



# IRON MOUNTAIN DOCUMENT CAPTURE SERVICES

## STATEMENT OF WORK FOR TOWN OF SCITUATE

# Statement of Work

## Town of Scituate

This Statement of Work ("SOW") is entered into by and between Iron Mountain Information Management, LLC ("Iron Mountain") and Town of Scituate ("Customer"). Iron Mountain and Customer may each be referred to as a "Party" or collectively as the "Parties."

For purposes of any Iron Mountain Records and Information Management services provided under this SOW, including but not limited to the Digital Conversion Services, the provision of such services shall be governed by the Customer Agreement entered into by and between the Parties, dated January 0, 1900, in addition to Customer's associated Schedule A, if applicable.

This SOW shall be effective as of the Effective Date. The initial term of this SOW will commence on the Effective Date and continue through completion of the project ("Initial Term"). Notwithstanding the foregoing, if this SOW is terminated by Customer prior to the expiration of the Initial Term, Customer agrees to pay Iron Mountain in full for all fees which would have otherwise become due for the remainder of the Initial Term as part of the Minimum Commitment set forth herein, unless such termination is due to an uncured material breach of the applicable terms and conditions by Iron Mountain. Any and all fees paid up to and through the point of expiration or termination shall be non-refundable.

Capitalized terms used but not defined herein shall have the same meaning set forth in the terms incorporated by reference. In the event of any inconsistency between the provisions of this SOW and the governing terms incorporated by reference, such terms shall prevail.

This SOW may only be amended by a written agreement signed by both Parties.

IN WITNESS WHEREOF, the Parties hereto, through their duly authorized officers, have executed this Statement of Work effective as of the later date of execution (the "Effective Date").

### ***Accepted and Agreed to as of the Effective Date:***

<b>Town of Scituate</b>	<b>Iron Mountain</b>
Authorized by (signature)	Authorized by (signature)
Name of Individual Signing (Print):	Name of Individual Signing (Print):
Title:	Title:
Signing Date:	Signing Date:
Address:	Address: One Federal Street Boston, MA 02110

# Conversion Overview

## Project Details

### Conversion Type

The following are the types of paper documents/originals to be converted:

- 100% 8.5x11 and/or 8.5x14
- 0% Small Sized

### Project Type

This conversion project consists of the following:

- Backfile

### Requirements

Please note: Turnaround time is defined as the time Iron Mountain receives the documents for processing to the time the converted images and data are made available to the Customer.

- Backfile Turnaround: Minimum twenty business days required for the conversion of this backfile project once the boxes are inbounded at the imaging center.
- Customer will be contacted within 10 business days of signature by an Iron Mountain representative.

### Business Hours

The project will be completed by Iron Mountain during normal business hours: Monday through Friday 8:00 AM to 5:00 PM local time excluding weekends and holidays.

# Logistics

## Location of Documents

### **LOCATION: Customer**

The information below refers to records/documents stored at a Customer facility

**ATTN:** Jody McDonough

600 Chief Justice Cushing Hwy, Scituate, MA 02066

### **Additional Details**

- Iron Mountain will pick up the records at the address above.
- Documents will be picked up one time.
- The estimated number of boxes is 6.

### **Disposition of Originals**

- The documents will be returned to the Customer's designated delivery location and contact at the conclusion of the project.

# Expected Volumes

## Hard Copy

### Backfile

Number of Files.....	16
Average Documents per File.....	1
Average Pages per Document.....	450
Percent Duplexed.....	100%
Estimated Total Number of Images.....	14,400

## Preparation

### Document Preparation Requirements

Document preparation includes the removal of all fasteners and bindings, flattening bent corners, document orientation, making minor repairs, repositioning of smaller documents, inserting applicable separator sheets, and tearing tri-folds when necessary. Documents will be prepared by Iron Mountain prior to scanning according to the details outlined in the following section.

#### Document Preparation Details

- This project has been identified as requiring medium preparation. Medium preparation is defined as having moderately fastened documents (less than 1 fastener every 5 pages); 95% bond paper, remaining office type documents; 95%+ letter size and less than 1% require repair or mounting to the carrier sheets. Between 5 to 10 manual sorts. Less than 1% outsort (non-scan documents).

#### Separation Details

- Iron Mountain will insert the applicable separator sheets

# Reassembly

This section provides the reassembly details of the original hard copy material post conversion.

- Restoration of the converted documents back to a reconstructed state. This may include 1 fastener/file, to prongs/sleeves, etc.

# Scanning

## Scanning Requirements

This section outlines the setup of the scanner and related functions for all hard copy conversion. All scanning will be performed in duplex mode set with automatic blank page deletion at 5kb or less per page. Images over 5kb that contain no appreciable information will not be considered rejects. Iron Mountain standard scanning features — including deskewing, automatic brightness, density and threshold settings, despeckle, auto orientation and edge cleanup — are done through an automated process. The output of the automated process will be accepted “as is” unless otherwise noted in the Quality Assurance section.

## Scanning Details

- This project will be scanned in bitonal.
- Images will be created at 300 DPI.

# Quality Assurance

## Quality Assurance Requirements

Quality Control consists of a paper to image comparison, a review of image quality and document separation. The level of quality control selected for this project is identified below.

- Statistical (Standard) = Iron Mountain will perform statistical quality control utilizing the ANSI/ASQC (American National Standards Institute/American Society for Quality Control) standard Z1.4 at a 1.0 Acceptable Quality Level (AQL) to establish the sample size(s), acceptance, rejection and re-sampling parameters.

# INDEXING

Indexing creates necessary metadata fields to support standard search functionality to access the documents.

- Iron Mountain will perform indexing in accordance with the following requirements and table that follows.
- Iron Mountain achieves 98.2% index field accuracy.
- Customer will provide examples of the documentation with index fields identified prior to implementation of project. Samples will be complete and representative of documents Iron Mountain will receive during the course of the project. Any document type or variation not included in this sample will be indexed at best effort, but not applicable to Iron Mountain quality requirements.
- For manually indexed fields, Iron Mountain will only capture data present on image. Blank or default values will be provided for missing or illegible data as defined by Customer.

## Index Fields

#	Index Field Name	Level of Index
1	Binder Name	Per File

# Hard Copy and Digital Release

The following information outlines the disposition of the original hard copy materials as well as the requirements for the converted image destination and image format.

## Disposition of Originals

- The documents will be returned to the Customer's designated delivery location and contact at the conclusion of the project.

## Digital Release Details

- The Image output will be Multi-Page PDF
- The index output will be a .CSV
- There will be one index file created per batch for this project. A record will be created within the index file for each image file contained within a batch.
- Released images will be at 300 DPI.
- The image and index files will be released to an Encrypted Removable Media device, which consists of a user and an archive version. Customer's Technical Contact, as shown in this SOW, will receive the encryption key via email.

## Digital Delivery Frequency

- Files will be delivered in a single release, following completion of the project.



# Pricing

## Pricing Description

For Customer's convenience, the Document Capture Services for the specific project are priced below. The pricing is based on the project assumptions shown herein. In the event that any of the actual project characteristics are shown to be materially different from the project assumptions, the parties will negotiate a mutually agreeable price change and document such change in a Change Order. In the event that a mutually agreeable price cannot be agreed upon, the parties will terminate this SOW without further obligation, except that Customer shall pay Iron Mountain for conforming services rendered up until the date of termination at the pricing shown below.

All pricing is shown in US Dollars and is payable in US Dollars and does not include taxes.

The terms and conditions set forth in this SOW, including the pricing offered herein, is only valid for acceptance by Customer for a period of thirty (30) calendar days from October 15, 2021.

## Pricing Details

Total estimated images	14,400
Price per Image	\$0.074
Minimum Project Fee	\$1,000.00
Estimated total project price	\$1,065.60

**Note:** This is a project estimate of the number of images. Customer will be invoiced on the actual number of images scanned. Standard Records and Information Management fees such as but not limited to storage, retrieval, and destruction charges are not included in the imaging price and will be charged in accordance with Customer's Schedule A.

If the actual amounts invoiced to Customer under this SOW do not meet or exceed the minimum project fee commitment of 80% of the Estimated Total Project Price, Customer agrees to pay the difference between the actual amount billed and the minimum project fee commitment, to be invoiced in full the first invoice period 90 days after the Effective Date of this SOW.

Any materials received for processing after this period shall be considered outside of the project scope of this SOW and will be quoted separately and outlined under an additional Statement of Work or a Change Order to this SOW. Any amounts paid by Customer toward the difference between the minimum project fee commitment and actual amount billed under this SOW may not be applied toward future services under a new Statement of Work or a Change Order to this Iron Mountain cannot be held responsible for any delays caused by Customer or for incorrect information provided by Customer. Such delays may impact Iron Mountain's ability to perform the services and may result in added costs.

## Change Control

A change order documents any changes to the resource requirements, engagement scope or schedule that materially change Iron Mountain's estimated fees and must be mutually agreed by the Parties ("Change Control"). A Change Control will require a review of the SOW and financial arrangements as follows:

- Each Party must mutually agree to any changes to the SOW scope or deliverables and review the workday impact based on an agreed estimating model. Iron Mountain will determine the cost impact based on the additional work required.
- Any mutually agreed and approved changes to the SOW scope or deliverables will be reflected in addenda to this SOW, or in a new SOW, which shall be duly executed by each Party.
- Changes will only be accepted in writing according to the Change Control process. Verbal changes are not accepted as formal approved changes.

## Iron Mountain Transportation Exception Process

As an exception, the customer can choose for Iron Mountain to pick-up the boxes. The customer will be responsible for all applicable transportation charges to the imaging center, including but not limited to, transportation handling, trip charges, and receiving and entry. Depending on the customer's proximity to the imaging center, the boxes may require third party shipment from the local record center. In addition, this could lengthen the project by 5-7 business days.

## Intellectual Property Rights of Iron Mountain

Customer does not receive any ownership rights in the technology or know-how used to perform this SOW or otherwise made available by Iron Mountain, including without limitation, any metadata or indices created in connection with the performance of this SOW, any documentation, or new applications of Iron Mountain's intellectual property, all of which shall be the exclusive property of Iron Mountain or its licensors. Iron Mountain may use Customer Data for internal purposes in pursuit of improving its content review and analytic tools in connection with its machine learning models provided such improvements contain only aggregated anonymized resultant data.

# Contact Information

## Customer Contacts

### Primary Contact

Jody McDonough

Scituate Town Archivist

Town of Scituate

600 Chief Justice Cushing Hwy, Scituate, MA 02066

781-545-8865

archives@scituatema.gov

### Technical Contact

Jody McDonough

Scituate Town Archivist

Town of Scituate

600 Chief Justice Cushing Hwy, Scituate, MA 02066

781-545-8865

archives@scituatema.gov

## Iron Mountain Contact

### Business Relationship (Sales Rep)

Michael Smith

Sr Business Development Executive

Iron Mountain

Global Digital Solutions

606-224-1151

michael.smith1@ironmountain.com