

2020

ShoreScan Solutions Managed Services

Recommendation and Quote for
Town of Boonsboro

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2014 Torch Award Finalist
Trust • Performance • Integrity
Marketplace Excellence, BBB Greater MD



To The Town of Boonsboro

RE: ShoreScan Solutions Managed Services

August 13, 2020

Dear Paul,

Thank you for the opportunity to present to you a new program to assist your municipality enter modern digital record storage services. “Managed Services” essentially transitions the responsibility of scanning and uploading documents from the Town to ShoreScan for a fee. The following information outlines the reason why this is important and how we plan on creating a successful program with your help.

Why this is IMPORTANT:

Protecting and having instant access to information is critical and society is quickly moving toward a more “lean” and “green” office environment. All organizations face unforeseen issues, staff changes and seasonality which tend to impede the ability to grow this powerful tool. There is no fault, it’s just the way it is and will not change anytime soon. Furthermore, the cost of hiring is costly, inefficient and will be problematic due to a lack of knowledge of your records.

Results that COUNT:

By entering into this Service Agreement, we will (but not limited to) look to accomplish the following:

- Return time to staff to continue regular responsibilities.
- Reduce time and cost associated with searching for paper and digital records.
- Improve physical storage of paper records by removing from the office space or recycling.
- Provide continued training for current and new staff during the on-site session.
- Take responsibility for the file cabinet management and user access.
- Help with exploring ways to improve accountability, sharing and protecting confidential information.
- Learn ways to remove cost related to PIA/FOIA/OPRA requests.

The service is intended to “pay for itself” over time with logical reductions in time and hard cost. When staff and other members of the organization can be self sufficient in document research, the organization becomes more efficient and informed.

Getting STARTED:

The program requires a file cabinet for the targeted documents* which can be purchased in advance of starting this program. ShoreScan managed services will not work with another platform or scanner outside of our competencies. The cost for the initial set up fee and first month service is \$4,990.00. New customers will be furnished a full proposal with current rates for all products and services. Existing customers will only have the regular monthly and annual customer service fee.

* If targeted documents are outside the scope of the existing file cabinet, an additional file cabinet will be necessary. Significant discounts are available for the 2nd + file cabinets.



MANAGED SERVICES - QUOTE

DESCRIPTION OF SERVICE(S)	QUANTITY	PRICE	TOTAL
On-Site Services – Annual Agreement (once per month) <input type="checkbox"/>	12	\$425.00	\$5,100.00
On-Site Services – Bi-Annual Agreement (once every other month) <input type="checkbox"/>	6	\$495.00	\$2,970.00

Services will include:

- Minimum of 6 hours of on-site scanning, digital file migration and working with staff.
- Trained representative from ShoreScan Solutions.
- High speed desktop scanner (40 / 60 pages per minute) and laptop.
- Scheduled days (ex. Every 3rd Wednesday) recurring unless Holidays, emergency and/or weather impede.

Customer Requirements:

- Power and connection to the Internet (strong WiFi or Cat5 to network)
- Comfortable area to work with space to prep records for scanning.
- Recommended to have the records ready prior to the arrival of the representative.
- Access to a decision maker to answer questions regarding records.
- Customer will take the records back after they have been uploaded and process accordingly.

Terms and Conditions:

Representative will prep, scan and upload records as instructed by the customer. If during the session the account exceeds the maximum capacity for the month, the customer will have the option of ending the session (non-refundable fee) or pay the overage fee of \$0.03 per page. On-site time may exceed 6 hours to accommodate breaks and lunch if taken. Typical document size will be letter or legal manufactured in recent time. Record that are old, bound or deemed "un-scannable" can be removed from the process at the discretion of the ShoreScan representative. **TRAVEL:** *If a customer is more than 1 hour (one way), travel expense will be \$25.00 per hour one way.* NOTE: ShoreScan has a set number of service days available per month. When we reach capacity, the service may be unavailable.

Customer can cancel the service at any time without penalty.

Authorized Representative Signature X _____ Date: _____

Print: _____

Service will start on a mutually agreed upon date to follow. Please scan and email to ken@shorescan.com

By offering this service, we are completely invested in your success. As time goes on the archive will grow, your knowledge of the service will improve and it become that much more valuable to the organization.

We are looking forward to working with you in the near future.

If you have any questions, please feel free to call my cell phone at 410-703-8888.

Thank you.

Ken Carlsen