

ALAMEDA COUNTY MEDICAL CENTER



Highland Campus - Fairmont Campus
John George Psychiatric Pavilion
Ambulatory Health Care Services

ADDENDUM No. 2
To
RFP No. ACMC10-1

For

SHREDDING AND DESTRUCTION OF CONFIDENTIAL DOCUMENTS

Answers to written questions.

- Q. The RFP mentions the Alameda County Medical Centers (ACMC) objectives to improve service levels and have consistency across operations. If there were adverse circumstances or shortcomings with the existing program that compelled ACMC to put the document destruction service out to bid, please elaborate? Is ACMC open to the idea of a bidder providing you with innovative solutions that could potentially improve upon your current process?
- A. ACMC's main objective is consistency and improved ways to provide services required.
- Q. With regard to submitted proposals, if one vendor can demonstrate a unique value proposition that has not been put forth by any competing bidder, where ACMC might discover an advantage to incorporating said proposition into their future document destruction program, can the vendor be assured ACMC will not disclose or share that competitive advantage with other bidders, including the incumbent, both before and after the final determination has been made?
- A. All bid responses are treated as confidential and will only be shared with the ACMC team evaluating the responses.
- Q. When asking for references what is your primary objective? Are you looking to speak with clients who are only prepared to say glowing things about a bidder's service, or would you also like to know how a vendor might respond to adversity?
- A. The purpose of requesting references is standard practice when conducting a competitive RFP process. The primary intent is to gather feedback from current and past clients that can speak to the bidder's level of service and/or any potential areas of concern. Additionally, the references are used in the evaluation process and are assigned a grading criteria weight just as the other categories of evaluation as outlined in Section 12 of the RFP.

- Q. From a security and consistency perspective, how critical is it to your process that a bidder be able to demonstrate a record of long tenure with employees who are assigned to handle confidential material?
- A. The successful contractor shall be regularly and continuously engaged in the business of providing shredding and destruction of confidential documents for at least five (5) years. Contractor's staff assigned to APMC must be trained and experienced in the handling of shredding and destruction of confidential documents. All Contractors' personnel involved in the shredding process shall be bonded.
- Q. Large hospitals typically have multiple departments with distinct interests that need to be addressed before a new program can be agreed upon. To better prepare for a presentation, where will there an opportunity address those individual needs, what departments will be involved in the decision-making process?
- A. Respondents that are selected to participate in the second phase, which is the interview process will be advised on the specifics. The Evaluation Team will consist of several organizational personnel, including key senior managers/directors.
- Q. Is the service required onsite or offsite?
- A. APMC has 6 site locations as highlighted in Section 2 of the RFP. All 6 sites are included under the scope of this RFP.
- Q. If you are requesting offsite service, how often would a party from your organization need to witness the shred process?
- A. APMC at its discretion and upon notice will advise the vendor of our desire to witness the shredding and destruction process at least twice a year.
- Q. Do you have any idea as to the frequency needed from previous year's service? Would you be able to provide an estimated average?
- A. Contractor will be responsible picking up at the various APMC sites on a weekly basis.
- Q. Quantities of containers are given but we still have no idea of container count per location or the usage data, i.e. monthly or yearly volumes of paper. Please supply additional information on approximately how many containers would be at each of the 6 locations.
- A. This information will be provided to vendor during contract negotiations.
- Q. We do not currently have 5 gallon containers and our mini consoles are 10 gallons. Can we substitute 10 gallon containers in areas that have space constraints?
- A. Yes
- Q. The client asks for preferably "wheeled" containers. Our consoles do not have wheels but larger bins do. Will it be acceptable to have a combination of "wheeled" and stationary containers?
- A. Yes

- Q. On page 4 under VALUE, the client asks for discounts on quantities larger than the standard schedule. Please clarify and provide specifics on this request.
- A. This refers to special request such as department file purges, moves, etc. and if discount will be offered.
- Q. On page 4 under COMPLIANCE, the client states that we cannot open and remove confidential information from the containers while at the contractor's site during confidential destruction. All of the material will have to be removed from the containers in order to be destroyed. Please offer additional clarification so that we are clear on this request.
- A. The actual destruction of confidential information shall not be performed at APMC.

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SAMPLE PROPOSAL EVALUATION FORM

Vendor Name: _____

Evaluated By: _____

A.	Completeness of Response	Pass/Fail	
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	Weight	X Rating *	= Points
B. Cost			
C. Implementation Plan and Schedule			
D. Financial Stability			
E. Relevant Experience			
F. References			
G. Oral Presentation and Interview			
Sub-Total			
Plus 5 points for Local Preference			
Evaluation Total			