REQUEST FOR INFORMATION (RFI)

SATURDAY, JUNE 25, 2016

APPLE/MAC Media Sanitization Services & Support

You are invited to review and respond to this **Request For Information (RFI)** presented by *The Competence Group (TCG)* on behalf of a Confidential Customer in Washington, DC.

In submitting your Information Response Package (IRP), you must fully comply with the instructions provided. Missing and/or incomplete information may cause your IRP to be disqualified from further consideration of any future engagement initiated by or on behalf of the Confidential Customer.

This RFI seeks information that will result in the hiring of a media sanitization firm experit in the disposal and media sanitization of APPLE/MAC technology resources to deliver those services to the Confidential Customer.

Questions regarding the content of this RFI should not be necessary as this is merely an outreach to acquire information. That said, feel free to include any queries relevant to the media sanitization of APPLE/MAC technologies as an Appendice to the materials you submit.

All *completed* Information Response Package (IRP) must be received on or before 12:00 am, or Midnight ESTon <mark>Friday, July 1, 2016</mark>.

ALL Information Response Package (IRP)s must be submitted via email.

Late submittals will not be accepted!

Thank you for your interest in this RFI, we look forward to hearing from you.

Table of Contents

INTRODUCTION

The Competence Group (TCG) is a management consulting firm based in the Washington DC metropolitan area with a 25 year history of service and volunteer support to public, private, government, academic, and tax exempt entities, both locally and virtually.

The Confidential Customer (hereafter referred to as "*the Client*") is a large organization operating on Capitol Hill in Washington, DC. Apple/Macintosh technologies are in use along-side the predominance of Windows technology. As the Client is refining its Internal Control operations, they wish to establish a cradle-to-grave auditable media sanitization process for their Apple/Macintosh technologies. This requires a one-on-one relationship with a provider of this service.

The purpose of this Request For Information (RFI) is to solicit Information Response Package (IRP)s from vendors experienced in this process to learn what is required of themselves (the Client) and what the cost, planning, timeframes aspects would be in order to receive media sanitization and disposal services of their Apple/Macintosh technologies.

EVALUATION OF BIDS

The TCG will review each Information Response Package (IRP) based on the customers criteria which includes, but not limited to the following:

1. Completeness of Information Response Package (IRP)

2. Cost of service, task auditing, reporting and follow-thru practices

3. Demonstration of how risk is managed, security protocols are established,

4. Detailed explanation of their process, experience of responsible parties performing tasks

5. Experience and performance serving comparable organization using APPLE/MAC technologies

6. How internal controls are developed and the determining factors for their placements

7. Quality of vendor's communication and technical consultation practices should either be necessary

8. What compliance benchmarks are accommodated and audited against as part of their service delivery

KEY REQUIREMENTS

A successful RFI submission must address the following:
Hardware Disposal: APPLE/MAC Resources (NOT WINDOWS) Category Source:
- Hard Drives: originating from any device containing a hard drive (server, desktop, laptop, peripheral, thumb drive, cell, iPad, etc.) 2. Communications: originating from any device containing a hard drive possessing the capability to transmit data (servers, desktop, laptop, peripherals, Hub units, cell phones, iPads, code readers, scanners, etc.)

Media Sanitization Needs (NO "SOFTWARE ONLY" SOLUTIONS)
- Degaussing, demagnetizing or "zeroing the data" performing a "low level" reformat) using the preferred "8-way random" function in conjunction with the "zero all data" option that totally erases the contents returning the magnetic flux to the equivalent of a newly manufactured zero state.

- Destruction (when device dos not me MHS (minimum hardware standards) and reuse is no longer an option), physically destroying the drive, rendering it unusable.

Media Sanitization Process Criteria (non-negotiable)

- Segregating degaussed from destruction classed media and calculating a total count plus a segregated count by media type

- Recording the media serial numbers by sanitization method (hosed vs. destroyed) then again by media type

- Openness to flexible scheduling for receiving media in batched, palletized deliveries (they want to send when the media counts reach a particular threshold rather than a standardized schedule where the numbers may not justify the transportation + service charges

- Itemized reporting articulating media sanitization processes and media counts per process used, including exportable data so they can upload to PeopleSoft (used for tacking purchase and ownership), and Remedy (used for tacking dept level usage/the items logistics/movement within the organization), cross reference and close asset tracking tickets as "media destroyed" or "media available for reuse" which is then assigned a storage location.

- Outline of your tech operation auditing and Service Level Management infrastructure

- Delineate methods of support for business/after hour support, off location

- What are your security practices for your start-to-finish life cycle – explain how you secure resources before and up to the destruction or degaussing process, and what are your internal controls to prevent theft, unauthorized sale/transport of assets taken into your possession for destruction/degaussing,

- What is your disaster recovery and business resumption strategy and how is that incorporated to serve your customers at times for crisis, natural disaster, leadership transition, economic downturn, etc.

SCOPE OF WORK

Out of scope for the purpose of this document.

CLIENT STAFF & TECHNOLOGY CAPACITY

Not disclosable at this time. The general information sought is not impacted by org size or technology products, but rather the ability to deliver media sanitization and disposal services for a very specific technology.

The customer wants to learn what vendors support the disposal of APPLE/MAC technology, in what manner is it done, if those services are performed off site, on site or both, and what APPLE/MAC technologies are touched.

VENDOR EXPERTISE IN DELIVERING APPLE/MAC DISPOSAL AND MEDIA SANITIZATION SERVICES

Below are examples of APPLE/MAC resources. Kindly provide an example of your experience in supporting the sanitization and disposal of these tools. If specific criteria is required for your explanation, include an example of resource type convey your expertise.

DEVICE HARD DRIVES (HDD)
- Air Cards
- Card Readers
- Desktop HDD
- Firewall, gateway HDD
- iPads
- iPhones
- Jump Drives (in general)
- MacBook Mini's, & other Apple/Mac Laptop HDDs
- Printer HDD
- SD Cards
- Storage Devices
- TVs
- Web & fax server, server/Hub HDD

CUSTOMER SERVICE PRACTICES
Provide for us a synopsis of your customer service practices. Include the following information:

- difficult and challenging situation that originated internally. Assess the origin and outcomes -- pro and con -- of those events,

- difficult and challenging situations that originated from a client (without conveying any confidences). Assess the origin and outcomes -- pro and con -- of those events,

- indicate who each of these scenarios impacted the delivery of your services and what it revealed

- summarize your communication practices

- summarize your management style

SUBMISSION CRITERIA

INFORMATION RESPONSE PACKAGE (IRP) CONTENT

Your Information Response Package (IRP)s must provide the following:

1. Profile – A profile of the company, including description of business history, objects, and clients. Also, include the size of the company and the location of the office, plant , other facilities

2. Project staffing – Identification of the qualifications and experience of key staff who will be directly involved in this project. Indicate specific software and hardware familiarity and knowledge level. Describe the company's personnel development program and the continuing professional education requirements

3. Methodology and Approach– A description of how the Vendor will complete the scope of work described in this RFI.

4. Monitoring and Staff Support – Describe your 24x7 operations center for both monitoring and support services (including after hours)

5. Outline of your scheduling practices, not flexibilities (if any)

6. Rough estimate of cost and how those services and supports are priced out

7. Qualifications and/or experience with large organizations, small organizations, and out of area locations of your client.

    a. Include three references

    b. Describe any consulting capabilities for additional work that is outside the scope of this RFI and state if the rates quoted in computing the fee will apply. If these rates do not apply, include on a separate sheet the fees by classification that will apply for additional work

8. Term of contract, renewal dates, notification of renewal and cancellation of contract parameters the client would need to consider

9. Any other information the Vendor believes will assist the Client make its assessment

REFERENCES AND SAMPLES OF WORK

Kindly provide samples of similar setup and services relevant our examples of our requirements. At least 2 but not more than 4 projects samples will be sufficient.

SUBMISSION AND CONTACT INFORMATION

Qualified Vendors must submit their Information Response Package (IRP) no later than 12:00am/Midnight on <mark>Friday, July 1, 2016</mark>. Information Response Package (IRP)s can be submitted via email to:

Jerri D. Thomas
The Competence Group (TGC)
RFPSrch@CompetenceGRP.com

ELECTRONIC SUBMISSION ONLY, THANK YOU.

Non-Disclosure Acknowledgement and Information Response Package (IRP) Acceptance

Information Response Package (IRP)s submitted to the TCG will become the property of the TCG and the Client/Customer represented.

The TCG reserves the right to accept or reject any or all Information Response Package (IRP)s; it also holds respondents to the same level and class of confidentiality and non-disclosure standard.

All respondents agree that rejection shall create no liability on the part of the TCG or the client/customer represented because such rejection and the filing of any Information Response Package (IRP) in response to this request shall constitute an agreement of the respondent to those conditions, to include retaining in confidence any and all information and communications pursuant to this RFI and the request for Information Response Package (IRP) process when no such agreement has been offered, inferred, or enforced.

TCG will be the sole judge for determining the quality of the Vendor's work for the process of analyzing and presenting to their Client/Customer. If the Vendor fails to meet the established expectations or requirements, TCG will notify Vendor via email and allow the Vendor the opportunity to address the situation.

To be clear, there is no expressed or implied obligation on behalf of the Client/Customer nor from TCG on its own or on their behalf award further action, to invite further action, or to reimburse responding vendors for any expenses incurred in preparing or presenting their Information Response Package (IRP)s in response to this published request.