



Case File Preservation

Collin County District Clerk

Prepared for:

Honorable Mike Gould, Collin County District Clerk

Date: July 16, 2024

Presented by:

Lizzy Newton

enewton@revolutiondatasystems.com

(901) 496-7242

8130 John W. Carpenter Freeway

Dallas, TX 75247



Executive Summary

Revolution Data Systems (hereinafter also referred to as RDS) is pleased to provide this proposal to Collin County District Clerk (hereinafter also referred to as CCDC). This proposal outlines a detailed plan to preserve and digitize 557 of CCDC's Civil and Criminal Case File Collection. The initiative involves meticulously cleaning each page and mending any tears, encapsulating every page in mylar sleeves, and placing by case in acid free folders, to then be stored in chloroplast boxes or in binders. If the customer chooses, each document will be scanned and indexed to safeguard the County's history for future generations.

Our Story

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 We specialize in the digitization and preservation of historical documents like property, vital, court, education, financial, and human resource records.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

We Are Passionate About Government Archives

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

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

- Craft a Future Informed by the Past, by leveraging the lessons and insights gleaned from historical records, guiding policy-making, and community development with the wisdom of hindsight and the clarity of foresight.

What Sets Us Apart?

No Data Left Behind Guarantee:

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

Image Quality:

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

White Glove Treatment:

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

Our Services

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



Document Scanning

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



Document Preservation

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



Document Restoration

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



Document Image Enhancement

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



Document Indexing

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



Document Redaction

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

Assumptions

The following assumptions are based on a survey conducted by CCDC's office submitted to Lizzy Newton on July 2, 2024. Please thoroughly examine each detail, noting that these are preliminary estimates and may change depending on the actual scope of the project.

Range and Volume Estimates:

Civil and Criminal Case Files:

- Total Estimated Case Files: 557
- Total Estimated Page Count: 19,658
- Option 1: Records will be re-prepped into acid free folders and small chloroplast boxes.
- Option 2: Records will be placed in binders.

Statement of Work

Phase 1: Digitization

RDS will scan and index all documents. RDS will box, log, and transport records to RDS facility.

(If scanning services are to be included)

Scanning:

- Records will be scanned at 300dpi greyscale to ensure high quality scanned images.
- Records that contain pages attached by binders; staples, paper clips, tape may be removed and will be scanned in order.
- Once scanned, pages will be placed back, in order received.
- All misfiles (records found in the incorrect folder) will be corrected as found.

Digital Image Enhancement:

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

- **Deskewing:** If the orientation of paper fed into scanners is slightly off-center, the resulting digital image may be skewed and needs to be straightened before QC and further processing.
- **Image cropping:** Cropping removes unneeded borders, makes the image easier to read and reduces the file size for more efficient storage. Our software auto-crop functionality processes large volumes of files accurately.
- **Automatic contrast:** Scanned images of old documents often require adjustments in their contrast to make the words more legible. Our enhancement tools can automatically detect issues in contrast and adjust the relative lightness and darkness of different areas of the page and adjust them to more uniform levels.
- **Despeckle images:** Old documents with an uneven page tone result in scanned images with high levels of 'noise' or unnecessary speckles on the final image. Our despeckling algorithms remove noise and produce a superior quality final image with an even tone.
- **Manual Enhancement:** Most record collections contain pages that are barely legible that require special care. Our specialists take each image and manually enhance each section of the page to make sure every letter, stamp, date, signature is as legible as humanly possible.

Document Indexing:

(If indexing services are to be included)

- **Quality Guarantee for Index Data:** RDS shall utilize manual human indexing and auto-indexing software in tandem to produce a 100 percent accurate database of index data. All fields are manually verified by (2) separate indexers to ensure data is completely accurate.
- For data that cannot be read to 100 percent accuracy by the human eye (smudged ink, faded ink, missing fields, etc.), RDS shall create an exceptions report. Once the missing data is verified, the data will be added to the final deliverable.
- **Indexing Rule Building.** RDS will interview your staff via email and phone calls to create a set of rules to apply across the entire collection of cases. This step is the most important as each data field is mapped out for our data entry team. Once the rules are created, RDS will index a sample of instruments and provide them to you for final signoff.
- **Full Indexing of Case Files.** Data entry specialists will index each instrument to capture all necessary data including:
 - Case Number

- Date
- Plaintiff
- Defendant
- **Partial Indexing of Case Files.** Data entry specialists will index each instrument to capture all necessary data including:
 - Case Number
- **Exceptions Reporting.** Historical record collections often include incomplete or illegible data. These are labeled as exceptions. RDS will provide an Exceptions Report to County that details all exceptions. County will have the ability to correct exceptions before data is loaded into their system.

Media Compilation & Delivery:

Client will receive all images and metadata on a physical storage device of their choice.

Phase 2: Preservation

Preservation begins with a detailed assessment of each page's condition, followed by stages of cleaning, repair removal, washing, deacidification, and mending. The final steps include the encapsulation and binding of pages for long-term preservation, with all actions meticulously recorded in line with professional conservation standards. *(Not all services are applicable to this project.)*

1. Assessment:

A comprehensive assessment of each page's condition shall be conducted. This assessment will identify the extent of surface contamination, presence of accretions like insect specks and mold residue, and the presence of any past repairs or tapes on the pages.

2. Surface Cleaning:

Superficial grime, dirt, and soot shall be gently removed using soft brushes, powdered erasers, or soft block erasers. For the removal of accretions like insect specks and mold residue, a small sharp tool such as a spatula will be utilized.

3. Removal of Old Repairs and Tape:

Any past repairs made with harmful materials like rubber cement and most tapes will be carefully removed. Repairs made with water-based adhesives will be addressed through a water bath, moisture, or steam. Synthetic adhesives and pressure-sensitive tapes requiring organic solvent removal will be treated accordingly.

4. Washing of Pages:

When appropriate, immersion of pages in water will be conducted to aid in dirt removal and stain reduction. This process will also help reduce acidity, a major cause of paper deterioration. Prior to washing, a solubility test will be performed on every ink and color to ensure media stability during the washing process. Controlled alkaline material may be added to the water in certain cases to enhance the cleaning process.

5. Deacidification of Pages:

Deacidification will be carried out aqueously or nonaqueously. The treatment aims to neutralize acids and deposit a buffer in the paper to protect it from future acid formation. Careful consideration will be given to materials that might be altered by deacidification. Pages with colors or high-quality fibers may not require deacidification.

6. Mending, Filling, and Guarding Pages:

Tears in pages will be meticulously repaired using thin strips of Japanese paper and a starch paste or conservation-quality adhesive. In cases of holes or losses, options like inlays of Japanese paper pulp or paper like the original in weight, texture, and color will be considered.

7. Encapsulation in Mylar Film and Post-Binding:

All pages will be encapsulated in mylar film. Mylar film will be sealed along three edges using ultrasonic welding. The encapsulated pages will be bound together in post-bound document binders.

8. Documentation of Treatment:

Thorough written and photographic records will be prepared, in accordance with the Code of Ethics of the American Institute for Conservation. These records will detail the collections condition prior to treatment, and the specific procedures and materials used.

Project Location:

RDS will transport the records to their secure scanning facility. RDS will work with CCDC to determine exact dates/times for each pickup/delivery.

Records Access:

It is extremely important that operations are not affected during projects. When a county employee or researcher needs a document in our possession, our document request team fulfills orders in (15) minutes or less by sending a digital copy of the requested document(s). To request a record, email RecordRequests@revolutiondatasystems.com with the required

Case File Preservation | Collin County District Clerk
book and page numbers. Optionally, call 945-235-8600 to speak to a live operator. Our operators are available Monday through Friday from 8:00AM to 4:30 PM CST.

Professional Services Pricing

The prices below are based on estimated volumes. Customer will be billed for the exact number of images scanned.

Service (Includes Folders and Chloroplast Boxes)	Unit Price	Estimated Volume	Total
Total Preservation by Page: Level 1	\$4.25	19,658	\$83,546.50
Pickup and Delivery	\$500.00	2	\$1,000.00
Total Price for Preservation			\$84,546.50

Service (Includes Binders)	Unit Price	Estimated Volume	Total
Regular Format Preservation	\$5.75	19,658	\$113,033.50
Pickup and Delivery	\$500.00	2	\$1,000.00
Total Price for Preservation			\$114,033.50

Additional Services	Unit Price	Estimated Volume	Total	Acceptance
Case File Scanning (Flat)	\$0.55	19,658	\$10,811.90	
Archival Indexing of Case Files	\$2.85	557	\$1,587.45	
Partial Indexing by Case Number	\$0.25	557	\$139.25	

Acceptance

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

Michelle Charnoski
Collin County Purchasing Agent

Date

Our Promise to You

We ensure your complete satisfaction. If any image or index falls short, we'll swiftly correct it, at no additional cost.

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

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

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

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

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

OR THE PERFORMANCE, RELIABILITY, COMPLETENESS, TIMELINESS, SECURITY OR RESULTS OF USE THEREOF. WITHOUT LIMITING THE FOREGOING, EXCEPT AS SPECIFICALLY SET FORTH HEREIN, NEITHER RDS NOR ANY OF ITS VENDORS WARRANTS THAT THE IMAGES OR THE OTHER PRODUCTS OR SERVICES PROVIDED BY RDS PAST AND PRESENT OR THE OPERATION THEREOF ARE OR WILL BE COMPLETELY FREE.