



Solicitation Information
5 May 06

RFP # B06338

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

OPENING DATE AND TIME: 31 May 06 @ 2:00 PM (EDT)

PRE-BID/ PROPOSAL CONFERENCE: Yes DATE: 18 May 06 TIME: 3:00 PM (EDT) MANDATORY: No LOCATION: Department of Administration, Division of Purchases (2 nd 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.state.ri.us **no later than 18 May 06 @ 12:00 Noon (EDT)**. 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>

SURETY REQUIRED: No

BOND REQUIRED: No

Jerome D. Moynihan, C.P.M., CPPO
Administrator of Purchasing Systems

Vendors must register on-line at the State Purchasing Website at
<http://www.purchasing.state.ri.us>

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

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Section 1 – Introduction

The Rhode Island Department of Administration / Division of Purchases is soliciting proposals from qualified firms to provide services relating to records storage and services. The state reserves the right to award under the following categories:

1. The provision of services relating to offsite paper records storage and retrieval services (refer to Section 3A).
2. The provision of services relating to the conversion of paper records into an electronic format and the subsequent storage and retrieval of the records in an electronic information system (refer to Section 3B).
 - a. Vendors will be responsible for the transport, loading and quality assurance process of entering these electronic files into the state's enterprise content management system for any executive branch state agencies.

The state reserves the right to award to multiple vendors under each of the categories above.

The award(s) will be for three (3) years with the potential for two (2) one-year extensions, in accordance with the terms of this Request for Proposals 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>

Awards will result in a "Master Price Agreement" (MPA) available to all state agencies under the purchasing regulations posted on the purchasing website. It is requested that the same terms and conditions be offered to Rhode Island towns and municipalities as well as quasi public agencies.

This is a Request for Proposals (RFP), not an Invitation for Bid: responses will be evaluated on the basis of the relative merits of the proposal, in addition to price; there will be no public opening and reading of responses received by the Division of Purchases pursuant to this Request, other than to name offerors who have submitted proposals.

Instructions and Notifications to Offerors

- Potential offerors are advised to review all sections of this request carefully and to follow instructions completely, as failure to make a complete submission as described elsewhere herein may result in rejection of the proposal.
- 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 Request will be rejected as being non-responsive.
- All costs associated with developing or submitting a proposal in response to this Request, or to provide oral or written clarification of its content, shall be borne by the offeror. The State assumes no responsibility for these costs.
- Proposals are considered to be irrevocable for a period of net 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.

- All pricing submitted will be considered to be firm and fixed unless otherwise indicated herein.
- Proposals misdirected to other State locations or which are otherwise not present in the Division of Purchases at the time of opening for any cause will be determined to be late and may not be considered. The “Official” time clock is in the reception area of the Division of Purchases.
- In accordance with Title 7, Chapter 1.1 of the General Laws of Rhode Island, no foreign corporation 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 will be a requirement only of the successful vendor(s).
- Offerors are advised that all materials submitted to the State of Rhode Island for consideration in response to the Request for Proposals will be considered to be public records, as defined in Title 38 Chapter 2 of the Rhode Island General Laws, without exception, and will be released for inspection immediately upon request, once an award has been made.
- It is intended that an award pursuant to this Request will be made to a prime contractor, who will assume responsibility for all aspects of the work. Joint venture and cooperative proposals will not be considered, but subcontracts are permitted, provided their use is clearly indicated in the offeror’s proposal, and the subcontractor(s) proposed to be used are identified in the proposal.
- The State of Rhode Island has a goal of ten percent (10%) participation by MBE’s in all State procurements. For further information, visit the web site <http://www.rimbe.org>. To speak with an M.B.E. Officer, call (401) 222-6253.
- Interested parties are instructed to peruse the Division of Purchases web site on a regular basis, as additional information relating to this solicitation may be released in the form of an addendum to this RFP / LOI.

Equal Employment Opportunity (RIGL 28-5.1)

§ 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 in all areas where the state dollar is spent, in employment, public service, grants and financial assistance, and in state licensing and regulation. For further information, contact the Rhode Island Equal Employment Opportunity Office, at (401) 222-3090.

Section 2 – Background and General Information

Background

This request for proposals is for outsourced records storage and electronic imaging services. The resulting award will include a Master Price Agreement (MPA), available to all branches of state government, local towns and municipalities. These organizations may have differing systems as well as requirements and they will be looking for a menu of services related to outsourced records retention and electronic imaging (see Sections 3A & 3B below).

The Public Records Administration in the Department of State, State Archives Division, 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 Division of 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.

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. An MPA for records storage and services with the same private firm has governed this partially privatized State function since 1992. Under the existing MPA, sixty-three (63) State agencies currently store approximately 84,500 boxes with the private firm, and receive services through the Public Records Administration.

In July 2004, the State solicited proposals for an enterprise content and business process management system (LOI #B04076) with the primary goal of selecting an enterprise technology standard for all executive branch state agencies. In October 2005, the state selected FileNet as the state standard for enterprise content and business process management, and awarded a contract under a MPA #384 (available online at <http://www.purchasing.ri.gov>). In order to reduce the cost of infrastructure and simplify the ability to integrate electronic content into external systems, the state has decided to use a central hub for all electronic content management storage belonging to all executive branch state agencies. The state has invested in the following infrastructure and architecture as the central content repository:

1. FileNet P8 Platform, including Content Engine, Process Engine, and Application Engine applications. Additional currently installed modules include eForms, Capture, Process Analyzer, the Business Process Framework and Business Activity Monitor. Applications that may be installed in the future can be found on Master Price Agreement #384, as referenced above.
2. EMC Clarion Storage Area Network infrastructure.

The responses for electronic imaging services, relating to executive branch agencies, must include technologies that are compatible with the above platform description, and an additional menu option for services, which includes the delivery of all electronic content into the state's content repository. Under this option the state can provide access to the FileNet system, disc storage, back up and recovery services, along with all necessary licenses and configuration of the system (i.e. set up of document classes). However the vendor will be required to provide all preparation, scanning, indexing, transport, loading, transformation and quality assurance processes for the content into the state's system. This service may be provided by:

1. Direct scanning remotely into the state's system over an extended network, or
2. A remote scanning process combined with a vendor managed process of importing the electronic content into the state's system, or
3. A vendor managed process of scanning on state premises, entirely leveraging state technology assets.

Vendors are encouraged to provide proposals for a minimum of option 1 or 2, with option 3 as an alternative proposal. All responses addressing the delivery of electronic content into the state's content repository must include all vendor assumptions, and identify work that is required to be performed by both the vendor and the state to ensure integrity of the process.

This RFP provides requirements for both the physical storage (Section 3A) of the State of Rhode Island's records and the electronic storage (Section 3B) of the State of Rhode Island's records. For the purposes of this RFP, "Physical Records Storage" is defined as the storage of hard copy or paper records in a warehouse-type facility. "Electronic Records Storage" is defined as the process of converting or imaging physical records into an electronic format and storing the data in an electronic information system.

Please note that vendors will have the opportunity to present proposals for either one or both of the Requirements sections.

Cost Proposal

Proposal prices shall remain firm for the duration of the contract award. Due to the nature of this RFP, it is possible that the vendor may provide related-services not detailed in the specification requirements or on the item description and price schedule. In the submitted cost proposal, detail of these additional charges, which may be related to the scope of work, must be provided. 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.

In addition to the state government, it is requested that the same terms and conditions be offered to Rhode Island local town and municipal governments as well as quasi public agencies.

Section 3A – 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 state's agencies. 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. Access to these records is provided only by the expressed permission of the originating state agency through the agency of the Public Records Administration.

The vendor will be responsible for providing physical records storage and services to the State of Rhode Island. These services will include standard delivery and pickup of records to and from all state agencies. In addition, the vendor must be able to provide emergency delivery and pickup to and from state agencies, 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 84,500 boxes at the initiation of the contract. The State estimates that its needs may exceed 84,500 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 Rhode Island State agencies. Off-site storage required by State agencies is established on an as needed basis through the Public Records Administration. The vendor must provide the full range of described services, regardless of the location of the State agency.

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 either 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 those files destroyed. No records shall be destroyed without written approval from the Public Records Administrator and authorized State agency personnel, 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 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.

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.

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.

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. This

responsibility 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 related to this requirement must be clearly identified in the vendor 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 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.

It should be noted that the state's enterprise content management system (FileNet) includes a records management module which can track the location, state and disposition of paper records stored remotely by third parties. Vendors are encouraged to include a description of how their records management system may integrate with the state's record management system.

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 and its state agencies, towns and municipalities as well as quasi-public agencies.
- 1.1.2. The vendor shall also provide for the destruction of stored records as required.

1.2. Current Record Inventory:

- 1.2.1. If a firm other than the State of Rhode Island's 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 84,500 boxes.
- 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 / State of Rhode Island detailing the transfer process within 30 days after contract execution.
- 1.2.5. The Public Records Administrator 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 agency 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 a State agency. 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".
- 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 & Delivery

2.1. Record Pickup

- 2.1.1. The vendor shall make regular pick-ups of records from state agencies 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, and no more than ten (10) business days from the date of request for the pick-up of boxes being newly sent for storage.
- 2.1.2. The vendor will allow any agency, through the Public Records Administration, 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.

2.2. Record Delivery

2.2.1. The vendor shall deliver records to state agencies as required.

2.2.2. The vendor's standard delivery service hours are between 8:30 A.M. to 4:00 P.M., 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 agency 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.

2.2.3.2. Emergency Service – the vendor shall provide emergency delivery of records, to the specified State agency no later than 2 hours from the time of request by the Public Records Administration on behalf of the State agency. If this time frame conflicts with the agency's normal business hours, at the agency's discretion, an agency representative will remain at the location to meet the contractor or the agency 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.

2.3. Record Pickup & 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.

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

3. Tracking & 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.

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

3.1.3. At a minimum, this system must identify the contents, location, state agency 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 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 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 the Public Administration staff and to State agency staff 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, 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 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.

3.3. Lost 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.

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 both the Public Records Administrator and the State agency.

3.4. Reporting

3.4.1. The vendor shall provide reports to the Public Records Administration, as described below.

3.4.1.1. Inventory Reports – The vendor shall provide on a quarterly 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, location, 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 agency 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 agency 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.

3.4.2. The vendor shall provide monthly invoices to the Public Records Administrator 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 State agency covering the previous month, and showing line item detail for all service activities completed, goods received and quantity of boxes in storage, including cubic footage.
- 3.4.2.3. One (1) copy of the following supporting documentation must be provided. Proof of receipt by the State agency, 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.
- 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 either review or destruction as well as reports relating to outstanding boxes and files not returned to storage.

4. Facility & 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. The climate control equipment should not be turned off or thermostat settings adjusted during nights, weekends and holidays.

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. With proper notice, the State Risk Management Office and the Public Records Administrator reserves the right to monitor and inspect the facilities.
 - 4.2.9. The vendor is responsible for recovery from any catastrophic occurrences, including but not limited to fire, damage or theft, as well as any associated costs. The vendor must carry the appropriate insurance 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 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.
 - 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.
- 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 state reserves the right to require vendor to identify its entire staff, and require drug and background checks on its entire staff who may have access to the records.

Item Description

- The Offeror must provide an itemized list of prices for the pertinent aforementioned requirements and each item in the Price Schedule listed below. Prices will remain fixed for the life of the contract.
- For each price line, the Offeror 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 Offeror 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.
- 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:

1. All-inclusive monthly price for regular warehouse storage (based on one (1) cubic foot).
2. All-inclusive monthly price for vault storage (based on one (1) cubic foot).
3. All-inclusive cost to retrieve a folder/box from storage, deliver to agency location by the next business day, and return to storage (box, file, or files from same box).
4. Pick-up for new storage, and/or bulk deliveries.
 - a. 1st box
 - b. Each additional box
 - c. Bulk pick-ups and/or deliveries
5. Processing of new boxes into storage, if not included in 4 above (cost includes bar codes/coding, data entry and any other associated charges).
6. All-inclusive price to index one standard records storage box at file level and add to storage under agency account.
7. Emergency delivery charge
8. All-inclusive price to remove a box from storage at vendor's facility and destroy the contents.
9. All-inclusive price to 'permanent out' a box from storage.
10. Cost for Certified Destruction of records located at a State agency's premises, or records transported from agency's premises for destruction by shredding or incineration at vendor's facility.
 - a. Per box
 - b. Per cubic foot
 - c. Per pound
 - d. Other fee(s)
11. All-inclusive price for standard records storage box (minimum inside dimensions: 15"X12"X10")
12. All-inclusive price for each additional box size/type (Provide dimensions, unit volume (ft. ³), and unit charge for regular warehouse and vault storage).
13. Other types of reports available (not detailed under 3.4), and any associated costs.
14. Details of any other management fees or recurring operation charges.

15. 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).
16. Fumigation (detail and include line item costs or end-to-end cost, including labor and the unit of measurement upon which price is based).
17. Hourly rate by type for other work or categories of special projects provided or offered.

Section 3B – Scope of Work – Electronic Records Storage – Requirements B

General Description

The vendor will be responsible for providing electronic records storage and management services for the State of Rhode Island. The award will be to provide an offsite end to end service for the electronic management of documents and records for all of the State's agencies.

The vendor shall pick up and receive the source material (records, documents, etc...) and maintain a facility to capture and image the documents at a central location. The imaged documentation will then be indexed and stored in a repository available online over the public internet (or alternatively, for executive branch agencies images may be delivered and stored in the state's content management system – see Section 2 above). The documentation will be accessed by authorized agency personnel, at any given time, through a standard web browser over an internet connection. The web-based interface will provide the portal into the agency-specific records database. The system must include role based security and access, and a process to register and validate users into respective roles. The system must also include the ability to encrypt the transport of messages using standard SSL (or similar) technology. Some document types may require additional encryption for data at rest (i.e. HIPAA). The cost and approach to meet this requirement must be identified. The interface must be available without having to download or install any proprietary software (standard java applets or .net components excluded).

Documents must be stored in such a way that the format does not become obsolete over time. Given technology advances, it is possible that a very common format in use today, may not be in existence five or ten years from now. Therefore it is critical that data be coded in such a way that it will continue to be readable in the future. The file formats and protocols utilized must be disclosed and approved by the Public Records Administration. All electronic records must be stored using standard data file formats, along with index information. Vendors must provide all relevant technical and cost information as to how all electronic content can be exported into the state's content repository system should this be required by the state.

Along with file storage, the electronic records system must provide a protocol for record destruction based upon an approved retention schedules. In conjunction with the retention schedule, records eligible for destruction must be capable of deletion according to accepted practices for the destruction of public records. In addition, this includes those records that must be deleted based upon an update or technology refresh of media devices.

The key requirements of the electronic records system are those that provide for records to be self-documenting and self-contained. In other words, the system should not only be possible to understand the content of a record without needed documentation about the system in which it was produced, but it should also ensure all the information (metadata) about the record is contained within the record file itself. In addition, the structure of the record must be extensible, meaning that it will be possible, at a later date, to incorporate either new metadata or information into the file without affecting the record's overall structure.

Detailed Requirements (Electronic Records)

Please describe how your recommended approach and / or proposed solution will satisfy the following requirements:

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 & 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 & retention schedule
- 1.2.3. Data / System recovery process & 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 & database servers
- 1.3.3. Network infrastructure
- 1.3.4. Operating systems
- 1.3.5. Firewalls
- 1.3.6. Proactive & Predictive server fault management & 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 & Reporting
 - 1.5.1. Environment accessibility standards
 - 1.5.2. Operating, utilization & availability reporting
 - 1.5.3. Capacity & performance reporting
- 2. Functional
 - 2.1. Record Source
 - 2.1.1. Retrieval of physical / hard copy documents
 - 2.2. Record Capture
 - 2.2.1. Capture of Content & 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 & 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 & storage for offline records
 - 2.3.6. Technology Update & 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 & 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 & 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
 - 4.4.4. Physical location in US

Section 4 – Proposal Submission

Pre-Proposal Questions and Proposal Submission Questions concerning this solicitation may be emailed to the Division of Purchases 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.

Interested offerors may submit proposals to provide the services covered by this Request on or before the date & 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 of Purchases.

Proposals should include the following:

1. A completed and signed R.I.V.I.P. generated Bidder Certification Cover Form (downloaded from the Rhode Island Division of Purchases internet home page at): <http://www.purchasing.state.ri.us>
2. Five copies of a signed and sealed Cost Proposal for either Section 3A or Section 3B. In the case of submission for both sections, five copies of cost proposals for each section must be submitted separately.
3. Five copies of a separate Technical Proposal, for either the Section 3A or Section 3B, describing the background, qualification and experience with and for similar services, as well as the work plan or approach proposed for the services needed and described within this document. In the case of submission for both sections, five copies of technical proposals for each section must be submitted separately.
4. A completed and signed W-9 Form downloaded from the RI Division of Purchases web site at: <http://www.purchasing.state.ri.us> (click on RIVIP, then General Information and then Standard Forms).
5. In addition to multiple hard copies of proposals required, the respondents are requested to provide their proposal in electronic format (CD-ROM or Diskette). Microsoft Word / Excel or PDF format is preferable. Only 1 electronic copy is requested for either Section 3A or Section 3B. In the case of submission for both sections, 1 electronic copy for each section (3A & 3B) must be submitted.

The Technical Proposal must 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

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 of the locations of all storage facilities to be used and the owners of each.

3. Work Plan / Approach Proposed

This section shall contain a thorough explanation of all aspects, requirements and services required to complete the **Scope of Work** sections. For those vendors responding to both Requirements sections, there must be a different work plan/approach for Scope of Work – Section 3A and Scope of Work – Section 3B.

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 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. Include a description of any additional services to be provided beyond the scope of work described herein, along with any associated costs.

4. Previous Experience and Background

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 three facilities where the contractor is currently providing physical records storage services or electronic records storage services or both. Ideally, one facility 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.

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

An original plus five (5) copies of the Technical Proposal and an original plus five (5) copies of the Cost Proposal must be either mailed or hand-delivered in a sealed envelope marked “RFP #B06338: Records Storage and Retrieval Services” to:

**Rhode Island Department of Administration
Division of Purchases, 2nd 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:

<u>Criteria</u>	<u>Points</u>
Capability, Capacity & Qualifications of the Offeror	25
Experience in Records Storage & Services (Physical Records/Electronic Records/Both)	20
Suitability of Approach / Methodology – Ability to Meet Requirements	30
Cost (lowest cost/cost of evaluated proposal times maximum point allowance)	25
Total Points	100

Notwithstanding the above, the State reserves the right to either accept or reject any, or all, options, bids, proposals to waive any technicality, to award on the basis of cost alone and to act in its best interest.

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.

The Technical Review Committee will present written findings, including the results of all evaluations, to the State Purchasing Agent or his designee, who will make the final selection for this requirement. When a final decision has been made, a notice will be posted on the Rhode Island Division of Purchases web site.

END