



STORAGE & SERVICE AGREEMENT

STEVENS & STEVENS BUSINESS RECORDS MANAGEMENT, INC., 11515 53rd Street North, Clearwater, Florida, 33760 hereinafter referred to as "COMPANY", agrees to provide storage and services under its management system for ("CLIENT"):

Lake County Water Authority
27351 SR19
Tavares, FL 32778

The term "AGREEMENT" shall be deemed to include all Addenda incorporated herein and constitutes the entire AGREEMENT between the parties, superseding any and all prior arrangements and understandings, oral or written, between both parties.

TITLE WARRANTY

CLIENT warrants that it is the owner or legal custodian of the stored material and has full authority to store said material in accordance with the terms of AGREEMENT.

CONTENT VERIFICATION

It is specifically understood that the contents of CLIENT'S containers are not verified by COMPANY.

STANDARD TERMS AND CONDITIONS OF AGREEMENT

1. STORED MATERIAL AND SERVICES

COMPANY shall store the materials identified in the initial inventory supplied by CLIENT and confirmed by COMPANY in accordance with all terms, conditions, and rates of AGREEMENT. The inventory of materials stored with COMPANY shall be updated periodically. CLIENT may modify or add to the initial inventory of stored materials from time to time. COMPANY shall offer and at CLIENT'S request shall provide certain services with relation to the stored materials. The services presently available are set forth in Addendum A, attached hereto. COMPANY reserves the right to modify, add to, or delete certain services in its sole discretion, but in such an event shall provide CLIENT with written notice of any modification, addition, or deletion of services.

2. RATES

CLIENT agrees to pay COMPANY for its storage and services according to COMPANY'S Rate Schedule (Addendum "S") which shall remain in effect unless modified by COMPANY upon giving sixty (60) days prior written notice to CLIENT.

3. PAYMENT FOR STORAGE AND SERVICES

INVOICES ARE DUE UPON RECEIPT. Monthly storage charges are billed in advance. Storage charges are prorated for materials received during a month. All other charges will be billed the month following the month in which incurred. Any invoice not paid within thirty (30) days of receipt shall incur a late charge of eighteen percent (18%) per annum until paid. CLIENT shall be liable for all expenses incurred by COMPANY in collecting invoices which are in arrears, including reasonable attorneys' fees.

4. ACCESS TO STORED MATERIALS

- 4.1 Stored materials and information contained in said stored materials may be accessed and/or delivered only to CLIENT'S Authorized Representative. CLIENT'S Authorized Representative has full authority to order any service for or removal of stored materials, and to deliver and receive such. Such order may be given in person, by facsimile, or in writing. Special arrangements are required for telephone orders.
- 4.2 When stored materials are requested for access or delivery a reasonable time shall be given to COMPANY to carry out said request. If COMPANY is unable to provide any service herein contemplated because of an Act of God, war, seizure, legal process, strike, lockout, riot, civil commotion, road and/or bridge closing, destruction of materials for which COMPANY is not responsible, or any other reason provided by law, COMPANY shall not be liable for failure to carry out such instructions or services.
- 4.3 COMPANY reserves the right to deny access to or delivery of the stored materials until such time as CLIENT has cured any default under this AGREEMENT.
- 4.4 Authorized Representatives of CLIENT shall have the right, at reasonable times and upon reasonable notice, to examine the records and compilations of data of COMPANY which pertain to the performance of the provisions of AGREEMENT.

5. LIMITATION OF LIABILITY

CLIENT agrees that COMPANY assumes no responsibility for any loss, damage, or destruction to the stored material hereunder unless such loss or damage shall result from the affirmative wrongful conduct of COMPANY and in that event liquidated damages will be limited to \$2.00 per container, tape, or disk pack. CLIENT has the option to procure insurance through its own insurance carrier and CLIENT agrees to the \$2.00 valuation per container, tape, or disk pack.

- 5.1 CLIENT understands and acknowledges that normal deterioration and aging of all record media occurs with time.
- 5.2 Claims by CLIENT for loss, damage, or destruction must be presented in writing to COMPANY within a reasonable time and in no event longer than sixty (60) days after delivery or return of the stored material to CLIENT or sixty (60) days after CLIENT is notified by COMPANY that loss, damage, or destruction to part or all of the stored material has occurred, whichever time is shorter.
- 5.3 No action or suit may be maintained by CLIENT or others against COMPANY for loss, damage or destruction of the stored material by COMPANY pursuant to this AGREEMENT, unless timely written claim has been given as provided in Paragraph 5.2 of this AGREEMENT, and unless such action or suit is commenced either within nine months after date of delivery or return of stored material by COMPANY or within nine months after CLIENT is notified that loss, damage or destruction to part or all of said stored material has occurred, whichever is shorter.

6. DECLARATION OF EXCESS VALUATION

CLIENT may declare a higher value on any of its stored materials not to exceed the actual value thereof by written instrument filed with COMPANY which clearly describes the affected stored materials and the assigned value. For any stored materials for which CLIENT declares an excess valuation, CLIENT shall pay an additional storage rate based on conditions and rates reasonably established by COMPANY at the time of receiving the written declaration. COMPANY'S liability under Section 5 shall not increase to the amount of the excess valuation of the stored materials until COMPANY receives the written declaration and payment of the additional storage rate.

7. TERM

The Initial Term of this AGREEMENT shall have a minimum duration of 3 years. Following the Initial Term, the AGREEMENT shall automatically renew for consecutive one (1) year terms referred to as Renewal Terms unless either party shall give written notice at least sixty (60) days prior to the termination of the Initial Term that they do not wish to extend the term of this AGREEMENT. During any Renewal Term either party may terminate this AGREEMENT upon sixty (60) days prior written notice. Any such notice by CLIENT shall include an address for delivery of the stored materials.

8. EARLY TERMINATION

Removal by CLIENT of substantially all of the stored materials (over 50% of the initial inventory) prior to the end of the Initial Term or any Renewal Term of this AGREEMENT shall result in the early termination of this AGREEMENT. In such event, CLIENT shall pay all accrued storage and service charges plus service charges for access and permanent withdrawal of stored materials, plus the monthly minimum storage charge for the remainder, if any, of the Initial Term or any Renewal Term.

9. Delay or Termination Due to Force Majeure

In the event the CLIENT is prevented from performing or is unable to perform any of its obligations under this Agreement due to any act of God, acts or decrees of governmental or military bodies, fire, casualty, flood, earthquake, hurricane, war, strike, lockout, epidemic, health pandemic, or any other cause beyond the reasonable control of the CLIENT (collectively, a "Force Majeure"), then CLIENT shall give prompt written notice to the other party of the Force Majeure event(s), and thereupon, the CLIENT'S performance shall be excused and CLIENT may terminate the Agreement.

10. DEFAULT

10.1 The occurrence of any one or more of the following shall constitute default, hereinafter referred to as "EVENTS OF DEFAULT".

- a. Failure to pay any sum due hereunder within fifteen (15) days of when due.
- b. Breach of a provision of this AGREEMENT.
- c. CLIENT becomes insolvent or files or has filed against it any proceeding in federal or state court seeking debtor relief.

10.2 Upon the occurrence of any of the EVENTS OF DEFAULT, COMPANY, at its sole option, may exercise any or all of the following remedies:

- a. Demand in writing that CLIENT pick up the stored material.
- b. Deliver the stored material to the Delivery Address, or if none specified, to CLIENT'S address.
- c. Upon sixty (60) days written notice to CLIENT, COMPANY may destroy the stored material in accordance with procedures established by applicable state or federal law. (In this regard, CLIENT recognizes that since the stored material has little or no market value, sale of the material would be impossible and destruction is the only way for COMPANY to mitigate its damage.)
- d. If AGREEMENT shall not have been terminated, CLIENT shall continue to pay all sums due under AGREEMENT up to and including the date of delivery and/or destruction of the stored material as provided in (b) and (c) above.
- e. COMPANY may suspend all services being provided for the stored materials.
- f. Terminate AGREEMENT, whereupon COMPANY shall recover all damages suffered by reason of such termination.

In the event COMPANY takes any action pursuant to this Section 9, it shall have no liability to CLIENT or anyone claiming through CLIENT. The exercise by COMPANY of any one or more of the remedies provided in AGREEMENT shall not prevent the subsequent exercise by COMPANY of any one or more of the other remedies herein provided. All remedies provided for in AGREEMENT are cumulative and may, at the election of COMPANY, be exercised alternatively, successively, or in any other

manner and are in addition to any of the rights provided by law. COMPANY is entitled to include all reasonable attorney fees and costs incurred in connection with the enforcement of AGREEMENT.

11. DESTRUCTION OF RECORDS

- 11.1 Upon written instructions from CLIENT, COMPANY will destroy any or all of the stored material specified by CLIENT. CLIENT releases COMPANY from all liability by reason of the destruction of such stored material pursuant to such authority. CLIENT shall pay service charges related to the requested destruction of the stored materials.
- 11.2 In the event that CLIENT advises COMPANY in writing that the stored material contains "consumer information" as defined in the Fair and Accurate Credit Transaction Act, COMPANY shall dispose of such stored material under the standard of proper disposal set forth in the Federal Trade Commission's Rule "Disposal of Consumer Report Information and Records" (16 CFR Part 682).

12. INDEMNIFICATION

- 12.1 Unless caused by the negligence of COMPANY, CLIENT agrees to fully indemnify and hold harmless COMPANY, its officers, employees and agents for any liability, cost or expense, including reasonable attorney fees, that COMPANY may suffer or incur as a result of claims, demands, costs or judgments against it arising out of its relations with CLIENT or third parties pursuant to this AGREEMENT.
- 12.2 COMPANY shall defend, indemnify and hold harmless the CLIENT, its agents and employees, from and against any and all losses, claims, costs, expenses, damages and liabilities (including reasonable attorney's fees), arising out of, connected with or resulting directly or indirectly from a claim by a third party in connection with a breach of this Agreement by COMPANY or the negligence of COMPANY, or any of its officers, employees or agents.

13. RULES

- a. CLIENT agrees to comply with the Standard Operating Procedures of COMPANY.
- b. CLIENT shall not, at any time, store with COMPANY any narcotics, materials considered to be highly flammable, explosive, toxic, radioactive, materials which may attract vermin or insects, or any material which is illegal, dangerous, or unsafe when stored in a closed area. COMPANY reserves the right to open and inspect any materials tendered from storage and refuse acceptance of any materials that fail to comply with COMPANY'S storage restrictions and guidelines.

14. CONFIDENTIALITY

COMPANY and its employees shall hold confidential all information obtained with respect to CLIENT'S records. COMPANY shall exercise that degree of care in safeguarding deposits entrusted to it by CLIENT which a reasonable and careful COMPANY would exercise with respect to similar records of its own, provided, however, that liability of COMPANY to CLIENT shall be no greater than that set forth in Sections 5 and 6. In the event that the CLIENT'S stored material contains Protected Health Information as defined under the Federal Health Insurance Portability and Accountability Act of 1996, and regulations promulgated thereunder, it shall be CLIENT'S duty to inform COMPANY and to enter into a separate HIPAA Business Associate Agreement with COMPANY relating to the confidentiality of any such stored materials. To the extent that any of CLIENT'S digital or electronic media contains protected health information ("PHI") as defined in the HIPAA Regulations (45 CFR 160.103) or personal identifiable information ("PII") as defined in under Federal Trade Commission rules and/or the Federal Fair Reporting Act, CLIENT agrees that it shall undertake the encryption of any such digital or electronic media prior to delivery of such media to COMPANY'S possession for storage. CLIENT shall be solely responsible for encrypting its digital and electronic media and shall be solely liable for all consequences, obligations and liabilities that arise out of CLIENT'S failure to do so.

15. FUEL SURCHARGE

COMPANY reserves the right to impose a fuel surcharge on any services that pertain to pick up or delivery by motor vehicle. Imposition of such charge and the amount of such charge shall be by written notice to CLIENT.

16. MISCELLANEOUS

CLIENT may not assign AGREEMENT without the written consent of COMPANY. With the exception of the rate adjustment provisions in Paragraph 2, no modification of AGREEMENT shall be binding unless in writing, attached hereto, and signed by both parties. No waiver of any right or remedy shall be effective unless in writing and nevertheless shall not operate as a waiver of any other right or remedy on a future occasion. Every provision of AGREEMENT is intended to be severable. If any term or provision is illegal, invalid, or unenforceable, there shall be added automatically as a part of AGREEMENT a provision as similar in terms as necessary to render such provision legal, valid, and enforceable. AGREEMENT shall be construed in accordance with the laws of Florida without giving effect to its conflict of law principles. All Addenda attached hereto are incorporated by reference and made a part hereof. COMPANY shall have and may exercise all rights granted to warehousemen by the Uniform Commercial Code as adopted in the State of Florida. All notices under AGREEMENT shall be in writing. Unless delivered personally, all notices shall be sent to the address captioned on AGREEMENT unless CLIENT has advised COMPANY in writing of a change of address. Notices shall be deemed to have been received as of the date of posting with the U.S. Postal Service, if mailed in accordance with this Paragraph. All words and phrases in AGREEMENT shall be construed to include the singular or plural number and the masculine, feminine, or neuter gender, as the context requires. Nothing in AGREEMENT shall be deemed or construed to constitute or create a partnership, association, joint venture, or agency between the parties hereto. The terms and conditions contained in this AGREEMENT shall be binding upon the parties hereto and their respective successors and assigns.



17. VENUE AND CHOICE OF LAWS

All issues and questions concerning the construction, validity, enforcement and interpretation of this Agreement and attachments, if any, shall be governed by, and construed in accordance with the laws of the State of Florida. The exclusive venue for any action or proceeding in connection with this Agreement shall be in the Court(s) in Lake County, Florida and the parties hereto irrevocably and unconditionally waive: (a) any objection that the parties might now or hereafter have to the venue of any of such court; and (b) any claim that any action or proceeding brought in any such court has been brought in an inconvenient forum.

18. ATTORNEY FEES

In the event that litigation, or any other dispute resolution proceeding is commenced, involving, arising out of or relating to this Agreement, the prevailing party shall be entitled to an award of taxable court costs, other related but non-taxable costs and expenses, and attorney's fees from the time that the proceeding was commenced until all appeals, if any, are final. The prevailing party shall also be entitled to attorney's fees and costs incurred in connection with the litigation of an award of attorney's fees and costs both as to entitlement and amount (a/k/a "fees for fees").

19. AUTHORIZED REPRESENTATIVE

CLIENT hereby appoints Ben Garcia as its Authorized Representative for purposes of this AGREEMENT. Such person shall continue in such capacity until CLIENT advises COMPANY in writing, providing the name of its substituted Authorized Representative.

CLIENT hereby accepts the terms and conditions contained herein.

Signed for and on behalf of CLIENT:

Lake County Water Authority

By: [Signature]

Name BENJAMIN GARCIA

Title EXECUTING DIRECTOR

Date 6/19/23

Signed for and on behalf of COMPANY:

Stevens & Stevens Business Records Management.

By: [Signature]

Name CHRIS PARKER

Title C.O.O.

Date 6/19/2023

Rate Schedule (Addendum "S") Additional Services Not on State Contract - Courier
Effective January 1, 2022

STORAGE & SERVICES		
Records / Data Storage	Unit	Price
Hard Copy Storage (Standard carton = 1.2 cubic foot)	Per cubic foot / per month	\$0.125
Vault Storage – cartridge / tape slotted	Per item / per month	\$0.50
Vault Storage – Electronic Media/Microfilm (Standard Carton/Box = 1.2 cubic feet)	Per cubic foot / per month	\$1.50
Minimum Monthly Storage	Per month	\$0.00
Additional Storage Services – five (5) cubic feet or larger	Unit	Price
Pallet Storage (per pallet/per month)	Per pallet / unit per month	\$43.35
Pallet Retrieval or Refile (per pallet) \$29.50 minimum charge	Per pallet / unit	\$17.35
Container Storage (Bulk Storage) – 5 cubic feet or larger	Per cubic foot / per month	\$0.78
Container Retrieval or Refile (Bulk Storage) – 5 cubic feet or larger	Per cubic foot	\$3.45

Records Center / Vault Activities	Unit	Price
Add New Container - (Includes cont. barcodes, data entry of brief cont. description & placement on shelving)	Per cubic foot	\$1.25
Add New Tape – (Includes barcodes for tapes, data entry of brief tape descriptions & placement)	Per cartridge / tape	\$0.80
Boxing or Re-Boxing Container or Data Storage Case	Per cubic foot	\$2.45
Barcode & Index Container or Media Case (Brief container description)	Per container	\$1.25
Barcode & Index Files/Tapes	Per file, cartridge or tape	\$0.75
Index Files (No barcode)	Per file	\$0.70
Magnetic Media Retrieval or Refile	Per tape/item	\$1.45
Boxing & Purging of Records off-site	Per project	Call For Quote
File Retrieval, File Access, File Refile or File Interfile	Per file	\$4.10
File Search, Tape search or Not in Container	Per file, tape, or item	\$4.10
Container Retrieval, Container Access or Container Refile – (per container)	Per container	\$1.25
Priority Retrieval (Container, File or Tape – less than 4 hours notice) - additional	Per item additional	\$0.75
Records Center – Waiting Time - Vault Labor – Special Services	Per person/per hour	\$70.00
Minimum Work Order Charge	Per work order	7.50
Minimum Invoice Charge	Per Invoice	\$12.50
Pallet Preparation (each pallet) (includes pallet, shrink wrap & loading)	Per pallet	\$46.25
SSBRM Office or Dock Access	Per cubic foot or file	\$2.05
Final Removal - (plus retrieval, does not include destruction)	Per container	\$2.00
Final Removal - (plus retrieval, does not include destruction)	Per tape	\$1.85

Secure Shredding – Shred Consoles & Shred Containers (Scheduled Rotations)	Unit	Price
Locked Shred Console (36" Console includes 1 pickup & destruction)	Per 1 st Container	\$43.95
Locked Shred Console (36" Console - each additional on the same trip)	Per Additional Container	\$14.25
Locked Destruction Container (64 gall. Container includes 1 pickup & destruction)	Per 1 st Container	\$49.95
Locked Destruction Container (64 gall. Container – each additional on the same trip)	Per Additional Container	\$19.95
Locked Destruction Container (96 gall. Container includes 1 pickup & destruction)	Per 1 st Container	\$56.25
Locked Destruction Container (96 gall. Container – each additional on the same trip)	Per Additional Container	\$26.95
Secure Shredding – Per Cubic Foot, Per File, Media & Hard Drives	Unit	Price
Secure Container Shredding: per cubic foot (Plus Retrieval)	Per cubic foot	\$1.50
Secure File Shredding: each file – (Plus Retrieval)	Per file	\$2.65
Media Destruction – (CD/DVD, Film, etc.)	Per item	\$0.50
Hard Drive Destruction – per drive	Per hard drive	\$16.25
Hard Drive Removal & PC Recycling	Per computer / hard drive	\$21.25
One-Time Shred Purges	Per Project	Call for Quote

Rate Schedule (Addendum "S") – Page 2

Transportation / Labor Rates	Unit	Price
2-Day Delivery/Pick-up by 5:00 P.M. (Request made prior to 12:00 noon) by Sonic Courier	Per trip	\$13.00
Next Day Delivery/Pick-up next business day by 5:00 P.M. (Ordered prior to 3:00 P.M.)	Per trip	Not Available
Same Day Delivery/Pick-up (Ordered prior to 12:00 P.M. same day)	Per trip	Not Available
Priority After-Hour Delivery/Pick-up/Access (Ordered after 3:00 P.M. Mon-Fri or Weekends & Holidays)	Per trip	Not Available
Transportation Handling Fee (Transport Exceeds 100 cubic feet)	Per trip	\$40.00
Out of Area Transportation Service Fee (Transport Exceeds 50-mile radius)	Per trip	\$40.00
Vehicle Charge (special) –Includes one driver (billed in 15 min. increments after the 1 st hour)	Per hour	\$115.00

Only one Delivery/Pick-up charge will be assessed in the event that a pick-up and delivery are made at the same time.

E-Delivery, Facsimile & Photocopies	Unit	Price
Photocopy Service Fee	Per page	\$0.10
Facsimile Service Fee	Per page	\$0.25
Email Service Fee	Per email	\$0.25
Preparation Charges (Billed in 15-minute increments)	Per unit	\$17.50

Scanning/Imaging Solutions	Unit	Price
Imaging Projects (Custom Indexing, File Structure Design, Output to 3 rd Party Systems)	Per project	Call For Quote
Imaging/E-Delivery/Scan on Demand (Upload to SFTP or Output to Portable Media)	Per project	Call For Quote
Scanning – 300 DPI Grayscale or Color	Per page	\$0.08 / Call for Quote
Scanning – Large Documents (Greater than 8.5" x 14")	Per page	\$1.00 / Call for Quote
Document/Content Management Software (Small Biz, Hosted ASP, Enterprise, Workflow)	Per project	Call For Quote

Storage Containers (Plus Delivery Charge) (Container prices are subject to change)	Unit	Price
Letter/Legal Container (Double Walled) (10" X 12" X 15") (Includes Lid)	Per container	\$1.50
Letter Transfer Container (10" X 12" X 24") (Includes Lid)	Per container	\$7.95
Legal Transfer Container (10" X 15" X 24") (Includes Lid)	Per container	\$8.95
X-Ray Container (Includes Lid)	Per container	\$7.95
Acid Free Standard Size Container (1.2 cubic feet)	Per container	\$10.00
Additional Lids (10"x 12"x 15")	Per container	\$2.15
Data Storage Cases	Per case	Call For Quote

Reports	Unit	Price
Web Reports (SSBRMWEB)	Per report	No Charge
Custom Reports via SSBRM (available in PDF or Excel) (Billed in 15 minute increments)	Per hour	\$70.00

Additional Services	Unit	Price
Secure Client Internet Access – (SSBRMWEB)	Per month	No Charge
Breach Reporting Services	Per month	\$25.75
File Tracking	Per File	\$0.015
Fuel Surcharge (per trip) – Includes deliveries & pickups of boxes, files, tapes, shred consoles/shred bins	Per Trip	\$1.60
Payment Terms – payments are due upon receipt – a service charge of 1.5 percent per month will be applied after 30 days past due	Per month	1.5%





BUSINESS RECORDS MANAGEMENT

Stevens & Stevens BRM, Inc.
P.O. Box 388
Pinellas Park, FL 33780-0388
SSBRM.com

(727) 573-3900 St. Petersburg-Clearwater, FL
(813) 231-0900 Tampa, FL
(864) 392-0900 Greenville-Spartanburg, SC
(855) 573-3900 Toll Free

Paperless Billing Request Form

Marie Baldomero
Lake County Water Authority
Account Number: FS
27351 SR19
Tavares, FL 32778

Please send invoices to the authorized email address below.

Authorized Invoicing Contact: Marie Baldomero

Invoicing Contact Phone Number: 352-324-6141 x 123

Email Address for Invoices: invoices@lcwa.org

I authorize Stevens and Stevens Business Records Management, Inc., to email invoices to the contact above.

Authorized Representatives Name: Marie Baldomero

Authorized Representatives Signature Marie Baldomero

Date: 6/19/23

Melissa Willis
Accounting Manager
(727) 209-4109
Accounting@ssbrm.com

Our Services:

- Hard Copy Business Records Storage
- Vital Records Storage
- Secure Records Destruction
- Storage Containers
- Data Storage, Protection & Management
- Imaging Solutions & Software
- Retrieval, Delivery & Pickup
- Consulting



ACCESS AUTHORIZATION FORM

Pinellas County, FL Phone: (727) 573-3900 Fax: (727) 573-0085
 Hillsborough County, FL Phone: (813) 231-0900 Fax: (813) 231-0600
 Greenville, SC Phone: (864) 392-0900 Fax: (864) 331-8499

FOR THE ACCOUNT OF:

Lake County Water Authority
(Hereinafter referred to as "Client")

DATE : 06/19/2023

ACCT #: FS

NEW UPDATE

CLIENT MUST NOTIFY STEVENS & STEVENS OF ANY ADDITIONS OR DELETIONS TO THIS AUTHORIZATION LIST

Please note: The online Client Portal requires a valid email address. The e-mail address will serve as the users Client Portal username. Password and login information will be sent via encrypted email communication once the accounts have been established.

Added employees will have access to Client account information. If granting an added employee access to SSBRMWEB.com, please check any applicable Add, Edit, Order user rights.

ADD	DELETE	NAME (PLEASE PRINT)	SIGNATURE (ADDED EMPLOYEE)	E-MAIL ADDRESS	Authorized to Destroy Records	Client Portal	SSBRMWEB.com		
							Acid	Edit	Order
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Marie Baldomero		mbaldomero@lcwa.org	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Mary Koch		mkoch@lcwa.org	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Tekesha Stephens		tstephens@lcwa.org	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Ben Garcia		bgarcia@lcwa.org	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
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SSBRMWEB.com Users may be added to an established client by using this form. New SSBRMWEB.com clients must complete the "SSBRMWEB.com ACCOUNT SETUP FORM". In accordance with the terms and conditions of Client's Storage & Service Agreement with Stevens & Stevens Business Records Management Inc., and any terms and conditions of the Online Services provided, Client's Authorized Representative below authorizes the above access to all Services and applicable rights checked, or employee access to be denied, as noted.

PLEASE SIGN BELOW FOR REQUEST VERIFICATION (Required)

X
CLIENT Authorized Representative

Ben Garcia
PRINT NAME

06/19/2023
DATE



BUSINESS RECORDS MANAGEMENT

Today's solution for yesterday's business

Document Imaging Cost Estimate

Date:	Quote #:
1/31/2023	LCW20220130.01
Presented To:	Solution:
Organization: Lake County Water Authority Address: 27351 SR 19 Tavares, FL 32778 Attn: Marie Baldomero Phone: (352) 324-6141 email: MBaldomerolcwa.org	Document Imaging Estimate <i>Library Records</i>
Terms:	Conditions of Sale:
Progress Billing(s) – Net 20	All Quotes Valid For 90 Days

Overview

Lake County Water Authority (Organization) has requested that Stevens & Stevens Business Records Management, Inc. (SSBRM) prepare a project cost estimate for converting library records to a digital media format. This cost estimate outlines the general project assumptions and associated fees required to process and deliver these services. **A formal written proposal will be drafted after all details of the project have been scoped pending the conversion of a sample set of materials. There are no financial obligations required by the organization to perform the conversion of a sample set of materials if the organization decides not to proceed with the project.**

Major organizations have long realized the many benefits of outsourcing records storage and management services. More efficient utilization of office space, greater control of information, reduced risk and regulatory compliance, are just a few benefits. Stevens & Stevens does not simply store records, we offer a complete records management solution. For over twenty-five years we have been committed to safely and securely providing the highest level of professional records storage & management services available while also reducing your company's costs.

Stevens & Stevens BRM, Inc. provides the following Solutions:

- Document Imaging Solutions
- Cloud Storage - Hosted Content Management Solutions
- Records Storage for Secure Documents
- Secure Document and Media Shredding
- Data Storage, Protection, & Management of Electronic Media
- 24/7 pickup, delivery and access to your records
- Bar-code tracking of all containers, retrieved folders and backup tapes
- State-of-the-Art Facilities with custom designed shelving, intrusion and fire protection systems

Certifications



Stevens & Stevens is **AAA NAID Certified** for secure shredding of paper, computer hard drives and all forms of magnetic media. We are a plant-based shredding company for your added security. By NAID standards, we must pass an additional 17 audit points to meet this standard over the on-site trucks.



Stevens & Stevens holds the **Privacy+ Certification** from PRISM International. This certification demonstrates our level of excellence in the safeguarding of client information contained in paper and electronic records. This industry certification uses the Statement on Standards for Attestation Engagements (SSAE 16) audit process to determine qualifications and requires an independent audit by a certified public accountant.

General Project Assumptions

Physical Nature of the Documents

- Document Types: Library Records of various types
- These documents are contained in file folders on open shelves and boxes
- Mixed sizes and bindings
- There may be books that need to be disassembled and scanned

Estimated Totals: (Standard Format – 8.5" x 14" or smaller)

- Estimated boxes (cubic ft.): 280
- Estimated files per box: 11
- Estimated pages per file: 254
- Estimated files: 3,154
- Estimated pages per box: 2,861
- Estimated images: 801,080

Estimated Totals: (Large Format – larger than 8.5 x 14")

- Estimated images: 2,500

Document Preparation Requirements

- Remove from bindings
- Remove staples and paper clips
- Remove spiral bindings
- Repair torn pages
- Remove dog-eared corners and rolled edges
- Remove Sticky Notes

Document Reassembly Requirements

- Not required to re-staple
- Not required to put back in folders
- Place folders back in box

Capture Requirements

- All Images will be captured @ 300 dpi PDF
- Bi-tonal (black and white)
- One multipage PDF will be captured for each file

Data Entry Requirements

- Data will be extracted from a client provided Excel file
- Client will insert one indexing target sheet per document
- File ID
- Name (first 50 Characters)
- Description (first 50 Characters)
- Date (first 12 Characters)

Data Delivery

- SFTP delivery
- X:\Name\File ID_ Desc_ Date.pdf

Post Production Requirements

- Hold at SSBRM for 60-day client review
- AAA NAID certified destruction procedure

Post Production Review Period

- Client will have 60 days from the date of project completion to review the files for accuracy
- After 60 days the files will be purged from the SSBRM scanning servers

Associated Fees

Item	Description	Unit Type	Unit Measure	Unit Price	Option Total	Total
1.00	Document Imaging Services:					
1.01	Standard Format Scanning	per image	801,080.00	0.080		64,086.40
1.02	Scanning - Large Documents	per image	2,500.00	1.000		2,500.00
1.03	Additional Prep, Time, Handling	per hour	971.00	30.000		29,130.00
1.04	Document Indexing/Target Sheets	per sheet	3,154.00	0.075		236.55
1.05	Project Setup, Configurations and Testing	per hour	5.00	100.000		500.00
1.06	Data Delivery Service	per export	10.00	20.000		200.00
1.07						
1.08						
1.09						
2.09						
1.10					Sub Total	\$96,652.95
2.00	Other Services or Materials Options (Pick-up/Delivery, Handling, Destruction, Data Management/Hosting, etc.)					
2.01	Regular Pick-Up/Delivery	per trip	10.00	13.000		130.00
2.02	Out of Area Transportation Service Fee (50 + Miles)	per trip	10.00	40.000		400.00
2.03	Destruction - Certified Shredding	per c.f.	280.00	1.500		420.00
2.04	Standard Carton/Box (1.2 cubic feet)	per box	250.00	1.500		375.00
2.05	Transportation Handling Fee (100 + c.f. of Material)	per trip	10.00	40.000		400.00
2.06						
2.07						
2.08					Sub Total	\$0.00
3.00	Record Center Storage and Retrieval Services (See records center fee schedule for full details)					
3.01						
3.02						
3.03						
3.04						
3.05						
3.06						
3.07						
3.08					Sub Total	
					Total	\$98,377.95
Note:	All pricing is based on preliminary estimates from onsite assessments and/or discussions of the files. Invoicing will reflect the actual unit quantities utilized.					

I hereby accept this offer and agree to the terms and conditions as shown. See attached for Records Management Service Agreement(s) and complete Rate Sheet(s) if applicable. We appreciate your business!

This is a cost estimate only. A formal proposal will be submitted upon completion of a comprehensive trial scan of a representative sampling of the actual documents.

Pick Up Date: (TBD) _____

Date: _____

Prepared By: _____
SSBRM

Accepted by: **Cost Estimate Only** _____
Client

Document Imaging Proposal

Vital Records Control

Your Information Management Partner

Prepared by:
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Vital Records Control
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About Us

Vital Records Control (VRC) was founded in 1988 to protect our clients' irreplaceable information assets. Thirty years later, we have become an industry leader in records and information management (RIM).

Our national footprint allows us to serve our clients on a national scale with the dedicated service of a local business. We provide document management solutions and client-oriented services that mitigate risk, significantly enhance productivity, and lower costs.

At VRC, we believe our clients are our partners. Our specialists work with you to assess your needs and design a comprehensive solution that aligns with your retention, compliance, and budget requirements.



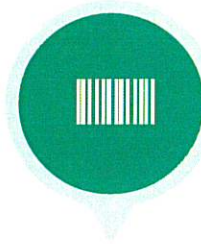
3rd Largest and fastest-growing RIM company in US



115+ Facilities nationwide



Proven 30+ year track record



Only provider using RFID tracking in every process



Highest customer satisfaction rating in industry

Our commitment to compliance:

- SSAE-18/ SOC 2 TYPE II auditing at every facility
- AID AAA Certified for information destruction
- HIPAA Compliant
- HITRUST Certified
- PCI Compliant Facilities

Some of our clients:

- FedEx
- Dollar Tree
- Blue Cross Blue Shield
- International Paper
- Regions Bank
- Wyatt, Tarrant & Combs
- Walmart



Proposal Overview

This proposal outlines the scanning process, scope of project, and pricing for Lake County Water Authority.

Approach

Our initial approach will be scheduling a strategic planning meeting with appropriate staff to outline the best practices for the labeling, transport, and induction of records from your location to our scanning bureau.

Labeling and Transport

From the point of pick-up, all containers will have pre-assigned labels equipped with RFID tracking devices for complete Inventory control and point-to-point audit trail of all records under our care at any time. Our plan includes the following:

- Apply each box with our unique RFID tracking labels.
- Always provide safe and secure handling of boxes during transport

Induction into our Secure Facilities

Upon receipt at our facility, all boxes will be palletized and scanned into our innovative RFID capture system to account for your materials during the receipt and induction process. The temporary storage of records will be within our secure facilities, where specialized staging cones identify each pallet and all containers on that pallet. This chain-of-custody tracking facilitates accessible location to fulfill scan-on-demand requests.

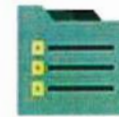
Our chain of custody protocol ensures every container is tracked throughout the entire scanning process. After scanning project is completed, you will be provided with several options: your boxes and materials can be returned to you, stored in our secure facility, or securely destroyed. Secure storage or destruction may require additional charges.



We prepare documents for scanning and perform a manual quality control process.



Documents are scanned.



Documents are categorized and indexed.



Digital files are saved to PDFs, JPGs, TIFFs, or your desired format.



Digital files are migrated to the document management system (DMS) of choice.



Hard copies are returned to you, stored in our off-site storage facilities or securely shredded.

Additional Services and Customer Support

Scan-on-demand

For the electronic delivery of your documents, our Vital Web interface enables you to access your digital files easily. This SSL (secure socket layer) online solution offers your staff direct and highly protected access to not only images of scan-on-demand documents or files but also a free indexing tool to use as a method of placing or making such scan-on-demand requests.

Document Hosting

After scanning and indexing, we will store your digital documents on a secure, cloud-based network that you can access remotely. No capital investment or IT maintenance is required.

Records Storage

We provide off-site storage of physical documents in secure facilities. All of our storage procedures and facilities are continually audited and certified as SSAE18 compliant by third-party auditors.

Post scanning

VRC will provide the following:

- Storage of all hardcopy records within our secure facilities for up to 90 days AT NO CHARGE.
- Virtual copies of your scanned image will be stored on our servers for one year for emergent situations.

NAID AAA Certified Shredding Services

We will shred your paper files and provide a certificate of the destruction for your audit/retention requirements.

Customer Support

During the project, our customer service team is here to answer questions, discuss progress, and job status.

If needed, our customers may call or contact Vital Records Control and request a file be pulled, scanned, and emailed at any time during regular business hours.



Project Summary

VITAL RECORDS CONTROL staff will arrive at 27351 SR 19, Tavares, FL 32778.

VITAL RECORDS CONTROL will label and write up range description on outside of each carton.

VITAL RECORDS CONTROL staff will scan and load inventory onto an authorized VITAL RECORDS CONTROL vehicle for transport to our secure facility.

Upon arrival to our facility, VITAL RECORDS CONTROL staff will scan inventory and upload the barcode identification data into our secure system.

Inventory will be relocated to our document preparation department for the following:

- Remove documents from folders or binders
- Remove staples and make minor repairs to documents (i.e., taping, unfolding)
- Insert document separator sheets
- Securely tape pages smaller than a half sheet may incur additional charges
- Verify all documents are facing upwards and in one direction

After document preparation is completed, Inventory will be relocated to our scanning department to be scanned with the following requirements:

- 200 dpi to satisfy normal requirements for image resolution
- Large Format Drawings to be scanned in color
- Scan documents in the same order as they were received from the customer
- Visually check image quality on a PC monitor, checking for skewed pages, light or dark images, and missed document breaks.
- Rescan documents as needed to improve image quality

After document preparation and scanning is completed, Inventory will be relocated to the indexing department. At this time, Images will be indexed at the file level, capturing the following data - (below are examples, actual index values TBD):

- Employee Name
- DOB
- Optional ImageSilo Cloud-based hosting*

To ensure the highest level of quality we utilize the ANSI standards for manufacturing quality control, sampling per the ANSI standards using table Z1.4 and AQL of 2.5 to verify accuracy of document breaks, quality of images and verify images associated to index value. Re-scans may be required to improve image quality in any of the above steps.

Final images will be archived in the following manner:

- Run output process as multi-page .PDF File Format
- Publish to secure FTP

NOTE:

This proposal includes information that has been provided and evaluated during verbal and electronic communications between clients and Vital Records Control. It is to be noted, Vital Records Control has completed a limited proof of concept for this project as we have not physically verified the contents of all boxes. However, after the proposal is signed and we begin the imaging process it is determined that any or all the variables are outside the scope of the discussed imaging project, Vital Records Control may be required to re-evaluate the job. Should this occur, we will stop the process and communicate to client before proceeding further. This potential re-evaluation of the project and scope of work may incur additional charges.



Cost: Price Proposal for Document Imaging

PROJECT: Digital Files Conversion

Boxes: 160

Estimated 2,500 pages per box

Description	Qty.	Rate	Total
Transport (per trip)	1	\$15	\$15
Induction/Pack -Out Fee (per box)	160	\$1.64	\$262
Cardboard Box with lid 1.2 CU ft.	85	\$1.75	\$149
Document Preparation (3 Hours per box)	480	\$25	\$12,000
Capture Services (per image) – B&W, up to 8.5x14" (2,500 images/box, est. 110 boxes)	400,000	\$0.07	\$28,000
Capture Services (per image) – Above 8.5x14" (50 images/box, est. 50 boxes)	2,500	\$0.80	\$2,000
Image Indexing- include 3 Index values per File, approximately 30 files per box	14,400	\$0.10	\$1,440
Secure Storage (annual)	160	\$2.40	\$384
FTP File Transfer	1	\$250	\$250
		Total	\$44,250

*Optional cloud-based ImageSilo hosting software and support - \$895 initial set-up and \$20.00 per GB monthly inc. unlimited users.

Our largest national scanning bureau locations are listed below. However, each of our Records Storage Locations (over 100 facilities at the present time) have some limited scanning capabilities available. We will allocate resources and locations for each project on a case-by-case basis.

Scanning offices:

1. Dallas, Texas
2. Ft. Worth, Texas
3. Tampa, Florida
4. Memphis, Tennessee
5. Little Rock, Arkansas
6. Portland, OR
7. Nashville, Tennessee
8. Charlotte, North Carolina
9. Raleigh, North Carolina
10. Columbus, Ohio
11. Akron, Ohio
12. Grand Rapids, Michigan
13. Kansas City, Missouri



Proposal Acknowledgement Form

Please accept this as our pricing proposal for Document Imaging, this pricing is valid for 45 days.

Viral Records Control
Provider

Client

Lucas Thomas

Name

Name

Regional Development Manager
Title

Title

Date

Date

