

REQUEST FOR BOARD ACTION

HENDERSON COUNTY BOARD OF COMMISSIONERS

MEETING DATE: August 19, 2026

SUBJECT: Vendor Selection & Award – Department of Social Services Scanning Project

PRESENTER: Melissa Novack, Administrative Officer

ATTACHMENTS:

- I. Legal Advertisement
- II. Proposal Cost Tabulation
- III. RFP Scoring Matrix
- IV. Patterson Pope Proposal

SUMMARY OF REQUEST:

The Board is requested to approve the selection and award for \$95,762.50, inclusive of the base bid amount of \$63,450 and bid alternate one in the amount of \$32,312.50, to Patterson Pope for the Department of Social Services (DSS) scanning project.

This project is to scan files currently in storage space in the Human Services building. Proposals were solicited from April 22, 2026, to May 6, 2026, and were evaluated based on cost, vendor experience and capability, references, and proposed schedule.

This project has \$194,368 in the FY2027 DSS departmental budget.

BOARD ACTION REQUESTED:

The Board is requested to approve the selection and award to Patterson Pope in the amount of \$95,762.50 and authorize the Department of Social Services to execute the contract.

Suggested Motion:

I move the Henderson County Board of Commissioners approve the selection and award to Patterson Pope in the amount of \$95,762.50 and authorize the Department of Social Services to proceed with the contract.



P.O. Box 1276
Hendersonville, NC 28793
Phone: (828) 698-0407
E-mail: legals@hendersonvillelightning.com
Web: hendersonvillelightning.com

April 22, 2026

Doug Guffey
Purchasing Agent
Historic Courthouse Annex
113 N. Main Street
Hendersonville, NC 28792

Advertisement for Sealed Bids: Document Scanning Services (DSS)

I, Amy B. McCraw, affirming the following under the penalties of perjury state:
I am associate editor of the *Hendersonville Lightning*, a newspaper published,
issued and entered as periodical mail in the City of Hendersonville, County of
Henderson and State of North Carolina. I hereby certify that the advertisement annexed
hereto was published in the editions of the *Hendersonville Lightning* on the following
date or dates:

4/22/26

And that the said newspaper in which such notice, paper, document or legal
advertisement was published was, at the time of each and every such publication, a
newspaper meeting all of the requirements and qualifications of Section 1-597 of the
General Statutes of North Carolina and is a qualified newspaper within the meaning of
Section 1-597 of the General Statutes of North Carolina.

This 22nd day of April, 2026.

(Signed)

Sworn to and subscribed before me this 22nd day of April, 2026.

Janet R. Chapin

Notary Public

My commission expires December 11, 2029.

**PUBLIC NOTICE
ADVERTISEMENT
FOR SEALED BIDS
HENDERSON COUNTY**

Henderson County will accept sealed bids for document scanning services as specified until 5:00 PM EST, May 6, 2026, at the Henderson County Finance Department, 113 North Main Street, Hendersonville, NC 28792. Bids must be sealed and visibly labeled as "Request for Proposals: Document Scanning Services". The proposals must conform to the criteria provided and will be awarded based upon the most advantageous proposal as defined by Henderson County considering price, technical merit, past performance, and the ability of the vendor to complete the requirements contained herein in the desired timeframe. This solicitation is funded with federal funds. A copy of the bid package may be obtained from the Henderson County Finance Department between the hours of 9:00 AM and 4:00 PM, Monday through Friday, excluding Holidays, or on Henderson County's website at <https://www.hendersoncountync.gov/rfps>. Bidders with questions regarding the bid process or system specifications should contact Doug Guffey at hgurchasing@henderson-countync.gov. Henderson County reserves the right to reject any or all proposals, waive technicalities and to be the sole judge of the suitability of the goods

tended use as allowed
by law and further
specifically reserves
the right to make the
award in the best in-
terest of the County.

Doug Guffey,
Purchasing Agent
Henderson County
Finance Department

Henderson County Proposal Tabulation**RFP: Department of Social Services Scanning & Digitalization Services Project****Opened May 6, 2026 by 5:00 PM EST**

COMPANY NAME	BASE BID	DIFFERENCE FROM LOW BASE BID	ALT #1:
PATTERSON POPE	\$ 63,450.00		\$ 32,312.50
RECORDS REDUCTION INC	\$ 71,500.00	\$ 8,050.00	\$ 33,375.00
FILEVAULT LLC	\$ 135,000.00	\$ 71,550.00	\$ 65,484.00
CASO DOCUMENT MANAGEMENT INC	\$ 135,000.00	\$ 71,550.00	\$250/CARTON
SCANNING AMERICA INC	\$ 145,469.07	\$ 82,019.07	\$ 50,600.50
VRC COMPANIES, LLC	\$ 147,151.50	\$ 83,701.50	
CORNERSTONE CONSORTIUM LLC DBA DOCUMENT MOUNTAIN	\$ 172,140.00	\$ 108,690.00	\$ 78,288.00
VERSATERM PUBLIC SAFETY US, INC	\$ 235,000.00	\$ 171,550.00	\$ 95,000.00

Henderson County Evaluation Matrix

RFP: Scanning & Digitalization Services Project

Patterson Pope			
Criteria	(a) Weight	(b) Score (1-5)	(a) x (b) Weighted Score
Cost	30		30
Vendor Experience & Capability	25	4	20
References	25	4	20
Proposed Schedule for Completing Tasks	20	5	20
Total Score:			90

FileVault, LLC.			
Criteria	(a) Weight	(b) Score (1-5)	(a) x (b) Weighted Score
Cost	30		14
Vendor Experience & Capability	25	4	20
References	25	4	20
Proposed Schedule for Completing Tasks	20	5	20
Total Score:			74

Records Reduction, Inc.			
Criteria	(a) Weight	(b) Score (1-5)	(a) x (b) Weighted Score
Cost	30		27
Vendor Experience & Capability	25	4	20
References	25	1	5
Proposed Schedule for Completing Tasks	20	5	20
Total Score:			72

Caso Document Management, Inc.			
Criteria	(a) Weight	(b) Score (1-5)	(a) x (b) Weighted Score
Cost	30		14
Vendor Experience & Capability	25	4	20
References	25	3	15
Proposed Schedule for Completing Tasks	20	5	20
Total Score:			69

Scanning America, Inc.			
Criteria	(a) Weight	(b) Score (1-5)	(a) x (b) Weighted Score
Cost	30		13
Vendor Experience & Capability	25	4	20
References	25	2	10
Proposed Schedule for Completing Tasks	20	5	20
Total Score:			63

Cornerstone Consortium, LLC. DBA Document Mountain			
Criteria	(a) Weight	(b) Score (1-5)	(a) x (b) Weighted Score
Cost	30		11
Vendor Experience & Capability	25	4	20
References	25	1	5
Proposed Schedule for Completing Tasks	20	5	20
Total Score:			56

Versaterm Public Safety US, Inc.			
Criteria	(a) Weight	(b) Score (1-5)	(a) x (b) Weighted Score
Cost	30		8
Vendor Experience & Capability	25	4	20
References	25	1	5
Proposed Schedule for Completing Tasks	20	3	12
Total Score:			45

VRC Companies, LLC.			
Criteria	(a) Weight	(b) Score (1-5)	(a) x (b) Weighted Score
Cost	30		13
Vendor Experience & Capability	25	3	15
References	25	1	5
Proposed Schedule for Completing Tasks	20	3	12
Total Score:			45

Proposals were evaluated using a standardized scoring system. Each criteria component was assigned points ranging from 1 - 5 according to the extent to which the proposed system meets the stated requirements. The points were 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 were calculated with a formula 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:

$$\frac{\text{Lowest Cost}}{\text{Score Cost being evaluated}} \times \text{Maximum Points Available}$$

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



Henderson County Government

RFP: Department of Social Services
Scanning and Digitalization Services
Project

May 4th.2026

Kelly Green
Chief Strategy Officer of ECM Solutions
Patterson Pope



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1. Cover Letter

May 4, 2026

Henderson County Government
Department of Social Services
113 N Main Street
Hendersonville, NC 28792

Re: Response to RFP – DSS Scanning and Digitalization Services

Dear Evaluation Committee,

On behalf of Patterson Pope, I submit this proposal in response to the Henderson County Department of Social Services Request for Proposals for scanning and digitization services. We appreciate the opportunity to support the County in securely digitizing approximately 540 boxes of records, with the potential inclusion of additional record groups under the Alternate Scope defined in Addendum 1. All services will be delivered in accordance with County policies, North Carolina General Statutes, and 2 CFR Part 200 requirements.

Patterson Pope is a 100% employee-owned company with more than 50 years of experience delivering secure document management and high-volume scanning services for public sector organizations, including Departments of Social Services and other regulated environments.

We understand the County's priorities include security, compliance, accuracy, controlled access, and scalable execution. Our approach aligns directly with these priorities and includes:

- Secure collection, transport, and documented chain of custody
- Document preparation and high-quality image capture meeting required specifications
- Accurate indexing aligned to case ID, last name, and first name
- Controlled access to records during processing with documented request procedures, maintained chain of custody, and retrieval within 48 hours of County request, with standard 4-hour service levels
- Scalable production capacity to support the Alternate Scope without impact to schedule or quality
- Secure delivery and certified destruction following County acceptance

Our methodology minimizes disruption while maintaining full accountability, auditability, and compliance across both the base and any alternate scope.

Patterson Pope provides a low-risk, proven delivery model with production-scale capability and full lifecycle accountability from intake through final disposition.

Please direct all correspondence to John Kelly Green, kgreen@pattersonpope.com, 704-492-5909.

Patterson Pope is committed to delivering a secure, efficient, and audit-ready digitization solution aligned to Henderson County's requirements.

Sincerely,



John Kelly Green
Chief Strategy Officer
Patterson Pope

2. Vendor Information

Attachment II: Vendor Information Form			
Company/Firm Name			
Patterson Pope			
Mailing Address			
PO Box 790138, Charlotte NC 28206			
Contact Name		Contact Title	
Kelly Green		Director of Strategy	
Phone Number	Fax	Email	Website
704-492-5909	704.706.9158	kgreen@pattersonpope.com	www.pattersonpope.com
Federal Tax ID Number		Unique Entity Identification Number (SAM.gov)	
56-0986683		QB7GNEMZNL7	
Required Documentation		Internal Routing	
Completed IRS W-9 form dated within calendar year and signed by authorized personnel.		W9 Received	☐ YES
Minority and Women Owned Business (MWBE) certification, if applicable.		MWBE Certification Received	☐ YES ☐ N/A
		Unique Entity Identification Number confirmed in SAM.gov	☐ YES

3. Executive Summary

Patterson Pope submits this proposal to provide secure, high-volume scanning and digitization services for the Henderson County Department of Social Services (DSS). We understand the County's objective is to convert approximately 540 boxes of sensitive records into accurate, accessible digital formats while maintaining strict security, controlled access, and full compliance with public records requirements.

Our approach is built on a structured, end-to-end digitization methodology with a closed-loop chain of custody, ensuring all records are continuously tracked, controlled, and auditable from collection through final delivery and destruction.

Patterson Pope will perform document preparation, image capture, and indexing in accordance with County-defined standards, including case ID, last name, and first name. All images will meet required specifications, including TIFF format and 300 dpi resolution, supported by multi-stage, in-line quality validation to ensure first-pass accuracy and reduce rework.

Production is supported by high-speed, production-grade scanning technology designed for large-scale environments. Automated document handling, real-time image validation, and advanced detection capabilities enable sustained throughput of tens of thousands of images per day, depending on document condition, while maintaining consistent quality and minimizing manual intervention.

Security and compliance are embedded throughout the process, including controlled environments, restricted access, documented custody transfers, and monitored systems. Upon County acceptance, Patterson Pope will perform secure destruction of physical records and provide a certificate of destruction.

A key operational advantage is controlled access to records during processing. While the County requires retrieval within 48 hours, Patterson Pope provides a standard retrieval service level of 4 hours, with most requests fulfilled within 1 hour. This accelerated access significantly reduces disruption to DSS operations.

Delivery is managed through a predictable, low-risk model supported by batch-level tracking, status reporting, and full reconciliation, ensuring complete visibility and accountability throughout the project lifecycle.

In accordance with Addendum 1, Patterson Pope's approach fully supports the County's option to include additional record groups under the alternate scope, including Admin, Adult Services Facility, Day Care, F&C, PLA and LTC Medicaid, Foster and Adoption Medicaid, Foster Care Licensing, Medicaid Transportation, and Program Integrity. All processes, controls, quality standards, and service levels defined for the base scope apply equally to the alternate scope, ensuring consistent delivery, scalability, and no additional operational risk if expanded.

Patterson Pope brings more than five decades of information management experience, with digitization services delivered continuously since the 1990s across public sector environments. Our team has successfully delivered large-scale initiatives involving sensitive records and strict confidentiality requirements.

Key Differentiators

1. Accelerated record access during processing with a standard 4-hour retrieval service level and typical 1-hour response time, significantly exceeding the required 48-hour turnaround

2. Proven public sector experience managing high-volume digitization of sensitive records under strict confidentiality and compliance requirements
3. High-throughput, production-scale digitization capability supporting efficient processing and reliable adherence to project timelines
4. First-pass image and data accuracy achieved through in-line quality validation, reducing rescans, rework, and downstream correction effort
5. Structured, audit-ready methodology with full chain of custody from intake through secure destruction
6. Predictable, low-risk delivery model with batch-level tracking, reporting, and complete reconciliation

This proposal is aligned to Henderson County's evaluation priorities:

- Competitive, all-inclusive pricing aligned to the defined scope
- Proven public sector experience with sensitive and regulated records
- Accelerated record retrieval that significantly exceeds requirements
- High-throughput, high-accuracy digitization with in-line quality control
- Continuous chain of custody with full auditability
- Predictable delivery supported by tracking, reporting, and reconciliation

Patterson Pope is committed to delivering a secure, efficient, and audit-ready digitization program that improves access to information and supports the County's long-term records management objectives.

4. Vendor Experience and Capability

Patterson Pope, Inc. is a North Carolina-based corporation founded in 1971, with more than 50 years of continuous operation supporting public sector and regulated organizations. The company is 100 percent employee-owned through an ESOP structure, promoting long-term stability, accountability, and a service-oriented culture aligned with government clients.

The firm brings more than five decades of information management experience, with digitization and scanning services delivered continuously since the 1990s across public sector and regulated environments.

Patterson Pope operates with approximately 200 employees and has grown primarily through organic expansion, supplemented by selective acquisitions that have expanded geographic reach and service delivery capabilities.

Patterson Pope demonstrates strong financial viability, with consistent growth and annual gross revenues exceeding \$100 million in the most recent fiscal year. The firm maintains the operational capacity to scale delivery for high-volume digitization projects through established staffing models, cross-trained resources, and dedicated production teams, ensuring schedule adherence and consistent quality.

Patterson Pope specializes in enterprise content management, digitization, and records management services for government and highly regulated environments. Services are designed to support the secure transition from paper-based records to accessible, compliant digital formats while maintaining strict control over sensitive information.

Core scanning and digitization services include:

- Backfile conversion of paper records to digital formats with indexing aligned to defined data structures
- Day-forward scanning services integrated into operational workflows
- Secure document handling, transport, and storage with documented chain of custody controls
- Multi-stage quality assurance including image validation, indexing verification, and exception handling
- Compliance with state and local records retention requirements and public records laws
- Delivery of indexed digital records compatible with enterprise systems

Patterson Pope has extensive experience delivering projects of similar size and complexity, including high-volume scanning initiatives involving sensitive records, strict confidentiality requirements, and audit-ready documentation. This experience includes large-scale case file digitization and backfile conversion efforts comparable in volume, sensitivity, and operational requirements to the scope defined in this RFP. Representative public sector clients include:

- City of Charlotte
- Cherokee County Department of Social Services
- Mecklenburg County Public Defender's Office
- Pike County Schools

Representative Project Scale and Throughput

Patterson Pope has delivered large-scale digitization initiatives involving high-volume records processing in public sector environments. Based on comparable engagements, production operations are designed to support sustained throughput ranging from approximately 15,000 to 40,000 images per day, depending on document condition, preparation requirements, and indexing complexity.

This capacity is achieved through a combination of high-speed scanning technology, parallel processing workflows, and dedicated production teams. The approach enables efficient processing of large record volumes while maintaining strict quality, security, and chain-of-custody requirements.

These demonstrated production capabilities support reliable schedule adherence and provide confidence in Patterson Pope's ability to complete the defined scope within required timelines.

Organizational Experience

Patterson Pope's organizational experience reflects a long-standing track record of delivering digitization services for public sector agencies managing sensitive records.

- More than five decades of experience delivering information management and digitization services
- Demonstrated success with large-scale backfile conversion and day-forward scanning programs
- Extensive experience supporting Departments of Social Services and other public sector agencies managing sensitive records
- Proven ability to operate within compliance-driven environments with strict records retention and privacy requirements

Digitization and Records Management Capability

Patterson Pope's digitization capabilities are designed to support high-volume processing while maintaining accuracy, control, and accountability.

- Closed-loop chain of custody methodology ensuring continuous tracking and accountability from collection through final disposition
- Barcode-based inventory control and custody tracking across all processing stages
- Standardized, high-throughput workflow including preparation, scanning, indexing, and multi-stage quality control designed to support sustained production volumes and schedule adherence
- Batch-level tracking, reconciliation, and production reporting ensure complete accountability and verification of all records throughout processing

Quality, Compliance, and Governance

Quality, compliance, and governance are embedded throughout the digitization process to ensure accuracy, security, and audit readiness.

- Multi-layer quality assurance including image validation, metadata verification, and exception resolution
- Full audit trail of document handling activities supporting compliance and legal defensibility
- Secure processing environments with restricted access and monitored systems
- Controlled destruction processes with certificate of destruction following client approval

Project Delivery and Management

Project delivery is structured to ensure predictable execution, clear communication, and adherence to defined timelines.

- Dedicated project management with defined kickoff, planning, and communication structure
- Production monitoring with regular status reporting and issue tracking
- Defined intake, processing, and delivery controls to ensure schedule adherence and quality outcomes
- Ability to provide controlled access to records during processing without disrupting operations

5. References

Entity Name	Contact Name(s)	Email Address	Telephone Number	Brief Description of Work
City of Charlotte	Justin Price, Financial Services Manager	justin.price@charlottenc.gov	704-336-4104	Delivered high-volume document scanning and digitization services supporting Accounts Payable invoices, Human Resources records, Aviation documentation, Water department as-builts and GIS files, and Solid Waste records. Services included document preparation, scanning, indexing, and quality assurance, with integration into OnBase and Munis to enable automated workflows, secure access, and records retention compliance. Supports approximately 600 end users. Service Dates: 2020–Current.
Mecklenburg County Public Defender's Office (PDO)	Elaine B. Hunter, Office Manager	elaine.hunter@nccourts.org	704-686-0946	Delivered document scanning and digitization services for legal case files, including document preparation, high-resolution scanning, indexing, and secure handling of confidential records. Enabled case management, retrieval, and compliance through OnBase. Supports approximately 100 end users. Service Dates: 2007–Current.

Cherokee County Department of Social Services	Amanda Tanner-McGee, MSW, LCSW, CCS, Director	amanda.mcgee@cherokeeconomy-nc.gov	(828) 837-7455 ext. 1201	Provided document scanning and digitization services for social services case files, including document preparation, scanning, indexing, and quality assurance. Ensured secure handling of sensitive records, improved caseworker access, and compliance with state retention and privacy requirements.
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6. Scope of Work

Initial Scope provided in the RFP

A. Overview:

The firm will scan and digitalize documents from DSS as defined herein.

B. Requirements

1. General:

- a. File scanning of approximately 540 boxes of varying paper sizes
- b. Documents will need to be boxed in order to be taken offsite
- c. Department shall have access to records while scanning is being performed with 48 hours notice
- d. Offsite scanning is permissible
- e. Due to the sensitive/confidential information contained in these documents the vendor must protect all digitalized data, restrict access to only authorized personnel, and ensure secure storage and destruction of the physical documents from the commencement of the project to the end.

2. Specifications of Documents

- a. Documents will need to be prepared for scanning as documents may contain staples, paperclips, binder clips, etc.

3. Required Scanning Equipment

- a. The scanner will need to be able to scan Legal size paper

4. Indexing

- a. Digitalized documents shall be indexed by case Id, Last name, First name

5. File Format

- a. Images shall be .tiff format
- b. Images must be able to be converted to pdf from the .tiff format
- c. Images shall be compatible with Microsoft Office
- d. Images shall be able to be utilized on all mobile platforms
- e. Images shall have a minimum resolution of 300 dpi
- f. Images shall be bitonal
- g. Image shall have group IV compression

6. File Editing

- a. Images shall be despeckled
- b. Image text shall be black ink with the image having a white background

7. Software Requirements

- a. Laserfiche export file to be delivered via SFTP.

C. Acceptance of Work

Scanned images shall be reviewed and accepted by the Department of Social Services before County acceptance.

D. Document Destruction

Once digital files are accepted by the County, awarded firm is to destroy the files and provide a certificate of destruction.

Alternate Scope (Addendum 1)

In accordance with Addendum 1, the County may elect to include additional records under an alternate scope at its sole discretion.

The Alternate Scope may include the following record groups:

- Admin
- Adult Services Facility
- Day Care
- F&C
- PLA & LTC Medicaid
- Foster & Adoption Medicaid
- Foster Care Licensing
- Medicaid Transportation
- Program Integrity

All requirements, specifications, standards, and service levels defined in the Base Scope apply equally to the Alternate Scope, including document preparation, scanning, indexing, quality assurance, access requirements, and secure destruction.

Statement of Understanding

Patterson Pope understands that the County is seeking a qualified firm to perform secure, high-volume document scanning and digitization services for the Department of Social Services (DSS), encompassing approximately 540 boxes of records under the base scope, with potential inclusion of additional record groups under the alternate scope defined in Addendum 1.

The Scope of Work requires comprehensive document preparation, imaging, indexing, and delivery in accordance with defined technical specifications, including TIFF output, image quality standards, OCR processing, and delivery of indexed PDF files compatible with Laserfiche via SFTP.

Patterson Pope understands that offsite scanning is permissible, provided full chain-of-custody controls are maintained and DSS retains the ability to request access to records within 48 hours. We recognize that records contain sensitive and confidential information requiring strict adherence to security, access control, and data protection requirements throughout the project lifecycle.

We acknowledge that all documents within defined case structures are to be scanned, with indexing applied at the case level using the naming convention LAST NAME FIRST NAME CASE NO., and that subfolder-level indexing is not required. Final deliverables will consist of OCR-processed, indexed PDF files derived from TIFF images.

Patterson Pope recognizes the importance of accuracy and completeness in imaging and indexing, as well as the requirement for DSS review and formal acceptance prior to County acceptance. Upon acceptance, we understand that the awarded firm is responsible for secure destruction of physical documents and provision of a certificate of destruction.

We further understand that the project may span multiple fiscal years, that progress billing is permitted at defined milestones, and that the project must be completed by October 1, 2026.

Patterson Pope acknowledges that all Base Scope requirements apply equally to any awarded Alternate Scope and that execution will maintain consistent standards for security, quality, access, and compliance across all records processed.

7. Technical Approach and Scope Alignment

Patterson Pope's technical approach is designed to deliver a secure, controlled, and auditable digitization program that aligns directly with public sector requirements for records integrity, traceability, and compliance. The approach is grounded in a Closed-Loop Chain of Custody methodology that ensures continuous accountability from initial record collection through final delivery and disposition, while supporting high-volume processing and operational continuity.

Approach Overview

The proposed solution applies a structured, lifecycle-based methodology that integrates physical records handling, digitization, quality assurance, and secure delivery into a single controlled framework. Each phase is governed by defined procedures, system-based tracking, and documented custody transfers to ensure full visibility and auditability.

- End-to-end chain of custody maintained from collection through disposition
- Centralized Production Control System for tracking, status monitoring, and reporting
- Standardized digitization workflow with defined intake, preparation, scanning, indexing, and QC stages
- Multi-layer quality assurance with in-line validation to ensure first-pass image and data accuracy and reduce rework
- Secure handling, transport, and controlled facility access for all records
- High-speed, production-grade scanning operations designed to sustain high-volume throughput and meet project timelines

This approach ensures that all records are continuously accounted for, with custody responsibility documented at each stage of processing while maintaining predictable, efficient delivery.

Scope Alignment to Requirements

The methodology aligns directly to the expected scope of public sector digitization initiatives, including:

- Secure document collection and transportation with barcode-based tracking
- Inventory validation and reconciliation at intake and final delivery
- High-volume scanning with standardized image capture and enhancement
- Metadata indexing aligned to defined data structures and retrieval requirements
- Batch-level tracking and reporting across all production stages
- Controlled access to records during processing without disrupting operations, with a standard retrieval service level of 4 hours and typical fulfillment within 1 hour
- Secure digital delivery with complete reconciliation and audit documentation
- Optional certified destruction of physical records following approval

These capabilities ensure alignment with requirements for data security, operational continuity, and records management compliance while minimizing disruption to DSS operations.

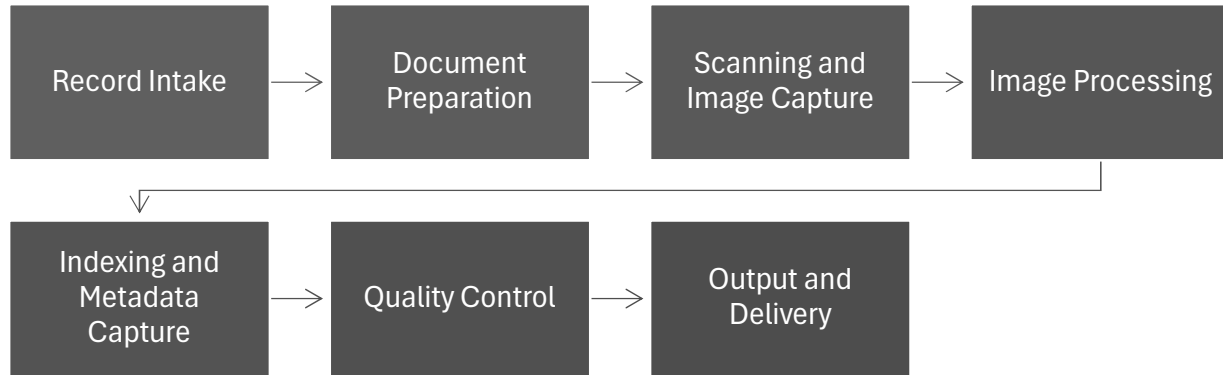
Digitization Workflow Alignment

The production workflow is structured into controlled stages, as illustrated in the methodology, ensuring consistency and repeatability across all records processed:

- Secure intake and inventory validation
- Document preparation and batch organization

- High-speed scanning and image capture
- Metadata indexing and classification
- Multi-stage quality control verification with embedded image and data validation
- High-throughput processing model enabling parallel execution of preparation, scanning, indexing, and QA

Each stage includes validation checkpoints and system logging to ensure completeness and accuracy before progression to the next phase, supporting both quality and schedule adherence.



Governance, Risk, and Controls

Risk	Impact	Mitigation
Loss of records during transport or processing	Compliance and operational risk	Barcode tracking, custody logging, and controlled transport procedures
Incomplete or inaccurate digitization	Data integrity risk	In-line quality assurance, multi-stage validation, and reconciliation reporting
Unauthorized access to sensitive records	Security and privacy risk	Restricted facility access, role-based permissions, and monitored systems
Production delays or backlog	Schedule risk	Parallel processing, throughput management, and active project oversight
Misalignment of indexing or deliverables	Rework and usability risk	Upfront definition of metadata structure and validation checkpoints

Assumptions and Dependencies

- Records are organized and suitable for standard preparation and scanning
- Indexing schema and metadata requirements are defined prior to production
- Secure transfer methods and delivery formats are agreed upon in advance
- Client stakeholders are available for intake validation, issue resolution, and acceptance

Summary

The Patterson Pope technical approach provides a controlled, transparent, and scalable framework aligned with public sector expectations for security, auditability, and operational efficiency. The Closed-Loop Chain of Custody methodology ensures that all records are tracked, validated, and accounted for at every stage, while supporting high-throughput processing, first-pass accuracy, and reliable on-time delivery.

8. Project Schedule

Patterson Pope proposes a structured, phase-based schedule designed to ensure secure handling, continuous access to records, and on-time project completion. The schedule aligns with the anticipated project start of June 2026 and the required completion date of October 1, 2026 .

Project Schedule Overview

Phase	Activities	Duration	Timeline
Project Initiation & Planning	Contract execution, kickoff meeting, finalize logistics, confirm indexing schema, establish communication plan	1 week	Early June 2026
Intake & Mobilization	Box pickup, inventory validation, barcode assignment, transport to secure facility	1 week	June 2026
Document Preparation	Removal of staples, clips, repair, batch organization	2–3 weeks (overlapping)	June – July 2026
Scanning & Image Capture	High-speed scanning, image processing, OCR capture	6–8 weeks (overlapping)	June – August 2026
Indexing & Quality Assurance	Metadata indexing, multi-stage QA validation, exception handling	6–8 weeks (parallel)	June – August 2026
Controlled Access Support	Ongoing file retrieval and return (≤48 hrs required; standard 4 hrs)	Continuous	June – September 2026
Delivery & DSS Review	Batch delivery of indexed files, reconciliation reporting, DSS validation	2–3 weeks	August – September 2026
Final Acceptance & Destruction	Final approval, secure destruction, certificate of destruction	1 week	Late September 2026

Key Schedule Characteristics

- Parallel processing model enables document preparation, scanning, indexing, and QA to occur concurrently, reducing total duration
- Batch-based delivery allows DSS to review and accept records incrementally rather than waiting for full project completion
- Retrieval service levels support operational continuity throughout the project
- Throughput capacity supports sustained high-volume processing to meet schedule requirements

Milestones

- Project Kickoff: June 2026
- Completion of Intake and Mobilization: June 2026
- 50% Production Complete: August 2026
- Substantial Completion (All Records Scanned and Delivered): Mid-September 2026

- Final Acceptance and Destruction: On or before October 1, 2026

Schedule Assumptions

- All records are available for pickup at project initiation or coordinated in defined batches
- Indexing schema and naming conventions are confirmed at kickoff
- DSS review and acceptance occur within agreed turnaround timeframes
- File retrieval requests remain within expected volumes (≤ 5 per month)

Scalability and Alternate Scope

If the County elects to include the Alternate Scope defined in Addendum 1, Patterson Pope will scale production capacity through additional staffing and extended processing windows. The same phased approach, quality controls, and service levels will apply. Final schedule adjustments will be coordinated with the County to maintain compliance with required timelines.

9. Addendum 1: RFP Department of Social Services Scanning and Digitalization Services Project (including pricing)



Henderson County Finance Department

113 N. Main St

Hendersonville, North Carolina 28792

Memorandum To: Pre-Proposal Attendees

From: Doug Guffey
Lead Purchasing Agent

Subject: Addendum 1: RFP Department of Social Services Scanning and Digitalization Services Project

Date: May 1, 2026

This addendum forms a part of and modifies the bidding requirements, contract forms, contract conditions, and/or the specifications for the RFP: Department of Social Services Scanning and Digitalization Services Project. Bidder shall acknowledge receipt of the Addendum by signature and date below. The signed addendum shall be submitted as a part of your bid. Failure to do so may subject the Bidder to **disqualification**.

The following clarifications, modifications, and/or additions are to be made to the specifications:

I. Addition of Alternate

Alternate pricing may be included for Admin, Adult Services Facility, Day Care, F&C, PLA & LTC Medicaid, Foster & Adoption Medicaid, Foster Care Licensing, Medicaid Transportation and Program Integrity. All specifications and addendum(s) applicable to the base bid shall also encompass the requirements for the alternate bid. At the sole discretion of the County, some or all of the alternate(s) requested may or may not be added and/or services provided based upon the necessity of the work requested and the availability of budgeted funds.

Please see new Proposal Form included within this addendum.

II. Clarifications

When submitted for the base bid, documents must be submitted defining Foster Care and Child Support with the following naming convention LAST NAME FIRST NAME CASE NO. so Smith Jane 34983948.

Should the alternate be awarded, documents must be submitted defining Admin, Adult Services Facility, Day Care, F&C, PLA & LTC Medicaid, Foster & Adoption Medicaid, Foster

Care Licensing, Medicaid Transportation and Program Integrity with the following naming convention LAST NAME FIRST NAME CASE NO. so Smith Jane 34983948.

III. Question & Answer

Q1: Do the files need to be OCR'd?

A1: Yes.

Q2: Do the documents need to be destroyed after scanning?

A2: Yes, once the digital files are accepted by the Department of Social Services, the files are to be destroyed and a certificate of destruction must be provided. Destruction of the documents **MUST** take place after DSS approval and acceptance.

Q3: Should photos be scanned in color?

A3: No. Image text shall be black ink with the image having a white background.

Q4: Do any CDs or Microfilm need to be returned?

A4: No.

Q5: Should the files labeled 1 of 2, 2 of 2, be scanned as one file?

A5: Yes, the files may be separated and named as 1 of 2, and 2 of 2, and so forth in addition to the naming convention contained with the specifications.

Q6: If a file is extremely large can it be split?

A6: Yes, but it would need to be named as 1 of 2, and 2 of 2, and so forth in addition to the naming convention contained with the specifications.

Q7: Can sticky notes be grouped together and scanned at the end of the file?

A7: Yes.

Q8: Do envelopes need to be scanned or kept?

A8: Envelope(s) do not need to be scanned. However, all documents within them shall be scanned.

Q9: If an envelope is sealed can it be opened?

A9: Yes.

Q10: Do the files need to be sectioned out based on the folders inside?

A10: No. Sectioning based on multiple folders held within one case will not need to be sectioned.

Q11: Is there funding for this project (Phase 1 Child Support and Foster Care) and Phase 2 (remaining boxes and file cabinet drawers) this fiscal year or will the project be spread out over multiple fiscal years.

A11: The project will span over County fiscal years.

Q12: Can all the boxes be picked up at one time? If not, how many boxes can the vendor pick up per trip. If the vendor must schedule multiple trips over an unknown period of time can we provide a "cost per trip".

A12: Yes, all files can be picked up at one time. However, please note that files must be able to be provided back to DSS in 48 hours upon their request.

Q13: What is the anticipated start date.

A13: The start date of the project will be dependent upon departmental review and analysis of proposals submitted and initial contract award by the County Board of Commissioners. The earliest start date would be June 2026.

Q14: Can the county be more specific on how they want the pricing structured. Can the vendor provide a firm fixed price to scan 1,500,000 images and a per image cost to scan any additional images over 1,500,000. That way the county is only paying for what is actually scanned and not a padded estimate.

A14: A lump sum price must be provided for the entire scope of the project. A new bid pricing sheet has been provided inclusive of the alternate discussed at the pre-proposal meeting.

Q15: In reference to the Foster Care accordion folders, please confirm the file folder structure will be Last_First_ID_Folder # at accordion folder level and that all the documents in the accordion folder including the subfolders will be scanned but there will be no need to index at subfolder level.

A15: Folder structure should be LAST NAME FIRST NAME CASE NO. at accordion folder level. All documents will be scanned. Subfolders within the accordion files will not need to be scanned or indexed.

Q16: What is the estimated number of file requests the county will have monthly.

A16: File requests should not exceed 5 per month.

Q17: Can the county provide a copy of the sign in sheet.

A17: Prebid tabulation will be provided on the County website for this solicitation on Monday, May 4.

Q18: Will this format work as a deliverable for the image files – 34983948 Smith Jane.pdf? If not, can you tell us the format you need to import into Laserfiche.

A18: Please format as LAST NAME FIRST NAME CASE NO. so Smith Jane 34983948.

Q19: Do you have a deadline for when this project must be completed?

A19: Project must be completed by October 1, 2026

Q20: Can we deliver images, invoices and get paid in increments? For example, we scan in ¼ of the files, deliver the digital files, invoice and get paid in increments?

A20: Progress billing is acceptable at 25%, 50% and 100% project completion. Billing must be for services rendered.

Q21: What are your payment terms?

A21: Payment terms will be Net 30.

Q22: The RFP says:

- a. Images shall be .tiff format
- b. Images must be able to be converted to pdf from the .tiff format

I just want to confirm that you want us to scan in tif, convert to pdf and deliver pdf files to you?

A22: Correct, OCR'd and indexed PDFs shall be delivered.

Q23: On the Proposal Form, there is a blank box for pricing. The text below states that pricing must include all applicable fees and taxes. Is it acceptable to enter "Please See Attachment" for a breakdown of pricing? We only bill for the number of records we actually pick up and scan, so we won't bill the county for more work than was actually completed.

A23: A breakdown of pricing can be provided. However, a lump sum price must be provided for the scope of the project. A new bid pricing sheet has been provided inclusive of the alternate discussed at the pre-proposal meeting.

Q24: We also want to clarify what the County would like to see for hourly rates for all personnel. Our production team is paid on an "Hourly + Commission" basis, meaning hourly rates can vary depending upon an individual's production rate. Our pricing model uses a "per image" rate for scanning. With that being that case, would the County need hourly rates for personnel? If so, would the County accept an average hourly rate for production staff?

A24: The base rate and the tiered schedule for commission may be provided and/or an average hourly rate for production staff would also suffice.

Q25: Lastly, we would ask for clarification on the pricing submission. Since an exact page count isn't available, we typically provide "per image" and "per box" pricing for transportation, destruction, scanning, etc. Does the County desire a set price?

A25: The County desires a lump sum price for both the base bid and the bid alternate inclusive of all the services as defined within the bid documents and this addendum.

Q26: Would a "per image" and "per box" pricing structure be acceptable?

A26: No.

Proposal Form with Pricing

PROPOSAL FORM

GENERAL

Pursuant to the General Statutes of North Carolina and 2 CFR Part 200 Federal Uniform Administrative Requirements, Cost Principles, and Audit, as amended, **sealed proposals**, subject to the conditions and specifications herein, are invited for scanning and digitalization services. All proposals will be received by the Henderson County Finance Department, at 113 North Main St., Hendersonville, NC 28792, May 6, 2026, at 5:00 PM.

PRICING

The submitting firm has carefully examined the annexed form of scope of work and proposal requirements, and hereby declares that they will furnish the services called for in the manner prescribed in the specifications for the following price:

Base Bid – Foster Care & Child Support
\$63,450.00

Bid Alternate 1: Admin, Adult Services Facility, Day Care, F&C, PLA & LTC Medicaid, Foster & Adoption Medicaid, Foster Care Licensing, Medicaid Transportation and Program Integrity
\$32,312.50

Pricing shall be **inclusive** of all applicable fees and taxes.

OFFER AND ACCEPTANCE

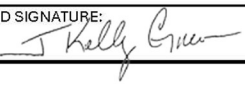
Henderson County seeks offers for the services described in this solicitation. The County's acceptance of any offer must be demonstrated by execution of the acceptance found below. Acceptance shall create a contract having an order of precedence as follows: In cases of conflict between documents comprising the contract, the order of precedence shall be (1) special terms and conditions specific to this RFP, (2) specifications and requirements contained within the RFP, (3) Henderson County Terms and Conditions of this RFP, and (4) the agreed portions of the awarded Firm's offer. **No contract shall be binding on the County until an encumbrance of funds and preaudit has been made for payment of the sums due under the contract.**

EXECUTION

In compliance with this Request for Proposals, and subject to all the conditions herein, the undersigned offers and agrees to furnish any or all services or goods upon which prices are offered,

at the price(s) offered herein, within the time specified herein. By executing this offer, I certify that this offer is submitted competitively and without collusion.

Failure to execute/sign offer prior to submittal shall render offer invalid. Late offers are not acceptable.

OFFEROR: Patterson Pope		
STREET ADDRESS: 110 East Blvd	P.O. BOX:	ZIP: 28203
CITY, STATE & ZIP: Charlotte, NC 28203	TELEPHONE NUMBER: 704-492-5909	TOLL FREE TEL. NO
PRINT NAME & TITLE OF PERSON SIGNING: John Kelly Green - CSO		FAX NUMBER:
AUTHORIZED SIGNATURE: 	DATE: 05/04/2026	E-MAIL: kgreen@pattersonpope.com

Offer valid for one hundred and twenty (120), days from date of offer opening unless otherwise stated here: _____ days.

ACCEPTANCE OF OFFER

If any or all parts of this RFP are accepted, an authorized representative of Henderson County shall affix their signature hereto. A copy of this acceptance will be forwarded to the successful firm(s).

FOR COUNTY USE ONLY

Offer accepted and contract awarded pursuant to Purchase or Contract Order number _____ this _____ day of _____, 20____, as indicated on attached certification,

by _____ (Authorized representative of Henderson County).

This instrument has been preaudited in the manner required by the Local Government Budget & Fiscal Control Act. N.C.G.S. 159-28(a).

Henderson County Finance Director

10. Attachments

Patterson Pope W9

Form W-9 (Rev. March 2024) Department of the Treasury Internal Revenue Service	Request for Taxpayer Identification Number and Certification Go to www.irs.gov/FormW9 for instructions and the latest information.	Give form to the requester. Do not send to the IRS.																																																		
Before you begin. For guidance related to the purpose of Form W-9, see <i>Purpose of Form</i> , below.																																																				
1 Name of entity/individual. An entry is required. (For a sole proprietor or disregarded entity, enter the owner's name on line 1, and enter the business/disregarded entity's name on line 2.) Patterson Pope, Inc.																																																				
2 Business name/disregarded entity name, if different from above.																																																				
Print or type. See Specific Instructions on page 3.	3a Check the appropriate box for federal tax classification of the entity/individual whose name is entered on line 1. Check only one of the following seven boxes. ☐ Individual/sole proprietor ☐ C corporation ☒ S corporation ☐ Partnership ☐ Trust/estate ☐ LLC. Enter the tax classification (C = C corporation, S = S corporation, P = Partnership) Note: Check the "LLC" box above and, in the entry space, enter the appropriate code (C, S, or P) for the tax classification of the LLC, unless it is a disregarded entity. A disregarded entity should instead check the appropriate box for the tax classification of its owner. ☐ Other (see instructions)																																																			
	4 Exemptions (codes apply only to certain entities, not individuals; see instructions on page 3): Exempt payee code (if any) 5 Exemption from Foreign Account Tax Compliance Act (FATCA) reporting code (if any)																																																			
	3b If on line 3a you checked "Partnership" or "Trust/estate," or checked "LLC" and entered "P" as its tax classification, and you are providing this form to a partnership, trust, or estate in which you have an ownership interest, check this box if you have any foreign partners, owners, or beneficiaries. See instructions ☐																																																			
	5 Address (number, street, and apt. or suite no.). See instructions. 110 East Blvd., Suite 1220 Remit to: Dept. #407 6 City, state, and ZIP code Charlotte, NC 28203 PO Box 1431, Charlotte, NC 28201 7 List account number(s) here (optional)																																																			
Requester's name and address (optional)																																																				
Part I Taxpayer Identification Number (TIN) Enter your TIN in the appropriate box. The TIN provided must match the name given on line 1 to avoid backup withholding. For individuals, this is generally your social security number (SSN). However, for a resident alien, sole proprietor, or disregarded entity, see the instructions for Part I, later. For other entities, it is your employer identification number (EIN). If you do not have a number, see <i>How to get a TIN</i> , later. Note: If the account is in more than one name, see the instructions for line 1. See also <i>What Name and Number To Give the Requester</i> for guidelines on whose number to enter.																																																				
<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td colspan="10">Social security number</td> </tr> <tr> <td></td><td></td><td></td><td></td><td>-</td><td></td><td></td><td></td><td></td><td></td> </tr> <tr> <td colspan="10" style="text-align: center;">or</td> </tr> <tr> <td colspan="10">Employer identification number</td> </tr> <tr> <td>5</td><td>6</td><td></td><td>0</td><td>9</td><td>8</td><td>6</td><td>6</td><td>8</td><td>3</td> </tr> </table>			Social security number														-						or										Employer identification number										5	6		0	9	8	6	6	8	3
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Part II Certification Under penalties of perjury, I certify that: 1. The number shown on this form is my correct taxpayer identification number (or I am waiting for a number to be issued to me); and 2. I am not subject to backup withholding because (a) I am exempt from backup withholding, or (b) I have not been notified by the Internal Revenue Service (IRS) that I am subject to backup withholding as a result of a failure to report all interest or dividends, or (c) the IRS has notified me that I am no longer subject to backup withholding; and 3. I am a U.S. citizen or other U.S. person (defined below); and 4. The FATCA code(s) entered on this form (if any) indicating that I am exempt from FATCA reporting is correct. Certification instructions. You must cross out item 2 above if you have been notified by the IRS that you are currently subject to backup withholding because you have failed to report all interest and dividends on your tax return. For real estate transactions, item 2 does not apply. For mortgage interest paid, acquisition or abandonment of secured property, cancellation of debt, contributions to an individual retirement arrangement (IRA), and, generally, payments other than interest and dividends, you are not required to sign the certification, but you must provide your correct TIN. See the instructions for Part II, later.																																																				
<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 15%;">Sign Here</td> <td style="width: 45%;">Signature of U.S. person <i>Elizabeth Ferrara</i></td> <td style="width: 40%;">Date <i>1/5/2026</i></td> </tr> </table>			Sign Here	Signature of U.S. person <i>Elizabeth Ferrara</i>	Date <i>1/5/2026</i>																																															
Sign Here	Signature of U.S. person <i>Elizabeth Ferrara</i>	Date <i>1/5/2026</i>																																																		
General Instructions Section references are to the Internal Revenue Code unless otherwise noted. Future developments. For the latest information about developments related to Form W-9 and its instructions, such as legislation enacted after they were published, go to www.irs.gov/FormW9 . What's New Line 3a has been modified to clarify how a disregarded entity completes this line. An LLC that is a disregarded entity should check the appropriate box for the tax classification of its owner. Otherwise, it should check the "LLC" box and enter its appropriate tax classification.																																																				
Purpose of Form An individual or entity (Form W-9 requester) who is required to file an information return with the IRS is giving you this form because they																																																				

Cat. No. 10231X

Form W-9 (Rev. 3-2024)

Attachment 2: Sample COI

Client#: 1772880

70PATTEPOP1

ACORD™

CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)

12/22/2025

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must have ADDITIONAL INSURED provisions or be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer any rights to the certificate holder in lieu of such endorsement(s).

PRODUCER McGriff, a MMA LLC Company 650 S Caldwell St. Suite 1500 Charlotte, NC 28202 704 954-3000		CONTACT NAME: PHONE (A/C, No, Ext): FAX (A/C, No): E-MAIL ADDRESS: mcg.nccertificateteam@marshmma.com	
INSURED Patterson Pope Inc. Central Business Equipment Company PO Box 790138 Charlotte NC 28206-7901		INSURER(S) AFFORDING COVERAGE INSURER A: Charter Oak Fire Insurance Company 25615 INSURER B: Travelers Property Casualty Co of Amer 25674 INSURER C: Travelers Indemnity Co of America 25666 INSURER D: Landmark American Insurance Co 33138 INSURER E: Ascot Insurance Company 23752 INSURER F:	

COVERAGES

CERTIFICATE NUMBER:

REVISION NUMBER:

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	ADDL INSR	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
A	☒ COMMERCIAL GENERAL LIABILITY ☐ CLAIMS-MADE ☒ OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: ☒ POLICY ☒ PRO-JECT ☐ LOC OTHER:	X	X	Y6305883N551COF26	01/01/2026	01/01/2027	EACH OCCURRENCE \$ 1,000,000 DAMAGE TO RENTED PREMISES (Ea occurrence) \$ 1,000,000 MED EXP (Any one person) \$ 10,000 PERSONAL & ADV INJURY \$ 1,000,000 GENERAL AGGREGATE \$ 3,000,000 PRODUCTS - COMPI/OP AGG \$ 2,000,000
B	AUTOMOBILE LIABILITY ☒ ANY AUTO ☐ OWNED AUTOS ONLY ☒ HIRED AUTOS ONLY ☐ SCHEDULED AUTOS ☒ NON-OWNED AUTOS ONLY	X	X	8102L5479162614G	01/01/2026	01/01/2027	COMBINED SINGLE LIMIT (Ea accident) \$ 1,000,000 BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$ \$
B	☒ UMBRELLA LIAB ☐ EXCESS LIAB ☐ DED ☒ RETENTION \$0	X	X	CUP9G42716A2614	01/01/2026	01/01/2027	EACH OCCURRENCE \$ 10,000,000 AGGREGATE \$ 10,000,000 \$
C	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below		X	UBA22406822514G	12/31/2025	12/31/2026	☒ PER STATUTE E.L. EACH ACCIDENT \$ 1,000,000 E.L. DISEASE - EA EMPLOYEE \$ 1,000,000 E.L. DISEASE - POLICY LIMIT \$ 1,000,000
D	Professional Liab			LCY872384	01/01/2026	01/01/2027	3MII Ret 10K
E	Excess Cyber			EOXS261000092106	01/01/2026	01/01/2027	2MII Ret 0

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)

Patterson Pope, Inc is Additional Insured on the General Liability if required by written/executed contract before a loss. Umbrella follows over the General Liability. Thirty (30) day notice of cancellation, except for 10 days non-payment of premium, applies on the General Liability, Auto Liability, and Workers Compensation policies if required by contract.

CERTIFICATE HOLDER

CANCELLATION

Patterson Pope, Inc P O Box 790138 Charlotte, NC 28206-7901	SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS. AUTHORIZED REPRESENTATIVE 
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ACORD 25 (2016/03) 1 of 1
 #S38781805/M38775273

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JAW