

Louisiana Workforce Commission (LWC)

Specifications:

Off-Site Storage, Indexing, Transportation & Destruction of Records

Contract to furnish transportation, record indexing, and retrieval of confidential records in boxes. Boxes include sizes 1.2, 2.0 and 2.3 cubic feet, as well as some miscellaneous sizes. Services are for the period beginning date of purchase order through December 31, 2026.

Scope of Work:

Transportation of Records Boxes

(Applicable to Line 1)

- Contractor is to periodically pick up boxes containing closed confidential workers' compensation paper records and miscellaneous records (this may include VHS and cassette tapes), from the LWC Warehouse located at 1001 N. 23rd Street, Baton Rouge, LA 70802, and deliver to the contractor's facility. This is to be performed upon request, not to exceed once every 2 weeks.
- Drivers must show picture ID when picking up and delivering records.

Record Indexing & Secure Database Access

(Applicable to Lines 2 & 3)

- Contractor to provide an index of records by classification folders stored within the boxes, and make the index available to LWC staff on a secure, internet accessible program. Example: Barcoding
- Most boxes hold legal size classification folders, containing 20# bond documents which have been punched and bound into the folder using metal fasteners affixed to both the inside front and inside back covers of each folder. The boxes are typically filled to capacity. The number of classification folders contained in each box varies, with an average of 100 folders. The number of sheets of bond paper contained in each classification folder varies, with as few as a dozen sheets up

to several hundred sheets.

- Periodically, boxes hold miscellaneous records such as VHS or cassette tapes.
- Each box is marked with a number to identify it from the other boxes. The contractor shall be required to keep these boxes in their current sequential order. Each box also contains a log sheet furnished by LWC, containing identifiable information specific to each classification folder being indexed.
- The contractor shall provide LWC with an internet accessible secure data program for identifying indexed records. The accessible data shall include the information provided by LWC in the form of the log sheet in each box. The data shall include the last four digits of the social security number, name, docket number (if applicable), date of injury, and LWC box number.
- Indexing shall be performed prior to boxes being placed into storage. This shall include a thorough physical inspection of each box to compare the LWC-provided log sheet to the actual contents of the box. Contractor shall provide LWC with confirmation that the log sheet and contents match, or provide LWC with documentation of any/all discrepancies, including a copy of altered/corrected log sheets.
- Contractor is to furnish an annual report identifying each box number, the index identity, date(s) the box was retrieved by OWCA, and date(s) it entered the contractor's facility.

Secure Private Storage

(Applicable to Lines 4 & 5)

- To provide a contractor-owned facility dedicated to vital records storage. Shared/leased facilities such as mini-warehouses, storage moving companies or public storage facilities or warehouses shall not be acceptable. If requested, contractor must provide documentation showing a minimum of 3 years company experience in records management. Contractor may also be required to show proof of ownership of storage facilities.
- The storage facility must be secure and provide only controlled access. It must be protected against intrusion, unauthorized access, alteration, sabotage or destruction of paper records. It must be equipped with video surveillance. It must

be equipped with a fire mitigation system and fire alarm system. The intrusion, video surveillance and fire alarm systems must be connected to off-site monitoring.

Records Retrieval

(Applicable to Lines 6 & 7)

- Periodically, records are requested to be retrieved and either scanned or physically returned to LWC.
- **Electronic Retrieval:** Contractor is to retrieve stored files, scan and electronically deliver files to LWC in .PDF format within 24 hours of request. The number of pages contained in each file varies, with an average of 175 pages. Any file scanned is to remain available in electronic format for repeated Agency use at no additional charge if needed, for the life of the contract term.
- **Physical Retrieval:** Contractor is to retrieve stored records, or up to 10 stored boxes, and physically deliver to LWC within 24 hours of request. Retrieved records will be transported back to the storage facility by the contractor with the next scheduled transportation pickup.
- To maintain a computerized system that will track the physical location of records at all times.

Transitional Period Services

(Applicable to Line 8)

- Upon re-bid of this contract, in the event a new vendor is the successful bidder, the current contractor shall facilitate the transfer of all physical records boxes to the new vendor within a period of time not to exceed 12 weeks. Also, current contractor shall provide in electronic format (such as Excel or Access) the index of the Worker's Compensation archived files and boxes to the new vendor within this same time period.
- A one-time fee for services shall include the following: pulling boxes from shelves, verifying boxes are the property of LWC, marking boxes as removed permanently from the current contractor's software tracking system, palletizing and shrink-wrapping boxes, coordinating pickup times with the

new vendor, and loading pallets onto the new vendor's trucks. Fee also includes use of all pallets needed to complete the job. Current contractor may, at their option, require that empty pallets be returned after off-loading at new vendor's location.

- During this transitional period, charges to the Agency for storage of current records shall be decreased monthly, according to the cubic feet remaining after each pickup by the new vendor.
- If transfer is not completed within the required 12-week time-frame, the state reserves the right to charge liquidated damages in the amount of \$100.00 per day. The liquidated damages will be deducted from any payment due to the current contractor. In the event that the amount of liquidated damages exceeds billable services, current contractor shall make payment directly to the State for the additional amount.

Secure Private Shredding

(Applicable to Lines 9 & 10)

- To provide a contractor-owned facility that includes vital records shredding. Shared/leased facilities such as mini-warehouses, storage moving companies or public storage facilities or warehouses shall not be acceptable. If requested, contractor must provide documentation showing a minimum of 3 years company experience in shredding. Contractor may also be required to show proof of ownership of shredding facilities.
- The shredding facility must be secure and provide only controlled access. It must be protected against intrusion, unauthorized access, alteration, or sabotage of paper records. It must be equipped with video surveillance. It must be equipped with a fire mitigation system and fire alarm system. The intrusion, video surveillance and fire alarm systems must be connected to off-site monitoring.

Line 1 Future Transportation: (New boxes)**Estimated Annual Quantity: 1,500 cubic feet****Unit: FT3****See Scope of Work-Transportation of Records Boxes**

Contractor to periodically pick up new boxes containing closed confidential workers' compensation paper records and miscellaneous records (this may include VHS and cassette tapes), from the LWC Warehouse located at 1001 N. 23rd Street, Baton Rouge, LA 70802 and deliver to the contractor's facility.

This is to be performed upon request, not to exceed once every 2 weeks. Box sizes include but are not limited to the following - however, the majority are 2.3 cu ft. size:

12x10x15-LETTER/LEGAL(1.2 cu ft.size box)**12x10x24-LETTER(2.0 cu ft.size box)****15x10x24-LEGAL(2.3 cu ft.size box)****MISCELLANEOUS: ODD SIZES(approximately 1.0 cu ft.size box)**

Drivers must show picture ID when picking up and delivering records.

Line 2 Future Records (New) Indexing & Secure Database Access**Estimated Annual Quantity: 15,000****Unit: EA****See Scope of Work - Records Indexing & Secure Database Access****Line3 Existing Records Indexing & Secure Database Access****Estimated Annual Quantity: 220,000****Unit: EA****See Scope of Work - Records Indexing & Secure Database Access****Line 4 Future (New) Secure Private Storage****Estimated Annual Quantity: 2,500 cu ft.****Unit: FT3****See Scope of Work - Secure Private Storage**

- Line 5** **Existing Records Secure Private Storage**
Estimated Annual Quantity: 240,000 **Unit: FT3**
(20,000 cu. ft./month)

See Scope of Work - Secure Private Storage
- Line 6** **Electronic Records Retrieval**
Estimated Annual Quantity: 500 Records **Unit: EA**

See Scope of Work - Records Retrieval
- Line 7** **Physical Record Retrieval**
Estimated Annual Quantity 30 Records **Unit: EA**

See Scope of Work - Records Retrieval
- Line 8** **Transitional Period Services**
Estimated Annual Quantity: 1 **Unit: LOT**

See Scope of Work - Transitional Period Services
- Line 9** **Container Handling Services**
Estimated Annual Quantity: 1,200 cu ft. **Unit: FT3**
(100 cu ft./month)
Handling various containers of different cu ft.

See Scope of Work-Secure Private Shredding
- Line 11** **Shredding By Weight**
Estimated Annual Quantity: 12,000 pounds **Unit: LB**
(1,000 pounds/month)
Destroying boxes by the pound

See Scope of Work - Secure Private Shredding

****Note: Line 11 may display as line 10 on RFx****