PANOLA COUNTY COMMISSIONERS' COURT
AGENDA REQUEST

MEETING DATED REQUEST: July 2, 2024

DEPARTMENT: District Clerk

CONTACT PERSON: Lindsey Smith

REQUEST SUBJECT: Approve expenditure of funds to Revolution Data Services (RDS) for civil case file digitization.

COMMENTS: The District Clerk wishes to expend budgeted funds for continuation of the preservation/backup project. Approximately 850 civil & family case files will be imaged and indexed. RDS will provide the District Clerk's Office with all images and metadata on a physical storage device.

BUDGETARY IMPACT: Project cost is $29,981.15. The District Clerk's Preservation and Restoration budget (GL#100-450-54361) for 2024 is $35,800.00.

Civil Case File Digitization

Panola District Clerk

Prepared for:
Lindsey Smith, Panola District Clerk
Date: June 13, 2024

Presented by:
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SBA
U.S. Small Business Administration
8 (a) CERTIFIED

CHOICE PARTNERS
CONTRACT #:
21/031KN-53

FEMA
RECORD PRESERVATION CONTRACTOR

Executive Summary

Revolution Data Systems (hereinafter also referred to as RDS) is pleased to provide this proposal to Panola District Clerk (hereinafter also referred to as PDC). This proposal outlines the efforts to digitize and index PDC's civil case file records. The initiative involves scanning each document and indexing by type, case number, plaintiff, defendant, and file date to be delivered to PDC on an excel spreadsheet with links to images on a hard drive.

Our Story

RDS helps government agencies deliver services more efficiently, transparently, and cost-effectively. We specialize in the digitization and preservation of historical documents like property, vital, court, education, financial, and human resource records. Our team has helped hundreds of government offices across the country digitize, preserve, and protect their historical archives.

We Are Passionate About Government Archives

RDS was proudly founded to serve County and District Clerks across the United States. As a District Clerk you are the keyholder to unlocking your county's history. Our services enable you to:

- Illuminate the past, by transforming dusty archives into living, digital chronicles, shining a light on the rich tapestry of your county's heritage for all to explore and appreciate.
- Bridge Generations, by connecting the dots of lineage and legacy, offering your community the priceless gift of understanding their origins and the journey of their forebearers.
- Preserve the Pillars of Heritage, by safeguarding fragile documents and records, ensuring that the foundational stories and pivotal moments of your county stand resilient against the ravages of time.
- Democratize Access to History, by tearing down the barriers to information, ensuring that every citizen has the key to unlock the treasure trove of their collective past, fostering a sense of unity and belonging.
- Craft a Future Informed by the Past, by leveraging the lessons and insights gleaned from historical records, guiding policy-making, and community development with the wisdom of hindsight and the clarity of foresight.

What Sets Us Apart?

No Data Left Behind Guarantee:

We implement a rigorous multi-stage review process by our skilled RDS employees. Every piece of information is double-checked for maximum precision. Any discrepancies identified are immediately addressed to enhance the reliability of your data. This is our dedication to achieving the highest standards of data accuracy, ensuring no piece of information is overlooked.

Image Quality:

Our document scanning equipment and software is fine tuned for historical documents. All images are run through our proprietary imaging software and manually checked by operators to identify poor quality images. Operators manually adjust each section of poor-quality images to produce the most legible image possible.

White Glove Treatment:

All operations conducted by RDS technicians strictly adhere to the American Institute for Conservation's (AIC) Code of Ethics and Guidelines for Practice, ensuring the highest standards of professional conduct and service. All operators are deeply experienced in the art of museum-grade digitization and preservation. Their expertise stems from a wealth of experience accrued from handling fragile documents for a diverse range of clients, including government offices, educational institutions, religious dioceses, and professional archivists. Thus, every document entrusted to us receives the equivalent of a 'white-glove treatment', handled with the utmost care and respect it deserves.

Our Services

Our services are tailored for the unique needs of County Clerks. In your pivotal role, you oversee a vast and invaluable repository of documents that form the backbone of our community's history, legal framework, and administrative functions. Recognizing the critical nature of your responsibilities, we are dedicated to assisting you in preserving, managing, and optimizing these vital records.

Document Scanning

Scanning is the process of converting paper documents to a digital format. County clerks manage a large variety of paper types and sizes. Our team has the equipment and experience to handle any document type from legal documents to oversized plats and maps.

Document Preservation

Document preservation prevents further wear and tear of historical documents and makes sure they will be in use forever. Without treatment, paper documents will eventually become illegible over time.

Document Restoration

Document restoration services turn back the clock on paper documents and ensure they are usable for centuries to come. Paper documents deteriorate after years of use and handling. Restoration brings these documents back to their original state for long-term preservation.

Document Image Enhancement

Document image enhancement improves the clarity and readability of scanned images. We deploy image enhancement software and techniques that significantly improve image quality after document scanning. This stage is critical when dealing with historical records, especially photostats, handwritten documents, seals, and signatures. Our software developers have fine-tuned our proprietary software over multiple decades and tens of millions of scanned images.

Document Indexing

Document indexing helps organize digital documents so that users can quickly and easily retrieve information based on predetermined index fields. The fields used to organize documents vary based on document type, software used, and county requirements.

Document Redaction

County clerks are responsible for public-facing documents that contain a large amount of sensitive information. Our redaction services ensure that all information is safeguarded from cybercriminals and that documents are secure for public use.

What Our Clients Are Saying About Us

"We were extremely happy with the quality and service of Revolution Data Systems throughout our scanning project. This was a multi-year engagement with a lot of moving parts."

Becky Buie - Pike County Chancery Clerk

Assumptions

The following assumptions are based on a survey conducted by Olivia Fenelon and Chris Forstall on June 4, 2024. Please thoroughly examine each detail, noting that these are preliminary estimates and may change depending on the actual scope of the project.

Range and Volume Estimates starting with Case Range A-6108:

Civil Records:
- Total number of shelves: estimated 8.5 shelves
  - Each shelf is 34 inches with an estimated average of 100 case files per shelf
  - Documents are in file folders, secured by brass tabs
  - Project will begin with file A-6108; file date 8/15/1969
- Average number of images per shelf: 7,000
- Estimated regular format images: 60,830
- Images Per Case File: 70
- Estimated Cases: 869

Statement of Work

Digitization Services

RDS will scan and index by type, case number, plaintiff, defendant, and file date. Records are currently stored in file folders on shelves.

Scanning:

- Records will be scanned at 300dpi to ensure high quality scanned images.
- Records that contain pages attached by brass tabs in folders; staples, paper clips, tape may be removed and will be scanned in order.
- Civil Case File Records are stored in file folders. Once scanned, all images will be re-prepped back into file folders on brass tabs, less any staples, paper clips, or tape. There are no known large format or records that are considered fragile.
- File folders contain text on the front and inside of the file folder and will be scanned.
- All misfiles (records found in the incorrect folder) will be corrected as found.
- Quality Assurance: Our QA process has multiple safeguards and manual processes in place to ensure every page in every book is accounted for.
  - QA Step 1: Data extraction: Our document capture software automatically extracts page numbers and document numbers during scanning so that operators can verify page counts, page numbers, irregular scans, and document numbers. Its machine learning functionality recognizes pattern interruptions and presents operators with a work queue of all images that need checking.

- o QA Step 2: Manual verification: Our scanner operators/preppers also manually sight check every single scanned image in an image viewer on 27" HD monitors. The last page and the total number of pages in each book is verified against the scanned images folder. If the page count does not match or pages are found to be out of order, the operator rectifies the error (if possible) or flags the book and provides a detailed report.
- o QA Step 3: After initial round of manual verification, RDS operators switch stations and manually sight verify once again.

Archival Image Enhancement:

Each scanned record will be enhanced using the following automated and manual processes to ensure the highest quality images possible:

- Deskewing: If the orientation of paper fed into scanners is slightly off-center, the resulting digital image may be skewed and needs to be straightened before QC and further processing.
- Image cropping: Cropping removes unneeded borders, makes the image easier to read and reduces the file size for more efficient storage. Our software auto-crop functionality processes large volumes of files accurately.
- Automatic contrast: Scanned images of old documents often require adjustments in their contrast to make the words more legible. Our enhancement tools can automatically detect issues in contrast and adjust the relative lightness and darkness of different areas of the page and adjust them to more uniform levels.
- Despeckle images: Old documents with an uneven page tone result in scanned images with high levels of 'noise' or unnecessary speckles on the final image. Our despeckling algorithms remove noise and produce a superior quality final image with an even tone.

Document Indexing:

- Data entry specialists will index each record to capture all necessary data by:

  - o Case Type
  - o Case Number
  - o Plaintiff/Defendant
  - o File Date

- **Exceptions Reporting.** Historical record collections often include incomplete or illegible data. These are labeled as exceptions. RDS will provide an Exceptions Report to County that details all exceptions. County will have the ability to correct exceptions.

- **Data Formatting and Output**. RDS will format the data in an excel spreadsheet with a link to images. Client will also receive all images and metadata on a physical storage device.

Project Location:

RDS will transport the records to their secure scanning facility in Dallas, Texas. RDS will work with Client to determine exact dates/times for each pickup/delivery.
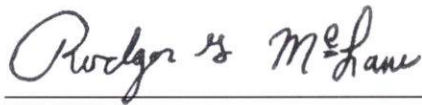
Records Access:

It is extremely important that operations are not affected during projects. When a county employee or researcher needs a document in our possession, our document request team fulfills orders in (15) minutes or less by sending a digital copy of the requested document(s). To request a record, email **RecordRequests@revolutiondatasystems.com** with the required book and page numbers. Optionally, call (945) 235-8600 to speak to a live operator. Our operators are available Monday through Friday from 8:00 AM to 4:30 PM CST.

Professional Services Pricing

Panola District Clerk - Civil Case File Records			
Description	**Unit Price**	**Quantity**	**Total**
Scanning of Typed Case Files	$0.36	60,830	$21,898.80
Archival Indexing of Case Files	$2.85	869	$2,476.65
Prep and Re-prep of Documents	$0.04	60,830	$2,433.20
Scanning of Folders	$1.25	1,738	$2,172.50
Records Transportation Per Trip	$500.00	2	$1,000.00
Total Price			**$29,981.15**

Acceptance

Upon signature, RDS will build a work order detailing the project schedule.

Rodger McLane
_____

Judge Rodger McLane
Panola County Judge

JUL 0 2 2024
_____

Date

Our Promise to You

We ensure your complete satisfaction. If any image or index falls short, we'll swiftly correct it, at no additional cost. We'll see your project through to completion, working with your software provider until the records are seamlessly integrated into your system. **Whatever it takes.**

Limitation of Liability. IN NO EVENT, SHALL REVOLUTION DATA SYSTEMS (RDS) BE LIABLE FOR LOST PROFITS OR SPECIAL, INDIRECT, INCIDENTAL, CONSEQUENTIAL, LIQUIDATED OR PUNITIVE DAMAGES EVEN IF RDS HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. In any event, RDS's liability in the aggregate shall not exceed the amount received by RDS from Customer under the Agreement during the Term of associated Addendum(s). No action under the Agreement may be brought by either party more than

one year after the cause of action occurred, except that an action for nonpayment may be brought within one year after the date of last payment.

RDS will issue an invoice once the data is delivered to the client or their software provider. Payment is required in full within thirty (30) days of the invoice date, regardless of the data import status by the client's software provider.

Acceptance. The client is responsible for ensuring that the assumptions are correct and agrees to all upon signature of this agreement. RDS will make necessary corrections to data within (6) months from the final deliverables date of postage or electronic transfer. If no issues are raised within (6) months from the date of data delivery the customer agrees and acknowledges that all data is correct and accepted thus requiring no changes. If the customer deems changes are required after (6) months from the date of data delivery such services fall outside of this agreement and are subject to charges by RDS.

Work Period. Project work periods are estimates and begin from the time in which final samples are approved and accepted in writing by the customer. RDS is not responsible for project delays outside of RDS's control during the sample approval process or post-delivery of data by RDS to the software vendor.

Fees. Fees for the services are as specified. Fees are subject to change if; a) the actual number of estimated counts differ from the data collected by either party and reflected in this agreement or, b) the parties mutually agree to changes in the scope of services in writing that requiring a possible change in pricing. Customer will be notified of any changes as early as possible, however inaccurate estimates do occur and cannot always be identified prior to final invoicing constituting a greater or less than final total from the total reflected within this agreement. The customer understands the possibility for increases in the final total based upon inaccurate estimated counts and agrees to pay for such increases.

Disclaimer of Warranty. EXCEPT AS SPECIFICALLY SET FORTH HEREIN, NEITHER RDS NOR ANY OF ITS VENDORS MAKES ANY REPRESENTATIONS OR WARRANTIES OF ANY KIND, EXPRESS OR IMPLIED, WITH RESPECT TO THE IMAGES MADE AVAILABLE THROUGH THIS SERVICE OR THE OTHER PRODUCTS OR SERVICES PROVIDED BY RDS PAST AND PRESENT OR THE PERFORMANCE, RELIABILITY, COMPLETENESS, TIMELINESS, SECURITY OR

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