



**Solicitation Information**  
30 April 2012

**RFP # 7449672**

**TITLE:** Records Storage and Retrieval Services (MPA # 163)

**Submission Deadline: 24 May 2012 @ 11:00 AM (EDT)**

<b>PRE-BID/ PROPOSAL CONFERENCE:</b> Yes <b>DATE:</b> 11 May 2012 <b>TIME:</b> 2:00 PM(EDT) <b>MANDATORY:</b> No <b>LOCATION:</b> Department of Administration, Division of Purchases (2 <sup>nd</sup> fl), One Capitol Hill, Providence, RI
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Questions concerning this solicitation may also be e-mailed to the Division of Purchases at [questions@purchasing.ri.gov](mailto:questions@purchasing.ri.gov) and must be received no later than 14 May 2012 @ 12:00 Noon (ET). Please reference the RFP / LOI number on all correspondence. Answers to questions received, if any, will be discussed at the pre-proposal meeting and included in the meeting summary, which will be posted on the internet at <http://www.purchasing.ri.gov>

<b>SURETY REQUIRED:</b> NO
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<b>BOND REQUIRED:</b> YES
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**Assistant Director for Special Projects**

**Vendors must register on-line at the State Purchasing Website**

**NOTE TO VENDORS:**

Offers received without the entire completed three-page RIVP Generated Bidder Certification Form attached may result in disqualification.

**THIS PAGE IS NOT A BIDDER CERTIFICATION FORM**

# Disk Based Bidding Information

## File Format

All disk based bid files are ZIP files that you can open using the **WinZip 8.1** software. The ZIP file will contain one or more files based on the type of Bid/RFP.

## Downloading the Disk Based Bid

Bids that have a file for download are marked with a "D" in the Info field of the bid search results. The "D" will be an active link to the WinZip file until the bid reaches its opening date. Clicking on the active "D" link will allow you to open or save the ZIP file associated with the bid. Opening the WinZip file will download a copy to your computer's temporary directory.

## Opening the Disk Based Bid

Once downloaded, you can open the ZIP file with Winzip and view the Microsoft Office files contained within the WinZip file. Immediately save (extract) the individual files to an appropriate directory on your computer, such as "Desktop" or "My Documents".

## Completing the Disk Based Bid

Once the Microsoft Office files are properly saved, open the individual files and enter the required information in the appropriate fields. Save each file again to capture the new information you entered.

## Submitting the Disk Based Bid

Save the completed files to a CD or diskette. Label the CD or diskette with the Bid/RFP number and bidder's name (company name, not contract name). Submit as instructed in the Bid or RFP solicitation document.

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## **Section 1 – Introduction**

The Rhode Island Department of Administration/Division of Purchases (“Division”), on behalf of the Executive Branch agencies of the State of Rhode Island and the Board of Governors for Higher Education, along with potential participation at their discretion from the Legislative and Judicial branches, quasi-public agencies, and municipalities (cities, towns, and school districts) (collectively referred hereinafter as “State”), is soliciting proposals, through this Request for Proposals (“RFP”), from qualified firms to provide services relating to records storage and retrieval services. Although the Division intends to select a single vendor to provide services, in the best interests of the State, the Division reserves the right to award to multiple vendors that may serve various government entities as stated above.

The award(s) will be for five (5) years with the potential for two (2) one-year extensions in accordance with the terms of this RFP, the terms stated in the Rhode Island Vendor Bidder Certification Cover Form, and the State’s General Conditions of Purchase, which may be obtained at the Rhode Island Division of Purchases Home Page by Internet at <http://www.purchasing.ri.gov>.

Award[s] will result in a “Master Price Agreement” (“MPA”) available to all State agencies under the purchasing regulations posted on the purchasing website, with the same terms and conditions proposed in response to this RFP to be offered to all branches of Rhode Island state government, and municipalities (cities, towns, and school districts).

A MPA is a pricing agreement between the State and a qualified vendor[s] to provide services or goods at an agreed **maximum** rate or cost as needs arise in the future. This MPA may be awarded to one (1) or more qualified firms at the sole discretion of the State to provide records storage and retrieval services. There is no guarantee of any level of purchasing activity on behalf of the State to any vendor or vendors listed on the MPA. However, for reference purposes, the attached **Appendix A** includes previous expenditure information. *If multiple vendors are selected, an agency may contact the various vendors on the MPA in an effort to receive the best rates possible.*

This is a RFP, not an Invitation for Bid: responses will be evaluated on the basis of the relative technical merits of the proposal as provided herein, in addition to cost; there will be no public opening and reading of responses received by the Division pursuant to this RFP, other than to name vendors who have submitted proposals.

### **Instructions and Notifications to Offerors**

1. Potential vendors are advised to review all sections of this RFP carefully and to follow instructions completely, as failure to make a complete submission as described elsewhere herein may result in rejection of the proposal.
2. Alternative approaches and/or methodologies to accomplish the desired or intended results of this procurement are solicited. However, proposals which depart from or materially alter the terms, requirements, or scope of work defined by this RFP will be rejected as being non-responsive.

3. All costs associated with developing or submitting a proposal in response to this RFP, or to provide oral or written clarification of its content shall be borne by the vendor. The State assumes no responsibility for these costs.
4. Proposals are considered to be irrevocable for a period of not less than sixty (60) days following the opening date, and may not be withdrawn, except with the express written permission of the State Purchasing Agent.
5. All pricing submitted will be considered to be firm and fixed unless otherwise indicated herein.
6. Proposals misdirected to other state locations, or which are otherwise not present in the Division at the time of opening for any cause will be determined to be late and will not be considered. For the purposes of this requirement, the official time and date shall be that of the time clock in the reception area of the Division.
7. It is intended that an award pursuant to this RFP will be made to a prime vendor, who will assume responsibility for all aspects of work. Joint venture and cooperative proposals will not be considered. Subcontracts are permitted, provided that their use is clearly indicated in the vendor's proposal and the subcontractor(s) to be used is identified in the proposal.
8. All proposals should include the vendor's FEIN or Social Security number as evidenced by a W9, downloadable from the Division's website at [www.purchasing.ri.gov](http://www.purchasing.ri.gov).
9. The purchase of services under an award made pursuant to this RFP will be contingent on the availability of funds.
10. Vendors are advised that all materials submitted to the State for consideration in response to this RFP will be considered to be Public Records as defined in Title 38, Chapter 2 of the General Laws of Rhode Island, without exception, and will be released for inspection immediately upon request once an award has been made.
11. Interested parties are instructed to peruse the Division of Purchases website on a regular basis, as additional information relating to this solicitation may be released in the form of an addendum to this RFP.
12. Equal Employment Opportunity (G.L. 1956 § 28-5.1-1, et seq.) – § 28-5.1-1 Declaration of policy – (a) Equal opportunity and affirmative action toward its achievement is the policy of all units of Rhode Island state government, including all public and quasi-public agencies, commissions, boards and authorities, and in the classified, unclassified, and non-classified services of state employment. This policy applies to all areas where State dollars are spent, in employment, public services, grants and financial assistance, and in state licensing and regulation. For further information, contact the Rhode Island Equal Opportunity Office at (401) 222-3090.
13. In accordance with Title 7, Chapter 1.1 of the General Laws of Rhode Island, no foreign corporation, a corporation without a Rhode Island business address, shall have the right to transact business in the State until it shall have procured a Certificate of Authority to do so from the Rhode Island Secretary of State (401-222-3040). *This is a requirement only of the successful vendor.*
14. The vendor should be aware of the State's Minority Business Enterprise (MBE) requirements, which address the State's goal of ten percent (10%) participation by MBE's in all State procurements. For further information, contact the MBE Administrator at (401) 574-8253 or visit the website [www.mbe.ri.gov](http://www.mbe.ri.gov) or contact [dorinda.keene@doa.ri.gov](mailto:dorinda.keene@doa.ri.gov).

## **Section 2 – Background and General Information**

### **Background**

This RFP is for outsourced records storage and electronic imaging services. The award will result in a MPA, available to all branches of Rhode Island state government (including State agencies), the Board of Governors for Higher Education, quasi-public agencies, and municipalities (cities, towns, and school districts).

The Public Records Administration in the Department of State, State Archives Division (“Public Records Administration”), is charged by law to establish and administer a public records management program, including the operation of a records center, and to apply efficient and economical management methods relating to the creation, utilization, maintenance, retention, preservation, and disposal of records. Under law, agencies of state government are required to send records not needed in the transaction of current business to the records center. Similarly, state agencies are required to manage their records in cooperation with the State Archives and the Public Records Administration.

State law permits the Public Records Administration program to make and enter into contracts and agreements with other agencies, organizations, associations, corporations, and individuals, or federal agencies as it may determine are necessary, expedient, or incidental to the performance of its duties or the execution of its powers. This RFP therefore is issued with the intention of assisting the Public Records Administration in meeting these mandates.

Under G.L. 1956 (1997 Reenactment) § 8-14-1, the Rhode Island Judiciary (“Judiciary”) is also charged with the “responsibility for the management, storage, and disposition of all state court records, including inactive records.” The Judicial Records Center, the central repository for the State's semi-active, inactive, and archival court records, the State Archives, and the Public Records Administration work cooperatively to achieve the same public records management goals in a consistent manner in accordance with national standards.

Beginning in 1952, and until a fire in June 1989, the State Records Center was located at the Veterans Memorial Building in Providence. A private records storage firm provided disaster recovery services, and because of extensive damage to the Veterans building, continued to store the State records. A MPA for records storage and services has governed this partially privatized State function since 1992. Under the existing MPA, eighty-six (86) State agencies currently store approximately 107,000 with the private firm and receive services through the Public Records Administration. In addition, the Judiciary stores 60,000 boxes with the current vendor. The services provided include the following:

- 1a. Storage-standard box (1 foot) - Monthly
- 1b. Storage-nonstandard/foot – Monthly
- 2a. Storage-vault-standard box (1 foot) – Monthly
- 2b. Storage vault-nonstandard/foot – Monthly
- 3a. Retrieval/box
- 3b. Retrieval/file

- 3c. Refile/box
- 3d. Refile/file
- 3e. Interfiles
- 4. Retrieval-rush (2 - 3 hours):
  - Box
  - File
- 5a. New box processing/new deposits
- 5b. New file processing/file entry processing
- 6. Delivery-next day
- 7a. Delivery-half day
- 7b. Delivery-emergency/rush (2-3 hours)
- 7c. Delivery-after hours/weekends/holidays
- 7d. Delivery-bulk/pallet
- 8a. Remove/withdraw from storage:
  - Per Box
- 8b. Destruction – vendor’s facility:
  - Per Box
- 9. Destruction-offsite:
  - Per Box
  - Per Feet
  - Per Pound
  - Pick up
- 10. Purchase Boxes:
  - Standard Box
  - Legal-sized Box
  - Check Box
  - Blueprint Box
- 11. Disaster Recovery (Includes pickup and delivery from State location)(Please itemize for fire, smoke, water damage or other contaminants.)
- 12. Fumigation
- 13a. Inventory/data entry files description
- 13b. Miscellaneous Services/Labor
- 14a. Repacking
- 14b. Copy Services
- 14c. FAX Services
- 15a. Reports
- 15b. Fees (management/operation)

The prior contract and rates are included as **Attachment A**. Although there is no guarantee of any level of spending activity on behalf of the State, **Attachment B** provides the usage for the State’s agencies. **Attachment C** provides the usage for the Judiciary. Vendors should utilize the usage attachments as a general guide as to what should be expected in terms of volume. Based on varying needs, separate cost proposals will be required for the Judiciary and the Executive Branch. The State reserves the right to award to single vendor or multiple vendors to provide services for each of these entities.

The prior RFP was issued approximately five (5) years ago and was divided into two sections: physical storage and retrieval services and electronic records storage. While an award was made for physical storage and retrieval services section, the portion of the RFP for electronic records storage was not awarded. In this current RFP, the State would like to consider an option where the vendor[s] providing physical records storage and retrieval services may also provide scanning and electronic storage capability. While not a requirement, this added value will be considered by the review team in determining the best solution for the State. Itemized rates should be provided for these various services using a scaled approach based on volume.

For example, if an agency has paper records that are boxed and sent to the records center, an option could be presented where the selected vendor would also provide: scanning and image capture of the records; electronic storage of the record; electronic retrieval of the record; destruction of the record with appropriate approval as required by law. Another example is if an agency has an electronically submitted document, an option could be presented for the document to be sent to the selected vendor for electronic storage and retrieval. Again, the offeror should provide a menu of available electronic imaging and storage services, with itemized rates, for any of these services that the vendor may provide. These services may include, but are not limited to:

1. Document Preparation
2. Scanning
3. Indexing
4. Quality Control
5. Electronic Storage
6. Electronic Retrieval
7. Destruction

Again, the cost proposal should include a scaled approach based on document volumes where appropriate in accordance with the following:

1 to 250,000 pages  
250,000 to 500,000 pages  
500,000 to 1,000,000 pages  
Over a 1,000,000 pages

Any response for electronic imaging services, should consider technologies that are compatible with state platforms and adhere to Regulations promulgated by the Public Records Administration: Rules and Regulations for the Making and Management of Imaged Public Records and Rules and Regulations for Microfilm Standards. These Regulations are attached as **Appendix D**.

### **Cost Proposal**

Two (2) cost proposals, one for the Executive Branch and one for the Judiciary, shall be provided in the **Attachment E** templates. The State is seeking two (2) types of alternative cost proposals for the Executive Branch and the Judiciary. The first cost proposal would be itemized prices for line items 1 through 15 in Section 2 – Background and General Information. The second cost

proposal is pricing for a bulk rate by incorporating line items 3a through 3e in Section 2 – Background and General Information within the storage price of the box.

Each spreadsheet contains quantities based on the past fiscal year based on the differing needs of these two entities. The costs are further segregated into various line items such as monthly storage cost, retrieval costs, etc. For scanning and storage options, if provided by the vendor, the vendor shall provide a rate schedule for different volumes as discussed above. Additionally, in the submitted cost proposal, the bidder should detail of any additional services it may offer, which may be related to the scope of work, but are not expressly included in the template. Topic areas for services covered by the request include, but are not necessarily limited to the requirements described herein. The cost proposal must address both the project’s general description as well as the project specifics contained within the detailed requirements. Additionally, the cost proposal must address the topics covered in the item description and price schedule.

### **Section 3 – Scope of Work – Physical Records Storage – Requirements A**

#### **General Description**

Through this RFP, the State of Rhode Island is seeking vendor(s) to provide for the storage of the state’s semi-active and inactive records for use by all of the branches of Rhode Island state government (including State agencies), the Board of Governors for Higher Education, quasi-public agencies, and municipalities (cities, towns, or school districts). Inactive and semi-active records are those records to which agencies no longer require immediate access, but that are not yet eligible for disposal because of administrative, fiscal or legal requirements. Therefore, these records must be retained for specific time periods beyond administrative need and shall be sent out for storage in either physical or electronic format. These records will be kept until time for disposition as provided in record retention schedules. Retrieval of records shall be required. Access to these records is provided only by the express permission of the originating branch of Rhode Island state government (including State agencies), the Board of Governors for Higher Education, quasi-public agencies, and municipalities (cities, towns, or school districts), and through the agency of the Public Records Administration where appropriate.

The vendor will be responsible for providing physical records storage and services to the State. These services will include standard delivery and pickup of records to and from all State locations. In addition, the vendor must be able to provide emergency delivery and pickup to and from all State locations when requested. Responses must include a service level agreement for “routine” services, along with the service level agreement and related costs for “express” or “emergency” services.

The State estimates that the successful bidder must be able to provide enough physical storage capacity for approximately 107,000 boxes for the Public Records Administration at the initiation of the contract, as well as 60,000 boxes for the Judiciary. The State estimates that its needs may exceed 167,000 boxes at the vendor’s facility or facilities at any one time during the contract period. The successful vendor must accommodate the State’s needs, at the rates offered, regardless of the number of boxes and documents actually stored at their facility or facilities.

The vendor must provide storage and retrieval services to all State locations. Off-site storage required by State agencies is established on an as needed basis through the Public Records Administration. Storage required by the Judiciary is determined through the Judicial Records Center within the Administrative Office for State Courts. The vendor must provide the full range of described services, regardless of the location of the branch of Rhode Island state government (including State agencies), the Board of Governors for Higher Education, quasi-public agency, and municipality (city, town, or school district) .

The vendor must have the ability to accomplish, as needed, the certified destruction of records stored at the vendor's facility as well as the end-to-end transportation of records for destruction at the vendor's facility. Off-site destruction at State agencies' facilities must also be offered. The certified destruction shall be performed by pulverizing, shredding, or incineration. The vendor must ensure that confidentiality of all "destroyed" records is maintained throughout the destruction process. The vendor will provide a Certificate of Destruction to the Public Records Administration for the Executive Branch, the Judicial Records Center Manager for the Judiciary, and the respective municipality for those files destroyed. No records shall be destroyed without written approval from the Public Records Administrator and authorized State agency personnel for the Executive Branch, the Judicial Records Center Manager for the Judiciary, and the respective municipality, as evidenced by a signed and countersigned Certification of Records Destruction form (RI/PRA 003). This requirement is in addition to the vendor's Certificate of Destruction.

The vendor shall have no more than fourteen (14) days within which destruction must take place after receipt of request for such services or work order and the required Certification of Records Destruction form from the Public Records Administration, the Judicial Records Center, or the respective municipality. Storage may be charged for the month within which such destruction takes place, but not thereafter.

The vendor shall provide for the permanent removal of any records from storage and return to a State agency. Permanent removal and return must be confirmed by documented proof of receipt by the State agency, including a signature from the State agency receiving the records permanently removed. Such documented proof of receipt, including signature, shall be submitted to the Public Records Administration with monthly invoices for storage and services. Whole records boxes permanently removed from storage must not appear on subsequent monthly invoices for storage. The same type of documentation is also a requirement for the Judiciary and the municipalities (cities, towns, or school districts) but should be forwarded to the Judicial Records Center for the Judiciary and the respective municipality.

Documented proof of receipt, including a signature from the State agency shall also be submitted to the Public Records Administration by the vendor with monthly invoices for the following goods and services: purchases of new boxes, and the pick-up of boxes being newly sent for storage. For other types of services or goods delivered at a State agency, the vendor shall also obtain a signature on the receipt or work order. Signed receipts or work orders shall be retained by the contractor, and copies shall be made available to the Public Records Administration upon request. The same type of documentation is also a requirement for the Judiciary and the

municipalities (cities, towns, or school districts) but should be forwarded to the Judicial Records Center for the Judiciary and the respective municipality.

All storage facilities used by the vendor, for the duration of the contract, must conform to the standards listed below, and satisfy the State's Risk Management Office prior to the award of the contract. The vendor(s) must ensure, throughout the length of the contract, that all facilities on the contract award meet these standards and have satisfied the State's Risk Management Office. If a vendor uses a new storage facility, the new facility must likewise meet the same standards and requirements, prior to use for the term of the contract. The same standards and requirements also pertain to any subcontractor(s) used, or proposed to be used, for the duration of the contract. Additionally, the vendor(s) must maintain insurance and a performance bond as required herein.

### **Facility Standards**

1. ANSI/NFPA 1-1997 Fire Prevention Code
2. ANSI/NFPA 10-1994 Portable Fire Extinguishers
3. ANSI/NFPA 13-1996 Installation of Sprinkler Systems
4. ANSI/NFPA 25-1995 Inspection, Testing and Maintenance Water-Based Fire Protection Systems
5. ANSI/NFPA 70-1996 National Electric Code
6. ANSI/NFPA 72-1996 National Fire Alarm Code
7. ANSI/NFPA 80-1995 Fire Doors and Fire Windows
8. ANSI/NFPA 80A-1996 Fire Doors and Fire Windows, Protection from Exterior Fire Exposures
9. ANSI/NFPA 90A-1996 Installation of Air Conditioning and Ventilating Systems
10. ANSI/NFPA 90B-1996 Installation of Warm Heating and Air Conditioning Systems
11. ANSI/NFPA 220-1993 Types of Building Construction
12. ANSI/NFPA 221-1997 Fire Walls and Fire Barrier Walls
13. ANSI/NFPA 231-1995 General Storage
14. ANSI/NFPA 232-2000 Standard for the Protection of Records
15. ANSI/NFPA 232A-1995 Fire Protection for Archives and Records Centers
16. ANSI/UL 155 Test for Fire Resistance of Vault Doors

At the commencement of the contract, the vendor must assume full responsibility for the transfer of all records stored at the State's current vendor to the new, to-be-determined location. There is a \$1.00 per box removal charge. The selected vendor[s] will absorb this cost for any boxes that are accepted into their custody and should be reflected into their cost proposal. The selected vendor[s] responsibility also includes bar coding, labeling, data entry, and inventorying for boxes to be stored at the vendor's facility or facilities at the beginning of the contract period. Any costs above and beyond that are related to this requirement must be clearly identified in the vendor's response.

Boxes damaged during transfer from the State's current vendor to the new vendor's facilities will be replaced by the new vendor. Any potential costs for repairing this damage must be clearly identified in the vendor response. Should such damage occur, a report shall be furnished by the new vendor to the Public Records Administration, the Judicial Records Center for the Judiciary, and the respective municipality detailing which boxes were damaged and replaced.

Upon completion or termination of the contract, the vendor must make all records available for release to the State of Rhode Island, during normal business hours, for records removal.

## **Detailed Requirements – (Physical Records)**

### **1. Storage**

#### **1.1. Record Storage:**

- 1.1.1. The vendor shall provide storage and retrieval as well as pickup and delivery services for the State of Rhode Island including branches of Rhode Island state government (including State agencies), the Board of Governors for Higher Education, quasi-public agencies, and municipalities (cities, towns, or school districts).
- 1.1.2. Storage shall comply with all State requirements as necessary, including HIPAA/HITECH requirements for patient/medical records.
- 1.1.3. If records will be stored at or below grade level, the vendor must show that the vendor's facility is not in a flood zone.
- 1.1.4. The vendor shall also provide for the destruction of stored records as required.
- 1.1.3 There shall be no minimum storage rate charge for any account.

#### **1.2. Current Record Inventory:**

- 1.2.1. If a firm other than the current records storage vendor is awarded a contract, then the new vendor will be responsible for picking up the State's existing records and transporting the records to the new vendor's facility.
- 1.2.2. The State's current records inventory consists of approximately 107,000 boxes for the Public Records Administration, as well as 60,000 boxes for the Judiciary.
- 1.2.3. The details and schedules for the transfer will be finalized after the contract is awarded, however it is assumed that the current state records storage vendor will provide all records and indexing information to the new vendor.
- 1.2.4. The new vendor shall submit a transfer plan and timeline to the Public Records Administrator, the Judicial Records Center Manager, and any municipality detailing the transfer process within a reasonable time after contract execution.
- 1.2.5. The Public Records Administrator, the Judicial Records Center Manager, and the municipality will review and approve the plan and timeline prior to implementation.

#### **1.3. Box Size**

- 1.3.1. The vendor shall not require that the State use record storage boxes provided by the contractor as long as the existing box meets the industry standard size.
- 1.3.2. The vendor shall make storage boxes available for purchase should the boxes be needed by the State. The cost of the boxes must include lids and all necessary forms and barcodes for each box.
- 1.3.3. The standard records storage box must accommodate either letter size (8.5" X 11") documents in folders or legal size (8.5" X 14") documents in folders. The minimum inside dimensions for the standard records storage box must be at least 15" X 12" X 10" and have a burst strength of at least two hundred (200) pounds.

- 1.3.4. The volume of all standard records storage boxes will be considered one (1) cubic foot.
  - 1.3.5. The vendor shall not charge more than 1 cubic foot per standard records storage box relating to storage fees.
2. Record Pickup, Processing, and Delivery
    - 2.1. Record Pickup and Processing
      - 2.1.1. The vendor shall make regular pick-ups of records from all State locations as required.
        - 2.1.1.1 Pick-ups must occur no more than five (5) business days from the date of request for the return of files or boxes into storage
        - 2.1.1.2 The vendor shall have no more than ten (10) business days from the date of request for the pick-up of boxes being newly sent for storage, and no more than five (5) business days from pick-up for descriptive information of these boxes to be enter into the vendor's database and for the boxes to be assigned a regular storage location and shelved thereon.
        - 2.1.1.3 The vendor shall have no more than two (2) business days within which to refile files into their assigned boxes on shelves or to interfile new files into assigned boxes on shelves.
      - 2.1.2. The vendor will allow any State agency, through the Public Records Administration, the Judiciary, or the municipality to establish a schedule for pick-up services.
      - 2.1.3. The vendor will be permitted access to the state agency between the hours of 8:30 a.m. to 4:00 p.m., Monday through Friday, excluding state holidays. As to the Judiciary, if the vendor is delivering by truck, access to the courthouses is from 10:00 a.m. to 2:00 p.m., Monday through Friday, excluding state holidays. If the vendor can carry the items into the courthouse, access is from 8:30 a.m. to 4:30 p.m., Monday through Friday, excluding state holidays.
      - 2.1.4. All costs for pick-ups shall be itemized in the cost proposal
    - 2.2. Record Delivery
      - 2.2.1. The vendor shall deliver records to all State locations as required.
      - 2.2.2. The vendor's standard delivery service hours are between 8:30 a.m. to 4:00 p.m. for the Public Records Administration and 8:30 a.m. to 4:30 p.m. for the Judiciary Monday through Friday, excluding state holidays.
      - 2.2.3. The deliveries shall be divided into service level categories similar to those described below.
        - 2.2.3.1. Routine Service – the vendor shall provide routine delivery of records, to the specified State location by the end of the next business day from the time of request by the Public Records Administration on behalf of the State agency or the municipality. As to the Judiciary, the record is to be delivered by 10:00 a.m. the next business day to the Judicial Records Center.
        - 2.2.3.2. Emergency Service – the vendor shall provide emergency pickup or delivery of records, to the specified State location no later than 2 hours from the time of request by the Public Records Administration on behalf of the State agency, the Judiciary, or the municipality. If this time frame conflicts with the agency's normal business hours, at the State's discretion, a State

representative will remain at the location to meet the contractor or the State will request that the delivery take place at 8:30 a.m. on the next business day. Emergency retrieval and delivery pricing shall apply only if emergency retrieval and delivery is specifically requested.

2.2.4. All costs shall be itemized in the cost proposal.

### 2.3. Record Pickup and Delivery Requests

2.3.1. The vendor shall accept and respond to requests from the Public Records Administration on behalf of authorized State agency personnel, the Judiciary, or municipality.

2.3.2. The vendor shall provide appropriate contact information (landline and cell phone numbers, pagers, email, etc.) and be capable of responding to the requests and timelines specified above.

## 3. Tracking and Performance

### 3.1. Inventory Tracking

3.1.1. The vendor shall maintain an accurate, bar-coded and computer-based inventory tracking system. The computerized system must be web-enabled, with adequate security, to provide Internet access to the information by the Public Records Administration, the Judiciary, or the municipality.

3.1.2. This system must be capable of documenting pickup, delivery and storage location of the State's documents and records.

3.1.3. At a minimum, this system must identify the contents, location, branch of government (including State agencies), the Board of Governors for Higher Education, quasi-public agency, or municipality (city, town, or school district) name and status (checked in/checked out) for each storage container/box. Essential data fields include: box number/bar code, box size, location, account code/number, box description/contents fields, contents date from and date to, date received, record series number, and destroy date. Preferred: media type/code field, notes field and systems adequate to allow indexing at box and file level.

3.1.4. The inventory tracking process shall include appropriate logs and receipts for pickup and delivery of the individual boxes/containers for verification and audit purposes. Logs and receipts will be made available to the Public Records Administration and State agencies, the Judiciary, and the municipality as requested.

3.1.5. The inventory status must be updated within 24 hours of activity.

3.1.6. The vendor shall provide instruction and training to staff of the Public Administration, the Judiciary, and municipality upon request. Pertinent training areas include: instruction (including written materials) on procedures for using the system, upgrades or changes during the contract period.

### 3.2. Performance Criteria

3.2.1. The vendor shall use its best efforts in meeting the timelines specified in the above items referring to pickup, processing, delivery and inventory tracking of the State's public records.

3.2.2. The vendor shall meet the aforementioned performance standards.

- 3.2.3. As required, meetings between the vendor and the Public Records Administrator, the Judicial Records Center Manager, and municipality will be conducted to discuss and resolve any problems with meeting the performance criteria.
- 3.2.4. Failure to meet the performance criteria for three consecutive months, or for less than ten months over any twelve month period, shall be grounds for unilateral termination of the contract by the State of Rhode Island. The Judiciary shall utilize the same terms and conditions of the MPA but may terminate its agreement with the vendor separately and independently of the Executive Branch.
- 3.2.5. The State reserves the right to terminate the contract with reasonable notice (at least 60 days) based on continued failure to provide adequate service.

### 3.3. Lost or Damaged Boxes / Files

- 3.3.1. Any box or file not located and delivered in the expected timeline will be considered a lost box or file by the Public Records Administrator and the state agency, the Judiciary, or municipality.
- 3.3.2. The vendor, within the RFP response, shall include its policies and procedures to be followed should either a box or file not be located and delivered on time.
- 3.3.3. These policies must include, but are not limited to, notifications, location, escalation, timelines and status updates to the Public Records Administrator and the State agency, the Judiciary, and municipality.
- 3.3.4. The vendor is responsible for repairing or restoring any damaged boxes or records in the custody of the vendor;
- 3.3.5. Any damaged or destroyed records must be immediately reported to the Public Records Administration, the Judiciary, or municipality who owns the record.
- 3.3.6. The vendor, in its proposal, shall provide its policies and procedures that will be followed in case records are damaged or destroyed.

### 3.4. Reporting

- 3.4.1. The vendor shall provide reports to the Public Records Administration, the Judiciary, or municipality, free of charge. The reports shall include, but are not limited to, those described below.
  - 3.4.1.1. Inventory Reports – The vendor shall provide on a biannual basis two (2) computer generated inventory reports detailing the current inventory. At a minimum, data fields must identify: box number/bar code, alternate code, date range (from/to), sequence range (from/to), status (checked in/checked out), date sent into storage, destroy date, record series, and box description/contents fields.
  - 3.4.1.2. Daily retrieval reports – The vendor shall provide daily retrieval reports that provide, by account, the State account name and number, and for each file or box retrieved, the barcode, alternate code, location, file or box description, and status.
  - 3.4.1.3. Monthly refile reports – The vendor shall provide monthly reports documenting refile activity for each State account identifying the account name and number, and for each refiled folder, the date returned, box number/bar code, alternate code, box description, and file description.
  - 3.4.1.4. Monthly “Add” reports by account for boxes newly sent for storage.
- 3.4.2. The vendor shall provide monthly invoices to the Public Records Administrator, the Judiciary, and municipality for billing purposes as described below.

- 3.4.2.1. A master invoice for payment to the vendor covering the previous month, and showing a line item for total storage costs and for total service activity/goods costs.
- 3.4.2.2. Three (3) computer generated invoices/reports for each the Public Records Administration and the State agency, the Judiciary, and municipality covering the previous month, and showing line item detail for all service activities completed, goods received and quantity of boxes in storage, including line item detail of total cubic footage for each quantity and size of box.
- 3.4.2.3. One (1) copy of the following supporting documentation must be provided. Proof of receipt by the State agency, the Judiciary, or municipality, including signature, for purchases of new boxes, and the pick-up of boxes being newly sent for storage. For records destroyed, one (1) copy of the vendor's Certificate of Destruction, including summary information. For records removed permanently from storage (but not destroyed), signed proof of receipt by the State agency, the Judiciary, or municipality.
- 3.4.2.4. A sufficient level of detail shall be provided on each invoice for the State agency, the Judiciary, and municipality such that all charges may be verified as true and accurate. All supporting documentation must be attached to the invoice.
- 3.4.2.5. An overview spreadsheet that captures for each account for the State agency, the Judiciary, or municipality:
  - account number, account name, number of boxes in storage, prior month number of boxes in storage, number of boxes picked up in the month, number of refiles picked up in the month, number of interfiles picked up in the month, number of new boxes/lids purchased, number of boxes permanent-out, transferred out or transferred in, and number of boxes destroyed.
- 3.4.3. A report providing processing time/metrics for the respective requests and deliveries.
- 3.4.4. The vendor shall also provide a report relating to any boxes due for review or destruction as well as reports relating to outstanding boxes and files not returned to storage for more than six (6) months.
- 3.4.5. An immediate report of any lost, damaged or destroyed records or boxes to the Public Records Administrator and the State agency, the Judicial Records Center Manager, or municipality with title to the records.

#### 4. Facility and Transportation

##### 4.1. Facility Environment

- 4.1.1. The vendor's storage facilities shall provide a level of protection consistent with industry standards.
- 4.1.2. The relative humidity of the facility used to store records must be no less than 30% and no greater than 50%.
- 4.1.3. The facilities' temperature must be no higher than 70° Fahrenheit.
- 4.1.4. The temperature and relative humidity should remain as constant as possible keeping the temperature variation to no more than  $\pm 2^\circ$  Fahrenheit and relative humidity variation to no more than  $\pm 3\%$  in any 24 hour period.

- 4.1.5. For vault storage: 40% relative humidity, with a variation of no more than  $\pm 5\%$  and the temperature no higher than 65° Fahrenheit, with a variation of no more than  $\pm 2^\circ$  Fahrenheit.
- 4.1.6. The climate control equipment should not be turned off or thermostat settings adjusted during nights, weekends and holidays.
- 4.1.7. The State reserves the right to inspect the vendor's facility during regular business hours without notice to the vendor and without cost to the State.
- 4.1.8. Transportation shall occur in a vehicle that is properly registered and inspected and is suitable for the transportation of records.

#### 4.2. Facility Operation

- 4.2.1. The vendor must have available for review a complete manual of the company's operating procedures.
- 4.2.2. The vendor must have a back-up power system in all facilities.
- 4.2.3. Storage facilities cannot house any hazardous material.
- 4.2.4. Storage facilities cannot be located within a flood area or risk exposure from external hazards.
- 4.2.5. The vendor is responsible for security of all storage facilities. Storage facilities must be equipped with an intrusion alarm system that is monitored 24 hours per day, including weekends and holidays.
- 4.2.6. The vendor must provide adequate storage capacity to meet both the current and future needs of all state agencies requiring storage services.
- 4.2.7. The vendor is responsible for all the contents stored in any of its storage facilities. The vendor must provide a written disaster and recovery plan for any catastrophic occurrences including but not limited to hurricane, flood, fire, etc.
- 4.2.8. Without notice during regular business hours, the State Risk Management Office, the Public Records Administrator, the Judicial Records Manager, or municipality reserves the right to monitor and inspect the facilities. A State agency may also inspect the facility with reasonable notice.
- 4.2.9. The vendor is responsible for recovery from any catastrophic occurrences, natural or manmade, including but not limited to fire, damage or theft, as well as any associated costs. The vendor must carry the appropriate insurance as stated below and provide proof thereof.
- 4.2.10. The storage facility or facilities must be properly shelved, fully secured, and equipped with motion, smoke and heat detectors/alarms to prevent loss from theft and fire. The State requires that the facility or facilities be constructed and equipped with fire safety systems as required by the International Fire Code (IFC-2000) and other applicable State codes.
- 4.2.11. The vendor must be the operator of the storage facilities or facilities. Storage of records cannot be subcontracted to a third party or other warehouse operator.
- 4.2.12. Appropriate redundant systems must ensure continuous operation.

#### 4.3. Facility Visitors

- 4.3.1. Access to the storage area must be strictly limited with identification tags provided for the company's staff.
- 4.3.2. Any facility visitors must sign in/out and logs must be maintained for the storage area, loading dock and research areas.

- 4.3.3. Visitors must be escorted at all times. The visitor logs must be available for viewing by the Public Records Administrator, the Judicial Records Center Manager, or municipality.
  - 4.3.4. The vendor shall provide for on-site review of State records stored at the vendor's facility or facilities during normal business hours. No additional fees, other than any standard retrieval, photocopying, or fax transmission fees may be assessed for on-site review of records. Such facility visits will be arranged through the Public Records Administration, the Judicial Records Center Manager, or municipality.
  - 4.3.5. The State reserves the right to inspect the vendor's facility during regular business hours without notice to the vendor and without cost to the State.
- 4.4. Transportation
- 4.4.1. The vendor must provide vehicles designed for the transportation of storage records.
  - 4.4.2. The vehicles must have the appropriate security features (anti-theft device) and be secured while at a delivery/pickup site.
  - 4.4.3. All vehicles must be equipped with a fire extinguisher.
5. Company Staffing
- 5.1. Account Representation
- 5.1.1. The vendor shall appoint a representative for the State of Rhode Island, who works in Rhode Island, as a single point of contact in order to insure a high level of responsiveness to the state's needs.
  - 5.1.2. A backup contact shall also be designated for the purposes of providing coverage during the primary contact's absence.
- 5.2. Vendor's Staff
- 5.2.1. For pickups and deliveries, the vendor shall employ professional and trained staff.
  - 5.2.2. The staff must carry appropriate company photo-identification at all times.
  - 5.2.3. The vendor shall identify its entire staff, and require drug and background checks on its entire staff that may have access to the records.
  - 5.2.4. Staff must be properly licensed to drive a motor vehicle in the State of Rhode Island as required. The State may require the submission of the motor vehicle record of any employee upon request.
  - 5.2.5. The Judiciary and the Department of Administration shall require a criminal background investigation on all current employees. A background investigation shall be required of any employees hired after the contract with the State is signed. A criminal background investigation on new employees is a continuing requirement throughout the term of the contract with the Judiciary and the Department of Administration.
6. Transfer or Sale of Ownership
- 6.1. If the vendor transfers or sells corporate ownership, the State must be notified 60 days prior to any such transfer or sale.
  - 6.2. After receipt of such notice of a transfer or sale, within 30 days, the State reserves the right to cancel the contract with 60 days' notice.

7. Audits –

- 7.1. The State may at anytime request any documentation stated herein from the vendor and the vendor shall provide such documentation within a reasonable time period.
- 7.2. The State or its agents may enter the property of the vendor during regular business hours to inspect the facilities.
- 7.3. The vendor will cooperate and act in good faith with any audits conducted on behalf of the State.

8. **Insurance Requirements** – The vendor shall maintain throughout the life of the contract the following insurance:

Commercial General Liability Insurance: The vendor shall obtain, at Vendor's expense, and keep in effect during the term of this contract Commercial General Liability Insurance covering bodily injury, and property damage in a form and with coverage that are satisfactory to the State. This insurance shall include personal and advertising injury liability, independent contractors, products completed operations, contractual liability and broad form property damage coverage. Coverage shall be written on an occurrence basis. A combined single limit of \$1,000,000 per occurrence and aggregate is required.

Auto Liability Insurance: The vendor shall obtain, at the vendor's expense, and keep in effect during the term of this contract, auto liability insurance covering all owned, non-owned, or hired vehicles. A combined single limit per occurrence of \$1,000,000 will be obtained.

Workers' Compensation and Employers Liability: The vendor shall obtain statutory Workers' Compensation coverage in compliance with the compensation laws of the State of Rhode Island. Coverage shall include Employers Liability Insurance with minimum limits of \$100,000 each accident, \$500,000 disease or policy limit, \$100,000 each employee.

The State will be defended, indemnified, and held harmless to the full extent of any coverage actually secured by the Vendor in excess of the minimum requirements set forth above. The duty to indemnify the State under this agreement shall not be limited by the insurance required in this agreement.

The liability insurance coverage, except Workers' Compensation required for the performance of the contract, shall include the State of Rhode Island and its divisions, officers and employees as Additional Insured but only with respect to the Vendor's activities under this contract.

The insurance required in this agreement, through a policy or endorsement shall include:

- A) A Waiver of Subrogation waiving any right to recovery the insurance company may have against the State.
- B) A provision that the vendor's insurance coverage shall be primary in respect to any insurance, self-insurance, or self retention maintained by the State and that any insurance, self- insurance, or self-retention maintained by the State shall be in excess of the vendor's insurance and shall not contribute.

There shall be no cancellation, material change, potential exhaustion of aggregate limits or non-renewal without thirty days (30) written notice from the vendor or its insurer(s) to the Department of Administration. Any failure to comply with the reporting provisions of this clause shall be grounds for immediate termination of this contract.

As evidence of the insurance coverage required by this contract, the successful vendor shall furnish Certificate(s) of Insurance to the Division, along with a copy of the Additional Insured policy endorsement, at least forty-eight (48) hours prior to the commencement of the contract. Failure to comply with this provision shall result in rejection of the bid offer.

Insurance coverage required under the contract shall be obtained from insurance companies acceptable to the Department of Administration. The vendor shall pay for all deductibles, self insured retentions and/or self-insurance included hereunder.

The Purchasing Agent reserves the right to consider and accept alternative forms and plans of insurance or to require additional or more extensive coverage for any individual requirement.

In the event electronic transfer and storage of records is offered as a service, the vendor should be required to show in addition to the accompanying list of insurance, Technology Errors and Omission Coverage in an amount no less than \$1,000,000 per event and aggregate. The Errors and Omission Coverage should include the following:

Errors and Omissions Coverage for losses caused by an act, error, or omission committed by the insured technology professional while performing services for us.

Product Failure (if applicable) -- insurance for losses caused by the failure of the insured technology professional's product or service to perform as intended or promised.

Security Failure -- coverage for losses caused by failure of the insured technology professional to prevent unauthorized access to an online system.

Professional Liability insurance that covers losses caused by the technology professional's infringement of copyright or trademark protected materials.

Personal injury losses caused by the insured technology professional's acts, errors, or omissions while supplying a product or providing a service. This may include defamation or disparagement causing harm to the character, reputation, or feelings of another including libel slander, or invasion of privacy.

If electronic records are included in the bid, the disaster recovery/business continuity plan must extend to back up of information and alternate sites to provide access to electronic records when requested.

9. **Performance Bond** – The vendor shall submit annually and maintain a performance bond approved by the State in the amount of **\$2,000,000**. All surety companies must be listed with

The Department of Treasury, Fiscal Services, Circular 570, (Latest Revision published by the Federal Register). The Purchasing Agent reserves the right to consider and accept alternative forms of surety.

10. Transition –

10.1. The vendor shall cooperate fully upon expiration or termination of the contract with State and shall:

10.1.1. Act in good faith and cooperate with any new vendor selected by the State to provide service;

10.1.2. Provide inventories, records, documents, boxes, etc. within a reasonable time frame.

**Detailed Requirements (Electronic Records) – Value Added Service**

As a value added service, the State will consider any options related to document preparation, scanning, electronic storage, retrieval and destruction that a potential vendor may offer. The vendor may wish to review **Attachment D** describing the requirements for electronic records storage. Please describe the services the vendor offers with the following requirements in mind:

1. Technical

1.1. Database Structure

1.1.1. Storage and maintenance of the electronic documents and any associated metadata

1.1.2. File formats.

1.1.3. Database format (i.e. Oracle, SQL, etc)

1.1.4. Methodology for data (documents/metadata) storage – online / near line. Describe the procedures for data access if it is not readily accessible.

1.1.5. Data hosting for the repository and associated applications, including whether the equipment is dedicated or shared

1.1.6. Overall technical architecture of the proposed solution

1.1.6.1. Application and data servers

1.1.6.2. Security components

1.1.6.3. Firewall/routers

1.1.6.4. Network access points

1.1.6.5. Security architecture, including:

1.1.6.5.1. Deployment architecture – (specifically the separation of interface, database and control logic)

1.1.6.5.2. Application level access control

1.1.6.5.3. Ability to encrypt data at rest

1.1.6.5.4. Ability to encrypt data in motion – i.e. online encryption.

1.2. Backup and Restore

1.2.1. Minimum service level - Daily system backup including content and database

1.2.2. Offsite Tape Storage and retention schedule

1.2.3. Data/System recovery process and procedures

1.2.4. Disaster recovery plan, including estimated time for recovery

- 1.3. System Monitoring – Vendors must provide a description of their system monitoring and support infrastructure and procedures
  - 1.3.1. Application servers
  - 1.3.2. Web and database servers
  - 1.3.3. Network infrastructure
  - 1.3.4. Operating systems
  - 1.3.5. Firewalls
  - 1.3.6. Proactive and predictive server fault management and monitoring
- 1.4. Security Services
  - 1.4.1. Network intrusion detection
  - 1.4.2. Dedicated redundant firewalls
  - 1.4.3. Security patch deployment
  - 1.4.4. Incident management
    - 1.4.4.1. Reporting procedures
    - 1.4.4.2. Escalation procedures
  - 1.4.5. Virus scanning
- 1.5. Service Levels and Reporting
  - 1.5.1. Environment accessibility standards
  - 1.5.2. Operating, utilization, and availability reporting
  - 1.5.3. Capacity and performance reporting
- 2. Functional
  - 2.1. Record Source
    - 2.1.1. Retrieval of physical/hard copy documents
    - 2.1.2. Document Preparation
  - 2.2. Record Capture
    - 2.2.1. Capture of Content and Structure
      - 2.2.1.1. Document appearance to original
      - 2.2.1.2. Scanning
      - 2.2.1.3. Quality control
    - 2.2.2. Metadata Capture
      - 2.2.2.1. Indexing
      - 2.2.2.2. Bar code recognition
      - 2.2.2.3. Record identification
      - 2.2.2.4. Record creator
      - 2.2.2.5. Record content description
      - 2.2.2.6. Record association/linking
      - 2.2.2.7. Optical Character Recognition
      - 2.2.2.8. Additional alternative capture technologies
      - 2.2.2.9. Record encoding
        - 2.2.2.9.1. Maintain record integrity
        - 2.2.2.9.2. Digital signatures
  - 2.3. Archiving/Document Management
    - 2.3.1. Technology Formats
    - 2.3.2. Document Registration – into archive

- 2.3.3. Document Retrieval
  - 2.3.3.1. Digital signatures
  - 2.3.3.2. Accessibility and security controls
- 2.3.4. Data/Record Backup
- 2.3.5. Data/Media Management
  - 2.3.5.1. Online records versus offline records
  - 2.3.5.2. Management and storage for offline records
- 2.3.6. Technology Update and Refresh
  - 2.3.6.1. Prevention of media device deterioration
  - 2.3.6.2. Protocol for technology refresh
  - 2.3.6.3. Destruction of outdated media storage
- 2.3.7. Record Destruction
  - 2.3.7.1. Integration of records retention schedule
  - 2.3.7.2. Media destruction protocol
- 2.4. Record Retrieval/Delivery
  - 2.4.1. Access Control and Access Logging
    - 2.4.1.1. User Profile
    - 2.4.1.2. Agency Profile
    - 2.4.1.3. Encryption
    - 2.4.1.4. Authentication
  - 2.4.2. Browsing Content
    - 2.4.2.1. Text
    - 2.4.2.2. Agency/Series/File Hierarchy
    - 2.4.2.3. Transactions
    - 2.4.2.4. Ad-hoc
  - 2.4.3. Access Mechanism
    - 2.4.3.1. Internet
    - 2.4.3.2. CD-ROM/DVD
    - 2.4.3.3. Print
    - 2.4.3.4. Software requirements
      - 2.4.3.4.1. Proprietary
      - 2.4.3.4.2. Non-proprietary
- 3. Support/Professional Services
  - 3.1. Help Desk
    - 3.1.1. Support team
    - 3.1.2. Issue escalation procedures
    - 3.1.3. Hours
    - 3.1.4. Offsite
    - 3.1.5. Onsite
  - 3.2. Training
    - 3.2.1. Programs
    - 3.2.2. Documentation
    - 3.2.3. Onsite
    - 3.2.4. Offsite
- 4. Facility

- 4.1. Power Supply
  - 4.1.1. Backup system
  - 4.1.2. Redundant supply
  - 4.1.3. Dual power feeds to each cabinet from different sources
- 4.2. HVAC
  - 4.2.1. Continuous climate control
  - 4.2.2. Maintenance of proper temperature and humidity
- 4.3. Detection Systems
  - 4.3.1. Carbon dioxide
  - 4.3.2. Fire suppression
- 4.4. Physical Security
  - 4.4.1. 24X7 security
  - 4.4.2. Intrusion protection
  - 4.4.3. No location in flood zone

Physical location in U.S.

- **Item Description** -- The vendor must provide an itemized list of prices for the pertinent aforementioned requirements and each item in the Price Schedule listed below (**Also See Attachment E**). Also included would be bulk rate pricing if available by the vendor. Please note if the State may choose between the alternatives. Prices will remain fixed for the life of the contract.
- For each price line, the vendor must enter the all-inclusive price, including whether monthly price or unit price, and noting the unit of measurement, i.e. box, cubic foot, each, etc., where applicable.
- The vendor should note those price lines for which no charge will be assessed.
- Every effort must be made to provide detailed information for ordinary, usual, and routine services and goods, whether or not noted in the item descriptions below.
- No 'distance' surcharges or fuel surcharges will be allowed or adjusted throughout the life of the contract.
- If the contract is extended beyond the base term, the pricing in the existing contract will prevail during any extension period.

### Price Schedule

Please provide pricing detail for each of the following items in **Attachment E**, pricing templates:

1. All-inclusive monthly price for regular warehouse storage (based on one (1) cubic foot).
2. a) All-inclusive monthly price for vault storage of archival/paper-based records (based on one (1) cubic foot).  
b) All-inclusive monthly price for vault storage of electronic media, including the basis of measurement.
3. All-inclusive cost to retrieve a folder/box from storage, deliver to State location by the next business day, and return to storage (box, file, or files from same box).
4. Price for interfiles.
5. Pick-up for new storage, and/or bulk deliveries.
  - a. 1<sup>st</sup> box
  - b. Each additional box
  - c. Bulk pick-ups and/or deliveries

6. Processing of new boxes into storage, if not included in 4 above (cost includes bar codes/coding, data entry and any other associated charges).
7. All-inclusive price to index one standard records storage box at file level and add to storage under agency account.
8. Emergency pick-up delivery charge
9. All-inclusive price to remove a box from storage at vendor's facility and destroy the contents.
10. All-inclusive price to 'permanent out' a box from storage.
11. Cost for Certified Destruction of records located at the premises of a State agency, courthouse, or municipality, or records transported from the premises of a State agency, courthouse, or municipality for destruction by pulverizing, shredding, or incineration at vendor's facility.
  - a. Per box
  - b. Per cubic foot
  - c. Per pound
  - d. Other fee(s)
12. All-inclusive price for standard records storage box (minimum inside dimensions: 15"X12"X10")
13. All-inclusive price for each additional box size/type (Provide dimensions, unit volume (ft. <sup>3</sup> ), and unit charge for regular warehouse and vault storage).
14. Other types of reports available (not detailed under 3.4 at no charge), and any associated costs.
15. Details of any other management fees or recurring operation charges.
16. Disaster recovery services (detail and include line item costs or end-to-end cost, including labor and the unit of measurement upon which price is based).
17. Fumigation (detail and include line item costs or end-to-end cost, including labor and the unit of measurement upon which price is based).
18. Hourly rate by type for other work or categories of special projects provided or offered.
19. Rates for any and all services related to document preparation, scanning, indexing, quality control, electronic storage, retrieval, destruction, etc. with associated volumes:
  - 1 to 250,000 pages
  - 250,000 to 500,000 pages
  - 500,000 to 1,000,000 pages
  - Over a 1,000,000 pages

**The rates included in the vendor's cost proposal shall be considered firm and fixed.**

#### **Section 4 – Proposal Submission**

Pre-Proposal Questions and Proposal Submission Questions concerning this solicitation may be emailed to the Division in accordance with the terms and conditions expressed on the cover page of this solicitation. Questions received, if any, will be posted on the internet as an addendum to this solicitation. It is the responsibility of all interested parties to download this information and track the website for information and addendums.

Interested offerors may submit proposals to provide the services covered by this RFP on or before the date and time listed on the cover page of this solicitation. Proposals received after this time and date will not be considered. The official clock is in the reception area of the Division.

Proposals should include the following:

1. A completed and signed R.I.V.I.P. generated Bidder Certification Cover Form downloaded from the Division's Internet home page at <http://www.purchasing.state.ri.us>.
2. An original (marked "Original") plus seven (7) copies of a signed and sealed Cost Proposal.
3. An original (marked "Original") plus seven (7) copies of a separate Technical Proposal.
4. A completed and signed W-9 Form downloaded from the Division's website at <http://www.purchasing.state.ri.us> (click on RIVIP, then General Information and then Standard Forms).

In addition to multiple hard copies of proposals required, the vendors shall provide two (2) copies of their technical proposal in electronic format (CD-ROM). Microsoft Word/Excel or PDF format is preferable.

The Technical Proposal shall contain the following sections and information:

### **1. Executive Summary**

The Executive Summary will highlight the contents of the Technical Proposal as well as provide the State of Rhode Island evaluators with an overview and broad understanding of the offeror's technical approach and ability.

### **2. Offeror's Organization and Staffing (20 points)**

This section shall include identification of all staff and/or subcontractors proposed as members of the project team, and the duties, responsibilities, and concentration of effort which apply to each (resumes, curriculum vitae or statements of prior experience and qualification). This section shall also include a list and description of the locations of all storage facilities to be used and the owners of each.

### **3. Work Plan/Approach Proposed (35 Points)**

This section shall contain a thorough explanation of all aspects, requirements and services required to complete the **Scope of Work** sections above. This section shall describe the offeror's understanding of the State's requirements, including the result(s) intended and desired, the approach and/or methodology to be employed, and a work plan for accomplishing the results proposed. The description of approach shall discuss and justify the approach proposed to be taken for each task or requirement, and the technical issues that may be confronted at each stage of the project. The work plan description shall include a detailed proposed transition plan, project schedule, a list of tasks, activities and/or milestones that will be employed to administer the project, the assignment of staff members and concentration of effort for each and the attributed deliverables for each.

This portion of the technical proposal should include concise information regarding the vendor's ability to address all portions of the scope of work. Additionally, the vendor should include a

description of any additional services, including any offered services for document preparation, scanning, electronic storage, electronic retrieval, and destruction of originals available to be provided by the vendor.

#### **4. Previous Experience and Background (20 Points)**

This section includes the following information:

1. A comprehensive listing of similar projects undertaken, either in the area of physical records storage or electronic records storage or both, as well as similar clients served. This includes providing a brief description of the projects.
2. The applicant should provide the company name, address, contact person and telephone number of at least a **minimum** of three references where the contractor is currently providing physical records storage services or electronic records storage services or both. Ideally, one reference will be a government entity.
3. The offeror's status as a Minority Business Enterprise (MBE), certified by the Rhode Island Department of Administration, and/or a subcontracting plan which addresses the State's goal of ten percent (10%) participation by MBE's in all State procurements. Questions concerning this requirement should be addressed to Charles Newton, MBE Officer, at (401) 222-6253.
4. The offeror shall submit a list of contract(s) that have been terminated along with the entity name(s) that obtained the contract and the reasons why the contract was terminated (if applicable). The State reserves the right to seek additional information regarding a company's capabilities from any source it feels is competent to provide such information.
5. The offeror shall have maintained an organization capable of performing the work described herein, in continuous operation for a least the past three (3) years.
6. **The offeror must have an organization that is financially and logistically able to handle a contract for services with the multiple agencies at different locations around the state. In a separate envelope, the offeror shall provide financial statements, a balance sheet and any CPA reports regarding the vendor's financial capacity. These financial statements will be returned to the vendor after the review is complete.**

**5. COST:** The lowest costing vendor will automatically receive 25 points, with every additional vendor receiving cost points on a proportional basis compared to the lowest cost. The cost score is calculated based on the following formula:  $((\text{lowest cost}/[\text{proposed cost of other vendor}]) \times \text{cost points available})$ . Line items shall be fixed and cannot be added at a later date.

#### **5. Submission Deadline: please refer to page one of this solicitation**

An original plus seven (7) copies of the Technical Proposal and an original plus seven (7) copies of the Cost Proposal must be either mailed or hand-delivered in a sealed envelope marked "RFP #7449672: Records Storage and Retrieval Services" to:

**Rhode Island Department of Administration  
Division of Purchases, 2<sup>nd</sup> Floor  
One Capitol Hill  
Providence, RI 02908-5855**

Note: Proposals received after the above-referenced due date and time may not be considered. Proposals misdirected to other State locations by the scheduled due date and time will be determined to be late and may not be considered. Proposals faxed or emailed to the Division of Purchases will not be considered.

**Section 5 – Evaluation and Selection**

The state will commission a Technical Review Sub-Committee to evaluate and score all proposals, using the following criteria:

<b><u>Criteria</u></b>	<b><u>Points</u></b>
<b>Offeror’s Organization and Staffing</b>	20
<b>Work Plan/Approach Proposed</b>	35
<b>Previous Experience and Background</b>	20
<b>Cost (lowest cost/[proposed cost of other vendor]) x cost points available)</b>	25
<b>Total Points</b>	<b>100</b>

**Section 6. -- Award**

- The State will commission a review team to evaluate and score all proposals that are complete and minimally responsive using the criteria described below. The evaluation of any item may incorporate input from sources other than the vendor’s response and supplementary materials submitted by the vendor. Those other sources could include assessments made by evaluators based on findings recorded from reference checks (including but not limited to those supplied by the Vendor), prior experience with or knowledge of Vendor’s work, responses to follow-up questions posed by the State and/or oral presentations by the vendors if requested by the review team. The State may elect to use any or all of these evaluation tools.
- The review team may call in any, all or some of the vendors in for an oral presentation at any point during the process at its own discretion. The review team may slightly adjust the technical score of any vendor after conducting such an interview.
- The State reserves the right to inspect and review any facility as part of the evaluation.
- The review team will present written findings, including the results of all evaluations, to the State Purchasing Agent or designee, who will make the final selection for this solicitation. When a final decision has been made, a notice will be posted on the Rhode Island Division of Purchases web site.
- In order for the Cost Proposal to be reviewed, all technical proposals must meet a minimum technical evaluation score of 60 total points. Any technical proposals scoring

less than 60 points will not have the cost component either opened or evaluated and the proposal will be dropped from further consideration.

- Because the evaluation takes into consideration both the technical and cost components in a value based approach, the lowest costing vendor may not necessarily be awarded the contract.
- Notwithstanding anything above, the State, and its agents reserve the right to either accept or reject any, or all, bids, proposals, award on cost alone, cancel the solicitation and to waive any technicality in order to act in the best interest's of the State and to conduct additional negotiations as necessary.
- Proposals found to be technically or substantially non-responsive, at any point in the evaluation process, will be rejected and not considered further. The State, at its sole option, may elect to require presentation(s) by offerors in consideration for the award. An award will not be made to a contractor who is neither qualified nor equipped to undertake and complete required work within a specified time.

**END**