

This document is a draft Scope of Services/Technical Specifications for a future competitive contract Miami-Dade County anticipates entering into. Scope of Services/Technical Specifications is subject to change without notice.

This is not an advertisement

Miami-Dade County, Florida

Project Title: Commercial Records Management Services

SCOPE OF SERVICES

3.1 SCOPE OF WORK

This contract will be utilized for commercial records management services including storage, retrieval, delivery of file folders/boxes archive boxes, vault storage, document destruction, and imaging/scanning for various Miami-Dade County (County) Departments, on an “as-needed” basis.

3.2 GOODS/SERVICES TO BE PROVIDED

The awarded Bidder(s) shall provide the following required services:

- a. Create/possess and utilize an in-house records indexing/cataloging system for expedited retrieval. Awarded Bidder(s) shall be required to work with the County in developing an inventory acceptable to the County and which will best service the County’s needs.
- b. Have capability to dispose/destroy records and provide certification records of destruction requests to the County.
- c. Have an online base ordering system that allows the County to place orders electronically.
- d. Have the capability and ability to receive purchase orders/releases via e-mail or fax and provide goods/services as requested in the purchase order/release.
- e. Charge and invoice Miami-Dade County by box, item requested, and not by cubic feet.
- f. Comply with the following regulations:
 1. Florida Administrative code rules 1B-24.003 and 1B-26.003 for Public Records Retention Scheduling and Deposition to include Electronic Recordkeeping
 - a. Rule: 1B-24.003:
<https://www.flrules.org/gateway/RuleNo.asp?title=PUBLIC%20RECORDS%20SCHEDULING%20AND%20DISPOSITION&ID=1B-24.003>
 - b. Rule: 1B-26.003:
<https://www.flrules.org/gateway/RuleNo.asp?title=RECORDS%20MANAGEMENT%20-%20STANDARDS%20AND%20REQUIREMENTS&ID=1B-26.003>
 2. Chapter 119, Florida Statute - Public Records
 - a. <http://www.flsenate.gov/Laws/Statutes/2010/Chapter119>
 3. National Association for Information Destruction (NAID) standards
 - a. <http://www.naidonline.org/nitl/en/index.html>

3.2.1 PICK-UP, DELIVERY, RETRIEVAL, REMOVAL AND NEW ADDITIONS

Awarded Bidder(s) shall:

1. Provide initial pick-up per box/pallet from designated sites County owned and/or operated.
2. Provide additional pick-up per box/pallet from designated sites County owned and/or operated.
3. Provide deliveries per box to designated sites County owned and/or operated.

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4. Provide barcode sheet (16 barcode per sheet) record management.
5. Provide boxes for additional records to be stored.
6. Provide retrieval and refiling per box/pallet.
7. Provide emergency delivery within twenty (24) hours per box/pallet upon the County's request.
8. Provide for the permanent removal of boxes, upon the County's request.

3.2.2 MONTHLY WAREHOUSE STORAGE

The awarded Bidder(s) shall provide monthly warehouse storage per box/pallet.

3.2.3 DOCUMENT DESTRUCTION

The awarded Bidder(s) shall provide destruction of physical and/or electronic records. Destruction of documents by shredding must be done in accordance with National Association for Information Destruction (NAID) standards for shredding and cut into fine particles so that no fragment of what remains contains any legible data. Electronic record destruction may occur by any method in which the record is destroyed so that no data may be extracted. The Contractor shall be able to provide the County with a Certification of Destruction or a receipt reflecting the destruction of the records upon the request of the County.

3.2.3 RETENTION SERVICES

The awarded Bidder(s) shall:

1. Provide scanning retention services. Scanning retention services will consist of scanning 8.5 x 11 documents (single & double sided). The documents will need to be pulled from County offices, packed and transported to the awarded bidder(s) scanning location; where the awarded bidder(s) will digitally convert the documents. The County shall transport the information to be scanned to the awarded bidder(s). The documents will have approximately 40-50 staples between every 100-120 pages. Documents should be filed using index fields. Some of the index fields will be easily located, while some may need to be researched. Documents will require a minimum of seven (7) index fields.
2. Provide approximately five (5) gigabytes of digital storage per user department, upon the County's request.

3.3 STORAGE FACILITY REQUIREMENTS

Awarded Bidder(s) storage facility shall:

- a. Have floor space to accommodate a minimum of five hundred (500) cardboard boxes (boxes are approximately 12 ½" wide 16" long x 10" high) at any given time. The County reserves the right to change or alter the size and type of boxes.
- b. Be an individual structure separated from other buildings and external hazards to ensure a high degree of safety from fire, flood, and other potential hazards.
- c. Be located above the local flood plain and be constructed of concrete, masonry, or steel that meets all National Fire Prevention Standards (NFPS). All firewalls must be structurally sound and capable

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- of withstanding impact and imposed loads if severe fire exposure would cause collapse of the framing on one wall. All openings in the firewalls must be protected on each side by fire doors suitable for immediate openings. All walls separating records storage areas from each other and from other portions of the facility shall consist of four (4) fire resistant walls.
- d. Have a controlled environment for temperature and humidity for paraffin tissue blocks (78°F)
 - e. For security of the County files, the facility must be secure and provide protection against unauthorized intrusion and access to the County's stored records.
 - f. Have a fire sprinkler system that meets all national, County and Local Fire Code Standards, with smoke detectors and heat sensors, except for vault storage area, which must use inert gas suppression.
 - g. Have no windows in any stack areas.
 - h. Have shelving that must be of fire retardant, chemically neutral, steel construction. Bottom shelves shall be at least two and one fifth (2-1/5") inches from the floor.
 - i. Be clean, well-organized, and free of rodent and pest infestation.
 - j. Possess a twenty-four (24) hour interior and exterior security system electronically linked to local police and fire departments.
 - k. Be insured against damages or loss to stored property.
 - l. Provide for goods to be stored adequately, ventilated, and must have heat and smoke detectors in areas where County files are stored.

3.4 TRANSITION FROM PRIOR CONTRACT

Upon Contract expiration or termination, the incumbent Contractor and subsequent Contractor(s) assume any and all expenses that may arise from the transfer and move of all records, files, boxes and pallets. There will be no permanent removal fee associated with the move-out of records from the incumbent Contractors and no electronic index data will be provided to subsequent Contractor(s). The incumbent Contractor shall ensure a seamless transfer of records (a 30-60 day transition period) and be responsible for coordinating the transfer and movement of records, files, boxes and pallets with any subsequent Contractor(s) necessary to transition the services of this Contract.