



Archiving and Scanning

Description of Services and Pricing

ORGANIZING AND ARCHIVING
INFORMATION FOR THE FUTURE!

www.archscan.com

archscan@archscan.com

Corporate/Mailing Address:
503 Coover Road
Annapolis, MD 21041

Production Center:
6798 Oak Hall Lane, C-1
Columbia, MD 21045
Tel. (410) 553-6383
Fax. (410) 553-6386





GENERAL SERVICES ADMINISTRATION FEDERAL SUPPLY SERVICE AUTHORIZED FEDERAL SUPPLY PRICE LIST

BASIC INFORMATION

On-line access to contract ordering information, terms and conditions, up-to-date pricing, and the option to create an electronic delivery order are available through GSA Advantage!, a menu-driven database system. The INTERNET address GSA Advantage! is: GSAAdvantage.gov

archSCAN, LLC is a leader in digital archiving services. Research, inventorying, document management, digital conversions, and scanning services help clients preserve and organize important documents. **archSCAN** provides a “turn-key” solution, converting paper chaos into an orderly, user-friendly electronic end-product.

“Researching, cataloging, and creating an organized inventory of documents is really our niche. It’s like a big puzzle...There are many pieces in various locations, and we bring them together into a cohesive end-product. archSCAN’s role is to find order in chaos.”

FINDING

ORDER

IN CHAOS

493110RM (Records Management)
518210DC (Document Conversion)
518210ERM (Electronic Records Management)
OLM (Order Level Materials)

Contract Number: GS-03F-071AA

Contract Period: May 6, 2018 to May 5, 2023

Contractor Name: archSCAN, LLC
503 Coover Road
Annapolis, MD 21401
www.archscan.com

Point of Contact: Vivica Williams
Email: vivica.williams@archscan.com
Tel: (443) 710-5700
Fax: (410) 974-8286

Business Size: Small

Socio-Economic Status: Woman-Owned Small Business (WOSB)

**For more information on ordering from Federal Supply Schedules click on the FSS Schedules button at fss.gsa.gov.



CUSTOMER INFORMATION

- 1a. Awarded SIN: 493110RM (Records Management), 518210DC (Document Conversion), 518210ERM (Electronic Records Management), OLM (Order Level Materials)
- 1b. Lowest priced model number and unit price for each specialty item: Please refer to the price sheet.
- 1c. Job Descriptions, hourly rates, experience, education: Please refer to the price sheet.
2. Maximum order: N/A
3. Minimum order: \$ 1000.00
4. Geographic coverage (delivery area): Continental United States, including Alaska, Hawaii and Puerto Rico
5. Points of Production: archSCAN, LLC Corporate Office
503 Coover Road
Annapolis, MD 21401

archSCAN, LLC Production Center
6798 Oak Hall Lane, C-1
Columbia, MD 21045
6. Discount from list prices or statement of net price: All prices are net here in.
7. Quantity Discount: 0%
8. Prompt payment terms: Net 30 Days
- 9a. Government purchase cards are accepted at or below the micro-purchase threshold.
- 9b. Government purchase cards are accepted at or above the micro-purchase threshold.



CUSTOMER INFORMATION

10. Foreign items: N/A
- 11a. Time of Delivery: N/A
- 11b. Expedited Delivery: N/A
- 11c. Overnight and 2-day Delivery: N/A
- 11d. Urgent Requirements: N/A
12. F.O.B. Points: Destination Per Final Proposal Revision
- 13a. Ordering Address: archSCAN, LLC
503 Coover Road
Annapolis, MD 21401
- 13b. Ordering procedures: For services, the ordering procedures, information on Blanket Purchase Agreements (BPAs) are found in Federal Acquisition (FAR) 8.405-3.
14. Payment Address: archSCAN, LLC
503 Coover Road
Annapolis, MD 21401
15. Warranty: 30 Day warranty on all services
16. Export packing charging: N/A
17. Terms and Conditions of Government purchase card acceptance (any thresholds above the micro-purchase level): N/A
18. Terms and conditions of rental, maintenance, and repair: N/A
19. Terms and conditions of installation: N/A



CUSTOMER INFORMATION

20. Terms and conditions of repair parts indicating date of parts price lists and any discounts from list prices: N/A
- 20a. Terms and conditions for any other services: N/A
21. List of service and distribution points: N/A
22. List of participating dealers: N/A
23. Preventive maintenance: N/A
- 24a. Special attributes such as environmental attributes: N/A
- 24b. EIT standards can be found at www.Section508.gov: N/A
25. DUNS number: 122477008
26. CCR Registration: archSCAN, LLC is registered in the Central Contractor Registration Database.

TOO MUCH PAPER?

Get Organized!



**PROTECTING VITAL
INFORMATION FROM
LOSS OR DAMAGE**

HISTORY

archSCAN, LLC is a leader in digital archiving services. Research, inventorying, document management, digital conversions, and scanning services help clients preserve and organize important documents. **archSCAN** provides a “turn-key” solution, converting paper chaos into an orderly, user-friendly electronic end-product.

archSCAN, LLC was founded in 2002 by Virginia Williams. Ms. Williams previously worked in the reprographics industry for 15 years and saw the transition of paper documents to digital files as inevitable. Therefore, she started archSCAN as an independent specialized scanning company, not held within a reprographic or printing office. The business started as a home-based company and has now transitioned its facility into a 4,500 s/f production operation located in Glen Burnie, MD with 10 full time employees. archSCAN's clientele are very diverse and archSCAN is extremely proud of its achievements of assisting its customers make the transition from paper into the digital world. archSCAN uses no outside subcontractors to complete any of its work and all the work is completed at the secure Glen Burnie, MD production facility.



SERVICES OVERVIEW



archSCAN, LLC specializes in organizing and scanning documents. It offers the unique service of organizing paper documents prior to scanning while creating a database of what the client has. Then **archSCAN** scans the information and re-organizes it digitally. This includes adding bookmarks, metadata, and other important information.



SERVICES

- Turning chaos into an orderly document archive
- On-site document organization and scanning
- Converting paper into electronic formats
- Electronic conversions and data re-structuring
- Database creation and population
- Identifying missing and duplicate pages
- Repairing documents
- Researching, inventorying, cataloging, and indexing
- Scanning paper documents: Large drawings, blueprints, small-format documents, photographs
- Digital archiving and file management
- Long-term preservation and information security
- User-friendly electronic end-product

SAVE TIME, SPACE, AND MONEY

DOCUMENT ORGANIZATION

Overwhelmed by piles of paper?

Running out of room to store boxes?

Don't know where to begin?

archSCAN, LLC can help formulate a strategy on how to manage the task of organizing and archiving important documents. Our highly trained archivists give sound advice on where and how to begin the process. They will organized the documents if you do not have the time, or manpower, to do it in-house.





BEFORE / AFTER

WE CLEAN UP YOUR MESS!

RESEARCHING
CATALOGING
ORGANIZING
INDEXING

archSCAN, LLC is the only company in the Mid Atlantic region, which will **organize your paper documents on-site** prior to the scanning process.

Our strength lies in finding order in chaos, merging drawing sets together, integrating documents which are stored in several locations, and purging duplicate and superseded documents. **archSCAN's** archival staff has over 150 years of combined experience and are well versed in this arduous and detail driven process.

A custom database is created to record all documents, locations, pages in the sets of blueprints, duplications. Clients know exactly what they have prior to scanning and can plan ahead which files to scan and budget accordingly. Completing the organizational phase first, ultimately saves our clients money.

A neat, orderly, labeled storage room is the end-product of the organizational phase. All documents are put away and labeled. Duplicate sets are marked. Documents are sought from hidden locations, offices, closets, buildings into one cohesive storage solution. Unwanted documents such as duplications are discarded.



DOCUMENT REPAIR-

Taping, trimming, removing staples/binding



SCANNING-

Full scale images, black/white or color, large/small documents



ELECTRONIC FILE MANAGEMENT-

Digital conversions, file indexing, book marking, EDMS integration



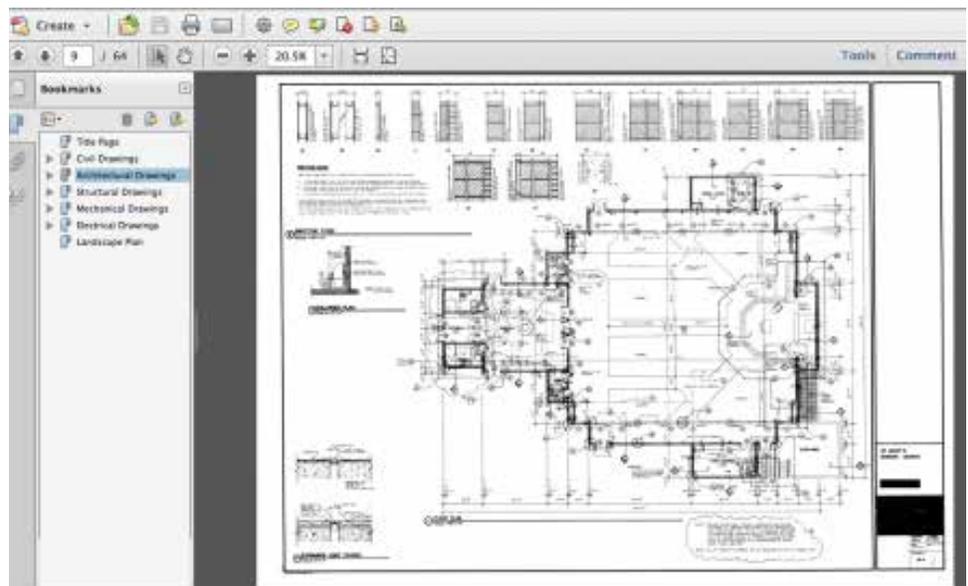
DOCUMENT SCANNING



LARGE OR SMALL

archSCAN, LLC is able to scan any large or small documents such as blueprints, manuals, flat documents, two-sided documents, construction files, photographs, maps, and more.

- 100% scale
- High resolution
- Color or black/white
- PDF, JPG, TIFF, etc
- "Read-only" files for archival purposes
- Document repair to ensure they will go through the scanners without damage





ELECTRONIC FILE MANAGEMENT

DIGITAL ARCHIVING

- *File Indexing*
- *Digital conversions*
- *File integration into an existing document management system*
- *Book marking/metadata*
- *Logical file folder structure*

archSCAN, LLC will organize archived information into digital file folders set up to clients' specifications. The information is then imported onto CDs, DVDs, USB, or external hard drives, which allows for an easy upload to clients' intranet or document management systems.

archSCAN, LLC prides itself on creating an archive which is clearly labeled and logically organized. **archSCAN, LLC** takes the time to work with each client to create the best design for the their archive. **archSCAN** labels each file and will add bookmarks, metadata, and OCR functions according to specifications.



“Retrieval is where the quality of a indexing system is most evident. A document should be found quickly and easily.”



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PRICING INFORMATION

PRICING CATEGORIES

****A full price sheet follows in the back of this document.

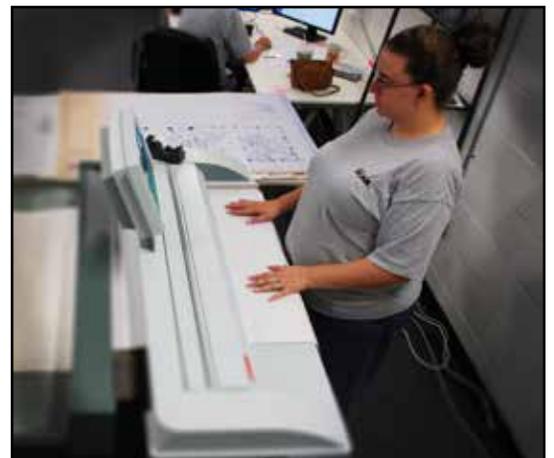
Hard Copy Scanning/Digitization- Small Format Documents

- This is the process of converting paper documents into digital files.
- Small format documents are any document 11 x 17 or smaller.
- These documents can be scanned into several different file formats such as PDF, TIFF, or JPEG.
- Documents may also be scanned into different resolutions ranging from 100-400 dpi.
- Documents may also be scanned in color or black and white.
- Finally, documents may also go through a process called Optical Character Recognition (OCR), which enables the document to be searchable.



Hard Copy Scanning/Digitization- Large Format Documents

- This is the process of converting paper documents into digital files
- Large format documents are any document larger than 11x17, common sizes are 18x22, 24x36, 30x42.
- Pages can vary from bond paper, blueprints, vellums, sepias, and mylar.
- Documents may be scanned as a PDF, TIFF, JPEG, and the resolution can range from 100-400 dpi.
- Documents may be scanning in color or black and white.





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PRICING INFORMATION

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****A full price sheet follows in the back of this document.

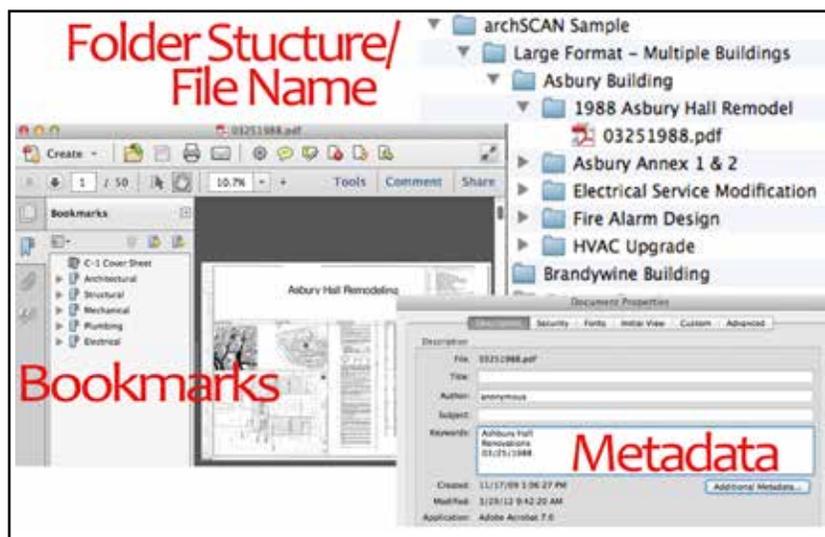
Scanning/Digitization-Static Images

- This is the process of converting microfilm, microfiche, and aperture cards into digital files.
- Files can be scanned into PDF or TIFF and the DPI can range 200-400.



Indexing/Cataloging- Small and Large Format Documents

- This is the process of naming the files, bookmarking the pages in PDF, creating the file folder structure, and organizing the information electronically.
- archSCAN does not charge per character, but per data field.
- Metadata is also included in this pricing category.
- Excel documents may also be created and again pricing is per data field.
- Some customers require detailed customized indexing, which can be quite extensive.





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PRICING INFORMATION

PRICING CATEGORIES

****A full price sheet follows in the back of this document.

Cataloging- Archival Research & Inventorying

- This is the process of organizing paper archives, usually on-site.
- Our archival staff will manually inventory all of the paper documents, usually large format drawings, and record them in an Access or Excel Database.
- They organize the information by removing duplicates, labeling the file drawers, creating a neat, orderly paper storage room.
- We find order in chaos.

BEFORE



AFTER





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PRICING INFORMATION

PRICING CATEGORIES

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Preparation/Hand Time Prior to & After Scanning

- This is the process of preparing the paper documents to go through the scanners.
- Normal preparation entails removing few staples and papers are in the correct order.
- Difficult preparation is when there are numerous staples to be removed, slip sheets must be added, and documents are not in the correct order.
- Very difficult preparation is when binding clips must be removed, documents must be scanned on the glass, and great numbers of staples must be removed.
- Documents must be taped and repaired prior to scanning



Conversion Services

- This is the process of converting a digital file into another format such as TIFF to PDF, DWG to PDF, Email, Word Document to PDF

Output Media

- There are many choices for the output media such as CD, DVD, USB Flash Drive, or External Hard Drive





arch SCAN

PROTECTING VITAL INFORMATION FROM LOSS OR DAMAGE

Certifications:

SBA Certified: EDWOSB

(Economically Disadvantaged
Women-owned Small Business)

Maryland: DOT MBE # 03-079

City of Baltimore: WBE # 04-004459

PG County, MD: MBE # 10-6441

Washington Airports Authority:

LDDBE # LD2007-0061-2014

Metropolitan Washington

Unified Certification Program:

DBE #1468 (includes WMATA and DDOT)

Maryland Small Business

Reserve Program: SBE # 11-2165

VA United Certification Program:

DBE# 69-1006

State of Delaware: DE11061619

Port Authority of NY & NJ: PA-30363

Federal ID: 22-3862823

DUNS #: 122477008

CAGE #: 3QSD3

GSA Schedule- GS-03F-071AA

NAICS: 518210

SIN: 493110RM, 518210DC, 518210ERM,
OLM

PSC: D311, D310, T003, R415, D315, R702,
D312, t012

*** archSCAN accepts credit cards

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Corporate/Mailing Address:

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Tel. (410) 974-8183, Fax. (410) 974-8286
Vivica Williams, President
vivica.williams@archscan.com

Production Center:

6798 Oak Hall Lane, C-1
Columbia, MD 21045
Tel. (410) 553-6383, Fax. (410) 553-6386
Barnsley Williams, Chief Operations Officer
barnsley.williams@archscan.com

518210DC -Document Conversion Services

Effective 6-16-20

Hard Copy Scanning/Digitization Small Format Documents

This is the process of converting small paper documents, ranging in size up to 11 x 17, into electronic files (PDF, TIFF,

Description	Input File Type	Unit of Measure	Media Size	Media Content	Resolution	Output	Output File Type	GSA Pricing
Scanning	Paper_Bond	Per Impression	8.5x11	Text_Monoc	200dpi	Image	PDF	\$0.10
Scanning	Paper_Bond	Per Impression	8.5x14	Text_Monoc	200 dpi	Image	PDF	\$0.10
Scanning	Paper_Bond	Per Impression	11x17	Text_Monoc	200dpi	Image	PDF	\$0.15
Scanning	Paper_Bond	Per Impression	8.5x11	Text_Monoc	200dpi	Image	TIFF	\$0.10
Scanning	Paper_Bond	Per Impression	8.5x14	Text_Monoc	200dpi	Image	TIFF	\$0.10
Scanning	Paper_Bond	Per Impression	11x17	Text_Monoc	200dpi	Image	TIFF	\$0.15
Scanning	Paper_Bond	Per Impression	8.5x11	Text_Color	200dpi	Image	PDF	\$0.15
Scanning	Paper_Bond	Per Impression	8.5x14	Text_Color	200dpi	Image	PDF	\$0.15
Scanning	Paper_Bond	Per Impression	11x17	Text_Color	200dpi	Image	PDF	\$0.20
Scanning	Paper_Bond	Per Impression	8.5x11	Text_Color	200dpi	Image	TIFF	\$0.15
Scanning	Paper_Bond	Per Impression	8.5x14	Text_Color	200dpi	Image	TIFF	\$0.15
Scanning	Paper_Bond	Per Impression	11x17	Text_Color	200dpi	Image	TIFF	\$0.20
Scanning	Document	Per Impression	8.5x11	Text_Color	200dpi	Image	JPEG	\$0.15
Scanning	Document	Per Impression	8.5x14	Text_Color	200dpi	Image	JPEG	\$0.15
Scanning	Document	Per Impression	11x17	Text_Color	200dpi	Image	JPEG	\$0.20
Scanning	Paper_Photo	Per Impression	8.5x11	Photo_Monc	200dpi	Image	PDF	\$0.10
Scanning	Paper_Photo	Per Impression	8.5x14	Photo_Monc	200dpi	Image	PDF	\$0.10
Scanning	Paper_Photo	Per Impression	11x17	Photo_Monc	200dpi	Image	PDF	\$0.15
Scanning	Paper_Photo	Per Impression	8.5x11	Photo_Monc	200dpi	Image	TIFF	\$0.10
Scanning	Paper_Photo	Per Impression	8.5x14	Photo_Monc	200dpi	Image	TIFF	\$0.10
Scanning	Paper_Photo	Per Impression	11x17	Photo_Monc	200dpi	Image	TIFF	\$0.15
Scanning	Paper_Photo	Per Impression	8.5x11	Photo_Monc	200dpi	Image	JPEG	\$0.10
Scanning	Paper_Photo	Per Impression	8.5x14	Photo_Monc	200dpi	Image	JPEG	\$0.10
Scanning	Paper_Photo	Per Impression	11x17	Photo_Monc	200dpi	Image	JPEG	\$0.15
Scanning	Document	Per Impression	8.5x11	Photo_Color	400dpi	Image	JPEG	\$0.50
Scanning	Document	Per Impression	8.4x14	Photo_Color	400dpi	Image	JPEG	\$0.50
Scanning	Document	Per Impression	11x17	Photo_Color	400dpi	Image	JPEG	\$1.00
OCR	Document	Per Document	All	Documents		Image	PDF	\$0.08

Hard Copy Scanning/Digitization Large Format Documents

Description	Input File Type	Unit of Measure	Media Size	Media Content	Resolution	Output	Output File Type	GSA Pricing
Scanning	Paper_Bond	Per Sheet	18x22	Monochrome	200dpi	Image	PDF	\$1.45
Scanning	Paper_Bond	Per Sheet	24x36	Monochrome	200dpi	Image	PDF	\$1.45
Scanning	Paper_Bond	Per Sheet	30x42	Monochrome	200dpi	Image	PDF	\$1.45
Scanning	Paper_Bond	Per Sheet	36x48	Monochrome	200dpi	Image	PDF	\$1.45
Scanning	Blueprints	Per Sheet	18x22	Monochrome	200dpi	Image	PDF	\$1.45
Scanning	Blueprints	Per Sheet	24x36	Monochrome	200dpi	Image	PDF	\$1.45
Scanning	Blueprints	Per Sheet	30x42	Monochrome	200dpi	Image	PDF	\$1.45
Scanning	Blueprints	Per Sheet	36x48	Monochrome	200dpi	Image	PDF	\$1.45
Scanning	Vellum	Per Sheet	18x22	Monochrome	200dpi	Image	PDF	\$1.45
Scanning	Vellum	Per Sheet	24x36	Monochrome	200dpi	Image	PDF	\$1.45
Scanning	Vellum	Per Sheet	30x42	Monochrome	200dpi	Image	PDF	\$1.45
Scanning	Vellum	Per Sheet	36x48	Monochrome	200dpi	Image	PDF	\$1.45
Scanning	Sepia	Per Sheet	24x36	Monochrome	200dpi	Image	PDF	\$1.45
Scanning	Sepia	Per Sheet	30x42	Monochrome	200dpi	Image	PDF	\$1.45
Scanning	Sepia	Per Sheet	36x48	Monochrome	200dpi	Image	PDF	\$1.45
Scanning	Mylar	Per Sheet	18x22	Monochrome	200dpi	Image	PDF	\$1.45
Scanning	Mylar	Per Sheet	24x36	Monochrome	200dpi	Image	PDF	\$1.45
Scanning	Mylar	Per Sheet	30x42	Monochrome	200dpi	Image	PDF	\$1.45
Scanning	Mylar	Per Sheet	36x48	Monochrome	200dpi	Image	PDF	\$1.45
Scanning	Paper_Bond	Per Sheet	18x22	Monochrome	200dpi	Image	TIFF	\$1.45
Scanning	Paper_Bond	Per Sheet	24x36	Monochrome	200dpi	Image	TIFF	\$1.45
Scanning	Paper_Bond	Per Sheet	30x42	Monochrome	200dpi	Image	TIFF	\$1.45
Scanning	Paper_Bond	Per Sheet	36x48	Monochrome	200dpi	Image	TIFF	\$1.45
Scanning	Blueprints	Per Sheet	18x22	Monochrome	200dpi	Image	TIFF	\$1.45
Scanning	Blueprints	Per Sheet	24x36	Monochrome	200dpi	Image	TIFF	\$1.45
Scanning	Blueprints	Per Sheet	30x42	Monochrome	200dpi	Image	TIFF	\$1.45
Scanning	Blueprints	Per Sheet	36x48	Monochrome	200dpi	Image	TIFF	\$1.45
Scanning	Vellum	Per Sheet	18x22	Monochrome	200dpi	Image	TIFF	\$1.45
Scanning	Vellum	Per Sheet	24x36	Monochrome	200dpi	Image	TIFF	\$1.45
Scanning	Vellum	Per Sheet	30x42	Monochrome	200dpi	Image	TIFF	\$1.45
Scanning	Vellum	Per Sheet	36x48	Monochrome	200dpi	Image	TIFF	\$1.45
Scanning	Mylar	Per Sheet	18x22	Monochrome	200dpi	Image	TIFF	\$1.45
Scanning	Mylar	Per Sheet	24x36	Monochrome	200dpi	Image	TIFF	\$1.45
Scanning	Mylar	Per Sheet	30x42	Monochrome	200dpi	Image	TIFF	\$1.45
Scanning	Mylar	Per Sheet	36x48	Monochrome	200dpi	Image	TIFF	\$1.45
Scanning	Paper_Bond	Per Sheet	18x22	Color	300dpi	Image	PDF	\$2.00

Scanning	Paper_Bond	Per Sheet	24x36	Color	300dpi	Image	PDF	\$2.00
Scanning	Paper_Bond	Per Sheet	30x42	Color	300dpi	Image	PDF	\$2.00
Scanning	Paper_Bond	Per Sheet	36x48	Color	300dpi	Image	PDF	\$2.00
Scanning	Negative	Per Sheet	22x22	Negative	300dpi	Image	PDF	\$2.50
Scanning	Negative	Per Sheet	24x36	Negative	300dpi	Image	PDF	\$2.50
Scanning	Negative	Per Sheet	30x42	Negative	300dpi	Image	PDF	\$2.50
Scanning	Any Media	Oversize		Monochrome	200dpi	Image	PDF	.30 s/f
Scanning	Any Media	Oversize		Monochrome	200dpi	Image	TIFF	.30 s/f

Static Images

Description	Input File Type	Unit of Measure	Media Size	Media Content	Resolution	Output	File Type	GSA Pricing
Scanning	Aperture Cards	Per Card		Monochrome	200dpi	Image	PDF	\$0.85
Scanning	Aperture Cards	Per Card		Monochrome	200dpi	Image	TIFF	\$0.85
Scanning	Microfilm	Per Image	16mm	Monochrome	200dpi	Image	PDF	\$0.10
Scanning	Microfilm	Per Image	16mm	Monochrome	200dpi	Image	TIFF	\$0.10
Scanning	Microfilm	Per Image	35mm	Monochrome	200dpi	Image	PDF	\$0.50
Scanning	Microfilm	Per Image	35mm	Monochrome	200dpi	Image	TIFF	\$0.50
Scanning	Microfiche	Per Card	16mm	Monochrome	200dpi	Image	PDF	\$0.60
Scanning	Microfiche	Per Card	16mm	Monochrome	200dpi	Image	TIFF	\$0.60
Scanning	Microfiche	Per Card	35mm	Monochrome	200dpi	Image	PDF	\$1.35
Scanning	Microfiche	Per Card	35mm	Monochrome	200dpi	Image	TIFF	\$1.35

Indexing/Cataloging Small Format Documents

Description	Input File Type	Unit of Measure	Media Size					GSA Pricing
Data Entry	Adobe Acrobat	Per Document	8.5x11				PDF	0.10 each
Data Entry	Adobe Acrobat	Per Document	8.5x14				PDF	0.10 each
Data Entry	Adobe Acrobat	Per Document	11x17				PDF	0.10 each
Data Entry	TIFF	Per Sheet	8.5x11 to 11x17				TIFF	0.15 each
Data Entry	Multi-page PDF	Per Conversion					PDF	0.40 each
Customized	Excel	Per Entry					Excel	0.12 each

Indexing/Cataloging Large Format Documents

Description	Input File Type	Unit of Measure	Media Size					GSA Pricing
Data Entry	Multi-page PDF	Per Conversion					PDF	.40 each
Data Entry	Multi-page TIFF	Per Conversion					TIFF	.60 each
Data Entry	Adobe Acrobat	Per Sheet	18x22				PDF	.50 each
Data Entry	Adobe Acrobat	Per Sheet	24x36				PDF	.50 each
Data Entry	Adobe Acrobat	Per Sheet	30x42				PDF	.50 each
Data Entry	Adobe Acrobat	Per Sheet	36x48				PDF	.50 each
Data Entry	TIFF	Per Sheet	18x22				TIFF	.50 each
Data Entry	TIFF	Per Sheet	24x36				TIFF	.50 each
Data Entry	TIFF	Per Sheet	30x42				TIFF	.50 each
Data Entry	TIFF	Per Sheet	36x48				TIFF	.50 each
Metadata En	PDF	Per Entry					PDF	.25 each

Indexing/Cataloging Specialized

Description	Input File Type	Unit of Measure	Media Size					GSA Pricing
Customized Data Entry	Adobe Acrobat	Per Document/ Sheet/ Customer's Specification					PDF	.60 each
Customized Data Entry	TIFF	Per Document/ Sheet/ Customer's Specification					TIFF	.60 each

Cataloging - Archival Research & Inventorying

Description	Input File Type	Unit of Measure	Media Size				GSA Pricing
Cataloging - Manually (Individually Researching , Inventorying Each Drawing)	Access	Time (Hours)	Large Documents			Access	63.50/hr
Cataloging - Manually (Individually Researching , Inventorying Each Drawing)	Excel	Time (Hours)	Large Documents			Excel	63.50/hr
Cataloging - Manually (Individually Researching , Inventorying Each Document)	Access	Time (Hours)	Small Documents			Access	63.50/hr
Cataloging - Manually (Individually Researching , Inventorying Each Document)	Excel	Time (Hours)	Small Documents			Excel	63.50/hr

Preparation/Hand Time Prior to & After Scanning

Description	Unit of Measure	Media Size	Media Output	Output	GSA Pricing
Hand Time (Normal)	Document	Per Document 8.5x11 to 11x17			.04 each
Hand Time (Difficult)	Document	Per Document 8.5x11 to 11x17			.10 each
Hand Time (Very Difficult)	Document	Per Document 8.5x11 to 11x17			.20 each
Hand Time	Document	Per Sheet 18x22 to 36x48			.15 each
Hand Time (Taping & Repair)	Time (Hours)	Per Sheet 18x22 to 36x48			63.50/hr
Hand Time	Document	Oversize Document			1.50 each

Conversion Services

Description	Input File Type	Unit of Measure	Media Content	Media Content	Resolution	Output	File Type	GSA Pricing
Conversion Set-Up Specialt								\$200.00 each
Conversion	TIFF	Per Conversion					PDF	.10 each
Conversion	PDF	Per Conversion					TIFF	\$0.10
Conversion	DWG	Per Conversion					PDF	\$2.50 each
Conversion	DWG	Per Conversion					TIFF	\$2.50 each
Conversion	JPEG	Per Conversion					PDF	.10 each
Conversion	JPEG	Per Conversion					TIFF	.10 each

Output Media

Description		Unit of Measure	Media Content	Media Content	Resolution	Output	File Type	GSA Pricing
CD (Includes: Importing Data, Personal Label, Jewel Case)	Original Copy	Per CD						\$20.00 each
CD (Includes: Importing Data, Personal Label, Jewel Case)	Duplicate Copy	Per CD						\$8.00 each
DVD (Includes: Importing Data, Personal Label, Jewel Case)	Original Copy	Per DVD						\$20.00 each
DVD (Includes: Importing Data, Personal Label, Jewel Case)	Duplicate Copy	Per DVD						\$8.00 each
USB Flash Drive		8GB - 16GB						\$25.00 each
USB Flash Drive		32GB - 64GB						\$75.00 each
Portable Hard Drive		120 GB +						\$200.00 each

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Description	Input File Type	Unit of Measure	Media Size					GSA Pricing
Cataloging - Manually (Individually Researching, Inventorying Each Drawing)	Access	Per Hour/Per Person	Large Documents				Access	\$63.50
Cataloging - Manually (Individually Researching, Inventorying Each Drawing)	Excel	Per Hour/Per Person	Large Documents				Excel	\$63.50
Cataloging - Manually (Individually Researching, Inventorying Each Document)	Access	Per Hour/Per Person	Small Documents				Access	\$63.50
Cataloging - Manually (Individually Researching, Inventorying Each Document)	Excel	Per Hour/Per Person	Small Documents				Excel	\$63.50

archSCAN, LLC- GS-03F-071AA

518210ERM - Electronic Records Management

Description	DESCRIPTION OF SERVICE	UNIT OF ISSUE (e.g. Hour, Task, Sq ft)	GSA PRICE
Data Entry	Adobe Acrobat 8.5" x 11" - PDF	1	\$ 0.10
Data Entry	Adobe Acrobat 8.5" x 14" - PDF	1	\$ 0.10
Data Entry	Adobe Acrobat - 11" x 17" - PDF	1	\$ 0.10
Data Entry	TIFF - 8.5" x 11" to 11" x 17"	1	\$ 0.15
Data Entry	Multipage PDF/Conversion Small Docs	1	\$ 0.40
Data Entry	Excel Customized per Entry	1	\$ 0.12
Data Entry	Multipage PDF Conversion Large Docs	1	\$ 0.40
Data Entry	Multipage TIFF Conversion Large Docs	1	\$ 0.60
Data Entry	Adobe Acrobat PDF -18" x 22" Large	1	\$ 0.50
Data Entry	Adobe Acrobat PDF - 24" x 36" Large	1	\$ 0.50
Data Entry	Adobe Acrobat PDF - 30" x 42" Large	1	\$ 0.50
Data Entry	Adobe Acrobat PDF - 36" x 48" Large	1	\$ 0.50
Data Entry	TIFF - 18" x 22" Large Docs	1	\$ 0.60
Data Entry	TIFF -24 " x 36" Large Docs	1	\$ 0.50
Data Entry	TIFF - 30" x 42" Large Docs	1	\$ 0.50
Data Entry	TIFF - 36" x 48" Large Docs	1	\$ 0.50
Data Entry	Metadata Entry PDF	1	\$ 0.25
Data Entry	Customized Data Entry - PDF	1	\$ 0.60
Data Entry	Customized Data Entry - TIFF	1	\$ 0.60
Data Entry	Customized Data Entry - Excel	1	\$ 0.30
Data Entry	Customized Entry - Access -Single Line	1	\$ 1.40
Data Entry	Customized Entry - Excel - Single Line	1	\$ 1.40
Conversion Services	Specialty Set-up	1	\$ 200.00
Conversion Services	TIFF to PDF	1	\$ 0.10
Conversion Services	PDF to TIFF	1	\$ 0.10
Conversion Services	dwg. AutoCAD to PDF - Electronically	1	\$ 2.50
Conversion Services	dwg. AutoCAD to PDF - Electronically	1	\$ 2.50
Conversion Services	dwg. AutoCAD to PDF - Manually	1	\$ 5.50
Conversion Services	dwg. AutoCAD to TIFF - Manually	1	\$ 5.50
Cataloging/Research	Manual - Access Database Large Docs	Hour	\$ 63.50
Cataloging/Research	Manual - Excel Database Large Docs	Hour	\$ 63.50
Cataloging/Research	Manual - Access Database Small Docs	Hour	\$ 63.50
Cataloging/Research	Manual - Excel Database Small Docs	Hour	\$ 63.50



End User License Agreement

AerieHub- Document Management Software Solution

AerieHub is an industry-leading facility documents software solution provider serving clients worldwide in government and the private sector. AerieHub enables large organizations to take control of their critical drawings and documents so they can search, view, and share as needed. AerieHub is modular and can grow as our clients' needs change by implementing the following solutions:

Documents Module

This is the core module in AerieHub and offers an easy-to-use graphical user interface to provide fast access to facility drawings.

Classification Feature

This feature can be added to the Documents Module to allow for storage and accessibility of different genre of documents, such as O&M manuals, closeout documentation, equipment specifications, reports, etc.

QR Code Access

Documents can quickly be accessed via a QR Code Scanner on any mobile device. Labels can be printed and placed next to a machine to pull up troubleshooting manuals, parts list, equipment layouts, etc.

Compliance Module

Know where you stand with your regulatory compliance documents using the Compliance Dashboard. This module allows you to better manage your compliance reports so you know at a glance if you are ready for your next audit.

Warranty Module

Get an alert when your roof warranty is about to expire. Know when your HVAC unit will need to be evaluated so warranty work can be schedule and avoiding costly repairs.

Space Management Module

Know your space. Know how many square feet of space you have based on criteria you established. Run reports and analyze your data based on space type, Department, Occupant, flooring type, etc.

Training Module

Know who has been through which required company training, including outside contractors.

Equipment Compatibility

AerieHub is a cloud-based solution and is offered under a Software as a Service (SaaS) arrangement. These requirements are summarized as follows.

Software Requirements

AerieHub supports the following internet browsers:

- Google Chrome
- Microsoft Edge
- Apple Safari
- Mozilla Firefox
- Other browsers may work, but are not supported

AerieHub does not support the following internet browsers:

- Internet Explorer

Hardware Requirements

Any device with an internet connection can access documents via AerieHub. For optimal document viewing, the following is recommended:

- High speed internet
- Javascript and cookies must be enabled

Software Terms and Conditions – GSA Schedule GS-03F-071AA

The following terms and conditions apply to all vendors proposing software and related services under GSA Schedule, GS-03F-071AA. Once approved by the MAS Contracting Officer, the negotiated terms should be incorporated into the contractor's published GSA catalog. Note that these terms and conditions may be further negotiated at the order level by the ordering agency Contracting Officer.

1. INSPECTION / ACCEPTANCE

The Contractor shall only tender for acceptance those items that conform to the requirements of this contract. The ordering activity reserves the right to inspect or test any software that has been tendered for acceptance. The ordering activity may require repair or replacement of nonconforming software at no increase in contract price. The ordering activity must exercise its post-acceptance rights (1) within a reasonable time after the defect was discovered or should have been discovered; and (2) before any substantial change occurs in the condition of the software, unless the change is due to the defect in the software.

2. ENTERPRISE USER LICENSE AGREEMENTS REQUIREMENTS (EULA)

The Contractor shall provide all Enterprise User License Agreements in an editable Microsoft Office (Word) format.

3. GUARANTEE/WARRANTY

- a. Unless specified otherwise in this contract, the Contractor's standard commercial guarantee/warranty as stated in the contract's commercial pricelist will apply to this contract.
- b. The Contractor warrants and implies that the items delivered hereunder are merchantable and fit for use for the particular purpose described in this contract. If no implied warranties are given, an express warranty of at least 60 days must be given in accordance with FAR 12.404(b)(2)
- c. Limitation of Liability. Except as otherwise provided by an express or implied warranty, the Contractor will not be liable to the ordering activity for consequential damages resulting from any defect or deficiencies in accepted items.

4. TECHNICAL SERVICES

The Contractor, without additional charge to the ordering activity, shall provide a hot line technical support number for the purpose of providing user assistance and guidance in the implementation of the software.

Technical support help desk telephone services operate during business hours (8:00AM – 5:00PM Monday – Friday), EST at: **864-527-5500**

Support email is available 24 x 7 x 365 at: Support@AerieHub.com

5. SOFTWARE MAINTENANCE

a. Software maintenance as it is defined:

Software Maintenance as a Product

Software maintenance as a product includes the publishing of bug/defect fixes via patches and updates/upgrades in function and technology to maintain the operability and usability of the software product. It may also include other no charge support that is included in the purchase price of the product in the commercial marketplace. No charge support includes items such as user blogs, discussion forums, on-line help libraries and FAQs (Frequently Asked Questions), hosted chat rooms, and limited telephone, email and/or web-based general technical support for user's self-diagnostics.

Software maintenance as a product does NOT include the creation, design, implementation, integration, etc. of a software package. These examples are considered software maintenance as a service.

Software Maintenance as a product is billed at the time of purchase.

Software Maintenance as a service

Software maintenance as a service creates, designs, implements, and/or integrates customized changes to software that solve one or more problems and is not included with the price of the software. Software maintenance as a service includes person-to- person communications regardless of the medium used to communicate: telephone support, on-line technical support, customized support, and/or technical expertise which are charged commercially. Software maintenance as a service is billed arrears in accordance with 31U.S.C. 3324.

Software maintenance as a service is billed in arrears in accordance with 31 U.S.C. 3324.

- b. Invoices for maintenance service should be submitted to the ordering agency on a quarterly or monthly basis (or as otherwise specified by the ordering activity), after the completion of such period. Maintenance charges must be paid in arrears (31 U.S.C. 3324). PROMPT PAYMENT DISCOUNT, IF APPLICABLE, SHALL BE SHOWN ON THE INVOICE.

6. PERIODS OF TERM LICENSES AND SOFTWARE MAINTENANCE

- a. The Contractor shall honor orders for periods for the duration of the contract period or a lesser period of time.
- b. Term licenses and/or maintenance may be discontinued by the ordering activity on thirty (30) calendar days written notice to the Contractor.
- c. Annual Funding. When annually appropriated funds are cited on an order for term licenses and/or maintenance, the period of the term licenses and/or maintenance shall automatically expire on September 30 of the contract period, or at the end of the contract period, whichever occurs first. Renewal of the term licenses and/or maintenance orders citing the new appropriation shall be required, if the term licenses and/or maintenance is to be continued during any remainder of the contract period.
- d. Cross-Year Funding Within Contract Period. Where an ordering activity's specific appropriation authority provides for funds in excess of a 12 month (fiscal year) period, the ordering activity may place an order under this schedule contract for a period up to the expiration of the contract period, notwithstanding the intervening fiscal years.
- e. Ordering activities should notify the Contractor in writing thirty (30) calendar days prior to the expiration of an order, if the term licenses and/or maintenance is to be terminated at that time. Orders for the continuation of term licenses and/or maintenance will be required if the term licenses and/or maintenance is to be continued during the subsequent period.

7. CONVERSION FROM TERM LICENSE TO PERPETUAL LICENSE

- a. AerieHub operates under the SAAS (Software As A Service) model and does not convert to perpetual license.
- b. The ordering activity may convert term licenses to perpetual licenses for any or all software at any time following acceptance of software. At the request of the ordering activity the Contractor shall furnish, within ten (10) calendar days (or as otherwise specified by the ordering activity), for each software product that is contemplated for conversion, the total amount of conversion credits which have accrued while the software was on a term license and the date of the last update or enhancement.
- c. Conversion credits which are provided shall, within the limits specified, continue to accrue from one contract period to the next, provided the

software remains on a term license within the ordering activity.

- d. The term license for each software product shall be discontinued on the day immediately preceding the effective date of conversion from a term license to a perpetual license.
- e. The price the ordering activity shall pay will be the perpetual license price that prevailed at the time such software was initially ordered under a term license, or the perpetual license price prevailing at the time of conversion from a term license to a perpetual license, whichever is the less, minus an amount equal to n/a % of all term license payments during the period that the software was under a term license within the ordering activity.

8. TERM LICENSE CESSATION

- a. After a software product has been on a continuous term license for a period of n/a months, a fully paid-up, non-exclusive, perpetual license for the software product shall automatically accrue to the ordering activity. The period of continuous term license for automatic accrual of a fully paid-up perpetual license does not have to be achieved during a particular fiscal year; it is a written Contractor commitment which continues to be available for software that is initially ordered under this contract, until a fully paid-up perpetual license accrues to the ordering activity. However, should the term license of the software be discontinued before the specified period of the continuous term license has been satisfied, the perpetual license accrual shall be forfeited. N/A
- b. The Contractor agrees to provide updates and maintenance service for the software after a perpetual license has accrued, at the MAS-awarded terms and conditions, if the licensee elects to order such services. Title to the software shall remain with the Contractor.

9. UTILIZATION LIMITATIONS

- a. Software acquisition is limited to commercial computer software defined in FAR Part 2.101.
- b. When acquired by the ordering activity, commercial computer software and related documentation so legend shall be subject to the following:
 - (1) Title to and ownership of the software and documentation shall remain with the Contractor, unless otherwise specified.
 - (2) Software licenses are by site and by ordering activity. An ordering activity is defined as a cabinet level or independent ordering activity. The software may be used by any subdivision of the ordering activity (service, bureau, division, command, etc.) that has access to the site the software is placed at, even if the subdivision did not participate in the acquisition of the software. Further, the software may be used on a

sharing basis where multiple agencies have joint projects that can be satisfied by the use of the software placed at one ordering activity's site. This would allow other agencies access to one ordering activity's database. For ordering activity public domain databases, user agencies and third parties may use the computer program to enter, retrieve, analyze and present data. The user ordering activity will take appropriate action by instruction, agreement, or otherwise, to protect the Contractor's proprietary property with any third parties that are permitted access to the computer programs and documentation in connection with the user ordering activity's permitted use of the computer programs and documentation. For purposes of this section, all such permitted third parties shall be deemed agents of the user ordering activity.

- (3) Except as is provided in paragraph 9.b.(2) above, the ordering activity shall not provide or otherwise make available the software or documentation, or any portion thereof, in any form, to any third party without the prior written approval of the Contractor. Third parties do not include prime Contractors, subcontractors and agents of the ordering activity who have the ordering activity's permission to use the licensed software and documentation at the facility, and who have agreed to use the licensed software and documentation only in accordance with these restrictions. This provision does not limit the right of the ordering activity to use software, documentation, or information therein, which the ordering activity may already have or obtains without restrictions.
- (4) The ordering activity shall have the right to use the computer software and documentation with the computer for which it is acquired at any other facility to which that computer may be transferred, or in cases of Disaster Recovery, the ordering activity has the right to transfer the software to another site if the ordering activity site for which it is acquired is deemed to be unsafe for ordering activity personnel; to use the computer software and documentation with a backup computer when the primary computer is inoperative; to copy computer programs for safekeeping (archives) or backup purposes; to transfer a copy of the software to another site for purposes of benchmarking new hardware and/or software; and to modify the software and documentation or combine it with other software, provided that the unmodified portions shall remain subject to these restrictions.
- (5) "Commercial Computer Software" may be marked with the Contractor's standard commercial restricted rights legend, but the schedule contract and schedule pricelist, including this clause, "Utilization Limitations" are the only governing terms and conditions, and shall take precedence and supersede any different or additional terms and conditions included in the standard commercial legend.

10. SOFTWARE CONVERSIONS:

Full monetary credit will be allowed to the ordering activity when conversion from one version of the software to another is made as the result of a change in operating system, or from one computer system to another. Under a perpetual license, the purchase price of the new software shall be reduced by the amount that was paid to purchase the earlier version. Under a term license, conversion credits which accrued while the earlier version was under a term license shall carry forward and remain available as conversion credits which may be applied towards the perpetual license price of the new version.

11. DESCRIPTIONS AND EQUIPMENT COMPATIBILITY

The Contractor shall include, in the schedule pricelist, a complete description of each software product and a list of equipment on which the software can be used. Also, included shall be a brief, introductory explanation of the modules and documentation which are offered.

12. RIGHT-TO-COPY PRICING

The Contractor shall propose pricing for right-to-copy licenses.

AerieHub Software Services Agreement

NOTE: In accordance with Clause 552.212-4(s), the Unenforceable Clauses provision of 552.212-4 takes precedence over any Commercial Supplier Agreement (CSA) incorporated into contract GS-03F-071AA. The language of Clause 552.212-4(w) *Commercial Supplier Agreements – Unenforceable Clauses* shall be deemed incorporated into all commercial supplier agreements associated with Contract GS-03F-071AA.

This Services Agreement (the “Agreement”) is between **Aerie Document Solutions, Inc.** (“AERIE”), located at 804 Pendleton Street, Greenville, SC 29605 and the ordering activity entering into this agreement (Client), effective as of the date of the last signature below. The AerieHub software, updates, documentation provided to Client are offered as a Software As A Service (SAAS) and not sold individually.

WHEREAS, AERIE has an electronic library software called “AerieHub” and associated services to facilitate secure access of documents and other information over the Internet; and

WHEREAS, Client seeks to use AERIE’s services and software for its own purposes.

THEREFORE, in consideration of the mutual promises contained herein, both parties agree as follows:

I. **Term**

I.A. This Agreement shall commence on the Effective Date and shall continue for 12 months (the “Initial Term”). This Agreement will automatically renew for successive twelve (12) month terms (each a “Renewal Term”) (the Initial Term together with any Renewal Term shall herein collectively be referred to as “Term”), unless either party provides written notice to the other not less than thirty (30) days prior to the end of the current term, Initial Term or Renewal Term, as applicable, of its intent not to renew the Agreement.

II. **Scope of Work**

II.A. AerieHub: Software-As-A-Service. AERIE shall provide Client with the AerieHub software and associated services (collectively, the “Software or AerieHub”) to manage technical information for Clients’ facilities organization.

III. **Financial Arrangements**

III.A. Invoicing. Invoices will be issued through archSCAN, LLC on the first of each month for that month. Unless otherwise instructed by Client, AERIE shall comply with the Invoice Instructions as stated in this agreement. Prior to any invoice being sent by AERIE, AERIE shall comply with all policies and procedures of Client regarding payment, including but not limited to, providing documentation required by Client to process payment. Documentation shall include, but not be limited to, the Supplier Information forms made available to AERIE by Client. Undisputed charges on any invoice shall be paid within thirty (30) days from Clients receipt of such invoice. Client shall notify AERIE in writing of any disputed charges and the parties shall work in good faith to resolve any such disputes. All amounts paid under this Agreement will be in U.S. Dollars. Any d e v i a t i o n of this agreement must be made in writing in advance of any invoicing from AERIE. Payment is due to AERIE within thirty (30) days from the date Client receives the invoice. Payment may be made by check or credit card (Visa, Master Card and American Express). For Software and Software Services, the initial invoice (Setup plus Service) will be issued in advance of any service provided. Efforts shall begin upon AERIE’s receipt of purchase order or payment of initial invoice.

III.B. Taxes and Fees. Client agrees to take full responsibility for all taxes and fees of any nature associated with such products sold, provided that AERIE acknowledges and agrees that Client is a not-for-profit entity and is exempt from paying certain taxes. AERIE shall not charge Client any taxes that Client is not legally obligated to pay.

III.C. Audit Right. Client reserves the right to audit AERIE's invoices and supporting data, books and records for the purpose of verifying AERIE's performance under the Agreement.

IV. **Termination**

IV.A. Termination Without Cause. This Agreement may be terminated by either party, without cause, by giving the other party not less than 30 days written notice. Written notice may be by postal, email or fax transmission.

IV.B. Termination for Cause. Either party may terminate service under this Agreement at any time, without penalty, if the other party materially breaches any provision of the Agreement and either the breach cannot be cured or, if the breach can be cured, it is not cured by the breaching party within thirty (30) days after the breaching party's receipt of written notice of such breach.

IV.C. Immediate Termination. Client may immediately terminate this Agreement upon Client's receiving notice of any of the following: (i) conduct of AERIE which could negatively impact the reputation of Client, (ii) AERIE is under investigation by, any governmental authority for conduct that is materially related to the Services or Products or may limit AERIE's ability to perform the Services or provide the Products, (iii) conviction of AERIE or its employees of any criminal offense related to the provision of services or products; or (iv) AERIE is listed by a Federal or state agency as being debarred, excluded, or otherwise ineligible for participation in a Federal or state health program.

IV.D. Effect of Termination. Client's documents and files will be removed from the AERIE's server and shall be returned to Client or destroyed, as requested by Client. Client files will be returned to the Client at Client's expense.

V. **Refund Policy**

V.A. Satisfactory Performance; Opportunity to Correct. Services satisfactorily performed are not refundable under any circumstances. Client has the responsibility to inform AERIE in writing immediately should any service not meet Client's expectations. Client agrees to allow AERIE to correct said service without penalty.

V.B. Fees Paid in Advance. Refunds of fees paid in advance to AERIE shall only be made for fully unused calendar months of service that the Client desires to cancel.

V.C. Set up Charges; First Term of Service. Setup charges for Software are not refundable under any circumstances.

VI. **Ownership and Access**

VI.A. Client's Property. AERIE agrees that all images, metadata, CAD files, or any intellectual property generated under the direction of Client are the property of Client and will, at all times, allow Authorized Client user to download client document files and metadata. If Client sends a written request, AERIE will export all data and deliver to Client within 30 days of receiving final payment for said task.

VI.B. Aerie Hub Backup Policy. AERIE deploys multiple backup strategies depending on information to be backed up. AerieHub SQL database is stored on Microsoft Azure server with built-in backups and 14-day point-in-time restores. AerieHub files and data are backed up nightly with infinite

restore points. Work-in-Process (WIP) files are backed up at least every 60-minute to offsite data centers. Infinite restore points.

VI.C. Backup Data. AERIE agrees to allow Client to backup data and files in AerieHub at any time and at no additional expense.

VI.D. Data Integrity and Data Loss. Client assumes all responsibility for data integrity in AerieHub. Data will be deleted only with authorization from Client.

VI.E. AERIE Property. The lease of AerieHub software from AERIE does not imply ownership of the software. All code and licenses are the property of AERIE and are not allowed to be downloaded, copied or installed on any other computer/server without written permission from AERIE. Software and Software Services provided by AERIE are not allowed to be resold to any third-party.

VI.F. Wide Access. Both parties acknowledge that the Internet is neither owned nor controlled by any one entity; therefore, AERIE can make no guarantee that any given party shall be able to access the server made available by AERIE at any given time. AERIE represents that it shall make every good faith effort to ensure that the server is available as widely as possible and with minimal service interruption.

VI.G. User Access. Client is responsible for all Users who are given access to their library. Aerie personnel will assist Client in setting up new Users and assigning Roles, but Aerie is not responsible for maintaining User lists, editing Roles, inactivating or removing Users, or data Users may access within AerieHub. Client takes sole responsibility for actions of Users within their AerieHub library.

VII. Trademarks & Copyrights

VII.A. Client warrants that it has the right to use any applicable trademarks or copyrighted material used in connection with this service and furthermore, authorizes AERIE to scan and upload data provided by Client to perform said service.

VIII. Material and Products Warranty

VIII.A. No Control. AERIE will exercise no control whatsoever over the content or validity of the information passing through the network except for what is noted in "Lawful Purpose".

VIII.B. Warranties or Guarantees. AERIE warrants that AerieHub will perform in substantial accordance with its accompanying documentation throughout the term of this agreement. This warranty will not apply any software not licensed to Client by AERIE, use of AerieHub other than in accordance with the technical documentation, or misuse of AerieHub. AERIE will use commercially reasonable efforts to remedy covered warranty claims within a reasonable period of time. Use of any information obtained by way of AerieHub is at the Client's own risk, and AERIE specifically denies any responsibility for the accuracy or quality of information obtained through its services. AERIE makes no guarantees for hardware, whether Client provided, or AERIE-supplied. AERIE is not responsible for any hardware failures and any hardware upgrades or repairs are solely the responsibility of the Client, unless specified otherwise in a separate agreement. Connection speed represents the speed of an end-to-end connection. AERIE does not represent guarantees of speed or availability of end-to-end connections. AERIE expressly limits its damages to the Client for any non-accessibility time or other down time to the pro-rata monthly charge during the system unavailability. AERIE specifically denies any responsibilities for any damages arising as a consequence of such unavailability. AERIE disclaims all other express and implied warranties, including without limitation the implied warranty of merchantability and fitness for a particular purpose. Client understands that the software may not be error free and use may be interrupted.

VIII.C. No ISP. Client understands and realizes that this contract does not provide ISP (Internet

Service Provider) services and that the Client must obtain their own Internet connection. Additionally, the charges for an ISP are not included in the prices listed here.

IX. **Limited Liability and Policies**

IX.A. Identification and Security. AERIE resources used by Client may not be used to impersonate another person or misrepresent authorization to act on behalf of others or AERIE. All messages transmitted by Client should correctly identify the sender. Client may not alter the attribution of origin in electronic mail messages or posting. Client must not attempt to undermine the security or integrity of computing systems or networks and must not attempt to gain unauthorized access via AERIE resources or servers.

IX.B. Limitation of Liability. Except for the mutual indemnification obligation as set forth herein, under no circumstances, including negligence, shall either party, its offices, agents or anyone else involved in creating, producing, distributing, or using AERIE services be liable for any direct, indirect, incidental, special, consequential, exemplary, or punitive damages that result from or relate to a breach of this Agreement, regardless of whether such damages resulted from or related to mistakes, omissions, interruptions, deletion of files, errors, defects, delays in operation, or transmission or any failure of performance, whether or not limited to acts of God, communication failure, theft, destruction or unauthorized access to There may be situations in which (as a result of material breach or other liability) Client is entitled to make a claim against AERIE. In each situation (regardless of the form of the legal action (e.g. contract or tort claims)), AERIE is not responsible for any damage and does not have any liability beyond the greater of the amount paid or payable by Client to AERIE within the 12 months prior to the event that gave rise to the claim. Even if it knows of the possibility of such damage or liability, in no circumstance is AERIE responsible for any: loss of, or damage to, data or information; lost profits, revenue, or productivity; or other special, consequential, incidental or indirect damages. AERIE's records, programs or services, and regardless of (a) whether such damages were foreseeable, (b) whether or not the other party was advised of the possibility of such damages, and (c) the legal or equitable theory (contract, tort, or otherwise) upon which the claim is based. Client hereby acknowledges that this paragraph shall apply to all content on AERIE's server service.

IX.C. Disclaimer of Expertise. Client agrees that all drafting service performed by AERIE does not constitute "design" and agrees to take responsibility for checking / validating said drafting. AERIE claims no expertise in Life Safety nomenclature nor do any drawings created or modified by AERIE be assumed to meet any code or regulatory compliance as stated under the law or other governing body. Under this agreement, AERIE is merely performing a drafting service at the direction of Client.

IX.D. Client's Sole Risk. Client expressly agrees that use of the server offered by AERIE is at Client's sole risk. Neither AERIE, its employees, affiliates, agents, merchants licensers or the like, warrant that the server service will not be interrupted or error free; nor do they make any warranty as to the results that may be obtained from the use of the server service or as to the accuracy, reliability or content of any information service or merchandise contained in or provided through AerieHub.

X. **Lawful Purpose**

X.A. Client may only use AERIE's Server service for lawful purposes. Transmission of any material in violation of any Federal, State or Local regulation is prohibited. This includes, but is not limited to: copyrighted material, material legally judged to be threatening or obscene, or material protected by trade secrets.

XI. **Indemnification**

XI.A. Mutual Indemnification. Notwithstanding any limitation of liability provisions contained in

the Agreement, each party shall , indemnify, defend and hold harmless the other party (and its parents, officers, directors, members and stockholders) from and against any liability, claim, action, loss, cost, damage or expense (including reasonable attorney's fees) incurred or suffered by such party, directly or indirectly, arising out of any third party claim alleging (i) damage or loss to real or tangible personal property (including Confidential Information) caused by the negligent or intentional act or omission of Client or any of Client's employees or subcontractors (excluding AERIE), or (ii) violation of any Federal or state statute (or implementing regulation thereunder) by any act or omission of such party's employees or subcontractors. If any claim covered by the foregoing indemnity shall be asserted against any indemnified party, the indemnified party shall notify the indemnifying party promptly and give the indemnifying party an opportunity to defend the same with counsel reasonably satisfactory to the indemnified party. The indemnified party shall extend reasonable cooperation to the indemnifying party in connection with such defense. The indemnifying party shall not settle any action without the indemnified party's prior written consent (which consent shall not be unreasonably withheld or delayed) unless such settlement, compromise or consent: (i) includes an unconditional release of the indemnified party from all liability arising out of such claim; (ii) does not contain any admission or statement suggesting any wrongdoing or liability on behalf of the indemnified party; and (iii) does not contain any equitable order, judgment or term (other than the fact of payment or the amount of such payment) that in any manner affects, restrains or interferes with the business of the indemnified party.

XI.B. South Carolina Tort Claims Act. Each party agrees to be responsible for the actions of its employees while acting within the scope of their official duties to the extent consistent with the waiver of immunity provided by the South Carolina Tort Claims Act, Section 15-78-10 et seq. of the Code of Laws of South Carolina (1976), as amended.

XII. Miscellaneous

XII.A. Compliance. AERIE shall ensure that all services provided under the Agreement are provided and maintained throughout the term of the Agreement in compliance with: (a) the standards of the Joint Commission or DNC, to the extent applicable; (b) all applicable Federal, State, and local laws, ordinances, codes, regulations, and rules; and (c) the applicable policies and procedures of the Client; and, all as may be amended from time to time.

XII.B. AERIE Representations Regarding Exclusion. AERIE represents, warrants, and covenants that its ability to provide services in any state, commonwealth or other jurisdiction has not been revoked, limited, suspended or otherwise restricted in any material manner. If, during the term of the Agreement, AERIE is charged with a felony or AERIE's ability to provide services in any state, commonwealth or other jurisdiction is revoked or becomes limited, suspended or otherwise restricted in any material manner, AERIE shall immediately advise Client and such event shall be grounds for immediate termination with cause under the Agreement. AERIE represents, warrants and covenants that it, its parent entities and/or its subsidiaries, and, to its knowledge, any of its employees, agents or subcontractors who will provide services pursuant to the Agreement are not currently charged with and have never been convicted of a felony as set forth in 42 U.S.C. § 1320a-7, nor have they ever been suspended from participation in, or subjected to, any type of criminal or civil sanction, fine, civil money penalty, debarment or other penalty by any private or public health insurance program, including Medicare, Medicaid, Tricare or any other federal or state health insurance program.

XII.C. AERIE Representations Regarding Ability to Perform Obligations. AERIE represents, warrants and covenants that, upon execution and during the term of this Agreement, neither AERIE nor any of its staff (employed or otherwise retained) are bound by any agreement or arrangement which would preclude AERIE or any of AERIE's staff from entering into, or from fully performing under

the Agreement.

XII.D. Status of AERIE. The parties acknowledge that AERIE is an independent contractor of Client. In no event shall AERIE or any of its employees be deemed a joint venture party, partner, employee, or agent of Client by virtue of the Agreement. Client has no control over the manner or method by which AERIE meets its obligations under the Agreement provided that AERIE's Services shall be performed in a competent and efficient manner in accordance with current professional standards. In the event the IRS or any other governmental agency shall, at any time, question or challenge the independent contractor status of the AERIE, its employees or agents, Client and AERIE, upon receipt by either one of them of notice from the IRS or any other governmental agency, shall promptly notify the other party. In the event that the IRS issues a final determination that AERIE, its employees or agents, as to Client, do not have independent contractor status, Client shall have the right to immediately terminate the Agreement.

XII.E. Access to Records. Pursuant to 42 U.S.C. § 1395x(v)(1)(I), until the expiration of four (4) years after termination of the Agreement, AERIE shall agree to make available to the Secretary of Health and Human Services, the U.S. Comptroller General, and their representatives, if requested by any of the foregoing agencies or representatives, the Agreement and all books, documents and records necessary to certify the nature and extent of the costs of those services. If AERIE carries out the duties of the Agreement through a subcontract worth \$10,000 or more over a twelve (12) month period with a related organization, the subcontract shall also contain an access clause to permit access by the Secretary, Comptroller General, and their representatives to the related organization's books and records.

XII.F. Reporting of Discounts. AERIE agrees to properly report and disclose discounts and fees in the Agreement, to the extent required by applicable state and federal law. AERIE agrees to comply with the requirements of 42 U.S.C. § 1320a-7b(b)(3)(A) and the safe harbor regulations regarding discounts or other reduction in price. AERIE shall satisfy any and all requirements imposed on sellers by the safe harbor. In accordance with 42 C.F.R. § 1001.952(h), AERIE shall (a) fully and accurately report any discount on invoices, statements, or reports submitted to Client, or (b) where the value of a discount is not known at the time of a sale, fully and accurately report the existence of a discount program on the invoice, statement or reports submitted to Client and when the value of the discount becomes known, provide Client with documentation of the calculation identifying [the specific goods] or services purchased to which the discount shall be applied.

XII.G. Code of Conduct. AERIE acknowledges and agrees that, if the Client provides a Code of Conduct (the "Code") at the time of signing this agreement, and that during the term of the Agreement AERIE and any employees or agents providing services under the Agreement shall abide by the terms of the Code.

XII.H. Conflict of Interest. AERIE represents and certifies, to the best of its knowledge that it has disclosed to Client in writing any Disclosable Relationships that may constitute a Conflict of Interest with respect to document management.

XII.I. Nondiscrimination in Employment. AERIE, in performing the work required by the Agreement, agrees not to discriminate against any employee or applicant for employment because of race, religion, color, gender, age, marital status, national origin, sexual orientation, gender identity, genetic information, veteran status, disability or other characteristic protected by law and to insert the provisions of this paragraph into any subcontracts issued under this order.

XII.J. Removal of AERIE for Conduct. AERIE may utilize such staff as may be employed by or under contract with AERIE and as it deems necessary to perform services hereunder; provided, however, that if AERIE staff is onsite, Client shall have the right to request removal of any such AERIE

staff if Client has a reasonable basis to conclude that such AERIE staff poses a threat to employee or patient safety, jeopardizes the quality of services at a Client facility, has violated or is likely to violate the Code or could otherwise damage the reputation of Client. AERIE hereby agrees to immediately remove any such staff upon receipt of Client's request made under this Section.

XII.K. No License; Publicity. Client shall own all worldwide right, title and interest (including all associated intellectual property rights) in and to Client's information, trademarks, logos, and other intellectual property. The Agreement is not to be construed to grant and does not grant to AERIE any right or license with respect to any invention, patent, copyright, trade secret, know-how, information, trademark, logo or other proprietary right of Client. Neither party shall, without the prior written approval of the other party, engage in any publicity, advertising or marketing activities relating to the Agreement, the subject matter hereof, or the other party.

XII.L. Services Warranties. AERIE represents and warrants to Client that it shall perform the Services using personnel of required skill, experience and qualifications and in a professional and workmanlike manner in accordance with generally recognized industry standards for similar services and shall devote adequate resources to meet its obligations under the Agreement.

XII.M. Third Party Warranties. AERIE shall assign and deliver to Client all representations and warranties received by AERIE from third party vendors related to the services, if any, to the extent such representations and warranties may be assigned. To the extent such third-party representations and warranties are not assignable, AERIE will enforce such against a third party on Client's behalf.

XII.N. Intellectual Property Warranties ; Non-infringement. None of the services and Client's use thereof infringes, or shall infringe, any patent, copyright or trademark of any third party. As of the date hereof, there are no pending or, to AERIE's knowledge, threatened claims, litigation or other proceedings pending against AERIE by any third party based on an alleged violation of such intellectual property rights, in each case, excluding any infringement or claim, litigation or other proceedings to the extent arising out of (a) any Client materials or any instruction, information, designs, specifications or other materials provided by Client to AERIE, (b) use of any software or other deliverables in combination with any materials or equipment not supplied or specified by Client, if the infringement would have been avoided by the use of the software or deliverables not so combined, and (c) any modifications or changes made to the software or deliverables by or on behalf of any person other than AERIE.

XII.O. Confidentiality. AERIE shall hold Client's Confidential Information in strict confidence and, unless required by law, shall not make Client's Confidential Information available to any third party, or use Client's Confidential Information for any purpose other than to perform its obligations under the Agreement. "**Client's Confidential Information**" shall mean all information of Client, whether written, electronic or oral, whether or not marked, designated or otherwise identified as "confidential," including, without limitation, information about its business affairs, patients, including any Protected Client Information (as such term is defined by applicable federal or state law or regulations), confidential technology, proprietary information, patient or customer lists, trade secrets, the contents of the Agreement or any other matter or thing learned or acquired by AERIE through its association with Client that is not otherwise available to the public. AERIE acknowledges that the unauthorized use, commercialization, or disclosure of Client's Confidential Information would cause irreparable harm to Client. Therefore, Client may seek equitable relief (including injunctive relief) against AERIE and its agents to prevent the breach or threatened breach of this Section, in addition to all other remedies available at law, and AERIE hereby waives any requirement for the securing or posting of any bond or the showing of actual monetary damages in connection with such claim. The provisions of this Section shall survive termination or expiration of the Agreement. On termination of the Agreement, AERIE shall promptly return all Confidential Information provided to it, together with all copies thereof, or destroy

such Confidential Information and certify in writing that such Confidential Information has been destroyed; provided, however, that AERIE may retain copies of Client's Confidential Information as required by applicable law or AERIE's document retention policies. AERIE shall continue to be bound by the terms and conditions of this Agreement with respect to such retained Client Confidential Information.

XII.P. Proprietary Rights. The Software, workflow processes, user interface, designs, know-how and other technologies provided by AERIE as part of the Software are the proprietary property of AERIE and its licensors, and all right, title and interest in and to such items, including all associated intellectual property rights, remain only with AERIE and its licensors. The Software is protected by copyright and other intellectual property laws. Client may not remove any product identification, copyright, trademark or other notice from the Software or Documentation. AERIE reserves all rights not expressly granted.

XII.Q. Mutual Confidentiality. Recipient may not disclose Confidential Information of Discloser to any third party or use the Confidential Information in violation of this agreement. Confidential Information *means* all information that is disclosed to the recipient (Recipient) by the discloser (Discloser), and includes, among other things:

- any and all information relating to products or services provided by a Discloser, software code, flow charts, techniques, specifications, and software roadmap;
- as to AerieHub Software and Documentation.

Confidential Information *excludes* information that:

- was rightfully in Recipient's possession without any obligation of confidentiality before receipt from the Discloser;
- is or becomes a matter of public knowledge through no fault of Recipient;
- is rightfully received by Recipient from a third party without violation of a duty of confidentiality; or
- is independently developed by or for Recipient without use or access to the Confidential Information.

Recipient may disclose Confidential Information if required by law, but it will attempt to provide notice to the Discloser in advance so it may seek a protective order. Each party acknowledges that any misuse of the other party's Confidential Information may cause irreparable harm for which there is no adequate remedy at law. Either party may seek immediate injunctive relief in such event.

XII.R. HIPAA ; Privacy and Security of Data. AERIE represents, warrants and covenants that it does not require and shall not collect or attempt to collect PHI from Client in connection with its obligations under the Agreement. The parties agree that, in the event that PHI is required to be disclosed between the parties as part of the services to Client, the parties shall take all steps and actions and shall execute all agreements necessary to remain in compliance with all applicable laws and regulations, including the Health Insurance Portability and Accountability Act of 1994, as amended ("HIPAA").

XII.S. Insurance. At all times during the term of the Agreement, AERIE shall maintain, at its expense, insurance coverage for AERIE for claims made during and after termination of the Agreement based on conduct or events having occurred during the term of the Agreement, with policy limits as a minimum of the following: (a) Workers Compensation – Statutory Requirement; (b) Employer's Liability - \$1,000,000 each occurrence; (c) General Liability – (bodily injury and property damage combined) - \$1,000,000 each occurrence, \$3,000,000 annual aggregate; (d) Business Automobile Liability insurance - \$1,000,000 combined single limit per accident for bodily injury; provided that owned, hired and non-owned automobiles are used in performance of the AERIE's obligations under the Agreement; and (e) Professional Liability - \$1,000,000 each occurrence, \$3,000,000 annual aggregate; provided that the Services are of the nature that professional liability insurance would be customary and appropriate; and (f) Privacy/Cyber Insurance - \$10,000,000 annual aggregate; provided that AERIE creates, receives, maintains or transmits PHI on Client's behalf in connection with this Agreement All insurance policies required shall be issued by insurance companies licensed to do business in the relevant state or states

and with a minimum A. M. Best rating of A-. With the exception of Workers' Compensation and Employers' Liability insurance, Client shall be an additional insured on AERIEs insurance policies. All insurance certificates shall provide for at least thirty (30) days notification from insurer to Client before coverage is canceled or materially changed. AERIE shall provide to Client an insurance certificate indicating the foregoing coverage prior to the effective date of the Agreement. The provisions of this Section shall survive termination or expiration of the Agreement.

XII.T. Governing Law. This agreement is governed by Federal laws (without regard to conflicts of law principles) for any dispute between the parties or relating in any way to the subject matter of this agreement. Any action arising out of this Agreement shall be subject to the exclusive jurisdiction of the Federal Court in the Eastern District of South Carolina. Nothing in this agreement prevents either party from seeking injunctive relief in a court of competent jurisdiction. The parties agree that the Uniform Computer Information Transactions Act (UCITA) as implemented in South Carolina or any other state shall not apply to this Agreement.

XII.U. Counterparts; Electronic Signature. The Agreement may be executed in one or more counterparts, each of which shall be an original, but all of which taken together shall constitute one and the same agreement. Facsimile or electronic transmission of any signed original counterpart shall be deemed the same as the delivery of an original. Each party agrees that the electronic signatures of the parties included in the Agreement are intended to authenticate this writing and to have the same force and effect as manual signatures.

XII.V. Modification or Termination Upon Advice of Counsel. If at any time either party reasonably believes in good faith based upon the advice of reputable health care counsel that the Agreement or the performance by that party of any of its obligations under the Agreement violates any material law or regulation, state or federal, presents a substantial risk of the loss or restriction of that party's license, tax exemption, or right to participate in Medicare, Medicaid, or any other governmental program or presents a substantial risk of causing debt issued by that party that was tax-exempt when originally issued to become subject to federal or state income tax, then that party may, upon written notice, require the other party to enter into good faith negotiations to renegotiate the terms of the Agreement, in a manner that attempts to retain as much as possible of the economic arrangements originally contemplated by the parties without violating any applicable legal, tax or reimbursement requirements. If the parties are unable to reach an agreement concerning the modification of the Agreement within 60 days after the date of the notice seeking renegotiation (or sooner if required by law), then either party may immediately terminate the Agreement by written notice to the other party. The rights of the parties under this Section are in addition to any other termination rights the parties may have under the Agreement.

XII.W. Assignment. Client may not assign, delegate, sublicense, or otherwise transfer any of its rights under this Agreement without the prior written consent of Aerie Document Solutions. Aerie Document Solutions may not assign its rights under this Agreement without Government approval consistent with the procedures outlined in FAR 42.1204 and FAR 52.212-4(b).

XII.X. Conversion from Term License to Perpetual License is not permitted with AerieHub. AerieHub will remain a Software As A Service (SAAS) and will fall under a Term License until such time as Client no longer wishes to utilize this service. At that time, Client will provide a written letter of termination as noted in this agreement.

XII.Y. Severability. In the event any part or parts of the Agreement are held to be unenforceable, the remainder of the Agreement, including any attachments, thereto will continue in effect.

XII.Z. Notices. Any notice required or permitted under the Agreement shall be given in writing delivered personally or by certified or registered mail, return receipt requested or by overnight courier,

signature and delivery date required to the addresses below. Notices shall be sent to: Aerie Document Solutions, 804 Pendleton St., Greenville, SC 29601

XIII. **OTHER TERMS**

XIII.A. Entire Agreement. This agreement and the order constitute the entire agreement between the parties and supersede any prior or contemporaneous negotiations or agreements, whether oral or written, related to this subject matter. Client is not relying on any representation concerning this subject matter, oral or written, not included in this agreement. No representation, promise or inducement not included in this agreement is binding.

XIII.B. Enforceability. If any term of this agreement is invalid or unenforceable, the other terms remain in effect.

XIII.C. Survival of Terms and Force Majeure. All terms that by their nature survive termination of this agreement for each party to receive the benefits and protections of this agreement, will survive. Neither party is liable for events beyond its reasonable control, including, without limitation force majeure events.

XIII.D. Compliance Audit. No more than once in any 12-month period and upon at least 30 days notice, Aerie Document Solutions (or its representative) may audit Client's usage of the Software at any Client facility. Client will cooperate with such audit. Client agrees to pay within 30 days of written notification any fees applicable to Client's use of the Software in excess of the license.

XIII.E. Modification Only in Writing. No modification or waiver of any term of this agreement is effective unless signed by both parties.

XIII.F. Export Compliance. Each party will comply with all applicable export control laws of the United States, foreign jurisdictions and other applicable laws and regulations.

XIII.G. US GOVERNMENT Restricted Rights. The Software and documentation are provided with RESTRICTED RIGHTS. Use, duplication, or disclosure by the U.S. government or any agency thereof is subject to restrictions as set forth in subparagraph (c)(1)(ii) of the Rights in Technical Data and Computer Software clause at DFARS 252.227-7013 or subparagraphs (c)(1) and (2) of the Commercial Computer Software Restricted Rights at 48 C.F.R. 52.227-19, as applicable.

If any part of this Agreement and the terms and conditions of the GSA Schedule is found by a court of competent jurisdiction or other competent authority to be invalid, unlawful or unenforceable, then such part shall be severed from the remainder of this Agreement which shall continue to be valid and enforceable to the fullest extent permitted by law.

This Agreement and the terms and condition of the GSA Schedule together constitute the entire agreement between the parties concerning Licensee's use of the Software and supersede any and all communications, representations, and arrangements, whether written or oral concerning the subject matter hereof and Licensee hereby acknowledges that no reliance is placed on any representations made but not embodied in this Agreement. This Agreement may only be modified or supplemented in a writing signed by both parties. No purchase order, other ordering document or any hand written or typewritten text issued by Licensee which purports to modify or supplement the text of this Agreement shall add to or vary the terms of this Agreement unless signed by both parties. This Agreement is hereby executed on behalf of the parties on the date last below written.

<p>----- For and on behalf of Licensee</p>	<p>Aerie Document Solutions Inc.</p>
<p>Signature:</p>	<p>Signature: </p>
<p>Printed Name:</p>	<p>Printed Name: G. Lori Morton, P.E.</p>
<p>Title:</p>	<p>Title: President</p>
<p>Date:</p>	<p>Date: 15 September 2018</p>
<p>Address:</p>	<p>Address: 804 Pendleton St. Greenville, SC 29610</p>

EXHIBIT A TECHNICAL SUPPORT AND SOFTWARE MAINTENANCE

1. TECHNICAL SUPPORT

Technical support service assists Client Users on any technical issue with AerieHub

Support Request Tickets

Client technical personnel can submit support request on a 24 x 7 x 365 basis via e-mail to:

support@AerieHub.com

Telephone Support Services

Technical support telephone services operate as follows:

- **United States:** 8 am to 5 pm Eastern Time, Monday – Friday excluding public holidays

Response time performance is measured based upon the above operating

hours. Support phone numbers are:

- AerieHub Support, United States: 1-864-527-5500

Support Resources

The support portal provides access to the following resources for users:

- **Contact Us Page:** Within AerieHub, Users can reach out for technical support via a “Contact us” page. They can choose to send information based on the current page they are on, or the entire AerieHub site. This email is sent to archSCAN and AerieHub simultaneously and based on issue identified, the appropriate technician will respond.

Problem Resolution Process

All problems and queries raised under the support plan are handled as tickets by the technical support team. Each ticket describes the problem or question that needs to be resolved and is used by the team to ensure problem resolution as quickly as possible. The resolution process is designed with the following work flow:

1. Client reviews AerieHub Help page for self-service troubleshooting.
2. Client needing assistance notifies archSCAN by e-mail or phone.
3. Support team responds with acknowledgement of support request.
4. Support team assigns a support technician.
5. Assigned technician reviews request and prepares initial response.
6. Client submits additional information as requested by technician.
7. Technician confirms/reproduces the problem and issues immediate workaround if available.
8. If additional work is required for resolution, technician provides periodic status updates.
9. Technician or Client closes resolved issue.

Issues are resolved according to severity. Unresolved issues escalate according to severity.

Issue Severity

Issue severity is used to help match support resources to demand and prioritize issues so that problems get solved according to each Client's need. The following definitions are used to determine how issues should be solved:

- **Severity 1:** Bugs that prevent some function or process from substantially meeting Specifications and which seriously affect the overall performance of the function or process and for which no known work-around exists.
- **Severity 2:** Bugs that prevent some function or process from substantially meeting Specifications but have a reasonable work-around.
- **Severity 3:** Bugs that prevent some portion of a function from substantially meeting functional specification but do not seriously affect the overall performance of the function.

Resolution Targets

Severity	1	2	3
Acknowledgement	Immediate	Immediate	Immediate
Initial response by technician	8 hours (or next day for after hours)	8 hours (or next business day for after hours)	24 hours (or next business day for after hours)
Escalation	3 business days	7 business days	7 business days
Resolution	Problem fix in code as soon as available	Create immediate workaround. Where viable, fix problem in code in next software release	Fix in code considered for inclusion in future software release

Help Included

Aerie Document Solutions staff are passionate about ensuring that its Clients and partners achieve successful outcomes for the use of AerieHub; that means our technical support staff are permitted at their discretion to provide more than standard support services on an occasional basis. All such work is done in good faith with best endeavor and any changes needed to resolve an issue may not be covered by the maintenance agreement.

2. SOFTWARE MAINTENANCE

Software maintenance is defined as a product and includes:

- Bug/defect fixes
- Update and upgrade releases in function and technology to maintain the operability and usability of AerieHub
- Product documentation

Software and documentation are available for download from the help menu to authorized users.

Software maintenance as a product does not include the creation, design, implementation, integration, or customization of AerieHub, or project planning or implementation. These activities are considered services that would be obtained through a work order at an additional charge.

**Software Services Price List
for AerieHub
archSCAN, LLC
Effective 9-24-2018**

SERVICE PROPOSED	DESCRIPTION OF SERVICE	UNIT OF ISSUE (e.g. Hour, Task, Sq ft)	GSA LIST PRICE (Net)
<i>AerieHub Set-Up</i>	Library Initiation	per Library	\$ 2,392.95
<i>AerieHub Set-Up</i>	Custom Home Map Page	per page	\$ 2,392.95
<i>AerieHub Set-Up</i>	Home Map Page Links	per link	\$ 957.18
<i>AerieHub Set-Up</i>	Additional Map Page	per map	\$ 2,105.79
<i>AerieHub Set-Up</i>	Additional Map Page Links	per link	\$ 957.18
<i>AerieHub Set-Up</i>	Landing Page	per page	\$ 478.59
<i>AerieHub Set-Up</i>	Documents Module *	per Library	\$ 1,914.36
<i>AerieHub Set-Up</i>	Drill-Down Levels	per level	\$ 1,435.77
<i>AerieHub Set-Up</i>	Library Fields	per field	\$ 114.86
<i>AerieHub Set-Up</i>	Classification Feature Setup	per Library	\$ 1,914.36
<i>AerieHub Set-Up</i>	Additional Classification Tabs	per tab	\$ 957.18
<i>AerieHub Set-Up</i>	Compliance Module *	per Library	\$ 957.18
<i>AerieHub Set-Up</i>	Compliance Standards	per standard	\$ 191.44
<i>AerieHub Set-Up</i>	Compliance EPs	per EP	\$ 48.36
<i>AerieHub Set-Up</i>	Training Module *	per Library	\$ 2,392.95
<i>AerieHub Set-Up</i>	Training Projects / Programs	per project / program	\$ 957.18
<i>AerieHub Set-Up</i>	Warranty Module *	per Library	\$ 2,392.95
<i>AerieHub Set-Up</i>	Warranty Divisions	per division	\$ 957.18
<i>AerieHub Set-Up</i>	Space Management Setup	per Library	\$ 4,785.89
<i>AerieHub Set-Up</i>	Number of Buildings	per building	\$ 478.59
<i>AerieHub Set-Up</i>	Number of Floors	per floor	\$ 191.44
<i>AerieHub Set-Up</i>	Number of Drawing Maps	per map	\$ 478.59
<i>AerieHub Set-Up</i>	Number of Data Fields	per field	\$ 105.79
<i>AerieHub Set-Up</i>	911 Emergency Page	per page	\$ 478.59
<i>AerieHub Set-Up</i>	GIS Module *	per Library	\$ 3,828.72
<i>AerieHub Set-Up</i>	User Authentication	per Library	\$ 2,392.95
<i>AerieHub Set-Up</i>	Library Design	per hour	\$ 210.58
<i>AerieHub Set-Up</i>	Graphic Design	per hour	\$ 172.29
<i>AerieHub Set-Up</i>	Library Integration	per hour	\$ 239.80
<i>AerieHub Set-Up</i>	On-site Training Session - User	per session	\$ 1,722.92
<i>AerieHub Set-Up</i>	On-site Training Session - Admin	per administrator	\$ 3,062.97
<i>AerieHub Set-Up</i>	Remote Training Session - User	per session	\$ 718.39
<i>AerieHub Processing</i>	Remote Training Session - Admin	per administrator	\$ 1,148.61
<i>AerieHub Conversion</i>	Normalizing data	each record	\$ 1.91
<i>AerieHub Conversion</i>	Facility Drawings - CAD files	each	\$ 6.70
<i>AerieHub Data Entry</i>	AutoCAD file updates / repairs	per hour	\$ 71.79
<i>AerieHub Data Entry</i>	Events	per hour	\$ 90.93
<i>AerieHub Loading</i>	QR Code Generation Support	per QR code	\$ 71.79
<i>AerieHub Data Entry</i>	Space Management Loading	Sq Ft	\$ 0.09
<i>AerieHub Training</i>	GIS Coordinates	per drawing	\$ 1.91
<i>AerieHub Training</i>	Training Presentations	each	\$ 382.87
<i>AerieHub Reporting</i>	Training Groups / Companies	each	\$ 382.87
<i>AerieHub Data Entry</i>	Compliance Reports	each	\$ 4.79
<i>AerieHub Processing</i>	Warranties	each	\$ 4.79
<i>AerieHub Subscription (per month)</i>	Database + File import	per hour	\$ 210.58
<i>AerieHub Subscription (per month)</i>	Subscription Base	per subscription	\$ 382.87
<i>AerieHub Subscription (per month)</i>	* Subscription Per Module Add-on	per module	\$ 478.59
<i>AerieHub Subscription (per month)</i>	Space Management	Sq Ft Annual	\$ 0.0096
<i>AerieHub Subscription (per month)</i>	Library Management	per hour	\$ 143.58