

Tender #: 2017-012

**To Establish a Standing Offer Agreement for the Provision
of Security Consoles and Confidential Shredding Services**

Release Date: May 10, 2017

Closing Deadline: May 19, 2017

2:00pm Newfoundland Time

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The Newfoundland and Labrador Centre for Health Information (the Centre) is issuing this tender to establish a **Standing Offer Agreement (SOA) for the provision of security consoles and confidential shredding services** for a two (2) year term. This Period may be extended upon written notice from the Centre up to a maximum of two (2) years.

SECTION 1: Specifications

Detailed specifications of the Standing Offer items pertaining to **on-site document shredding** are listed below:

1. Vendor shall provide confidential on-site shredding services and locked security consoles to the Centre's offices.
2. Vendor must provide onsite, locked, tamper-proof containers, all with slots suitable to place documents in the console, for
 - 6 Standard Consoles (5 located in St. John's and 1 located in Bay Roberts)
 - 1 x 65 gallon Wheeled plastic cart
3. Security console requirements subject to increase during the terms of this standing offer with the price quoted per console/pickup not changing during the initial term of the standing offer.
4. Containers shall be emptied at the frequency listed in below bullets (by location). The paper contents will be shredded in a confidential manner using on-site shredding services (Mobile Shredding Vehicle)
 - St. John's Office – weekly for consoles; monthly for 65 gallon bin
 - Bay Roberts Office – monthly
5. Mobile Shredding Vehicle must use "Pierce-and-Tear" shredding concept.
6. Vendor must pick up contents of security bins on the basis described above and deliver contents to on-site mobile unit for shredding. It will be the sole responsibility of the vendor to provide this service securely ensuring full confidentiality of documentation during this process. After shredding, a certificate of destruction will be completed by the vendor and provided to the Centre. The Centre has the option to have the vendor escorted to all bin locations at the Centre's premises and accompany the vendor to the mobile shredding unit to witness document shredding.

Detailed specifications of the Standing Offer items pertaining to **electronic media** are listed below:

1. Vendor shall provide confidential shredding services for the following forms of electronic media:
 - Fax Film Cards
 - CDS / DVDs
 - Back-up tapes
 - Hard drives
 - Floppy Disks
 - USB
2. The above services will be on an as-required basis.
3. All transportable media must be logged with an inventory number prior to transport.
4. All transportable media must be transported in a tamper-proof case.
5. Verification of destruction of media must be provided to the Centre upon destruction (with inventory numbers for media).

Other specifications that must be met in order to be awarded this SOA include:

1. Vendor employees must be bonded and proof of bonding must be made available to the Centre upon tender award.
2. A letter of good standing from the Workplace Health and Safety Compensation Commission (WHSCC) must be provided to the Centre upon award.
3. Proof of Insurance must be provided to the Centre upon award.
4. Employees of the successful vendor must wear uniforms and have identification visible on uniform.
5. The successful Vendor must have appropriate certification with the National Association for Information Destruction (NAID).
6. An explanation of what happens to the material once it has been destroyed.
7. Confirmation that the Centre may conduct random audits of the practices of the company with respect to the handling of Centre documents and/or media.

If the above items cannot be satisfactorily met by the successful vendor, the Contract will not be executed with that vendor.

The Vendor Response Pricing Table for these specifications can be found in Appendix B. An electronic copy of this spreadsheet is located at www.nlchi.nl.ca/index.php/procurement/open-tenders or can be requested at procurement@nlchi.nl.ca.

SECTION 2: Instructions to Bidders

Vendors must submit their bid, with tender number clearly identified, before 2:00 pm Newfoundland Time (unless otherwise stated) on the closing date to the address below:

Newfoundland and Labrador Centre for Health Information
70 O'Leary Avenue
St. John's, NL A1B 2C7
Attn: Supply Chain and Contracts Lead

Electronic submissions will be accepted. Suppliers can send their responses to procurement@nlchi.nl.ca

Faxed bids will not be accepted.

SECTION 3: Submission Format

To participate in the tendering process, vendors must complete the forms included in the appendices. The forms may contain protected sections and modifications will be limited to the entry of the required information (i.e. price, discounts, etc.). To ensure a fair and consistent evaluation process amongst all Respondents, other modifications to the forms are **not** permitted. It is the responsibility of the vendor to ensure that formulas and calculations are accurate. Those who do not comply with the above instructions will not receive further consideration.

To obtain an electronic copy of the forms listed in the appendices, vendors are invited to request one through procurement@nlchi.nl.ca.

Each of the specifications listed in the Specifications Section is mandatory. Assigning a price to any one module in the Vendor Response Pricing Table indicates the vendor's product can provide full and complete functionality for the module / functionality listed.

SECTION 4: Inquiries and Clarifications

Vendors can direct their written inquiries and questions related to tenders to the Centre's Procurement Office via procurement@nlchi.nl.ca.

The deadline for question submissions is **4:30p.m. on May 16, 2017**.

Oral responses to questions will not be provided. Responses will be posted to the website in the form of an addendum as they become available. The Centre will not disclose the source of any questions submitted by Vendors. Please check tender document for deadline for questions.

Information obtained from any source outside the documents located on the website is not official and may be inaccurate and therefore not binding.

SECTION 5: Terms and Conditions

1. Prices quoted are to remain unchanged for the agreement period (2 years). If the agreement period is extended by the Centre a new price may be negotiated at the discretion of the Centre. The adjusted price must be fair and reasonable in terms of fair market value.
2. In case of error in extension of prices, the unit price will govern.
3. This Standing Offer Agreement shall be subject to cancellation by the Centre with 10 days written notice.
4. The Centre reserves the right to conduct periodic reviews of service levels. If the Centre is unsatisfied with the service being provided by the awarded vendor, it may choose to obtain services from another vendor.
5. One copy of the attached Appendix A must be signed by an authorized officer of the company, and any other required documentation must be enclosed with the tender bid.
6. All bidders shall be licensed and authorized to do business in the Province of Newfoundland and Labrador prior to submitting a bid and commencement of the contract.
7. Tender evaluation and award of contract for this service will be done in accordance with the procedures outlined in the latest revised *Public Tender Act* and the associated Centre for Health Information procedures.

SECTION 6: General Terms and Conditions

- During the open tender period any required additions, deletions or alterations to the tender requirements will be issued in the form of an addendum. All such changes will become an integral

part of the tender. Addendums will be posted on www.nlchi.nl.ca/index.php/procurement/open-tenders. It is the vendor's responsibility to check the Centre's web site for any addendums to ensure their responses to the tender are complete and accurate.

- The Centre reserves the right to cancel this tender at any point in time.
- The Centre reserves the right to award the tender in whole or in part to one vendor.
- Electronic submissions will be accepted. Suppliers can send their responses to procurement@nlchi.nl.ca
- The lowest or any tender will not necessarily be accepted.
- The purpose of the tender is to acquire the items listed in the Specifications section of the tender only. Cost estimates for additional items such as hardware, travel, training and system installation may be required, however, they will not form part of the evaluation process. The Centre would require this information for planning purposes only. In terms of hardware, vendors would be required to provide a detailed list of hardware requirements necessary to accommodate their solution.
- Tender price must include all applicable shipping costs.
- Prices quoted must be in Canadian currency and all other duties and levies included.
- Tenders will be opened publicly at the Centre's building, 70 O'Leary Avenue, St. John's, immediately following the tender closing date (scheduled to be 2:00pm Newfoundland Time, unless otherwise stated). In the event the Centre is closed due to poor weather conditions or other unscheduled closure the tender opening will occur on the next business day at the originally scheduled time (scheduled to be 2:00pm unless otherwise stated).
- The successful vendor's name will be posted on the website when the tender is awarded.
- From the specifications listed in the document, the Centre reserves the right to order a different quantity of products than what is listed in the tender (no new products will be added).
- Faxed bids will not be accepted.
- Under no circumstances will extensions be granted. Late responses will be returned unopened. The onus rests with the vendor to contact the Centre to confirm receipt of its proposal before the tender deadline.
- Proposals submitted shall be final and may not be altered by subsequent offerings, discussion or commitments unless the vendor is requested to do so by the Centre for Health Information.
- Tender evaluation and award of contract for the item will be done in accordance with the procedures outlined in the latest revised *Public Tender Act* and the associated Centre for Health Information procedures.

- In the event that more than one bidder submits equal bids (tie), the Centre will select a preferred bidder in an unbiased way.
- The Centre reserves the right to use the mathematical principles for rounding if the situation warrants.
- The Centre reserves the right to incorporate previous supplier performance, if the situation warrants, as additional/supplemental criteria in the evaluation of the tender. For further clarity, if a supplier did not meet terms, conditions or other commitments from a previous procurement offering, the Centre may not award a tender opportunity to this supplier. This remains the case although the poorly performing supplier provided the lowest bid and met all specifications.
- The Centre may require vendors to provide a product demonstration with their bid. This demo will be incorporated into the tender evaluation process. If an evaluation copy of the software does not integrate well with the Centre's current infrastructure, the bid may be disqualified.

Appendix A:

Vendor Profile

(Electronic copies of the appendices can be obtained by visiting www.nlchi.nl.ca/index.php/procurement/open-tenders or request through procurement@nlchi.nl.ca)



Security Consoles and Confidential Shredding Services Tender #: 2017-012

Company Name and Address:

Telephone Number: _____
Email: _____
Web Address: _____

I agree with all of the terms and conditions of this tender (including those posted at www.nlchi.nl.ca/index.php/procurement Yes _____ No _____

I have read and understood each of the addendums posted to the Centre's web site relative to this tender Yes _____ No _____

I confirm that this company is NAID certified Yes _____ No _____

NAID Certification valid until: _____

Date of Last NAID audit: _____

Name and Contact information for local sales and service rep:

Authorized Company Representative Signature

Authorized Company Representative Print

Company

Date

Appendix B:

Vendor Response Pricing Table

(Electronic copies of the appendices can be obtained by visiting www.nlchi.nl.ca/index.php/procurement/open-tenders or request through procurement@nlchi.nl.ca)

**Security Consoles and Confidential Shredding Services
2017-012**

Description	Qty*	Price (per unit/per visit)
Standard Consoles (St. John's - weekly)	5	
Standard Console (Bay Roberts - monthly)	1	
65 gallon Wheeled plastic cart (St. John's – monthly)	1	
Fax Film Cards		
CDS / DVDs		
Back-up tapes		
Hard drives		
Floppy Disks		
USB		