



# Administrative Office of the Courts

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## Operations

**Questions/Responses #2**  
**Request for Proposals K20-0060-02**  
**Storage, Retrieval, Pickup and Delivery of Records**  
**December 16, 2019**

To our prospective Business Partners:

The following question for the above referenced RFP were received by email and answer will be posted for all prospective Offerors. The statements and interpretations contained in the following responses to questions are not binding on the Judiciary unless the RFP is expressly amended. Nothing in the Judiciary's response to these questions is to be construed as agreement to or acceptance by the Judiciary of any statement or interpretation on the part of the Offeror asking the question.

**Questions:**

1. On average how many boxes are requested per delivery or per week since our pricing methodology is based on items retrieved and delivered?  
**Answer:** Average Boxes Requested per week recently have been 20-30 a week that could change if we start using a new offsite company.
2. Will the customer send back boxes during each delivery service to be returned to the records center, so we can price the boxes that will be refiled? (Average per week is ok.)  
**Answer:** No, once the boxes are delivered they are usually not returned for refileing.
3. Do they anticipate emergency or rush deliveries? If so, how many per month/year on average?  
**Answer:** No, it would be very unusual to request an emergency or rush order.
4. Do they expect their inventory to grow by adding new boxes? If so, how many per month?  
**Answer:** No, the inventory of paper filings is not expected to grow. The old paper filing system was replaced with an electronic system.
5. Do they anticipate any destruction services for boxes that have met their retention timeframe? If so, how many per month or per year?  
**Answer:** There is a separate contract for destruction services at this time, so no destruction services are being requested in this solicitation.
6. How will the customer request their boxes? Are they currently indexed in Excel, so we can upload the inventory file into our records database or will they require manual indexing services to capture the information on the outside of the boxes or the files inside the boxes?  
**Answer:** We currently have a binder that tells us Iron Mountain box numbers and cases in those boxes. Iron Mountain also has an online listing we can access so depending how this company indexes our boxes will determine how we order them.

Robin Smith, Procurement Specialist  
December 16, 2019