

**RECORDS AND DOCUMENT RECOVERY SERVICES  
STATEMENT OF WORK  
IFB Number 6100025826**

**CONTRACT OVERVIEW:** This Contract for Records and Document Recovery Services, (identified here and in the other documents as the "Contract") will cover the requirements to provide immediate recovery and/or restoration for physical media including hardcopy records and documents, where if damaged or destroyed, would disrupt agency operations and information flow, cause considerable inconvenience and require replacement or re-creation. The services under this contract will be required to be performed during and after an emergency of any disaster, from the smallest water leak to a major catastrophe, such as a fire or flood. This contract will cover non-electronic records and documents, which are essential to the critical business functions of the Commonwealth or are considered vital records or irreplaceable historical documents.

**METHOD OF AWARD:** This will be a multiple award Contract. The Commonwealth will award a Contract to all responsible and responsive Bidders who meet the eligibility requirements.

**ELIGIBILITY REQUIREMENTS:** To be eligible for this Contract, the Contractor shall:

- A.** Provide a brief business history outlining the length of time in business, number of location(s)/facility(s), experience, services provided, available training and qualifications and expertise to provide professional advice and packing, freezing and drying services to Commonwealth agencies affected by a disaster.
- B.** Have a verifiable, minimum of five (5) years of experience in providing these types of services to Government and/or private industry customers.
- C.** Provide a list of all Service Project Managers, Service Technicians and their level of experience and qualifications.
- D.** Provide a legible copy of a minimum of five (5) most current references verifying their experience in providing these types of services to Government and/or private industry customers.
- E.** Provide a toll-free customer service telephone number. This service must be available 24 hours, seven days a week. (The Commonwealth shall be able to be in contact with a representative at any given time)
- F.** Have the systematic procedures and policies in place for the removal of materials from a disaster-struck Commonwealth agency to ensure that all the materials have been identified, inventoried and kept in as much order as possible given the situation in the agency.
- G.** Have the capability to acquire additional freezer space for large quantities of materials if the quantity to be dried is too large for the current drying capacity of the contractor due either to the current available space or the amount of material to be dried.
- H.** When appropriate, have the capability and/or arrangements for cleaning the materials after they have been dried.
- I.** Be capable of returning the materials to the affected Commonwealth agency in order, in appropriate boxes, etc., and in as usable a form as possible, considering the degree of the disaster.

**DISASTER PLANNING:** Accessibility to vital records is important for an agency to provide continuous service to the public. An often overlooked, yet critical, part of an effective records management program is the creation of a disaster preparedness and recovery plan. Disaster

preparedness is a state of readiness to prevent or mitigate the destruction of records that may result from a calamity. Disaster Planning is the process whereby an agency achieves and maintains preparedness for disasters.

A majority of Commonwealth agencies under the Governor's jurisdiction have developed an agency-specific disaster plan according to the guidelines in the Disaster Planning Section of the [State Records Management Manual M210.7](#), Chapter 14, which assists all Commonwealth agencies in the preparation of a disaster preparedness and recovery plan. It should be known that not all agencies or potential users of this contract will have developed a Disaster Preparedness Plan.

**RESPONSE AND RECOVERY:** The response and recovery phase is the period in which efforts are made to salvage and reconstruct the state agency's damaged information resources in order to restore normal operations. A majority of Commonwealth agencies under the Governor's jurisdiction have in place a Disaster Team. It should be known that not all agencies or potential users of this contract will have developed a Disaster Team.

**DRYING METHODS:** To ensure the usability of records recovered from a disaster area, proper care must be taken to ensure that the documents are handled and dried appropriately. Included below are examples of Commonwealth acceptable methods of drying.

- Air Drying
- Freeze Drying
- Vacuum Thermal Drying
- Vacuum Freeze Drying
- Dehumidification

**SALVAGING WET MATERIALS:** When deciding how to dry wet materials, the type of media is critical in determining the proper salvage methods. Listed below are typical types of Commonwealth media found within state agencies.

- Paper (manuscripts, single sheets)
- Coated Papers
- Maps, Plan and Oversize Manuscripts
- Microforms
- Photographic Materials
- Motion Pictures
- Magnetic media such as tapes (audio, video, computer) and disks.

**REQUIRED SERVICES:** Time is critical in a disaster. The faster the Contractor can respond and perform an initial inspection, the more likely that the facility can be stabilized and the disaster recovery of records and documents started. The Contractor must be able to:

- A. Respond to a disaster scene within a maximum of 24 hours of being called by a Commonwealth agency or designated preservation site.
- B. Perform an initial assessment of the damage at no cost.
- C. Provide the most efficient options for the salvage, recovery and rehabilitation of records and documents, whether this means packing, freezing and vacuum-freeze drying; packing, freezing and drying at another facility; drying the materials on-site; or other options.

- D. Provide freezer and/or drying trucks, packing supplies and personnel to assist Commonwealth agencies that have been affected by a disaster that is beyond their capability of handling.
- E. Freeze and completely dry records and documents affected by a disaster and return those items to the agency in usable form when completed.
- F. During the drying process, constantly monitor and manipulate the documents to ensure that they are completely dried and not stuck together.
- G. Under the direction of the Commonwealth agency staff or designated preservation professional, provide advice to affected agencies on their damaged documents.

**GEOGRAPHIC COVERAGE:** Supplier must complete Exhibit A – Geographic Coverage Spreadsheet marking with an X the area(s) listed by county that their company can service. Supplier can either mark X for statewide coverage or they can mark an X for individual county coverage.

**PRICE LIST:** Suppliers must include with their bid, **on company letterhead**, their most recent and “basic” Price List for all standard Records and Document Recovery/Restoration Services that may be offered. Any additional services, which are not covered on the Price List, are required to be quoted on a case-by-case basis. Suppliers must also include on the price list, **normal** and **rapid** response times (expressed in hours) after receipt of the agency’s initial service request. Suppliers may also note any special discounts on their price list. Prices are not a factor in receiving an award for this Contract. Pricing must, however, apply to all agencies of the Commonwealth and shall definitely be a factor in the agency’s selection of a Records and Document Recovery Supplier.

**Any other Contractor terms and conditions that may appear on the Contractor’s price list, including but not limited to, FOB shipping point; prices subject to change without notice will not be part of this Contract and will have no force or effect on this Contract or Purchase Orders issued by Commonwealth agencies.**

**ORDERING PROCEDURES:** Commonwealth agencies will contact a Contractor from the list of qualified suppliers to request service(s). This initial contact will serve as “Notice to Proceed”. All known information of the situation will be provided to the Contractor.

Contractor will begin service to the affected agency within 12 hours or less after the initial visit to the affected site. Contractor shall submit a quote within **2 days** after the Contractor has responded to the scene and performed the initial assessment/project start-up. Upon the agency’s receipt of a quote from the Contractor, a purchase order will follow within **10 business days**.

**BILLING REQUIREMENTS:** It is anticipated that some disasters may take several months to recover and restore documents, etc.; therefore, as services under the scope of this Contract are rendered, the Contractor may submit Invoices to the Comptroller, as well as a Confirmation of Services Form (Exhibit B of this Invitation for Bid) to the affected agency. Contractors are also permitted to bill on a monthly basis and may start to submit the Invoice and Confirmation of Services Form after the first 30 days of the project. **Contractors may not publish any alternate pricing or additional terms and conditions on their Invoice or Confirmation of Services.**

**TRAVEL, LODGING AND SUBSISTENCE:** The Contractor shall be compensated for travel, lodging and subsistence expenses for the Contractor’s employees assigned to the project in accordance with the [Commonwealth Management Directive 230.10](#). Such

compensation will only pertain to restoration services performed "on-site" at the using agency site.

**DOMESTIC WORKFORCE UTILIZATION CERTIFICATION:** To the extent that any services could be performed outside of the geographical boundaries of the United States, the Supplier will be required to certify that those services will be performed exclusively within the geographical boundaries of the United States or specify the percentage of the direct labor that will be performed outside of the United States. Suppliers must complete and return the Domestic Workforce Utilization Certification Form, which is attached to and made part of this IFB. The completed and signed Domestic Workforce Utilization Certification Form should be submitted with the bid response.

**ADDITION OF NEW CONTRACTORS:** New Contractors may be added at the discretion of the Department of General Services (DGS).

**DOCUMENT(S) TO BE RETURNED:** The following document(s) must be returned with your bid response:

- A. Exhibit A – Geographic Coverage,
- B. Price List on company letterhead,
- C. Domestic Workforce Utilization Form,
- D. A company summary document, which includes:
  - 1) Brief business history outlining the length of time in business, number of location(s)/facility(s), 24-hour customer service telephone number, experience, services provided, available training and qualifications and expertise to provide professional advice and packing, freezing and drying services,
  - 2) References (provide the name of the reference, contact person, street address and telephone number) as required,
  - 3) List of all Service Project Managers, Service Technicians and their level of experience and qualifications including legible copies of all supporting documentation, if any.
- E. Legible, verifiable documentation proving five (5) years of experience in the records and document recovery services industry.

**Suppliers who fail to provide such documents with their bid response may result in bid rejection.**

You may refer to the SRM Bidding Reference Guide on the Supplier Portal at [www.pasupplierportal.state.pa.us](http://www.pasupplierportal.state.pa.us) for further details on attaching documents to your bid and bidding instruction.

**INQUIRIES:** Direct all questions concerning this Contract to the Contracting Officer, Wanda Bowers at 717-346-3840 or [wbowers@pa.gov](mailto:wbowers@pa.gov).