

## **REQUEST FOR BOARD ACTION**

### **HENDERSON COUNTY BOARD OF COMMISSIONERS**

**MEETING DATE:** March 17, 2021

**SUBJECT:** Vendor Selection for the Scanning & Digitalization of Deed Books

**PRESENTER:** Lee King, Register of Deeds

**ATTACHMENTS:**

- I. Bid Tabulation
- II. Scoring Matrix Summary
- III. RFP: Scanning and Digitalization of Deed Books
- IV. Courthouse Computer Systems Proposal
- V. Courthouse Computer Systems Contract

#### **SUMMARY OF REQUEST:**

The Board is requested to approve the selected vendor, Courthouse Computer Systems, and authorize the Register of Deeds to proceed with the procurement of the scanning and digitalization of deed books 1-199. Bidding was conducted between February 17, 2021 and March 2, 2021.

The scanning and digitization project began in 2015 and has resulted in over 2.5 million pages of documents being made available to the public through our website and physical location. To date the documents that have been digitalized constitute over 85 years of County real estate history. This project will complete the scanning of the Deed Books back to the formation of our County, covering the first 100 years of real estate history.

The scanning and digitalization services were approved as part of the Register of Deeds Fiscal Year 2021 budget. There is current budget available for the procurement of these services.

#### **BOARD ACTION REQUESTED:**

The Board is requested to accept the selected vendor's proposal, Courthouse Computer Systems, in the amount of \$49,890.00 for the scanning and digitalization of deed books 1-199 and authorize the Register of Deeds to proceed with the procurement of these services.

#### ***Suggested Motion:***

***I move the Henderson County Board of Commissioners to accept Courthouse Computer Systems proposal in the amount of \$49,890.00 for the scanning and digitalization of deed books 1-199 and authorize the Register of Deeds to proceed with the procurement of these services.***

Attachment I

Bid Tabulation			
RFP Scanning and Digitalization of Deed Books Due Tuesday, March 2, 2021 at 3:00PM			
Vendor Name	Total Bid Price	Difference from Low Bid	Notes
Courthouse Computer Systems	\$ 49,890.00		
US Imaging, Inc	\$ 58,435.00	\$ 8,545.00	The base bid (\$46,435.00)submitted did not include redaction cost as stated in the bid. Redaction cost was an additional \$12,000.00 and listed as an option in their proposal.
Paperless Digital Solutions	\$ 66,700.00	\$ 16,810.00	

## Attachment II

Scoring Matrix Summary					
Scanning & Digitalization of Deed Books Due Tuesday, March 2, 2021 at 3:00PM					
Company Name	Evaluator 1	Evaluator 2	Evaluator 3	Evaluator 4	Average
Courthouse Computer Systems	5	5	5	5	5
US Imaging	4.28	4.28	4.28	4.43	4.32
Paperless Digital Solutions	3.77	3.92	3.77	3.62	3.77

\*\*\*Maximum Points Available is 5



# HENDERSON COUNTY

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*Memorandum To:*        *Interested Bidders*

*From:*                    *Doug Guffey*  
                                 *Purchasing Agent*

*Subject:*                *Scanning & Digitalization of Deed Books*

*Date:*                    *February 17, 2021*

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**I.        Purpose:**

The Henderson County Register of Deeds is seeking a firm to provide scanning and digitalization of deed books that are capable of being indexed and utilized by Courthouse Computer Systems software.

**II.       Proposals are due:**

**Tuesday, March 2, 2021 by 3:00 PM EST**  
Henderson County Finance Department  
Attn: Doug Guffey  
113 N. Main Street  
Hendersonville, NC 28792

**III.      Submission of Proposals**

Henderson County will receive proposals at the Henderson County Finance Department, 113 N. Main Street; Hendersonville, NC 28792. Proposals may be delivered by hand, U.S. Mail, or courier service, or via email at [hcpurchasing@hendersoncountync.gov](mailto:hcpurchasing@hendersoncountync.gov). Notwithstanding, however, committing a proposal to the U.S. Mail or a courier service shall not be considered to be delivery.

Proposals received beyond the deadline, regardless of reason, will not be opened or considered. Vendor's whose submissions are received after the deadline will be allowed to pick-up or can arrange for return of their submission. Henderson County will bear no responsibility or expense associated with the return of materials.

Any costs associated with the preparation and delivery of a submission related to this proposal will be borne solely by the vendor.

**IV.      Mandatory Pre-Bid Meeting**

- a. A **MANDATORY PRE-BID MEETING** will be held at the Henderson County Register of Deeds, 200 N Grove St, Suite 129; Hendersonville, NC 28792 on Wednesday, February 24, 2021 beginning at 10:00 AM EST to examine the collection of books to be digitalized. Please call Lee King, Register of Deeds at 828-697-4906 for any questions relating to the mandatory pre-bid meeting. If your company does not attend the pre-bid meeting or is not present for the duration of the meeting your bid will not be considered.



# HENDERSON COUNTY

## V. Scope of Work:

- a. Books to be scanned and digitalized:
  - i. Deed Books 1-199
  - ii. Number of Pages to be scanned: Estimated 120,000 pages.
  - iii. Only the original deed books shall be scanned
- b. Specifications of Deed Books
  - i. Dimensions:
    - 1. Shall be able to scan books that are a minimum of 16.5" x 11.5" x 3" with pages of 10" x 16"
    - 2. Shall be able to scan books that are a maximum of 18.5" x 12.5" x 3.25" with pages of 11" x 17.5"
  - ii. Deed books are comprised of both bound and rod and pin system books
- c. File Format
  - i. Images shall be .tiff format
  - ii. Images must be able to be converted to pdf from the .tiff format
  - iii. Images shall be compatible with Microsoft Office
  - iv. Images shall be able to be utilized on all mobile platforms
  - v. Images shall have a minimum resolution of 300 dpi
  - vi. Images shall be bitonal
  - vii. Image shall have group IV compression
- d. File Editing
  - i. Images shall be despeckled
    - 1. Shall be done manually to ensure that characters are not omitted
  - ii. Image text shall be black ink with the image having a white background
  - iii. Images are to be cropped
  - iv. All text and/or seals shall be enhanced that contains faded ink
- e. Software Requirements
  - i. Images must be able to be incorporated into Courthouse Computer Systems software hosted website
  - ii. Images must be able to be indexed with Courthouse Computer Systems software
- f. Compliance Requirements
  - i. Shall meet minimum North Carolina Minimum Indexing Standards
  - ii. Shall comply with North Carolina General Statute Chapter 161



# HENDERSON COUNTY

## g. Redactions

i. Shall be reviewed and approved by the Register of Deeds.

1. Redacted items shall include the following:

- a. Social Security Numbers
- b. Driver License Numbers
- c. Military Discharges
- d. Other: Numbers that may appear to be a personally identifiable number.

## h. Schedule

i. Scanning shall occur on the Register of Deeds and/or the Henderson County Genealogy Society premises Monday-Friday, 9:00AM to 5:00PM excluding Henderson County Holidays and for days which Henderson County offices are closed. Scheduling shall be coordinated with the Register of Deeds.

ii. Deed Books shall be scanned at the location in which they are stored.

iii. The project shall be completed by June 30, 2021

## i. File Naming Convention & Delivery Method

i. Images are to be organized by Deed Book number and page number

ii. The deed book number shall be the folder name

iii. The pages shall be denoted with a three-digit numbering system (i.e. page 1 would be 001)

iv. Images are to be submitted via USB

## VI. Evaluation Criteria

### a. Vendor Experience & Capability

The vendor shall provide information on its experience and qualifications, which enable it to provide a suitable solution for the Register of Deeds, including, but not limited to the following:

- i. Brief history of the company
- ii. Timeline of incorporation, ownership, parent company, partners and suppliers
- iii. Experience in the handling and digitalization of documents in excess of 100 years old
- iv. Financial viability of vendor
- v. Any other information regarding the vendor's experience, which will assist the Register of Deeds in evaluating the proposal and making an ultimate decision.

### b. References

The vendor must supply three (3) references for similar work it has undertaken over the past three (3) years, preferably within a County's Register of Deeds.



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Please provide:

- Firms name;
- Contact name(s);
- Email address;
- Telephone number;
- Brief description of the work performed, including products provided and the start and end dates of the project.

The Register of Deeds may or may not contact the references provided. To determine the vendor's past performance, the Register of Deeds may ask any questions it deems are in its best interests.

c. Project Digitalization Plan & Personnel

i. The vendor shall provide an example of a comprehensive project digitalization plan. This plan should include:

- Project management and technical support personnel, with a brief description of each person's qualifications and experience
- Project timeline for the digitalization of the deed books
- Provide experience, qualifications, and role for each person who will be participating in the project. State the background of each team member, years of experience, length of employment with your firm, and experience providing the services requested in this document
- Include a list of relevant and successfully completed projects by these team members.
- Provide the name of the person who will direct the overall project throughout the duration of the contract and key responsibilities. Include any subcontractors
- Include an organizational chart for the proposed project team, identifying the team leader, and all roles and areas of responsibility

d. Firm Location

i. It is preferred that the firm be in the state of North Carolina.



# HENDERSON COUNTY

## VII. Selection Process

- a. Proposals submitted by the deadline will be evaluated by a selection committee comprised of representatives of Henderson County. Each firm will be evaluated based upon the matrix below.

Table 1	
Criteria	Weight
Cost	50%
Vendor Experience & Capability	15%
References	15%
Proposed schedule for completing tasks identified	15%
Firm Location	5%

Proposals will be evaluated using a standardized scoring system. Each criteria component (except cost) will be assigned points ranging from 1 - 5 according to the extent to which the proposed system meets the stated requirements. The points will be assigned as follows:

- 5 points: Fully meets
- 4 points: Meets with minor gaps (no compromise required)
- 3 points: Meets with moderate gaps (some compromise required)
- 2 points: Partially meets with significant gaps (compromise required)
- 1 point: Does not meet

Cost will be calculated with a formula, from Attachment A: Proposal, using a ratio method, in which the lowest cost receives the maximum points allowed and other proposals receive a percentage of the points available based on their cost relationship to the lowest. This is determined by applying the following formula:

$$\frac{\text{Lowest Cost Proposal Received}}{\text{Cost being evaluated}} \times \text{Maximum Points Available} = \text{Awarded Points}$$

The points for each criteria component will be multiplied by the percentage weight listed above and totaled.

Firm selection will be based upon the criteria in Table 1. During the review process, staff and a selection committee from Henderson County may request additional clarifying information from any firm that submits a proposal. Staff and the selection committee will evaluate the responses, may interview the top-rated firms, and will make a recommendation to the Board of Commissioners as to the selection of the firm determined to be the most qualified for the project. The Board of Commissioners retains the right to review the proposals separately from staff and the selection committee and make an award based upon their own analysis.

The County requests that no Henderson County officials be contacted during this process. The Register of Deeds Office may be contacted only to clarify questions concerning the RFP.





# HENDERSON COUNTY

The County reserves the right to reject any or all bids, waive technicalities as allowed by law and to be the sole judge of suitability of the services for its intended use and further specifically reserves the right to make the award in the best interest of the County.

Failure to respond to any requirements outlined in the RFQ, or failure to enclose copies of the required documents, may disqualify the bid.

## **VIII. Terms & Conditions**

### **a. Invoicing**

i. Work shall be invoiced on a quarterly basis

ii. Terms shall be Net 30

### **b. Proposed Contract signed by bidder and ready for County's signature.**

#### **i. Contract shall have the following provisions**

1. Contract shall be interpreted by North Carolina law

2. Shall contain the following E-Verification Provision:

a. The Contractor, and all sub-contractors, shall comply with all the provisions of Article 2 of Chapter 64 of the North Carolina General Statutes.

### **c. Public Record**

All bid documents pertaining to this bid are public record unless they are marked as confidential/trade secrets pursuant to NCGS 132-1-1.2. Should a public record request be made for material, which the company contends is not public record as defined by NCGS 132-1.2, it will be the company's duty to defend this in court and indemnify the County.

### **d. For Disadvantaged Business Enterprise requirements, see Minority Business Participation Guidelines posted under Doing Business with Henderson County at**

<https://www.hendersoncountync.gov/county/page/doing-business-henderson-county>

### **e. Compliance with Purchase Order terms and conditions located at**

<https://www.hendersoncountync.gov/county/page/doing-business-henderson-county>



# HENDERSON COUNTY

## Attachment A: PROPOSAL

The undersigned, as bidder, hereby declares that this proposal is made without connection with any other person, company, or parties making a similar bid or proposal, and that the proposal is in all respects fair and in good faith, without collusion or fraud.

The bidder has carefully examined the annexed form of specifications and instructions to bidders and hereby declares that he will furnish the services called for in the manner prescribed in the request for proposals for the following price:

Description	Pricing
Scanning & Digitalization of Deed Books 1-199	

**PLEASE NOTE BID PRICES AND SPECIFICATIONS SHALL BE FULLY ENFORCEABLE FOR 90 DAYS AFTER THE  
BID DUE DATE UNLESS NOTED BELOW**

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Printed Name of Firm Representative

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Signature of Firm Authorized Representative

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Name of Firm Submitting Proposal

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Title

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Firm Address

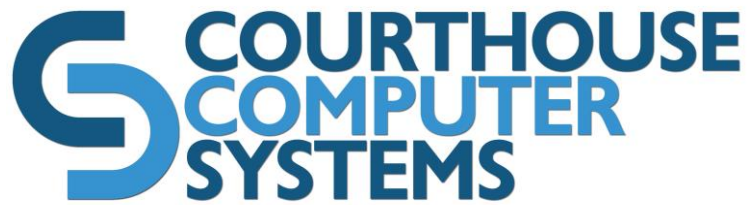
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Email Address

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Telephone Number

## Attachment IV



1-855-COURT-IT • 50101 Governor's Drive Chapel Hill, NC 27517 • [www.CourthouseComputerSystems.com](http://www.CourthouseComputerSystems.com)

March 2, 2021

Doug Guffey  
Henderson County Finance Department  
113 N. Main Street  
Hendersonville, NC 28792

Dear Mr. Guffey,

Courthouse Computer Systems is pleased to have the opportunity to respond to your Invitation for Bid Proposal. We are excited about the possibility to provide your office with the highest quality digital images for Henderson County's oldest land records.

Courthouse Computer Systems is proud to have partnered with the Henderson County Register of Deeds office on several previous scanning projects. In total, we have digitized and performed automated image redaction of sensitive information such as Social Security Numbers on almost 1.9 million pages of records in the Henderson County Register of Deeds office.

Courthouse Computer Systems is dedicated to ensuring that our services are affordable to the counties that we serve. Please review the enclosed document that communicates our understanding of the project and commitment to providing the highest quality results.

If you have any questions about the proposal or would like to make any changes, please do not hesitate to contact me. I am excited about the opportunity to help Henderson County further preserve its history and make that history more accessible to its citizenry.

Sincerely,

Charles A. Roederer, III

## **UNDERSTANDING OF PROJECT OBJECTIVES**

Courthouse Computer Systems is to scan Deed books 1-199 and perform automated and manual image enhancement of the images to create the highest quality files for import into the Register of Deeds record management system. Courthouse Computer Systems is also to process the images through our Automated Redaction Engine to identify sensitive information contained within the documents that need to be masked when the images are made available to the public.

Having attended the pre-bid meeting on 2/24/2021 and conducted an onsite assessment of the materials, we are acutely aware of the different sizes and condition of the source records.

## **PROJECT DETAILS**

All pages will be scanned, individually quality assured, digitally enhanced, and rescanned where necessary. Courthouse Computer Systems utilizes custom developed tools that in many cases output a more readable image than the source document.

Images are digitally enhanced by lightening, darkening, adjusting contrast, reducing noise, and cropping to deliver the highest quality image possible. These techniques are particularly beneficial with older records that are primarily handwritten or heavily soiled through many years of use. For this project, our enhancement techniques will make the Photostat Deed images (white text on a black background instead of the customary black text on a white page) appear incredibly readable. The final version of images is guaranteed to be of high quality.

Courthouse Computer Systems will perform all document scanning onsite. The original materials will always remain in the Henderson County Genealogical & Historical Society or the Henderson County Register of Deeds office. Courthouse Computer Systems will setup its scanning equipment in the customer's workplace. Quality assurance and image enhancement may occur onsite or offsite using the digital representation of the original materials.

All work will be performed in accordance with the scope of work presented in section V and the addendum of this bid solicitation.

## **VENDOR EXPERIENCE & CAPABILITY**

Courthouse Computer Systems is a customer-oriented technology company dedicated to serving county government by providing solutions that improve office efficiency, stability, and accuracy. We partner with our customers to provide economically justifiable solutions that are individually tailored to their unique needs. Our software solutions and professional services streamline office workflow and increase accessibility to public information.

Courthouse Computer Systems is a privately held company owned entirely by the company president, Charlie Roederer. Our company has grown in terms of revenue and customer base every year since it was incorporated in Chapel Hill, North Carolina in 2006. Charlie is the 4th generation of his family to assist county government officials with their record management needs. In 1905, his great-grandfather started E.H. Roederer Bookbindery in Louisville Kentucky to provide binding services for traditional record management. Between then and now, future generations of his family have ushered in the use of micrographics technology, computerized indexing, document imaging, and online services to meet changing land and vital record management needs.

Since 2015, Courthouse Computer Systems has performed a variety of scanning projects for the Henderson County Register of Deeds office. In total, 2397 books and over 1.88 million images of documents recorded in Henderson County have previously been scanned by Courthouse Computer Systems and loaded into the county's land record management system. Elsewhere, in North Carolina and other surrounding states Courthouse Computer Systems has performed over 100 similar scanning projects for county government offices.

Courthouse Computer Systems maintains annual sales of over 1 million dollars and employs a nimble and growing staff of approximately 15 talented individuals. The company is debt free and cash flow positive. We have never had a contractual relationship that was not completed or was severed.

## **PROJECT DIGITIZATION PLAN AND PERSONNEL**

The project will be completed by June 30<sup>th</sup>, 2021. Scanning will occur onsite in April 2021. Offsite image enhancement will take place in April and May 2021. In early June, Courthouse Computer Systems will return onsite to rescan any missing or poor-quality images in order to finalize the record set and import them into the Register of Deeds system by June 30<sup>th</sup>, 2021.

Courthouse Computer Systems anticipates using Charlie Roederer as the executive manager, Liz Kreick as the project administrator, and Cory Wilson as the onsite document scanner. Charlie has been with Courthouse Computer Systems for 15 years, Cory for 10 years, and Liz for more than 5 years. Other

experienced team members may assist with cropping and image enhancement. In addition to all team members having significant experience working with land records that are between 100 and 300 years old, each team member will have previously worked on one of our prior Henderson County land records projects. The team brings tens of thousands of hours of experience digitizing and enhancing historical county records. No sub-contractors will be used on the project. Charlie Roederer will direct the project and Liz Kreick will be responsible for quality assurance.

## REFERENCES

Lee King  
Henderson County Register of Deeds  
(828) 697-4901

[lking@HendersonCountyNC.gov](mailto:lking@HendersonCountyNC.gov)

Project Details: Scanning and Enhancing Deed of Trust Books 173-1572 and Deed Books 200-1193

Project Timeline: Various projects between 2015 and 2020

Betsy S. Harnage  
Cleveland County Register of Deeds  
(704) 484-4834

[Betsy.harnage@ClevelandCountyNC.gov](mailto:Betsy.harnage@ClevelandCountyNC.gov)

Project Details: Scanning and Enhancing Deed Books 10G-14Z

Project Timeline: 2020-2021

Cheryl L. House  
Dare County Register of Deeds  
(252)475-5970

[cheryl.house@darenc.com](mailto:cheryl.house@darenc.com)

Project Details: Scanning and Enhancing 1063 Land Books

Project Timeline: 2019-2020

Merita Lewis-Spencer  
Hyde County Register of Deeds  
(252)926-4182

[mspencer@hydecountync.gov](mailto:mspencer@hydecountync.gov)

Project Details: Scanning and Enhancing Deed Books A-Z and 1-27

Project Timeline: 2020-2021



**Attachment A: PROPOSAL**

The undersigned, as bidder, hereby declares that this proposal is made without connection with any other person, company, or parties making a similar bid or proposal, and that the proposal is in all respects fair and in good faith, without collusion or fraud.

The bidder has carefully examined the annexed form of specifications and instructions to bidders and hereby declares that he will furnish the services called for in the manner prescribed in the request for proposals for the following price:

Description	Pricing
Scanning & Digitalization of Deed Books 1-199	\$49,890

**PLEASE NOTE BID PRICES AND SPECIFICATIONS SHALL BE FULLY ENFORCEABLE FOR 90  
DAYS AFTER THE BID DUE DATE UNLESS NOTED BELOW**

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Charles A Roederer, III

Printed Name of Firm Representative

Signature of Firm Authorized Representative

Courthouse Computer Systems, INC

Name of Firm Submitting Proposal

President

Title

50101 Governor's Drive Suite 200 Chapel Hill, NC 27517

Firm Address

Charlie@CourthouseComputerSystems.com

Email Address

919-632-9360

Telephone Number

# **Attachment V.**

## **Courthouse Computer Systems - Agreement for Scanning Services**

THIS AGREEMENT made by and between Courthouse Computer Systems, Inc. ("Provider") and the Henderson County Register of Deeds office ("Customer").

The "Agreement" sets forth the terms and conditions under which Provider will provide document scanning services to Customer for a contract period of March 9<sup>th</sup> 2021 through June 30<sup>th</sup> 2021.

### **1. Definitions**

1.1. "Materials" means 1) Deed Books 1-199

1.2. "Location(s)" means the Customer office at 200 North Grove Street, Suite 129,, Hendersonville, NC 28792 or suitable county facility recommended by the Register of Deeds.

1.3. "Office" means the Henderson County Register of Deeds office.

### **2. Document Scanning Services**

During the term of this Agreement, Courthouse Computer Systems will perform the following services:

- 1) Digital scanning of Deed Books 1-199 to make these books electronically available in the Register of Deeds document retrieval system accessible both in-courthouse and on-line. Every page in these books that contains information will be scanned, individually reviewed, and page sequenced correctly. Poor quality images will be digitally enhanced as necessary or rescanned as required to ensure that the output images are of high quality. All images are saved using the document-imaging standard of single page TIFF files with CCITT Group IV compression.

Courthouse Computer Systems will perform all document scanning onsite. The original Materials will remain on Customer's premises at all times. Courthouse Computer Systems will setup its scanning equipment in the Customer's workplace. Quality assurance and image enhancement may occur onsite or offsite using the digital representation of the original Material.

Provider shall use best efforts to ensure that the original documents of the Register of Deeds are not damaged during the term of this Agreement by Provider or its agents.

### **3. Image Availability**

Provider will make all scanned images available over the Internet and in the Register of Deeds office via a secure hosted website.

### **4. Governing Law**

This Agreement shall be interpreted by North Carolina law



#### 4. E-Verification Provision

The Provider, and all sub-contractors, shall comply with all the provisions of Article 2 of Chapter 64 of the North Carolina General Statutes.

#### 5. Pricing and Payment

Courthouse Computer Systems will perform these services for a total price of \$49,890 and no cents. Courthouse Computer Systems will submit an invoice for payment at the completion of each phase of the project. Customer agrees to pay all invoices within thirty (30) days of receipt.

#### 6. Additional Provisions

All terms, conditions and provisions contained in the County's February 17, 2021, Memorandum to Bidders are incorporated by reference.

PROVIDER:



Signature

Charles A. Roederer, III

Name

President

Title

3/9/2021

Date

CUSTOMER:

Signature

Name

Title

Date

Attest:

This instrument has been pre-audited in the manner required by the Local Government Budget and Fiscal Control Act.