

Solicitation 710-20-0042

Table 1: On-Site Shredding Requirements

All requirements in this table are mandatory.

No.	Area	Topic	Requirement
1	Regularly Scheduled Service	The Schedule	The Contractor shall provide on-site shredding services for the number of secure document containers, at the frequency, and at each pick-up location specified in the Schedule (Table 2: DHS Service Schedule). Pickup frequency may vary by location (e.g., weekly, bi-weekly, monthly, etc.). The number of secure document containers may also vary by location.
2	Regularly Scheduled Service	Anticipated Adjustments to the Schedule	Over the next two (2) years, a small number of locations specified in the Schedule (Table 2: DHS Service Schedule) will be consolidating or moving. Contractor shall work with DHS to make proportionate adjustments to the Schedule including, without limitation, pick-up locations, the number of secure document containers, and frequency of service at these locations.
3	Regularly Scheduled Service	Periodic Adjustments to the Schedule	Periodically, DHS may assess the level of need at a particular location. In the event that a particular location requires more or fewer secure document containers or more or less frequent service pick-ups, the Contractor shall work with DHS to make proportionate adjustments to the Schedule and pricing for these adjustments.
4	Regularly Scheduled Service	One-Day Completion	Contractor shall entirely shred and remove the contents of all secure document containers at each location on the scheduled day.
6	Regularly Scheduled Service	Unneeded Service	If the DHS office does not have sufficient material to be shredded, that office will notify the Contractor at least forty-eight (48) hours in advance that shredding will not be necessary. In that event, the Contractor shall not charge for that office for that scheduled period.
7	Regularly Scheduled Service	Provision of Service Calendar	The Contractor shall provide DHS with an annual calendar of regular service for each service location listed in the Schedule (Table 2: DHS Service Schedule) within thirty (30) days of contract start. This service calendar must account for all State holidays. A list of State holidays is available in the IFB.
8	Regularly Scheduled Service	Change in Service Calendar	The Contractor shall provide written notification of any changes to the service calendar to the DHS designees no fewer than ten (10) business days prior to the effective date of the change.
9	Regularly Scheduled Service	Delayed Service	In the case of a delay in regularly scheduled service, the Contractor shall notify the DHS-designee as soon as the delay is identified but no later than 9:00 am CST on the day of service. The delayed service must be completed within three (3) business days of the service calendar date.

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No.	Area	Topic	Requirement
10	Regularly Scheduled Service	Site Access	DHS office site access begins at 8:00 a.m. CST and is extended to no later than 4:30 p.m. CST. The Contractor shall initiate site access no earlier than 8:00 a.m. or no later than 4:00 p.m. CST to complete service provision by 4:30 p.m. CST. In all instances, Contractor shall arrive in sufficient time to complete all service by 4:30 p.m. CST.
11	Purge Service	Quarterly Field Office	Contractor shall offer scheduled quarterly (for each three-month period) purges for each DHS field office. The Contractor shall contact the DHS designee at that office ten (10) business days in advance of the scheduled purge at each location. The DHS designee may either offer an approximate volume of materials for the scheduled purge or indicate that a purge is not required at that location for that quarter. In the event a purge is not required, the Contractor shall not charge for a purge for that office for that period.
12	Purge Service	Quarterly Field Office Schedule	Contractor may stagger the scheduled quarterly purge day of different service locations throughout each quarter. Contractor shall provide DHS-designated staff with a quarterly field office purge schedule for each location.
13	Purge Service	Quarterly Field Office Staffing	Upon notification of a quarterly field office purge, Contractor shall provide additional staff and equipment necessary to incorporate this bulk shredding into their on-site workflow, so that all identified bulk materials are shredded to the specifications detailed in this IFB and removed.
14	Purge Service	Quarterly Field Office Timing	Contractor shall complete each quarterly field office purge within forty-eight (48) hours of the scheduled start. In special cases (e.g., exceptionally large amount of materials), Contractor may request additional time from the DHS-designated contract manager.
15	Purge Service	Special Field Office	Upon request by DHS, the Contractor shall schedule a special shredding date within two (2) weeks of the date the request is made for field office service locations outside of the quarterly schedule.

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No.	Area	Topic	Requirement
16	Purge Service	Monthly Central Headquarters	Contractor shall offer a purge per calendar month for the various offices located at the Little Rock headquarters. The Contractor shall contact the DHS designee at Central Headquarters ten (10) business days in advance of the scheduled purge. The DHS designee may either offer an approximate volume of materials and locations in the Central complex for the scheduled purge or indicate that a purge is not required at that location for that month. In the event a purge is not required, the Contractor shall not charge for a purge for that period.
17	Purge Service	Monthly Central Headquarters Staffing	Upon notification of a monthly Central Headquarters purge, Contractor shall provide additional staff and equipment necessary to incorporate this bulk shredding into their on-site workflow, so that all identified bulk materials are shredded to the specifications detailed above and removed.
18	Purge Service	Monthly Central Headquarters Timing	The Contractor shall conduct the purge on the scheduled day for that calendar month following the request. Contractor shall complete each monthly field office purge within forty-eight (48) hours of the scheduled start. In special cases (e.g., exceptionally large amount of materials), Contractor may request additional time from the DHS-designated contract manager.
19	Purge Service	Provision of Service Calendar	The Contractor shall provide DHS with an annual calendar of quarterly field purge dates for each filed service location listed in the Schedule (Table 2: DHS Service Schedule) and monthly central purge service dates for the central location within thirty (30) days of contract start. This service calendar must account for all State holidays. A list of State holidays is available in the IFB.
20	Shredding	On-site	Contractor shall shred all material at the specified DHS location immediately upon removal from the office, and that process shall be witnessed by the County Administrator or designee. No materials shall be left on a transportation vehicle overnight for shredding the next working day or transported to another location for shredding.

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No.	Area	Topic	Requirement
21	Shredding	Regulation Compliance	Contractor shall conform to all applicable state and local laws within the various jurisdictions as well as all applicable environmental regulations. All work performed pursuant to this contract must conform and comply with all applicable local, state, and federal codes, statutes, laws, and regulations, especially but not limited to those set forth in the Health Insurance Portability and Accountability Act of 1996 (HIPAA) governing the use and handling of patients' protected health information.
22	Shredding	All Material	All material, whether paper or other, containing printed, written, or graphic (pictures) information must be shredded. Contractor shall have media destruction capabilities.
23	Shredding	Material Condition	Bins, boxes, and containers will have collected material of various DHS records. The collected material will be in "as-is" condition. DHS personnel will not sort or remove staples, paper clips, brads, report covers, microfilm, or other material contained in the files.
24	Shredding	Method	For security, the shredding process must be either the cross-cut or confetti-cut method. Strip shredding is not acceptable. Security measurement of shredded paper shall be approximately 1/8" x 1 1/8-2" cross cut for standard and approximately 3.9mm x 30-50 mms cross cut for metric. A sample of the Contractor's shredded paper will be furnished upon request by DHS.
25	Shredding	Certification	Upon completion of the shredding operation, a certificate of destruction must be furnished, stating the number of containers, the volume of the material shredded, and the certification that the material was shredded. This certificate must be signed by the Contractor's personnel and the County Administrator or designee and it must accompany invoices for payment. A copy of the certificate shall remain with DHS personnel.
26	Shredding	Certification	If DHS personnel requires a separate destruction certificate for specific material, it shall be provided by Contractor personnel.
27	Disposal	Material Removal	Shredded material must be removed from DHS premises and properly disposed of by Contractor. All material must be disposed of in a confidential manner.
28	Disposal	Municipal Dump	Material must not be removed to the municipal dump.
29	Disposal	Regulation Compliance	The Contractor shall ensure that there are no violations of state, federal, or local law, including HIPAA guidelines.

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No.	Area	Topic	Requirement
30	Disposal	Safeguards	The Contractor shall ensure that appropriate physical, administrative, and technical safeguards are in place to prevent the use or disclosure of confidential material.
31	Disposal	Disclosure of Material	The Contractor shall inform the State immediately of any use or disclosure of confidential material.
32	Disposal	Subcontractor	The Contractor shall ensure that any or all subcontractor(s), including trucking companies and paper mills, and employees are instructed not to use or disclose confidential material.
33	Staff	Conduct	Contractor's personnel shall exhibit proper conduct while on DHS premises. This includes adhering to no-smoking ordinances, the drug-free workplace policy, not using alcoholic beverages, and treating employees courteously. DHS may require Contractor to replace any employee that violates this provision.
34	Staff	Identifying Markers	Contractor personnel shall be easily identifiable as non-DHS employees (i.e., work uniforms, badges, etc.).
35	Staff	Damages	Contractor shall be responsible for any and all damage to DHS facilities or equipment as a result of an act or omission arising out of the performance under this contract.
36	Staff	Access to Materials	Contractor shall only open and remove the confidential information from the secure document destruction containers or other receptacles while at the various DHS sites during the confidential destruction process. Under no other circumstances shall Contractor open and remove confidential documents from any secure document destruction containers or receptacle.
37	Staff	Material Transportation to Truck	Contractor personnel shall transport all material to the mobile shredding unit for destruction.
	Staff	Central Headquarters Staffing	Due to the larger amount of material at the Central Headquarters, the Contractor shall provide a minimum of two (2) personnel for Central service. Contractor shall, at all times, provide a sufficient number of personnel to timely complete the shredding services.
38	Staff	Escort	Contractor personnel shall be escorted by a DHS-designee at all times while on DHS premises.
39	Equipment	Vehicle Identifying Markers	For identification purposes and safety measures, all on-site company vehicles must bear the company's name, logo, and truck number.

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No.	Area	Topic	Requirement
40	Equipment	Provision of Secure Document Containers	Contractor shall supply each pick-up location with the number of secure document destruction containers to collect materials for shredding according to the Schedule (Table 2: DHS Service Schedule).
41	Equipment	Maintenance of Secure Document Containers	Contractor shall be responsible for maintaining all secure document containers in good working order, cleaning bins as necessary, and providing replacement or additional bins as may be requested by DHS during the term of the contract and any extensions. Receptacles that are damaged due to normal wear and tear must be replaced at no cost to the State.
42	Equipment	Distribution of Secure Document Containers	Contractor shall distribute all secure document containers set out in the Schedule (Table 2: DHS Service Schedule) within thirty (30) calendar days of contract start.
43	Equipment	Distribution of Secure Document Containers	Contractor shall distribute bins only after they have been viewed and approved by DHS. Contractor shall submit to DHS a complete description of the material type, size, color, signage, and other features of bins selected by the Contractor and accepted by DCO for services under this contract.
44	Equipment	Secure Document Container	Secure document containers shall contain the highest amount of post-consumer materials practical, be of uniform color, and be clearly marked to indicate the bins are for deposit of "Confidential Documents for Destruction."
45	Equipment	Secure Document Container	Each container must ensure secure access only through employing security features such as lip overhangs, anti-fishing measures, and hasp or integrated locks.
46	Equipment	Secure Document Container	Each container must be top loading and unloading.
47	Equipment	Secure Document Container	Each container must be durably manufactured from a material such as injection molded high density polyethylene (HDPE) or similar.
48	Equipment	Secure Document Container	Each container must allow for the mobility of the container, offering features such as handles and wheels.
49	Equipment	Secure Document Container	Each container must hold at least 60-gallons in volume and 200 lbs. of weight.
50	Equipment	Ownership of Secure Document Containers	Secure document containers shall remain Contractor's property for the entire length of the contract.

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No.	Area	Topic	Requirement
51	Equipment	Removal of Secure Document Containers	Contractor shall perform a final shredding process and remove all contractor owned secure document containers within ten (10) business days of the contract end date.
52	Invoicing	Invoice Submission Central Headquarters	For each invoicing period, the contractor shall prepare and submit original invoices for each DHS account at the corresponding address specified in the 'Account & Invoicing Directory' provided to the awarded contractor. Accurate invoices must be submitted to DHS by the fifteenth (15th) of the month following the month of service.
53	Invoicing	Central Headquarters Invoice Contents	Invoices for Central Headquarters must contain Contract number, Purchase Order number, Cost Center, Account Name, Number of Containers, Frequency of Service, and an attached Shredding Receipt signed by DHS personnel.
54	Invoicing	Invoice Submission Field Offices	For each invoicing period, the contractor shall prepare and submit a single invoice to the DHS designee inclusive of all DHS field locations for that period. Accurate invoices must be submitted to DHS by the fifteenth (15th) of the month following the month of service.
55	Invoicing	Field Invoice Contents	Field invoices must contain the Contract number, Purchase Order number, and Total Invoiced amount. In addition, field Invoices must break out the following information by each field service location: Number of Containers, Frequency of Service, Base Service Cost, Purge/Overage Cost, any associated Taxes for that location, a Total Invoice Period Amount and an attached Shredding Receipt signed by DHS personnel.
56	Invoicing	Invoice Summary	For each invoicing period, the contractor shall prepare and submit a universal invoice summary to the DHS contract manager inclusive of all DHS invoicing to all accounts and all service locations for that period.
57	Invoicing	Invoicing Period	Invoices must be prepared on a regular basis, but no more than once per week.
58	Invoicing	Invoicing Period	The State shall not be invoiced in advance of delivery and acceptance of any goods or services.
59	Invoicing	Service Rate	The Contractor shall not increase the service rate for the duration of the contract.
60	Accounts	Division Accounts	The Contractor shall create and invoice distinct accounts for each Division and Office indexed against the DHS Internal Cost Center number as listed in the 'Account & Invoicing Directory' provided to the awarded contractor.

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No.	Area	Topic	Requirement
61	Accounts	Distinguishing Division Accounts	The Contractor shall distinguish between account service usage at the Central Headquarters location usage through employing a unique numbering or marking system on secure document containers. For example, a container may be marked with 'DDS 014' to distinguish the container as part of the Division of Disability Services account. Contractor shall change designations and add/subtract/modify service accounts as instructed by DHS, without charge.
62	Accounts	Creating New Accounts	DHS may undergo one or more internal restructures during the contract period. If this restructure occurs, the Contractor shall work with DHS to create or close accounts to better mirror the new DHS organization structure.
63	Accounts	Changing Account Scope	Periodically, DHS may assess the level of usage for a given account. In the event that a particular account requires more or fewer secure document containers or more or less frequent service pick-ups, the Contractor shall work with DHS to make proportionate adjustments to the Schedule and pricing for these adjustments.