**MASTER AGREEMENT USER INSTRUCTIONS**

**FOR STATEWIDE DIGITIZING JUDICIAL BRANCH RECORDS**

**METASOURCE MA-202004**

These User Instructions are provided for the Statewide Digitizing Judicial Branch Records (Imaging Services) with MetaSource, LLC. The Judicial Council issued a Request for Proposal seeking vendors that could provide Imaging Services to the judicial branch. Any judicial branch entity that wants to use the master agreement must enter a Participating Addendum with the vendor. Please carefully review these User Instructions.

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| **Services:**  Imaging Services |
| **Entities eligible to procure under the Master Agreement:**  The following entities are eligible to be Participating Entities: all of the California Superior Courts, all of the California Courts of Appeal, the California Supreme Court, the Judicial Council of California, and the Habeas Corpus Resource Center. Any of the aforementioned Judicial Branch Entities, by executing a Participating Addendum with Contractor, shall be deemed a Participating Entity and shall have the right to participate in this Agreement. |
| **Contract Number:**  **MA-202004** |

1. **Process**

Any court that orders services under this Master Agreement must enter into a Participating Addendum. Exhibit 2 discusses the ordering process.

1. **Participating Addendum**

Each Participating Addendum is a separate, independent contract between the Contractor and the entity entering into the Participating Addendum, subject to the following:

1. each Participating Addendum shall be governed by this Agreement, and the terms in this Agreement are hereby incorporated into each Participating Addendum;
2. the Participating Addendum may not alter or conflict with the terms of this Agreement, or exceed the scope of the Work provided for in this Agreement; and
3. the term of the Participating Addendum may not extend beyond the expiration date of the Agreement. The Participating Addendum and this Agreement shall take precedence over any terms and conditions included on Contractor’s invoice or similar document.

Contractor shall notify the Establishing JBE within five (5) business days of receipt of a Participating Addendum from a Participating Entity. The Contractor shall promptly provide the Establishing JBE with a fully-signed copy of:

1. each Participating Addendum between the Contractor and a Participating Entity; and
2. any Amendment to such Participating Addendum. Failure by Contractor to timely execute a Participating Addendum in accordance with this Agreement shall be a material breach of this Agreement. The Participating Entities (other than the Establishing JBE) are third party beneficiaries of this Agreement, and they may enforce their rights and seek remedies pursuant to this Agreement.
3. **Contract Terms and Conditions**

* This Agreement is effective as of October 1, 2020 (“Effective Date”) and expires on October 1, 2025 (“Expiration Date”), unless extended. This Agreement includes three (3) consecutive one-year option terms to extend through October 1, 2028.
* This Agreement does not obligate a JBE to place any orders for Work under this Agreement and does not guarantee Contractor a specific volume of Work.
* This Agreement is a nonexclusive agreement. Each JBE reserves the right to provide, or have others provide the Work. Contractor shall reasonably cooperate with any third parties retained by a JBE to provide the Work.

1. **Statement of Work**
2. Exhibit 4, Statement of Work will serve as the model Statement of Work for each Participating Addendum.
3. Contractor will perform and complete all Work set forth in a Participating Addendum, including any attachments, in compliance with the requirements of this Agreement, and to the satisfaction of Participating Entity. The Statement of Work shall, at a minimum, include:
4. itemized list of services, Deliverables, and Work to be performed, including any requirements to perform the Work;
5. any projected milestone schedule for the completion of the services, Deliverables, and Work;
6. any acceptance criteria in addition to the acceptance criteria herein;
7. the personnel to be assigned, along with their job classification, if applicable;
8. the name of Contractor’s Project Lead, if applicable; along with such additional information, terms and conditions as the parties may agree upon and wish to include;
9. the scope and detail of services to be performed; and
10. to the extent not provided in Exhibit 6 (Fees, Pricing and Payment Terms), any additional fees and costs that may be applicable to the Statement of Work as the parties may agree upon.
11. **Description of Services/Tasks**
12. Contractor shall provide imaging services to digitize court and judicial branch records, including without limitation: scanning or otherwise developing digital images of records currently existing in paper, microfiche, or microfilm media and converting the digital images into digital files that can be easily used by a participating JBE. The digital files must include an index of any applicable metadata and must be compatible with a participating JBE’s case management system (CMS), document management system (DMS), or other digital storage repository and usable by that same JBE.
13. The following table sets forth the Tasks corresponding to the Work that Contractor will perform under the Agreement as required by and for the Participating Entity.

The table also includes Contractor’s comments regarding each Task. The comments are part of its proposal for the underlying solicitation to this Agreement. To the extent any comment enhances or limits a Task, such enhancement or limitation will be binding on the parties. In the event Contractor’s comments directly conflict with the terms of Exhibits 1-3, 5, and 7-8 of the Agreement, the terms of that Exhibit will control.

| **Task Name** | **Task Description** | **Contractor’s Comment** |
| --- | --- | --- |
| Generate digital images from paper, microfiche, and microfilm file formats | Contractor will scan or otherwise develop digital images of records currently existing in paper, microfiche, or microfilm media; and convert the digital images into digital files that can be easily used by the Participating Entity. The digital files must include an index of any applicable metadata and must be compatible with Participating Entity’s case management system (CMS), document management system (DMS), or other digital storage repository. Required digital file formats include multiple-page TIFF Group 4, standard PDF, PDF/A -C, searchable PDF format, and/or other formats as specified by the Participating Entity (imaging). Image resolution must be at least 300 dots per inch (dpi) unless otherwise specified by the Participating Entity. | The stated requirements fall directly into our core service offerings and MetaSource confirms our ability to provide all services under this requirement. As a PLUG and PLAY Judicial Council of California (JCC) partner with an operations center dedicated to processing court records, our solutions are based on real-world work.   We offer a full-service, single-source solution that, depending on the Participating Entity’s needs, could encompass onsite or offsite capture (or a hybrid of both), full packing and manifesting of case files or pick up of JBE-packed files, all types of media conversion, data capture of multiple index fields, full-text OCR, up to and including 100% quality assurance, output formatting that is compatible with court digital storage repositories. MetaSource adheres to best practices of image capture and is not limited on image resolution thresholds. As a standard practice, MetaSource recommends and performs all image scanning at no less than 300DPI. |
| Staffing Resources: Readiness and Availability | Contractor will provide adequate staffing levels and resources from the inception of Work with a Participating Entity through the termination of the Work. | Working closely with the Participating Entity, we will monitor monthly volumes, identify increases and/or decreases, develop rolling volume forecasts, and incorporate these metrics into our staffing models to ensure turnaround times can be successfully met for all resulting projects. We also bring JCC additional contingency capabilities to address potential staffing issues. As a testament to our abilities, MetaSource has been successfully supporting the staffing levels at Superior Court of California, County of Los Angeles for more than four years, through the ebb and flow challenges that court operations present. Our staffing model methodologies allow for any contingencies presented or encountered in order to stay on task. |
| Equipment | Contractor will provide, operate, and service all equipment for imaging court and Judicial Branch records. This includes, but is not limited to, scanners, paper joggers, and prepping equipment for on-site and offsite document conversion services. This also includes the maintenance and repair of such equipment so that the equipment is operational at all times. | MetaSource maintains service contracts on all equipment with authorized manufacturer partners, which include formal preventative maintenance as part of the agreements. We train operators to perform daily maintenance of all equipment and practice daily equipment cleaning and inhouse PM procedures. The process includes, but is not limited to, inspection of optics, belts, bulbs, and trays. |
| Offsite imaging services | Contract will have the capability of performing imaging services offsite. All Contractor offsite operations and storage of Data for the Participating Entity must be located within the contiguous U.S. | MetaSource will adhere to and comply with all JCC service requirements, including but not limited to, physical media conversion, data storage, and data capture/indexing, which will be performed within the contiguous U.S. Our primary proposed site, located in Anaheim, CA, is dedicated to processing court Work, and we have demonstrated, through our current and past court contracts, that its infrastructure and technology are reliable and capable of producing high-quality output. In addition, all as-needed support services (data storage, data capture/index, and DR sites) will be within the contiguous U.S. MetaSource owns and operates six strategically located conversion facilities across the U.S. to provide national coverage and business continuity/overflow support for our clients. |
| Onsite imaging services | Contractor will have the capability of performing imaging services onsite at the Participating Entity or JCC facility. | The only exception to this requirement is onsite film digitization; all other services can be performed onsite. |
| Transport of files to imaging preparation areas | Contractor will provide all necessary equipment to transport boxed and open-shelved files and documents from storage and holding areas to imaging preparation areas. | This requirement falls directly into our core service offerings, and we confirm our ability to provide all services within this requirement. MetaSource will work with Participating Entity to develop transportation models that provide adequate balance between practicality and cost. Regardless of the mechanism used, ALL activities will be supervised and managed by MetaSource staff onsite at the JBE facility. As a testament of our ability to support this requirement, we directly point to our successful four-year engagement with County of Los Angeles to support and provide the exact services as requested. |
| Third party courier services to transport JBE files | For imaging services performed offsite, if the Contractor uses a third-party courier service to transport JBE files to or from judicial branch locations, the third-party courier service must be adequately bonded and/or insured. | This requirement falls directly into our core service offerings and we confirm our ability to provide all services within this requirement. MetaSource will work with the Participating Entity to develop transportation models that provide adequate balance between practicality and cost. As much as possible, we will use company owned and operated vehicles to transport case files; in other instances, we will engage with a bonded third-party carrier. Regardless of the transport mechanism used, ALL pickups will be supervised and managed by MetaSource staff onsite at the JBE facility. As a testament to our fluid transportation system/infrastructure we have provided such services to courts up and down the State and ensured the provision of immediate project support, as well as minimized project costs. MetaSource can expand the loading of existing transport vehicles and routes to accommodate new JBEs or can transport JBE Work independently depending on each job’s size and specific JBE requirements. |
| Identification of vendor contact personnel | Contractor will provide the Participating Entity with the names of all assigned personnel responsible for any Work related to imaging services for the participating JBE. | MetaSource relies on a team‐based network approach to combine diverse competencies, knowledge, and capabilities to meet specific project goals and ongoing process deliveries. Our project leadership is client centric and our project management resources are seasoned professionals with extensive court program knowledge and technical/delivery expertise. We will provide Participating Entity with the names of all assigned personnel responsible for any Work related to imaging services to be provided. |
| Documents to be imaged into digital files | Contractor will have the capability of imaging the following types of documents. These include, but are not limited to, the following: • Letter size documents (this represents the majority of the file contents) • Legal size documents • Colored paper • Post-It Notes • NCR paper • “Onion skin” paper • Judges’ notes on varying sizes of paper • Tabbed paper exhibits • Photograph exhibits • Sealed envelopes with confidential or sealed information • Envelopes and certified mail return receipts • Green bar (continuous computer) paper • Letters received with attached envelopes • Wills • Pocket file folders • File folders with stamped or written information on outside and/or inside covers • Checks • Fingerprint cards • Spiral bound or otherwise bound transcripts, briefs, etc. | MetaSource uses state-of-the-art IBML equipment as our standard operating platform for paper scanning, which provides increased  throughput, lowered production costs, and enhanced quality for JCC. Recognized as the most efficient and highest quality scanning systems within the industry, our IBML equipment can handle documents of varying sizes and quality. The scanning software is an advanced application that, among other capabilities, reviews each image as it is captured for overlap, skew, etc., and automatically flags document exceptions for immediate correction – resulting in significantly less rescans downstream in the quality control process. Our industry best practices and scanning equipment are capable of imaging all documents listed in the requirement. |
| Storage environment for microfilm and microfiche. | For offsite imaging, Contractor will provide industry best standard storage facilities for microfilm and microfiche. 1. Microfilm should be stored in a secured, sealed, airtight room with a constant cool environment with temperatures not exceeding 70 degrees. 2. Relative humidity should be maintained between 20 and 30 percent and should not fluctuate by 5 percent in a 24-hour period. 3. The storage room should include a properly designed and functioning HVAC system that controls the temperature and humidity and minimizes the infiltration of pollutants. 4. Microfilm enclosures (e.g., paper and plastic boxes) should be made of noncorroding materials that meet certain chemical and photographic criteria. | MetaSource will adhere and conform to all requirements around data and film storage. We follow industry, AIIM, and ANSI best practices as it pertains to film storage. Regarding item 4: when needed, and as provided by MetaSource, microfilm enclosures will meet the stated requirement. If microfilm is boxed by a JBE and prepared for pickup by MetaSource, we assume proper enclosure conformance is a JBE requirement. |
| Duplex imaging | Contractor will have the capability of duplex imaging as directed by the Participating Entity. | MetaSource will adhere to this requirement as directed by the Participating Entity. As a best practice, MetaSource scans documents in duplex in DPIs ranging from 300 to 600, with blank backs removed during image enhancement. Based on our experience, scanning in duplex provides the best data integrity and eliminates manual intervention pertaining to the capture of imperative information that may otherwise be missed. While duplex scanning may provide images that do not contain critical information (boilerplate forms) and, in rare cases, blank images that meet threshold settings, the risk and reward factors of missing critical Data makes duplex scanning ideal. All scanned images will be a mirror representation of the original. |
| Color imaging | All colored photos and documents will be imaged in color unless directed otherwise by the Participating Entity. | MetaSource uses state-of-the-art IBML equipment as our standard operating platform for paper scanning. As part of our best practices, our scanners are capable of and set up to capture all documents multiple image configuration (B&W, color, and grayscale) with one pass. Image export formats are mainly controlled by the operating platform. Images are captured in tiff and jpeg (color format) and are converted, as needed, for the desired export format. Once scanning is complete, images are routed to our QC operators who will have the option to enhance or reject images based on Participating Entity specifications, and decide the proper next steps (enhance, rescan, etc.). The operator also has the ability to select a single image and instantly toggle back and forth between the B&W, grayscale, or color versions of the image to identify and select the most legible image. |
| Imaging size (11x17 and under) | Contractor will have the capability of imaging documents 11x17 and under. | MetaSource uses state-of-the-art IBML equipment as our standard operating platform for paper scanning. All paper up to 11 x17 inches will be scanned on our IBML equipment. We may also utilize other scanners such as Panasonics or Kodaks to accommodate special handling requirements, e.g., separated bound book pages. |
| Large size sheet imaging (over 11x17) | Contractor will have the capability of imaging documents over 11x17. | Documents greater than 11 x 17 inches are considered large format and scanned on Contex specialty scanners. This equipment accommodates paper sizes up 48 x 72 inches. Upon completion of document intake and preparation, files will be staged for scanning. They will be reviewed to establish baselines and proper scanner settings to ensure the highest overall image quality. As with standard paper sizes, large-format documents are scanned in the order they are found in their original configuration. Operators review the images in real time as the pages are scanned. In the event of a scanning issue, the scan operator will stop the scanner and make any adjustments necessary to ensure the best quality images. After scanning, files will be placed in their original boxes in the order received and they will be placed in a designated area until electronic batch processing of images is completed through the QC process. Once electronic batches are delivered to the JBE, the boxes will be staged for final disposition. |
| File tabs imaging | Contractor will image tabs in files. | MetaSource will transfer basic tab information to a captured portion of the page per an agreed upon methodology with the Participating Entity. We offer multiple methods to image tabs: stamp the tab sheet with the section information written in a pre-determined space, create a separate target sheet that is placed in front of the tab sheet, or replace the tab sheet with a target. The desired method will be chosen by the Participating Entity engaged in the Work.  MetaSource uses state-of-the-art IBML equipment as our standard operating platform for paper scanning. As part of our best practices, our scanners are capable of and set up to capture all documents multiple image configuration (B&W, color, and grayscale) with one pass. Image export formats are mainly controlled by the operating platform. Images are captured in tiff and jpeg (color format) and are converted, as needed, for the desired export format. Once scanned is complete images are routed to our QC operators where they will have the option to enhance or reject images based on Participating Entity specifications, and decide the proper next steps (enhance, rescan, etc.). The operator also has the ability to select a single image and instantly toggle back and forth between the B&W, grayscale, or color versions of the image to identify and select the most legible image.   Our scanners are capable of selecting between color and B&W with automatic evaluation tools. They can determine the significance of color and when to choose between the two. We also can manually insert separator targets that toggle the scanners' capture between B&W and color. Based on the specific needs of the particular engagement, the appropriate method will be used. |
| Batch imaging process | Contractor will create and assign unique batch numbers to every batch of imaged documents. | MetaSource has implemented an enterprise-level scanning platform that supports scan batch management and indexing functionality. Currently used within our court contracts, capture functionality includes data lookups, data integrity validations, business rules analytics, secondary operator quality assurance, and output. MetaSource develops batch numbers to ensure proper chain of custody, reconciliation and reporting. Each grouping of Work will have a batch denomination, whether based on a pre-structured box or MetaSource-assigned hierarchy driven by case type and/or location (for onsite scanning). Each batch number will be unique. Here is an example of custom formats that consist of a batch BCF control file and a document MIL control file: Batch file N|10008-0001|JV|6|ANAH-PROD-IBML3|03/25/2020|10008-0001|||1|||||||META |
| Configurable blank page detection and removal | Contractor will remove blank pages based on an agreed upon configurable threshold setting. Blank pages or “bleed-through” images shall be omitted. | MetaSource adheres to best practices for blank page removal. Documents that are scanned (all in duplex), will undergo a programmatic process to identify blank backs based upon predetermined pixel counts/threshold settings. The software will flag blank images indicating that the image is to be deleted at export. As the final step of the QA process on a file, images that have been flagged for deletion are presented to an operator for a second verification. MetaSource prefers to apply a conservative approach to blank back deletion and would rather deliver an image that may not necessarily be needed versus deleting an image that must be saved. |
| High speed scanning | Contractor will use high-speed production digital scanners to scan and generate digital images in multiple-page TIFF Group 4, standard PDF, PDF/A-3, searchable PDF, and/or other formats as specified by the Participating Entity. | MetaSource uses state-of-the-art IBML equipment as our standard operating platform for paper scanning, which provides increased throughput, lowered production costs, and enhanced quality for JCC. Recognized as the most efficient and highest quality scanning systems within the industry, our IBML equipment can handle documents of varying sizes and quality. IBMLs are capable of producing more than 80,000 images per day over an eight-hour shift. Our image operating platform is capable of exporting all mentioned image formats. |
| Scan and digitize bound and unbound documents | Contractor will scan and digitize bound and unbound books of various sizes, as specified by the Participating Entity. | The options for scanning bound materials are numerous, and what is effective for one project may not be suitable for another. Additional research may be needed to determine the precise method of digitization that would best meet the Participating Entity’s requirements. Conditions of bound books (e.g., cracked and aging spines, loose pages, and water damage), processing challenges associated with the issues, and, ultimately, the final disposition of the books must be taken into consideration when determining a scanning method for a given collection. Bound materials of a precious nature (i.e. fragile, damaged, valuable, or rare books) wherein the material must stay undamaged upon return should be digitized utilizing book scanners and or planetary/ stationary image capture. This is usually a costly and time-consuming method. In the majority of our many engagements involving bound book digitization, the removal of pages from bindings is the most often used methodology. It yields the best-quality digitized output and is a cost- and-time-effective option as opposed to traditional book scanning. If the bound books are in a condition that allows pages to be easily displaced from their original binding, then the pages are separated through the use of removing the binding holds. If the bound books do not allow for easy removal of the binding mechanism, then a hydraulic guillotine (a machine that carefully cuts the binding from the pages) is used. Once the material has been separated into individual sheets, the pages are fed through a document scanner. |
| File size | Contractor will have the ability to limit digitized image file size and split files per as required by the Participating Entity. | MetaSource will adhere to each JBE's file size output requirements. All output will be compatible with each JBE’s CMS, DMS, or other digital storage repository. Output will also conform to each JBE’s file size requirements. MetaSource currently supports many court operation requirements around file size limits. |
| OCR | Contractor will perform optical character recognition ("OCR") for inclusion in the Participating Entity’s CMS, DMS, or other digital storage repository as specified by the Participating Entity. | Files can be processed with OCR software and the resulting output will be a searchable PDF/A file. Images will be exported into a multipage PDF/A compatible for import into each JBE’s document management system. OCR is performed using custom modules developed within our capture platform, specifically for tasks similar in scope. |
| Inventory files | Contractor will maintain an inventory of files using bar code scanners to log and track movement of files from location to location. | MetaSource provides a comprehensive chain-of-custody program in support of maintaining a strict inventory. Supported by technology and refined operational processes, to address the highest demands of the transfer of documents from client sites to our facilities. Our tracking platform will reconcile all records and establish accountability of records from initial pickup and transport through receipt, processing, and document destruction. The platform will provide a detailed audit trail and lifecycle reconciliation of all JBE documents and Data within our possession. A robust tracking and production platform that will ensure chain of custody for all JBE documents and Data, as well as full reporting and status of all production events. Real time reporting options for JBE to track inventory and progress. It also gives us powerful tools for managing workflows and identifying the location of Work within the system – even down to the individual record level. MetaSource has customized this tracking system with advances such as automated transmission of Work to our production facilities and tracking of paper documents at batch time, prior to scanning and image creation. Automation allows us to effectively and dramatically minimize errors in processing and maximize our capacity for data handling. We use information from court CMS platforms in the form of manifest Data (where box location information is available) to marry loaded images and Data to specific events within the CMS, which allows documents to be easily integrated into JBE systems.  As one example of our capabilities, MetaSource has consulted and assisted Santa Clara Court to establish inventory tracking through bar code processes. |
| Upload, manage, and track imaged and digitized files. | As directed by the Participating Entity, Contractor will use Participating Entity's records tracking system to upload imaged and digitized files into the Participating Entity's CMS, DMS, or digital storage repository, and manage, and track such inventory. | This requirement falls directly into our core service offerings and MetaSource confirms our ability to provide all services within this requirement. We will work with the Participating Entity to develop file management processes that may include, but not be limited to, file pull/purge, file retrieval box and open file movement in support of records scanning. As a testament to our ability to support this requirement, we point to our successful four-year engagement with the County of Los Angeles to support and provide the exact service as requested. |
| Retrieve and move files to onsite imaging preparation area | For on-site imaging, Contractor will retrieve, pull, and move boxed and open-shelved files and documents from storage and holding areas to the imaging preparation area as directed by the Participating Entity. | This requirement falls directly into our core service offerings and MetaSource confirms our ability to provide all services within this requirement. We will work with the Participating Entity to develop file management processes that may include, but not be limited to, file pull/purge, file retrieval box and open file movement in support of records scanning. As a testament to our ability to support this requirement, we point to our successful four-year engagement with the County of Los Angeles to support and provide the exact service as requested. |
| Pick up and transport records to offsite imaging facility | For imaging services performed offsite, Contractor will pick up boxed records whether palleted or not, or on library carts, and transport them to the imaging facility. Contractor will perform such Work within Participating Entity established pick-up windows. | This requirement falls directly into our core service offerings and MetaSource confirms our ability to provide all services within this requirement. We will work with the Participating Entity to develop transportation models that provide adequate balance between practicality and cost. As much as possible, we will use company owned and operated vehicles to transport case files; in other instances, we will engage with a bonded third-party carrier. Regardless of the transport mechanism used, ALL pickups will be supervised and managed by MetaSource staff onsite at the JBE facility. As a testament to our fluid transportation system/infrastructure, we have provided such services to courts up and down the State and ensured the provision of immediate project support, as well as minimized project costs. MetaSource can expand the loading of existing transport vehicles and routes to accommodate new JBEs or can transport JBE Work independently depending on each job’s size and specific JBE requirements. |
| Month to month storage | Contractor will securely store records, including pallets of records, before and after the imaging process as directed by the Participating Entity on a month ­to month basis. | Following scanning, MetaSource will provide secure short-term document within our Anaheim operations center to accommodate JBE QC activities. Anaheim offers a clean, dry, heat/humidity-controlled, and vermin-free storage environment. Documents will be stored in their original boxes, off the floor on sturdy shelving.  JBE documents will be, unless securely stored in a locked and CCTV-monitored area, under the direct supervision of qualified and trained MetaSource staff. Access to the documents will be based on least privilege; specifically, if an employee has no reason to access documents to perform his/her job function, access will be denied. Access to our Anaheim facility is controlled by key card access; key card access is also required for restricted areas inside the location where JBE documents will be stored and processed. Our operations center is monitored by a 24/7 security system. Video cameras also monitor all interior entry points and the server room. Visitors are not allowed within the facility unless registered at the reception area (where they will be issued a visitor identification badge) and accompanied by an escort while in the building. Our employees are trained to challenge any visitors whose badge is not visible. |
| Store records safely before and after imaging | Contractor will store and maintain files in a secure, climate-controlled storage facility equipped with fire and burglar alarm and other necessary protections while the Participating Entity reviews the imaged documents for quality control purposes. Storage of such files will continue until the Participating Entity directs Contractor to destroy the applicable files. | Following scanning, MetaSource will provide secure short-term document within our Anaheim operations center to accommodate JBE QC activities. Access to our Anaheim facility is controlled by key card access; key card access is also required for restricted areas inside the location where JBE documents will be stored and processed. Our operations center is monitored by a 24/7 security system. Video cameras also monitor all interior entry points and the server room. Anaheim also offers a clean, dry, heat/humidity-controlled, and vermin-free storage environment. Documents will be stored in their original boxes, off the floor on sturdy shelving. |
| On demand retrieval and delivery of files | Contractor will retrieve specific files and/or boxes of files and deliver to the Participating Entity within a 24-hour period of the Participating Entity's request at no additional charge. The Participating Entity will specify the method of delivery, e.g., physical or electronic. | MetaSource understands that the Participating Entity may have the need to access documents during the conversion process. For records within our possession, we will pull and fulfill any JBE document request the same day of receipt of the request. If classified as “urgent,” the request will be processed within four hours of notification. Once the Participating Entity issues a request for a file/document/record, MetaSource will prioritize the processing of the requested item and provide an electronic copy (scan on demand) of the file at no charge. Delivery can also include the return of the physical document. |
| Inspect and prepare records for imaging. | Contractor will inspect and prepare all records for imaging. This includes ensuring all records are in the order designated by the Participating Entity. | While specific document preparation business rules will be confirmed with the Participating Entity during the due diligence process, standard tasks include:   § Remove any paper clips, staples, glue, and other bindings from papers § Remove from prongs if necessary § Straighten and flatten any papers as required § Repair documents and clear tape tattered edges § Tape of partial sheets to carrier sheets § Identify documents that do not appear to be in good order for image quality by inserting “poor quality original” page or stamping “best copy” \* § Create photocopies of fragile documents as necessary § Insert a barcoded box-level separator at the beginning of the box § Insert document-level barcode separator sheets to identify the start and end of each individual document § Set aside and return non-digitizable items to the JBE (indexed by available identifying case information)  \* MetaSource adheres to best practices of image capture, which addresses “poor quality” image issues from pre-scanning through image output. It starts with document preparation where our prep staff is trained to flag any document that has poor original print quality, the preparer will place a “best image available” stamp (or equivalent methodology approved by the court) on the first page so that the QC operator knows not to reject the document. |
| Sort and separate JBE records | Contractor will prepare JBE records to be imaged, sorted by specified JBE taxonomy such as litigation type, case number, and document type, or by any hierarchical schema specified by the Participating Entity. As applicable, Contractor will include the appropriate case number and date sequence for imaging. | Image export formats are mainly controlled by the operating platform. Images are captured in tiff and jpeg (Color format) and are converted, as needed, for the desired export format. MetaSource will adhere to all requirement around sorting and file/document separations dictated by JBE requirements. |
| Prepare documents for high speed scanning | Contractor will disassemble files, removing all fasteners, staples and paper clips, repairing or mending torn documents, and trimming fastener holes. | While specific document preparation business rules will be confirmed with the Participating Entity during the due diligence process, standard tasks include: § Remove any paper clips, staples, glue, and other bindings from papers§ Remove from prongs if necessary§ Straighten and flatten any papers as required§ Repair documents and clear tape tattered edges§ Tape of partial sheets to carrier sheets§ Identify documents that do not appear to be in good order for image quality by inserting “poor quality original” page or stamping “best copy” § Create photocopies of fragile documents as necessary§ Insert a barcoded box-level separator at the beginning of the box§ Insert document-level barcode separator sheets to identify the start and end of each individual document§ Set aside and return non-digitizable items to the JBE (indexed by available identifying case information). |
| Handling of damaged or irregular sized documents | Contractor will affix any damaged document or correspondence that is less than 8-1/2" x 5" onto an 8-1/2" x 11" sheet of white paper. | MetaSource will adhere to scanning industry best practices of handling damaged or irregular sized documents. Depending upon document condition, some methods MetaSource can employ include repair of the document, photocopy the original document, identify it as “best copy,” etc. |
| Image manila case folders | Contractor will image manila case folders that are part of any files, treating any manila folder as part of a file unless directed otherwise by the Participating Entity. | MetaSource will scan manila folders as dictated by JBE requirements. In some cases, manila folders will need to be photocopied prior to scanning. |
| Image confidential envelopes | Contractor will image confidential envelopes as part of the case file. Records contained in an envelope labeled “confidential” must be imaged as a separate image file and labeled the same as the original record with an accessibility identifier such as "C=Confidential," as specified by the Participating Entity. Confidential records located underneath a color-coded confidential cover sheet must be imaged as a separate image file and labeled the same as the original record with the same accessibility identifiers indicated above. | Based upon our case file processing experience, we understand that JBEs may stamp case covers as “confidential” (and include that designation within accompanying inventory sheets). MetaSource’s document preparation staff will be trained to accurately identify confidential documents and insert a barcode sheet as necessary to “electronically tag” them as confidential during the scan process within the resulting database. The barcode sheet will ensure proper document handling and document designation throughout the conversion process. The resulting database will also contain this designation. Any records identified by a JBE as confidential will be processed by MetaSource as a separate image file. A unique barcoded separator sheet will be inserted for identification. We also, during document preparation, will relocate confidential documents that may be misfiled within the case file. Confidential record types will be labeled the same as the original record and contain a “C” identifier. All records/images with the designation of “confidential” will be processed and stored separately from the open files. Regarding image/data delivery output methods, we will tailor our approach based on JBE requirements. This could include, for example, secure FTP or encrypted hard drives. We also provide data feeds of box activities to provide status information of tracked files, which can be uploaded to a JBE records management system. Under no circumstance will MetaSource open/view an envelope stamped or marked “sealed.” Prior to processing case files, MetaSource will perform a quality assurance step in which we will identify, set aside, and return sealed documents found after notifying the JBE. All sealed material will be manifested, identified by case number/box number, and returned via MetaSource-operated carriers. (As necessary, MetaSource will also set aside, manifest, and return other document types identified by the JBE.) |
| Print and insert document separator sheets - on-site imaging | As directed by the Participating Entity, for onsite imaging, Contractor will print and insert document separator sheets at the beginning of each document. Participating Entity will provide the document separator sheets. | MetaSource follows the same stringent intake processes for onsite services and will establish the same repeatable processes to ensure NO step is missed regardless of location. The MetaSource-generated inventory list will be loaded into our tracking system. Boxes will be checked in to the system by scanning the box numbers and confirming receipt of the physical box. Any discrepancy will be reviewed and corrected in the inventory information. Each box will be processed in a single electronic batch. A batch level barcode page and a barcode page for each file will be produced. The set of separator sheet containing the file number information will be paired with each box. |
| Print and insert document separator sheets - offsite imaging | As directed by the Participating Entity, for offsite imaging, Contractor will print and insert document separator sheets at the beginning of each document. Participating Entity will provide the document separator sheets. | Upon arrival at our operations center, boxes will be unloaded and immediately brought into a secured area with controlled access for intake. The MetaSource-generated inventory list will be loaded into our tracking system. Boxes will be checked in to the system by scanning the box numbers and confirming receipt of the physical box. Any discrepancy will be reviewed and corrected in the inventory information. Each box will be processed in a single electronic batch. A batch level barcode page and a barcode page for each file will be produced. The set of separator sheets containing the file number information will be paired with each box. |
| Insert missing file target | Contractor will insert a missing file target indicating the case number of the missing file/document in the appropriate location. | As part of our file intake and document preparation processes, MetaSource operators will reconcile box contents at the file level to ensure every file is accounted for. As dictated by JBE requirements, MetaSource will insert a missing file target indicating the case number of any missing files/documents in the appropriate location within the case folder. In cases where there maybe additional files that are not listed on the box manifest, the operator will note the discrepancy and report it Client Services for communication to the Participating Entity. |
| Identify pages of insufficient quality | Contractor will identify those pages that are of insufficient quality for imaging and indexing, by placing "Best Available Image" stamp on those pages, ensuring not to cover any portion of the document text. | MetaSource adheres to best practices of image capture, which addresses “poor quality” image issues from pre-scanning through image output. It starts with document preparation where our prep staff is trained to flag any document that has poor original print quality, the preparer will place a “best image available” stamp (or equivalent methodology approved by the Court) on the first page so that the QC operator knows not to reject the document. |
| No records discarded or lost | Contractor will not discard, tamper with, deface, or lose any document, or portion of a document provided for imaging, unless directed to do so by the Participating Entity. | MetaSource is a trusted partner to a number of judicial systems, with the understanding that at no time will physical documents in our possession be defaced, tampered with, or destroyed without the explicit order from the Participating Entity. Physical safeguards include: § Client work is performed in a secured area that is protected by key access reader technology and security camera monitoring. MetaSource’s operational project team is responsible to ensure that all hardcopy documents and project-specific materials are accounted for and maintained within a secured designated storage area. § Operations (prime and backup) maintain uninterruptible power supply for all equipment and systems supporting the project and its operations, including generators. There are multiple feeds to avoid a single point of failure in the power supply, with ample surge protection devices installed. § All employees are required to wear MetaSource-issued access card at all times for entrance into MetaSource main operations center and warehouses. § CCTV is installed on all facility entrances/exits, as well as receiving, production, storage, and computer room areas.§ MetaSource’s document reconciliation program provides a full lifecycle audit trail, from pickup/receipt of delivery through processing and return delivery.§ Incoming visitors are not allowed entrance to the building unattended, and must register at the front desk to obtain a visitor badge and entrance to the lobby. Visitors are allowed into production-related areas only when accompanied by a MetaSource employee with valid access privileges. § Clean work area policy – employees are required to leave coats, purses, phones, and other personal items in lockers outside of production areas.§ Any client information provided for training purposes and quality control examples is kept secured until shredded in accordance with strict destruction protocol.§ Servers and communication lines are located in a separate room within the IT department. They also require individually assigned swipe card clearance – only IT staff that requires access to the server room is granted access. § Computer screens automatically lock after 15 minutes of idle time to protect and prevent the display of any Confidential Information. Employees are also required to lock PCs before leaving their desks for breaks.§ Sites are outfitted with full fire suppression systems, as well as alarm systems, that are integrated with the local fire and police departments.§ No food, drink or any other substance that could potentially spill or otherwise damage client source material is allowed in any area where the source material is being processed or stored. |
| Records prepared by participating JBE staff | As directed by the Participating Entity, Contractor will image records specifically prepared by JBE staff for digitization. | If the Participating Entity wishes to perform document preparation in-house, MetaSource will perform a quality check of prepped documents and make any adjustments as needed to ensure high-quality image output. |
| Special handling of fragile records | Contractor will process fragile records or other categories of records that require special handling (such as onion skin) to protect the integrity of the original record and ensure readability in the electronic format. | MetaSource will take the necessary actions required to safeguard the documents to be accurately scanned. We will use methodologies such as hand feeding, attaching the document to a carrier page, or copying pages as needed to scan the pages. |
| Standards for microfilm/microfiche | Contractor will prepare and process microfilm and microfiche with signs of deterioration such as vinegar syndrome, redox, or embrittlement, to provide the best possible image. Contractor will identify those images that are of insufficient quality for imaging and indexing and confer with the Participating Entity on how to handle. | Microfilm/microfiche present many challenges as they age, especially if not stored and archived properly and cellulose acetate-based microform created before the 1980s. These scenarios make the media vulnerable to moisture, heat, and acids. This results in decay that may make microform unreadable (e.g., vinegar syndrome, discoloration, and buckling). Multisource has scanned millions of images from microform media across multiple industries. Our conversions leverage state-of-the-art equipment and best-in-class processes, as well as an experienced operations team with many years of hands-on experience and focus on producing the best digitized images from analog media. A sampling of the processes we would apply to address microform deterioration and damage include:§ Rewashing of film§ Duplication process of microform to microform to ensure against tears and rips§ Special image enhancement post digitization  We will work with Participating Entity to address the imaging of damaged/deteriorated microform and jointly agree to solutions that balance cost, the level of effort to be applied, and quality. |
| Return of statutorily sealed records | Contractor should not be receiving any records, whether onsite or offsite, designated as "sealed" by the Participating Entity. In the event that Contractor inadvertently receives a record designated as “sealed,” Contractor may not open and must immediately return any “sealed” records to the Participating Entity as soon as possible, but in no event later than twenty-four (24) hours of becoming aware of such records. If a Contractor encounters records that it believes are “sealed,” but are not designated as such, the Contractor may not open such records and must immediately notify the Participating Entity as soon as possible, but in no event later than twenty-four (24) hours of becoming aware of such records. | Under no circumstance will MetaSource open/view an envelope stamped or marked “sealed.” Prior to processing case files, MetaSource will perform a quality assurance step in which we will identify, set aside, and return sealed documents found after notifying the Participating Entity. All sealed material will be manifested, identified by case number/box number, and returned via MetaSource-operated carriers. (As necessary, MetaSource will also set aside, manifest, and return other document types identified by the Participating Entity.) |
| Index Records using JBE schema | Contractor will create and associate a unique record identifier for every record per Participating Entity specifications. Contractor will provide an index file with meta-data for the imaged document (e.g., imaged and digitized file name, case number, document type, filed date). | MetaSource currently supports multiple court indexing scheme and metadata outputs. MetaSource proven data capture platform is highly reusable and requires minimal configuration to meet individual JBE needs and provide output that is compatible with court systems such as, for example, Odyssey and eCourt. Our software design includes numerous field edits and prompts (based on technical field specifications) to ensure accuracy at the point of data capture. All output will be compatible with the Participating Entity’s CMS, DMS, or other digital storage repository and metadata requirements. In occasions where the Participating Entity can provide an electronic data file containing the data fields for each case file, MetaSource can load that into our capture platform and leverage that Data for auto-population and validation. If an electronic file is not available, we would use a heads-down data entry from image approach. Fields typically captured include case number, volume number, case type, case filed date, case name, and box number, but we will adhere to the Participating Entity’s indexing requirements. |
| Confidential Records | For each individual file created, Contractor will include the case number and within a subfolder of the imaged file, an accessibility identifier to denote whether records are confidential, non-confidential, transcripts or sealed documents. | Images and Data can be delivered either through secure FTP or encrypted hard drives based on the Participating Entity’s requirements, and in accordance with stated timeframes. If the Participating Entity elects to use hard drives, two sets of hard drives will be processed; hard drives containing “confidential” digital files will be clearly marked “high security.” Hard drives will be labelled as required by the Participating Entity. Should sFTP be used, confidential records will be transmitted separately based upon document identifiers. All output will be compatible with the Participating Entity’s CMS, DMS, or other digital storage repository. Output will also conform to the Participating Entity’s file size requirements. |
| Remove targets and separators from scanned batches | Contractor will remove all targets, separators etc., from scanned batches for re­use. | MetaSource will adhere to physical removal and recycling of targets when needed. Based on the engagement, it may not be economical to remove targets. This requirement will be addressed for each engagement during the POC/UAT activities of the job setup. |
| Return empty boxes | If Participating Entity files are provided in Participating Entity supplied boxes, return empty boxes to the Participating Entity. | MetaSource will adhere to this requirement as directed by the Participating Entity. As a best practice, MetaSource typically does not promote this; in many instances the cost to empty and recover usable boxes exceeds the cost of new boxes. Additionally, lower quality boxes generally have a limited lifespan. |
| Upload all digital images and corresponding index Data electronically | Contractor will be able to upload digital images and corresponding index Data via secure electronic delivery, such as secure FTP, to a Participating Entity server. | Images and Data can be delivered through secure FTP and in accordance with stated timeframes. Should sFTP be used, confidential records will be transmitted separately based upon document identifiers. All output will be compatible with the Participating Entity’s CMS, DMS, or other digital storage repository. Output will also conform to the Participating Entity’s file size requirements. |
| Delivery of digital images and corresponding index Data, by hard drive | Contractor will be able to deliver digital images and corresponding index Data by hard drive to the Participating Entity. | Images and Data can be delivered through encrypted hard drives based on each the Participating Entity’s requirements, and in accordance with stated timeframes. If the Participating Entity elects to use hard drives, two sets of hard drives will be processed; hard drives containing “confidential” digital files will be clearly marked “high security.” Hard drives will be labelled as required by the Participating Entity. All output will be compatible with the Participating Entity’s CMS, DMS, or other digital storage repository. Output will also conform to the Participating Entity’s file size requirements. |
| Upload files imaged on-site to JBE daily | Contractor will upload digital imaged files to the Participating Entity's DMS, CMS, or other digital storage repository on a daily basis, or within an alternative timeframe as specified by the Participating Entity. Contractor will index all applicable meta-data as specified by the Participating Entity. | MetaSource has developed a number of upload file formats in accordance with the specifications of the particular engagement. We have participated in the design of court-desired formats using our knowledge of best practices. Image uploads will be in strict compliance with Participating Entity timeframes and metadata requirements regardless of location. |
| JBE specified metrics progress reporting | Contractor will develop a quality control plan that includes the number of documents prepared for imaging, the number of pages imaged and digitized, and the number of records provided to the Participating Entity. | MetaSource will provide production reporting through our ProjectLink portal, enabling the Participating Entity to know exactly how much Work was transported/received, processed, status within production, and when complete. All ProjectLink reports can be export to Excel (and other standard file formats) for additional analysis and custom formatting and distribution. Descriptions of our standard reports are provided below. Reporting will be tailored to meet the Participating Entity’s requirements.  § Summary Report. The summary report is the most commonly used report, which provides a high-level view of the total documents received daily, the total scanned, and the total that have been returned. It also includes actual keystrokes written and verified, as well as hours of data entry and verification. This report is best used for tracking daily Work and volume trends.  § Work-in-Progress Report. The work-in-progress report is a more detailed version of the summary report and includes the status of documents and keystrokes and their volume. For time-sensitive procedures this provides an up-to-the-minute picture of records’ progress.  § SLA Report. The SLA report identifies document processing turnaround time and includes the volume of documents received, processed, data files delivered back to the client within the contractual turnaround time, and processing that did not complete within the SLA. Results are viewable on a daily, hourly, or individual job basis.  § Barcode Report. The barcode report, used for onsite processing, tracks the volume of documents on any given day and successful capture of each document’s barcode during scan time. It also shows the capture success rate of the barcode field.  JCC can also use ProjectLink as a comprehensive management tool across all JBEs to monitor overall project statuses, project volumes, turnaround time, and billings (in-progress by volume). The platform provides both summary and detail (drill-down) views, and it can be configured to meet JCC-specific business needs. |
| Methods of maintaining extracted metadata | Contractor's quality control plan will thoroughly and completely describe the Contractor's method for maintaining the integrity of the metadata extracted during imaging. | If an electronic case and box level manifest is provided by the Participating Entity, the Data will be added to a tracking database. The list is used during the document prep process to validate the Participating Entity list. Any missing physical files will be noted in the database. Any physical file not on the manifest will be added to the database.  All image batch Data is uploaded to a central database. The Data includes the batch/box number, all metadata fields, page count and file name. The Data is captured at a document (PDF file) level based on the definition of a document requested by the Participating Entity. The cases captured through the scan process are compared to the manifest Data and reconciled per case. Any discrepancy will be researched and remediated before an image batch is delivered to the Participating Entity.  The Data stored will be used for status reporting and billing reconciliation. The reports are customizable to provide the views required by the Participating Entity. |
| Methods for ensuring clarity of digitized images. | Contractor's quality control plan will thoroughly and completely describe the Contractor's method for ensuring the integrity and clarity the digitized images. | Sound business decisions are based on accurately captured Data. MetaSource brings JCC a proven quality methodology that starts at requirements capture and extends through employee training and accuracy monitoring, tiered inspections during conversion, and web-based SLA reporting. Our standard QA process is based on Six Sigma methodology, with the commitment of final deliverables having a defect rate between 5 Sigma and 6 Sigma. What this translates to for JCC is that final image output (considering all processes) will yield a minimum of 95% defect-free product; with additional as-needed QC processes we achieve 5 Sigma deliverables, i.e., 99.9% defect-free. Our ability to provide these high levels of accuracy, clearly a differentiator that separates MetaSource from our competitors, is based upon the inclusion of multiple quality checkpoints. MetaSource will incorporate multiple levels of quality inspection throughout processing: 100% image inspection at scanning, 100% inspection at indexing QC, and a minimum of 25% random paper-to-image verification. The 25% verification is a post-QA process, beyond all other image QC steps and applies to all scanned files. (Note: as dictated by individual Participating Entity requirements, we can provide up to 100% paper-to-image verification.) 1. 100% Image Inspection at Scanning. Our scanning software is an advanced application that, among other capabilities, reviews each and every image as it is captured for overlap, skew, etc., and automatically flags document exceptions for immediate correction – resulting in significantly less rescans downstream in the quality control process. Our state-of-the-art image processing software and process will ensure best quality image by addressing items such as (but not limited to) image despeckle and deskew, image border removal, and cropping.2. 100% Image Inspection at Indexing Quality Control (QC). Operators will review every image and all index Data on the screen during the QC review process. They will:§ Verify all pages have been scanned from front to back§ Ensure every page is complete, clear, and as readable as the source page§ Ensure every page is right reading The QA module displays every page, and the operator has the ability to perform full page/screen review on any page to verify its quality and detail. Image review will include, but is not limited to, verification of imprinted scan date stamp, image contrast verification, resolution, clarity, completeness, etc. The operator will have the option to enhance or reject images based on client specifications, and decide the proper next steps (enhance, rescan, etc.). The operator also has the ability to select a single image and instantly toggle back and forth between the black and white, grayscale, or color versions of the image to identify and select what is the most legible. The software will flag blank images indicating that the image is to be deleted at export. As the final step of the QA process on a file, images that have been flagged for deletion are presented to the operator for a second verification. MetaSource prefers to apply a conservative approach to blank back deletion and would rather deliver an image that may not necessarily be needed versus deleting an image that must be saved.3. 25% Paper-to-Image Verification Performed on Daily Output. MetaSource will perform an image-to-source document review on 25% of documents for accuracy. Any error found will be logged and remediated. We will evaluate the findings to create a corrective action plan through operator re-training or system enhancements. Note that this is a post-QA process, beyond all other image QC steps and applies to all scanned files. 4. Quality Feedback. Quality reporting will be defined and customized with each JBE at the onset of a new project. Maintaining records for client quality for the life of the contract, key measures typically include sample size, critical field error, illegible fields, total volume, and error rate. We utilize quality findings to calculate and report against contractual service level agreements (SLA). All SLAs will meet or exceed JBE-established baselines for quality. Quality SLA results will be tracked for historical review and ensure that the process improvement goals are met. The QA log and reporting will include the following:§ Root cause analysis, if applicable§ Quality category (scan, prep, system component, etc.)§ Description§ Processing date§ QA operator name§ Operator(s) responsible for the defect  Operators are provided printed QC reports to provide feedback on the quality of their work. The report is reviewed by the trainer/team leader with the operator in detail. Each error is reviewed, and the correct rule or exception is explained to eliminate future error. Our QC department also provides monthly reports per project specification, which are reviewed by management to track trends to ensure that the quality of the work performed does not dip below minimum standards set by both the individual projects and by the company. |
| Methods for handling items incapable of being digitally imaged | Contractor’s quality control plan will thoroughly and completely describe the Contractor's method for handling the small percentage (approximately one percent) of documents that are not susceptible to imaging. | In rare cases where MetaSource encounters documents are cannot be imaged the following steps will be taken during document preparation stage. The operator will Identify documents that do not appear to be in good order for image quality by inserting “poor quality original” page or stamping “best copy.” The operator will evaluate if steps can be taken to improve the document without altering or defacing the original. Such steps will be photocopying of original, repair the page with clear tape. If determined the scanning may cause damage to the original document, thee document will be flagged, pulled and noted (with case number and reason). MetaSource adheres to best practices of image capture, which addresses “poor quality” image issues from pre-scanning through image output. It starts with document preparation where our prep staff is trained to flag any document that has poor original print quality, the preparer will place a “best image available” stamp (or equivalent methodology approved by the court) on the first page so that the QC operator knows not to reject the document. |
| Accidentally destroyed records | Contractor’s quality control plan will thoroughly and completely describe how Contractor intends to prevent the destruction, defacement, or tampering of the Participating Entity’s records. In addition, Contractor’s quality control plan will thoroughly and completely outline the remedial actions Contractor will take, i.e., a plan for recovery, in the event a document is destroyed, defaced, or otherwise tampered with during imaging. | MetaSource is a trusted partner to a number of judicial systems, with the understanding that at no time will physical documents in our possession be defaced, tampered with, or destroyed without the explicit order from the Participating Entity. Physical safeguards include: § Client work is performed in a secured area that is protected by key access reader technology and security camera monitoring. MetaSource’s operational project team is responsible to ensure that all hardcopy documents and project-specific materials are accounted for and maintained within a secured designated storage area. § Operations (prime and backup) maintain uninterruptible power supply for all equipment and systems supporting the project and its operations, including generators. There are multiple feeds to avoid a single point of failure in the power supply, with ample surge protection devices installed. § All employees are required to wear MetaSource-issued access card at all times for entrance into MetaSource main operations center and warehouses. § CCTV is installed on all facility entrances/exits, as well as receiving, production, storage, and computer room areas.§ MetaSource’s document reconciliation program provides a full lifecycle audit trail, from pickup/receipt of delivery through processing and return delivery.§ Incoming visitors are not allowed entrance to the building unattended, and must register at the front desk to obtain a visitor badge and entrance to the lobby. Visitors are allowed into production-related areas only when accompanied by a MetaSource employee with valid access privileges. § Clean work area policy – employees are required to leave coats, purses, phones, and other personal items in lockers outside of production areas.§ Any client information provided for training purposes and quality control examples is kept secured until shredded in accordance with strict destruction protocol.§ Servers and communication lines are located in a separate room within the IT department. They also require individually assigned swipe card clearance – only IT staff that requires access to the server room is granted access. § Computer screens automatically lock after 15 minutes of idle time to protect and prevent the display of any Confidential Information. Employees are also required to lock PCs before leaving their desks for breaks.§ Sites are outfitted with full fire suppression systems, as well as alarm systems, that are integrated with the local fire and police departments.§ No food, drink or any other substance that could potentially spill or otherwise damage client source material is allowed in any area where the source material is being processed or stored. |
| Re-imaging to improve image quality | Contractor will re-image at no additional charge, any and all images that require re-imaging in order to improve quality. | MetaSource brings JCC a proven quality methodology that starts at requirements capture and extends through accuracy monitoring, tiered inspections during conversion, and web-based SLA reporting. Our standard QA process is based on Six Sigma methodology, with the commitment of final deliverables having a defect rate between 5 Sigma and 6 Sigma. What this translates to for JCC is that final image output (considering all processes) will yield a minimum of 95% defect-free product; with additional as-needed QC processes we achieve 5 Sigma deliverables, i.e., 99.9% defect-free. Our zero-defect commitment means that any files rejected by the Participating Entity for quality issues (e.g., mis-indexing, ineligible images, cut-off images, etc.) will be reprocessed and resubmitted at NO charge to the Participating Entity. |
| Problem Correction Report | Contractor will produce a record of all inspections conducted regarding imaging, including any corrective action taken, the time a problem was first identified, a clear description of the problem, and the time elapsed between identification and completed corrective action, on a monthly basis. Contractor will take corrective action within two (2) business days of notification. | Standardized methods of measure will be consistently applied to assess MetaSource's performance and compare that performance to the Participating Entity’s quality/accuracy objectives and expectations. Monitored controls and audit systems are in place to ensure daily compliance to standard procedures. Robust and active root cause analysis and corrective action methodology are utilized in response to measures that deviate from plans. Quality reporting will be defined and customized with the Participating Entity at the onset of a new project. Maintaining records for client quality for the life of the contract, key measures typically include sample size, critical field error, illegible fields, total volume, and error rate. We utilize quality findings to calculate and report against contractual SLAs. Quality SLA results will be tracked for historical review and ensure that the process improvement goals are met. The QA log and reporting will include the following:§ Root cause analysis, if applicable§ Quality category (scan, prep, system component, etc.)§ Description§ Processing date§ QA operator name§ Operator(s) responsible for the defect  Operators are provided QC reports to provide feedback on the quality of their work, and reports are reviewed in detail by the trainer/team leader with the operator. Each error is reviewed, and the correct rule or exception is explained to eliminate future error. Our QC department also provides monthly reports per project specification, which are reviewed by management to track trends to ensure that the quality of the Work performed does not dip below minimum standards set by both the individual projects and by the company. |
| Verify the accuracy and integrity of digital images | Contractor will verify the accuracy and integrity of each digital image, and confirm, accept, or correct such image based on the Participating Entity's quality control checkpoint specification. | Sound business decisions are based on accurately captured Data. MetaSource brings JCC a proven quality methodology that starts at requirements capture and extends through employee training and accuracy monitoring, tiered inspections during conversion, and web-based SLA reporting. Our standard QA process is based on Six Sigma methodology, with the commitment of final deliverables having a defect rate between 5 Sigma and 6 Sigma. What this translates to for JCC is that final image output (considering all processes) will yield a minimum of 95% defect-free product; with additional as-needed QC processes we achieve 5 Sigma deliverables, i.e., 99.9% defect-free. 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Note that this is a post-QA process, beyond all other image QC steps and applies to all scanned files. 4. Quality Feedback. Quality reporting will be defined and customized with each JBE at the onset of a new project. Maintaining records for client quality for the life of the contract, key measures typically include sample size, critical field error, illegible fields, total volume, and error rate. We utilize quality findings to calculate and report against contractual service level agreements (SLA). All SLAs will meet or exceed JBE-established baselines for quality. Quality SLA results will be tracked for historical review and ensure that the process improvement goals are met. The QA log and reporting will include the following:§ Root cause analysis, if applicable§ Quality category (scan, prep, system component, etc.)§ Description§ Processing date§ QA operator name§ Operator(s) responsible for the defect  Operators are provided printed QC reports to provide feedback on the quality of their work. The report is reviewed by the trainer/team leader with the operator in detail. Each error is reviewed, and the correct rule or exception is explained to eliminate future error. Our QC department also provides monthly reports per project specification, which are reviewed by management to track trends to ensure that the quality of the work performed does not dip below minimum standards set by both the individual projects and by the company. |
| Corrections and resubmissions | Contractor will correct deficient digitized images and resubmit at no additional charge. | MetaSource brings JCC a proven quality methodology that starts at requirements capture and extends through accuracy monitoring, tiered inspections during conversion, and web-based SLA reporting. Our standard QA process is based on Six Sigma methodology, with the commitment of final deliverables having a defect rate between 5 Sigma and 6 Sigma. What this translates to for JCC is that final image output (considering all processes) will yield a minimum of 95% defect-free product; with additional as-needed QC processes we achieve 5 Sigma deliverables, i.e., 99.9% defect-free. Our ability to provide these high levels of accuracy. Our zero-defect commitment means that any files rejected for quality issues (e.g., mis-indexing, ineligible images, cut-off images) will be reprocessed and resubmitted at NO charge to JBE. |
| Completed conversion paper file destruction - onsite imaging | Per a Participating Entity-generated destruction list for on-site imaging, Contractor will pull boxed files eligible for destruction and dispose of them in designated destruction bins or palletize them for destruction pick-up. | In instances where the Participating Entity has current destruction contracts in place, MetaSource will coordinate the process with the onsite destruction company on an as-needed basis. |
| Completed conversion paper file destruction - offsite imaging | Per a Participating Entity-generated destruction list, Contractor will pull boxed files eligible for destruction and securely destroy them. Contractor will provide certification that all designated files have been securely destroyed. | Upon receipt of a written destruction request, we will destroy hardcopy boxes of documents (shred) and provide the Participating Entity with a certificate of destruction (date, method of destruction, and accounting of records destroyed). All destruction activities are performed under the direct supervision of an authorized MetaSource resource. Optional video-taping and presence of JBE-authorized staff can be accommodated. |
| Return records imaged offsite | Contractor will return boxed and palletized records imaged offsite to the Participating Entity in the same order and condition in which they were received. | Documents will be returned to the Participating Entity in the same method as pickup (transported by MetaSource or bonded third-party carrier). Each return shipment will be accompanied by a manifest of each box and its contents. We will utilize manifests to ensure that all boxes processed have been properly returned. We anticipate that Participating Entity staff will be available during document return for validation purposes. Documents will be returned in the same order and condition in which they were received. |
| Retain digitized files post-delivery and maintain index | After delivery of the digitized files from imaging to the Participating Entity, Contractor will retain copy of all such files and maintain an index of such files for a timeframe as specified by the Participating Entity. | MetaSource will adhere to Participating Entity image storage requirements. |
| JBE rejected digitized files | Contractor will accept rejected digitized files from imaging identified by the Participating Entity, which will be accompanied by a Participating Entity report describing the problem. In addition, Contractor will correct the identified problems and resubmit to the Participating Entity. | MetaSource brings JCC a proven quality methodology that starts at requirements capture and extends through accuracy monitoring, tiered inspections during conversion, and web-based SLA reporting. Our standard QA process is based on Six Sigma methodology, with the commitment of final deliverables having a defect rate between 5 Sigma and 6 Sigma. What this translates to for JCC is that final image output (considering all processes) will yield a minimum of 95% defect-free product; with additional as-needed QC processes we achieve 5 Sigma deliverables, i.e., 99.9% defect-free. Our ability to provide these high levels of accuracy. Our zero-defect commitment means that any files rejected for quality issues (e.g., mis-indexing, ineligible images, cut-off images) will be reprocessed and resubmitted at NO charge to the Participating Entity. |
| Return non-digitizable items | Contractor will return non-digitizable items to the Participating Entity. Contractor will index such items with identifying case information. | If any non-scannable items are found, they will be removed from the file. We will complete an information form and attach to the item. The information sheet will contain the case number and box number information along with the type of items, date, and operator name. The items will be verified by a supervisor and placed in a box for return to the Participating Entity. Any additional information needed by the Participating Entity will be added as requested. |

1. Additional Terms. (The Participating Entity and Contractor may agree and wish to include the following in this Exhibit 4, Statement of Work)
2. **Timeline and Milestones.** (any specific timelines for Tasks and/or any projected milestones, if Tasks are divided into discrete segments)
3. **Inspection and Acceptance Criteria** (any specific inspection and acceptance criteria for a Task or Tasks in addition to the acceptance criteria already in the Agreement, specifically, Section 1.B. of Exhibit 3)
4. **Personnel.** (the Contractor’s Project Lead and Participating Entity’s Project Manager and the respective party’s personnel to be assigned to the Work, along with their job classification)
5. **Ordering Process.** (any ordering process specific to the Participating Entity)
6. **Miscellaneous.** (additional information, terms and conditions, e.g., information regarding Deliverables)
7. **Fees and Payment Terms**
8. **Fees**

A.1 Exhibit 6 in the Master Agreement sets forth the costs associated with the Tasks corresponding to the Work that Contractor will perform during the duration of the term of the Master Agreement.

A.2 Fees and pricing in any Participating Addendum may not exceed the fees and pricing set forth in this Agreement for the applicable Work.

A.3 JBE’s will not pay for any travel, lodging, transportation and other reimbursable expenses. The fees and charges are inclusive of all anticipated costs and incidental expenses.

A.4 Pricing to remain the same throughout the term of the Master Agreement.

A.5 The table includes Contractor’s comments regarding each Task. Contractor submitted versions of these comments as part of its proposal for the underlying solicitation to this Agreement. In the event Contractor’s comments directly conflict with the terms of Exhibits 1-3, 5, and 7-8 of the Agreement, the terms of that Exhibit will control.

| **Standard Processing Costs Tasks** | | **Task Description** | **Cost factor** | **Cost** | **Volume Discounts/ Tiers** | **Contractor’s Comments** |
| --- | --- | --- | --- | --- | --- | --- |
| 1.1 | Records Imaging Services—Onsite | Cost of onsite standard imaging services, scanning, or otherwise developing digital images from non-digital sources (imaging) for judicial branch entity (JBE) records. Digital files delivered to the Participating Entity shall be compatible with the Participating Entity’s case management system (CMS), document management system (DMS), or other digital storage repository, and include an associated index of metadata for import and retrieval purposes. | Per image | $0.0283 |  | Price includes scanning at 300 dpi, 1 field of data capture (case #), auto population of multiple fields with Participating Entity provided metadata, single pass OCR. |
| 1.2 | Records Imaging Services—Offsite | Cost of offsite standard imaging services for JBE documents. Digital files delivered to the Participating Entity shall be compatible with its's CMS, DMS, or other digital storage repository, and include an associated index of metadata for import and retrieval purposes. | Per image | $0.0181 |  | Price includes scanning at 300 dpi, auto population of multiple fields with court provided metadata, single pass OCR, and 60 days of storage. |
| 1.3 | Records Imaging Services excluding indexing—Onsite | Cost of onsite standard imaging services, scanning, or otherwise developing digital images from non-digital sources (imaging) for JBE records. Digital files delivered to the Participating Entity shall be compatible with the Participating Entity's CMS, DMS, or other digital storage repository, not including an associated index of metadata for import and retrieval purposes. | Per image | $0.0254 |  | Price includes scanning at 300 dpi, single pass OCR. |
| 1.4 | Records Imaging Services excluding indexing—Offsite | Cost of offsite standard imaging services for JBE documents. Digital files delivered to the Participating Entity shall be compatible with the Participating Entity's CMS, DMS, or other digital storage repository, not including an associated index of metadata for import and retrieval purposes. | Per image | $0.0149 |  | Price includes scanning at 300 dpi, single pass OCR, and 60 days of storage. |
| **Cost for Additional Tasks: if not included in the standard scanning and digitizing cost, above:** | | **Task Description** | **Cost Factor** | **Cost/ Included with Standard Processing/ Not offered** | **Volume Discounts/ Tiers** | **Comments** |
| 2.1 | Pickup of records from site—palletized | Cost to pick up palletized, labeled, and indexed bankers boxes containing records for imaging from JBE-designated location. | Per pallet | $64.00 |  | Assumes a larger than 20' box truck, and a lift gate is required for pickup. |
| 2.2 | Pickup of records from site—boxed | Cost to pick up labeled and indexed bankers boxes from the JBE storage location. | Per box | $0.85 | 15% reduction of the total price at $0.85 per box for 500 boxes or more (for example, 1000 boxes would cost $722.50) |  |
| 2.3 | Pre-pickup preparation | Cost to perform pre-production preparation and packing of documents for imaging for transfer to the Contractor's work site (includes indexing the files being packed). | Per hour | $29.50 |  |  |
| 2.4 | Document preparation | Prepare documents for scanning and digitizing by removing staples and other bindings, and by inspecting and repairing pages as needed. | Per hour | $29.50 |  |  |
| 2.5 | Store and maintain records during production phase | Cost to store and maintain files in a climate-controlled, secure storage space with fire and burglar alarm protections until the Participating Entity has reviewed the imaged and digitized documents for quality control purposes. | Per box per month | Included |  | Included in 1.2 & 1.4 up to 60 days. See 3.3 for 61 days or more. |
| 2.6 | Records destructions post delivery | Cost to destroy documents (e.g., shredding) at the Contractor's location. | Per box | $2.00 |  |  |
| 2.7 | Special handling | Cost of imaging fragile documents or other categories of documents that require special processing. | Per image | $0.0790 |  |  |
| 2.8 | Unique sizes or document types | Cost for imaging documents of a unique size or shape, or otherwise not susceptible to being scanned. | Per image | $0.5900 |  | Documents larger than 11x17 are considered oversize and unique. |
| 2.9 | Confidential records | Cost for imaging confidential records. | Per image | Included |  |  |
| 2.10 | Pocket and file folders | Cost for imaging pocket file folders and file folders with printing on the front and/or back or on the inside and/or outside. | Per image | $0.0100 |  |  |
| 2.11 | Fingerprint cards | Cost for digitizing Fingerprint Forms | Per image | $0.1000 |  | If scanned at 300 dpi, cost will be the same as 1.2. 600 dpi requirements will be charged .10 per image. |
| 2.12 | OCR | Cost for performing OCR on the applicable record being imaged so that the digitized file can be electronically edited within the Participating Entity’s CMS, DMS, or other digital storage repository. | Per image | Included |  | Single pass OCR is included in 1.2 & 1.4. |
| 2.13 | Color imaging | Cost of imaging records in color. | Per image | Included |  |  |
| 2.15 | Microfiche | Cost to image microfiche. | Per jacket | $4.05 |  | Based on 16mm, 5 channel jackets, 60 images per. |
| 2.16 | Microfilm | Cost to image microfilm. | Per roll | See below |  | Since rolls vary from 2500 to 15000 per roll depending on the format. Pricing for Microfilm is included in the section below, at a per image price. |
| 2.17 | Bound books | Cost to image books bound. | Per page | $0.7500 |  |  |
| 2.18 | Unbound books | Cost to image books unbound. | Per page | $0.7000 |  |  |
| 2.19 | Storage medium other than paper | Cost to image non-paper records. | Per image | $1.00 |  | Anything not capable of being processed via scanning hardware will be photographed, and then uploaded. |
| 2.20 | Empty boxes | Return empty boxes to Participating Entity for reuse. | Fee | Included |  |  |
| 2.21 | Indexing—Onsite | Include an associated index of metadata for import and retrieval purposes | Per discrete metadata field per document1 | $0.0490 |  | Assumes an average of 7 keystrokes per field |
| 2.22 | Indexing—Offsite | Include an associated index of metadata for import and retrieval purposes | Per discrete metadata field per document1 | $0.0490 |  | Assumes an average of 7 keystrokes per field |
| **Cost for Additional Tasks not Listed: List any imaging Task that you provide not listed above or not included within any of the Tasks listed above, the cost factor, and the cost.** | | **Description** | **Cost Factor** | **Cost** | **Volume Discounts/ Tiers** | **Comments** |
| 3.1 | Indexing—Offsite | Include an associated index of metadata for import and retrieval purposes | Per keystroke | $0.0070 |  | For fields averaging more than 7 keystrokes per |
| 3.2 | Image QC | 100% Quality Check for all paper to image conversion | Per image | $0.0187 |  | No Image QC is provided in sections 1.1 - 1.4 |
| 3.3 | Store and maintain records during production phase | Cost to store and maintain files in a climate-controlled, secure storage space with fire and burglar alarm protections until the Participating Entity has reviewed the imaged and digitized documents for quality control purposes. | Per box per month | $2.00 |  | First 60 days are included in 1.1 to 1.4, at no cost. Costs only begin to accrue starting at day 62. Box storage is only offered for current project digitization process. Long term storage is not included. (Long term storage is all storage in excess of 60 days after completion of scanning.) |
| 3.4 | Microfilm | Cost to image microfilm. | Per image | $0.0065 |  | Since rolls vary from 2500 to 15000 per roll depending on the format. Pricing for Microfilm is hereby provided per image. |
| 3.5 | Pickup of records from site—boxed | Cost to pick up labeled and indexed bankers boxes from the JBE storage location. | Per Trip | $500.00 |  | Minimum fee for box pickups beyond 200 miles from Anaheim, CA |
| (1) | For example, if the Participating Entity requires 3 metadata fields for indexing: case number, first name, & last name, then the cost for indexing 5 documents would be: Cost \* 3 \* 5 |  |  |  |  |  |

1. **Payment Terms**
2. After the Participating Entity has accepted Tasks and Work, Contractor will send one original and two copies of a correct, itemized invoice for the accepted Tasks and Work to “Accounts Payable,” at the address indicated in the applicable Participating Addendum. Invoices shall reference the Agreement and Participating Addendum Numbers as applicable.
3. Submitted invoices are to be in accordance with Exhibit 5 (Acceptance and Sign-Off Form).
4. Invoices are to be submitted in arrears for the services provided and within thirty (30) days of the accepted Work. Billing shall cover services not previously invoiced. JBEs will not pay in advance for (i) services, Deliverables, or Work.
5. Unless determined to be otherwise by the Participating Entity, the method of payment to the Contractor will be monthly in arrears, upon submission of a valid invoice as set forth in Exhibit 6, subsections A through E, Section 2.
6. **Miscellaneous Information**
7. A copy of the master agreement is available at <http://www.courts.ca.gov/procurementservices.htm>.
8. Please contact Contractor PM if your court has issues or concerns that cannot be immediately resolved. The Key Personnel is listed above.
9. Courts will be notified when the options to extend are elected and/or when the master agreement is modified or amended. All amendments will be posted on the procurement website with the master agreement.