays.

- o Describe the Company's Quality Control Plan. Please provide a copy of the plan with the Proposal. The Quality Control Plan copy will not count towards the page count.

Quality Control Process Starts at the beginning:
See Section 4.1.2.

- • If the Company is proposing Storage Services, please indicate the following:
  - o What is the square footage, and Storage capacity in cubic foot of the Storage warehouse? Include free space and items currently stored.
  - o Detail the facility access policy and the hours the City can access Records.
  - o Detail the Company ability to handle microfilm/microfiche, such providing a reader, Storage facility temperature, etc. **N/A**

- • Define any/all security measures that are in place to the Company's proposed solutions. It should be for both physical security and network security, in that the City's information and other documents are made available only to the Company and parties that the City approves.

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

- • **Employees and the Workplace -** All Employees are required to sign a confidentially agreement. Employees also receive regular training to ensure compliance with HIPAA and document handling in the workplace. Physical security sectors are designated in the AIS-

SCRIB facility, ensuring controlled access to records. Our warehouse remains locked at all times, with access limited only to authorized personnel. The entire facility and warehouse is guarded by an electronic alarm system with motion detection and RFID badge control at all external and internal entry points.

- **Outside the Workplace -** Certain employees are trained to transit record to and from the Client's site. These employees are trained in how to handle records in the outside environment. Our secure vehicles are properly labeled with placards to identify our firm. Vehicles are locked, front and rear at all times.

- **Data Backup** – all data that resides on the AIS-SCRIB servers while records are being processed is backed up multiple times per day to minimize the risk of data loss. See attached SOC 2 Report for further details.

Data Security

A **SOC 2 Type 2** report is an internal controls report capturing how a company safeguards customer data and how well those controls are operating. Companies that use cloud service providers use SOC 2 reports to assess and address the risks associated with third party technology services. These reports are issued by independent third-party auditors covering the principles of Security, Availability, Confidentiality, and Privacy. See the attached Scribbles and Permitium SOC 2 Type 2 Reports attached.

- Provide a copy of HIPAA certification or other supporting documentation regarding your Company's HIPAA compliance, policies and/or procedures.

AIS-SCRIB trains to HIPAA and HiTrust Standards and is SOC 2 Type audited as AIS-SCRIB sees SOC security standards align with both HIPAA and HiTrust certifications. See the attached SOC Report attached for further details.

A **SOC 2 Type 2** report is an internal controls report capturing how a company safeguards customer data and how well those controls are operating. Companies that use cloud service providers use SOC 2 reports to assess and address the risks associated with third party technology services. These reports are issued by independent third- party auditors covering the principles of Security, Availability, Confidentiality, and Privacy. See the attached Scribbles and Permitium SOC 2 Type 2 Reports attached.

- Describe alternative approaches or additional Services offered or recommended by the Company, which could benefit the City.

AIS-SCRIB services and solutions have evolved over the years based on the needs of our client's ever-changing needs. All services and solutions listed on the 'Additional Services' section of the responses are not always required but directly align and compliment the core services solicited in this RFP.

REQUIRED FORM 2 – ADDENDA RECEIPT CONFIRMATION

RFP # 269-2019-090

Citywide Document Management Services

Please acknowledge receipt of all addenda by including this form with your Proposal. All addenda will be posted to the NC IPS website at www.ips.state.nc.us and the City's Contract Opportunities Site at http://charlottenc.gov/DoingBusiness/Pages/ContractOpportunities.aspx.

<table>
<tr><td align="center">**ADDENDUM #:**</td><td align="center">**DATE ADDENDUM**
DOWNLOADED FROM NC IPS:</td></tr>
<tr><td align="center">1</td><td align="center">6/11/2020</td></tr>
</table>

I certify that this proposal complies with the Specifications and conditions issued by the City except as clearly marked in the attached copy.

Gerry Brucken

(Please Print Name)

6/22/2020

Date

Authorized Signature

COO

Title

ScribSoft Holdings

Company Name

REQUIRED FORM 3 – PROPOSAL SUBMISSION FORM

RFP # 269-2019-090

Citywide Document Management Services

This Proposal is submitted by:

Company Name: ScribSoft Holdings

Representative (printed):   Gerry Brucken

Address: 10617 Southern Loop Blvd.

City/State/Zip: Pineville, NC 28134

Email address: gerryb@aisimc.com

Telephone: 704-525-4392

(Area Code) Telephone Number

The representative signing above hereby certifies and agrees that the following information is correct:

1. In preparing its Proposal, the Company has considered all proposals submitted from qualified, potential subcontractors and suppliers, and has not engaged in or condoned prohibited discrimination.

2. For purposes of this Section, discrimination means discrimination in the solicitation, selection, or treatment of any subcontractor, vendor or supplier on the basis of race, ethnicity, gender, age or disability or any otherwise unlawful form of discrimination. Without limiting the foregoing, discrimination also includes retaliating against any person or other entity for reporting any incident of discrimination.

3. Without limiting any other provision of the solicitation for proposals on this project, it is understood and agreed that, if this certification is false, such false certification will constitute grounds for the City to reject the Proposal submitted by the Company on this Project and to terminate any contract awarded based on such Proposal.

4. As a condition of contracting with the City, the Company agrees to maintain documentation sufficient to demonstrate that it has not discriminated in its solicitation or selection of subcontractors. The Company further agrees to promptly provide to the City all information and documentation that may be requested by the City from time to time regarding the solicitation and selection of subcontractors. Failure to maintain or failure to provide such information constitutes grounds for the City to reject the bid submitted by the Company or terminate any contract awarded on such proposal.

5. As part of its Proposal, the Company shall provide to the City a list of all instances within the past ten years where a complaint was filed or pending against the Company in a legal or administrative proceeding alleging that the Company discriminated against its subcontractors, vendors or suppliers, and a description of the status or resolution of that complaint, including any remedial action taken.

6. The information contained in this Proposal or any part thereof, including its Exhibits, Schedules, and other documents and instruments delivered or to be delivered to the City, is true, accurate, and complete. This Proposal includes all information necessary to ensure that the statements therein do not in whole or in part mislead the City as to any material facts.

7. None of Company's or its subcontractors' owners, employees, directors, or contractors will be in violation of the City's Conflict of Interest Policy for City, Secondary and Other Employment Relationships (HR 13) if a Contract is awarded to the Company.

8. It is understood by the Company that the City reserves the right to reject any and all Proposals, to make awards on all items or on any items according to the best interest of the City, to waive formalities, technicalities, to recover and resolicit this RFP.

9. This Proposal is valid for one hundred and eighty (180) calendar days from the Proposal due date.

I, the undersigned, hereby acknowledge that my company was given the opportunity to provide exceptions to the Sample Contract. Each Proposal shall be deemed to agree to comply with all terms, conditions, specifications, and requirements of this RFP including the Sample Contract. An "exception" is defined as the Company's inability or unwillingness to meet a term, condition, specification, or requirement in the manner specified in the RFP including the Sample Contract language. All exceptions taken must be identified and explained in writing in your Proposal and must specifically reference the relevant section(s) of this RFP. If the Company provides an alternate solution when taking an exception to a requirement, the benefits of this alternative solution and impact, if any, on any part of the remainder of the Company's solution, must be described in detail. If exceptions are not identified in your Proposal, they may not be considered during Contract negotiation and could result in Proposal being rejected from further consideration. If legal counsel needs to review the Sample Contract prior to signature, reviews must be completed before your Proposal is submitted. Any Company-proposed additional terms or conditions must also be included in the Proposal, and the City reserves the right to refuse consideration of any terms not so included. Any proposed changes to the Sample Terms after tentative contract award may constitute a material change to the Company's Proposal and be grounds for revoking the award. Notwithstanding the foregoing, the City reserves the right to modify the Sample Terms prior to or during contract negotiations if it is in the City's best interest to do so. The City intends to enter into a City-drafted Contract with the successful Company that contains the terms and conditions set forth in Sample Contract. The number and extent of any exceptions and proposed additions to the Sample Terms will be one of the City's evaluation criteria.

As such, I have elected to do the following:

___ Include exceptions to the Sample Contract in the following section of my Proposal: _____

X Not include any exceptions to the Sample Contract.

I, the undersigned, hereby acknowledge that my company was given the opportunity to indicate any Trade Secret materials or Personally Identifiable Information ("PII") as detailed in Section 1.6.2. I understand that the City is legally obligated to provide my Proposal documents, excluding any appropriately marked Trade Secret information and PII, upon request by any member of the public. As such, my company has elected as follows:

___ The following section(s) of the of the Proposal are marked as Trade Secret or PII: _____

X No portion of the Proposal is marked as Trade Secret or PII.

Representative (signed): _____

REQUIRED FORM 4 – PRICING WORKSHEET

RFP # 269-2019-090

Citywide Document Management Services

Regardless of exceptions taken, Companies shall provide pricing based on the requirements and terms set forth in this RFP. Pricing must be all-inclusive and cover every aspect of the Project. Cost must be in United States dollars. **If there are additional costs associated with the Services, please add to this chart. Your Price Proposal must reflect all costs for which the City will be responsible.**

For purposes of this RFP, assume an initial term of three (3) years, with the City having an option to renew for two (2) additional consecutive one (1) year terms thereafter.

1. **Administrative Fees:**

   The Company **shall** submit a minimum of one (1) percent of overall CCPA Program spend by the City and Participating Public Agencies during the term of the Contract to the City as an Administrative Fee. The Administrative Fee shall be paid no later than thirty (30) days after both parties mutually agree to the quarterly report outlining the CCPA spend. The Company shall indicate their Administrative Fee below:

   2 %

2. **Scanning Services**
   Companies who will be provided Scanning Services shall Submit their pricing below.

Services	Unit Of Measure	Cost	Additional information	Additional Service Provider Comments
Regular Scanning of 8½"x11" Records	Per Image	$.075	Include all Scanning, indexing, Quality Control, and Re-Filing of Records in City boxes	Includes climate-controlled records storage, indexing up to 2 fields, 100% Image by image inspection with a 100% quality guarantee. Image resolution up to 300 dpi bitonal.
Regular Scanning of 8½"x14" Records	Per Image	$.075	Include all Scanning, indexing, Quality Control, and Re-Filing of Records in City boxes	Includes climate-controlled records storage, indexing up to 2 fields, 100% Image by image inspection with a 100% quality guarantee. Image resolution up to 300 dpi bitonal.
Regular Scanning of 11"x17" Records	Per Image	$.075	Include all Scanning, indexing, Quality Control, and Re-Filing of Records in City boxes	Includes climate-controlled records storage, indexing up to 2 fields, 100% Image by image inspection with a 100% quality guarantee. Image resolution up to 300 dpi bitonal.

Bulk Scanning of 8½"x11" Records. * Include all Scanning, indexing, Quality Control, and Re-Filing of Records in City boxes. **Indicate Pricing by single project volume tier.	Per Image	$.06	____1____ to ____500,000____ images	Includes climate-controlled records storage, indexing up to 2 fields, 100% Image by image inspection with a 100% quality guarantee. Image resolution up to 300 dpi bitonal.
	Per Image	$.055	_____500,001___ to ____1,000,000____ images	Includes climate-controlled records storage, indexing up to 2 fields, 100% Image by image inspection with a 100% quality guarantee. Image resolution up to 300 dpi bitonal.
	Per Image	$.045	____1,000,001____ to ___3,000,000____ images	Includes climate-controlled records storage, indexing up to 2 fields, 100% Image by image inspection with a 100% quality guarantee. Image resolution up to 300 dpi bitonal.
	Per Image	$.043	_____3,000,001 +___ to ____-____ images	Includes climate-controlled records storage, indexing up to 2 fields, 100% Image by image inspection with a 100% quality guarantee. Image resolution up to 300 dpi bitonal.
Bulk Scanning of 8½"x14" Records. * Include all Scanning, indexing, Quality Control, and Re-Filing of Records in City boxes. **Indicate Pricing by single project volume tier.	Per Image	$.06	____1____ to ____500,000____ images	Includes climate-controlled records storage, indexing up to 2 fields, 100% Image by image inspection with a 100% quality guarantee. Image resolution up to 300 dpi bitonal.
	Per Image	$.055	_____500,001___ to ____1,000,000____ images	Includes climate-controlled records storage, indexing up to 2 fields, 100% Image by image inspection with a 100% quality guarantee. Image resolution up to 300 dpi bitonal.
	Per Image	$.045	____1,000,001____ to ___3,000,000____ images	Includes climate-controlled records storage, indexing up to 2 fields, 100% Image by image inspection with a 100% quality guarantee. Image resolution up to 300 dpi bitonal.
	Per Image	$.043	_____3,000,001 +___ to ____-____ images	Includes climate-controlled records storage, indexing up to 2 fields, 100% Image by image inspection with a 100% quality guarantee. Image resolution up to 300 dpi bitonal.
Bulk Scanning of 11"x17" Records. * Include all Scanning, indexing, Quality Control, and Re-Filing	Per Image	$.06	____1____ to ____500,000____ images	Includes climate-controlled records storage, indexing up to 2 fields, 100% Image by image inspection with a 100% quality guarantee. Image resolution up to 300 dpi bitonal.
	Per Image	$.055	_____500,001___ to ____1,000,000____ images	Includes climate-controlled records storage, indexing up to 2 fields, 100% Image by image

of Records in City boxes. **Indicate Pricing by single project volume tier.				inspection with a 100% quality guarantee. Image resolution up to 300 dpi bitonal.
	Per Image	$.045	____1,000,001____ to ___3,000,000____ images	Includes climate-controlled records storage, indexing up to 2 fields, 100% Image by image inspection with a 100% quality guarantee. Image resolution up to 300 dpi bitonal.
	Per Image	$.043	____3,000,001 +___ to ____-____ images	Includes climate-controlled records storage, indexing up to 2 fields, 100% Image by image inspection with a 100% quality guarantee. Image resolution up to 300 dpi bitonal.
Setup/Preparation of Records * Include all removal of fasteners, separation of folded forms, and/or paste-up of small documents	Per Hour	$18	Identify number of pages and the number of boxes prepared per hour	Average Prepper process 1,000 page per hour per person maintaining an accuracy rating of 99.993%. Operations staff are all full time employees with incentive based compensation tied to quality and production along with profit sharing.
Transportation fee	Per Trip	$25	Pickup from City or deliver to City (round-trip)	AIS-SCRIB full time drivers with AIS-SCRIB vehicles; insured and bonded.
Storage in Records Management Portal *Indicate Pricing by total storage volume tier.	Per Image / Per Month	$250	____1____ to ____100 GBs____ [storage unit (Gigabyte, Terabyte, etc.)]	SOC 2 Certified Complete Hosted Enterprise Document Management Software; see attached SOC Cert. Includes unlimited concurrent users
	Per Image / Per Month	$500	____101____ to ____500____ [storage unit (Gigabyte, Terabyte, etc.)]	SOC 2 Certified Complete Hosted Enterprise Document Management Software; see attached SOC Cert. Includes unlimited concurrent users
	Per Image / Per Month	$750	____501____ to ____1,000____ [storage unit (Gigabyte, Terabyte, etc.)]	SOC 2 Certified Complete Hosted Enterprise Document Management Software; see attached SOC Cert. Includes unlimited concurrent users
	Per Image / Per Month	$995-$5,000	____1 TB____ to ____Unlimited____ [storage unit (Gigabyte, Terabyte, etc.)]	SOC 2 Certified Complete Hosted Enterprise Document Management Software; see attached SOC Cert. Includes unlimited concurrent users. Price range depends on modules and size.

Copy Records to CD - R	Per CD	$5	700 MB of storage on disk; encrypted per SOC 2 Type 2 Report/Specs	
Copy Records to CD - RW	Per CD	$5	700 MB of storage on disk; encrypted per SOC 2 Type 2 Report/Specs	
Copy Records to flash drive	Per Flash Drive	$150	Includes up to 1 TB of encrypted storage per SOC 2 Type 2 Report/Specs	
Copy Records to portable hard drive	Per Hard Drive / Per Hr.	$18	Device can we supplied by client or by AIS-SCRIB per recommendations provided to meet security requirements per SOC 2 Report.	

Additional Services (when applicable)				
Services	Unit Of Measure	Unit Cost	Description	Additional Details
Professional Services	Per Hour	$125	Data migration from system A to B, and/or specific written software or professional services provided.	Services utilized when applicable
Data Acquisition Services	Per File/Record	$2.25	Record Retention Schedule Cleanup of Files to sort and utilize code and incentive-based labor to organize files that have met their retention schedule mitigating legal risk to agencies that may be storing records past their legal retention schedule.	Services utilized when applicable
Short-term Climate Controlled Records Storage	Per Box Per Month	$3	Month to month short term secure Climate Controlled Records Storage either pre scan or post scanning.	NO COST for storage if there is an active scan plan in place
Onsite Purging Services	Per (AIS) Box	$49	AIS-SCRIB team comes onsite to the client's site to purge files from Client offices, boxes up files, and creates electronic log sheet manifest of complete contents in box at the file level.	Includes: box cartons, onsite labor, digital equipment to log each file, round trip transportation, and 1 year of climate-controlled box storage
CCPA Transportation Options	Per Mile	$.95	Transportation costs include AIS-SCRIB staff member driving AIS-SCRIB vehicle which is insured and bonded. Travel time is included.	Non-City Projects outside of 50 miles
Indexing Documents	Per Keystroke	$.015	Manual Data Entry after the included 2 fields; double key verification for accuracy.	Services utilized when applicable
Database Match & Merge Indexing	Per Keystroke	$.04	Matching Client Database with scanned images; double key verification	Services utilized when applicable

Large Format Scanning	Per Image	$1.25 - $2.75	Large Format Scanning up to 600 dpi resolution in color, bitonal, or greyscale	Range is based on size of drawing A-E size
Color Scanning (up to 12"x18")	Per Image	$.02	Up to 600 dpi resolution	Services utilized when applicable
OCR Processing	Per Image	$.02	Optical Character Recognition for full text search capability.	Services utilized when applicable
Microfilm to Digital	Per Image	$.04	Convert 16 mm Microfilm to Digital (up to 600 DPI bitonal or greyscale) Includes up to 2 index fields	Services utilized when applicable
Digital to Microfilm Conversion	Per Image	$.04	Convert digital images to 16 mm silver microfilm in compliance with the State Archives requirement for permanent records retention; Includes up to 2 index fields	Services utilized when applicable
sFTP Upload	Per Upload	$35	Upload of scanned data up to 1 TB on AIS-SCRIB sFTP site via Secure File Transfer Protocol or (sFTP) to City's Solution (SharePoint or other)	Services utilized when applicable
PermitDirector Hosted Application	Per transaction	$4	PermitDirector is a web-based enterprise permit/vitals management application and processing software which offers the ability to submit an online application through a pre-configured form. The $4 transaction fee is passed on to the applicant/ requestor (no cost to the agency).	The application integrates with the Online document management allowing agencies to integrate scanned data with electronic data.
PermitDirector Civil Hosted Application	Per Agency Per Month	$250 - $5,000	PermitDirector is a web based Civil Process Application that enables the process of papers online coupled with real-time tracking and monitoring of the civil processes with fee collection and distribution.	Pricing is determined based on agency size and module configuration. The application integrates with the Online document management allowing agencies to integrate scanned data with electronic data.
PermitDirector Offender Tracker Hosted Application	Per Agency Per Month	$250 - $5,000	PermitDirector is a web-based Sex Offender tracking and monitoring of registered sex offenders which enables local law enforcement agencies to track all offender data real-time.	Pricing is determined based on agency size and module configuration. The application integrates with the Online document management allowing agencies to integrate scanned data with electronic data.
ScribOrder Hosted Application	Per transaction	$4	ScribOrder is a packaged, online solution that manages the processing and payment of student records request for current students and alumni. The $4 transaction fee is passed on to the applicant/ requestor (no cost to the agency). Subscription model pricing available upon request.	The application integrates with the Online document management allowing agencies to integrate scanned data with electronic data.

ScribChoice Hosted Application	Per Agency Per Month	$300 - $5,000	ScribChoice is a solution that manages applications for students that desire to attend a school other than their zoned school and removes the hassle of paperwork within the enrollment process.	Pricing is determined based on agency size and module configuration. The application integrates with the Online document management allowing agencies to integrate scanned data with electronic data.
ScribEnroll Hosted Application	Per Agency Per Month	$300 - $5,000	ScribEnroll is a solution that manages the student application and enrollment process online and removes the hassle of paperwork within the enrollment process.	Pricing is determined based on agency size and module configuration. The application integrates with the Online document management allowing agencies to integrate scanned data with electronic data.
ScribK12Transfer Hosted Application	Per Agency Per Month	$50 - $3,000	ScribK-12 Transfer manages school to school records requests for students that have transferred from one school to another.	Pricing is determined based on agency size and module configuration. The application integrates with the Online document management allowing agencies to integrate scanned data with electronic data.
ScribOnline Hosted Document Management Application	Per Agency Per Month	$250 - $5,000	ScribOnline is a hosted document management solution designed to address the unique needs of government agencies.	Pricing is determined based on agency size and module configuration. The application integrates with the Online document management allowing agencies to integrate scanned data with electronic data.

3. **Storage Services.**
   Companies who will be providing Storage Services, shall submit their pricing below:

Services	Unit Of Measure	Cost	Additional information	Additional Service Provider Comments
Box Storage	Per Cubic Foot	$		
Vault Storage	Per Cubic Foot & Per Tape/CD	$		
Record Delivery and/or Pickup	Per Trip	$	Companies shall split the fee for single trips to pick-up and/or deliver to multiple Departments at the same facility between each Department equally	

Next day delivery by Noon	Per Trip	$	Call by 3pm for delivery next day by Noon	
Next day delivery by 5pm	Per Trip	$	Call by 3pm for delivery next day by 5pm	
Half day delivery	Per Trip	$	Call by 10am for delivery same day by 5pm	
Delivery/Pickup during afterhours/weekend/Holiday hours.	Per Trip	$		
Onsite access to City Box(es) in Storage	Per Box	$		
Retrieval/Re-File from Service Provider Storage location	Per Box	$		
Box (1.2 cubic foot)	Per Box	$		
Indexing	Per Box	$		
Permanently withdrawal of Box/container from Service Provider's facility	Per Box	$		
Destruction charge for City Records stored by Service Provider	Per Box	$		
Retrieval/Fax/Scan/Email/Refile a copy of a stored Record by Service Provider	Per File / Per Box	$		
Retrieval/Fax/Scan/Email/Refile a Record to a third party by Service Provider	Per File / Per Box	$		

4. Shredding Services
Companies who will be providing Shredding Services, shall submit their pricing below:

Services	Unit Of Measure	Cost	Additional information	Additional Company Comments
Paper, per bin at City facility	Per Bin		Specify bin capacity	
Paper, per bin at Service Provider facility	Per Bin		Specify bin capacity	
Paper Shredding at City facility *Not in bins	Per Pound		0-499 Lbs.	
	Per Pound		500-999 Lbs.	
	Per Pound		1000+ Lbs.	
Paper Shredding at Service Provider facility *Not in bins	Per Pound		0-499 Lbs.	
	Per Pound		500-999 Lbs.	
	Per Pound		1000+ Lbs.	
Uniforms	Per Bin / Per Weight		Specify bin capacity and/or weight	
One-time purge/special request	Per Bin/ Per Weight		Additional needs for special events or other special requests	

5. Additional Services
Companies should utilize the list below to include any related or ancillary services they provide that would be beneficial to the City and Participating Public Agencies when considering Scanning, Storage, and Shredding Services.

Services	Unit Of Measure	Cost	Additional information	Additional Service Provider Comments

6. **Pricing Incentives and Rebates:**
   Please identify any incentive and rebates offered based on volume, dollar amounts, credits or other criteria below:

Rebate Description	Amount or Percentage

CHARLOTTE BUSINESS INCLUSION
Connecting MWSBEs
with opportunities

REQUIRED FORM 5 – M/W/SBE UTILIZATION

RFP # 269-2019-090

Citywide Document Management Services

The City maintains a strong commitment to the inclusion of MWSBEs in the City's contracting and procurement process when there are viable subcontracting opportunities.

Companies must submit this form with their proposal outlining any supplies and/or services to be provided by each City-certified Small Business Enterprise (SBE), and/or City-registered Minority-owned Business Enterprise (MBE) and Woman-owned Business Enterprise (WBE) for the Contract. If the Company is a City-registered MWSBE, note that on this form.

Failure to submit this form shall deem a Proposal non-responsive. The City intends to award to multiple Companies with at least two Companies being certified MWSBEs.

Company Name:	ScribSoft Holdings

Please indicate if **your company** is any of the following:

_____ MBE   _____ WBE   _____ SBE   __X__ None of the above

If your company has been certified with any of the agencies affiliated with the designations above, indicate which agency, the effective and expiration date of that certification below:

Agency Certifying: _____ Effective Date: _____ Expiration Date: _____

Total MBE Utilization	%
Total WBE Utilization	%
Total SBE Utilization	%
Total MWSBE Utilization	%

Representative (signed): _____

6/22/2020
Date

Gerry Brucken
Representative Name

REQUIRED FORM 6 – CERTIFICATION REGARDING DEBARMENT, SUSPENSION AND OTHER RESPONSIBILITY MATTERS
RFP # 269-2019-090

Citywide Document Management Services

The bidder, contractor, or subcontractor, as appropriate, certifies to the best of its knowledge and belief that neither it nor any of its officers, directors, or managers who will be working under the Contract, or persons or entities holding a greater than (ten percent) 10% equity interest in it (collectively "Principals"):

1. Are presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from covered transactions by any federal or state department or agency in the United States;

2. Have within a three-year period preceding this proposal been convicted of or had a civil judgment rendered against them for commission of fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a public (federal, state, or local) transaction or contract under a public transaction; violation of federal or state anti-trust or procurement statutes or commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, or receiving stolen property;

3. Are presently indicted for or otherwise criminally or civilly charged by a government entity, (federal, state or local) with commission of any of the offenses enumerated in paragraph 2 of this certification; and

4. Have within a three-year period preceding this application/proposal had one or more public transactions (federal, state or local) terminated for cause or default.

I understand that a false statement on this certification may be grounds for rejection of this proposal or termination of the award or in some instances, criminal prosecution.

X   **I hereby certify as stated above:**

Gerry Brucken
_____
(Print Name)

COO
_____
Title

_____
Signature

6/22/2020
_____
Date

☐   **I am unable to certify to one or more the above statements. Attached is my explanation. [Check box if applicable]**

_____
(Print Name)

_____
Title

_____
Signature

_____
Date

REQUIRED FORM 7 – BYRD ANTI-LOBBYING CERTIFICATION

RFP # 269-2019-090

Citywide Document Management Services

The undersigned certifies, to the best of his or her knowledge and belief, that:

1. No federal appropriated funds have been paid or will be paid, by or on behalf of the undersigned, to any person for influencing or attempting to influence an officer or employee of an agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with the awarding of any federal contract, the making of any federal grant, the making of any federal loan, the entering into of any cooperative agreement, and the extension, continuation, renewal, amendment, or modification of and Federal contract, grant, loan, or cooperative agreement.

2. If any funds other than federal appropriated funds have been paid or will be paid to any person for making lobbying contacts to an officer or employee of an agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with this federal contract, grant, loan, or cooperative agreement, the undersigned shall complete and submit Standard Form—LLL, "Disclosure Form to Report Lobbying," in accordance with its instructions [as amended by "Government wide Guidance for New Restrictions on Lobbying," 61 Fed. Reg. 1413 (1/19/96)].

3. The undersigned shall require that the language of this certification be included in the award documents for all subawards at all tiers (including all subcontracts, subgrants, and contracts under grants, loans, and cooperative agreements) and that all subrecipients shall certify and disclose accordingly.

This certification is a material representation of fact upon which reliance was placed when this transaction was made or entered into. Submission of this certification is a prerequisite for making or entering into this transaction by 31 U.S.C. § 1352 (as amended by the Lobbying Disclosure Act of 1995). Any person who fails to file the required certification shall be subject to a civil penalty of not less than $10,000 and not more than $100,000 for each such failure.

ScribSoft Holdings _____ (the "Company") certifies or affirms the truthfulness and accuracy of each statement of its certification and disclosure, if any. In addition, the Company understands and agrees that the provisions of 31 U.S.C. A 3801, et seq., apply to this certification and disclosure, if any.

Gerry Brucken	ScribSoft Holdings
(Print Name)	Company Name
[signature]	10617 Southern Loop Blvd
Authorized Signature	Address
6/22/2020	Pineville, NC 28134
Date	City/State/Zip

REQUIRED FORM 8 – CCPA PLAN

RFP # 269-2019-090

Citywide Document Management Services

Pursuant to N.C. G.S. 160A-461 and 143-129(e)(3), the City of Charlotte, Finance Department - City Procurement has established the Charlotte Cooperative Purchasing Alliance (CCPA). The purpose of the CCPA is to allow other public agencies regionally and nationwide to use contracts competitively solicited and awarded by the City of Charlotte (herein "City"). Combining the volumes of government agencies achieves cost effective pricing and reduces the administrative and overhead costs of suppliers and public agencies alike. By providing a comprehensive and competitively solicited Contract through a single bid process, county, city, special district, local government, school district, private K-12 school, technical or vocational school, higher education institution (including community colleges, colleges and universities, both public and private), state, other government agency or nonprofit organization can utilize the subsequent contract(s) without the need for further solicitation. Companies should consider the potential volumes when responding to this RFP. Participation by other entities is strictly voluntary and no volumes are guaranteed. Participating Public Agencies are required to register to purchase products or services through the CCPA.

More information about the CCPA can be found on the CCPA website at: www.charlottealliance.org.

The objective of this RFP is to utilize participation among the City, as well as various other Participating Public Agencies, to provide low cost reliable Products and Services. The Company must agree to receive orders from the City and all Participating Public Agencies and to provide all Services ordered to a specified City and Participating Public Agency address.

Companies **shall** include in detail how they will serve all Participating Public Agencies as it relates to the CCPA. Currently the CCPA has approximately 415 registered Participating Public Agencies in Arizona, California, Connecticut, District of Columbia, Florida, Georgia, Illinois, Maryland, Massachusetts, Michigan, Missouri, New York, North Carolina, Ohio, South Carolina, Tennessee, Texas, Virginia, Washington, West Virginia, and Wisconsin.

Please address the following:

1. Describe your company's ability to provide Products/Services to any Participating Public Agencies in the contiguous 48 states; and the ability to deliver Products/Services in Alaska and Hawaii.

   AIS-SCRIB currently has a national presence with Clients in over 30 States and growing. AIS-SCRIB has over 12 account managers with offices in 6 States. We are currently adding an average of 1 new client within the US per week while offering 24/7/365 support from a Client Services team of over 30 FTE scattered throughout the US. AIS-SCRIB has formed partnerships with logistics companies to assist with large projects.

AIS-SCRIB US Offices:

North Carolina/US Headquarters Address:
10617 Southern Loop Blvd.
Pineville, NC 28134

South Carolina Office:
3182 Pine Bluff Way
Fort Mill, SC 29707

Colorado Office
10460 Gilpin Street
Northglenn, CO 80233

California Office
27324 Camino Capistrano # 122
Laguna Niguel, CA 92677

Florida Office
2330 Lawrence Hall Street
Ruskin, FL 33570

Maine Office
143 7th Street
Acton, ME 04001

2. Address if your company has a national sales force, dealer network or distributor with the ability to serve Participating Public Agencies in all 50 U.S. states.

    AIS-SCRIB currently has a national presence with Clients in over 30 States and while growing at a moderate organically. AIS-SCRIB has over 12 account managers with offices in 6 States. We are currently adding an average of 1 new client within the US per week while offering 24/7/365 support from a Client Services team of over 30 FTE scattered throughout the US. AIS-SCRIB currently works directly with Clients from a sales and support standpoint and is not affiliated with dealers or distributors.

3. How you will monitor and report all spend by City/Participating Public Agencies to the City for auditing purposes?

    AIS-SCRIB plans to continue the reporting the same way while we have created a system for all CCPA clients and projects within our accounting system by a 'CCPA tag'. This allows us real time tracking of all CCPA related revenue. The AIS-SCRIB assigned contact within finance is responsible for the CCPA reporting and tracking.

The City will post all awarded contracts on the CCPA website, along with the respective vendor information. Please address the following accordingly:

1. Will your company allow the City to utilize their organization's logo on the CCPA website?
    Yes.
2. Will your company be willing to advertise the CCPA logo and website on your organization's website?
    Yes.
3. How do you plan to market the Contract(s) to other Participating Public Agencies?

    AIS-SCRIB historically and currently promotes the CCPA contract in all proposals to both government agencies and nonprofit organizations. The CCPA contract is incorporated sales presentations and proposals.

REQUIRED FORM 9 – ENVIRONMENTAL PURCHASING RESPONSES

RFP # 269-2019-090

Citywide Document Management Services

Companies shall complete and submit the form below regarding the products or supplies required to perform the Services.

Question	Response
Recycled Content. Products must contain a certain percentage of recycled content. Please include the amount of recycled content, both pre- and post-consumer, included in your product.	**AIS-SCRIB box cartons included in our pricing are made from 85% recycled paper. 100% of Client paper shredded post scan is recycled. All software applications listed in the price schedule minimize the creation of paper by 95%.**
Recyclability. Please include the types of materials included in your product, and if they are considered recyclable in typical municipal recycling streams.	**Boxes are made from recycled paper. All software applications listed in the price schedule minimize the creation of paper by 95%.**
Life Cycle Management. Please state how many times your product may be reused. (Since reusable products generally require more upfront costs than disposable products, they are often subjected to a cost/benefit analysis in order to determine the life cycle cost).	**The only items reused are standard 3 of 9 non-custom barcode header sheets. These can we used up to 6 times. All software applications listed in the price schedule minimize the creation of paper by 95%. shredded which 100% of the material is recycled.**
End of Life Management. Will the manufacturer or designee accept the product back at the end-of-life? (who pays for the transportation of the product may be situation-specific).	**100% of Client paper shredded post scan is recycled. All software applications listed in the price schedule minimize the creation of paper by 95%.**