

Attachment B – Specifications

RFx No. – 3000023733 – Paper & Media Shredding Services - SW

The purpose of this solicitation is to establish a Statewide Contract(s) to provide On-site and Off-site Secure Paper and Media Shredding Services for the State of Louisiana. Potential bidders must be able to provide the State with the services necessary to adequately dispose of confidential documents that include, but are not limited to: medical, financial, taxes, human resources, executive, etc. Media includes, but is not limited to: hard drives, floppy disks, zip disks, CDs, DVDs, HD DVDs, SSD, Blu-rays, flash drives, tapes, etc. and any other types of documents that require secure destruction.

Services shall be either routine (weekly, monthly, bi-monthly, etc.) to be determined by the Agency or purge (one-time).

Each bidder is solely responsible for the accuracy and completeness of their bid. Errors or omissions may be grounds for rejection, or may be interpreted in favor of the State.

No commitment of any kind is made concerning the purchase quantities, estimated value or potential users of the contract.

The State of Louisiana reserves the right to inspect the facility of the bidder and equipment before and during the contract period.

All confidential material shredded for the State of Louisiana must be recycled. Sending shredded materials to the landfill is unacceptable. Written documentation of final disposal may be requested by the State.

Bidder Requirements:

Bidder must be an established business providing paper and media shredding services with at least three years of experience. ***Bidder should provide a copy of the company's biography with the bid, or within five business days of request by OSP.***

Bidder shall destruct paper/material in accordance with National Association of Information Destruction (NAID) Certifications. Disposal methods of hard media/hard drives, shall be in accordance with National Institute for Standards and Technology (NIST) Special Publications 800-88-Guidelines for Media Sanitization. Final particles should be sufficiently small and disordered as to be unusable for discerning original content of paper or media which has been destroyed.

Bidder shall be NAID Certified and a copy of the certification should be submitted with the bid or within five business days of request by OSP. Failure to keep NAID certification for the duration of the contract will result in cancellation of the contract. The State reserves the right to request a copy of any audit reports, along with plans for remediation and timelines to correct any findings.

The Contractor shall be required to provide secure consoles/containers for collection of materials:

- 96, 64 and 32 gallon (or equivalent size)
- Must be equipped with an integrated locking system to ensure deposited documents are only accessible to authorized individuals with a key (key to be provided at each location)
- Must be capable of accepting paper while locked
- Quantity, per site, to be determined

The Contractor shall deliver and pick-up at individual locations. Price of consoles/containers includes delivery, pick-up and disposal. Pick-up shall be Monday – Friday, excluding State Holidays, unless otherwise agreed upon by the Agency and the Contractor. (See Attachment D – Regions Map)

The Contractor shall provide Customer Care on weekdays from 8:00 am to 8:00 pm (Central Time).

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The Contractor shall provide a Certificate of Destruction to the Agency representative upon completion of on-site and off-site shredding to ensure the material has been completely destroyed. The Certificate will include, but is not limited to, Agency name, date, time, volume/pounds (if available).

The Contractor shall provide a keycard/keypad access-controlled shredding facility with security cameras in place, ensuring all materials are held in secured areas until the destruction process is complete. All paper and fiber materials are to be recycled following the destruction process.

The Contractor must have a large fleet of vehicles available to service the State of Louisiana Agencies and eligible Local and Quasi Agencies of the State.

The Contractor shall provide the ability to witness the destruction process either on-site using a mobile shredding truck or off-site at a secure facility.

The Contractor must guarantee confidential material is destroyed within 72 hours of pick-up and/or 24 hours after arrival at the secured facility according to NAID Certification guidelines.

The Contractor shall provide annual background checks, confidentiality agreements, and security training for employees; the Contractor will be required to provide proof of these requirements, if requested by the State.

Delivery Requirements:

The State will allow the successful bidder a 45 day window from the date of award to collect initial orders from Agencies in order to purchase consoles/containers in bulk. After the 45 days, installation must be complete within 14 days after receipt of any orders from Agencies.

The successful bidder should visit the requesting Agencies for an initial walk-thru to help them determine the necessary quantity of consoles/containers and initial pick-up schedule. The Contractor should be able to reevaluate on a regular basis to determine if the Agency may need to increase or decrease consoles/containers pick-ups.