**Kent Fire & Rescue Service**

**Framework for Disposal Services for IT Equipment, Electronic and Electrical Equipment Request for Information**

1. **Executive Summary**

Kent and Medway Towns Fire Authority (“the Authority”) are seeking to conduct early market engagement with organisations ahead of a prospective procurement for a framework for Disposal Services for IT equipment, electronic and electrical equipment.

Unauthorised disclosure of information / sensitive data is a major risk so the authority require data to be deleted from media and equipment sometimes prior to its permanent removal from site for disposal and/or recycling or for assured data destruction to take place. The framework therefore seeks to appoint contractors to — securely and irreversibly delete data from a range of media either on the customer's premises / or off-site; and — securely and legally dispose of redundant information and communications technology equipment and media.

1. **Introduction**

Kent Fire and Rescue Service (KFRS) are a blue light, mission critical service delivering fire and rescue services to more than 1.8 million people in the county of Kent. It is a Combined Fire Authority which means that it is a standalone local Authority. It draws 21 of its elected Members from Kent County Council and 4 from Medway Council. The Authority operates a 24-hour service across 56 fire stations, a training centre, control centre, and Service Headquarters. It also has a fleet of 75 front line fire engines and a range of specialist operational support vehicles.

With this RFI, the Authority is seeking to:

* + - Obtain a better understanding of pricing information for the cost of providing data wiping and secure and legal disposal of redundant information and communications technology equipment and media, for budget setting purposes.
    - Gather a better understanding of approx. time scales for implementing such a solution, to aid in planning.
    - Engage with the industry to identify and better understand new innovative solutions and/or service options that are available and may meet the Authority’s requirements.

The result of the research conducted through this RFI will support the development of the requirements and the draft tender documentation ahead of a potential procurement exercise.

This document will provide suppliers with an outline of the Authority’s current position, as well as an outline of indicative future requirements and draft copies of the proposed tender documentation and model framework agreement. Suppliers should note that any requirements contained within this document are not exhaustive and that such requirements have been specified to a level that has been deemed suitable enough for suppliers to provide indicative pricing. Suppliers should note that no information, statements, or pricing information provided in response to this RFI constitutes any commitment by either party.

No information contained within or provided for the purposes of this RFI exercise constitutes any commitment by the Authority to undertake any procurement exercise in the future, and any information provided for the purposes of this RFI is subject to change.

Please carefully read the information provided in this document and provide responses to the questions in *Section 3*. Additional information that is deemed relevant is welcomed by the Authority.

Suppliers should note that this is a light-touch exercise intended to obtain indicative pricing for budget setting purposes and some relevant market information. The Authority would kindly request that respondents break down pricing as much as possible into its separate elements to assist with better understanding the market.

Any queries should be directed to [amanda.richardson-jess@kent.fire-uk.org](mailto:amanda.richardson-jess@kent.fire-uk.org) for the attention of Amanda Richardson-Jess.

The deadline for response is **Wednesday 15th December 2021 at 12pm.**

**Current Position**

The Authority disposes of small IT equipment via a WEEE collection service provided by our Property team. This can only take laptops, PC’s and other smaller items. There is no route for disposal for racking, servers, switches or other network infrastructure.

All hard disks are removed before disposal due to there being no secure wiping available via this route. The disk are stored in a secure location.

There is an urgent requirement for the removal of a large number of switching items following a network refresh project this year. The Authority also has small factor PC’s and screens from the rollout of new computers in fire appliances.

**Indicative future requirements**

The Authority require data to be deleted from media and equipment sometimes prior to its permanent removal from site for disposal and/or recycling or for assured data destruction.

The framework therefore seeks to appoint contractors to;

* + - securely and irreversibly delete data from a range of media either on the customer’s premises or offsite; and
* securely and legally dispose of redundant information and communications technology equipment and media.

Once the Framework Agreement has been established, secondary competitions will be completed for each disposal required. The secondary competitions will be undertaken via a Request for Quotation, see Appendix 2, from all Contractors appointed under the Framework Agreement.

Contractors will be requested to submit a quotation – costs or revenue - for each disposal in line with the Mandatory Requirements contained within the original Framework Agreement Specification. The protocol for secondary competitions can be found at Appendix 3

1. **Framework Duration**

The Framework Agreement shall commence upon award and will remain in force for 4 years, subject to performance. It is permissible for a Prime Contractor to subcontract services required under this framework. It is the responsibility of the Prime Contractor to manage their subcontractors and to ensure full compliance with the Mandatory Requirements and the Conditions of Contract.

1. **Mandatory Requirements**

|  |  |  |
| --- | --- | --- |
| **Number** | **Mandatory Requirement** | **Supplier Comments on requirement** |
| **MR1** | **Areas of Disposal**  **Each Contractor appointed under this Framework must provide disposal services in all of the following areas;**  Category 1 – PC base unit  Category 2 – Laptop + PSU  Category 3 – Data Centre Equipment (Servers and rail kits, Data Storage Equipment, Racks/Cabinets, cables and KVM)  Category 4 – Mobile phones + Tablet Devices  Category 5 – Monitors  Category 6 – Network equipment (e.g. Switches, access points and cabling)  Category 7 – MFD and Laser Printers  Category 8 – Projectors  Category 9 – UPS  Category 10 – Scanners  Category 11 – Loose HDD, Tapes, CDs, USB Drives, Access Cards  Category 12 – Small e.g. telephone, keyboard, docking stations, mice, DVD player, Cables/USB plugs  Category 13 – TV Screen  Category 14 – Batteries (e.g. radios, phones and laptops if removed separately) |  |
| **MR2** | **Environmental Management Systems**  Each Contractor appointed under this framework must have BS EN ISO 14001; 2004 – Environmental Management System accreditation (or equivalent).  This accreditation (or equivalent) must remain valid throughout the duration of the framework.  Valid certificate of accreditation (or equivalent) must be made available for viewing at the Site Validation Visit and the Authority reserves the right to request a copy of the ISO certification (or equivalent) at any point through the life of the Framework contract period. Any such request must be responded to within 10 working days. If certificates (or equivalent) are not made available within the 10 working days of request the contractor will not be invited to secondary competitions until the certificates have been made available. |  |
| **MR3** | **Quality Management Systems**  Each Contractor appointed under this framework must have ISO 9001: 2000 Quality Management System accreditation (or equivalent).  Any equivalent Quality Management System must as a minimum ensure that processes to make certain the following are in place:   * a set of procedures that cover all key processes in the business; * a system for monitoring processes to ensure they are effective; • adequate records are kept; * a system for checking output for defects with appropriate and corrective action where necessary; * regular reviews of individual processes and the quality system itself for effectiveness; and * the facilitation of continual improvement.   This accreditation (or equivalent) must remain valid throughout the duration of the framework.  Valid certificates of accreditation must be made available for viewing at the Site Validation Visit and the Authority reserves the right to request a copy of the ISO certification (or equivalent) at any point through the life of the framework contract period.  Any such request must be responded to within 10 working days. If certificates (or equivalent) are not made available within the 10 working days of request the contractor will not be invited to secondary competition until the certificates have been made available. |  |
| **MR4** | **Data Wiping**  Each Contractor appointed under this Framework must provide both onsite and offsite, a data wiping service which meets the CESG/Infosec criterion.  Please note that any data bearing devices must  be securely wiped within the UK.  On some occasions, by prior arrangement, a witness may wish to observe and/or conduct tests on a sample to ensure the successful completion of the wiping of hard drives by attempting to access data previously on a wiped device or media.  Where data wiping is taking place off site the  Authority may request that a sample item is returned for this testing to be completed.  Please note Encryption and ‘Advanced Technology Attachment (ATA) Secure Erase’ are NOT considered appropriate sanitisation techniques. The use of encryption is not considered a valid method of sanitising existing data. |  |
| **MR5** | **Confirmation of Destruction/Wiping**  Each Contractor appointed under this Framework must provide the Authority with confirmation that all data has been destroyed / wiped in compliance with CESG Infosec Standard 5. This confirmation must be provided by completing the final column on the Request for Quotation form - Date Off Site Wiping / Shredding completed  This form must be returned to the Authority once complete within 15 working days from collection of items |  |
| **MR6** | **Resale**  Each Contractor appointed under this framework may resell electrical / cleansed equipment.  It is expected that some of the revenue from any resale will be paid to the Authority. This value must be incorporated into the Request for Quotation form.  Please note that any data bearing devices must be securely wiped within the UK before resale or transport.  Each Contractor appointed under this framework will indemnify the organisation from any claims resulting from the sale of any product, including its quality, electrical safety and any associated warranties and/or licences. |  |
| **MR7** | **Waste**  All equipment that is not resold must be dismantled and recycled/disposed in accordance with the relevant legislation including, but not limited to :   * the Waste Electrical and Electronic Equipment Directive; * BS EN ISO 14001: 2004; * the Environmental Protection Act 1990; and * the Hazardous Waste Regulations.   and appropriate ‘authorisation’- i.e. waste management exemption/ licence/ permit - in place from the Environment Agency to accept that waste.  In the case of equipment (WEEE) classified as hazardous waste, the authorisation must therefore specifically cover acceptance of this hazardous waste type.  As long as equipment remains waste, whether it be classified as hazardous or not, it must only be moved/disposed to authorised facilities.  All collections (consignments) of hazardous waste must be accompanied by a Consignment Note (tracking document) copies of which must be completed/notified and returned to the Authority in accordance with the Hazardous Waste Regulations and reported accordingly.  Information must be recorded on a Waste Transfer Note, a copy of which you should retain for up to 2 years following the date of transfer. |  |
| **MR8** | **Shredding**  Each Contractor appointed under this Framework must provide both onsite and offsite disk or device shredding service when requested. This will be detailed on the Request for Quotation form.  All techniques for the destruction of data must adhere to CESG Infosec Standard 5 (Appendix 4)  Devices to be shredded may include hard disk drives, 19 inch routers and smart phones, tablets etc.  Please note on some occasions, by prior arrangement, a witness may wish to observe and/or conduct tests on a sample to ensure successful destruction. |  |
| **MR9** | **Disposal**  Items to be disposed will be listed in the Request for Quotation form.  Each Contractor appointed under this framework will be permitted to view the items if required, by arrangement with the Authority, during the invitation to quote period, in order to allow Contractors to assess the condition of items requiring disposal.  The Request for Quotation form must be completed by the Contractor and returned electronically to the Authority within a maximum of 10 working days from the date of request. Failure to return the quotation within the specified time will result in elimination from the quotation exercise. |  |
| **MR10** | **Collection**  When collecting equipment, and prior to removal, the Contractor appointed under a contract must:   * load equipment for removal * confirm the items listed for collection match those on the disposal spreadsheet used to manage each collection * complete onsite data wiping/device shredding witnessed by Authority contact if requested * provide a written receipt of items collected, wiped or shredded * provide cages or pallets for pre-loading if appropriate – this request will be highlighted at the Request for Quotation Stage |  |
| **MR11** | **Securing Equipment**  Each Contractor appointed under this framework must ensure that equipment requiring onsite or offsite data wiping/device shredding is not left unsecured at any time during collection and transportation prior to Data Eradication.  Data bearing devices must not be transported outside of the UK prior to the completion of Data Eradication. |  |
| **MR12** | **Storage of Equipment**  Each Contractor appointed under this framework must segregate and store the Authority’s equipment which contains data from the equipment of their other customers. |  |
| **MR13** | **Responsibility for Equipment**  In all cases once the equipment leaves the Authority’s premises responsibility transfers to the Contractor.  This will include responsibility for:   * lost equipment * equipment not handled / disposed of in line with the requirements * ensuring the fitness for purpose of re-sold equipment |  |
|  | **Service Levels**  Each Contractor appointed under this framework must adhere to the following Service Levels :   |  |  | | --- | --- | | **Completion of Request for Quotation Form** | Within 10 working days from the date of request | | **Agree Collection Date & Time** | Within 5 working days of award/order placed | | **Collection** | Made within 10 days of award unless otherwise agreed | | **Confirmation of Destruction/Wiping** | The final column on the Request for Quotation form completed and the form returned to the Authority within 15 working days from collection of items | | **Invoice Issued** | Within 25 working days of collection date | | **Revenue Payments** | Within 30 working days of collection date | |  |
| **MR15** | **Escalation**  A named contact and deputy, with direct-line  telephone numbers and e-mail addresses must be provided by each Contractor appointed under this framework for escalation of issues that cannot be resolved through normal contact with the supplier service desk. These details must be provided during the Site Validation Visit.  Once an incident has been escalated the named contact must respond to the Authority within 3 working days of escalation and the issue must be resolved within 10 working days.  Where issues are not resolved within 10 working days after escalation, the named contact must meet with the Authority to discuss the issue and agree a way forward. |  |
| **MR16** | **Invoicing**  Invoices must be issued for each collection in line with the timeframes detailed in MR8 and must include as a minimum:   * the service providers invoice number * the Authority’s account number * the PO number; and * the Service Request number for disposal that it covers   Invoices must be sent by email to the contact point detailed on the Request for Quotation – Appendix 2. |  |
| **MR17** | **Revenue Payment**  Where the Request for Quotation results in a revenue payment this must be paid directly to the Authority within 30 working days.  Details regarding the repayment method must be included on the Request for Quotation Form – Appendix 2 |  |
|  | **Contract Information**  Each Contractor appointed under this framework must provide a quarterly report to the Central Procurement Directorate (CPD) clearly detailing for the specified period :   * items collected * items disposed * items recycled * date collected * date disposed * date of wiping * spend/revenue   The report must be sent electronically within 10 working days of the quarter end. An email address will be provided within the letter of inclusion on the framework |  |
|  | **Social Value** |  |
|  | **Climate Change** |  |
|  | **Modern Slavery** |  |

1. **Response / Questionnaire**

As part of this RFI, the Authority is seeking to obtain sufficient information to enable the further development of the requirements, understand potential costs, as well as obtain a better understanding of the timescales associated with the implementation of the service.

At this stage, the Authority is anticipating that services are fully implemented by the end of January 2022. This is subject to change.

The Authority requests that suppliers provide their comments and feedback to each of the mandatory requirements listed above and provide sufficient detail of their service offering to enable full understanding of the potential service solutions and any exclusions, dependencies, and assumptions are clearly stated.