

Agreement for Information Technology Products and Services

Task Order No. 1

Conduent Government Records Services, Inc.

Panola County, Texas

This first task order ("Task Order No. 1") is made by and between **Conduent Government Records Services, Inc.**, 8600 Harry Hines Blvd., Dallas, TX 75235 (formerly Government Records Services, Inc.) ("Conduent") and **Panola County, Texas**, 110 South Sycamore, Carthage, TX 75633 ("Client") (each individually a "party" and collectively, the "parties"), and is entered into and shall be performed pursuant to the terms and conditions of the Agreement for Information Technology Products and Services dated September 1, 2016 ("Agreement") between the parties. Conduent and Client agree as follows:

1. This Task Order No. 1 is effective on June 26, 2017 ("Task Order Effective Date").
2. Conduent shall perform the following Services for Client under this Task Order No. 1:

ONSITE SCANNING AND INDEXING PROJECT

Conduent Responsibilities

Conduent will provide the staff, hardware, software and supplies necessary to complete the scanning of records on-site, split documents as needed, enhance images, index, tag and load into the System.

Conduent will integrate a quality assurance (QA) methodology through all phases of this project.

1. Conduent will scan land record volumes A-Z and 1-18 at the Client site. All land record volume books are loose leaf binders with the largest page not to exceed 17"x11".
2. Conduent and Client will use and update an inventory report to track documents through each project phase.
3. Conduent will scan all pages in each volume, including leader pages if part of the book.
4. Conduent will send completed images through the Conduent QA process for inspection. The QA process will consist of the following steps:
 - A Conduent employee will view all images during scanning.
 - Conduent will check every page of every scanned document for clarity, alignment, contrast, and dots per inch (DPI) to ensure image quality.
 - Conduent will check each page to ensure that all pages from the book are captured and every document is complete.
 - Conduent will restart the QA process if accuracy levels fall beneath acceptable levels.
 - Conduent technicians will rescan any page that does not pass QA.
5. Land record volumes are reassembled in the loose leaf volumes as they were received and returned to original location after scanning.

6. Conduent will use the Conduent-proprietary process “Digital Magic” on all scanned images to digitally enhance the images. After Conduent scans the documents in a grayscale format, Conduent provides manual and automated post capture processing to clean-up and enhance weak images. The Digital Magic process consists of the following image improvement procedures:
 - **Convert the white on black images to black on white:** Conduent uses proprietary routines to produce the cleanest, most readable version of the image.
 - **De-skewing:** Straighten images that are slightly crooked due to mechanical tolerances in the scanner’s document feeder.
 - **De-shading:** Remove gray-shaded backgrounds found on some forms or areas within forms.
 - **De-speckling and Streak Removal:** Remove small speckles and streaks caused by dirty pages, dirt on the scanner optics, or noise in the scanner charged coupled device (CCD).
 - **Line Removal:** On typewritten forms, words are frequently typed so that they cross over the lines on the form. Line removal erases the lines on the image and then reconstructs characters so they can be recognized.
 - **Edge Enhancement:** Set of multiple filters that sharpens the edges of characters.
 - **Lighting/Darkening:** Improve document readability by performing lightening or darkening before output takes place.

7. Conduent will provide historical indexing of the data elements below for all digital images under this project. All documents (typed and handwritten) are manually indexed with a second indexer providing verification of the first indexer’s data inputs. Conduent’s indexing supervisor reviews all documents for accuracy. Conduent’s indexing department manager randomly samples the indexed documents to confirm the documents are indexed with at least 99.5% accuracy. The following data elements will be compatible with the database structure of the System.
 - Document number;
 - Book/Page;
 - File Date/Time;
 - Grantor/Grantee; and
 - Legal Description consisting of:
 - Lot/Block
 - Subdivision name
 - Abstract number
 - Survey
 - Acre
 - Section Land (if applicable)

8. Conduent will provide samplings of image quality and index data for Client review and approval.
9. Conduent will load the images and data into the System.
10. Conduent and Client may decide on phased deliveries of images and data for Client acceptance, which will be determined during project set up.
11. Conduent will provide regular status reports to Client on agreed upon reporting schedules or ad hoc as needed and requested by Client.
12. Conduent will complete this project on or before December 31, 2017.

Client Responsibilities

1. Client will assign a Project Manager during all phases of the project and make the Project Manager available to answer questions and make project decisions.
 2. Client will ensure books are camera ready by removing staples, paper clips, or any “Post-It” notes or other notes, and that pages are unfolded and lying flat inside the book. Client must remove books from public viewing during the scanning process.
 3. Client will provide an 8’ x 8’ workspace in close proximity to where to be filmed books are shelved.
 4. Client will work with Conduent to identify and resolve documents requiring special handling.
 5. Client will immediately notify Conduent of any image or index requiring reworking. This notification must be done in writing and identify the document in question.
 6. Client will review for acceptance both images for quality and data indexes within 30 days of delivery and upload into the System. Data and images are deemed accepted after 30 days if exceptions are not noted in writing by Client.
3. Client will pay Conduent for the Services performed under this Task Order No. 1 in accordance with the following payment schedule:

Onsite Scanning and Indexing Services

Description of Services	QTY	Unit Price	Project Amount
Scan Onsite (per page)	28,160	\$0.1800	\$5,068.80
Split Pages with Multiple Documents (per doc)	28,160	\$0.1000	\$2,816.00
Digital Magic Enhance	28,160	\$0.2500	\$7,040.00
Index Handwritten Documents (per doc)	28,160	\$3.0000	\$84,480.00

Tag and Load to 20/20 System	28,160	\$0.1000	\$2,816.00
Birth Records Volume 2:			
Tag & Load Images Provided by Client to Existing Index	723	\$0.0000	\$0.00
Total Before Discount			\$102,220.80
5% Discount		\$ (5,111.04)	\$ (5,111.04)
Total Project Cost			\$97,109.76

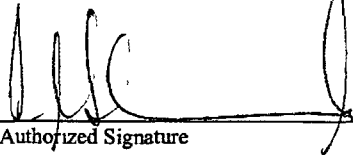
Quantity of pages and documents are estimates only. Client will be billed based on exact number of pages and documents processed.

- All other terms and conditions of the Agreement, except as modified by this Task Order No. 1, will remain in full force and effect.


IN WITNESS WHEREOF, the undersigned authorized representatives of Conduent and Client have executed this Task Order No. 1.

Conduent Government Records Services, Inc.

Panola County, Texas



 Authorized Signature



 Authorized Signature

Louis Schiavone, Jr.
 Name (Type/Print)

LeeAnn Jones
 Name (Type/Print)

Vice President
 Title (Type/Print)

County Judge
 Title (Type/Print)