This is a Sources Sought Notice for Document Shredding Services of Privacy Act Documentation. The VA Medical Center NCO 5 Contracting Office located at 849 International Drive Linthicum, MD 21042 is seeking a potential qualified contractor to provide Document Shredding Services in support of participating VISN 5 VA Medical Centers and supporting CBOCs. Part of the purpose of this source sought is to determine the viability of set aside to a specific socio-economic category. The NAICS code for this service is 561990 (All Other Support Services) with a size standard of $12.0 million. Contractors shall identify the NAICS code for the services being offered as well as their size standard under said NAICS. If contractor is a Service-Disabled Veteran Owned Small Business (SDVOSB), a Veteran Owned Small Business (VOSB), or any other special category of contractors, then contractor is responsible for providing documentation in support of this. This information will be used to determine the viability of a set aside for this requirement.

This is a request for information and sources only, which many or may not lead to a future solicitation. The VA will not pay for any information received from this source sought notice. Requests for copies of the solicitation shall not be honored or acknowledged. Information should be forwarded to the Contracting Officer. Because this is a request for information only, answers to questions will not be posted. Although ‘proposal”, “offeror”, contractor may be used in this source sought notice, any responses will be treated as information only. Any information received from a contractor in response to this Sources Sought may be used in creating the Solicitation. Any information marked with a statement, such as “proprietary” or “confidential” intended to restrict distribution will not be distributed outside of the government, except as required by law.

Contractors shall include any relevant comments about the attachments if applicable.

If your organization can provide these services and is interested in this opportunity, please respond to Deborah Reardon, Contracting Officer, Department of Veterans Affairs, NCO5, 849 International Drive, Suite # 275 Linthicum, MD 21090 or via e-mail at [Deborah.Reardon@va.gov](mailto:Deborah.Reardon@va.gov) with a statement describing your capabilities. The capability statement shall include a point of contact, complete mailing address, telephone number, email and state the company’s business size status. Any questions shall be addressed to the Contract Officer, in writing, at the email address provided. **The deadline for this information is 2:00 P.M. Eastern Standard Time, Thursday November 11, 2019.**

**STATEMENT OF WORK (SOW)**

**GENERAL**

The intent of this sources sought notice is to potentially establish an IDIQ Contract to provide commercial document shredding services for the facilities within the Department of Veterans Affairs, NCO-5. Facilities include VA Medical Center Martinsburg, WV; VA Medical Center Clarksburg, WV; VA Medical Center Beckley, WV. Also included are VISN 5 supported Community Based Outpatient Clinics (CBOC).

This Statement of Work (SOW) is for the shredding of temporary documents and other VA sensitive paper documents from the Participating VA Medical Center’s. The contractor shall provide equipment and the all participating VA Medical Center’s will determine the location for equipment. The contractor shall perform pickup at the Medical Center and CBOC’S weekly.

Contractor shall be National Association for Information Destruction (NAID) certified, bonded and insured.

Document destruction companies shall certify their destruction process and meet the guidelines for destruction Contractor staff will be responsible for the performing the work of placing the bins in locations throughout the medical center and Rosebud Plaza. The Contracting Officers Representative (COR) shall make the bin location selections based on needs of the work area and privacy assessments of the area. The location list will be provided to the contractor. Keys to Shredding Consoles shall be given to (designated) EMS staff in case VA staff need access. The COR shall provide initial orientation to the medical center and CBOCs. Servicing times by the contractor staff will be from 8:00 AM through 4:30 PM on the days selected by VA Medical Center Staff except for federal holidays. If a collection day falls on the federal holiday, the COR/Alternate shall select a new day in conjunction with the contractor.

Contractor staff will place their mobile unit in the designated area and begin collections. Typically, collections shall start in the building one on the top floor and shall be completed in the basement. Other buildings on the medical center grounds and CBOC’s shall then be collected. If any area is locked and not assessable to contractor staff, contractor staff shall make a reasonable effort to gain entrance by contacting VA staff in offices near the location. Usually VA staff in the area has access to the locked area. A reasonable attempt shall be considered going to at least two offices with VA employees in them near the locked area. If an area has continuous access issues, the contractor staff shall notify the COR to resolve issues.

Upon arrival of contractor staff at each location on scheduled days, contractor staff shall check in with the COR at a location chosen by VA staff. Contractor staff shall go to each console location and collect the material. All shredding consoles shall be emptied at each pickup. Consoles shall not be left unattended; if collection bins are left in the hallway while contractor staff is in rooms, bins shall be locked and within sight distance of contractor staff. The shredding process shall be completed on site and appropriate certificate of destruction, including weight amount, shall be provided to the VA staff on the day of collection. Any required signatures shall be obtained from VA Clarksburg Staff.

The contractor shall provide sufficient labor and equipment necessary to transport collection containers from the indoor environment to an outdoor designated location where the shredding shall take place in the contractor mobile unit. The contractor shall ensure each locked container remains locked until it arrives at the onsite shredding location. The bins shall only be unlocked to transfer documents. The contractor staff shall make sure the confidential documents are protected from wind gusts and other atmospheric conditions.

**REGULATIONS**

1. VA Directive 6371, Destruction of Temporary Paper Records
2. Privacy Act of 1974, 5 USC 552a
3. Federal Records Act, 44 USC Chapter 31
4. VA Directive 6300, Records and Information Management
5. Contractor Rules of Behavior
6. VA Directive 6500, Information Security Program
7. VA Handbook 6500.1, Electronic Media Sanitization
8. 36 CFR 1220.14 Subpart A, General Provisions, General Definitions
9. 36 CFR 1226.24, Destruction of Temporary Records (formerly 1228.58)
10. 10. 44 USC 3302 § 1228.58 Destruction of Temporary Records
11. 11. VA Directive and Handbook 0710, Personnel Suitability and Security Program

Holidays

1. New Year’s Day
2. Martin Luther King’s Birthday
3. Presidents’ Day
4. Memorial Day
5. Independence Day
6. Labor Day
7. Columbus Day
8. Veterans Day
9. Thanksgiving Day
10. Christmas Day

In addition, any other holiday proclaimed by the President of the United States of America as a Federal Holiday. When a holiday falls on a Sunday, the following Monday will be observed as a legal holiday. When a holiday falls on a Saturday, the preceding Friday is observed by U.S. Government agencies.

**Inspections and Acceptance**. The VA Medical Center shall evaluate Contractor's performance using customer complaints, periodic on-site inspections, and may at the Government's discretion, inspect each task to verify conformance and acceptance prior to payment. The VA Medical Center shall also periodically evaluate Contractor's performance in accordance with the following Standards

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| **Performance Standards** |  |
| Overall Service. Timeliness and Professionalism |  |
| Shredding Service.  Protection of Privacy. |  |
| Government Property Records. Accuracy and timeliness of destruction and recycling reports, invoices, and other required reports. |  |

**SYSTEM FOR AW ARD MANAGEMENT (SAM):**

Federal Acquisition Regulations (FAR) require that federal Contractors register in the System for Award Management

(SAM) database at http://www.sam.gov and enter all mandatory information into the system. Award cannot be made until the Contractor has registered. Interested vendors are encouraged to ensure that they are registered in SAM prior to submitting their quote.

**TYPES OF ITEMS EXPECTED**

Types of paper that can be expected are office and computer paper of a variety of color, type, and size. Limited quantities of incidentals such as paper clips, staples, rubber bands, plastic armbands and other similar items can be expected. VA staff is not expected to remove all these items prior to placing in shredding consoles.

Monthly estimated quantity is four (4) tons, based upon historical yearly averages.

**CONSOLES REQUIRED FOR CONTRACT:** Each number of items may be increased or decreased depending on workload and needs of the facility. Sizes may vary slightly. All consoles should be keyed alike.

* 125 Locking Consoles-dimensions 24" H x 20" W x 20"D with a nylon bag inside of it

**Contingency Plan**

The contractor shall provide a contingency plan for instances where equipment malfunctions occurs during the shredding process and when the Mobile Shredding Unit breaks down in route to a VA location for scheduled services or in route to a pulping or recycling site.

**INTERFERENCE TO NORMAL FUNCTIONS**

The Contractor may be required to interrupt its work at any time so as not to interfere with the normal functioning of the facilities, fire protection systems, facility patients' personnel, equipment and carts.

**ACCIDENT REPORTING**

In the event an accident occurs on VA grounds, the contractor staff shall contact VA police immediately and report the following: time and date of occurrence, place of occurrence, list of employees directly involved, narrative or description of the accident to include chronological order of the accident and circumstances, and corrective action to prevent future occurrences.

**INVOICE/BILLING**

Shredding Company may bill by poundage shredded or by fixed number of consoles placed. The method shall be decided upon at the quotation process. Even though the method of may be by fixed number of consoles, the poundage of shredded material will be provided by the shredding company.

**A properly prepared invoice will contain;** Invoice Number and Service Date, Contractor's Name and Address, Accurate VA Purchase Order Number, Itemization of pounds shredded and disposed, price per pound, Dates serviced performed and total amount due.

**CONTRACTOR PERSONNEL SECURITY REQUIREMENTS**

Contractor staff shall be preauthorized to witness destruction of confidential documents.

Contractor staff found reading any of the VA materials shall be promptly removed from the premises where the document destruction is being performed and the person(s) involved shall not be allowed to return for any future document destruction services.

Contractor staff shall adhere to VA polices applicable to all record destruction as outlined in VA Handbook 6300. These guidelines are designed to protect sensitive and private information from being disclosed to unauthorized parties and adhere to the Privacy Act and HIP AA Privacy rules and regulations. Examples of sensitive information includes but not limited to: individually identifiable medical, benefits, and personnel information, financial, budgetary, research, quality assurance, confidential commercial, critical infrastructure, investigatory, and law enforcement information.

Subject to criminal prosecution, contractor employees shall comply with all manner of confidentiality when engaging in the destruction of all Department of Veterans Affairs Records.

Contractor staff shall wear a uniform with a company name and logo and wear a badge in plain view above the waist bearing the company name, logo, and employee name.

Contractor shall maintain a current listing of employees performing services under this contract. The list shall include the employee's name, address, phone number, social security number, level of security and position. The list shall be validated and signed by the company facility security officer and provided to the CO and PO. The Contractor has 24 hours to inform the CO and PO that an employee's status has changed unless it is on a pickup day. On pickup days, the contractor shall immediately inform the COR.

The contractor and employees shall comply with Homeland Security Presidential Directive 12 (HSPD-12), NIST 800-53, and Office of Budget Management guidance M-05-24 as amended and federal Information Processing Standards publication (PIPS PUB) Number 201 as amended. Contractor and staff shall comply with Privacy Act, VA Security requirements and HIPAA.

The contractor shall report to the COR/ CO any information or circumstances which they are aware of that may pose a threat to the security of Department of Veterans Affairs personnel, contractor employees, resources and classified and unclassified information.

Contractor staff is prohibited from possessing weapons, firearms, or ammunition, on themselves or their contractor owned or privately-owned vehicle on the property of the VA.

If the CO finds it in the best interest of the Government, CO may at any time during the performance of this contract, order the Contractor to remove any of their personnel from further performance under this contract for reasons of their moral character, unethical conduct, security reasons and violation of on-site building rules.

**SPECIAL REQUIREMENTS**

Contractor agrees to comply with the requirements under HIPAA. All individual Identifiable Health Information shall be treated as confidential by the parties in accordance with all applicable federal regulations.

The successful contractor shall be required to comply with HIPAA requirements and will be required to sign a Business Associate Agreement with the VA. Copy will be maintained in the contract file and with the Contracting Officer Representative.

**POSITION SENSITMTY**

The position sensitivity is designated low risk.

**INTERIM DESTRUCTION**

The Interim Destruction shall be by shredding to a degree that does not definitively ensure that they are not readable or re-constructible to any degree without ordinary effort. This destruction is the preliminary step that will allow for the secure transport of records until their final destruction. On the day of shredding, the COR or ISO may do a review of the shredded material and if in the judgment of the shredded material does not meet this requirement, the shredded material shall be put through the process that same day until the judgment does meet this requirement.

**FINAL DESTRUCTION**

The Final Destruction shall be performed at a National Association for Information Destruction (NAID) certified, bonded, and insured recycler or paper mill and any intermediary processes must protect the records until final destruction is completed. Those in charge of the intermediary processes shall provide written procedures of how information shall be protected. The final destruction is the process where temporary records are macerated, pulped, or shredded to a degree that definitively ensures that they are not readable or reconstruct able to any degree. A final destruction certificate of destruction will be provided to Clarksburg VA Medical Center COR within 5 days of final destruction.

**Privacy/Information Security Training-** Contractor’s personnel performing the requested services at the Medical Center must complete training course 10176, entitled “VA Privacy and Information Security Awareness and Rules of Behavior” prior to performing any work. Upon completion the document will be signed and returned to the COR for data entry into VA’s Talent Management System. The hard copy will be retained by the COR per VA Records Management requirements.