



**Henderson County Government
RFP: Department of Social Services Scanning and
Digitalization Services Project**

Date of Issue: April 23, 2026

Mandatory Pre-Proposal Meeting

Location: 1200 Spartanburg Highway
Suite 300
Hendersonville, NC 28792

Date: April 29, 2026

Time: 10:00 AM

Proposal Due Date: May 6, 2026, by 5:00PM

Direct all inquiries concerning this RFP to:

Doug Guffey

Purchasing Agent

Phone: 828-694-5023

Email: hcpurchasing@hendersoncountync.gov

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:

Description	Pricing
Scanning and Digitalization Services	

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).

<p><u>FOR COUNTY USE ONLY</u></p> <p><i>Offer accepted and contract awarded pursuant to Purchase or Contract Order number _____ this _____ day of _____, 20____, as indicated on attached certification,</i></p> <p><i>by _____ (Authorized representative of Henderson County).</i></p> <p>This instrument has been preaudited in the manner required by the Local Government Budget & Fiscal Control Act. N.C.G.S. 159-28(a).</p> <p>_____</p> <p>Henderson County Finance Director</p>
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Section 1: Purpose

Henderson County’s Department of Social Services seeks an entity for digitalization and scanning services. All proposals and contracts are governed by Henderson County policy, North Carolina General Statutes, and 2 CFR Part 200 as applicable.

Section 2: RFP Schedule

Listed below are the dates and times by which stated actions must be taken or completed. The County may determine, in its sole discretion, that it is necessary to change any of these dates and times. Should changes be required, proper notice will be provided to potential respondents.

Action	Time	Date
RFP issued	5:00 PM	04/23/2026
Mandatory Pre-Proposal Meeting	10:00 AM	04/29/2026
Deadline for Questions	5:00 PM	04/29/2026
County Responses	5:00 PM	05/01/2026
Proposals Due	5:00 PM	May 6, 2026

A **MANDATORY PRE-PROPOSAL MEETING** will be held at 1200 Spartanburg Highway, Suite 300 Hendersonville, NC 28792 at the time indicated above. Please meet at the front lobby in the Department of Social Services Building. If the submitting firm does not attend the pre-proposal meeting or is not present for the duration of the meeting your proposal will not be considered as responsive.

Section 3: RFP Contact

Any and all questions, concerns, request for additional information, and/or alternate product considerations shall be directed to the Henderson County Finance Department to the attention of the Lead Purchasing Agent:

Doug Guffey
hcpurchasing@hendersoncountync.gov

Section 4: Proposal Questions

The County is not liable for interpretations/misinterpretations or other errors, or omissions made by the respondent in responding to this RFP. The respondent shall examine this RFP to determine if the County’s requirements and terms and conditions are clearly stated. If, after examination of the various requirements and terms and conditions of this RFP, the respondent believes there are any requirements or terms and conditions which remain unclear or which restrict competition, the respondent may request, in writing, that the County clarify the requirement(s) and terms(s) and condition(s) specified. The respondent must provide the Section(s), Subsection(s), Paragraph(s), and page number(s) that identify the requirements or conditions questioned by the respondent.

Requests for clarification, technical questions, and/or approval of alternate products to this RFP must be received by the County no later than the date shown above in Section 2, entitled "RFP Schedule", under Deadline for Questions. The respondents' failure to request clarification and submit questions by the date in the RFP schedule above shall be considered to constitute the respondents' acceptance of all County requirements and terms and conditions. The County shall issue addenda reflecting questions and answers to this RFP, if any, and shall be posted to the County's website at <https://www.hendersoncountync.gov/rfps>.

Section 5: Objections to the Specifications

It is not the intent of the RFP to exclude or limit competition or favor any supplier. If there is an objection to any of the specifications or requirements listed herein, the respondent must notify Doug Guffey, Lead Purchasing Agent in writing, stating and listing the specifications and objections, no later than the date shown above in Section 2, entitled "RFP Schedule", under Deadline for Questions. If a pre-proposal meeting has been scheduled, any objections must be presented in writing at that time. The objections stated must pertain both to form and substance of the RFP document. Failure to object in accordance with the above procedure shall constitute a waiver on the part of the submitting firm to protest the solicitation. All concerns, questions, clarifications, or other correspondence must be directed only to Doug Guffey, Lead Purchasing Agent. Information obtained from other sources will not be considered in the evaluation and award of this RFP.

Section 6: Scope of Work

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.

Section 7: Proposal Requirements

Proposals shall follow the sections outlined below, beginning with a cover letter, which will indicate the appropriate contact person for any potential correspondence. The remainder of the proposal shall include detailed vendor information, references, experience, pricing, and project schedule. The deliverables, compliance, and qualitative information contained within this section will be utilized in selecting a firm as defined in Section 10: Selection Criteria.

A. Vendor Experience & Capability

The vendor shall provide information on its experience and qualifications, which enable it to provide scanning and digitalization services described herein, including, but not limited to the following:

- Brief history of the company
- Timeline of incorporation, ownership, parent company, partners and suppliers
- Experience of similar sized digitalization and scanning projects
- Financial viability of vendor
- Any other information regarding the vendor's experience, which will assist the Department of Social Services in evaluating the proposal and making an ultimate decision.

B. References

The firm must supply three (3) references for similar work it has undertaken over the past three (3) years, preferably with a unit of local government.

Please provide:

- Entity name.
- Contact name(s).
- Email address.
- Telephone number.
- Brief description of the work performed

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

C. Pricing

Proposal responses should include detailed pricing information. The price shall constitute the total cost to the County for complete performance in accordance with the requirements and specifications herein, including all applicable charges including taxes and handling, administrative, and other similar fees as applicable. Hourly rates shall also be supplied for all personnel.

D. Project Schedule

The vendor shall provide a project schedule to complete the scanning and digitalization project. The schedule shall include a date in which the completed documents can be provided to DSS for review and final acceptance.

Section 8: Preparation of Proposals

- A. Proposals should be made in accordance with the RFP format provided herein. All proposals must be signed by a duly authorized official representing the Vendor using the **Proposal Form**. Proposals shall be considered to the greatest extent possible. However, failure to respond to any requirements outlined in the RFP, or failure to enclose copies of the required documents, may disqualify the proposal.
- B. All proposals, responses, inquiries, or correspondence relating to or in reference to this RFP, and all reports, charts, displays and other documentation submitted by the firm shall become the property of Henderson County when received. The County reserves the right to use the materials, or any ideas submitted in any proposal in response to the RFP.
- C. Costs incurred in the preparation of this Proposal are to be borne by the submitting firm, and Henderson County will not contribute in any way to the costs of the preparation.
- D. The contents of each firm's Proposal to Henderson County shall remain valid for a minimum of 120 calendar days from the Proposal due date.
- E. This Request for Proposals and the selected Firm's Proposal, including all representations,

warranties and commitments contained in the Proposal and related correspondence shall be contractual obligations included in the written final contract.

- F. Henderson County intends to award a contract to a single firm for all core applications. Submitting firms are allowed to provide a proposal that includes subcontractors, but the County intends to enter into a single agreement with one Vendor acting as a Prime contractor. The Prime contractor will be responsible for the timeliness, quality, and deliverables provided by any subcontractors under the Prime contractor’s agreement.

Section 9: Submission Requirements

- 9.1 **SEALED, hard copy**, responses shall be received until 5:00 PM on May 6, 2026.
- 9.2 Respondent shall provide (3) complete sets of your bid in hard copy paper format (on 8-1/2” x 11” size paper, printed one side, only bound with a single staple in the upper left corner or with a single removable clip (no 3-ring binders) and (1) digital version via flash drive. Proposals must be SEALED in an envelope. **NO EMAIL OR FAX PROPOSALS WILL BE ACCEPTED.**
- 9.3 All bids must be mailed or delivered as follows in enough time to ensure receipt by the Purchasing Agent for this purpose on or before the time and date specified on the Proposal Form. Proposals not received by the time and date specified on the Proposal Form will not be opened or considered.

Mailing & Delivery Address:

Henderson County: Department of Social Services Scanning and Digitalization Project
 Finance Department
 113 N Main Street
 Hendersonville, NC 28792

Section 10: Selection Criteria

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	30%
Vendor Experience & Capability	25%
References	25%
Proposed schedule for completing tasks identified	20%

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 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.

Section 11: Firm Selection

Pursuant to North Carolina General Statute and 2 CFR 200.320(b)2 the method of award will be based on the most advantageous proposal as defined by the County considering price, technical merit, past performance, and the ability of the vendor to perform the required services. Proposals will be reviewed after opening and will be ranked in order of choice based on selection criteria. The County shall not be bound or in any way obligated until both parties have signed a contract. The County reserves the right to delay the award of a contract or to not award a contract.

All responses will be considered to the greatest extent possible. However, failure to respond to any requirements outlined in the RFP, or failure to enclose copies of the required documents, may disqualify the proposal. All submittals must be valid for 120 days from the response deadline. Submissions received after the response deadline will be rejected without exception.

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

Section 12: Minority and Disadvantaged Business

Pursuant to General Statutes of North Carolina Sections 143-128 and 143-131 as well as 2 CFR 200.321 of the Uniform Administrative Requirements, the County encourages and provides equal opportunity for Certified Minority and Women- Owned Business Enterprise (MWBE) businesses to participate in all aspects of the County’s contracting and procurement programs.

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>.

Section 13: County Terms and Conditions

Any bid or proposal submitted to Henderson County shall be deemed to include all the Terms and Conditions shown in the document found online at

https://www.hendersoncountync.gov/sites/default/files/fileattachments/henderson_county/page/42611/terms_conditions.15.23_0.pdf

These Terms and Conditions, which refer to a “purchase order”, shall be deemed to be included in any contract entered into as a result of this Request for Proposals (“RFP”).

Any attempt by a proposed contracting party (the “Firm”) under the RFP to exclude any of these Terms and Conditions shall cause any bid or proposal made in response to this RFP to be deemed to be non-responsive.

Section 14: W9

Firm shall provide a copy of their W9 dated within the past 12 months with their proposal.

Section 15: Funding Source

This request for qualifications is funded with **Federal Funds**. 2 CFR Part 200 Federal Uniform Administrative Requirements, Cost Principles, and Audit are applicable.

Section 16: Minimum Insurance Requirements

The firm shall provide an Insurance Certificate, naming Henderson County as **additionally insured** with the minimum limits indicated below:

Required Coverage	Minimum Insurance Limits
Workers' Compensation	Statutory/Employers Liability: \$500,000/\$500,000/\$500,000
General Liability	\$1M per occurrence/\$2M aggregate
Automobile	\$1M per occurrence/Combined Single Limit
Additional Insured Status	Required

Section 17: Attachments

- Attachment I: Funding Procedural Addendum
- Attachment II: Vendor Information Form