
Request for Proposal #12PSX0085

Hard Copy Records and Magnetic Media Storage and Destruction Services

Department of Administrative Services

Contract Specialist: Susanne Hawkins

Date Issued: 24 October 2012

Due Date: 17 December 2012



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Request for Proposals

Hard Copy Records and Magnetic Media Storage and Destruction Services

Overview

This proposal covers the requirements of the State of Connecticut for All Using State Agencies, Political Subdivisions and Not-for-Profit Organizations for Hard Copy Records and Magnetic Media Storage, including Record Destruction Services.

Scope of Services

Proposers shall provide storage space as required for Hard Copy Records and Magnetic Media Storage. The Hard Copy Record Storage facility shall have a fire suppression protection system in place, a temperature controlled environment and be a secured confidential area. The Magnetic Media Storage facility shall be vault storage with a temperature controlled environment, fire suppression protection system and be a secured confidential area.

This contract replaces the following contract award(s) in part or in total: 01PSX0128

Instructions to Proposers

I. Proposal Schedule

RELEASE OF RFP:

Date: Wednesday, 24 October 2012

RECEIPT OF QUESTIONS:

Date: Tuesday 6 November 2012, by noon Eastern Time

ANSWERS TO QUESTIONS POSTED AS ADDENDUM: **Date: Friday, 9 November 2012 or sooner**

RFP DUE DATE:

Date: Monday, 17 December 2012 at 2:00 pm Eastern Time

During the period from your organization's receipt of this Request for Proposals, and until a contract is awarded, your organization shall not contact any employee of the State of Connecticut for additional information, except in writing, directed to the Department of Administrative Services, Attn.: Susanne Hawkins, Procurement Services, 165 Capitol Avenue, 5th Floor South, Hartford, CT 06106.

Please note that RFPs are not a publicly opened and are not available for viewing until after the Contract has been awarded.

III. Questions

Questions for the purpose of clarifying this RFP must be emailed to: susanne.hawkins@ct.gov and must be received by the Contract Specialist no later than the date and time specified.

IV. Solicitation Submission

Solicitations shall be submitted online by the RFP due date and time only. Proposers must upload their solicitation submission to their BizNet Account. Any material that is not submitted online with your company's solicitation submission may not be accepted unless authorized by DAS. No documentation shall be submitted by hard copy, fax or email.

Product and/or Service Specifications

All storage facilities used by the Proposer for this contract shall have a valid Public Records Storage Facility Certificate of Approval (Form RC-150.2) on file with the Connecticut State Library, Office of the Public Records Administrator, issued no later than, January 1, 2010 in accordance with CGS Sec. 11-8. If the Proposer's storage facilities are not certified, they shall receive certification prior to proposal opening date. Proposers shall ensure, throughout the length of the contract, that all certified facilities for use on this contract remain in compliance with the Standards for Public Records Storage Facilities (Public Records Policy 03). If a Proposer acquires a new storage facility, the storage facility shall be certified with the Office of the Public Records Administrator prior to award or during the award of this contract, even if the facility was certified under the previous owner. After the Proposer receives certification of a new storage facility, they shall provide a copy of the certification to DAS/Procurement Services.

At the start of the contract for each using agency, Proposer shall assume total responsibility for moving records internally or off-site to their location at no expense to the state. **NO ADDITIONAL CHARGES WILL BE ALLOWED.**

The State may conduct an inspection of Proposer's facilities for compliance with these proposal terms and conditions prior to award and/or anytime during the contract award.

Proposer shall provide access to all hard copy records and/or magnetic media storage in the Proposer's facilities 24 hours a day, 7 days a week, 365 days a year for emergency recall.

Standard delivery service hours shall be: 8:00 a.m. – 5:00 p.m., Monday through Friday. Proposer shall provide regular pickup and delivery service within 24 hours from the time of request by authorized Client Agency personnel.

Emergency service request times for pick-up and delivery are specified within the contract proposal pages. Proposer shall comply with all requests for pickup and/or delivery service within the amount of time specified starting from the time authorized Client Agency personnel submit the request. If required, the Client Agency may provide a list of authorized Client Agency personnel allowed to access the storage area or anytime thereafter in writing to the Proposer.

Proposer shall allow any Client Agency to establish scheduled pick-up and/or delivery services. The schedule can be set by the Client Agency at the time of the purchase order or any time thereafter.

Proposer's personnel shall not remove, copy, and/or otherwise manipulate any records belonging to the State of Connecticut.

Proposer shall be able to provide reports identifying records signed out of the facility; number of boxes received during specific time periods; and boxes due for review or destruction. Proposer shall have the ability to issue written reminders to each Client Agency concerning records eligible for destruction.

As needed, certified destruction shall be by either shredding or incineration for hard copy records and degaussing, overwriting, or erasure of electronic media records. Proposer shall ensure that the confidentiality of all records being destroyed is retained throughout the entire destruction process. Proposer shall provide a Certificate of Destruction for those records that have been destroyed. Proposer shall not destroy records without written approval from authorized Client Agency personnel.

Proposer shall have a barcode based computer system to track and index documents and files.

Proposer shall allow, if requested by a Client Agency, a storage area that is limited to that specific agency only. Proposer shall also provide a separate card key access and/or combination lock.

Proposer shall not require that the Client Agency use storage boxes provided by the Proposer, but shall make such boxes available for purchase should the Client Agency request them. The volume of all storage

boxes will be charged at the actual displacement of cubic footage. The Proposer will calculate cubic footage of all storage boxes. Standard storage boxes are 1.2 cubic feet.

Proposer shall provide weekly rotation (delivery and pickup) of magnetic media to any requesting Client Agency.

Vehicles transporting records should be designed for secure transport and properly secured at all times. All vehicles shall be equipped with a portable fire extinguisher appropriate to the type of media being transported. Proposer employees shall wear clearly-identifying uniforms and provide identification when retrieving records and magnetic media.

Magnetic media shall be transported in vehicles in a climate-controlled environment.

Records shall not be re-boxed without Client Agency prior written approval.

Proposer should conduct criminal and financial background checks on employees and have employees sign statements of personal responsibility and liability for unauthorized release of records or information contained in them.

Vault storage area(s) for magnetic media shall have friction-free flooring to safeguard all magnetic media items.

The State reserves the right to monitor and inspect all of its items stored at any time.

The Proposer is responsible for any catastrophic occurrences, including but not limited to fire, damage or theft. The Proposer shall carry appropriate insurance.

The Proposer shall submit monthly, computerized invoices/reports detailing the activity to the using Client Agency. These invoices/reports shall detail the current inventory, file activity, and disposition dates for the using Client Agency on a monthly basis. The Client Agency may request additional reports be sent electronically on an as needed basis.

Payment of purchases made by authorized entities other than State Agencies under this agreement shall be the sole responsibility of such entities and the successful Proposer shall bill such entities directly in a manner authorized by the said entities.

Proposal Requirements

I. **Contract Period**

The State intends that this contract shall be in effect for a period of five (5) years, beginning Date of Award through March 31, 2018.

The State may extend this Contract in its sole discretion, prior to Termination or expiration, one or more times for a combined total period not to exceed the complete length of the original term.

II. **Mandatory Extension to State Entities**

Proposers are required to offer and extend this contract (including pricing, terms and conditions) to Political Sub-Divisions of the State (Towns and Municipalities), Schools, and Not-For-Profit Organizations.

When a Political Sub-Division, School, and/or Not-For-Profit Organization utilizes this contract all references to the "State" are hereby replaced with the Name of the Using Sub-Division, School, or the name of the Not-For-Profit Organization.

III. **Quantities and/or Usages**

These are estimated quantities and/or usages only and in no way represent a commitment and/or intent to purchase. Actual quantities may vary and will be identified on individual purchase orders issued by the requesting state entity.

IV. **Brand Name Specifications and/or References**

The use of the name of a manufacturer or of any particular make, model or brand in describing an item does not restrict proposers to that manufacturer or specific article unless limited by the term "no substitute". However, the article being offered must be of such character and quality so that it will serve the purpose for which it is to be used equally as well as that specified, and the proposer shall warrant to the State that it is fit for that purpose. Proposals on comparable items must clearly state the exact article being offered including any and all applicable options and the proposer shall furnish such other information concerning the article being offered as will be helpful in evaluating its acceptability for the purpose intended. If the proposer does not indicate that the article offered is other than as specified, it will be understood that the proposer is offering the article exactly as specified. Proposers must submit complete documentation on the specifications and quality levels of the proposed products. Proposals submitted that do not contain this documentation are subject to rejection.

V. **P-Card (Purchasing Credit Card)**

Purchases for all state agencies that are less than \$1,000 shall be made using the State of Connecticut Purchasing Card (MasterCard) in accordance with Memorandum No. 2011-11 issued by the Office of the State Comptroller.

Contractor shall be equipped to receive orders issued from this Contract using the purchasing card. The Contractor shall be responsible for the credit card user-handling fee associated with credit card purchases. The Contractor shall only charge to the State's MasterCard upon delivery of goods or rendering of services.

The Contractor shall capture and provide to their Merchant Bank, Level 3 reporting at the line item level for all orders placed by State purchasing cards.

Questions regarding the state of Connecticut MasterCard Program should be directed to Ms. Kerry DiMatteo, Procurement Card Program Administrator at (860)713-5072.

VI. Contract Award

The State reserves the right to award this Contract in a manner deemed to be in the best interest of the State and may include, but not be limited to:

- A. by item, group of items, or in its entirety
- B. geographic location to adequately service the entire State of Connecticut in the best possible manner
- C. Multiple Vendor Award

VII. Stability of Proposed Prices

Any price offerings from proposers must be valid for a period of 180 days from the due date of the proposals.

VIII. Amendment or Cancellation of the RFP

DAS reserves the right to cancel, amend, modify or otherwise change this RFP at any time if it deems it to be in the best interest of the State to do so.

IX. Proposal Modifications

No additions or changes to any proposal will be allowed after the proposal due date, unless such modification is specifically requested by DAS. DAS, at its option, may seek proposer retraction and/or clarification of any discrepancy or contradiction found during its review of proposals.

X. Proposer Presentation of Supporting Evidence

Proposers must be prepared to provide any evidence of experience, performance, ability, and/or financial surety that DAS deems to be necessary or appropriate to fully establish the performance capabilities represented in their proposals.

XI. Proposer Demonstration of Proposed Services and or Products

At the discretion of DAS, proposers must be able to confirm their ability to provide all proposed services. Any required confirmation must be provided at a site approved by DAS and without cost to the State.

XII. Erroneous Awards

DAS reserves the right to correct inaccurate awards. This may include, in extreme circumstances, revoking the awarding of a contract already made to a proposer and subsequently awarding the contract to another proposer.

Such action on the part of DAS shall not constitute a breach of contract on the part of DAS since the contract with the initial proposer is deemed to be void and of no effect as if no contract ever existed between DAS and such proposer.

XIII. Proposal Expenses

Proposers are responsible for all costs and expenses incurred in the preparation of proposals and for any subsequent work on the proposal that is required by DAS.

XIV. Ownership of Proposals

All proposals shall become the sole property of the State and will not be returned.

XV. Ownership of Subsequent Products

Any product, whether acceptable or unacceptable, developed under a contract awarded as a result of this RFP shall be the sole property of the State unless otherwise stated in the contract.

XVI. Oral Agreement or Arrangements

Any alleged oral agreements or arrangements made by proposers with any State agency or employee will be disregarded in any State proposal evaluation or associated award.

XVII. Subcontractors

DAS must approve any and all subcontractors utilized by the successful proposer prior to any such subcontractor commencing any work. Proposers acknowledge by the act of submitting a proposal that any work provided under the contract is work conducted on behalf of the State and that the Commissioner of DAS or his/her designee may communicate directly with any subcontractor as the State deems to be necessary or appropriate. It is also understood that the successful proposer shall be responsible for all payment of fees charged by the subcontractor(s). A performance evaluation of any subcontractor shall be provided promptly by the successful proposer to DAS upon request. The successful proposer must provide the majority of services described in the specifications.

Selection Criteria

A selection committee will review and score all proposals. The following information, in addition to the requirements, terms and conditions identified throughout this RFP Document, will be considered as part of the Selection process and are listed in order of relative importance.

1. Applicable Content

- a. Ability to meet RFP specifications, requirements, contract terms and conditions
- b. Ability to provide required storage services, etc.

2. Business Information:

- a. Company Information and Length of Time in Business
- b. Connecticut Certified Storage Facility Location(s)
- c. Appropriate Insurance
- d. Client References providing similar services

3. Account Management

- a. Strategy for managing contract accounts and customer service approach
- b. Ability to provide Secured Storage Location(s) and adhere to Safety requirements
- c. Reporting Capabilities for maintaining customer account inventory

Value

- a. Form RFP-16 Exhibit B Price Schedule

4. Delivery

- a. Ability to adhere to delivery requirements
- b. Extent of ability to fulfill geographic areas

Submittal Requirements

1) **Applicable Content**

- a) Outline of how the Proposer will provide and is capable of providing the required Records and Magnetic Media Storage Services for the State of Connecticut as specified within the RFP

2) **Business Information:**

- a) Brief business history outlining, company storage location(s) and length of time in business providing similar services.
- b) Provide a valid Public Records Storage Facility Certificate of Approval (Form RC-150.2) on file from the Connecticut State Library for their storage facility or facilities.
- c) Provide Proof of Certificate of Insurance in compliance with the Contract requirements
- d) Three (3) Client References from companies where the Proposer provides similar records storage services. Please provide the following information for each reference

Name of company, Contact name, Telephone number, and Description of volume of work provided

3) **Account Management**

- a) Plan for contract management outlining how the Proposer is experienced in dealing with records storage, customer records retention schedules and records disposition
- b) Proposers to describe the security system in place for their storage facilities to include how the facility is monitored, how is the facility temperature regulated, what type of fire suppression system is in place, are loading dock areas secured, are entry ways monitored and is there auxiliary power backup in the event of a power failure.
- c) Describe the types of reports available and include sample reports as follows: Billing, Invoicing, Destruction Reports, etc.

4) **Value**

- a) Submitted Form RFP-16 Exhibit B Price Schedule costs for services

5) **Delivery**

- a) Outline how the Proposer shall comply with critical pick-up and delivery schedules and provide company fleet information for how many vehicles they will allocate to service the account
- b) Outline how the Proposer shall to provide delivery services to the State of Connecticut

Index of Abbreviations

Abbreviations:

DAS	Department of Administrative Services
RFP	Request for Proposal

ATTACHMENT 1 - CONTRACT

This RFP is not a contract and, alone, shall not be interpreted as such. Rather, this RFP only serves as the instrument through which proposals are solicited. The state will pursue negotiations with the highest scoring proposal. If, for some reason, DAS and the initial proposer fail to reach consensus on the issues relative to a contract, then DAS may commence contract negotiations with other proposers. DAS may decide at any time to start the RFP process again.

Thereafter, Proposers will be required to sign a formal contract as identified in "Contract". The contract may include a liquidated damages clause at the discretion of the State.