**Attachment A: Vendor Response Sheet**

**Vendors using the electronic version of this document shall not alter the response requirements contained herein. Responses should follow each requirement detailing how each will be met.**

Provide a response regarding the following: firm and staff qualifications and experience in completing similar projects; references; copies of any staff certifications or degrees applicable to this project; proposed staffing plan; descriptions of past projects completed entailing the location of the project, project manager name and contact information, type of project, and what the project goals and objectives where and how they were met.

2.3.1 The vendor should provide the length of time that he has been in the records storage business and the location.

**Vendor Response:**

2.3.2 The vendor should submit a statement addressing the experience of the vendor in supplying records management, document storage, document retrieval, and document destruction.

**Vendor Response:**

2.3.3 The vendor should submit a list of federal, state, county, or other governmental entities and major private institutions that are storing records with the bidding vendor. Please specify which of these customers have similar requirements (in processing and number of documents handled annually) to the needs defined in this RFP. If no single customer can be cited whose system incorporates all of the functions needed, provide a list of customers whose systems collectively utilize these functions. For each customer, provide the name, mailing address, telephone number, and e-mail address of a user representative who can be contacted with questions.

**Vendor Response:**

2.4.1 The Vendor should have the capability to accommodate 125,000 boxes or approximately 150,000 cubic feet for storage of the State’s records.

**Vendor Response:**

2.4.1.1 The vendor should provide documentation of the vendors’ existing operation space capacity and/or written evidence from the owner/leaser that the vendor can secure sufficient additional space.

**Vendor Response:**

2.4.1.2 The vendor should be able to secure an additional 25,000 cubic feet within one year from award of the contract upon written request form the State Purchasing Division.

**Vendor Response:**

2.4.1.3 The vendor should provide a storage room for archival storage of microfilm This room should have an independent circulating system to keep the air as free as possible of pollutants and dust and to prevent the entry of unfiltered air from other parts of the building. The humidity level should be kept within a range of 40 to 50 percent, with an optimum of 30 to 40, to protect the various film bases and the temperature should be less than 70 degrees F (21 degrees C), ideally at 65 degrees. Both the humidity level and temperature should be kept as constant as possible. The vendor should describe the environmental protections for archival storage of microfilm that it will provide.

**Vendor Response:**

2.4.2 The vendor should describe its records tracking system.

**Vendor Response:**

2.4.2.1 The vendor should pick up the records within two (2) working days after contact by the agency. The agency will at a minimum contact the vendor by phone using the published number provided in this contract. However, pick-up shall be no longer than one week after contact. The vendor should describe how he plans to handle pick-ups inside and outside the metro Charleston area.

**Vendor Response:**

2.4.2.2 With respect to the extent of indexing required, the vendor should be able to provide up to 60 characters per box or per file. The vendor should describe its indexing scheme.

**Vendor Response:**

2.4.2.3 If necessary, the vendor may be requested to retrieve documents in a rush or emergency basis which means the vendor will retrieve and deliver the document to the agency in the metro-Charleston area within four (4) hours. The difference between “rush” and “emergency” is a “rush” is during business hours, Monday through Friday, and “emergency” is after hours, weekends, or holidays. The vendor should describe how it will handle rush and emergency requests.

**Vendor Response:**

2.4.2.4 The agency’s retention schedule will note a date of destruction. The vendor should describe how it will remind its customers of the approaching destruction date, how it will seek approval for destruction, and how it will certify that the destruction has taken place.

**Vendor Response:**

2.4.3 The State will choose a vendor to provide a facility that will protect all documents from disaster as defined in West Virginia State Code 5A-8-3 which states: “Disaster” means any occurrences of fire flood, storm, earthquake, explosion, epidemic, riot, sabotage, or other conditions of extreme peril resulting in substantial damage or injury to persons or property within this State, whether such occurrence is caused by an act of God, nature man, including any enemy of the United States.

**Vendor Response:**

2.4.3.1 Flooding. The vendor should explain if its facility is in the flood plain and if so, what procedures are in place to protect the State’s records in case of flood.

**Vendor Response:**

2.4.3.2 Fire and Smoke Detection. The vendor should describe how its facility is equipped to respond to fire and smoke detection, i.e., smoke detectors, fire alarms, communication ties with the fire department, etc., and certify that all application building codes and industry standards for this type of facility are met.

**Vendor Response:**

2.4.3.3 Temperature and Humidity. The vendor should describe the temperature and humidity controls at its facility.

**Vendor Response:**

2.4.3.4 Storage Locations. Records should be kept at least one to one and a half inches off the floor with the optimum of three inches. Records should be stored away from windows, steam, sewer or water pipes. The vendor should explain how these issues will be handled.

**Vendor Response:**

2.4.3.5 Pests, Mold and Mildew. The vendor should describe its prevention techniques.

**Vendor Response:**

2.4.3.6 Sunlight and Ultraviolet (UV) light – Light fades and discolors paper. The vendor should describe how they insure this will not happen.

**Vendor Response:**

2.4.4 Many of the State records are confidential and must only be viewed by authorized parties. The vendor’s facility must be secured to allow access to those approved to retrieve/view documents for their respective agency.

**Vendor Response:**

2.4.4.1 The vendor should describe the physical layout and organization of their facility and describe the safeguards proposed that will ensure a secure location.

**Vendor Response:**

2.4.4.2 The vendor should describe its security procedures for visitors going beyond the security doors.

**Vendor Response:**

2.4.4.3 The vendor should describe its procedures when a customer comes to the Records Center to retrieve records. The sign-in information should include at a minimum Name, Agency, Date, Time, and Container sought. The vendor should also describe how it verifies the person requesting access is authorized to retrieve documents and how the vendor verifies that the documents retrieved are the records requested.

**Vendor Response:**

2.4.5 The vendor should describe its plan of action for the transition from the old vendor to the new vendor.

**Vendor Response:**

2.4.6 The current boxes used by the State are Box Style – Dye Cut Carton; Inside Dimensions: 16”W x 12”L x 10”H; Paper Combination: 69-26-69; Strength – edge crush test of 44 pounds/inch; gross weight limit of 95 pounds. The vendor may suggest specifications for future storage boxes needed for effective records management; however, the vendor will be expected to move existing records in existing boxes or furnish boxes as needed at no additional or separate cost to the agencies. The vendor should describe its preferred box style and size.

**Vendor Response:**

2.4.7 The vendor will be expected to supply the Department of Administration with agency reports showing the agencies storing documents in the facilities during that month and listing the total amount of cubic feet of storage for each agency.

The vendor may be requested to provide billing reports showing all billing activity for each state agency in a month and management reports detailing all retrievals of documents during that month and who retrieved them along with any other activity between the vendor and any state agency. The vendor should provide samples of these types of reports.

**Vendor Response:**

**Attachment B: Mandatory Specification Checklist**

2.5.1 The Vendor must provide a secure storage facility for existing records in a metro Charleston area location. Vendor location must be within a 25 mile radius of State Capitol Complex.

2.5.2 The Vendor must be able to accommodate 150,000 boxes or approximately 180,000 cubic feet. Please describe the size of your proposed facility.

2.5.3 All Records Center employees must undergo an NCIC (national) background check as a condition of employment, as well as industry-standard privacy training.

2.5.4 All storage procedures must follow industry standard guidelines established by the Association of Records Managers and Administrators (ARMA). ARMA has published guidelines for records management – ANSI/ARMA 8-200-5 Retention Management for Records and Information.

2.5.5 The vendor is required to offer records management services to all state agencies statewide.

2.5.5.1 The vendor is responsible for the pick-up of boxes statewide within one week after contact.

2.5.5.2 The vendor is required to index all received documents from state agencies and furnish monthly documentation to the Purchasing Division and the Office of Technology that explain the indexing system and describes the location of all documents by agency. Please provide a sample in your response of this indexing report.

2.5.5.3 The vendor is responsible for retrieving any document in storage and delivering it to requesting agency within 24 hours of request as long as the agency location is in the metro Charleston area.

2.5.5.4 Documents must be destroyed by a crosscut shredder for paper. Microfilm must be shredded to 1/35” strip or smaller. Please describe the equipment available for to meet this requirement.

2.5.5.5 The vendor must bill each state agency storing records at the facility monthly in arrears. These bills must be according to the prices and categories contained in this RFP and the vendor’s response. When the vendor must ship the materials to the agency location, the costs for postage will be billed as a pass-through charge. The vendor should provide the percentage if they plan to charge a processing fee.

2.5.5.6 If requested by any agency, the vendor must retrieve, fax, and re-file up to 25 single-sided pages. This task must be completed within twenty-four (24) working hours of the agency request or if requested as a rush, within four (4) working hours.

2.5.6 The successful vendor will be responsible for moving all boxes form the existing location to the new location within 60 days after award if a new vendor is chosen.

2.5.6.1 The current vendor will provide each agency with a list of documents currently in storage. Each agency will have a minimum time of two (2) weeks to remove all documents in storage or be billed for services rendered by the new vendor. The agency will continue to pay the old vendor until the new vendor picks up the agency’s boxes.

2.5.6.2 The new vendor and the old vendor will meet to develop mutually agreed upon schedules for pick-up of the agency boxes.

2.5.6.3 The selected vendor shall be responsible for the pick-up and organization of all documents remaining in storage at the current vendor’s location and other agency facilities.

2.5.6.4 The successful vendor will move existing records in existing boxes or furnish boxes as needed at no additional or separate cost. The successful vendor will repackage as needed at no additional or separate cost.

2.5.7 The vendor shall take sole and complete liability for all physical documents currently in storage and any document placed in storage while the vendor is under contract with the State of West Virginia.

2.5.8 The vendor must maintain the confidentiality of any record or document deemed “confidential” by West Virginia State or Federal law from the time it is placed in storage continuing through the destruction of the document.

I certify that the proposal submitted meets or exceeds all the mandatory specifications of this Request for Proposal. Additionally, I agree to provide any additional documentation deemed necessary by the State of West Virginia to demonstrate compliance with said mandatory specifications.

(Company)

(Representative Name, Title)

(Contact Phone/Fax Number)

(Date)