



**State of Florida  
Department of Children and Families**

**Rick Scott**  
*Governor*

**Mike Carroll**  
*Secretary*

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*Regional Managing  
Director*

**For Prospective Respondents for the following  
Invitation to Bid (ITB): 07RA1801  
Records Storage and Management Services**

**DATE:** June 26, 2018  
**TO:** Prospective Respondents to ITB#: 07RA1801  
**FROM:** Ben Nwigwe, Procurement Manager  
**SUBJECT:** Vendor Questions-Department Responses

This addendum provides all vendor questions and Department responses to those questions as follows:

**Written questions received prior to the Solicitation Conference on June 5, 2018 at 10:00 a.m.**

**1. Question:**

The State of Florida and Vital Records Control have a storage contract in place. Please review at your convenience. VRC has a newly constructed state of the art records storage facility located in Orlando.

**Response:**

The Central Region is seeking a single vendor to serve all twelve (12) counties in the Region, and as such, the terms and conditions of the state term contract, #78131804-17-01 do not meet the needs of the Central Region. Per 287.056 F.S., State Term Contracts are mandatory for use, however DCF can issue our own agency competitive procurement if the State Term Contract does not meet our needs. All parties interested in providing services should submit a response in accordance with the terms and conditions of ITB #07RA1801.

**Questions Received at the Solicitation Conference on June 5, 2018 at 10:00 a.m.**

**2. Question:**

When vendors submit their sealed bids, do they need to mark them in any way?

**Response:**

The respondent should refer to page 18, section 4.1.5 of ITB 07RA1801, Bids to be in Sealed Container for complete instructions. The container must be marked with the title of the bid, the ITB number, the vendor's name, and identification of enclosed documents.

**3. Question:**

Where are the documents for the current bid located?

**Response:**

The Department currently has a contract with Certified Records Management, Contract #GEL01. All State of Florida contracts are available for public viewing at the web address below:

<https://facts.fldfs.com/Search/ContractSearch.aspx>

On the first screen, please enter the following contract number in the "Agency Assigned Contract ID" field and then click on the Search button.

GEL01

Scroll down and click on the contract number. On the next screen, select the Documents tab. All original contracts, amendments, and procurements are posted and available for public viewing.

**4. Question:**

Where are the records currently being housed?

**Response:**

The current facility where the records are stored is Certified Records Management located in Tampa, Florida.

**5. Question:**

Their storage location is located where?

**Response:**

Please see response to question #4.

**6. Question:**

Is that location outside the confines of the Central Region?

**Response:**

It is outside the Central Region, but it is located with the boundaries of the Central Region. Please refer to Appendix VIII, Statement of Work, section B.1.a.(1).

**7. Question:**

Can you define what you mean when you say, the boundaries in the Central Region, because I understand boundaries to be within, and they are outside the boundaries. So please explain to me how they are inside?

**Response:**

Please see response to question #6.

**8. Question:**

Can you expound upon what other regions would be contiguous to the Central Region?

**Response:**

The Department of Children and Families Northeast Region, Southeast Region, and the Suncoast Region are contiguous to the Central Region. Consideration for location shall be given in accordance with the performance specifications of the Statement of Work, Appendix VIII, in regard to Routine Retrieval and Delivery of Records and Emergency Retrieval and Delivery of Records, sections B. (2) (b) and (c).

**9. Question:**

Specifically, for us, Data Savers, we are located in Duval County, would Duval County be contiguous to the Central Region?

**Response**

Yes, Duval County is located in the Department of Children and Families Northeast Region.

**10. Question:**

When DCF conducts their analysis on award criteria, will part of the award criteria be the cost of relocating the records from the incumbent to the new contractor?

**Response:**

Please refer to Appendix VIII, Statement of Work, Exhibit B of the ITB. On Exhibit B, there is "N/A" for cost to assume the records. The Department will not entertain any costs for receiving the records in. This transfer shall be cost neutral to the agency.

**11. Question:**

What is the Department's required time line for the relocation?

**Response:**

The Central Region is allowing approximately 3 months for the transfer of records to the successful bidder.

**12. Question:**

Has the incumbent agreed upon the 3-month time frame?

**Response:**

The Department's contract with the current provider ends on December 31<sup>st</sup>, 2018. Therefore, the Department expects, that, should the successful vendor not be the current vendor, the transfer of all records be completed by that date.

**13. Question:**

Experience with relocations is that the timeframe is more dependent on the location where the documents are leaving as opposed to where they are being received, so my question is, is the incumbent prepared to move a 1,000 records per day, or have ready for pick up 1,000 records per day?

**Response:**

Should the successful vendor not be the current provider, record transfers per day will be discussed with both parties once the successful vendor is awarded the contract.

**14. Question:**

For retrievals the Department makes, can any of those retrievals be electronically delivered, via scan on demand, or image on demand, or something of that nature?

**Response:**

It is a physical delivery of records at this point in time. Scanning services was included as a line item on Exhibit B of Appendix VIII, Statement of Work, for future use, should the Department decide to utilize scanning in the future.

**15. Question:**

Will the agency accept third party deliveries from companies such as FedEx and UPS?

**Response:**

The Department of Children and Families records contain confidential information. Based on the nature of information contained in our records, the Department will not allow third party deliveries.

**16. Question:**

Do you have anticipated growth rate per year, adds per year per box, and destruction per year on this account?

**Response:**

The anticipated growth rate is specified in the ITB in Appendix VIII, Statement of Work, Section B.1.a.(2) (a) 3), which states. "The Provider's storage facility should have sufficient storage space to accommodate a minimum of 10% expansion per year for the life of the contract to meet future storage needs". For destruction, the vendor may reference the historical service data for the past 12-month period, April 2017 to March, 2018, section 4.2.6.A., line 12, Destruction of Box Records, Monthly Average Total and line 13, Destruction of File Records, Monthly Average Total located ITB #07RA1801 on page 23.

**17. Question:**

In the ITB, on page 85. Exhibit B, there is no depiction of box add fees for future boxes after the initial move. Is that something that's a non-chargeable item? Can we charge for adding new boxes to inventory after the initial inventory is delivered from CRM to the awarded bidder? Line 17 is a per trip item, that's not a box add item where the box is being scanned into inventory per barcode.

**Response:**

For adds, please reference Appendix VIII, Statement of Work, Exhibit B, line 17, Routine Pick-up of Records, Per Trip and Section B.1.a.(2)(a)4) which states that "Records shall be indexed and entered into the Provider's automated computer system by department personnel (records associates)." The provider is expected to scan/enter the indexed records into their system at no additional cost as an inclusive item of the Routine Pick-Up of Records.

**18. Question:**

In the ITB, on Exhibit B, page 85, there is no line item fee for faxing or emailing of records nor scan of demand in the event of an emergency necessity.

**Response:**

There must be a physical delivery of records. Scanning or emailing of records is not currently permitted.

**19. Question:**

Is there any other method of delivery other than GPS guided trucks?

**Response:**

Not at this time.

**20. Question:**

In the ITB, on page 85, Exhibit B, there is no line item for file level indexing, yet their file level retrieval as well as box retrievals, is that an item that needs to be added?

**Response:**

Please refer to Appendix VIII, Statement of Work, Section B.1.a.(2)(a)4) which states that "Records shall be indexed and entered into the Provider's automated computer system by department personnel (records associates)."

**21. Question:**

In the ITB, on page 71, Exhibit B, there is also a section that talks about agreements of deliveries on Monday, Wednesday, and Friday. Can you explain that vs. the typical next day delivery?

**Response:**

There is routine delivery no later than 2 P.M. the next business day or the item may be delivered on the following Monday, Wednesday or Friday. For efficiency purposes, the Department wanted to give the vendors the opportunity to compile routine deliveries over a couple of days to keep their costs down. The reasoning that it was structured in that way is to allow vendors to be able to gain more efficiency through compiling routine deliveries for a couple of days as opposed to requiring delivery next day on all routine deliveries. The Department is agreeable to all routine deliveries to a specific DCF location which could be set up for Mondays, Wednesdays and Fridays. This is not applicable for emergency deliveries.

**22. Question:**

In regard to routine deliveries and routine pick-ups, where on the price sheet is the pick-up and delivery of boxes and the routine retrieval boxes and routine retrieval of files? Typically, in the industry, you have a box retrieval charge and a box delivery charge per item.

**Response:**

In the ITB, Appendix VIII, Statement of Work, Exhibit B, the Routine Retrieval of Boxes is line 4 and the Routine Retrieval of Files is line 5. For transport of boxes and files, please refer to the Routine Transport – Next Day Delivery (Normal business hours) line 14.

**23. Question:**

Typically, if you look at some of the big providers, like Iron Mountain, they will charge you a retrieval fee, they will charge you a delivery fee per item, and then they will charge you a transportation fee. That is pretty standard throughout the industry. The question is, are you not allowing for a delivery or pick-up fee per item?

**Response:**

Per Appendix VIII, Statement of Work, Exhibit B, the Department is allowing for a per trip charge for Routine Pick-Up of Records and a per trip charge for Transport – Routine Next Day, Transport – Emergency Delivery (Normal business hours), Transport-Emergency Delivery (After normal business hours and holidays). A charge by item is not included.

**24. Question:**

When the agency does the evaluation of the vendors, how are you going to evaluate the pricing worksheet as there are no volumes associated with each line item?

**Response:**

The evaluation worksheets for this ITB can be found in the vendor bid system in conjunction with the posting of ITB #07RA1801. Vendor prices will be entered into the spreadsheet. Volumes are based on the monthly average and calculated accordingly. Section 4.2.6 of the ITB provides and scoring methodology for the ITB. For the pricing submission, vendors are required to utilize the format found in Appendix VIII, Statement of Work Exhibit B, Service Units and Prices, to submit their prices in response to the ITB.

**25. Question:**

Are all of the agency's boxes of the 1.2 cubic variety 100% standardized?

**Response:**

Yes.

**26. Question:**

In the ITB, page 85, Exhibit B, the 5-year pricing, line 7 is for scanning services. There appears to be no specifics related to scanning services as depicted for the prepping of large format prints. When you're referring to scanning services then, are we to assume that everything is 8.5x11, all documents?

**Response:**

The Department is currently only storing hard copies of records. A line item for Scanning Services was included in Appendix VIII, Statement of Work, Exhibit B as a placeholder should the Department decide to permit scanning services in the future. The vendor should consider all documents for scanning services to be 8.5 X 11 inches in size.

**27. Question:**

On the spreadsheet for facility site visits, number 9, the question is regarding climate controlled storage areas and number 10, the facility has tape or vault storage. Why are those items listed when the agency is pricing out for climate controlled storage? Why is that required when there is no pricing difference between standard storage and vault storage?

**Response:**

The Department must be assured that the records are in an environmentally controlled facility. Please see ITB 07RA1801, section 1.5 Definitions, #f.f., Records Storage Facility. Climate control refers to appropriate environmental controls (temperature and/or humidity).

**28. Question:**

For pricing for the 5-year initial term for record storage per box, you're asking for climate control storage not just traditional storage, dry warehouse storage? Do you want the entire warehouse climate controlled? Climate control, as far as the industry goes, if you look up the term, means that we are able to control both the climate and the humidity and that usually requires a HVAC system. Air circulation or putting fans in a warehouse does not satisfy climate control criteria nor does it control humidity. So, either you want climate controlled or you don't want climate controlled. Traditionally paper, if you control mold, and control growth of mold, the paper will last indefinitely. Depending upon what you're trying to store, paper storage, temporary paper storage in a traditional dry warehouse will last indefinitely. If you have archival quality paper or vital records, then that requires a different type of storage. But if its traditional temporary type of paper records, the length or the age of records is undeterminable. It's pretty much standard throughout the industry that if you want climate control, we can provide climate control, but it's a different price point. Most facilities have a difference in whether or not the records are archive quality whether or whether not they are tapes, whether or not they are paper.

**Response:**

As long as the provider has some method of dealing with the humidity and keeping the records maintained, there is no expectation to have an airconditioned warehouse. However, the facility is expected to be environmentally controlled. The provider must be able to maintain the integrity of the records in accordance with the retention periods specified in Department of Children and Families pamphlet, CFP 15-7, Records Retention Schedules Used by DCF.

**29. Question:**

On facility site visit sheet #1 item 12, facility has an adequate fire suppressant system in place, can you define what is an adequate fire suppression system?

**Response:**

Please refer to Appendix VIII, Statement of Work, Section B.1.a.(1) (d) which states: "Fire control devices for archival and permanent records storage areas should be limited to early detection devices, fire extinguishing systems and localized conventional fire extinguishers. Overhead sprinkler systems may be used."

**30. Question:**

On facility site visits you list three site visits on your spreadsheet, are those going to be 3 separate visits, or 1 visit with 3 people coming?

**Response:**

1 visit with 4 evaluators. Please see revised Bid Tabulation Form which is posted on the Vendor Bid System in conjunction with ITB #07RA1801. Each evaluator has a separate Facility Site Visit Scoring Sheet.

**31. Question:**

Will the incumbent provider be providing an electronic inventory to the possible new provider?

**Response:**

Yes.

**32. Question:**

Is that inventory of the box level or file level?

**Response:**

File level

**33. Question:**

In the ITB, on page 100, number 32, employees, subcontractors and agents. What type of subcontractors are we allowed to use under this agreement?

**Response:**

Please refer to Appendix VIII, Statement of Work, section B.2.f. (1) Subcontractors, which in part states "...Functions specifically prohibited from being subcontracted are: records storage, record scanning, transportation services, and record destruction services".

**34. Question:**

In the ITB, page 85, Exhibit B, line item 10, permanent withdrawal is all inclusive per box. There is no reimbursement for transportation costs?

**Response:**

When records are permanently withdrawn, Transport Services, Routine and Emergency, lines 14, 15, and 16, as applicable would also apply and are billable.

**35. Question:**

The awarded contractor, are they required to go and pick up the records from certified record management?

**Response:**

Yes, at no charge to the agency.

**36. Question:**

Unless I'm missing it on your price sheet, you have a routine retrieval of boxes for item number 4, you have a refiling fee for files, but I'm not seeing a refile fee for boxes?

**Response:**

Please refer to Appendix VIII, Statement of Work=, Exhibit B, line 6, Refiling boxes/files.

**37. Question:**

Typically, refiling of boxes is less expensive then refiling of file. You may want to separate those, to take advantage of the lower cost to refile a box, otherwise vendors may just charge you to refiling fee for a file since price for a file instead of a box, because it's a little less money for a box.

**Response:**

After further consideration, there is no change to Appendix VIII, Exhibit B, line 6. Refiling unit cost is inclusive of boxes/files.

**38. Question:**

For record storage, does the Department typically bill for storage in advance or storage in arrears?

**Response:**

Storage in billed in arrears. This is a cost reimbursement contract. Once the storage month has passed, then the vendor would submit an invoice for that month's storage. Payment is for storage costs for the previous month, so billing and payment is in arrears.

**39. Question:**

Reading your definition of permanent withdrawals, when you permanent withdraw a box or file, are you saying the permanent withdrawal charge also includes the retrieval charge for that item?

**Response:**

Yes, permanent withdrawal includes retrieval of the records. Please refer to Appendix VIII, Statement of Work, Exhibit B, lines 10 and 11. The permanent withdrawal fee is an

all-inclusive fee that includes retrieval of box or file and removal from the Provider's system.

**40. Question:**

There was a question earlier about subcontracting. Can destruction and shredding be subcontracted out or are you requiring your provider to have destruction services that they can provide to you whether it be mobile or off site?

**Response:**

Please refer to Appendix VIII, Statement of Work, section B.2.f. Subcontractors. Destruction is a function that the provider is specifically prohibited from being subcontracted.

**41. Question:**

Are there any certifications for your destruction providers, such as being NAID Certified?

**Response:**

Not at this time.

**Written Questions Received by June 19, 2018 at 5:00 p.m.**

**42. Question:**

The facility site visit scoring sheet does not address the question if the record storage facility is stand alone or occupies contiguous space. However, State of Florida Guidelines or records storage centers states the following:

**Permanence:** A permanent building is essential and an individual structure separate from other buildings is recommended.

Why is the question not asked if the offerors record storage building is stand alone or occupies contiguous space?

**Response:**

Please see responses to question #4, # 5, #6, #7 and #8.

**43. Question:**

Does the incumbent provide stand alone or contiguous storage space?

**Response:**

Please see responses to questions #6, #7 and #8.

**44. Question:**

Why does not the facility questionnaire ask any questions pertaining to Flood plan or drainage, while the state recommends the following:

**Flood plain:** The facility should be sited a minimum of 5 feet above and 100 feet from any 100 year flood plain areas or be protected by an appropriate flood wall that conforms to local or regional building codes.

**Drainage:** In order to eliminate problems due to water damage, make sure the site has a good drainage system and is not located in a swampy area or floodplain or adjacent to a lake, river or ocean.

**Response:**

Flood and drainage concern have been included in the Facility Site Visit Sheet and will be assessed and scored during the site visit.

**45. Question:**

There are multiple items stated in the State of Florida Public Record Facilities Guidelines such as floor loads, shelving, building codes, insulation, ventilation, roofing, electrical, water pipes, lighting, etc....Why is not the DCF facility guidelines spreadsheet more comprehensive?

**Response:**

All the items stated in the State of Florida Public Record Facilities Guidelines (page 14) are already included as part of questions in the Facility Site Visit Evaluation Checklist spreadsheet, therefore no additional questions are deemed necessary.

**46. Question:**

Where are the records currently stored? Please state the current vendor and the physical location.

**Response:**

Please see responses to questions #3 and #4.

**47. Question:**

How long has the inventory been stored with the current vendor?

**Response:**

The inventory has been stored with the current vendor since July 1, 2010.

**48. Question:**

Please provide all related costs associated with the removal of these records from the current vendor. Who will be responsible for paying these costs?

**Response:**

Per the terms of Contract #GEL01 with the current vendor, Certified Records Management, all records shall be made available for pick up within 30 days of written notification by the Department. In addition, the current contract specifies that the Provider guarantees and agrees not to bill the Department for “permanent withdrawal” of records/files in the event that the contract is terminated or upon contract expiration and or/non-renewal.

**49. Question:**

Will the current vendor provide ALL data related to these inventories; including but not limited to carton barcode numbers, carton descriptions, and destroy dates?

**Response:**

Yes. Per the terms of Contract #GEL01 with the current vendor, Certified Records Management, the Provider agrees to deliver to the Department, all records created under the contract, along with a total storage cumulation printout (or electronic media/cd-rom) within thirty (30) calendar days in the even to contract expiration, non-renewal and/or termination.

**50. Question:**

Is the current vendor charging a standard storage carton as 1.0 cubic feet or 1.2 cubic feet?

**Response:**

1.2 cubic feet.

**51. Question:**

What % of the inventory is currently eligible for destruction? Will the department be prepared to destroy these records before they're transferred?

**Response:**

All files that have met retention standards will be destroyed prior to the transfer of inventory to the awarded vendor.

**52. Question:**

Please provide statistics on the annual cubic feet of records added each year.

**Response:**

Please see response to question #16.

**53. Question:**

Please provide statistics on the annual cubic feet of records destroyed each year.

**Response:**

Please see response to question #16.

**54. Question:**

How long does the department anticipate it will take to completely transfer records from incumbent vendor to new vendor?

**Response:**

Please see response to question #12.