

General Services Administration (GSA)
Federal Supply Schedule 70
*General Purpose Commercial Information
Technology Equipment, Software and Services*

Contract #GS-35F-061CA

SIN 132-32: Term Software Licenses
SIN 132-33: Perpetual Software Licenses
SIN 132-34: Maintenance of Software as a Service
SIN 132-51: Information Technology Professional Services

Contract Period:
November 4, 2014 – November 14, 2019

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. GSA Advantage! Can be found online at: www.GSAAdvantage.gov.

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Business Size: s - Small Business
DUNS: 121499953



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A Letter from Digiscribe's CEO

I want to thank you for considering Digiscribe for your document scanning and document management needs. Our senior management team has over 25 years of experience providing cost-effective paperless solutions that are backed by industry certified technical support and award winning customer service.

Digiscribe's services can transform the way you manage and process your documents, improving productivity and reducing costs. And we do it in a way that makes the transition to paperless easy and painless for you.

I am proud to say we are one of the first SOC 2 Type 2 document conversion centers in the New York tri-state area, providing peace of mind that your documents are securely handled while in our care. The entire Digiscribe staff is also HIPAA compliance trained, ensuring an additional layer of security.

I have a high degree of confidence in my staff but if you would like to speak to me at any time, please reach out to me directly at (914) 468-0930 or email me at mtaube@digiscribe.info.

Thank-you again for considering Digiscribe as your paperless partner.



Mitch Taube
Founder, President & CEO
Digiscribe International, LLC



General Contract Information

SPECIAL NOTICE TO AGENCIES: Small Business Participation

SBA strongly supports the participation of small business concerns in the Federal Acquisition Service. To enhance Small Business Participation, SBA policy allows agencies to include in their procurement base and goals, the dollar value of orders expected to be placed against the Federal Supply Schedules, and to report accomplishments against these goals.

For orders exceeding the micro purchase threshold, FAR 8.404 requires agencies to consider the catalogs/pricelists of at least three schedule contractors or consider reasonably available information by using the GSA Advantage! online shopping service (www.gsaadvantage.gov). The catalogs/pricelists, GSA Advantage! and the Federal Acquisition Service Home Page (www.gsa.gov/fas) contain information on a broad array of products and services offered by small business concerns.

This information should be used as a tool to assist ordering activities in meeting or exceeding established small business goals. It should also be used as a tool to assist in including small, small disadvantaged, and women-owned small businesses among those considered when selecting pricelists for a best value determination.

For orders exceeding the micro purchase threshold, customers are to give preference to small business concerns when two or more items at the same delivered price will satisfy their requirement.

1. Geographic Scope of Contract

Domestic delivery is delivery within the 48 contiguous states, Alaska, Hawaii, Puerto Rico, Washington, DC, and U.S. Territories. Domestic delivery also includes a port or consolidation point, within the aforementioned areas, for orders received from overseas activities.

Overseas delivery is delivery to points outside of the 48 contiguous states, Washington, DC, Alaska, Hawaii, Puerto Rico, and U.S. Territories.

Offerors are requested to check one of the following boxes:

- The Geographic Scope of Contract will be domestic and overseas delivery.
- The Geographic Scope of Contract will be overseas delivery only.
- The Geographic Scope of Contract will be domestic delivery only.

For Special Item Number 132-53 Wireless Services ONLY, if awarded, list the limited geographic coverage area: N/A

2. Contractor's Ordering Address and Payment Information

Digiscribe International, LLC
150 Clearbrook Road, Suite 125
Elmsford, NY 10523

Contractor must accept the credit card for payments equal to or less than the micro-purchase for oral or written orders under this contract. The Contractor and the ordering agency may agree to use the credit card for dollar amounts over the micro-purchase threshold (See GSAR 552.232-79 Payment by Credit Card). In addition, bank account information for wire transfer payments will be displayed on the invoice.



The following telephone number(s) and email can be used by ordering activities to obtain technical and/or ordering assistance:

Contact Robert Sorrentino
Main 800.686.7577
Direct 914.468.0941
Mobile 914.804.9644
Fax 914.586.0006
Email rsorrentino@digiscribe.info

3. Liability for Injury or Damage

The Contractor shall not be liable for any injury to ordering activity personnel or damage to ordering activity property arising from the use of equipment maintained by the Contractor, unless such injury or damage is due to the fault or negligence of the Contractor.

4. Statistical Data for Government Ordering Office Completion of Standard Form 279

Block 9: G. Order/Modification Under Federal Schedule Contract
Block 16: Data Universal Numbering System (DUNS) Number: **121499953**
Block 30: Type of Contractor: **B. Other Small Business**
Block 31: Woman-Owned Small Business: **N/A**
Block 37: Contractor's Taxpayer Identification Number (TIN): **13-4199424**
Block 40: Veteran Owned Small Business (VOSB): A: **N/A**

4a. CAGE Code

5LRT3

4b. SAM Registration

Digiscribe International, LLC is actively registered for SAM (formerly CCR).

5. FOB Destination

Domestic Destination

6. Delivery Schedule

Delivery is contingent upon project specifications

6a. Time of Delivery

Contact Contract Administrator

6b. Urgent Requirements

Contact Contract Administrator



7. Discounts

Prices shown are NET prices; basic discounts have been deducted.

- a) Prompt Payment: N/A
- b) Quantity: N/A
- c) Dollar Volume: N/A
- d) Government Educational Institutions: N/A
- e) Other: N/A

8. Trade Agreements Act of 1979, as amended

All items are U.S. made end products, designated country end products, Caribbean Basin country end products, Canadian end products, or Mexican end products as defined in the Trade Agreements Act of 1979, as amended.

9. Statement Concerning Availability of Export Packing

N/A

10. Minimum Requirements

The minimum dollar value of orders to be issued is \$100.00.

11. Maximum Order

All dollar amounts are exclusive of any discount for prompt payment.

The Maximum Order value for the following Special Item Numbers (SINs) is: \$500,000.00

- a) Special Item Number 132-32 – Term Software Licenses
- b) Special Item Number 132-33 – Perpetual Software Licenses
- c) Special Item Number 132-34 – Maintenance of Software as a Service
- d) Special Item Number 132-51 – Information Technology Professional Services

12. Ordering Procedures for Federal Supply Schedule Contracts

Ordering activities shall use the ordering procedures of Federal Acquisition Regulation (FAR) 8.405 when placing an order or establishing a BPA for supplies or services. These procedures apply to all schedules:

- a) FAR 8.405-1 Ordering procedures for supplies, and services not requiring a statement of work.
- b) FAR 8.405-2 Ordering procedures for services requiring a statement of work.

13. Federal Information Technology/Telecommunication Standards

Requirements

Ordering activities acquiring products from this Schedule must comply with the provisions of the Federal Standards Program, as appropriate (reference: NIST Federal Standards Index). Inquiries to determine whether or not specific products listed herein comply with Federal Information Processing Standards (FIPS) or Federal Telecommunication Standards (FED-STDS), which are cited by ordering activities, shall be responded to promptly by the Contractor.

13.1 Federal Information Processing Standards Publications (FIPS PUBS)

Information Technology products under this Schedule that do not conform to Federal Information Processing



Standards (FIPS) should not be acquired unless a waiver has been granted in accordance with the applicable "FIPS Publication." Federal Information Processing Standards Publications (FIPS PUBS) are issued by the U.S. Department of Commerce, National Institute of Standards and Technology (NIST), pursuant to National Security Act. Information concerning their availability and applicability should be obtained from the National Technical Information Service (NTIS), 5285 Port Royal Road, Springfield, Virginia 22161. FIPS PUBS include voluntary standards when these are adopted for federal use. Individual orders for FIPS PUBS should be referred to the NTIS Sales Office, and orders for subscription service should be referred to the NTIS Subscription Officer, both at the above address, or telephone number (703) 487-4650.

13.2 Federal Telecommunication Standards (FED-STDS)

Telecommunication products under this Schedule that do not conform to Federal Telecommunication Standards (FED-STDS) should not be acquired unless a waiver has been granted in accordance with the applicable "FED-STD." Federal Telecommunication Standards are issued by the U.S. Department of Commerce, National Institute of Standards and Technology (NIST), pursuant to National Security Act. Ordering information and information concerning the availability of FED-STDS should be obtained from the GSA, Federal Acquisition Service, Specification Section, 470 East L'Enfant Plaza, Suite 8100, SW, Washington, DC 20407, telephone number (202) 619-8925. Please include a self-addressed mailing label when requesting information by mail. Information concerning their applicability can be obtained by writing or calling the U.S. Department of Commerce, National Institute of Standards and Technology, Gaithersburg, MD 20899, telephone number (301) 975-2833.

14. Contractor Tasks / Special Requirements (C-FSS-370) (NOV 2003)

- (a) **Security Clearances:** The Contractor may be required to obtain/possess varying levels of security clearances in the performance of orders issued under this contract. All costs associated with obtaining/possessing such security clearances should be factored into the price offered under the Multiple Award Schedule.
- (b) **Travel:** The Contractor may be required to travel in performance of orders issued under this contract. Allowable travel and per diem charges are governed by Pub .L. 99-234 and FAR Part 31, and are reimbursable by the ordering agency or can be priced as a fixed price item on orders placed under the Multiple Award Schedule. Travel in performance of a task order will only be reimbursable to the extent authorized by the ordering agency. The Industrial Funding Fee does NOT apply to travel and per diem charges.
- (c) **Certifications, Licenses and Accreditations:** As a commercial practice, the Contractor may be required to obtain/possess any variety of certifications, licenses and accreditations for specific FSC/service code classifications offered. All costs associated with obtaining/possessing such certifications, licenses and accreditations should be factored into the price offered under the Multiple Award Schedule program.
- (d) **Insurance:** As a commercial practice, the Contractor may be required to obtain/possess insurance coverage for specific FSC/service code classifications offered. All costs associated with obtaining/possessing such insurance should be factored into the price offered under the Multiple Award Schedule program.
- (e) **Organizational Conflicts of Interest:** Where there may be an organizational conflict of interest as determined by the ordering agency, the Contractor's participation in such order may be restricted in accordance with FAR Part 9.5.
- (f) **Personnel:** The Contractor may be required to provide key personnel, resumes or skill category descriptions in the performance of orders issued under this contract. Ordering activities may require agency approval of additions or replacements to key personnel.
- (g) **Organizational Conflicts of Interest:** Where there may be an organizational conflict of interest as determined by the ordering agency, the Contractor's participation in such order may be restricted in accordance with FAR Part 9.5.
- (h) **Documentation/Standards:** The Contractor may be requested to provide products or services in accordance with



rules, regulations, OMB orders, standards and documentation as specified by the agency's order.

(i) Data/Deliverable Requirements: Any required data/deliverables at the ordering level will be as specified or negotiated in the agency's order.

(j) Government-Furnished Property: As specified by the agency's order, the Government may provide property, equipment, materials or resources as necessary.

(k) Availability of Funds: Many Government agencies' operating funds are appropriated for a specific fiscal year. Funds may not be presently available for any orders placed under the contract or any option year. The Government's obligation on orders placed under this contract is contingent upon the availability of appropriated funds from which payment for ordering purposes can be made. No legal liability on the part of the Government for any payment may arise until funds are available to the ordering Contracting Officer.

(l) Overtime: For professional services, the labor rates in the Schedule should not vary by virtue of the Contractor having worked overtime. For services applicable to the Service Contract Act (as identified in the Schedule), the labor rates in the Schedule will vary as governed by labor laws (usually assessed a time and a half of the labor rate).

15. Contract Administration for Ordering Activities

Any ordering activity, with respect to any one or more delivery orders placed by it under this contract, may exercise the same rights of termination as might the GSA Contracting Officer under provisions of FAR 52.212-4, paragraphs (l) Termination for the ordering activity's convenience, and (m) Termination for Cause (See 52.212-4).

16. GSA Advantage!

GSA Advantage! is an online, interactive electronic information and ordering system that provides online access to vendors' schedule prices with ordering information. GSA Advantage! will allow the user to perform various searches across all contracts including, but not limited to:

- (1) Manufacturer;
- (2) Manufacturer's Part Number; and
- (3) Product categories.

Agencies can browse GSA Advantage! by accessing the internet utilizing a web browser, such as Internet Explorer. The internet address is <http://www.gsaadvantage.gov>.

17. Purchase of Open Market Items

NOTE: Open Market Items are also known as incidental items, non-contract items, non-Schedule items, and items not on a Federal Supply Schedule contract. ODCs (Other Direct Costs) are not part of this contract and should be treated as open market purchases. Ordering Activities procuring open market items must follow FAR 8.402(f).

For administrative convenience, an ordering activity contracting officer may add items not on the Federal Supply Multiple Award Schedule (MAS) – referred to as open market items – to a Federal Supply Schedule blanket purchase agreement (BPA) or an individual task or delivery order, **only if:**

- 1) All applicable acquisition regulations pertaining to the purchase of the items not on the Federal Supply Schedule have been followed (e.g., publicizing (Part 5), competition requirements (Part 6), acquisition of commercial items (Part 12), contracting methods (Parts 13, 14, and 15), and small business programs (Part 19));
- 2) The ordering activity contracting officer has determined the price for the items not on the Federal Supply Schedule is fair and reasonable;



- 3) The items are clearly labeled on the order as items not on the Federal Supply Schedule; and
- 4) All clauses applicable to items not on the Federal Supply Schedule are included in the order.

18. Contractor Commitments, Warranties and Representations

a. For the purpose of this contract, commitments, warranties and representations include, in addition to those agreed to for the entire schedule contract:

- 1) Time of delivery/installation quotations for individual orders;
- 2) Technical representations and/or warranties of products concerning performance, total system performance and/or configuration, physical, design and/or functional characteristics and capabilities of a product/equipment/service/software package submitted in response to requirements which result in orders under this schedule contract.
- 3) Any representations and/or warranties concerning the products made in any literature, description, drawings and/or specifications furnished by the Contractor.

b. The above is not intended to encompass items not currently covered by the GSA Schedule contract.

19. Overseas Activities

The terms and conditions of this contract shall apply to all orders for installation, maintenance and repair of equipment in areas listed in the pricelist outside the 48 contiguous states and the District of Columbia, except as indicated below: N/A

Upon request of the Contractor, the ordering activity may provide the Contractor with logistics support, as available, in accordance with all applicable ordering activity regulations. Such ordering activity support will be provided on a reimbursable basis, and will only be provided to the Contractor's technical personnel whose services are exclusively required for the fulfillment of the terms and conditions of this contract: N/A

20. Blanket Purchase Agreements (BPAs)

The use of BPAs under any schedule contract to fill repetitive needs for supplies or services is allowable. BPAs may be established with one or more schedule contractors. The number of BPAs to be established is within the discretion of the ordering activity establishing the BPA and should be based on a strategy that is expected to maximize the effectiveness of the BPA(s). Ordering activities shall follow FAR 8.405-3 when creating and implementing BPA(s).

21. Contractor Team Arrangements

Contractors participating in contractor team arrangements must abide by all terms and conditions of their respective contracts. This includes compliance with Clauses 552.238-74, Industrial Funding Fee and Sales Reporting, i.e., each contractor (team member) must report sales and remit the IFF for all products and services provided under its individual contract.

22. Installation, Deinstallation, Reinstallation

The Davis-Bacon Act (40 U.S.C. 276a-276a-7) provides that contracts in excess of \$2,000 to which the United States or the District of Columbia is a party for construction, alteration, or repair (including painting and decorating) of public buildings or public works with the United States, shall contain a clause that no laborer or mechanic employed directly upon the site of the work shall receive less than the prevailing wage rates as determined by the Secretary of Labor. The requirements of the Davis-Bacon Act do not apply if the construction work is incidental to the furnishing of supplies, equipment, or services. For example, the requirements do not apply to simple installation or alteration of a public building or public work that is incidental to furnishing supplies or equipment under a supply

contract. However, if the construction, alteration or repair is segregable and exceeds \$2,000, then the requirements of the Davis-Bacon Act applies. The ordering activity issuing the task order against this contract will be responsible for proper administration and enforcement of the Federal labor standards covered by the Davis-Bacon Act. The proper Davis-Bacon wage determination will be issued by the ordering activity at the time a request for quotations is made for applicable construction classified installation, deinstallation, and reinstallation services under SIN 132-8 or 132-9.

23. Section 508 Compliance

If applicable, Section 508 compliance information on the supplies and services in this contract are available in Electronic and Information Technology (EIT) at the following:

The EIT standard can be found at: www.section508.gov.

24. Prime Contractor Ordering From Federal Supply Schedules

Prime Contractors (on cost reimbursement contracts) placing orders under Federal Supply Schedules, on behalf of an ordering activity, shall follow the terms of the applicable schedule and authorization and include with each order:

- a) A copy of the authorization from the ordering activity with whom the contractor has the prime contract (unless a copy was previously furnished to the Federal Supply Schedule contractor)
- b) The following statement:
This order is placed under written authorization from _____ dated _____. In the event of any inconsistency between the terms and conditions of this order and those of your Federal Supply Schedule contract, the latter will govern.

25. Insurance—Work On A Government Installation (JAN 1997)(FAR 52.228-5)

(a) The Contractor shall, at its own expense, provide and maintain during the entire performance of this contract, at least the kinds and minimum amounts of insurance required in the Schedule or elsewhere in the contract. (b) Before commencing work under this contract, the Contractor shall notify the Contracting Officer in writing that the required insurance has been obtained. The policies evidencing required insurance shall contain an endorsement to the effect that any cancellation or any material change adversely affecting the Government's interest shall not be effective:

- 1) For such period as the laws of the State in which this contract is to be performed prescribe; or
- 2) Until 30 days after the insurer or the Contractor gives written notice to the Contracting Officer, whichever period is longer.
- 3) The Contractor shall insert the substance of this clause, including this paragraph (c), in subcontracts under this contract that require work on a Government installation and shall require subcontractors to provide and maintain the insurance required in the Schedule or elsewhere in the contract. The Contractor shall maintain a copy of all subcontractors' proofs of required insurance, and shall make copies available to the Contracting Officer upon request.

26. Software Interoperability

Offerors are encouraged to identify within their software items any component interfaces that support open standard interoperability. An item's interface may be identified as interoperable on the basis of participation in a Government agency-sponsored program or in an independent organization program. Interfaces may be identified by reference to an interface registered in the component registry located at <http://www.core.gov>.

27. Advance Payments



A payment under this contract to provide a service or deliver an article for the United States Government may not be more than the value of the service already provided or the article already delivered. Advance or prepayment is not authorized or allowed under this contract. (31 U.S.C. 3324)



Company Overview

Digiscribe International, LLC is a privately held, full service provider of data and document management solutions. Our services and software transform the way government agencies capture, process, store retrieve and share their critical documents and information. The Company, based in the New York Metropolitan area, was incorporated in October of 2001. The Principals of the Company have over 25 years of experience solving document and data management problems for clients with individualized solutions and exceptional service. We do not believe that one size fits all and will tailor our solutions to fit the exact needs of our customers.

Compliance & Certifications

SOC 2 Type 2 Document Scanning Facility



Digiscribe has one of the first SOC 2 Type 2 document conversion centers in the New York tri-state area. Digiscribe's report was received based on an objective audit by an independent CPA of our controls that are documented, implemented and audited across systems and processes in security, confidentiality, and availability.

Why A SOC 2 Type 2 Report is Important

The SOC 2 Report is the best way to gain information and assurance about a scanning company's controls and processes that effect the security, availability and processing integrity of the systems used to process your documents and data and the confidentiality and privacy of the information processed by the systems. Working with an imaging company that has received its SOC 2 Type 2 Report helps ensure that you have satisfactorily conducted due diligence and taken the steps necessary to meet compliance requirements that are internally and externally mandated in your company.

What Exactly Is a SOC 2 Report?

The American Institute of Certified Public Accountants (AICPA) created Service Organization Control 2 Type 2, or "SOC 2 Type 2," as standards governing how service providers protect client information, including those who provide document scanning services and cloud document management. Many recognize SOC 2 as the worldwide standard for secure and confidential information handling.

SOC 2 audits are conducted by third-party service providers that employ certified CPAs and are members of the AICPA. A report is presented following the audit, which includes all findings.

What Are Key Components of SOC 2 for Document Scanning?

A SOC 2 audit is extensive, based on multiple principles and criteria testing of up to five controls in place at a document scanning company. The five controls are categorized as follows:

1. **Security:** this ensures the physical and logical systems are protected against unauthorized access
2. **Confidentiality:** information designated as confidential is protected as committed or agreed
3. **Availability:** the system is available for operation and use as committed or agreed
4. **Processing Integrity:** image processing is complete, accurate, timely and authorized
5. **Privacy:** personal information is collected, used, retained, disclosed, and disposed of according to the existing privacy notice



Some examples of the types of controls and processes tested include:

1. Written security policies with certification that employees have been trained
2. Prevention and detection of firewall intrusion with reporting systems
3. Documented and tested disaster recovery/business continuity plans
4. Physical security of the facility including DVR monitoring, door access controls, visitor logs
5. External and internal penetration testing to ensure the internal network is secure

HIPAA Compliance Trained Staff



Digiscribe International, LLC employees are trained and certified to be HIPAA Compliant. [HIPAA compliance training](#) meets a federal requirement under the HIPAA privacy rule. The HIPAA Privacy regulations require health care providers and organizations, as well as their business associates, to develop and follow procedures that ensure the confidentiality and security of protected health information (PHI) when it is created, transferred, received, handled, or shared.

Additional Certifications



A Look Inside Digiscribe

Management

The Digiscribe management team consists of a Chief Executive Officer, Chief Operating Office, Chief Marketing Officer, Sales Manager, Technical Services Support Manager, Client Services Manager and Production Manager. Our senior managers have over 25 years of experience in the document management industry.

The management team meets weekly to discuss the production status of all jobs, sales opportunities and client services. Operational opportunities and overall business strategy are also part of routine meeting discussions. Meetings between departments and within departments are also held regularly to review new jobs, track job progress and address specification changes and anomalies.

Digiscribe International, LLC maintains steady and controlled growth by selectively choosing clients whose needs the Company can meet through the suite of products and services that are the Company's core competency. The Company's strategy includes continuing to invest in system, hardware and software upgrades and providing training to key employees to ensure current technologies and methodologies are employed and the Company is positioned for continued expansion. The Company invests in the development of new services based on market intelligence and customer input. The Company proactively seeks input through conversations with end users, through participation in conferences and user groups, and through input from partners.



Personnel

Digiscribe International, LLC currently has a workforce of 28 employees and attracts professionals with the appropriate skill bases for the services provided. Employees undergo a training program upon employment and are cross-trained, where practical, to ensure sufficient backup in the event of unexpected absences, vacations, promotions, or terminations.

Personnel policies and procedures are documented in the Digiscribe Employee Handbook. Upon employment, employees are required to sign non-disclosure forms stating that no confidential or proprietary data from Digiscribe or any customer is to be communicated outside the organization. At least once a year, the Company also reviews with employee's key policies documented in the Information Security Policy that are designed to protect employee, Company, and customer information. Employees are required to sign an Acceptable Use Policy stating that they have read and understood the policy for use of Company equipment and facilities.

Processes

Digiscribe has processes documented and followed for all services provided and does not start work on any project until required documentation has been signed by the client. This includes specification details for scanning, indexing and output and development of workflow automation software schema. Software implementation and training follows a documented process and client communication and support is documented and tracked as well.

Business Continuity Plan

A formal business continuity/disaster recovery plan (BCP/DRP) is in place that provides reasonable assurance that redundancy is built into our servers to minimize system downtime. Best practices dictate that our redundant servers are located outside of the geographic area in the event that the Plan must be implemented. The BCP/DRP is reviewed and updated annually, or as major system or operational components change. A Risk Assessment of potential threats and disruptions is performed as part of the annual update to the BCP/DRP and the documented processes are tested with appropriate updates implemented if necessary.



Labor Category Descriptions

Technical Support Manager

College Degree Required / 3-5 Years Experience

- Manages Technical Support Services Associates and develops plan to manage daily workload
- Works with sales, project management and production teams to transition new project details seamlessly via creation of detailed project setup forms
- Develops workflow schema based on client needs
- Ensures the timely completion of each project
- Implements document management software and integrates it with clients' line-of-business software
- Provides on-site end-user and administrator training to clients in the use of multiple software systems and applications as related to Digiscribe's software sales
- Identifies areas of improvement and implements process improvements
- Provides technical support for all software/hardware products Digiscribe provides to clients via e-mail, phone and other electronic medium, including GTM/remote sessions

Technical Support Associate

College Degree Required / 3-5 Years Experience Preferred

- Provides technical support for all software/hardware products Digiscribe provides to clients via e-mail, phone and other electronic medium, including GTM/remote sessions
- Provides end-user and administrator training to clients in the use of multiple software systems and applications as related to Digiscribe's software sales
- Implements document management software and integrates it with clients' line-of-business software
- Develops workflow schema based on client needs

Client Services Manager

College Degree Required / 3-5 Years Experience

- Manages and oversees projects from inception through delivery, working closely with the Sales Team, Production Manager, Client Services Team and the client
- Ensures proper and detailed onboarding of all new clients by reviewing the project and completing the project setup form and job specifications with the client for final client approval
- Initiates, monitors, and enforces schedules and job queries and job changes among Client Services Team
- Oversees and performs QC on client materials to insure quality and delivery of electronic content to the client
- Manages storage/archiving of data and materials

Client Services Associate

High School Degree Required / 3-5 Years Experience Preferred

- Primary point of contact for client ensuring clear communication throughout a project
- Performs data analysis and ensures client satisfaction
- Ensures delivery of electronic data to clients
- Communicates with clients and production facilities to insure that production commitments are met

Product & Service Pricing

FileBound On-Demand Software

SIN 132-32: Term Software Licenses

Manufacturer: FileBound by Upland Software

Ultra-secure, redundant cloud document management software. Unlimited users, unlimited projects. Secure access from any internet connected computer or mobile device.

On-Demand: Document Management Software				
PART NUMBER	PRODUCT NAME	PRODUCT DESCRIPTION	GSA PRICE	UOI
SOFT009	FileBound On-Demand Site Set-Up Fee (One time)	Site configuration, create user accounts and set project structure	\$725.40	Each
FILE0010	FileBound On-Demand Tier 1: 0 GB - 5 GB (Max approximately 125,000 images)	Cloud document management software with 1 seat of FileBound Capture scanning software, integration kit, 1 seat of Importer Lite automated importing utility, and electronic forms capability	\$317.36	Monthly
FILE0011	FileBound On-Demand Tier 2: 5 GB - 15 GB (Max approximately 375,000 images)	Cloud document management software with 1 seat of FileBound Capture scanning software, integration kit, 1 seat of Importer Lite automated importing utility, and electronic forms capability	\$498.71	Monthly
FILE0012	FileBound On-Demand Tier 3: 15 GB - 25 GB (Max approximately 625,000 images)	Cloud document management software with 1 seat of FileBound Capture scanning software, integration kit, 1 seat of Importer Lite automated importing utility, and electronic forms capability	\$680.06	Monthly
FILE0013	Monthly storage over 25 GB	Once 25 GB is exceeded, storage will be added as necessary. (1 GB equals approximately 25,000 images)	\$22.67	Per GB
FILE0015	Unlimited automated workflow	Workflow with unlimited steps and recipients. Billed on a monthly basis in addition to FileBound On-Demand document management software	\$544.05	Monthly
FILE0015a	FileBound On-Demand site OCR	Additional functionality that allows for the optical character recognition (OCR) of FileBound On-Demand documents	\$90.68	Monthly
FBASPIQB	QuickBooks Integration Platform - On-Demand	FileBound integrates with QuickBooks enabling two-way data transfer. Billed on a monthly basis in addition to FileBound On-Demand document management software	\$108.81	Monthly
FBASPIPGP	GP Integration Platform - On-Demand	FileBound integrates with GP enabling for two-way data transfer. Billed on a monthly basis in addition to FileBound On-Demand document management software	\$217.62	Monthly
FBASPIPCSV	CSV Integration Platform - On Demand	FileBound exports data to a CSV file in the event that FileBound cannot integrate directly with software. Billed on a monthly basis in addition to FileBound on-demand document management software	\$108.81	Monthly
FBASPIPSQL	SQL Integration Platform - On-Demand	FileBound integrates with SQL Server enabling two-way data transfer. Billed on a monthly basis in addition to FileBound on-demand document management software	\$217.62	Monthly



On-Demand: Enterprise Document Management Software

PART NUMBER	PRODUCT NAME	PRODUCT DESCRIPTION	GSA PRICE	UOI
FILE01002WFOD	FileBound Enterprise - 500k Subscription Object License w/ 3 Year Contract	Cloud document management software with 500,000 object license and 3 year contract with unlimited workflow, 10 seats of FileBound capture scanning software, integration kit, 1 seat of Importer Pro automated importing utility, automated and responsive electronic forms, OCR, advanced indexing, scheduled reports and analytics dashboard	\$1,249.50	Monthly
FILE01002WFOD	FileBound Enterprise - 500k Subscription Object License w/ 3 Year Contract Discounted Annual Cloud Subscription	Cloud document management software with 500,000 object license and 3 year contract with 10 seats of FileBound capture scanning software, integration kit, 1 seat of Importer Pro automated importing utility, automated and responsive electronic forms, unlimited workflow, OCR, scheduled reports and analytics dashboard	\$14,244.14	Annually for 3 years
FILE01003WFOD	FileBound Enterprise - 1mm Subscription Object License w/ 3 Year Contract	Cloud document management software with 1mm object license and 3 year contract with unlimited workflow, 10 seats of FileBound capture scanning software, integration kit, 1 seat of Importer Pro automated importing utility, automated and responsive electronic forms, OCR, scheduled reports and analytics dashboard	\$1,730.99	Monthly
FILE01003WFOD	FileBound Enterprise - 1mm Subscription Object License w/ 3 Year Contract Discounted Annual Cloud Subscription	Cloud document management software with 1mm object license and 3 year contract with unlimited workflow, 10 seats of FileBound capture scanning software, integration kit, 1 seat of Importer Pro automated importing utility, automated and responsive electronic forms, OCR, scheduled reports and analytics dashboard	\$19,733.60	Annually for 3 years
FILE01004WFOD	FileBound Enterprise - 2mm Subscription Object License w/ 3 Year Contract	Cloud document management software with 2mm object license and 3 year contract with unlimited workflow, 10 seats of FileBound capture scanning software, integration kit, 1 seat of Importer Pro automated importing utility, automated and responsive electronic forms, OCR, scheduled reports and analytics dashboard	\$2,478.15	Monthly
FILE01004WFOD	FileBound Enterprise - 2mm Subscription Object License w/ 3 Year Contract Discounted Annual Cloud Subscription	Cloud document management software with 2mm object license and 3 year contract with unlimited workflow, 10 seats of FileBound capture scanning software, integration kit, 1 seat of Importer Pro automated importing utility, automated and responsive electronic forms, OCR, scheduled reports and analytics dashboard	\$28,250.70	Annually for 3 years



FileBound On-Site Software

SIN 132-33: Perpetual Software Licenses & **SIN 132-34:** Maintenance of Software as a Service

Manufacturer: FileBound by Upland Software

Locally installed document management software. Unlimited users, unlimited projects. Access from behind your firewall.

On-Site: Document Management Software				
PART NUMBER	PRODUCT NAME	PRODUCT DESCRIPTION	GSA PRICE	UOI
FILE1001	FileBound On-Site Document Management – 250,000k Object License	Locally installed document management software with 250,000 object license with 1 seat of FileBound Capture scanning software, integration kit, 1 seat of Importer Lite automated importing utility, and electronic forms capability	\$13,011.86	Each license
FILE01005	Maintenance for 250,000k Object License	Includes tech support and software upgrades	\$2,625.04	Annually
FILE01002	FileBound On-Site Document Management – 500,000k Object License	Locally installed document management software with 500,000 object license with 1 seat of FileBound Capture scanning software, integration kit, 1 seat of Importer Lite automated importing utility, and electronic forms capability	\$16,316.97	Each license
FILE01006	Maintenance for 500,000k Object License	Includes tech support and software upgrades	\$3,259.77	Annually
FILE01003	FileBound On-Site Document Management – 1mm Object License	Locally installed document management software with 1mm object license with 1 seat of FileBound Capture scanning software, integration kit, 1 seat of Importer Lite automated importing utility, and electronic forms capability	\$20,850.72	Each license
FILE01007	Maintenance for 1mm Object License	Includes tech support and software upgrades	\$4,166.52	Annually
FILE01004	FileBound On-Site Document Management – 2mm Object License	Locally installed document management software with 2mm object license with 1 seat of FileBound Capture scanning software, integration kit, 1 seat of Importer Lite automated importing utility, and electronic forms capability	\$26,291.22	Each license
FILE01008	Maintenance for 2mm Object License	Includes tech support and software upgrades	\$5,254.62	Annually



On-Site: Document Management with Workflow Automation Software

PART NUMBER	PRODUCT NAME	PRODUCT DESCRIPTION	GSA PRICE	UOI
FILE01001WF	FileBound On-Site Document Management & Workflow – 250,000 Object License	Locally installed document management software with 250,000 object license with unlimited workflow, 5 seats of FileBound Capture scanning software, integration kit, 1 seat of Importer Lite automated importing utility, and electronic forms capability	\$19,581.27	Each license
FILE01005WF	Maintenance for 250,000k Object License	Includes tech support and software upgrades	\$3,985.17	Annually
FILE01002WF	FileBound On-Site Document Management & Workflow – 500,000 Object License	Locally installed document management software with 500,000 object license with unlimited workflow, 5 seats of FileBound Capture scanning software, integration kit, 1 seat of Importer Lite automated importing utility, and electronic forms capability	\$24,477.72	Each license
FILE01006WF	Maintenance for 500,000k Object License	Includes tech support and software upgrades	\$4,891.92	Annually
FILE01003WF	FileBound On-Site Document Management & Workflow – 1mm Object License	Locally installed document management software with 1mm object license with unlimited workflow, 5 seats of FileBound Capture scanning software, integration kit, 1 seat of Importer Lite automated importing utility, and electronic forms capability	\$31,731.72	Each license
FILE01007WF	Maintenance for 1mm Object License	Includes tech support and software upgrades	\$6,252.04	Annually
FILE01004WF	FileBound Onsite Document Management & Workflow – 2mm Object License	Locally installed document management software with 2mm object license with unlimited workflow, 5 seats of FileBound Capture scanning software, integration kit, 1 seat of Importer Lite automated importing utility, and electronic forms capability	\$39,892.47	Each license
FILE01008WF	Maintenance for 2mm Object License	Includes tech support and software upgrades	\$7,884.19	Annually



On-Site: Enterprise Document Management Software

PART NUMBER	PRODUCT NAME	PRODUCT DESCRIPTION	GSA PRICE	UOI
FILE010020A	FileBound On-Site Enterprise – 500,000k Object License	Locally installed document management software with 500k object license with unlimited workflow, 10 seats of FileBound Capture scanning software, integration kit, 1 seat of Importer Pro automated importing utility, automated and responsive electronic forms, OCR, advanced indexing, scheduled reports and analytics	\$37,172.22	Each license
FILE010060A	Maintenance for 500,000k Object License	Includes tech support and software upgrades	\$7,340.14	Annually
FILE010030A	FileBound On-Site Enterprise – 1mm Object License	Locally installed document management software with 1mm object license with unlimited workflow, 10 seats of FileBound Capture scanning software, integration kit, 1 seat of Importer Pro automated importing utility, automated and responsive electronic forms, OCR, advanced indexing, scheduled reports and analytics	\$47,146.47	Each license
FILE010070A	Maintenance for 1mm Object License	Includes tech support and software upgrades	\$9,334.99	Annually
FILE010040A	FileBound On-Site Enterprise – 2mm Object License	Locally installed document management software with 2mm object license with unlimited workflow, 10 seats of FileBound Capture scanning software, integration kit, 1 seat of Importer Pro automated importing utility, automated and responsive electronic forms, OCR, advanced indexing, scheduled reports and analytics	\$58,934.22	Each license
FILE010080A	Maintenance for 2mm Object License	Includes tech support and software upgrades	\$11,783.22	Annually



On-Site: Integrations

PART NUMBER	PRODUCT NAME	PRODUCT DESCRIPTION	GSA PRICE	UOI
FBIPDBC	On-Site Integration Platform Connector – ODBC	FileBound integrates with ODBC compliant databases enabling two-way data transfer	\$3,627.00	Each license
FBIPDBC-M	Maintenance for On-Site Integration Platform Connector – ODBC	Includes tech support and software upgrades	\$725.40	Annually
FBIPSQL	On-Site Integration Platform Connector – SQL	FileBound integrates with SQL Server enabling two-way data transfer	\$3,627.00	Each license
FBIPSQL-M	Maintenance for On-Site Integration Platform Connector – SQL	Includes tech support and software upgrades	\$725.40	Annually
FBIPCSV	On-Site Integration Platform Connector – CSV	FileBound exports data to a CSV file in the event that FileBound cannot integrate directly with software to enable two-way data transfer	\$2,720.25	Each license
FBIPCSV-M	Maintenance for On-Site Integration Platform Connector – CSV	Includes tech support and software upgrades	\$544.05	Annually
FBICQB	On-Site Integration Platform Connector – QuickBooks	FileBound integrates with QuickBooks enabling two-way data transfer	\$2,720.25	Each license
FBIPQB-M	Maintenance for On-Site Integration Platform Connector – QuickBooks	Includes tech support and software upgrades	\$544.05	Annually
FBIPGP	On-Site Integration Platform Connector – Dynamics GP	FileBound integrates with GP enabling for a two-way data transfer	\$3,627.00	Each license
FBIPGP-M	Maintenance for On-Site Integration Platform Connector – Dynamics GP	Includes tech support and software upgrades	\$725.40	Annually
FBIS100U	On-Site Importer Pro license upgrade from Importer Lite	Locally installed Importer Pro provides functionality to automatically import content and data that meets pre-defined rules	\$1,822.57	Each license
FBIS100MU	Maintenance for On-Site Importer Pro license	Includes tech support and software upgrades	\$367.23	Annually



Digiscribe Professional Services

SIN 132-51: Information Technology Professional Services

Manufacturer: Digiscribe International, LLC

PART NUMBER	PRODUCT NAME	PRODUCT DESCRIPTION	GSA PRICE	UOI
INSTALL001	Software installation & configuration	Install cloud-based or in-house document management software and integrate with client's ERP or line-of-business software	\$179.46	Hour
PROF019	Workflow discovery & design	Based on clients' business rules and goals, design workflow schema and implement as part of document management software	\$215.35	Hour
PROF108 PROF050	On-site/off-site support & training	Administrator & end-user training of software & extensive technical support	\$177.07	Hour
PROF100	Data conversions and data clean-up/exception handling	Data conversion management and clean-up of client supplied data beyond typical processing due to erroneous information and/or poorly formatted data provided by client and incomplete match n merge files, etc.	\$179.46	Hour

