



## RFP # 12277

### Professional Records Storage and Destruction Services

Addendum # 2

Q & A Issue Date: December 14, 2012

Proposal Due Date: December 21, 2012 @ 4:00 PM

#### Questions and Answers:

- **Question:**

Does the city have a retention policy and coding it follows for offsite storage of documents? If so, is there a need/wish to have retention coding applied to the online web portal of the provider to help with ease of such practices and policies?

**Answer:**

The City has a retention policy, which is taken from the Washington Secretary of State's office for local government. Our retention policy is coded using a physical records management database (Versatile Enterprise) for documents, files and boxes. It is not a firm requirement for our offsite storage vendor to provide this capability.

- **Question:**

Can you please share with us how many carton re files have taken place in the last 12 months?

**Answer:**

Approximately 1,300.

- **Question:**

Can you please share with us how many cartons are scheduled to be destroyed in 2013 and how you plan to dispose of these holdings, annually, quarterly, monthly, other please specify?

**Answer:**

The City processes destruction requests on an annual basis, or more frequently upon business needs. Typical volumes are in the range of 750 boxes for one year. The process is further outlined in RFP Attachment A - Scope of Work.

- **Question:**

Can you please share if you have done any physical audits of cartons annually with current provider to ensure all items listed in inventories match up to your records for holdings?

**Answer:**

A full inventory was completed in 2009 when cartons (boxes) were transferred to our current vendor. A physical audit has not taken place since then.

- **Question:**

Is the City of Bellevue aware of any cost to leave its incumbent providers? Typically with document storage retrieval and permanent removal fee applies and would need to be paid to leave incumbents. Do you want us to consider this investment? If so please let us know the lump sum of retrievals and permanent removals.

**Answer:**

Permanent removal fee per box is \$3.00 (plus associated delivery fees). The total number of items currently in storage is listed in RFP Attachment A - Scope of Work.

This cost will be factored in to the City's decision.

- **Question:**

Do you currently scan documents? If so, what type(s) of documents are scanned?

**Answer:**

staff and citizens. Examples include: contracts and agreements, vouchers, Ordinances, Resolutions, City Council agenda packets, City Council and official board minutes, and case files.

● **Question:**

Will the City of Bellevue be open to different collection bin sizes if it can benefit in over all savings, by adjusting frequencies of service to less often or consider adding more consoles?

**Answer:**

Yes. Please provide different pricing options and photographs / images of the options available.

● **Question:**

Will there be closed container storage as well as open slot? Or a combination of both?

**Answer:**

Please provide pricing for both.

● **Question:**

What are the tape rotation schedules? Daily, weekly, monthly?

**Answer:**

Weekly and monthly (2 month rotation).

● **Question:**

What types of tapes are currently in retention and how many of each (LTO, DLT)?

**Answer:**

Combination of LTO2 and LTO3. Approximately 1600 in storage and approximately 500 transferred per week.

● **Question:**

How are you currently receiving physical audits? And how often are these audits performed?

**Answer:**

Via a web portal to current inventory. Done annually.

● **Question:**

In regards to cloud storage, can you please share the amount of data you are considering to be moved to disk or cloud storage?

**Answer:**

44 TB for 2 months.

● **Question:**

Will some tape still exist if you move to a solution that offers such services?

**Answer:**

Yes, for a limited period of time.

● **Question:**

Will the City of Bellevue consider longer term agreements to perhaps benefit from lower cost to serve?

**Answer:**

Please provide both options.

● **Question:**

Will the City of Bellevue consider selecting a vendor that offers a solution for only one of the three parts to the RFP (A, B, and C)

**Answer:**

Yes. See Background Information in Section 1 of the RFP.

● **Question:**

What was the City of Bellevue's budgeted expense on these services (Parts A, B, and C) in 2012?

**Answer:**

Budgeted amounts in 2012 were approximately \$84,000.

● **Question:**

The RFP Proposal Form has a checklist of documents and items to be included in the vendor's response. The final item on the checklist is a completed and signed "Affidavit of Equal Opportunity & Title VI Compliance Form." Is the vendor to provide a written and signed statement indicated compliance, or will a form be provided?

**Answer:**

This form has been added to the City's procurement site as part of Addendum #1 to the RFP:

<http://www.bellevuewa.gov/BidInfo/>

● **Question:**

Will a Professional Services Contract, specific to RFP #12277 be made available? The sample available on the City's webpage has not been completed with the details specific to this RFP.

**Answer:**

The sample Professional Services Contract is provided as a means for communicating the City's standard contract language. A specific Scope of Work will be negotiated between the City and the apparently successful vendor(s) as a result of this RFP.

● **Question:**

What, if any, costs are the City of Bellevue aware of to move its records collection and / or media collection from the current service provider(s)?

**Answer:**

The City is obligated to pay a fee of \$3.00 per carton in permanent withdrawal fees.

● **Question:**

Where should we append descriptions and pricing for solution for optional services for data backup or cloud storage? What type of format? Should we just "attach" details referencing the information?

**Answer:**

Optional services for Part C or any other section should be attached as part of the vendor response in any non-proprietary format such as .PDF.

● **Question:**

Does the City of Bellevue still use EMC Legato Networker 7.5 backup servers?

**Answer:**

The City is in the process of migrating from EMC Legato Networker to a CommVault solution.

● **Question:**

What current and/or other type(s) of backup software is used by the City of Bellevue?

**Answer:**

Currently using Legato Networker, but moving to a ComVault solution.

● **Question:**

Does the City of Bellevue continue to pay for - SW support and licenses in order to maintain older legacy backup software versions in order to recover tape archives?

**Answer:**

The City will maintain its current backup system until retention schedules for archived tapes have been met.

- **Question:**

Are there legacy backup SW solutions maintained on physical and / or virtual servers along with the backup catalogs as it pertains to tape archives?

**Answer:**

On a physical server.

- **Question:**

Does the City of Bellevue still use a Quantum Scalar i2000 tape library that has 8 LTO Ultrium 2 Tape drivers?

**Answer:**

Yes

- **Question:**

Does the City of Bellevue still use the Dell PV136T tape library housed at the BSC?

**Answer:**

Yes

- **Question:**

Are the tapes that are picked up today by the current vendor(s) aggregated to one single location for pickup or from multiple locations? If multiple, how many and where are they located?

**Answer:**

Single location.

- **Question:**

Is there a dedicated tape librarian / administrator for the City of Bellevue? If so, is this their primary job function?

**Answer:**

This is a shared job function within the IT Department's Network Services Division.

- **Question:**

Does the City of Bellevue expect to continue to use TAPE as an archive media, or is there a strategic initiative to migrate away from tape?

**Answer:**

The City plans to eventually migrate away from the use of tape.

- **Question:**

What type of software, hardware, or service does the City of Bellevue use to fulfill preservation requests from the City Attorney's Office? Typically, what type of media is used to store this type of information / data?

**Answer:**

Currently, preservation requests are stored on a secure network location and then backed up to CD / DVD. In the future, legal hold preservation requests and eDiscovery requests will be done with the CommVault solution and stored on hard disk storage on a secure server.

- **Question:**

How often and how many preservation request per month and / or year?

**Answer:**

There is no set pattern for this, but the City does not typically receive more than 1 - 2 requests per month.

- **Question:**

How many times per year, if any, does the City need to recover from an outage (DR event of any kind) using tape archives?

**Answer:**

Tapes are recalled approximately 2 - 3 times per year for a restoration of data.

- **Question:**

Is tape a factor in meeting recovery time objectives?

**Answer:**

Yes, with the current legacy backup system.

- **Question:**

What is the data retention policy for the City of Bellevue relative to how long data or certain subsets of data need to be archived?

**Answer:**

Standard retention periods for backups at the City of Bellevue is as follows:

Daily - 2 week retention

Weekly - 2 month retention

The exception to the above retention periods are for a single system, which has a monthly tape preserved for 6 years.

- **Question:**

What is the age and type of the oldest media format currently stored by the City of Bellevue or vendors (both onsite and offsite)?

**Answer:**

2 months, DLT4 tapes

6 years, LTO3 tapes

- **Question:**

If older format media needs to be pulled for a preservation request, or any other reason, would the City of Bellevue have equipment onsite to identify and recover the files?

**Answer:**

Yes

- **Question:**

Should we provide tape / media destruction pricing and solutions as part of Scope of Work Part C or as part of Part B?

**Answer:**

This can be added in either section based on the services being proposed. If included for Part C, it can be added as an alternative service.