



State Set-Aside Proposal
Document Destruction, Media Destruction & Hard Drive Shredding
Mandatory

ASDD Document Destruction
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Executive Summary

Proposal: ASDD request approval from the State Set-Aside Committee to provide document destruction, media destruction & hard drive shredding to the State of Arizona. This Mandatory Set-Aside would be for Off-Site destruction shall be the destruction of documents at ASDD's facility, 225 W. Lodge Dr., Tempe, AZ 85283.

Benefits: The State will benefit from the convenience of consistent, regular and dedicated service at a fair competitive market price.

Coverage: ASDD will make regular pick-ups to all State facilities in Maricopa, Yavapai, Coconino, Yuma, La Paz, Mohave, Navajo, Apache, Greenlee, Graham, Gila and Pinal regardless of whether they are considered metro or rural.

Qualifications: ASDD is a Certified Non-Profit Agencies for Disabled Individuals, are organized under Arizona law in the interest of disabled individuals, comply with all applicable occupational health and safety standards, and exceed 60% employees with significant disabilities in the program. ASDD is certified with the National Association for Information Destruction, and currently is the State's preferred vendor for document and media destruction.

Capabilities: Nationally certified and audited. ASDD has been serving the State in the capacity of document destruction for thirteen years with a proven record of quality and security. Our state-of-the-art facility is capable of 46,800 pounds per shift with the ability to expand production to a second shift to accommodate as much as 93,600 pounds in one day. We also are capable of media disintegration and hard drive shredding when requested.

Customer Satisfaction: Proven commitment to the State's satisfaction and high standards of performance.



Proposal

ASDD respectfully submits this proposal to provide the State of Arizona with its off-site document destruction services, media destruction services & hard drive shredding needs through the State's Set-Aside Procurement Program. This proposal and accompanying information request approval from the State Set-Aside Committee to provide the State of Arizona with mandatory off-site document destruction services, media destruction services & hard drive shredding

Benefits

Approval of this proposal will provide the State with the following benefits:

- **Convenience:** Every location within the service area will receive the same high-quality service, regardless of whether or not they are in a metro area or in a rural area.
 - Flat-Rate standardized pricing will simplify PO processing.
 - ASDD will offer secured bins in two sizes at no cost
 - ASDD will provide off-site service only to employ workers with disabilities.
 - All archived Certificates of Destruction will be available to the State from all locations serviced in the event of an Audit. There will be a one-source responsibility for reporting.
- **Savings:** ASDD will charge a flat rate for bins and boxes, and no set-up fees.
 - Routed customers receive Will-Call services at the Routed rate.
 - Additional savings will be realized through the elimination of lost productivity as State employees will no longer need to spend time to find a vendor to service infrequent purges in rural areas or pay a premium for scheduled service to rural areas. See Exhibit A for price comparisons.
 - Flat rate pricing is based on competitive fair market.
- **Quality:** Assured destruction of sensitive documents by NAID AAA non-profit organizations with 16 years of experience.
 - Reliable and sustainable service with no disruptions.

Qualifications

ASDD Document Destruction

- Meet all of the requirements for Set-Aside providers as outlined in The Arizona Procurement Code A.R.S. § 41-2636.
- Are Certified Non-Profit Agencies for Disabled Individuals (CNADI) organized under Arizona Law and registered with the Arizona Department of Administration.
- Is operated in the interest of disabled individuals and not for the benefit of any shareholder or other individual.
- Comply with all applicable occupational health and safety standards as required by state and federal law.
- Maintain an employment ratio of at least sixty percent of program employees with significant disabilities.
- Has 16 years of experience in the shredding business.
- Has complied fully with the State's Uniform Terms and Conditions and all Special Terms and Conditions required, creating a mutually agreeable and binding contract with the State over the last thirteen years in the area of Records Shredding and Destruction.



Capabilities

ASDD has been serving the state for thirteen years, beginning in 2005. Since that time our fleet of 8 trucks has been collecting, securing, destroying and recycling confidential material from State agencies such as ADOT, DES, DOR, AZDHS and others.

QUALITY: Through annual audits, ASDD has received AAA NAID certifications for security and exceptional business practices for each year we were eligible for NAID certification with no gaps. Successful audits were conducted by the IRS in 2008, 2011 & 2014. The employment documents and working conditions of persons with disabilities has been evaluated by Source America through their audits and resulted in commendations for excellence.

MANAGEMENT: Our managers are experienced professionals with backgrounds in business, information technology, sales, marketing, production, and mechanics.

STAFFING: All employees undergo multiple background checks, including an outside background company and Arizona State Fingerprint Clearance Card. Employees are fully trained on all security and safety procedures before they begin work. Annual security reviews are required, and all employees are supervised by a manager who is in constant contact with them through cell phones and a Global Positioning System. Drivers have clean MVRs and DOT medical cards.

TECHNOLOGY: Beyond cell phone communication and GPS, ASDD utilizes RouteOptix computerized routing system to ensure real-time positions and on-time pick-ups throughout the routes.

AVAILABILITY: ASDD customer service is available through email and telephone Monday – Friday 8 AM to 4 PM except State and Federal holidays. Our customer service representatives are well-trained and courteous and can quickly respond to customer questions and concerns and resolve issues in most cases immediately.

TIMELY SERVICE: ASDD guarantees service when scheduled and can make changes when the customer needs an extra pick up or has a delay for whatever reason.

EXPERIENCE: Over the last thirteen years, ASDD has serviced the records destruction requirements of the State with regular pick-up for off-site shredding. We have a fleet of trucks, well-trained material handlers, facilities that house ½ Alleghany 40HP capacity of 3000lb per hour, 5/16 Alleghany 40HP 2000lb per hour, Destroyit Commercial Cross-Cut ¼”, and SEM Disintegrator 230V/3/60- 2 with screen settings in place to meet all the State’s needs. The capacity of ASDD can accommodate 93,600 pounds a day.

ASDD Services

DESCRIPTION OF SERVICES: ASDD will furnish secured, locked bins at the requesting agency’s location where the material to be destroyed is deposited. The bins and boxes are serviced as per the agency’s schedule and replaced with empty bins. The material is transported in a sealed truck by trained employees to our secure state-of-the-art facility where the contents are protected at multiple perimeters by access-control and 24 hour video surveillance until they are destroyed. Witness destruction is available by appointment and a certificate of destruction is provided on every invoice. Every employee has undergone a Federal background check.



EQUIVALENCY: State-contracted shredding is processed at the same high level of quality as ASDD's private sector customers. Both accounts are picked up on the same routes, serviced by the same personnel, and the same security is afforded to both government and private customers.

STATEMENT OF WORK: ASDD shall be responsible for providing all materials, labor, services and equipment required to perform Off-Site Records Destruction Services, Printed Materials Destruction Services, Media Destruction Services and Hard Drive Shredding in accordance with the terms and conditions and specifications contained herein for prices set forth on the attached price sheets.

COMPLIANCE RESPONSIBILITY: ASDD shall comply with all Federal, State and Local laws, ordinances or policies and procedures that pertain to the destruction of public records when utilizing this contract. These would include, but may not be limited to; HIPPA and the Arizona State Library and Archive statutes, rules and procedures. In the event that Federal, State and Local laws, ordinances or policies and procedures require that document destruction be performed by means other than those specified herein, we shall not utilize this contract.

Public records eligible for destruction, will be identified on records retention and disposition schedules (ARS § 41-1345), approved by Arizona State Library, Archives and Public Records [ASLAPR]. ASDD understands that public records that may be relevant to pending litigation or other investigations must be protected from destruction, even if those records' retention period has elapsed.

DOCUMENT DESTRUCTION: Shall be done in accordance with the Internal Revenue Service Physical Security Standards Handbook 1.16.8, Chapter 3.3.4.2, Information Protection, and Destruction Precautions.

Documents (paper data) shall be destroyed (shredded) to a size of 5/16 inches in width or smaller strips. Protected information contained on any other form of media will be removed, obliterated, or the media destroyed by or in the presence of an agency employee or contractor employee in such a manner that the information is totally unrecoverable.

Off-site shredding shall be done within two business days of pick-up or as mutually agreed upon by ASDD and the ordering agency, with the exception of large will-call service pickups. Will-call pickups larger than 5,000 pounds will be shredded in five business days or less.

Service Types

Off-Site Services, Regularly Scheduled: Pre-determined service schedules will be mutually agreed upon by ASDD and the ordering agency at the agencies designated location. Service dates and locations shall be identified on ordering agencies contract release order/purchase order. Service schedules shall be between the hours of 8:00am to 5:00pm Monday through Friday (excluding state observed holidays). Off-Site destruction of records, printed materials, media & hard drive shredding in Maricopa, Yavapai, Coconino, Yuma, La Paz, Mohave, Navajo, Apache, Greenlee, Graham, Gila and Pinal counties shall be at ASDD's facility, 225 W. Lodge Dr., Tempe, AZ 85283.

Off-Site Services, Will Call: Intermittent or one-time only services will be provided when given 72 hours of notification. The service date and location shall be identified on the ordering agency's contract release order/purchase order. The service schedule shall be between the hours of 8:00am to 5:00pm Monday through Friday (excluding state observed holidays).

Shred Events: ASDD will participate in Shred Events when scheduled.



Security

ASDD secures all customer documents, media and hard drives from unauthorized access before destruction and ensures all customer documents, media and hard drives are secure and properly contained during transfer from customer custody to destruction vehicle. All transported records remain in locked containers and locked trucks.

All customer materials remain secured and in the control and custody of authorized company personnel until destroyed by shredding or media destruction equipment. Multiple security systems are in place to protect all records in any format:

Alarm System:

- All work areas are protected by an alarm system that utilizes a combination of door and motion sensors.
- The alarm system is monitored by a security company 24 hours per day, 7 days per week, 365 days per year.

Proximity Card Access Control System:

- This system controls access to each external door.
- Only specific staff has access to the work areas, and access times are restricted to the appropriate work hours for each group:
Management
Truck Drivers
Material Handlers
Job Coaches
- The entire system has backup battery protection to ensure security in the event of a power failure.
- The system logs all accesses and attempted accesses.

Video Surveillance System

- A video surveillance system is utilized to record activity within the work areas.
- The use of personal cellular telephones, digital cameras, camcorders, and other recording devices are prohibited on the sorting and shredding floor. Access to equipment and material is limited to management, employees and AbilityOne Training Associates. Policies and procedures are documented and routinely audited for compliance. All employees complete a training course when they are hired, and they complete an annual UNIX IRS Security refresher course at least once every year.



ASDD Equipment

COLLECTION CONTAINERS: Secured, locked document collection containers will be provided and secured by ASDD for all requesting agencies. Collection containers shall comply with current and applicable Occupational Safety and Health Standards of this State. Collection containers shall be undamaged and neat in appearance (uniformly painted or coated). Any collection container found to be damaged, unclean and/or not kept in a safe and sanitary condition shall be replaced within 24 hours of notification.

Requesting agencies shall work with ASDD to establish the number, size, and locations for all collection containers. Changes may be made as mutually agreed upon. All collection containers shall remain the property of ASDD and all costs associated with their purchase, maintenance, delivery and pick-up at each agency's location shall be borne by the contractor.

ASDD shall provide secured transport. ASDD understands that these secured vehicles shall be the only vehicles used to transport documents, hard drives and media under this contract. No personal or unsecured vehicles shall ever be used. Vehicles shall remain locked during document transport and shall remain locked and kept in a secured area while at the contractor's facility (before records are to be destroyed).

Should any issue arise in the delivery of off-site records destruction services, the following contact information can be used:

MEDIA DESTRUCTION: Our media disintegrators meet the requirements of NSA/CSS Specification 02-02, High Security Disintegrators and NSA/CSS 04-02, Optical Media Destruction Devices.

Waste is continuously cut until it is small enough to pass through a waste-sizing screen 3/32 of an inch. The media disintegrator destroys microfilm, tapes, x-rays, microfiche, pill bottles, CD-ROMs and DVRs, blueprints, laminated documents, ID cards, flash drives and any other non-paper media that needs to be securely destroyed.

HARD DRIVE SHREDDING: ASDD is NAID AAA certified for Hard Drive Shredding

Process for hard drive destruction:

Shreds the drives into 1 1/2" strips or 38mm

The State is offered two options upon contracting ASDD: serial numbers tracking or waive serial numbers tracking.

With Serial Number Tracking:

- The requesting agency will be given a form to fill out the serial numbers of each drive and provide this back to the contractors before the pickup.
- A secure vehicle team will arrive to pick up the drives at this time do a physical count to ensure the correct number of drives is taken. If the count is short or over the department will be notified before our team takes possession of the drives. Upon arrival at our secure facility we will verify all serial numbers match and store the drives for 24 hours. If there is a discrepancy in any of the numbers the department will be notified and we will not proceed with shredding without department approval.
- After 24 hours the drives' serial numbers will be checked off as each drive is shredded.
- After all drives are shredded the department will be provided a copy of the checklist, verifying each serial number was shredded.
- Recycling by approved partners to reduce your carbon footprint



Waive Serial Number Tracking:

- Our secure chain of custody
- Shredding to 38mm in a secure location
- Itemized Certificate of Destruction
- Recycling by approved partners to reduce your carbon footprint

Certificate of Destruction

ASDD shall submit, included on the invoice, a Certificate of Destruction to the ordering agency for each pick-up and service location within 72 hours after document destruction is complete. The Certificate shall contain, at a minimum, the following:

- The contract number or purchase order number
- Pick-up/delivery location
- Pick-up/delivery date
- Name of Agency Disclosure Officer at agency(s) location(s)
- Any other information as determined necessary by the using agency

QUALITY CONTROL

ASDD is NAID AAA Certified to protect, control, and secure data. We are HIPAA, FACTA, FERPA compliant. We strive to meet or exceed industry standards for physical and electronic security. Our company's position on security and quality has been a focal point of expanding our systems to meet or exceed NAID standards.

HIPAA – Health Insurance Portability and Accountability Act of 1996

FACTA – Fair and Accurate Credit Transactions Act

FERPA – Family Educational Rights and Privacy Act

NAID Certificate: See Appendix A

Quality Control Plan: See Appendix B

Price

Fixed prices based on bin and box count eliminate the need for fluctuating prices based on weight that then requires approval. The State will know before ASDD arrives what the cost of service will be. The attached Price Comparisons (Exhibits A&B) demonstrates the savings ASDD will provide over the fee schedules of other document destruction companies.

Customer Satisfaction

Customer satisfaction is at the heart of everything we do. We have employees dedicated to making certain all customer needs are met in a timely manner and with professional accuracy with no disruption to the customer's schedules. The adherence to our Quality Control Plan ensures compliance with the high standards and expectations ASSD require from all their employees.

Summary

ASDD has worked over the years to develop a system of best-practices that encompass the field of secure document destruction in accordance with national certification agencies. We are confident that approval of this proposal for guaranteed exclusive set-aside services for records shredding: confidential document destruction will help the State reduce the cost of shred service overall, and fulfil requirements of HIPAA and Arizona State Library and Archive statutes, rules and procedures.



Exhibit A: Pricing

Off-Site Shredding

2019-2024 Pricing	
Flat fee - Regularly scheduled* in Metro Phoenix	\$35
Flat fee - Regularly scheduled* outside Metro Phoenix	\$55
Flat fee - Will Call in Metro Phoenix	\$60
Flat fee - Will Call outside Metro Phoenix	\$80
Addition fee per bin per visit	\$10
Purge Bankers Box 10x12x15 (30 lbs)	\$2.00
Purge Double Bankers Box 10x12x24 (50 lbs)	\$3.00
Travel Fee -- Applies to special service given off schedule outside Metro Phoenix	Normal Service fee + \$1 per mile

*Regularly scheduled - reoccurring service scheduled in advance from every day to once every 12 weeks



Hard Drive Shredding	2019-2024 Pricing
Hard Drive Shredding Off-Site (shredded)	\$7 per drive
Hard Drive Punch On-Site (Core of the drive punched out)	\$10 per drive
Hard Drive Shredding/Punch On-Site Combo (Core of the drive punched out on-site and shredded off-site)	\$12 per drive
Media Destruction	2019-2024 Pricing
Media Pick Up - Minimum Fee	\$50 per service
LTO, DLT or Other Data Tape Drive Destruction Off-Site	\$7 per drive
Video/Audio Tape, VHS/Cassette Tape Destruction Off-Site	\$1 per tape
Microfiche, Microfilm tapes/rolls Destruction Off-Site	\$1 per tape/roll
CD/DVD Destruction Off-Site	\$15 per box
Microfiche, Microfilm sheets Destruction Off-Site	\$15 per box
Laminated Documents, Plastic Sheets, ID Cards & Sticker Destruction Off-Site	\$15 per box
Plastic Blueprints Destruction Off-Site	\$5 per roll
Pill Bottle Destruction Off-Site	\$0.25 per bottle
Mixed Media Bin Service - Destruction Off-Site	\$200 per bin
Shred Events** – Metro Phx	2019-2024 Pricing
2 Hour Event w/ Off-Site Truck	\$250
4 Hour Event w/ Off-Site Truck	\$500



Exhibit B: Price comparisons with other vendors

Off-Site Shredding (Based on 4 Bins -- bins hold 300lbs each)

	ASDD Pricing	Shred It	PD Shred	Recycle 1	Iron Mountain
Set up / Del fee per bin	No Cost	\$75	No Cost	\$10.00	\$10.00
Removal of Bin Fee	No Cost	\$75	No Cost	No Cost	No Cost
Office Relocation / Move Fee	No Cost	\$150	\$25.00	\$25.00	\$25.00
Price per pound	No Cost	No Cost	No Cost	\$0.10	Cost = \$2.32 Per cu. Ft
Fuel Surcharge	No Cost	9%-18% based on price per gallon	No Cost	0%-18% based on price per gallon	0%-21% based on price per gallon
Hauling Fee	No Cost	No Cost	No Cost	\$15	No Cost
Environmental Fee	No Cost	No Cost	No Cost	10%	No Cost
Taxes Added	No Taxes	Yes	Yes	No Cost	Yes
Cost to Mail Invoice	No Cost	No Cost	No Cost	No Cost	No Cost
Service Every 4 weeks w/ 4 bins in Metro Phoenix	\$50	\$117 + fuel charge & tax	\$112 + Tax	Base on lbs charge/ handling fee & Envr. Fee above = \$148.50	\$131 + Fuel charge & Tax



	ASDD Pricing	Shred It	PD Shred	Recycle 1	Iron Mountain
Service Every 4 weeks w/ 4 bins outside Metro Phoenix	\$70	\$117 + fuel charge & tax	\$112 + Tax	Base on lbs charge/ handling fee & Envr. Fee above = \$148.50	\$131 + Fuel charge & Tax
Will Call w/ 4 bins in Metro Phoenix	\$75	N/A	N/A	N/A	N/A
Will Call w/ 4 bins outside Metro Phoenix	\$95	N/A	N/A	N/A	N/A
Addition fee per bin	\$10	\$38	\$7	see per pound charge	\$35
Purge Bankers Box 10x12x15 (30 lbs)	2.00	\$5.00	\$3.00	\$3.00	\$2.32
Purge Double Bankers Box 10x12x24 (50 lbs)	\$3.00	\$10.00	\$3.00	\$5.00	\$3.85
Cardboard Recycling Fee	No Cost	\$1	No Cost	No Cost	No Cost

Exhibit B: Price comparisons with other vendors



Exhibit B: Price comparisons with other vendors

Media & Hard Drive Shredding:

	ASDD Pricing	Shred It	PD Shred	Recycle 1	Iron Mountain
Media Pick Up - Minimum Fee	\$50 per service	\$50 per service	\$50 per service	\$50 per service	\$50 per service
Hard Drive Destruction Off-Site (shredded)	\$7 per drive	\$16	\$15	\$8	\$16
Hard Drive Destruction Punch On-Site (Core of drive punched out)	\$10 per drive	na	na	na	na
Hard Drive Destruction On-Site Combo (Core of drive punched out on-site and shredded off- site)	\$12 per drive	na	na	na	na
LTO Tape Drive Destruction Off-Site	\$7 per drive	\$16	\$15	\$8	\$16
Video/Audio Tape Destruction Off-Site	\$1 per tape	\$.80 per pound	\$15 per box	\$.80 per pound	\$25-\$50 per box



	ASDD Pricing	Shred It	PD Shred	Recycle 1	Iron Mountain
Microfiche, Microfilm tapes/rolls Destruction Off-Site	\$1 per tape/roll	\$.80 per pound	\$15 per box	\$.80 per pound	\$25-\$50 per box
CD/DVD Destruction Off-Site	\$15 per box	\$.80 per pound	\$15 per box	\$.80 per pound	\$25-\$50 per box
Microfiche, Microfilm sheets Destruction Off-Site	\$15 per box	\$.80 per pound	\$15 per box	\$.80 per pound	\$25-\$50 per box
Laminated Documents, Plastic Sheets, ID Cards & Sticker Destruction Off-Site	\$15 per box	\$.80 per pound	\$15 per box	\$.80 per pound	\$25-\$50 per box
Plastic Blueprints Destruction Off-Site	\$5 per roll	\$15 per roll	\$5 per roll	\$5 per roll	\$15 per roll
Pill Bottle Destruction Off-Site	\$0.25 per bottle	\$.80 per pound	\$15 per box	\$.80 per pound	\$.80 per pound
Mixed Media Bin Service - Destruction Off-Site	\$200 per bin	\$290 per bin	na	na	\$290 per bin

Exhibit B: Price comparisons with other vendors



Appendix A: NAID Certificate



Appendix B: Quality Control Plan