



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 OCRed?

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.

Signature: _____

Company Name: _____

Date: _____

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

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

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:		
STREET ADDRESS:	P.O. BOX:	ZIP:
CITY, STATE & ZIP:	TELEPHONE NUMBER:	TOLL FREE TEL. NO
PRINT NAME & TITLE OF PERSON SIGNING:	FAX NUMBER:	
AUTHORIZED SIGNATURE:	DATE:	E-MAIL:

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