



STATE OF DELAWARE
EXECUTIVE DEPARTMENT
OFFICE OF MANAGEMENT AND BUDGET

State of Delaware
DOCUMENT DESTRUCTION
Request for Information
Request No. GSS 14726-DOCUMENT

September 26, 2014

- Deadline to Respond -
October 13, 2014
1:00 PM (Local Time)

Date: September 26, 2014

REQUEST for INFORMATION NO. GSS14726-DOCUMENT

This Request for Information (RFI) will **not** result in award of a competitively bid contract.

The State of Delaware, Government Support Services, is seeking market information on various methods of document destruction. The information gathered may or may not lead to the issuance of a Request for Proposals.

Responses to this Request for Information will remain confidential until such time as a determination is made on whether the State will move forward with a Request for Proposal for any one or more types of document destruction. If a decision is made to move forward with a Request for Proposal, the responses to this Request for Information will remain confidential until the completion of the Request for Proposal process.

All responses to this Request for Information shall be submitted in a sealed envelope **clearly displaying the request for information number and vendor name** by October 13, 2014 at 1:00 (Local Time).

Responses must be mailed to:

**State of Delaware
Government Support Services
Contracting Section
100 Enterprise Place, Suite 4
Dover, DE 19904-8202**

Please review and follow the information and instructions contained in this Request For Information (RFI). Should you need additional information, please call Bruce Krug at 302-857-4534 or email bruce.krug@state.de.us .

I. Background

There currently exists a contract for Secured Document Destruction identified as GSS11608-DOC_DESTRUCT which provides for pick-up and off-site destruction of documents in a secure manner. Details of the contract can be found at: http://contracts.delaware.gov/contracts_detail.asp?i=2059

A need common to two or more State agencies has been identified for document control services beyond those covered by the existing contract. Therefore the State is undertaking an analysis of the document control market as a whole so as to determine an appropriate path forward in making a more inclusive offering of services available to State Agencies in a manner compliant with 29 DE Code Chapter 69 and 16 DE Code Chapter 96.

II. Responses to this Request for Information:

After reviewing the State's anticipated service requirements Vendors shall:

- 1) Provide responses to the questions listed in Appendix A.
- 2) Provide pricing using Appendix B

Vendor shall provide one (1) paper copy and one (1) electronic copy of its response

III. Definitions

- A. Document: Paper, Plastic, Backup tapes, Microcassettes, CD/DVD's, Micrographics (film and fiche)
- B. Secure Transportation: method of transportation in a vehicle offering restricted access and with records supporting chain of custody
- C. Secure Destruction: method of document destruction with a restricted access facility in a manner compliant with IRS requirements
- D. Certificate of Secure Destruction: a document identifying at a minimum the weight of records destroyed and the date of destruction.
- E. Haz-mat documents: paper documents having been exposed to excess moisture and likely to contain mold

IV. Service Needs for which information is sought:

- A. Pick-up and Secure Transport / Destruction of Documents
 - i. Inside Pickup
 - a. Vendor provides locking bins and places bins inside facility
 - b. Vendor picks up bins per Agency schedule and exchanges with empty bins
 - c. Vendor provides secure transport to secure destruction facility
 - d. Vendor provides secure destruction
 - e. Vendor provides certificate of secure destruction

- ii. Curbside Pickup
 - a. Vendor provides locking bins and places at facility
 - b. Vendor picks up bins per Agency schedule and exchanges with empty bins
 - c. Vendor provides secure transport to secure destruction facility
 - d. Vendor provides secure destruction
 - e. Vendor provides certificate of secure destruction
 - iii. Bulk pickup at loading dock
 - a. Vendor picks up banker boxes from Agency loading dock
 - b. Vendor provides secure transport to secure destruction facility
 - c. Vendor provides secure destruction
 - d. Vendor provides certificate of secure destruction
- B. On-site Secure Destruction of Documents
- i. Vendor provides equipment for on-site secure destruction
 - a. Agency representative directly observes destruction
 - ii. Vendor provides secure transport to a secure facility
 - iii. Vendor provides certificate of secure destruction
- C. Pick up and Secure Transport / Destruction of Haz-Mat Documents
- i. Vendor provides appropriate safety and environmentally compliant transport container / packaging
 - ii. Vendor picks up container from Agency
 - iii. Vendor provides safety and environmentally compliant secure transport to secure destruction facility
 - iv. Vendor provides safety and environmentally compliant secure destruction
 - v. Vendor provides certificate of secure destruction

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Appendix A

Questions

Please provide one (1) paper and one (1) electronic copy of your answers.

- 1) Does your organization provide Pick-up and Secure Transport / Destruction of Documents as described in Sections III and IV of this RFI?
 - a. If yes, please briefly describe your standard process controls.
- 2) Does your organization provide On-site Secure Destruction of Documents as described in Sections III and IV of this RFI?
 - a. If yes, please briefly describe your standard process controls.
- 3) Does your organization provide Pick up and Secure Transport / Destruction of Haz-Mat Documents as described in Sections III and IV of this RFI?
 - a. If yes, please briefly describe your standard process controls.
- 4) Does your organization set any minimum charges for secure pick-up / destruction?
 - a. If yes, what are the charges?
- 5) Is your organization a member of / certified by the National Association for Information Destruction?
- 6) Is your organization a member of / certified by the Secure Document Alliance?
- 7) Is your organization a member of / certified by any other entity specifically related to controlled document destruction or hazmat document destruction?
- 8) Does your organization participate in the recycling of shredded documents?
- 9) Does your organization perform employee / applicant background checks?
 - a. If yes, what are the parameters?
 - b. If yes, at what frequency are they conducted?
- 10) What publicly issued standard(s) does your organization adhere to relative to the shredding of documents?
- 11) Are there any process controls not mentioned in Sections III and IV of this RFI that your organization feels the State should consider relative to secure document destruction?
- 12) Is your organization able to provide all-inclusive pricing as cost per pound?
 - a. If yes, please provide pricing as requested in Appendix B
 - b. If no, please explain why

Appendix B

Pricing

Please fill in the cells highlighted in yellow

Price should be all inclusive of the requirements in RFI Sections III and IV

Pick-up and Secure Transport / Destruction of Documents		
Service Type	Standard Container Size	Price Per Pound
Interior Pickup		
Curb Pickup		
Bulk Pickup (loading dock)	Banker boxes	

Pick-up and Secure Transport / Destruction of Documents	
Maximum capacity per visit	
Price per pound	

Pick up and Secure Transport / Destruction of Haz-Mat Documents		
Service Type	Standard Container Size	Price Per Pound
Interior Pickup		
Curb Pickup		
Bulk Pickup (loading dock)	Banker Boxes	

Please provide one (1) paper and one (1) electronic copy of pricing.