

RFP 22-68162
Document Destruction Services
ATTACHMENT E

INSTRUCTIONS: Please provide answers in the shaded areas to all questions.
Reference all attachments in the shaded area.

Business Proposal

2.3.1 General - Please introduce or summarize any information the Respondent deems relevant or important to the State's successful acquisition of the products and/or services requested in this RFP.

Federal Records Management & Shredding (FRMS) understands and accepts the requirements and objectives presented by the State of Indiana as it pertains to document destruction services. We have the experience, manpower, and knowledge to fulfill all service requirements within our bid area, the Northern Region, as we currently facilitate document destruction services to customers within this same area. We are a NAID AAA Certified shredding company locally owned and in Fort Wayne, IN.

2.3.2 Respondent's Company Structure - Please include in this section the legal form of the Respondent's business organization, the state in which formed (accompanied by a certificate of authority), the types of business ventures in which the organization is involved, and a chart of the organization. If the organization includes more than one (1) product division, the division responsible for the development and marketing of the requested products and/or services in the United States must be described in more detail than other components of the organization. Please enter your response below and indicate if any attachments are included.

FRMS is a limited liability company formed in Indiana.

Attachment: 23-68162 AttE 2.3.2a Articles of Incorporation

Attachment: 23-68162 AttE 2.3.2b Organization Chart

2.3.3 Respondent's Diversity, Equity and Inclusion Information - With the Cabinet appointment of a Chief Equity, Inclusion and Opportunity Officer, on February 1, 2021, the State of Indiana sought to highlight the importance of this issue to the state. Please share leadership plans or efforts to measure and prioritize diversity, equity, and inclusion. Also, what is the demographic compositions of Respondents' Executive Staff and Board Members, if applicable.

FRMS provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard

to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expressions, or any other characteristic protected by federal, state or local laws. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation and training.

2.3.4 Company Financial Information - This section must include documents to demonstrate the Respondent's financial stability. Examples of acceptable documents include most recent Dunn & Bradstreet Business Report (preferred) or audited financial statements for the two (2) most recently completed fiscal years. If neither of these can be provided, explain why, and include an income statement and balance sheet, for each of the two most recently completed fiscal years.

If the documents being provided by the Respondent are those of a parent or holding company, additional information should be provided for the entity/organization directly responding to this RFP. That additional information **should explain the business relationship between the entities and demonstrate the financial stability of the entity/organization which is directly responding to this RFP.**

FRMS has attached financial documents for the two most recently completed fiscal years as part of its RFP response.

Attachment: 23-68162 AttE 2.3.4a 2020 Financials_CONFIDENTIAL

Attachment: 23-68162 AttE 2.3.4b 2021 Financials_CONFIDENTIAL

2.3.5 Integrity of Company Structure and Financial Reporting - This section must include a statement indicating that the CEO and/or CFO, of the responding entity/organization, has taken personal responsibility for the thoroughness and correctness of any/all financial information supplied with this proposal. The areas of interest to the State in considering corporate responsibility include the following items: separation of audit functions from corporate boards and board members, if any, the manner in which the organization assures board integrity, and the separation of audit functions and consulting services. The State will consider the information offered in this section to determine the responsibility of the Respondent under IC 5-22-16-1(d).

The President of FRMS has taken personal responsibility for the thoroughness and correctness of the financial information supplied with this proposal. FRMS utilizes an independent accounting firm to perform its yearly audits.

Attachment: 23-68162 AttE 2.3.5 Financial Reporting Statement

2.3.6 Contract Terms/Clauses - Please provide the requested information in RFP Section 2.3.6. Additional rows may be added if necessary.

Contract Term Identifier and Header	Suggested Language Change	Rationale for suggested change
Contract Terms Accepted	No Changes Requested	

2.3.7 References - Reference information is captured on **Attachment H** Respondent should complete the reference information portion of the **Attachment H** which includes the name, address, and telephone number of the client facility and the name, title, and phone/fax numbers of a person who may be contacted for further information if the State elects to do so. The rest of **Attachment H** should be completed by the reference and **emailed DIRECTLY** to the State. The State should receive three (3) **Attachment Hs** from clients for whom the Respondent has provided products and/or services that are the same or similar to those products and/or services requested in this RFP. **Attachment H** should be submitted to idoareferences@idoa.in.gov. **Attachment H** is due on the date listed in Section 1.24 of the RFP. Please provide the customer information for each reference.

Customer 1	
Legal Name of Company or Governmental Entity	City of Fort Wayne
Company Mailing Address	200 E Berry Street, Suite 370
Company City, State, Zip	Fort Wayne, IN 46802
Company Website Address	www.cityoffortwayne.org
Contact Person	Michelle Kivi
Contact Title	Records Manager
Company Telephone Number	260-427-1378
Company Fax Number	260-427-1177
Contact E-mail	Michelle.kivi@cityoffortwayne.org
Industry of Company	City Government
Customer 2	
Legal Name of Company or Governmental Entity	Allen County Community Corrections
Company Mailing Address	201 W Superior Street
Company City, State, Zip	Fort Wayne, IN 46802
Company Website Address	www.allencountycorrections.org
Contact Person	Kelly Bure
Contact Title	
Company Telephone Number	260-449-4553
Company Fax Number	260-449-7308

Contact E-mail	Kelly.bure@co.allen.in.us
Industry of Company	County Government
Customer 3	
Legal Name of Company or Governmental Entity	Fort Wayne Community Schools
Company Mailing Address	1200 S Clinton Street
Company City, State, Zip	Fort Wayne, IN 46802
Company Website Address	www.fwcs.k12.in.us
Contact Person	Joyce McCartney
Contact Title	Fiscal Affairs Generalist
Company Telephone Number	260-467-2035
Company Fax Number	260-467-1981
Contact E-mail	Joyce.mccartney@fwcs.k12.in.us
Industry of Company	School System

2.3.8 Registration to do Business – Per RFP 2.3.8, Respondents providing the products and/or services required by this RFP must be registered to do business by the Indiana Secretary of State. The Secretary of State contact information may be found in Section 1.18 of the RFP. This process must be concluded prior to contract negotiations with the State. It is the successful Respondent’s responsibility to complete the required registration with the Secretary of State. Please indicate the status of registration, if applicable. Please clearly state if you are registered and if not provide an explanation.

FRMS has an active record with the Secretary of State of Indiana.

2.3.9 Authorizing Document - Respondent personnel signing the Executive Summary of the proposal must be legally authorized by the organization to commit the organization contractually. This section shall contain proof of such authority. A copy of corporate bylaws or a corporate resolution adopted by the board of directors indicating this authority will fulfill this requirement. Please enter your response below and indicate if any attachments are included.

John Hanley, President of FRMS, signed the Executive Summary of the proposal and is legally authorized to commit the organization contractually. There are no attachments included.

2.3.10 Diversity Subcontractor Agreements -

- a. Per RFP Section 1.21, Minority & Women’s Business Enterprises (MBE/WBE), and 1.22 Indiana Veteran Owned Small Business Subcontractor (IVOSB), explain process followed to engage with potential MBE, WBE and IVOSB owned, Indiana certified businesses listed on Division of Supplier Diversity

site. List the businesses invited to discuss the opportunity for potential partnership.

As part of the RFP requirements, FRMS downloaded the current list of Division of Supplier Diversity. This list consisted of almost 10,000 separate line items (many businesses listed multiple times because of their differing codes) – of those 10,000 entries we identified 1,614 that were located in our bid area. Of those 1,614 entries none were document destruction companies that we could partner with as it pertains to this proposal.

- b. If not proposing each MBE, WBE or IVOSB subcontractor partnership, explain the rationale for declining to do so. Complete this for each category not proposed.

FRMS was unable to propose a WBE Subcontractor as part of its response as the organization does not plan on utilizing subcontractors to fulfill the requirements of this proposal.

FRMS was unable to propose a IVOSB Subcontractor as part of its response as the organization does not plan on utilizing subcontractors to fulfill the requirements of this proposal.

2.3.11 Evidence of Financial Responsibility – Removed at the request of the agency.

2.3.12 General Information - Each Respondent must enter your company’s general information including contact information.

Business Information	
Legal Name of Company	Federal Records Management and Shredding, LLC
Contact Name	John Hanley
Contact Title	President
Contact E-mail Address	jhanley@federal-recordsmanagement.com
Company Mailing Address	1140 Hayden Street
Company City, State, Zip	Fort Wayne, IN 46803
Company Telephone Number	260-267-9652
Company Fax Number	260-203-4489
Company Website Address	www.federal-recordsmanagement.com
Federal Tax Identification Number (FTIN)	46-2375827
Number of Employees (company)	8
Years of Experience	15
Number of U.S. Offices	1

Year Indiana Office Established (if applicable)	2013
Parent Company (if applicable)	N/A
Revenues (\$MM, previous year)	Redacted
Revenues (\$MM, 2 years prior)	Redacted
% Of Revenue from Indiana customers	100%

- a. Does your Company have a formal disaster recovery plan? Please provide a yes/no response. If no, please provide an explanation of any alternative solution your company has to offer. If yes, please note and include as an attachment.

Yes, FRMS has a Disaster Recovery Plan.

Attachment: 23-68162 AttE 2.3.12a Disaster Recovery Plan

- b. What is your company's technology and process for securing any State information that is maintained within your company?

FRMS has a Privacy and Data Security Incident Response Plan.

Attachment: 23-68162 AttE 2.3.12b Data Security Response Plan

- 2.3.13 Experience Serving State Governments** - Please provide a brief description of your company's experience in serving state governments and/or quasi-governmental accounts.

FRMS has extensive experience in providing document destruction to state, county and city government facilities. We have current contracts in place for countless educational systems and government offices encompassing the legislative and judicial branches. FRMS also performs purge services for public libraries, towns and conservancy districts.

- 2.3.14 Experience Serving Similar Clients** - Please describe your company's experience in serving customers of a similar size to the State with similar scope. Please provide specific clients and detailed examples.

Fort Wayne Community Schools:

FRMS was awarded this contract in 2015. This account includes 27 separate locations and continues to grow as individual schools transition to our service. This account has locations that utilize all sizes of our equipment and have multiple service schedules in place for each separate location, including on-call. This account has locations that take advantage of our on-site, plant-based, purge and media destruction services.

City of Fort Wayne:

FRMS was awarded this contract in 2018 after a competitive solicitation process. This location consists of 19 separate equipment placements at one location. This account utilizes multiple sizes of our equipment. This account takes advantage of our plant-based and purge services.

Ruoff Home Mortgage:

FRMS was awarded this contract in 2013. This account includes 65 separate locations and continues to grow. This account utilizes all sizes of our equipment and has multiple service schedules in place for each separate location, including on-call. This account has locations that take advantage of our on-site, plant-based, purge and media destruction services.

Star Financial Bank:

FRMS was awarded this contract in 2013. This account includes 46 separate locations and continues to grow. This account utilizes all sizes of our equipment and has multiple services schedules in place for each separate location, including on-call. This account has locations that take advantage of our on-site, plant-based, purge and media destruction services.

2.3.15 Payment - Please provide the requested information in RFP Section 2.3.15.

We accept all major forms of credit card payment, including American Express. We accept all credit-card user handling fees associated with this method of payment for all of our customers including the State of Indiana. We have the ability to keep credit card numbers on file for ongoing use, the customer may send protected emails with credit card payment information, or the customer may call in with credit card payment.

2.3.16 Extending Pricing to Other Governmental Bodies – Indicate your willingness to extend prices of awarded products and/or services to other governmental bodies per RFP section 2.3.17. Please include details on any marketing or active solicitation activities your company will undertake to encourage use of the contract.

Yes, FRMS will extend its pricing to other governmental bodies. As many Agency locations will likely have their own in-house contracts already in place, we understand that significant time and resources may be required (and be extremely helpful to the Agency) in determining when change of service and equipment can take place. We have the ability to utilize phone calls, emails, and in-person or virtual meetings to help with all Agency transitions. We will dedicate our own employees as well as a Marketing firm we have already partnered with to assist with email blasts and/or

mailings to help encourage all Agency locations to utilize our contract.