



George E. Pataki
Governor

NEW YORK STATE
OFFICE OF TEMPORARY AND DISABILITY ASSISTANCE
40 NORTH PEARL STREET
ALBANY, NY 12243-0001

Robert Doar
Commissioner

Local Commissioners Memorandum

Section 1

Transmittal:	06-LCM-05
To:	Local District Commissioners
Issuing Division/Office:	Division of Employment and Transitional Supports Division of Information Technology
Date:	July 20, 2006
Subject:	Imaging and Enterprise Document Repository (I/EDR) Services and Pricing Information
Contact Person(s):	Laura Ziegler
Attachments:	I/EDR Memorandum of Understanding
Attachment Available On – Line:	X

Section 2

I. Purpose

This information is provided to assist local districts in planning for the long term costs of imaging documents and to provide information that may be necessary to facilitate your local approval process.

OTDA recently awarded the Imaging and Enterprise Document Repository (I/EDR) contract to Science Applications International Corporation Inc (SAIC). SAIC will provide an enterprise document repository and image capture services. Phase I will include imaging and indexing Temporary Assistance (TA), Medical Assistance (MA), Food Stamp Programs (FS), Home Energy Assistance (HEAP), and Child Care case records.

Phase 2 may include expanding the system to support Child Welfare programs administered by OCFS, Child Support (CS) programs administered by OTDA and central office imaging for DOH, OTDA, and OCFS. Information regarding Phase 2 implementation will be communicated in a separate MOU at a later date.

II. Background

Local districts may utilize the State's I/EDR contract to purchase core imaging and optional services as identified herein. Core imaging services include off-site image capture and indexing with document preparation performed by the local district.

The I/EDR contract is based primarily on a tiered pricing structure. Under this pricing structure a greater discount will accrue as more local districts participate and more documents are imaged. In order to provide a standard statewide imaging system, the State will pay for all costs associated with the core imaging model (off-site document capture/indexing) for the following documents:

- 12 months of active and denial cases for day forward;
- 3 months worth of denials prior to the date of imaging implementation in that district;
- 12 months worth of documents in active case records. This must be completed during the first 12 months of each local district implementation; and
- For districts that are operating independent indexing/scanning and choose to participate in the Statewide I/EDR, the State will pay for the development of indexing conversion software to support the electronic loading of their documents to the central EDR. However, local districts will need to provide SAIC licenses to their existing imaging software for conversion to the I/EDR.

In order to qualify for the above incentives, counties must choose to implement core imaging services within the first 12 months of statewide rollout. Based on the current project schedule, local districts should anticipate imaging to begin in the Pilot counties in **December 2006** with statewide implementation to begin **April 2007**. Therefore, in order to avail themselves of the State incentives local districts must provide the State with a signed MOU (see attached document) and county implementation must be scheduled prior to **April 2008**. Should the project schedule change, OTDA will notify the local district through the LSSD Imaging Coordinator.

The State will utilize the revenue intercept process to support the cost of optional to purchase services and to support the cost of on-going imaging services as defined in Section III of this LCM. Should a local district identify a PC need as a result of this application, please contact OTDA's Information Technology Local District Customer Support Unit (518-473-7442) and OTDA will utilize the revenue intercept process to make available HSEN-connected PC's.

The I/EDR application will be available at HSEN connected sites through CentraPort. Remote access to I/EDR can also be made available at non-HSEN connected sites via SSLVPN at no additional charge.

III. Core and Optional to Purchase Imaging Services

Core Imaging Services

Subsequent annual pricing for imaging of in-scope documents will be effective on the 12-month anniversary date of the local district's implementation of imaging services. Local districts will be responsible for the per page imaging cost of all Phase 1 case documents (TA, MA, FS, HEAP, Child Care).

For planning purposes OTDA anticipates a maximum monthly per page cost of \$.0884 for the first year of participation. This cost is subject to an annual rate escalator of 2% to \$.0902 per page for the following year increasing by 3% to \$.0929 in the subsequent year. However, local districts will be assessed an actual charge based on statewide volumes.

Optional to Purchase Services

The local district has the option to purchase any of the following services during the effective period of the MOU subject to providing OTDA with a 60 day notice prior to adding a service or terminating a service.

A. On-Site Document Preparation: The local district has the option to purchase on-site preparation for any type of document during the effective period of this MOU. Preparation of documents must conform to the prepped folder description as provided in the MOU. The hourly rate per person is \$28.63. Pricing is subject to annual rate escalator.

B. On-Site Indexing: The local district has the option to purchase on-site indexing for any type of document during the effective period of this MOU. The hourly rate per person is \$34.03. Pricing is subject to annual rate escalator.

C. Mobile Unit: The local district may purchase use of a mobile unit for on-site imaging. Should a local district opt to purchase this service there must be a guaranteed daily imaging volume of 24,041 pages. SAIC will provide all required hardware, software, electric service, and data connectivity. The locality is responsible to provide a space to park the mobile unit during its operation. Pricing is subject to annual rate escalator.

Costs associated with the mobile unit include:

- Price per page of \$0.271
- Travel Reimbursement of \$2.84 per mile for each of two vehicles
- One-time Charge of \$233,936 per mobile unit in service

D. Permanent Storage: Paper documents will be stored for 60 calendar days past the date the image is transmitted to the EDR. The County has the option to purchase permanent storage of original documents. Price per box per month is \$.57. Pricing is subject to annual rate escalator.

E. Additional Pick-Ups: SAIC is required to provide weekly pick-up of documents from each local district site. However, Counties have the option to request more frequent pick-ups. Counties will be charged \$75.00 per additional pick-up should the volume be less than 1,000 pages.

F. On-site imaging:

Local districts have the option to purchase on-site imaging services either with staffing provided by SAIC or with local county staffing. The local district is responsible for providing a secure physical space with electric and data connectivity. SAIC will provide all required hardware and software. Should the county elect to have SAIC provide staff for on-site imaging services during the effective date of this MOU the following per page charge will apply.

The applicable rate escalator for optional to purchase services A-E above is 2% for both the second and third year and 3% in each of year four and year five. The rate escalators shall be applied annually to all recurring charges beginning 12 months after the commencement of imaging in the pilot counties or December 2007.

Tier (total # of pages/month by county)	Cost Per Page – Year 1
0-100,000	\$.3679
100,001 – 500,000	\$.1399
500,001 – 1,000,000	\$.1136
1,000,001 – 1,500,000	\$.1041
1,500,001 – 2,000,000	\$.0944
2,000,001+	\$.0904
2,500,000+	\$.0849

*Rate escalators will be applicable to the recurring charges. The applicable rate escalators of 2% for both contract year two and year three and 3% in each of contract year four and year five shall be applied annually to all recurring charges on the 12-month anniversary date **beginning 12 months after the commencement of imaging in the pilot counties or December 2007.**

Should the local district elect to designate county staff to image documents on-site the following per page cost will apply (the tier per page volume is county specific):

Tier (total # of pages/month by county)	Cost Per Page – Year 1
0-100,000	\$0.3133
100,001 – 500,000	\$0.0853
500,001 – 1,000,000	\$0.0528
1,000,001 – 1,500,000	\$0.0433
1,500,001 – 2,000,000	\$0.0395
2,000,001+	\$0.0373
2,500,000+	\$0.0299

*Rate escalators will be applicable to the recurring charges. The applicable rate escalators of 2% for both contract year two and year three and 3% in each of contract year four and year five shall be applied annually to all recurring charges on the 12-month anniversary date **beginning 12 months after the commencement of imaging in the pilot counties or December 2007.**

G. Imaging of Historical Documents:

Local districts have the option to image historical case and/or client documents for Phase 1 programs (TA, MA, FS, HEAP, Child Care). This category includes documents dating back over one year from implementation date for active cases, closed cases, and applications denied more than three months prior to implementation date. Local Districts will be financially responsible for the cost of imaging historical documents regardless of when they choose this option.

For planning purposes OTDA anticipates during the initial year a maximum monthly per page cost of \$.0884. This cost is subject to an annual rate escalator of 2% to \$.0902 per page for the following year increasing by 3% to \$.0929 in the subsequent year. However, local districts will be assessed an actual charge based on their countywide volumes.

IV. Program Implications

None

V. Additional Information

The state will provide full funding for the Imaging/Enterprise Document Repository (I/EDR) project for the first 12 months of operation for basic records imaged as per Section 1 of this LCM. The local districts may purchase additional optional services that will be charged back to them at the rate of 100% of the costs paid for these additional services at the State level from the beginning of the imaging project. After the original 12 month period is completed, all costs paid at the State level will be charged back to the local districts.

By using the revenue intercept process, the local district's monthly claim settlement will include a bottom line adjustment of 100% of the imaging costs. The local districts will claim reimbursement for these expenditures through the RF-2A (Administrative Costs Claim Summary) claim package reimbursement process.

The local districts will report their costs as F-20 DSS Administrative Overhead functional expenditures on the LDSS-923 Schedule of Payments for Administrative Expenses Other Than Salaries (Summary) using object of expense code 30 "I/EDR". From the LDSS-923 the costs will carry through the Schedule D to the Administrative function sub claims for reimbursement. The federal and state shares of these costs will be reimbursed subject to program ceilings including TANF and the Local Administration Fund limits on local administration reimbursement.

Please refer to Fiscal Reference Manual, Volume 3 (Volume 4 for NYC), Chapter 7 for Schedule D and LDSS-923 (Summary) instructions.

Fiscal Contacts would be:

Regions 1-4, Carolyn Oleyourryk at 1-800-343-8859, extension 4-7549

Email: Carolyn.Oleyourryk@otda.state.ny.us

Region 5, Michael Borenstein at (631) 854-9704

Email: Michael.Borenstein@otda.state.ny.us

Region 6, Marian Borenstein at (212) 961-8250

Email: Marian.Borenstein@otda.state.ny.us

VI. Necessary Action

Should the Local District agree with the terms and conditions pursuant to the attached MOU, the Local District Commissioner must sign two original copies and send to:

Saul Berkowitz
I/EDR Project Contract Manager
67 North Pearl Street
Albany, NY

Issued By _____

Name: Russell Sykes

Title: Deputy Commissioner

Division/Office: Division of Employment and Transitional Supports

_____ County Department of Social Services
and
New York State Office of Temporary and Disability Assistance
Imaging/Enterprise Document Repository
Memorandum of Understanding

This Memorandum of Understanding (MOU) is entered into by and between the _____ County Department of Social Services (herein referred to as “_____ County”) and the Office of Temporary and Disability Assistance (herein referred to as “OTDA”).

I. Purpose of MOU

The purpose of this MOU is to define conditions and responsibilities under which _____ County will utilize services offered through the OTDA’s Imaging and Enterprise Document Repository Services Contract. _____ County and OTDA agree to coordinate activities, leverage resources, and coordinate implementation and operation of _____ County’s Document Imaging Project.

II. Duration

The duration of this MOU shall commence upon signature of both parties and continue until April 1, 2011. Any extension of the duration must be in writing and will be executed upon agreement of both parties.

III. Objectives

- A. _____ County
- a. Utilize the statewide imaging and enterprise document repository solution in daily workload;
 - b. Eliminate duplicate submission of client documents;
 - c. Utilize cost effective scanning services;
 - d. Reduce the use of paper documents, forms and printouts, and the costs associated with retention of volumes of paper;
 - e. Reduce the incidence of lost documents; and
 - f. Reduce the time spent by local district staff looking for documents.
- B. OTDA
- a. Create a centralized electronic document repository as it was described in the I/EDR RFP;
 - b. Provide an imaging and enterprise document repository solution for participating counties;
 - c. Facilitate information sharing across programs and teams within a local district and across local districts by the provision of statewide access to documents;
 - d. Provide cost effective scanning services to Local Social Services Districts; and
 - e. Provide a permanent secure back up of case documents.

IV. Assumptions

- A. Statement of Work defined herein will satisfy all objectives described under Section III of this MOU.
- B. Information included in this MOU is accurate and complete.
- C. All human resources that will be assigned to the collaboration will adhere to timelines as specified herein and other project documentation.

V. Statement of Work

- A. OTDA agrees to the following tasks and responsibilities:
 - a. Provide Project Management for State responsibilities during all phases of the project;
 - b. Provide Contract Management for I/EDR operations;
 - c. Act as the liaison for the counties to the I/EDR Contractor for activities other than those described as belonging to the LSSD Imaging Coordinator;
 - d. Provide training session(s) on the I/EDR solution to identified County staff. “Just in time” training will be provided prior to the County’s go-live date; A Train-the-Trainer methodology will be used.
 - e. Provide all software licenses and any software maintenance required for the statewide I/EDR solution;
 - f. Provide EDR infrastructure; and
 - g. Provide a fully tested I/EDR solution to county.

- B. County agrees to the following tasks and responsibilities:
 - a. Provide, at a minimum, LSSD Imaging Coordinator, and backup coordinator to manage County responsibilities, during implementation and operations. The LSSD Imaging Coordinator will be responsible for the following:
 - i. Be the single point of contact with the State and the I/EDR Contractor for _____ County;
 - ii. Ensure that quality control is performed on folder preparation to ensure that folders are prepared following pre-indexing guidelines;
 - iii. Be responsible for ensuring that LSSD forms are assigned to the correct document categories;
 - iv. Coordinate the mutually agreed upon transportation of documents between the LSSD and the I/EDR Contractor;
 - v. Be responsible for ensuring boxes are labeled prior to Contractor pickup;
 - vi. Request any change/frequency in document pickup;

- vii. Identify the number of boxes the LSSD needs to have supplied by the I/EDR Contractor for the next pick up and advise vendor accordingly;
 - viii. Identify pick-up sites and schedules;
 - ix. Be responsible for ensuring that LSSD initiates prescribed random sampling of images in the Statewide EDR for quality control purposes and for monitoring the image readability performance standard on transmitted images, within 14 calendar days prior to document disposal date;
 - x. Report results of the random sampling to the Contractor and the State;
 - xi. Notify the I/EDR Contractor when documents need to be retrieved and returned to LSSD or immediately scanned into the EDR (emergency return);
 - xii. Be responsible for ensuring emergency returned documents are distributed to appropriate LSSD staff for action;
 - xiii. Verify destruction of I/EDR Contractor retained documents;
 - xiv. Report defects or usability issues of the system through an identified formal process (either electronic defect report, or some other agreed upon mechanism) as defined by the State; and
 - xv. Act as coordinator and lead contact with NYS OTDA I/EDR team for county I/EDR implementation and site preparation tasks and activities throughout the implementation period.
- b. Include, as appropriate, the Commissioner, Systems Administrator, County IT staff, Staff Development Coordinator, and Supervisory Staff from each program area (TA, FS, MA, HEAP, Child Support, Services) in pre-implementation informational visits;
 - c. Ensure all staff who will utilize the I/EDR application attend training sessions provided by the State;
 - d. Identify local users and their respective roles using LDAP. Identified users authorized to access the imaging system and EDR contents must be appropriately screened by the LSSD;
 - e. Index all documents (unless purchasing optional services);
 - f. Box all documents for transportation to scanning site (unless purchasing optional services);
 - g. Ensure that documents are stored securely for pickup by Contractor.
 - h. If currently imaging, provide SAIC with licenses to their existing imagine software to accommodate the conversions to the EDR.

VI. I/EDR Financial Reimbursement Policies

- A. Information regarding claiming of federal and State reimbursement and pricing information for on-going scanning and optional to purchase services are communicated in the attached LCM.

- B. OTDA will provide the following incentives to Counties that elect to begin implementation within 12 calendar months from the date the State begins statewide rollout. These incentives apply only to those case records in Phase 1 (TA, MA, FS, HEAP, Child Care). Implementation is defined as 12 months from the date the county has imaging production available.
- a. Per page costs associated with imaging all documents (active and denials) for 12 months day forward;
 - b. Per page costs associated with 3 months of denials prior to the date of implementation. Counties must provide these documents to the Contractor to be scanned within 12 calendar months from the County's implementation date; and
 - c. Per page costs associated with 12 months worth of backfile documents in active case records. Counties must provide these documents to the Contractor to be scanned within 12 calendar months from the County's implementation date.
 - d. Please indicate whether or not you would like to have your backfiles imaged: Yes ___ No ___ If yes, how many months: _____
- C. _____ County is aware that if they do not request inclusion in the I/EDR project within 12 months from the date the State begins statewide rollout, the above incentives will not be provided by the State. The current work plan indicates that statewide implementation will begin in April 2007.
- D. The State will absorb the cost of statewide application development and all infrastructure costs for the lifetime of the project which includes all maintenance and support on software licenses. Images will be transmitted and retrieved over the HSN. If the network between the State Data Center and the County network is found insufficient to allow for image retrieval, the State will support any bandwidth upgrades as determined by OFT Network Support. The State will provide a hot back-up site.
- E. The County will be responsible for any equipment needs such as PCs in the local districts. For additional information, see attached LCM.
- F. The County will be responsible for funding any of the following optional-to-purchase services provided by the Contractor. Pricing appears in the attached LCM . Please indicate whether or not you would like to purchase the service:
- a. On-site document preparation; Yes ___ No ___
 - b. On-site indexing; Yes ___ No ___
 - c. On-site Contractor imaging/mobile unit imaging; Yes ___ No ___
 - d. Permanent storage of any original documents. Yes ___ No ___
 - e. Additional scheduled document pickups; and/or Yes ___ No ___
 - f. On-site imaging by contractor; Yes ___ No ___
 - g. On-site imaging by county staff; Yes ___ No ___
 - h. Historical file scanning (information in case records that are older than 12 months prior to implementation date); Yes ___ No ___

VII. General Terms and Conditions

- A. **Third Party Benefits:** Neither _____ County, nor OTDA intend to benefit any third party, and this MOU shall not be construed to confer any such benefits.

- B. **Individual Right to Terminate:** Notwithstanding anything in this MOU to the contrary, either party may terminate its participation in this MOU without cause at any time by submitting 60 calendar days prior notification to the other party.

- C. **Interpretation:** This MOU shall be construed to affect each party in accordance with the laws of New York State, and is binding upon and inures to the benefit of each party and their respective successors and assigns.

VIII. Amendments

Any amendment to this MOU must be reduced to writing and forwarded to the appropriate party. Such amendments must contain a signature page. Only signed amendments may be considered valid and mutually agreed upon.

IX. Signatures

Wherefore, in consideration of the mutual agreements made herein, the undersigned have hereunto set their hands in their official capacity only, and without personal liability.

Robert Mastro, Deputy Commissioner, OTDA, DIT

Date

Commissioner of Social Services Systems, XXDSS

Date

Please send two original signed copies of this agreement to:
Saul Berkowitz
I/EDR Technical Project Manager
67 North Pearl Street
Albany, New York