



**City of Chicago and Cook County
Request for Proposals for**

**Records Storage and Related
Records Management Services**

Specification 105939

Request distributed by
Department of Procurement Services

Send communications to
Include 105939 in subject line
of all emails

Bernie Harges
Contract Administrator
Bernie.Harges@cityofchicago.org

Pre-proposal conference
Attendance voluntary
but encouraged

April 16, 2012, 1:30 p.m. Central Time
In person: City Hall, Department of Procurement
Services, Conference Room B, Room 403
121 North LaSalle Street
Chicago, Illinois 60602

Date of Submission

Thursday, May 10, 2012, 4 p.m. Central Time

**Rahm Emanuel
Mayor**

**Toni Preckwinkle
Cook County Board President**

**Jamie L. Rhee
Chief Procurement Officer**

**Maria de Lourdes Coss
Chief Procurement Officer**

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1 General Invitation

1.1 Purpose of the Request for Proposal

The City of Chicago (“City”) acting through its Chicago Department of Fleet and Facility Management (“2FM” or “Department”), and in collaboration with Cook County wishes to identify proposals from Respondent(s) with expertise and experience in providing document storage and services (“services”) described in this Request for Proposal (RFP). Companies with demonstrated experience in this area are invited to respond to this RFP.

By issuing this RFP the City and County intend to address the following business objectives:

- a. Ensure that services and supplies costs remain low, while quality and service is delivered at a high level to the City and the County;
- b. Centralize the negotiation process to achieve competitive pricing that meets City and County standards;
- c. Establish a competitive process to leverage the benefits of volume storage;
- d. Maintain aggressive pricing, for the duration of the Contract, through measurable reductions in total costs, within each location where services are procured by the City and the County;
- e. Leverage industry best practices to establish a document life cycle process that results in higher efficiency and transparency, leaner processing, and overall lower cost; and
- f. Establish proactive and regular communications to ensure a productive relationship with awarded Respondent(s).

1.2 Overview

The City of Chicago and Cook County have historically stored high volumes of information in paper, tape and electronic format amounting to approximately two (2) million dollars a year. The City and the County currently face an unprecedented budget crisis and are determined to consolidate and optimize purchasing practices to address the budget situation. As a result, these government entities are looking for vendors that can proactively collaborate with the City and the County to meet their business goals and the stated business objectives, while providing best-in-class service delivery.

While City will award the projected, “in scope” volumes to the winning Respondent(s) over the term of the award, the City does not make any volume guarantees or spend commitments. Over the term of the award, the City’s Sister Agencies¹ may decide to purchase against the contract(s) that will be awarded as a result of this RFP process. This would be additional spend to what has been identified in this RFP. The City reserves the right to increase the volume to include demand from these entities.

¹ Sister Agencies may include, Chicago Housing Authority, Chicago Public Schools, Chicago Transit Authority, City Colleges, Public Building Commission, Chicago Park District.

1.3 General Information

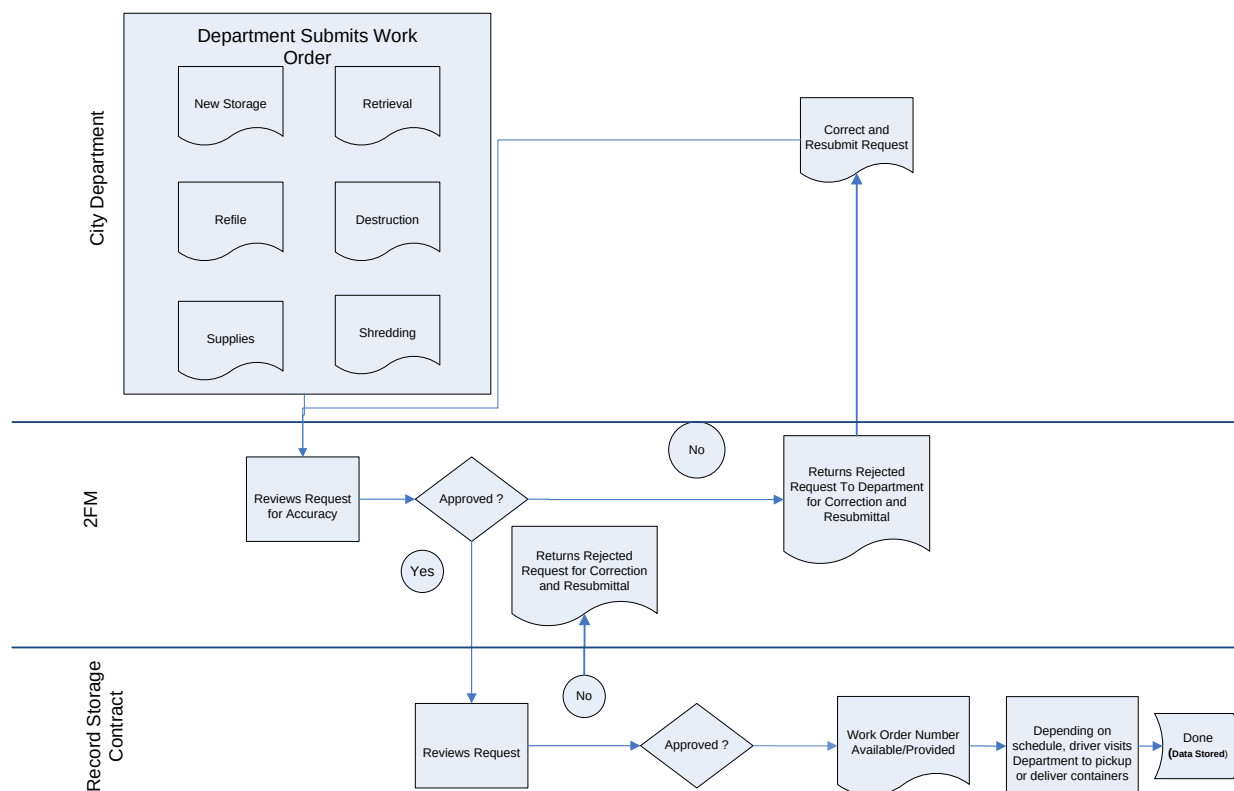
For purposes of this RFP, **Chief Procurement Officer (“CPO”)** means the Chief Procurement Officer for the City of Chicago. (“Commissioner”) means the Commissioner of the Department of Fleet and Facility Management. **“User Department”** means any of the City or County departments. **“Liaison”** or **Designated Contact Person** means the individual from a City Department that is responsible for managing that department’s records and is the contact person for 2FM. **“DPS”** means the Department of Procurement Services. **“Respondent”** means the companies or individuals that submit proposals in response to this RFP. **Selected Respondent** or **Vendor** means the awardee of the contract. The documents submitted in response to this RFP will be referred to as **“Proposals.”**

The Services contemplated are professional in nature. The selected Respondent (“Respondent”) acting as an individual, partnership, corporation or other legal entity, must be of professional status, licensed to perform in the State of Illinois and licensed for all applicable professional discipline(s) requiring licensing and is governed by the professional ethics in its relationship to the City. All reports, information, or data prepared or assembled by the Respondent under a contract awarded pursuant to this RFP are confidential in nature and will not be made available to any individual or organization, except the City, without the prior written approval of the City. Any contract resulting from this RFP document will contain a provision requiring confidentiality on the part of Respondent.

2 City’s Current State

The following depicts the records storage process for all City Departments except for the Department of Public Health (CDPH). CDPH follows a simple process that leverages the existing vendor system functionality without any additional internal forms. CDPH will continue with this practice after contract award.

Respondents are required to provide details on their approach to process records, and based on the current state process described herein, clearly providing improvement recommendations with respect to process and costs. City departments currently place orders for document storage, retrieval, re-file, destruction, and other related services and supplies adhering to the following high level process.



2.1 Routine Records Storage Services

2.1.1 City Authorized Agents

The City designates specific departments (a.k.a. User Departments) and/or individuals within departments with the authority to place service requests on behalf of the City. The Contractor may not accept or perform requests for service from any City employee other than those designated by the City as authorized agents of the individual User Department.

2.1.2 New Storage Services – Receiving boxes and Individual Files

New storage service is storage at the Contractor’s warehouse (a.k.a. Record Center) for new documents or records. The City requests this service by submitting the [Record Management Service Request Form](#) to the Contractor. This service may be requested for box storage or for individual file storage. Individual file storage is usually utilized by the Department of Public Health for purposes of tracking individual patient records.

2.1.2.1 New Storage Services - Documentation and Processes

When a request for new storage service is made by 2FM, or a User Department, a [Record Management Service Request Form](#) is forwarded to the Contractor by 2FM or the User Department via facsimile or electronic submission. Dual bar code self-stick labels provided to the City by the Contractor at no additional cost are affixed to the boxes for new storage by the City. The City provides the original [Record Management Service Request Form](#) and [Transmittal Sheet](#) to the Contractor’s driver at the time of pickup. The Transmittal Sheet is a box description form and is also attached as an Exhibit. The bar code

labels on the boxes for storage correspond to the bar code label on the Transmittal Sheet for those boxes. Upon pickup of the boxes for storage, the Contractor provides the City a Packing Slip which lists the following information:

- a. The number and size of boxes picked up;
- b. Liaison or Designated Contact Person , address and phone number;
- c. Work Order Number;
- d. Department ID;
- e. Customer number;
- f. Type of service;
- g. Pickup date and time;
- h. Transmittal Sheet received;
- i. Driver signature.

The Contractor ensures that the number of boxes set forth on the Record Management Service Request Form is the same number of boxes picked up by Contractor and that the bar codes on all boxes match the bar codes on the Transmittal Sheet. At the time boxes are picked up and/or delivered from/to the City, the Contractor will obtain the name and signature of person designated to meet the driver.

The Contractor, upon delivering the new boxes to its Record Center, enters data about the boxes into a database consistent with the [Data Requirements Table](#) of the City as defined in the [Data Requirements Table 1](#), under Exhibit 1.

Contractor reviews all boxes upon arrival at its Records Center. Boxes containing Medical Records are inputted into the Contractor's database by using the following information.

- a. Name;
- b. Date of Birth;
- c. Record Number;
- d. Patient ID; and
- e. Clinic Location.

Files are searchable for retrieval by any and all fields listed above.

To acknowledge services rendered, Contractor sends a Record Management Service Request Form or an electronic submission (e-mail) back to 2FM with a Work Order Number which was assigned on the date service was requested.

2.1.3 Retrieval Services

Retrieval services are services to retrieve City records from the Contractor's Records Center for temporary or permanent removal. Retrieval services are requested in one of the following ways:

- 1. **A Retrieval of a box:** removal of a box from the Contractor's Record Center; or
- 2. **A Retrieval of a file from box:** removal of a single file from a box from the Contractor's Record Center.

2.1.3.1 Retrieval Services Processes

Requests for retrieval of storage boxes are made by 2FM or other User departments. The request is made with a Records Management Service Request Form and Box Request Form.

The Contractor accepts requests for retrieval by facsimile or by electronic submission. Upon delivery of the retrieved boxes, Contractor's driver accepts the original [Record Management Service Request Form](#) and Box Request Form. All retrieval deliveries are accompanied by a Contractor's Packing Slip, which is similar to the packing slip described above in the new storage service section.

To acknowledge services rendered, Contractor sends a Record Management Service Request Form or an electronic submission (e-mail) back to 2FM with a Work Order Number which was assigned on the date the services was requested.

2.1.4 Re-file of Records Services

Re-file services are the return of previously retrieved City records, box, or files to the Contractor's Record Center.

1. **A Re-file of a box:** re-filing a previously retrieved box into the City's inventory at the Contractor's Record Center.
2. **A Re-file of a file to box:** re-filing a file previously retrieved from a box into the appropriate box within the City's inventory at the Contractor's Record Center.

2.1.4.1 Re-file of Records Services Processes

The Contractor accepts requests for re-file by facsimile or by electronic submission. Re-file requests are forwarded to the Contractor by 2FM, or other User Departments.

The Contractor, upon receiving the Record Management Service Request Form and Box Request Form, contacts the requesting department Liaison and/or Designated Contact Person as listed on the request form., and proceeds to the City Facility for pickup. Re-file pickup is only done with oversight by the Liaison or Designated Contact Person. Upon box re-file pickup from the City, Contractor's driver accepts the original Record Management Service Request Form and Box Request Form. This form is attached as a Sample Form.

All re-file pickups are accompanied by a Contractor's Packing Slip, which is similar to the packing slip described above in the new storage service section.

The Contractor, upon delivering the re-file boxes to its Record Center, enters data about the boxes into a database consistent with the [Data Requirements Table](#) of the City as defined in the [Data Requirements Table 1](#), under Exhibit 1.

To acknowledge services rendered, Contractor sends a Record Management Service Request Form or an electronic submission (e-mail) back to 2FM with a Work Order Number which was assigned on the date service was requested.

2.1.5 Re-file - Inter-File Processes

This process is only applicable to Chicago Department of Public Health. Contractor reviews all boxes upon arrival to its Records Center. Boxes containing Medical Records are inputted into the Contractor database by using the following information.

1. Name;
2. Date of Birth;
3. Record Number;
4. Patient ID; and
5. Clinic Location.

Files are searchable for retriever by any and all fields listed above.

The Contractor maintains the forms for all services during the contract period, and in accordance to the Local Records Act.

2.1.6 Permanent Withdrawal Services

Permanent withdrawal service is the removal of City boxes from the Contractor's database. This service applies when a box was previously retrieved by the City and never returned, or when a department decides to keep its records in-house storage, i.e., file cabinet.

2.1.6.1 Permanent Withdrawal Services Processes

In order to permanently withdraw a box from the City's inventory in the Contractor's Record Center, City notifies the Contractor that a box should be withdrawn. The Contractor withdraws the record from its database and enters justification information as instructed by the City.

If the City later returns the previously withdrawn box, the Contractor reinstates the box number.

Occasionally, upon request by 2FM, contractor will provide reports with respect to permanently withdrawn boxes and boxes destroyed

2.1.7 Records Destruction in Accordance to the LRA

Destruction of City Records in Accordance with the Local Records Act (LRA) refers to the destruction of City records stored at the Contractor's Record Center or at a City facility made at the request of the City.

2.1.7.1 Destruction Process

All destruction must be approved in advance in writing by 2FM, or other User Departments. Upon receipt of a Records Management Service Request Form for destruction, a Box Request Form and approved [Disposal Certificate](#) by the State of Illinois, Contractor will initiate destruction. The Contractor accepts requests for destruction by facsimile or by electronic submission

Upon request for destruction services, the Contractor will prepare a preliminary report which contains all the information in the forms noted above submitted by 2FM or User Department, as well as the Work Order Number. Contractor submits the report to the City for review and approval. Once the City approves the report and returns it to the Contractor, Contractor may destroy the records.

Once records are destroyed, Contractor will permanently withdraw the box numbers from the City's inventory. 2FM may occasionally request the Contractor provide a Destruction Affidavit, as proof of records destruction. The affidavit follows the data field requirements listed on the [Data Requirements Table](#). A Destruction Affidavit is only provided in cases when a box is destroyed in accordance with all provisions of the Local Records Act.

Chicago Department of Public Health may follow a slightly different destruction process, but very similar to the described process.

2.1.8 Destruction – Records of Convenience

Shredding services are provided to 2FM and other User Departments seeking destruction of records considered highly sensitive or records of convenience. To request shredding services from the Contractor, 2FM submits a Shredding Request Form, which is attached as an Exhibit and/or a Record Management Service Request Form and related forms discussed upon in the destruction section. 2FM approves all shredding requests by the User Departments.

Upon pickup of documents to be destroyed, Contractor provides a Destruction Receipt.

2.1.9 Locations of City Facilities

Records are located in various City owned or leased buildings or at other delegate or sister agencies conducting business in connection with the City. The Contractor provides records storage services for all buildings and locations designated by the City as a designated City location. The City alone determines which locations are designated as City facilities.

2.1.10 Pick Up and Delivery Services

For pick-up and delivery the Contractor uses its vehicles to transport records to and from various City facilities to the Contractor's Record Center, and to and from the Contractor's Record Center to various City facilities. All pickup and deliveries are made during the normal business hours of the department. Some department's opening business hours range between 7:30 a.m. until 9:00 a.m. and closing times may vary between 3:30 p.m. and 5:00 p.m. Occasionally, retrieval service is escalated to a rush request (includes city moves).

The delivery and pick up schedule below reflects 2FM's current practice, Respondents are required to provide details on their delivery and pickup approach, clearly showing improvement areas.

ID #	TYPE OF DELIVERIES	DELIVERY TIMES
1.	Half Day Deliveries Orders placed by 10:00 a.m. Orders placed after 10:00 a.m. and before 3:00 p.m.	Same day delivery, or Next business day by 12:00
2.	Next Day Deliveries Orders placed by 5:00 p.m.	Next business day by 5:00 p.m. Or by close of business day at the facility/location, whichever is earlier
3.	Rush Delivery Rush Delivery may only occur with permission from User Department a. Orders placed by 2:00 p.m.; b. Orders placed after 2:00 p.m.	a. Within 3 hours b. By 10:00 a.m. the next business day
4.	Pickups Orders placed for pickup	Within 2 business days
5.	Moves are managed differently.	Determined on a case by case basis as required by the City and mutually agreed upon by the City and the Contractor.

2.1.11 Documentation of Lost Box(es)

In the event that a box(es) is found to be lost or missing, and upon request from the City, the Contractor provides a signed affidavit, drafted by the Contractor, specifying that a box cannot be located within the Contractor's Record Center. The affidavit further states that the Contractor performed a thorough search of its inventory for the box(es) requested, and determined that the box(es) cannot be located.

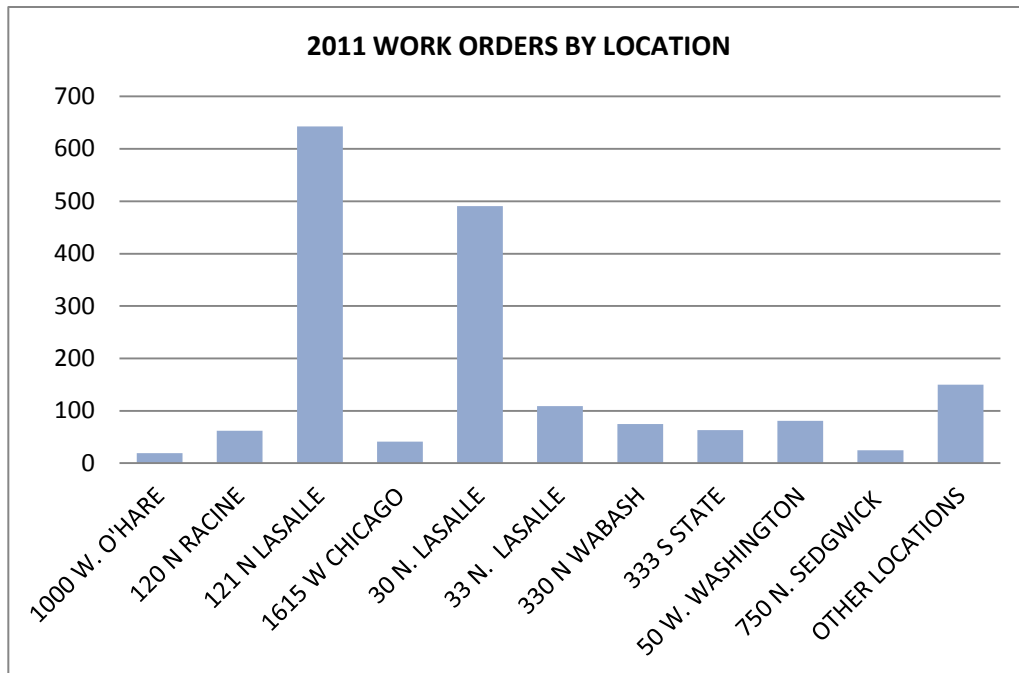
The Contractor provides this service to the City at no charge. The affidavit is delivered to the City within 2 business days. The lost box affidavit contains the following information:

1. Contact name and originator name;
2. Department name/Department Id/Bureau/Division;
3. Box numbers lost;
4. Box description information; and,
5. Eligible destruction date.

2.1.12 Moves

City Departments occasionally move from facility to facility or to different floors within the same facility. These moves may result in the need for pickup times differing from the hours specified in the Pickup & Delivery Response Times table. The Contractor is responsible for arranging access, providing supplies, and accommodating these moves according to the needs of 2FM and other User Departments.

2.1.13 Current Activity Trends



The Table depicts current records storage activity per location by most active users.

3 Scope of Work

3.1 Description of Services and Supplies

The City of Chicago in collaboration with Cook County seeks proposals from interested Respondents that can provide records storage and/or related records management services. The services and supplies that the City and County seek to acquire are described in greater detail in [Exhibit 1](#).

The Chief Procurement Officer reserves the right to award one or more Agreements or reject any or all proposals when, in her opinion, the best interest of the City will be served.

3.2 Award Process

Respondent's proposals for pricing, service and quality, will be considered through a total cost evaluation. The City and the County will be examining the costs and benefits associated with the following award scenarios:

- Records Storage (Physical) and related life cycle services;
- Records Storage (Electronic) and related services;
- Email Backup and retrieval and related services;
- Tape rotation, storage and related services;
- Destruction Records of Convenience (per-project basis);
- Document Scanning and related services; or

- g. A combination of any of the above;

Upon completion of City's and County's review of proposals and final negotiations, the City and the County will determine and select the award scenario(s) which provides the best value solution to the City and County. Respondents are encouraged to submit innovative ideas in their proposals. After initial RFP responses are received and reviewed, the City will determine what additional negotiations will be required with a short list of Respondents.

As part of the final selection process, only those Respondents which have been selected in a short list will be provided a final opportunity to propose best and final pricing for configurations the City wishes to consider as part of Respondent award.

Depending on each Respondent's response, the City reserves the right to eliminate one or more Respondents based on its initial proposal. As such, an invitation may not be extended for further consideration to participate in additional negotiations.

3.3 Term of Contract

The initial contract term will be five (5) years from the date on which a contract is awarded by the City and the County with two (2) two-year extension options. The selected Respondent must begin the project immediately upon award of the contract. A copy of the City of Chicago [Professional Services Agreement Terms](#) is available online. The City may from time to time revise its terms and conditions. Respondents must identify any objections to this Agreement in their response to this RFP.

4 General Information and Guidelines

4.1.1 Submission of Questions or Requests for Clarifications

Respondents must communicate only with the Department of Procurement Services. All questions or requests for clarification must be submitted to Bernie Harges via email at Bernie.harges@cityofchicago.org utilizing the appropriate [Clarifying Questions Template](#). The subject line of the email must clearly indicate the RFP specification number.

All scope related questions and requests for clarification must be submitted no later than 4:00 p.m. Central Time on April 23, 2012. No telephone calls or e-mails will be accepted after this date unless the questions are general in nature.

4.1.2 Pre-Proposal Conference

The City will hold a Pre-Proposal Conference at the Department of Procurement Services, 121 N. LaSalle St, City Hall, Room 403-B, Chicago, Illinois 60602 at 1:30 p.m. Central Standard Time on April 16, 2012. All parties interested in responding to this RFP are urged to attend in person. The City will answer questions and clarify the terms of the RFP at the Pre-Proposal Conference. The City may respond both to questions raised on the day of the conference and to questions emailed prior to the deadline for receipt of questions.

4.1.3 Downloadable RFP Documents

Respondents may download the RFP and any future addenda from the City's DPS website at the following URL address: www.cityofchicago.org/bids

After downloading the RFP, the Respondent must contact the Bid and Bond Room by emailing the Respondent's electronic business card or contact information to bidandbond@cityofchicago.org, referencing Specification No. 105939. Submission of electronic contact information will enable Respondents to receive any future clarifications and/or addenda related to this RFP.

The City expects qualified vendors to have full access to technology. The City also intends to cut its costs while adhering to environmentally conscious practices, therefore hardcopies of this RFP will not be provided.

The City accepts no responsibility for the timely delivery of materials or for alerting Respondents on posting to the DPS website information related to this RFP.

Under no circumstances shall failure to obtain clarifications and/or addenda relieve a Respondent from being bound by any additional terms and conditions in the clarifications and/or addenda, or from considering additional information contained therein in preparing a Proposal. Furthermore, failure to obtain any clarification and/or addendum shall not be valid grounds for a protest against award(s) made under this RFP.

4.2 Deadline and Procedures for Submitting Proposals

- 4.2.1 To be assured of consideration, Proposals must be received by the City of Chicago in the City's Bid and Bond Room (Room 301, City Hall) no later than 4:00 p.m. Central Standard Time on Thursday, May 10 2012. The Bid and Bond Room can be reached at telephone number 312-744-9773.
- 4.2.2 The City may but is not required to accept Proposals that are not received by the date and time set forth in this RFP. Only the Chief Procurement Officer ("CPO") is empowered to determine whether to accept or return late Proposals. No additional or missing documents will be accepted after the due date and time, except as may be requested by the Chief Procurement Officer.
- 4.2.3 Failure by a messenger, delivery service, or printing service to meet the deadline will not excuse the Respondent from the deadline requirement. Hand-carried Proposals must be placed in the depository located in the Bid and Bond Room located in Room 301, City Hall. The time of the receipt of all Proposals to this RFP will be determined solely by the clock located in the Bid and Bond Room of City Hall. It is Respondent's sole responsibility to ensure that the Proposal is received as required.
- 4.2.4 Proposals must be delivered to the following address:

Jamie L. Rhee, Chief Procurement Officer
City of Chicago
Department of Procurement Services

Bid and Bond Room

Room 301, City Hall
121 North LaSalle Street
Chicago, Illinois 60602

Attention: Bernie Harges, Contract Administrator

4.2.5 Respondents must submit the following Proposal Items:

	<u>Proposal Item</u>	<u>Quantity</u>
1.	Original Hardcopy - Paper	1
3.	Electronic Copy - CD-ROM (in PDF format for written content and graphics, and excel format for all worksheet submissions where Respondent enters data on an Excel spreadsheet)	10

4.2.6 All documents requiring a signature must bear the original signature of Respondent's authorized signatory. Respondent must enclose all documents in clearly labeled sealed envelopes or boxes.

4.2.7 The outside of each sealed envelope or package must be labeled as follows:

Proposal Enclosed

Request for Proposals (RFP) for Record Storage and Related Records Management Services
Specification No.: 105939

Due: 4:00 p.m., May 10, 2012

Submitted by: (Name of Respondent)

Package ____ of ____

4.2.8 The City's opening of Respondent's sealed envelope(s) or package(s) containing a Proposal shall neither be deemed nor constitute acceptance by the City of Respondent's Proposal. The City reserves the right to open and inspect all such sealed envelope(s) or package(s), regardless if the same were submitted by the due date and time specified herein, for any purpose, including without limitation, determining the particular RFP to which Respondent has responded, determining if a Proposal was submitted by the date and time specified in this RFP, and in order to determine a Respondent's return address.

4.3 RFP Information Resources

Respondents are solely responsible for acquiring the necessary information or materials. Information for preparing a response to this RFP can be located in the City's website as follows:

- a. www.cityofchicago.org/bids;
- b. Pre-Bid/Proposal Conference Attendees;
- c. Addendums and Exhibits, if any;
- d. [All forms and information required to submit this RFP including:](#)

- a. [City of Chicago M/WBE Special Conditions;](#)
- b. [MWBE Assist Agency List;](#)
- c. [All Required Forms including Schedules B, C and D.](#)
- e. Search [MBE/WBE Directory Database;](#)

NOTE: To prevent Internet Explorer compatibility issues with word and excel files, please right-click on these types of files (Clarifying Questions Template and MBE/WBE Waiver Document) and select “save target as” before saving to your local drive.

4.4 Procurement Timetable

The timetable for the RFP solicitation process is summarized below. **Note that these are target dates and are subject to change by the City.**

Key Activity	Target Date
City Issues RFP	April 02, 2012
Non-Mandatory Pre-Proposal Conference	April 16, 2012
Pre-Proposal Questions Due	April 23, 2012
Proposals Due	May 10, 2012

4.5 Confidentiality

Respondent may designate those portions of the Proposal, which contain trade secrets or other proprietary data that must remain confidential. If a Respondent includes data that is not to be disclosed to the public for any purpose or used by the City except for evaluation purposes, the Respondent must:

- 4.5.1 Mark the title page as follows: “This RFP proposal includes trade secrets or other proprietary data (“data”) that may not be disclosed outside the City and may not be duplicated, used or disclosed in whole or in part for any purpose other than to evaluate this Proposal.” The City, for purposes of this provision, will include any consultants assisting in the evaluation of Proposals. If, however, a contract is awarded to this Respondent as a result of or in connection with the submission of this data, the City has the right to duplicate, use, or disclose the data to the extent provided in the resulting contract. This restriction does not limit the City’s right to use information contained in the data if it is obtained from another source without restriction.
- 4.5.2 Mark each sheet or data to be restricted with the following legend: “Use or disclosure of data contained on this sheet is subject to the restriction on the title page of this Proposal.”

All submissions are subject to the Illinois Freedom of Information Act (FOIA).

5 Proposals Requirements

Each Proposal must contain all of the following documents and must conform to the following requirements.

5.1 Required Proposal Format

- 5.1.1 The original proposal must be prepared on 8 ½" X 11" letter size paper (preferably recycled), printed double-sided, and bound on the long side. The City encourages using reusable, recycled, recyclable and chlorine free printed materials for bids, proposal, reports and other documents prepared in connection with this solicitation. Expensive papers and bindings are discouraged, as no materials will be returned.
- 5.1.2 Each proposal and individual sections should be clearly identified and/or separated by labeled tabs and organized in accordance with subject matter sequence as set forth below.
- 5.1.3 Each page of the Proposal must be numbered in a manner so as to be uniquely identified, and utilizing an X of Y format (e.g. 1 of 10).

5.2 Required Proposal Content –Statement of Qualifications

Respondents are advised to adhere to the submittal requirements of the RFP. Failure to comply with the instructions of this RFP may be cause for rejection of the non-compliant Proposal. Respondent must provide information in the appropriate areas throughout the RFP. Submission of a Proposal in response to this RFP constitutes acceptance of all requirements outlined in the RFP. By submitting a response to this RFP, Respondent acknowledges that if its Proposal is accepted by the City, its Proposal and related submittals may become part of the contract.

While the City recognizes that Respondents provide costs in varying formats, compliance with the enclosed pricing proposal is critical to facilitating equitable comparisons and failure to comply may result in rejection of the Proposal.

The Proposal must include the information outlined in the following sections.

5.2.1 Cover Letter

Respondent(s) must submit a no more than one (1) page cover letter, signed by an authorized representative of the entity committing Respondent to providing the services and supplies in accordance with the terms and conditions of any Agreement, which may be awarded pursuant to the RFP process.

5.2.2 Executive Summary

Respondent must provide an executive summary, in no more than five (5) pages, addressing the following information:

- 5.2.2.1 Respondent's legal name, number of years in business, headquarters address, principal place of business, and legal form (i.e., corporation, joint venture, partnership);
- 5.2.2.2 Names of all principals or partners, and whether Respondent is authorized to do business in the State of Illinois;
- 5.2.2.3 If Respondent is a business entity comprised of more than one (1) legal entity, Respondent must identify all legal entities of comprising Respondent. It must identify each entity's respective ownership percentage of Respondent, and Respondent must summarize the role, degree of involvement and experience of each such separate entity;
- 5.2.2.4 Name, address, email address, and telephone number(s) of the principal contact for oral presentation or negotiations;
- 5.2.2.5 Statement of understanding of the City's intent and objectives and Respondent's approach to achieve those objectives;
- 5.2.2.6 Brief summary of qualifications, experience, and background delivering the products and managing their complete life cycle as detailed in Exhibit 1;
- 5.2.2.7 Brief summary of Respondent's commitment to comply with the MBE/WBE requirements as stated in the [City of Chicago M/WBE Special Conditions](#) available at the City's website; and
- 5.2.2.8 Any exceptions or objections to the terms and conditions in the sample [Professional Services Agreement and Supply Terms](#) (available online) of this Proposal; if Respondent does not list such exceptions or objections in its Proposal, the City will not entertain any such exceptions or objections on these provisions during contract negotiation. The sample [Professional Services Agreement and Supply Terms](#) may become part of the City contract with the selected Respondent. The terms and conditions attached should not be construed as the sum total of the terms and conditions that will constitute the final contract; furthermore, the City may make changes to the attached terms and conditions in its discretion, and;
- 5.2.2.9 Acknowledgement of receipt of Addenda issued by City, if any.

5.2.3 Program Understanding, Approach and Implementation Plan

Respondents must describe their approach to delivering the stated services and supplies demonstrating an understanding of the stated conditions and requirements, and presenting a clear roadmap to meet the stated business objectives in no more than thirty (30) pages.

Respondents must provide their overview of the proposed approach with the following minimum requirements:

- 5.2.3.1 Provide an Operating Plan, which is reflective of the specific responsibilities and Level of Service required in the Scope of Services;
- 5.2.3.2 Provide a concise narrative response that explains exactly how the Respondent plans to meet the requirements listed. Where applicable, Respondent is encouraged to provide examples of how and where similar requirements are being met (or have been met previously) with other organizations. Respondent should use illustrations, links to their

systems, diagrams and/or attach sample material in an appendix to provide additional clarity. The Respondent should use this narrative response as an opportunity to convey their understanding of the specific requirements, and how their proposals has been designed to best meet the objectives stated in this RFP;

- 5.2.3.3 Respondent must provide a concise narrative response that addresses each of the requirements described in Exhibit 1. It is not sufficient to simply restate a requirement and that the Respondent understands and will comply;
- 5.2.3.4 Provide a team and process chart depicting the proposed team structure and related process to provide the products and related services following best industry standards. Include the responsibilities and services to be provided by all team members including subcontractors;
- 5.2.3.5 All subcontractors who will be performing services including their designation as MBE/WBE should be listed along with discussion of their roles and responsibilities.

5.2.4 Professional Qualifications and Specialized Experience of Respondent and Team Members

If Respondent proposes that major portions of the work will be performed by different team members (joint venture partners, subcontractors, etc.), Respondent must provide the required information as described below for **each** such team member.

- 5.2.4.1 [The Company Profile Information form](#) limit of one page plus any attachments required by the provisions below.
- 5.2.4.2 Identify participants in Respondent's "Team." For example if Respondent is a business entity that is comprised of more than one legal participant (e.g., Respondent is a general partnership, joint venture, etc.), then Respondent must identify or cause to be identified all participants involved, their respective ownership percentages, and summarize the role, degree of involvement, and experience of each participant separately.
- 5.2.4.3 If Respondent has a prime respondent/subcontractor relationship instead, this information regarding role, involvement and experience is also required for any subcontractor that is proposed to provide a significant portion of the work.
- 5.2.4.4 If Respondent is a joint venture or partnership, attach a copy of the joint venture or partnership agreement signed by an authorized officer of each partner. Each partner must execute:
 - a. [Affidavit of Joint Venture \(MBE/WBE\) \(Schedule B\)](#);
 - b. Separate [Economic Disclosure Statement and Affidavit \("EDS"\)](#) completed by each partner and one in the name of the joint venture or partnership;
 - c. Insurance certificate in the name of the joint venture or partnership business entity will be required at contract award.

5.2.5 Company Reference / Client Profile Information

Respondent must provide at least three (3) references preferably from similar government entities related to contracts of similar scope and magnitude as described in this RFP in the appropriate [Company References Form](#). Please limit your information to two pages plus ten pages for Company Reference Forms. No more than one (1) of these references may be from previous or current contracts between Respondent and the City.

Experience will not be considered unless complete reference data is provided. At a minimum, the following information must be included for each client reference:

- a. Client name, address, contact person name, telephone and email address;
- b. Description of services and supplies similar to the ones outlined in Exhibit 1;
- c. The date when the services and supplies were provided;
- d. Location where services and supplies were provided;
- e. Nature and extent of Respondent's involvement as the prime respondent (also indicate area of secondary responsibility, if applicable);
- f. Identify services and supplies, if any, subcontracted, and to what other company;
- g. Contract term (Start and End date, or indicate if currently providing services);
- h. The total dollar value of the services and supplies.

All client reference information must be supported and verified. Reference contacts must be aware that they are being used and agreeable to City interview for follow-up.

The City may solicit from previous clients, including the City of Chicago, or any available sources, relevant information concerning Respondent's record of past performance.

5.2.6 Capacity to Perform

Describe the capabilities of the Respondent to provide the services and supplies for the City in no more than three (3) pages. This should include a discussion of any uncompleted projects and/or contractual commitments to other clients that will affect your ability to deliver the services and supplies outlined in this RFP. Respondent should provide a summary of current and future client commitments and include details on completion dates. Identify the percentage of the services that will be performed utilizing your own workforce, equipment and facilities, and the percentage of the work that will be subcontracted.

5.2.7 Pricing Proposal

Respondents are required to provide detailed pricing in the attached pricing proposal. The pricing proposal contains the standard set of services purchased by the City.

For purposes of comparing costs between Respondents, Respondents must complete full pricing in the pricing proposal as requested by the City. In addition, Respondent may propose an alternative pricing model for consideration. The City reserves the right to request revised pricing from all Respondents.

The City reserves the right to negotiate a final fixed price, terms and conditions with finalist(s).

Respondents are expected to meet the following minimum pricing requirements and provide the City:

- a. Respondent must provide detailed pricing for services and related supplies for the term of the awarded contract, exclusive of sales tax;
- b. Respondent must include in its proposal details on fuel pricing, or complimentary transportation if any.
- c. If fuel charges apply, Respondents must provide details including a quarterly price adjustment to align with the Diesel Fuel Index.
- d. Respondent must provide detailed pricing for transition services, or state if complimentary transition is available for first time customers.
- e. When possible and at its sole discretion, offer other special discounts or programs to the City;
- f. As the volumes projected by City are based on its understanding of demand at the time RFP was issued and are subject to increase over term of Contract, awarded Respondent(s) must include as part of its proposal a tiered discount schedule to reflect deeper discounts should the City volumes surpass the forecasted projections identified in this RFP. For the purpose of calculating tier discounts County and City volumes should be aggregated.
- g. Prior to the City award, selected Respondents must reach mutual agreement on all contractual terms required by the City, see [Sample Professional Services Agreement and Supply Terms](#).
- h. The City reserves the right to competitively bid any large quantity or dollar value for additional needs.

5.2.8 Minority and Women Business Enterprises Participation Plan and Commitment

Respondent must describe its plan for MBE/WBE participation and commitment to achieving meaningful technical and financial goals in no more than three pages. The current MBE participation goal is 25% of the total contract value, and the current WBE participation goal is 5% of the total contract value.

Respondents may submit indirect participation if said indirect participation is by a local M/WBE. The City reserves the right to request additional commitment if such indirect participation does not meet the City's expectations.

5.3 Required Certifications

5.3.1 Minority and Women Business Enterprises Commitment

In order to determine the best way to achieve and document MBE/WBE participation, Respondent must refer to the [M/WBE Special Conditions](#) regarding Minority Business Enterprise Commitment and Women Business Enterprise Commitment. To locate MBE/WBE firms who are currently certified with the City of Chicago in various areas of specialty, you may search the City's [MBE/WBE Directory Database](#) on the City's website.

Respondent must submit a completed Schedule D-1 ([Affidavit of MBE/WBE Goal Implementation Plan](#)) referencing the goals stated in Section 5.2.8 Minority and Women Business Enterprise Participation Plan and Commitment. Respondent must also obtain a separate Schedule C-1 ([Letter of Intent from MBE/WBE to Perform as Subcontractor, Supplier and/or Consultant](#)) completed and signed by each proposed MBE and WBE firm describing the services to be provided. With each Letter of Intent form, Respondent should submit a current Letter of Certification issued by the City of Chicago. The proposed MBE or WBE firm must be certified by the City of Chicago at the time of Proposal submission. The City reserves the right to require Respondents to replace any proposed MBE/WBE that is not certified with the City of Chicago.

Further, the percentage participation for each MBE or WBE firm on the individual [Letter of Intent from MBE/WBE to Perform as Subcontractor, Supplier and/or Consultant](#) should match the percentages for each MBE or WBE firm listed on the [Affidavit of MBE/WBE Goal Implementation Plan](#). All forms submitted must be original signature. Failure to submit these documents, or incomplete documents, may result in Respondent being declared non-responsive.

5.3.2 Financial Statements

Respondent should provide a copy of its audited financial statements for the last 3 years. Respondents that are comprised of more than one entity must include financial statements for each entity. The City reserves the right to accept or reject any financial documentation other than the financial statements requested by this section.

If Respondent is unable to provide audited financial statements, state the reasons in your Proposal response and provide financial documentation in sufficient detail to enable the City to assess the financial condition of your company.

Sufficient alternate documentation may include unaudited financial statements, or at minimum, balance sheets and income statements (or equivalent) for the requested three years. Assets/liabilities and income/expenses must be presented in adequate detail for the City to assess the financial condition of the Respondent.

5.3.3 Online Economic Disclosure Statement and Affidavit (“EDS”)

Respondent must complete an online Economic Disclosure Statement and Affidavit, The web link for the Online EDS is <https://webapps.cityofchicago.org/EDSWeb>. At the end of the process, the system will generate a one page Certificate of Filing.

Upon completion of Online EDS, Respondent shall submit a copy of 2 documents with their proposal:

1) Certificate of Filing printed from system and 2) hardcopy of the executed [Exhibit 3, Online EDS Acknowledgement](#) form in lieu of hardcopy EDS forms.

Subcontractors may be asked, at the City’s discretion, to submit an EDS during the evaluation process.

5.3.4 Respondent's Corporate History

Respondent must provide a chronological history of mergers and/or acquisitions (if any) involving the Respondent and each legal entity comprising Respondent, including all present and former subsidiaries or divisions and any material restructuring activities, if applicable for the past five years. Include any such forthcoming actions, if such disclosure has already been made generally available to the public and is permitted by law.

5.3.5 Business License/Authority to do Business in Illinois

Respondent must provide copies of appropriate licenses or certifications required of any individual or entity performing the services described in this RFP in the City of Chicago, County of Cook and State of Illinois, for itself, its partners and its subcontractors, including evidence that Respondent is authorized by the Secretary of State to do business in the State of Illinois. Provide copies with the Proposal submission.

These requirements will vary depending upon the circumstances of each Respondent. See the Department of Business Affairs and Consumer Protection's (BACP) website for additional information: www.cityofchicago.org/businessaffairs

If required by law, Respondents are required to have an Illinois Business License. See the State of Illinois, Department of Business Services' website for additional information: [\(http://www.cyberdriveillinois.com/\)](http://www.cyberdriveillinois.com/)

Additionally, visit the State of Illinois' Division of Professional Regulation for information regarding the State of Illinois' Professional Certifications: <http://www.idfpr.com/DPR>

5.3.6 Legal Actions

Respondent must provide a listing and a brief description of all material legal actions, together with any fines and penalties, for the past 5 years in which (i) Respondent or any division, subsidiary or parent entity of Respondent, or (ii) any member, partner, etc., of Respondent if Respondent is a business entity other than a corporation, has been:

- a. A debtor in bankruptcy; or
- b. A plaintiff or defendant in a legal action for deficient performance under a contract or violation of a statute or related to service reliability; or
- c. A respondent in an administrative action for deficient performance on a project or in violation of a statute or related to service reliability; or
- d. A defendant in any criminal action; or
- e. A named insured of an insurance policy for which the insured has paid a claim related to deficient performance under a contract or in violation of a statute or related to service reliability; or
- f. A principal of a bond for which a surety has provided contract performance or compensation to an obligee of the bond due to deficient performance under a contract or in violation of a statute or related to service reliability; or

- g. A defendant or respondent in a governmental inquiry or action regarding accuracy of preparation of financial statements or disclosure documents.

The City reserves the right to request similar legal action information from Respondent's team members during the evaluation process.

5.3.7 Insurance

Prior to contract award, the selected Respondent will be required to submit evidence of insurance in the appropriate amounts. However, with its proposal, the Respondent is required to provide a statement on their company letterhead stating their agreement to meet all insurance requirements by the City.

The City of Chicago Insurance Requirements for contract award is outline below.

5.3.7.1 Workers Compensation and Employers Liability

Workers Compensation Insurance, as prescribed by applicable law, covering all employees who are to provide a service under this Agreement and Employers Liability coverage with limits of not less than \$100,000 each accident, illness or disease.

5.3.7.2 Commercial General Liability (Primary and Umbrella)

Commercial General Liability Insurance or equivalent with limits of not less than \$1,000,000 per occurrence for bodily injury, personal injury and property damage liability. Coverage must include the following: All premises and operations, products/completed operations, separation of insured, defense and contractual liability (not to include endorsement CG 21 39 or equivalent). The City of Chicago is to be named as an additional insured on a primary, non-contributory basis for any liability arising directly or indirectly from the work.

5.3.7.3 Automobile Liability (Primary and Umbrella)

When any motor vehicles (owned, non-owned and hired) are used in connection with work to be performed, Contractor must provide Automobile Liability Insurance with limits of not less than \$1,000,000 per occurrence for bodily injury and property damage. The City of Chicago is to be named as an additional insured on a primary, non-contributory basis.

5.3.7.4 Valuable Papers

When any media, data, records, reports, contracts, microfilm, microfiche and any other documents are placed in storage under this Contract, Valuable Papers Insurance must be maintained in an amount to insure against any loss whatsoever, and must have limits sufficient to pay for the re-creation and reconstruction of such records.

5.3.7.5 Property

The Contractor is responsible for all loss or damage to City property including the City records at full replacement cost while in Contractor's care, custody or control during storage. The City of Chicago is to be named as an additional insured and loss payee to any property policy of Contractor.

The Contractor is responsible for all loss or damage to personal property (including materials, equipment, tools and supplies) owned, rented or used by Contractor.

5.3.7.6 Additional Requirements

The Contractor must furnish the City of Chicago, Department of Procurement Services, City Hall, Room 403, 121 North LaSalle Street, Chicago, Illinois 60602, original Certificates of Insurance, or such similar evidence, to be in force on the date of this Contract, and Renewal Certificates of Insurance, or such similar evidence, if the coverages have an expiration or renewal date occurring during the term of this Contract. The Contractor must submit evidence of insurance on the City of Chicago [Insurance Certificate Form](#) or equivalent prior to Contract award. The receipt of any certificate does not constitute agreement by the City that the insurance requirements in the Contract have been fully met or that the insurance policies indicated on the certificate are in compliance with all Contract requirements. The failure of the City to obtain certificates or other insurance evidence from Contractor is not a waiver by the City of any requirements for the Contractor to obtain and maintain the specified coverages. The Contractor must advise all insurers of the Contract provisions regarding insurance. Non-conforming insurance does not relieve Contractor of the obligation to provide insurance as specified herein. Nonfulfillment of the insurance conditions may constitute a violation of the Contract, and the City retains the right to stop work/services until proper evidence of insurance is provided, or the Contract may be terminated.

The insurance must provide for 60 days prior written notice to be given to the City in the event coverage is substantially changed, canceled, or non-renewed.

Any deductibles or self insured retentions on referenced insurance coverages must be borne by Contractor.

The Contractor hereby waives and agrees to require their insurers to waive their rights of subrogation against the City of Chicago, its employees, elected officials, agents, or representatives.

The coverages and limits furnished by Contractor in no way limit the Contractor's liabilities and responsibilities specified within the Contract or by law.

Any insurance or self insurance programs maintained by the City of Chicago do not contribute with insurance provided by the Contractor under the Contract.

The required insurance to be carried is not limited by any limitations expressed in the indemnification language in this Contract or any limitation placed on the indemnity in this Contract given as a matter of law.

If Contractor is a joint venture or limited liability company, the insurance policies must name the joint venture or limited liability company as a named insured.

The Contractor must require all subcontractors to provide the insurance required herein, or Contractor may provide the coverages for subcontractors. All subcontractors are subject to the same insurance requirements of Contractor unless otherwise specified in this Contract.

If Contractor or subcontractor desire additional coverages, the party desiring the additional coverages is responsible for the acquisition and cost.

Notwithstanding any provision in the Contract to the contrary, the City of Chicago Risk Management Department maintains the right to modify, delete, alter or change these requirements.

In addition to these insurance requirements, see [Pickup and Delivery Response Times Delivery Section](#) for insurance required for delivery and pick up at City Hall.

6 Proposal Evaluation

6.1 Evaluation Process

An Evaluation Committee, which will include the representatives of 2FM, Cook County Bureau of Technology, and the Department of Procurement Services ("Evaluation Committee" or "EC"), will review and evaluate the Proposals, as described below.

In evaluating Proposals, the EC will first consider the completeness and responsiveness of the Respondent's Proposal. The RFP proposal evaluation process is organized into three phases:

- Phase I - Preliminary Proposal Assessment;
- Phase II - Proposal Evaluation; and
- Phase III - Site Visits, System Demonstration, and/or Oral Presentations (if necessary).

6.1.1 Phase I - Preliminary Proposal Assessment

Phase I will involve an assessment of the Respondent's compliance with and adherence to all submittal requirements requested in Required Proposal Content and Representations and Certifications Sections. Proposals which are incomplete and missing key components necessary to fully evaluate the Proposal may, at the discretion of the EC, be rejected from further consideration due to "Non-Responsiveness" and rated Non-Responsive. The City at its discretion may wave non-material omissions or provide an opportunity to cure.

6.1.2 Phase II - Proposal Evaluation

In Phase II, the EC will evaluate the extent to which a Respondent's proposal meets the requirements set forth in the RFP. Phase II will include a detailed analysis of the Respondent's qualifications, experience, proposed plan, preliminary Pricing Proposal and other factors based on the evaluation criteria outlined in the Evaluation Criteria Section of this RFP. The EC may also review any other information that is

available to it, including but not limited to information gained by checking references and by investigating the Respondent's financial condition.

The City reserves the right to seek clarification of any information that is submitted by any Respondent in any portion of its Proposal or to request additional information at any time during the evaluation process. Any material misrepresentation made by a Respondent may void the Proposal and eliminate the Respondent from further consideration.

The City reserves the right to enlist independent consulting services to assist with the evaluation of all or any portion of the Proposal responses as it deems necessary.

6.1.3 Evaluation Criteria

The Evaluation Committee will review the overall responsiveness and completeness of the Proposal with respect to the requirements outlined in this RFP and Respondent's Proposal using the following criteria (not necessarily listed in order of importance).

6.1.3.1 Professional and Technical Competence

- 6.1.3.1.1 Ability to provide the Services described in the RFP, including capacity to achieve the City's business goals, objectives and Scope of Services described in this RFP.
- 6.1.3.1.2 Professional qualifications and specialized experience of Respondent as a provider of document storage and related life cycle management, document destruction, document scanning, cloud storage and email archiving solutions and all related services for Municipal Government, on projects of similar scope and magnitude (e.g., specifically with respect to large organizations and government agencies).
- 6.1.3.1.3 Specialized experience of Respondent's key personnel and local availability of key personnel committed to the City account, to provide best in class customer support and service delivery.
- 6.1.3.1.4 Past and current performance of respondent on other contracts in terms of quality of services and compliance with performance expectation. The Evaluation Committee may solicit from current and/or previous clients including the City, other government agencies, or any available sources, relevant information concerning Respondent's record of performance.

6.1.3.2 Ability to provide the specified services and products

Set forth in the Pricing Proposal is a list of services and related supplies to be purchased by the City. The services described set forth the minimum specifications and capacity requirements that are necessary and sufficient for the daily operation of City departments. In reviewing the Respondent's ability to provide the specified services, the City will evaluate the following:

- 6.1.3.2.1 Lowest total cost;
- 6.1.3.2.2 Ability to provide an online comprehensive system that allows users to manage the City's records complete life cycle with full visibility into the process and inventory;

6.1.3.2.3 Ability to perform services specified in the Scope of Work Section of this RFP.

6.1.3.3 *Quality, comprehensiveness and adequacy of the proposal*

The Evaluation Committee will review each proposal for the Respondent's understanding of the City's business objectives and how these objectives may be best accomplished. Each Respondent will be evaluated on its overall service offering, pricing, contract oversight methodology, and approach to providing support services including:

- 6.1.3.3.1 Competitive pricing;
- 6.1.3.3.2 Prompt and efficient delivery and return services;
- 6.1.3.3.3 Robust service delivery strategy;
- 6.1.3.3.4 Customer centric approach to providing support services;
- 6.1.3.3.5 Performance Guarantees.

6.1.3.4 *Competitiveness of Pricing Proposal*

The City of Chicago is committed to utilizing taxpayer dollars efficiently reducing cost across all service areas, and streamlining service delivery, thus proposals will be evaluated on price competitiveness.

6.1.3.5 *Relevancy and quality of participation by MBE/WBE firms*

The City seeks an MBE/WBE Plan utilizing firms certified by the City of Chicago meeting the goals specified in [Section 5.2.8 of this RFP](#). Respondent's failure to submit MBE/WBE participation may be cause for disqualification.

6.1.3.6 *Legal Actions*

The EC will consider legal actions, if any, against Respondent and any division, subsidiary or parent company of Respondent, or against any member, partner, etc., of Respondent if Respondent is a business entity other than a corporation.

6.1.3.7 *Financial Stability*

The EC will consider the financial condition of Respondent. Respondent must be financially stable to ensure performance over the duration of the contract.

6.1.3.8 *Compliance with Laws, Ordinances, and Statutes*

The EC will consider Respondent's compliance with all laws, ordinances, and statutes governing the contract. See Online City of Chicago online [EDS requirements](#).

6.1.3.9 *Conflict of Interest*

The EC will consider any information regarding Respondent, including information contained in Respondent's Proposal, that may indicate any conflicts (or potential conflicts) of interest which might compromise Respondent's ability to satisfactorily provide the proposed services and supplies or undermine the integrity of the competitive procurement process. If any Respondent has provided any services for the City in researching, consulting, advising, drafting or reviewing of this RFP or any services related to this RFP, such Respondent may be disqualified from further consideration.

6.1.3.10 Respondent's acceptance of Sample Professional Services Agreement and Supply Terms

Respondent must indicate the degree to which it accepts the City's Sample [Professional Services Agreement and Supply Terms](#).

6.2 Selection Process

After the EC completes its review of Proposals in Phase II, it may submit to the Chief Procurement Officer and the Commissioner of the Department of Fleet and Facility Management (2FM) a recommended short list of Respondents (Phase III), or the EC may forego Phase III and submit a recommendation to select a Respondent, or a recommendation to reject any or all Proposals.

6.2.1 Phase III- Site Visit, System Demonstration, and/or Oral Presentations

If the EC submits a short list of Respondents for further review, then, in the sole discretion of the CPO, those short-listed Respondents may be subject to a site visit, system demonstration, and/or be invited to appear before the Evaluation Committee for an oral presentation to clarify in more detail information on what was submitted in Respondent's Proposal; and/or to ask Respondents to respond to additional questions. Afterwards, the EC will make a final evaluation of the Respondents and submit its recommendation to the Commissioner of 2FM. Such recommendation may be to enter into negotiations with only one Respondent or may be to enter into negotiations with more than one Respondent.

Upon receipt of the EC's recommendation, the Commissioner of 2FM submits a decision (concurrence, rejection or modification of the EC's recommendation) to the Chief Procurement Officer. The Chief Procurement Officer shall then consider the Commissioner's recommendation and exercise her authority to either notify the Respondent(s) to enter into contract negotiations or reject the recommendation and offer alternate options.

The City will require the selected Respondent[s] to participate in contract negotiations. In order to award a contract that represents the best value to the City, as determined by the Commissioner and the Chief Procurement Officer, the City reserves the right to enter into concurrent competitive price negotiations with one or more qualified Respondent(s). The City's requirement that a selected Respondent negotiate is not a commitment by the City to award a contract.

The City reserves the right to terminate this RFP solicitation at any stage if the Chief Procurement Officer determines this action to be in the City's best interest. The receipt of Proposals or other documents will in no way obligate the City of Chicago to enter into any contract of any kind with any party.

7 Additional Details of the RFP Process

7.1 Addenda

If it becomes necessary to revise or expand upon any part of this RFP, an addendum will be sent to all of the prospective Respondents that submitted their contract information to:

bidandbond@cityofchicago.org

The City will make the list of vendors that provided their electronic contact information available prior to the Proposal due date. Prospective Respondents are automatically listed when they send the contact information to the email above. Each addendum is incorporated as part of the RFP documents, and the prospective Respondent must acknowledge receipt.

Respondents are solely responsible for acquiring the necessary information or materials from the DPS Website.

The interested vendors list and any addenda are available via the Department of Procurement website:

<http://www.cityofchicago.org/bids>

7.2 City's Rights to Reject Proposals

The City of Chicago, acting through its Chief Procurement Officer, reserves the right to reject any and all Proposals that do not conform to the requirements set forth in this RFP; or that do not contain at least the information required by [Section 5](#). If no Respondent is selected through this RFP process, then the Chief Procurement Officer may utilize any other procurement method available under the Municipal Purchasing Act and the Municipal Code of Chicago, to obtain the services and supplies described here.

7.3 No Liability for Costs

The City is not responsible for costs or damages incurred by Respondents, member(s), partners, subcontractors or other interested parties in connection with the RFP process, including but not limited to costs associated with preparing the Proposal and of participating in any conferences, site visits, product /system demonstrations, oral presentations or negotiations.

7.4 Prohibition on Certain Contributions – Mayoral Executive Order No. 2011-4

Respondents to this RFP are required to adhere to [Mayoral Executive Order No. 2011-4](#) available on the City's Website.

7.5 False Statements

Respondents to this RFP are required to adhere to the [Chicago False Claims Act](#) including the 1-21-010 False Statements, 1-21-020 Aiding and Abetting, and the 1-21-030 Enforcement Act subsections.

7.6 Participation by Other Local Government Agencies

Other local government agencies may participate on a contract(s) stemming from this solicitation. This provision will only apply if the participating government agency and the Contractor(s) can reach agreement on all terms and conditions. Other participating agencies will enter into their own contracts for all goods and services directly with the Contractor. Participation by other agencies shall have no adverse effect on any other agency participating purchasing off of a contract awarded pursuant to this solicitation. No government agency will be responsible for any obligation due to or from any other agency to or from the Contractor(s), with respect to contracts entered into by those other government agencies. No government agency will be liable for the acts or omissions of the any other agency.

Examples of Local Government Agencies (Sister Agencies) are: Board of Education, Chicago Park District, City Colleges of Chicago, Chicago Transit Authority, Chicago Housing Authority, Chicago Board of Elections, Metropolitan Pier and Exposition Authority (McCormick Place, Navy Pier), and the Municipal Courts.

7.7 Ownership of Documents

All required submittals including but not limited to work products, materials, documents, and reports, if any, described in this Proposal, will be the property of the City. Respondent will be responsible for any loss or damage to the documents while they are in its possession and any such document lost or damaged will be restored at the expense of the Respondent. If not restorable, the Respondent will be responsible for any loss suffered by the City on account of such destruction. Full access to all finished or unfinished document, data, studies and reports to be prepared by Respondent hereunder during the performance under the awarded contract will be available to the City during normal business hours upon reasonable notice.

Exhibit 1

1. Scope of Work

The City of Chicago in collaboration with Cook County seeks proposals from interested Respondents that can provide records storage and related records management services. The required services are described in greater detail in the following sections.

1. Records storage (physical) and related life cycle services.
2. Destruction Records of Convenience.
3. Tape storage and rotation services.
4. Records storage (electronic) and related life cycle services.
5. Email backup and retrieval and related services.
6. Document scanning and related services.
7. Online system.
8. Proactive monitoring of the City of Chicago account, and
9. Value added services and solutions.

The City reserves the right to negotiate a fixed rate with the selected Respondent for any service or supply.

The City acknowledges Respondent may offer products or services it wishes the City to consider as part of its proposal, which differ from the minimum requirements identified in this RFP. Respondent may propose these services or products if they are submitted in addition to specifications the City has identified.

As outlined in the [Overview](#), “the City” is used interchangeably with the City, the County, or the City and County. Even though the [Current State Section](#) describes the City of Chicago’s process, and the Scope of Work Section provides mostly City’s volumes, this section applies to both the City and the County.

1.1 Records Life Cycle Storage and Management (Physical)

The City currently stores approximately 370,000 cubic feet of paper records with an annual growth rate of approximately 27,000 cubic feet. Approximately 15,000 cubic feet of these records are destroyed annually. The City monitors the life of these records in a combination of system and manual steps, as defined in the Current State Section. For the purposes of this RFP, standard physical records include, but are not limited to paper records, microfilm, or microfiche.

1.1.1 Records Management

- 1.1.1.1 Respondents are required to describe their online system capabilities to electronically capture the information required to process document management and destruction (see [Online System Section](#)).

- 1.1.1.2 Respondents must provide a detailed description of their capacity to manage the complete records' life cycle including storage, oversight, and destruction based on varying handling and retention schedules. This description should include:
 - A. Materials required;
 - B. Description of records transportation procedures;
 - C. Description of types of storage available.
- 1.1.1.3 Respondent is required to become familiar with 2FM's process to meet the Local Records Act of the State of Illinois ([50 ILCS 205](#)) with respect to public records.
- 1.1.1.4 Respondents must provide a detailed description of their document destruction process in alignment with the City's Current State section, but providing recommendation to improve the process. The City is requesting proposals from vendors that can electronically capture the information required to process document management and destruction.
- 1.1.1.5 Recommended document destruction plan must include a detailed methodology that takes the following into account:
 - a. Process to track data/devices/paper life cycle;
 - b. Process to estimate cost and invoice for data destruction;
 - c. Process to automatically alert key stakeholders on upcoming destruction dates;
 - d. Plan for data destruction, including security measures and procedures;
 - e. Approval and signoff process adhering to the City's described process in the Current State Section including:
 - i. Certificate of Data Erasure;
 - ii. Destruction Affidavit;
 - iii. Destruction Receipt.
- 1.1.1.6 Respondent must describe their procedure to store historic document or fragile documents and related cost following industry standards/ best practices.
- 1.1.1.7 Respondents must be familiar with the [5 ILCS 160/ Illinois State Records Act](#).
- 1.1.1.8 From time to time, typically resulting from Legal action or emergency requests, the City may request retrieval of a single box from storage. Respondents are expected to disclose all costs associated with retrieving one single box or multiple boxes. This should be reflected and stated in the pricing proposal.

1.1.2 Pickup and Delivery Response Times

- 1.1.2.1 Respondents must adhere to the City's standard hours of operation, 7 a.m. to 7 p.m. Monday through Friday.
- 1.1.2.2 Respondents must provide their standard pickup and delivery practices and response times using the table in the current state section as the baseline, and inserting their recommended pickup and delivery times and modifying the language as necessary.
- 1.1.2.3 Respondents can provide their own delivery and pickup strategy format, as long as it clearly provides cost effective process. The City reserves the right to request revised delivery and

pickup strategy tables/formats, if Respondent's information is significantly different from other responses or unclear.

- 1.1.2.4 Respondent must provide the most effective and economically feasible strategy to service City departments. Respondents are required to provide details on their delivery and pickup approach, clearly showing improvement areas.
- 1.1.2.5 Respondent must specify in the pricing proposal any additional delivery fees for deliveries at times other than that specified in the table in the Current State Section.
- 1.1.2.6 In some situations, operational changes may require the City to upgrade or downgrade an earlier pickup or delivery request to a different category. The Respondent must describe the process to make the requested adjustment(s) and specify in the pricing proposal the additional fees if any.
- 1.1.2.7 Business hours vary by department. The Respondent must make all pickup and deliveries within at least one-half hour in advance of the scheduled opening and closing time for the respective facility/department.
- 1.1.2.8 Respondent's authorized delivery driver shall be required to make deliveries and pickups to locations specified on the work order. All drivers must be uniformed and have proper identification to include a valid driver's license, and current company identification badge. Trucks or vehicles may be subject to inspection by a City of Chicago Security Officer or authorized City personnel before entering any City facility.
- 1.1.2.9 Note that the City Hall and the Daley Center have unique [dock access form](#) available at the DPS website. In addition a certificate of insurance must be on file with the building management office MB Real Estate Services, LLC room 1203. [See a copy of the Daley Center's insurance policy limits](#) on the DPS Website.

1.1.3 Records Center Structural and Management Requirements

For all storage areas containing City Records under the terms of this RFP, the Respondent must meet the minimum requirements stated below. Note that storage facilities may be subject to inspection by the Chicago Fire Department, the Department of Buildings, 2FM, or any of the various Using Departments to insure compliance.

- 1.1.3.1 The Respondent must describe its pest control program for the storage area(s) where City records are kept to prevent and/or eliminate any pest infiltration at the Contractor records center. In addition, Respondent must specify procedures to address potential infestations, communication to 2FM, and damage restoration when appropriate.
- 1.1.3.2 The Respondent must provide a separate area for any records identified as having been contaminated by hazardous materials, infiltrated by insects, or exhibiting active mold growth (see Damage Restoration).
- 1.1.3.3 Environmental controls for all paper-based records must provide a stable, constant environment, and appropriate ventilation, according to industry standards.

- 1.1.3.4 Respondents must adhere to all City of Chicago's codes and regulations as set forth by the Chicago Fire Department, Department of Buildings, and all other regulatory City departments with respect to facility standards for fire prevention.
- 1.1.3.5 Respondent must provide a description or link to its contingency planning process and disaster recovery plan, including the revision schedule.
- 1.1.3.6 Respondent must make available through its online system, at all times, to City's authorized users the locations where the City's property has been stored/housed, including new storage. Authorized users will be defined in coordination with 2FM.
- 1.1.3.7 Respondent must describe their privacy and security controls during records transportation and at the records center, as well as the system for monitoring access into the records center.
- 1.1.3.8 Respondent must describe their temperature controls according to best industry standards, and describe the records that will be stored in a temperature controlled environment / vault environment. Response must align with the Authority on Managing Records and Information ([ARMA](#)) specifications.

The City reserves the right to add and/or delete types of documents and records to be stored, or move records or documents between storage areas as required, during the Agreement period.

1.1.4 Transition Services

1.1.4.1 Transition in Plan

The City intends to award a contract, or contracts, resulting from this RFP based on the requirements outlined throughout the document. If the process results in the award of contract(s) to vendor(s) other than the incumbent, such vendor(s) will be required to transition existing records from the incumbent's sites. Therefore, the City is requesting a detailed description and cost to complete such transition services. City records that are eligible for transition may be located in up to 15 different addresses within 30 miles from City Hall. Respondents are required to address the following requirements:

- 1.1.4.2 Provide a detailed description of how your team will transition approximately:
 - a. 260,000 cubic feet in records currently eligible for transition to a new location, which excludes documents eligible for destruction; or
 - b. 370,000 cubic feet in records currently eligible for transition to a new location including approximately 110,000 cubic feet that are eligible for destruction;
- 1.1.4.3 Provide a description of how existing files/boxes will retain the same numbering system;
- 1.1.4.4 Provide pricing details and/or incentives in the pricing proposal (e.g. availability of free transition services);
- 1.1.4.5 Provide reference to previous experience relevant to the transition of large volumes to new locations;
- 1.1.4.6 Also provide pricing and details to transition approximately 4,800 cubic feet (4,000 1.2 c/f boxes) of storage currently located at the Department of Aviation.

- 1.1.5 Provide a recommended approach and one-time cost (in the pricing proposal) for the destruction of approximately 110,000 cubic feet of records currently stored at the incumbent's site and eligible for destruction.

1.1.5.1 Transition out Plan

If the Selected Respondent is no longer needed to provide services, the City will notify the Vendor in writing and within 60 days the vendor will develop a transition out plan. Any given transition out activity should be done in a rapid and cost effective manner with minimal impact to business owners.

This phase will yield the following tasks:

1. Finalize Transition-Out Plan
2. Retire documents/data as required
3. Return information/data to City if required

The deliverables produced are:

1. Final Transition-Out Plan
2. Retired and archived applications/data
3. Support responsibilities for application if required
4. Final documents (for example, SLA)
5. Vendor wrap-up report including data transferred

1.1 Online System

The City of Chicago would like to understand Respondents' standard online account management system capabilities, either directly or through any partnerships or alliances, that would satisfy the City's aforementioned needs and may possibly provide additional robust functionality. If so please provide description of system functionality and a list of current clients utilizing this system. If the City or County would incur any costs from using this system, the Respondent must include all related cost in the "Other Cost" tab in the Pricing Proposal.

The City of Chicago is requesting proposals from respondents that provide robust, secure, user friendly online account management systems as part of their service offering. As part of their response, Respondents must specify related disaster recovery and business continuity plans.

The City of Chicago owns FileNet and SharePoint. Vendors are encouraged to leverage these tools to automate the internal process, hopefully integrating with the Respondent's system. Vendor's interested in doing such work may propose their approach and timeline to configure any of these tools. The use of these tools is optional.

The City is seeking Respondents with online systems capable of at a minimum allow authorized City of Chicago employees to:

1.1.1 Route the Service Request Approval Process as follows:

1. Department authorized agents initiates request (Liaison or Designated Contact Person)
2. Request is submitted to authorized agents (Department Liaison) to approve/deny request
3. Approved requests are forward to user department's to approve/deny request

1.1.2 Automatically capture date restrictions, e.g. preschedule pickups and deliveries by location and time, capturing the following data::

Data Required Fields for placing orders: (Pickup and Retrievals)
1. Department Name/Department ID
2. Address
3. City, State and Zip Code
4. Department Authorized Agent's Name (Liaison)
5. Department Authorized Agent's telephone number
6. Special Instructions to driver:
7. Allow a minimum of 3 email confirmations
8. Multiple Orders (yes or no)
9. Total Number of Floors
10. Schedule Delivery /Pickup in accordance with requirements
11. Service Type
12. Box numbers only for certain service types
Required fields for each Floor
Floor Number
Room Number
Contact Person
Contact Person's telephone number
Second Contact Person
Second Contact telephone number
Bureau/Division
Billing Department ID
Total box count for pickup/delivery

1.1.3 Capture multiple box numbers. Historically boxes may have more than one number.

1.1.4 Capture the following Box Description Data

Data Required Fields for New Storage
1. Customer ID
2. Department Name
3. Department Bureau/Division
4. Department ID (cost center)
5. Box Number (automatically populate and printable matching label)
6. Date Range From and To
7. Create Date
8. Destruction Date – 3 drop down options:
1. destruction date
2. Permanent , and

3. * 12/31/9999
9. *Item # (state)
10. *Major Description (state)
11. Minor description
12. Ability to further build box profile, using a log sheet methodology
*Similar to Hold Codes, linked to a Temporary Record Codes drop down options (i.e., record retention not on file, files need to be transferred to Human Resources, federal retention, etc.). ** Ample time to complete data entry, e.g. similar to bookmark (leave desk and return to finalize/process request)

- 1.1.5 Manage their records life cycle, search, and order services from a predefined list with associated government contract preferred prices;
- 1.1.6 Obtain real-time account reports for services and supplies obtained during the life of the contract, (e.g. ability to review historical information) including, but not limited to, the following information:
 - a. Existing and new record volumes (by cubic feet and boxes);
 - b. Average rate of volume increase per month and year (citywide and by department ID);
 - c. Types of records, volumes, services and related costs;
 - d. Records owners and retention schedules;
 - e. Location of all records (physical addresses);
 - f. Annual fixed cost, if any;
 - g. Upcoming destruction of records and hold codes;
 - h. Details on all requests, work orders, retrievals, re-files, withdrawals, destroyed records, pick-ups and deliveries;
 - i. Activity Reports by address with department name, Department ID, work order number, order type, service level, requestor name, and volumes, such as, pickups, deliveries, box count, box size;
 - j. Allow to obtain data reports from start to end of life cycle;
 - k. Records checked out from record center (citywide and by department ID);
 - l. Records destroyed (citywide and by department ID);
 - m. Records permanently removed from record center (citywide and by department ID);
 - n. Shredding requests (citywide and by department ID);
 - o. Environmental recycling impact report for destruction services.
- 1.1.7 Allow authorized users to place service requests;
- 1.1.8 Allow designated City of Chicago personnel to be assigned as approvers for all service requests;
- 1.1.9 Record requesters and approvers for each order;
- 1.1.10 Record authorized user names after each approval (and reflecting approver's name in all invoices);
- 1.1.11 Prevent users from placing service requests without a retention schedule;

- 1.1.12 Allow designated City of Chicago personnel to be assigned as system administrators to manage and monitor usage;
- 1.1.13 View itemized costs such as currier costs, destruction cost, permanent records costs, type of permanent records and related costs;
- 1.1.14 View paid and outstanding services provided throughout the life of the contract;
- 1.1.15 Supplement online system services with direct telephone customer support;
- 1.1.16 Drill down, search and query the online system for at minimum, but not limited to the following data fields.

Data Requirements Table 1

All Departments	
1.	Originator of the document/request
2.	Liaison and designated contact person name
3.	Type of service rendered
4.	Bar code – on the box- for CDPH is also per file.
5.	Work order number
6.	Department ID
7.	Department, bureau, and division if applicable
8.	Major description of contents of boxes (not less than 40 character unit space)
9.	Minor description further detailing box contents (not less than 40 character unit space)
10.	Destruction eligibility date
11.	Status (permanent and hold)
12.	Date sent to storage
13.	Number of boxes in a related group
14.	Previous vendor box numbers (if any)
15.	Date range of documents in box
16.	Internal box numbering systems
17.	Record code and/or justification code
18.	Hold code
19.	Submitter name
20.	Name of city employee who signed for pickup and delivery service, with phone number, date of submission, and flexible fields.
Legal Department	
1.	Case caption
2.	Case number
3.	Originator of document
4.	Flexible description field
Department of Public Health	
1.	Patient name
2.	Patient Date of birth
3.	Record number
4.	Patient ID
5.	Clinic location

Integration with City and County e-procurement systems is out of scope at this time. However, the City and County are currently defining the requirements for their upcoming e-procurement systems and said systems are scheduled to go live within the life of this contract. Therefore the City is requesting references of integration with client procurement and financial systems, but integration is not required at this time. The City and County plan to assess integration of vendor systems with their new e-procurement system as soon as implementation planning begins. The City currently uses Oracle Financials and the County plans to implement an ERP system during the life of this contract. Please provide the following information that represents Respondents system's integration capability:

- 1.1.17 Client references, including contact name, telephone and email address;
- 1.1.18 Describe your system's options for electronic enablement;
- 1.1.19 Standard industry functionality for service catalogs such as interfacing and alignment with the City's e-purchasing needs and requirements developed free of charge by Respondent. It must contain, at a minimum, all services and files under the contract;

Note that the City will be the owner of the described online system and the information contained within its database.

1.2 Destruction Records of Convenience

Records of Convenience refer to records that the City may elect to destroy (by shredding or other destruction methods), from time to time, onsite or offsite, on a per-project-basis. These records may at times be of highly sensitive nature. The City destroyed approximately 300 tons of paper during 2011. Respondents are required to provide a detail description of their onsite and offsite document destruction approach as follows:

- 1.1.20 Provide a detailed description of their onsite/offsite document destruction and recycling approach and methodology;
- 1.1.21 Provide details on their procedure to destroy highly sensitive records (e.g. HIPPA);
- 1.1.22 Provide the appropriate prices, including related services and transportation cost if any, in the pricing proposal;
- 1.1.23 Provide detailed process and equipment required for all available document destruction options including, but not limited to;
 - a. Special secure consoles (if prices apply, provide details in the pricing proposal).
 - b. Shredding
 - c. Incineration
 - d. Disintegration
 - e. Pulverization.

Submit proposals that clearly describe document destruction best practices;

- 1.1.24 Identity the benefits of a destruction method over another, and describe the recommended approach to minimize cost impact.
- 1.1.25 Recommended document destruction plan must include a detailed methodology that takes the following into account:
 - a. Process to track consoles/devices, if any;

- b. Process to estimate cost and invoice for data destruction;
 - c. Process to coordinate destruction with the 2FM and other User Departments;
 - d. Security measures and procedures;
 - e. Multi-tier pricing structure with clearly define destruction volumes (in the pricing proposal).
- 1.1.26 Approval and signoff process adhering to the City's internal requirements.
- 1.1.27 Respondent should provide a sample Destruction Affidavit following the minimum set of data requirements.

1.2 Tape Storage and Rotation Services

The County and the City currently use services to rotate and store approximately 320 tape containers from approximately 15 different departments/bureaus. The City rotates no more than 3 tapes per week (1 container) and provides tapes for disaster recovery exercises twice a year. The County currently has four central locations for container pick up. Standard delivery services are Monday through Friday. The average volume of containers leaving each site daily can range from 5 to 10 containers. Respondents are required to:

- a. Specify the types of rotation and storage methods offered;
- b. Describe multi-tier benefits structure (e.g. tapes vs. containers);
- c. Pickup and delivery process;
- d. For all activities provide details in the pricing proposal;
- e. Specify any additional costs for holiday pickup or special delivery services.

1.2.1 Special Tape Storage Scope

- 1.2.1.1 In addition to the scope described above, the City currently houses approximately 100 old tapes located on premise. The City wishes to destroy these tapes. Respondents must provide their methodology and pricing (in the pricing proposal) to destroy these tapes.
- 1.2.1.2 The Office of Emergency Management and Communications (OEMC) has the following specific Media Storage Requirements:
- a. CAD System Digital Linear Tapes ("Daily Backup Tapes") - The Computer Aided Dispatch system records phone/voice messages of 911/311 call takers and dispatchers on Digital Linear Tapes. Approximately 40 tapes are stored in one 1.2 – 1.8 cubic feet sized box;
 - b. Magnetic Optical Disks - The voice logging system is backed up on magnetic optical disks. One disk contains 30 days of voice logging content. Disks are stored in approximately 1.2 – 1.8 cubic feet sized boxes;
 - c. Current Media Storage Volumes (approximate volumes only):
 - i. 20 cubic feet of media in approximately 17 boxes ready to send to storage.
 - ii. 2.4 additional cubic feet of media storage consisting of 1-2 boxes of varying sizes is sent to storage per month.
 - iii. 2.4 cubic feet of media consisting of 1-2 boxes are re-filed on a monthly basis.

- 1.2.1.3 OEMC also has the following specific rotation service needs:
- a. Rotations that allows for media to be returned automatically to OEMC on a pre-set 30 day schedule. Rotation Services are not to be confused with Regular Pick Up services. Approximately 2.4 cubic feet of media consisting of 1-2 boxes are rotated / retrieved on a monthly basis.
 - b. Vaulted Permanent Storage - Approximately 80 cubic feet of media consisting of 68 boxes are to be permanently stored in a vault.
 - c. Secured & Special Storage Requirements - OEMC requires permanent retention and vaulted secure offsite media storage services for various sensitive media. Storage must be equipped with fully functioning anti-intrusion control.
 - d. Rush / Emergency Requests of Vaulted Media Items - The selected Respondent must be capable of providing "Same Day" retrieval services 24/7 Monday – Sunday. Upon on-line or faxed request, delivery is expected within 3 hours ("Rush") of request during standard/non-standard business hours. OEMC anticipates two to three "Emergency" "Rush" requests per month to retrieve stored media.

1.3 Records Storage (Electronic)

The City and the County seek internet-based backup services for their protected data on server platforms, and restore and recovery of protected data upon request. The County has an estimated storage volume of approximately 5000 GB, in 32 servers. The County currently uses data protection and storage cloud services, while the City provides these services in house.

City and County require responses with complete, end-to-end electronic storage solutions that provide the capability to:

- 1.3.1 Backup or replicate all critical data mainly in the cloud but including,
 - a. Onsite bulk data backup if necessary (device backup to deliver to a remote data center),
 - b. Network Attached Storage;
- 1.3.2 Backup and restore securely, reliably, instantly,
 - a. Backup using best practice models,
 - b. Automatically conduct "Hands-Free" continuous backups;
- 1.3.3 Recover data real-time;
- 1.3.4 Restore data rapidly,
 - a. Internet restores based upon request,
 - b. Restore single document (current or previous version) or entire system,
 - c. Define other ways to rapidly restore;
- 1.3.5 Access data as needed for,
 - a. Research or legal actions,
 - b. Archive prior to destruction,
 - c. Report data that can help the organization understand and forecast cost; and,
- 1.3.6 Provide complete disaster recovery services.

Respondents must provide detailed descriptions of how their solutions address the requirements above and detailed pricing on the pricing proposal.

1.4 Email Storage

The City and County currently host their Microsoft Exchange data in-house. The County is specifically interested in identifying vendors that provide internet-based email backup (archiving) and recovery services for their protected data on the Microsoft Exchange environment. The County has an estimated email storage volume of 10 Terabytes.

Respondents should provide proven email archiving solutions that address the following business requirements:

- 1.5.1 Comprehensive email data protection and recovery services for a Microsoft Exchange environment ;
- 1.5.2 Administrative tools and dashboards to identify and mitigate bottle necks including management of active and inactive emails;
- 1.5.3 Robust search and query capability;
- 1.5.4 Legal research or litigation support tools;
- 1.5.5 Email retention policy tools;
- 1.5.6 Robust security to prevent unauthorized, accidental or intentional access or removal;
- 1.5.7 Online access to view, research, and restore single emails, entire inboxes, departments and/or entire Exchange environment;
- 1.5.8 Reporting tools to provide full visibility into the archived file, its life cycle and its destruction schedule and process; and,
- 1.5.9 Content controls that enable administrator and management to identify internal trends potential risks, bottlenecks, and other content control metrics.

1.4.1 Approach

This section applies to both Email Storage (archival) and Record Storage (electronic).

The response should include a detailed description of the implementation approach, highlighting onsite and offsite activities, and including at minimum:

- 1.4.1.1 Methodology Overview – include diagrams and schematics
- 1.4.1.2 Project plan and timeline
- 1.4.1.3 Planning and staging
- 1.4.1.4 Configuration – include onsite devices required
- 1.4.1.5 Implementation/Migration
- 1.4.1.6 Knowledge transfer and training
- 1.4.1.7 Support and monitoring
- 1.4.1.8 Disaster recovery procedure

1.4.2 System Solution

This section applies to both Email Storage (archival) and Record Storage (electronic).

Respondents must provide a detailed description for the components of the proposed solution. Provide diagrams depicting all proposed logical and physical models, expected interfaces, network infrastructure, and other key elements that will help the City and County to better understand the proposed solution. The Respondent should provide details on the solution for:

- a. Total data management (storage, protection and destruction)- Servers;
- b. Total email management (storage, protection and destruction)– Exchange.

For each of the options above, describe the following:

- 1.4.2.1 Proposed Software Solution and components/modules
- 1.4.2.2 Solution Environment
- 1.4.2.3 Integration Requirements
- 1.4.2.4 Network Requirements
- 1.4.2.5 System Security Requirements

1.4.3 Service Levels Requirements

This section applies to both Email Storage (archival) and Record Storage (electronic).

Priority Rating	Description	Corrective Action Time Frame
Critical	Customer's system or Service is down and inoperable in a production environment. All work has stopped and the situation is causing a critical impact to the Customer's business operations and productivity. No work around is available.	Immediate phone acknowledgement or response by the Level 1 Technical Support Center for phone inquiries; within one hour for incidents escalated to the Level 2 Technical Support Team during Business Hours; within 1 hour for incidents escalated to the Level 2 Technical Support Team during non-Business Hours.
Serious	Customer's system or Service is notably limited or degraded in a production environment. The situation is causing a significant impact to certain portions of the Customer's business and productivity. No work-around is available.	Immediate phone acknowledgement or response by the Level 1 Technical Support Center for phone inquiries; within one hour for incidents escalated to the Level 2 Technical Support Team during Business Hours
Minor	Problem encountered in a production environment; irritant; minimal impact to business operation; localized or isolated impact; operational nuisance; documentation errors. Business is not severely impacted.	Within 8 hours: Business Hours.
Routine	General questions; requests for enhancements; information needed in a production environment	Within two (2) day response time; Business Hours.

In support of the above service levels, the Respondent shall provide the following troubleshooting and problem resolution services:

- 1.4.3.1 Live-Voice Response - The live-voice response to the first phone call by technical staff, who will assign the priority rating stated by the City/County for the call and may attempt to solve the problem over the phone, via voice or secure remote access;
- 1.4.3.2 Resolution within Timeframes - The problem call shall be resolved within the corrective action timeframes defined above in accordance with the corrective-action timeframes designated for the priority ratings. When the Respondent initiates a call back by the appropriate technical staff, the call back must be made within one (1) hour of the County/City's first phone call to the Respondent's central point of contact;
- 1.4.3.3 Escalation Procedures - The Respondent shall provide and utilize escalation procedures to resolve problems. If the Respondent's technical staff cannot resolve the problem during the first phone call, they must escalate the problem, and in agreement with the County/City, either have the appropriate technical staff contact the County/City by phone within one (1) hour or be on-site at the City user's office within two (2) hours of the first phone call;
- 1.4.3.4 Tracking and Reporting on Calls -The Respondent shall track all calls made to the central point of contact. The Respondent shall keep a record of each problem call and give access to this log to designated County/City personnel;
- 1.4.3.5 The Respondent shall provide real time online reports to allow designated County/City personnel to view details on the current status of all problem calls;
- 1.4.3.6 Access to Support Personnel - The Respondent shall have immediate access to their technical support personnel so that the required technical support personnel may be contacted regardless of location.

1.5 Document Scanning

The City currently scans approximately 625,000 pages a year into the Edge System. Some of these files are then sent to the City's storage location. The Edge system is being retired and all new scanned files are widely expected to go into FileNet. In addition to FileNet, the City also uses SharePoint as an alternate document management solution and owns sophisticated high-volume document scanning equipment.

In the future the City would like to leverage online access to scanned images to mitigate the use of physical space storage limitations (whenever law permits). Respondents must provide a detailed response to the requirements below, reflecting innovative ideas to help the City achieve an ideal state.

- 1.5.1 For all scanning, regardless of the system, Respondents must provide an approach to:
 - a. Onsite document scanning
 - b. Offsite document scanning
- 1.5.2 Respondents must include their quality assurance process.

- 1.5.3 Respondents are encouraged to provide details on their approach to scanning into an existing system and are strongly encouraged to also include their approach to scanning into their own system solutions, as long as the scanned documents can be accessed via a web based solution.
- 1.5.4 The following depicts the existing scanning process. Respondents are required to provide details on their approach to process documents for scanning, clearly showing improvement areas.
- a. Receive documents to be scanned from department locations
 - b. Prepare documents for scanning (staple removal, staging, etc.)
 - c. Scan and index document (apply any required metadata)
 - d. Perform quality assurance on each document
 - e. Transport scanned documents from the Proposer's location back to the department locations (this department typically arranges for storage with the City's storage vendor)
 - f. Track and report the location of all documents

1.6 Proactive Monitoring of the City and County Account

For the term of the awarded contract, the awarded Respondent will assign the City, free of charge, a named local Account Manager and local Sales and Support Team who will have the responsibility of establishing adequate communication processes, determining needed systems/tools, defining service goals, documenting current processes, and establishing methods for managing the overall relationship. Such team will be responsible for, but not limited to the following:

- 1.6.1 Process improvements - Respondent will maintain ongoing communication with the City and County regarding continuous improvement methodologies developed by Respondent. The communication will be part of the overall formula for the City satisfaction and will be provided in written format;
- 1.6.2 Technical support services;
- 1.6.3 Order processing;
- 1.6.4 Forecast coordination;
- 1.6.5 Project management;
- 1.6.6 Setting contract performance expectations and key performance indicators, in conjunction with 2FM;
- 1.6.7 Facilitating access to electronic reports in alignment with performance indicators;
- 1.6.8 Maintaining high service performance and continuous communication with the City.
- 1.6.9 The City will rate performance on a scorecard and provide feedback on Respondent's performance during quarterly meetings. Respondent must address low scoring performance areas and provide written documentation on processes implemented to address poor performance. Respondent's actions to address low scoring performance will immediately follow notification from the City. Respondent must use best efforts to improve performance before next quarterly meeting with the City. Respondent is required to provide a sample quarterly report addressing the following minimum contract performance metrics:

- a. Overall Customer Satisfaction – Respondent must provide its approach to capturing and reporting customer satisfaction;
 - b. Project based performance – for example, satisfaction with the process of implementing special projects, such as a request for one-time document destruction or scanning of a set of documents for access online;
 - c. Flexibility and availability of the online system, including user friendliness, alerts, controls, etc.;
 - d. Reporting and Invoicing transparency including the ability to see purchase details, access to real-time County/City’s purchasing records, ability to view price comparison for both agencies;
 - e. Continuous price competitiveness as compared to market prices and service levels;
 - f. Tangible results from Respondent’s effort to help the City identify ways to reduce total cost to manage records. E.g. respondent provides suggestions for accessing document with pricing options for varying retrieval methods to assist City in determining any costs advantages/benefits associated with each;
 - g. Process improvements – assistance in identifying, vetting and implementing process improvements with respect to the purchase of services and supplies provided through this contract;
 - h. Overall support of the account;
- 1.6.10 The City reserves the right, based on Respondent’s performance, to request the replacement of individuals(s), including the account manager supporting the account, during the award term. Respondent is required to immediately, but no more than ten (10) business days, replace the identified personnel, upon notification by the City or the County.
- 1.6.11 Persistent poor performance may subject Respondent’s contract to termination by the City and County.
- 1.6.12 Providing electronic invoicing following industry standard submission parameters. The City and County require Respondents to meet these minimum invoicing requirements:
- a. Invoices should not overlap between months (for instance, from April 10th to May 9th), but rather, should only include services rendered and materials purchased from the 1st day through the last day of a calendar month. A separate aging report is appropriate.
 - b. Invoices must include supporting attachments with monthly department or sub-accounts worksheets, and an account department summary sheet which shows sub-total and grand total.
 - c. Respondents must **provide a sample invoice** and work with the City to generate an invoice format that at minimum includes the following information:
 - i. Type of services rendered,
 - ii. Contact name;
 - iii. Invoice number;
 - iv. Invoice date;
 - v. Work order number;
 - vi. Box/Record number(s);

- vii. Date of service;
 - viii. Commodity code;
 - ix. Cost per line item listed;
 - x. Description of service rendered;
 - xi. Quantity, unit of measure, per unit rate and total dollar amount;
 - xii. Detailed cost for supplies, delivery services and any other cost;
 - xiii. monthly expenditure for record storage and shredding citywide and by department ID
 - xiv. Contractor must establish a main account 2FM and a sub account for each User Department. Sub accounts can only be created upon approval from 2FM. The City will not be obligated to pay for any services requested and provided by the Contractor unless an account has been authorized in writing by 2FM. No invoices may be sent to 2FM unless there is an approved sub account on the invoice.
- 1.6.13 Respondent must submit evidence of their system's functionality including, sample invoices services tracking log, or any other sample forms and reports required to effectively monitor this account. Respondent must provide links to demonstrate its capabilities.
- 1.6.14 Strong customer support emphasis to address day-to-day operation inquiries such as recording and billing that will keep the City's account. Based on the City's current state, 2FM would like the Respondent to address the following areas:
- a. The Respondent should provide a system where the City can dynamically modify and add fields, such as, records codes to include symbols dashes, periods, and there should be a constant identifier for Department Name and the division/bureau etc.
 - b. The system should allow 2FM to review all City's departments daily requests prior to submission to Contractor. Also, all Department Liaisons should have access to the system to review and approve their coordinator's submissions, before 2FM's final review and approval.
 - c. The Respondent must provide access to a local person to support the City's account with respect to online system/pickup and delivery and any other day to day requests.
 - d. Respondent must provide strong human driven quality control on system automatic functions, for example, if the system auto-populates the name of a user, the data entry person should validate that the last name matches the order form.
 - e. The online system should allow the City's management to simply generate reports, charts and graphs.
 - f. The City needs consistent and continuous validation of forms to make sure these forms reflects internal process changes. The City needs a dynamic vendor/client relationship that allows 2FM's internal forms to be incorporated into the vendor's process.
 - g. Respondents must have a team of drivers that are aware of the sensitive nature of City's records handling procedures, e.g. drivers need to be trained to protect the integrity and confidentiality of City records, making sure that the signatures obtained match the employee and documents at hand, and that they are picking up from the correct floors

and addresses, and always providing packing slips to department Liaisons and/or taking the transmittals forms.

- h. The Respondent must have strong driver coordination experience so that the appropriate number of drivers are sent to pick up based on the size of the order.

1.7 Value Added Services

The City is seeking Respondent's proposals specifying special value added services and solutions including all inclusive competitive storage cost, free records transition from incumbent site, a set number of free deliveries per month, etc.

Exhibit 2

Pricing Proposal

Respondents are required to submit the pricing proposal in excel format. The Pricing Proposal is posted online at the following link:

http://www.cityofchicago.org/city/en/depts/dps/provdrs/contract/svcs/current_bid_opportunities.html

NOTE: To prevent Internet Explorer compatibility issues with this excel file, please right-click on Pricing Proposal on the DPS website and select “save target as” before saving this file to your local drive:

105939 Records Storage and Related Records Management Services Pricing Proposal.xls

Exhibit 3

ONLINE EDS ACKNOWLEDGEMENT

The undersigned, hereby acknowledges having received Specification No. **105939** containing a full set of RFP Documents, including, Addenda Numbers (none unless indicated here) _____, and affirms that the Respondent shall be bound by all the terms and conditions contained in the RFP Documents, regardless of whether a complete set thereof is attached to this response.

Under penalty of perjury, the undersigned: (1) warrants that he/she was authorized to submit an EDS on behalf of the Disclosing Party on-line, (2) warrants that all certifications and statements contained in the EDS are true, accurate and complete as of the date the EDS was submitted on-line, and (3) further warrants that, as of the date of submission of this response, there have been no changes in circumstances since the date that the EDS was submitted that would render any certification in the EDS false, inaccurate or incomplete.

Further, the undersigned being duly sworn deposes and says on oath that no disclosures of ownership interests have been withheld and the information provided therein to the best of its knowledge is current and the undersigned has not entered into any agreement with any other respondent or prospective respondent or with any other person, firm or corporation relating to the price named in this proposal or any other proposal, nor any agreement or arrangement under which any act or omission in restraining of free competition among respondents and has not disclosed to any person, firm or corporation the terms of this proposal or the price named herein.

COMPANY NAME: _____
(Print or Type)

AUTHORIZED OFFICER SIGNATURE: _____

TITLE OF SIGNATORY: _____
(Print or Type)

BUSINESS ADDRESS: _____
(Print or Type)

State of _____ (Affix Corporate Seal)
County of _____

This instrument was acknowledged before me on this _____ day of _____, 20____ by
_____ as President (or other authorized officer) and
_____ as Secretary of _____ (Company Name)

Notary Public Signature: _____ (Seal)

Exhibit 4

Sample Forms

- A. Record Management Services Request Form
- B. Record Management Transmittal Sheet
- C. Service Request Form
- D. Lost Box Affidavit
- E. Records Management Shedding Service Request
- F. Bar Code
- G. Disposal Certificate
- H. Insurance Certificate

A. Record Management Service Request Form

CITY OF CHICAGO - G689
RECORD MANAGEMENT SERVICE REQUEST

Please E-Mail the form to: DGS_Record_Retention@ex.cityofchicago.org

Leave Message: 312-744-6039

FAX No: 312-742-0285

Request Date: / /

Time: _____ : _____ a.m./p.m.

DEPARTMENT ID:

Service Delivery/Pickup Location

Contact : _____ Liaison: _____

Contact Phone Number: Fax No.:

Email Address:

Scheduled Work Hours: _____: _____ a.m./p.m. Department Name: _____

BUREAU/DIVISION/SECTION:

ADDRESS (Delivery/Pickup): _____ **ZIP CODE** _____

Chicago, IL

Further Details (e.g. office/floor number, building name etc.)

Service Request

*****Must complete and attach the Box Request form.***

Pick-up (new storage: complete transmittal sheet)

_____ New Storage Quantity: _____ Legal Box Size
Quantity: _____ Standard/Letter Box
Quantity: _____ Tubes

____ ** Refile Quantity: _____ Legal Box Size
 Quantity: _____ Standard/Letter Box
 Quantiv: _____ Tubes:

** Retrieval

____ ** RUSH (justification)

**** Record Disposal Request (must provide box numbers and submit approved disposal certificate)**

Supply Order

Check Off

_____ LABELS (25/strip) Quantity_____

_____ TOTES/BOXES (10/bundle) Quantity _____ Box Size: _____
(for moving purposes only) (#450 OR #2000)

FOR DGS RECORD MANAGEMENT AND IRON MOUNTAIN USE ONLY:

PROCESSED BY: _____ DATE: _____

WORK ORDER NUMBER: _____ SERVICE ☐ Next Day ☐ Same Day ☐ Half Day



City of Chicago
Rahm Emanuel, Mayor

Department of General Services
David J. Reynolds, Commissioner



B. Record Management Transmittal Sheet

Customer Box Number		Record Code*		Date Range / FROM		Date Range / TO		AlphaNumeric Range - FROM		AlphaNumeric Range - TO		Create Date		Event Date		Destruction Eligibility		Hold
				MM DD YYYY		MM DD YYYY						MM DD YYYY		MM DD YYYY		☐ Permanent ☐ Undefined		
1	Place the SafeKeeperPLUS® BARCODE LABEL (T-Label) here		Major Description															
			Minor Description															
			Reference #1															
2	Place the SafeKeeperPLUS® BARCODE LABEL (T-Label) here		Major Description															
			Minor Description															
			Reference #1															
3	Place the SafeKeeperPLUS® BARCODE LABEL (T-Label) here		Major Description															
			Minor Description															
			Reference #1															
4	Place the SafeKeeperPLUS® BARCODE LABEL (T-Label) here		Major Description															
			Minor Description															
			Reference #1															
5	Place the SafeKeeperPLUS® BARCODE LABEL (T-Label) here		Major Description															
			Minor Description															
			Reference #1															

*Note: Only customers specifically set up to use a Division ID, an 11- or 12-character Department ID, or a 7- to 10-character Record Code should place information in the gray boxes.

PREPARED BY FULL NAME	DATE	DIVISION ID	DEPARTMENT ID	TELEPHONE NO. AND EXTENSION	FLOOR
-----------------------	------	-------------	---------------	-----------------------------	-------

IMRM e-FORM Transmittal (03) REV 12/04 PROVIDE ORIGINAL FORM TO IRON MOUNTAIN RECORDS MANAGEMENT. PHOTOCOPY THIS ORIGINAL AND RETAIN FOR YOUR RECORDS.

C. Service Request Form

**CITY OF CHICAGO
Box Request Form**

CUSTOMER ID: **G689**

DEPARTMENT ID: _____

TODAY'S DATE: _____

CONTACT PERSON: _____

PHONE#: _____

DEPARTMENT NAME: _____

DIVISION: _____

LIST BAR CODE BOX NUMBERS

☐ **RETRIEVAL**

☐ **REFILE**

☐ **DESTRUCTION**

1. _____

16. _____

2. _____

17. _____

3. _____

18. _____

4. _____

19. _____

5. _____

20. _____

6. _____

21. _____

7. _____

22. _____

8. _____

23. _____

9. _____

24. _____

10. _____

25. _____

11. _____

26. _____

12. _____

27. _____

13. _____

28. _____

14. _____

29. _____

15. _____

30. _____

D. Lost Box Affidavit

Date:
Customer Name:
Company Name:
Address:
City, State, Zip:

RE: Account number: XXXXXX
Customer box number: XXXXXX

Dear [Customer Name]:

Please be advised that we have completed our formal research process described below and unfortunately have not been able to locate your materials referenced above. While this letter concludes our formal process, I want to assure you that we will continue the search for your materials during the course of our daily activities. Should your items be located, we will contact you immediately. We have performed the following procedures to fully research box number XXXX:

- Physically audited all locations in your carton's assigned shelving unit.
- Physically checked all surrounding shelving units next to, around and across the assigned unit.
- Physically reviewed all floors in the assigned Iron Mountain Record Center and other Record Centers with a similar location.
- Reviewed the Iron Mountain Receipt Report for all the cartons processed for your account on the date box XXX was received. This is done in the event we inadvertently transposed carton positions.
- Notified the Iron Mountain district team to alert each Record Center to search for box XXX.
- Reviewed our historical records identifying all previous locations for box XXX on SafeKeeperPLUS.
- Reviewed the maintenance history in the event your carton was relocated to a new position during the course of any operations activity.
- Analyzed all locations and surrounding area for those cartons that were maintained on the same day your carton may have been relocated.
- Identified and checked all active locations for ALL the cartons received for your account.
- Identified and checked all active locations for ALL cartons received, regardless of customer ID, on the same day as your carton.

E. Records Management Shredding Service Request

**CITY OF CHICAGO
RECORDS MANAGEMENT
SHREDDING SERVICE REQUEST
pc 7/20/2011**

Directions:

1. Complete the Shredding Service Request form and submit it to DGS_Record_Retention@cityofchicago.org for review and approval.
2. 2FM, Record Management Division will return the approved Shredding Service Request Form to the requesting Department Liaison.
3. Departments must complete and submit the Exhibit B form and approved Shredding Service Request form to the Department of Procurement Services for approval. Once approved the Department of Procurement Services will send the requesting Department the appropriate documentation including the Response to Exhibit B Request.
4. The Response to Exhibit B Request and approved Shredding Service Request form is submitted to:
DGS_Record_Retention@cityofchicago.org for processing.

SHREDDING- INCOMPLETE FORMS WILL NOT BE PROCESSED.

1. Have you read the Policy Regarding Payment for Goods/Services Procured Outside of Department of Procurement Services? _____
2. Have you reached out to your department liaison for record storage? _____
3. Are you following the Local Records Act? _____
4. What type of records are you requesting shredding for? _____
5. Please provide funding source: _____

SERVICE REQUEST TO IRON MOUNTAIN

Please Email the form to: DGS_Record_Retention@cityofchicago.org

Today's Date: _____

Fax No: 312 742-0285

CUSTOMER ID () _____	DEPARTMENT ID () _____	REQUESTOR'S FULL NAME _____
REQUESTOR'S PHONE NO. _____	REQUESTOR'S FAX NO. _____	REQUESTOR'S E-MAIL _____
DEPARTMENT LIAISON NAME (LIAISON MUST INITIAL)	DEPARTMENT NAME	BUREAU/DIVISION/SECTION/UNIT

Order Type - Must submit approved disposal certificate for shredding services except for records of convenience

☐ Offsite Shred (at Iron Mountain)	☐ Onsite Shred (at your location)	
☐ Approx. 75 lbs Security Console Quantity: _____	☐ 65-Gallon Security Bin Quantity: _____	☐ 95-Gallon Security Bin Boxes/Bags Quantity: _____

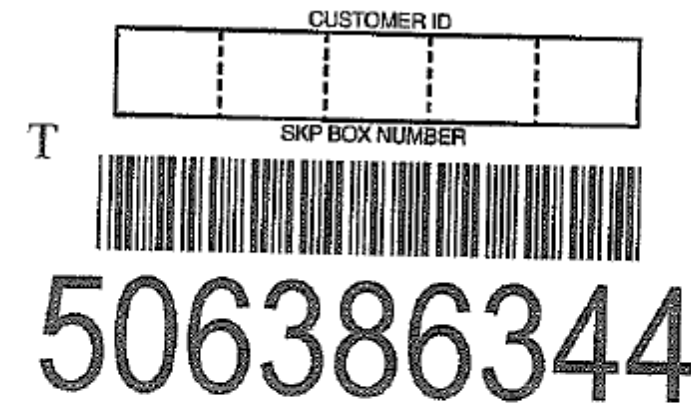
ADDRESS FOR SHREDDING SERVICES (PLEASE INCLUDE FLOOR/SUITE NUMBER, BUILDING NAME, ETC):

1. _____ Chicago, IL 606 _____
2. _____ Chicago IL 606 _____
3. _____ Chicago IL 606 _____

Please attach a list for additional addresses.

FOR 2FM RECORD MANAGEMENT USE ONLY	
Approved by: _____	Date: _____

F. Bar Code



G. Disposal Certificate

RECORDS DISPOSAL CERTIFICATE

APPLICATION # _____ PAGE 1 OF 6

TO: Local Records Commission
Illinois State Archives Building
Springfield, Illinois 62756
(217) 782-7075

RECEIVED

NOV 07 2011

Directions:

1. Fill in all blanks and columns
2. Sign and send certificate to above address
Sixty (60) days prior to disposal date.
3. Retain records until approved copy is returned.

LOC. REC. COMM

COUNTY: **COOK**

FROM: _____
(Agency Division)

ADDRESS: **30 N. LASALLE ST., 3RD FLR., RM 300**
(Street, P.O. Box)

Chicago, IL 60602
(City, Zip Code)

TELEPHONE: **(312)** _____

APPLICATION ITEM NO.	RECORD SERIES	INCLUSIVE DATES	CUBIC FEET TO BE DISPOSED
1.	<u>Administrative/Correspondence Files</u> Files purged of all essential materials	1984 – 2009 ✓	26
2.	<u>Annual Budget (copies)</u>	1973 – 2008 ✓	Negligible
3.	<u>Productivity Report (Weekly)</u>	1984 – 2009 ✓	Negligible
4.	<u>Positions & Vacancies</u>	1984 – 2005 ✓	Negligible
7.	<u>Personnel Rules & Regulations (Copies)</u>	1984 – 2010 ✓	Negligible
8.	<u>Meter Log Sheet</u>	1984 – 2010 ✓	Negligible
9.	<u>Job Tickets</u>	1981 – 2010 ✓	69
10.	<u>Travel Application</u>	1982 – 2010 ✓	Negligible
11.	<u>Suborder (Duplicate)</u>	1981 – 2008 ✓	36.25
12.	<u>Voucher (Duplicate 3002B), Purchase Orders (Duplicate), & Requisition's (Duplicate)</u>	1981 – 2008 ✓	14.5
13.	<u>Direct Voucher Payment (Duplicate)</u>	1981 – 2008 ✓	14.5
14.	<u>Personnel Rules (Copy)</u>	1981- 2009 ✓	Negligible
15.	<u>Insurance Records</u>	1984 – 2007 ✓	Negligible
16.	<u>Administrative Files (Correspondence)</u> Files purged of all essential materials	1983 – 2009 ✓	33.75

**Disposition
Approved**

If any of the above records are filmed, I hereby certify that the film on which the records were reproduced complies with the standards given in Sections 4000.50 and 4000.60 of the Regulations of the Local Records Commission. If records are digitized, I certify that the original is reproduced accurately and legibly in all details in a medium that does not permit additions, deletions, or changes to the images.

I hereby certify that in compliance with authorization received from the Local Records Commission the records listed above will be disposed of on or after

12/31/11

Signature _____

Date _____

(Signature required only if records have been microfilmed or digitized)

Please print name and title on the line above

LR-4.11

(372.3 cf)

(1A)

H. Insurance Certificate of Coverage

INSURANCE CERTIFICATE OF COVERAGE

Name Insured: _____ Specification #: 105939
Address (Street): _____ RFP: _____
(City/State/Zip) _____ Project #: _____
Contract #: _____

Description of Operation/Location: _____

The insurance policies and endorsements indicated below have been issued to the designated named insured with the policy limits as set forth herein covering the operation described within the contract involving the named insured and the City of Chicago. The Certificate issuer agrees that in the event of cancellation, non-renewal or material change involving the indicated policies, the issuer will provide at least sixty (60) days prior written notice of such change to the City of Chicago at the address shown on this Certificate. This certificate is issued to the City of Chicago in consideration of the contract entered into with the named insured, and it is mutually understood that the City of Chicago relies on this certificate as a basis for continuing such agreement with the named insured:

Type of Insurance	Insurer Name	Policy Number	Expiration Date	Limits of Liability All Limits in Thousands
General Liability				
Claims made [] Occurrence				CSL Per Occurrence \$
				General Aggregate \$
Other				CSL Per Occurrence
				General Aggregate \$
Commercial General Liability (Primary and Umbrella)				
Independent Contractors				
Personal Injury				
				\$
Automobile Liability				CSL Per Occurrence \$
Excess Liability				Each Occurrence
Umbrella Liability				\$
Worker's Compensation and Employer's Liability				Statutory/Illinois Employers Liability \$
Professional Liability				Amount of Contract
Property				\$
Valuable Papers				\$
Other				\$

- Each Insurance policy required by this agreement, excepting policies for worker's compensation and professional liability, will read: "The City of Chicago is an additional insured as respects operations and activities of, or on behalf of the named insured, performed under contract with or permit from the City of Chicago."
- The General, Automobile and Excess/Umbrella Liability Policies described provide for severability of Interest (cross liability) applicable to the named insured and the City.
- Workers Compensation and Property Insurers shall waive all rights of subrogation against the City of Chicago.
- The receipt of this certificate by the City does not constitute agreement by the City that the insurance requirements in the contract have been fully met, or that the insurance policies indicated by this certificate are in compliance with all contract requirements.

Name and Address of Certificate Holder and Recipient of Notice

Certificate Holder/Additional Insured

City of Chicago
Procurement Department
121 N. LaSalle St., #403
Chicago, IL 60602

Signature of Authorized Rep _____

Agency/Company: _____

Address _____

Telephone _____

For City use only

Name of City Department requesting certificate: (Using Dept.) _____

Address: _____ ZIP Code: _____ Attention: _____