

January 17, 2020

COPY

Kelli Sizenbach

Iowa Department of Administrative Services

Hoover State Office Building, Level 3

1305 East Walnut Street

Des Moines, IA 50319-0105

Dear Kelli:

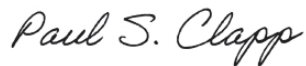
Thank you for the time invested in our discussions to date regarding your organization's information destruction requirements. Based on our conversation, we are confident that Iron Mountain can continue to address Iowa Department of Administrative Services' current challenges related to outsourcing the management of your company's secure information destruction program.

Enclosed please find Iron Mountain's recommendation for the Secure Shredding program that we feel best aligns with your business objectives and specific operational needs. In addition to this plan, we would like to invite you to a facility tour where we can adapt to accommodate growth, expansion, or other factors that may impact your business environment and require additional modification.

With more than 65 years of experience as the industry's leading provider of information protection services, Iron Mountain delivers the proven strength, stability, and expertise that customers demand from a trusted business partner. The solutions we provide help businesses in your community and around the globe effectively reduce the cost, risk, and complexity associated with compliant information destruction — and I know we can do the same for Iowa Department of Administrative Services.

Thank you for the opportunity to service your business, and for your ongoing consideration of Iron Mountain. Please note that this proposal is effective for 120 days from January 17, 2020. Please do not hesitate to contact me if I can be of further assistance. I can be reached at 216.543.9830 or at Paul.Clapp@ironmountain.com.

Best regards,



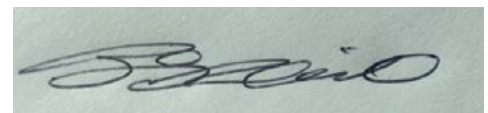
Paul Clapp

Business Development Executive

Paul.Clapp@Ironmountain.com

6090 NE 14th St. Des Moines, IA 50313

Fax : 1-800-934-5348



Brian Dodrill

Sr. Business Development Executive

Brian.Dodrill@IronMountain.com



Proposal For

Iowa Department of Administrative Services

Re: Secure Document Destruction Services

Bid Number: RFB1420005036

Iron Mountain Contact

Brian Dodrill, Senior Business Development Executive

6090 NE 14th St.

Des Moines, IA 50313

913.915.9001

Brian.Dodrill@ironmountain.com

 **IRON MOUNTAIN**[®] 6090 NE 14th Street, Des Moines, IA 50313 USA ironmountain.com

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Confidentiality

Iowa Department of Administrative Services shall have the right to duplicate, use, or disclose the information to the extent necessary unless prohibited by law. This restriction does not limit Iowa Department of Administrative Services 's right to use information contained in this proposal if it is obtained without restriction from another source

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Executive Summary

Achieving your information objectives can be easier than you think, and you don't have to pave the path alone. By removing complexity and prioritizing the areas of investment, you can move away from reactive information management to proactive information transformation.

With Iron Mountain Secure Paper Destruction, you get the resources and proven expertise you'll need to create, implement, and monitor a comprehensive information destruction program that is convenient, compliant, cost effective, and sustainable. By using our destruction best practices, you'll know what to shred and when and be confident that you're destroying the right information at the right time, every time.

The entire Iron Mountain team is excited to continue to help Iowa Department of Administrative Services with their information management program with a secure destruction solution that will comply with the regulations that govern you and leverage your program to make good business decisions – all while controlling your total cost of ownership. We have read and understand the terms and conditions of this request for bid including the contract terms and conditions in Section 6. Iron Mountain is prepared to comply with the specifications of this RFP and the response has the detail of our ability to do this.

This proposal is submitted contingent upon the right to negotiate mutually acceptable contract terms and conditions, which are reflective of the work contemplated in the bid documents, and an equitable distribution of the risks involved therein. In the event that such agreement cannot be reached, Iron Mountain reserves the right to decline to enter into such an agreement without prejudice or penalty.



Technical Proposal

The Respondent shall provide the following general background information:

3.2.5.1 Does your state have a preference for instate Bidders Yes or No? If yes, please include the details of the preference.

No. Iron Mountain does not intend to use subcontractors for this scope of work.

3.2.5.2 Name, address, telephone number, fax number and e-mail address of the Bidder including all d/b/a's or assumed names or other operating names of the Bidder.

Iron Mountain has over 1,400 facilities throughout North America and globally. Our headquarters are located at:

Iron Mountain Information Management LLC
(Subsidiary of Iron Mountain Inc.)
1 Federal Street
Boston, MA 02110
Phone: 800-899-4766

The following table provides a list of all destruction centers in the US and Canada:

PLANT	STREET ADDRESS	CITY	STATE	MANAGER
Atlanta	2605 North Berkeley Lake Rd NW Ste 100	Duluth	GA	Derek Szmyt
Boston	12 Commercial Way	Milford	MA	John Farley
Calgary	2624-54th Avenue SE, Bay 15	Calgary	AB	Nikki King
Charlotte	10525-D Granite Street	Charlotte	NC	Juan Richardson
Chicago	2255 Pratt Blvd	Elk Grove	IL	Pat McDade
Dallas	12121 N. Stemmons Freeway	Dallas	TX	Pete Gomez
Denver	3801 E. 50th Avenue	Denver	CO	Cyndi Garner
Des Moines	6090 NE 14th Street	Des Moines	IA	Cyndi Garner
Detroit	35750 Industrial Avenue	Livonia	MI	Andrew Kern
Houston	4300 Windfern Drive, Suite 400	Houston	TX	Brian Wolter
Jersey City	100 Industrial Drive	Jersey City	NJ	Bruce Hanson
Los Angeles	7301 Stealth Parkway	Pico Rivera	CA	Bruce Russell
Minneapolis	6401 West 106th Street, Suite 801	Bloomington	MN	Dan Dunlap
Montreal	8300 Rue St-Patrick, Suite 175	Montreal	QC	Steve St. Jean
Orlando	2095 Premier Row	Orlando	FL	Dan Krines
Phoenix	4433 W. Van Buren Street, Suite 1 & 2	Phoenix	AZ	Dave Hunt
Pittsburgh	2817 Duss Avenue	Ambridge	PA	Ron Smith
Richmond	4717 Eubank Road	Richmond	VA	Scott Fricker

San Francisco	6730 Redeker Place	Newark	CA	Bob Bullard
Seattle	3225 S. 116th, Suite 133	Tukwila	WA	Mike Thompson
St Louis	2497 Adie Road	St. Louis	MO	Mayy Nord
Toronto	90 The East Mall	Etobicoke	ON	Doug Hinks
Vancouver	5566 Trapp Ave. Unit 100	Burnaby	BC	Greg White

3.2.5.3 Form of business entity, i.e., corporation, partnership, proprietorship, limited liability company.

Iron Mountain Information Management, LLC,

3.2.5.4 State of incorporation, state of formation, or state of organization.

Iron Mountain Information Management, LLC, a Delaware limited liability corporation registered in November 1988, is a subsidiary of Iron Mountain Incorporated (registered in Delaware on 5/20/2002), a public company traded on the New York Stock Exchange under the ticker symbol IRM. Iron Mountain Incorporated held an Initial Public Offering in February 1996.

3.2.5.6 Local office address and phone number (if any).

Iowa Local Office:

6090 NE 14th Street
Des Moines, IA 50313

Phone: 800-899-4766

3.2.5.7 Number of employees.

Iron Mountain currently has over 25,000 employees worldwide dedicated to provide the best services to our customers.

3.2.5.8 Type of business.

Iron Mountain offers a comprehensive array of information management solutions that help you know what information you have, where it is stored, and how to get to it quickly and confidently to reduce costs, risks, and inefficiencies unlocking its inherent value.

- **Records & Information Management**
- **Information Destruction Services**
- **Data Management**

3.2.5.9 Name, address, and telephone number of the Bidder’s representative to contact regarding all contractual and technical matters concerning this Bid.

Your Iron Mountain account manager regarding all contractual and technical matters assigned as your primary contact for this scope of work is:

Brian Dodrill, Senior Business Development Executive
Phone: (913) 915-9001
Address: 15400 West 99th Street, Lenexa, KS 66219
Email: Brian.Dodrill@ironmountain.com

3.2.5.10 The successful Bidder will be required to register to do business in Iowa before payment can be made.

Iron Mountain is registered to do business in Iowa.

3.2.6.1 Number of years in business.

As the global leader in storage and information management services, Iron Mountain has over 65 years of experience as the trusted guardian to our customers most important and valuable assets. Launched from humble beginnings in 1951 in a depleted iron ore in upstate New York, we've grown into a publicly-traded global company with operations in 53 countries on six continents and member of FORTUNE 1000 and S&P 500.

Since our inception, our company has grown and evolved as the needs of our customers have changed. We were the nation's first secure underground records storage center designed to protect corporate vital records from a nuclear holocaust during the height of the Cold War. Later, our customers needed storage for their high volume of paper records as well, which led to the opening of our first above-ground records storage facility in New York and our expansion into the New England and North American markets.

Driven by the explosion of data and an increasingly complex regulatory landscape, we've continued to grow our business, adding services for data storage, secure shredding, document imaging, art storage, cloud archiving, and data centers to keep pace with our customers' needs. With revenues approaching \$4 billion and a global team of 25,000 employees, we store and protect billions of information assets, including critical business documents, electronic information, medical data and cultural and historical artifacts.

3.2.6.2 Number of years experience with providing the types of or services sought by the RFB.

Iron Mountain formally entered the shred business in 2000 through an acquisition. Iron Mountain has been providing secure shredding services to our clients for over 19 years. We collect and destroy approximately 373,668 metric tons of our customers' documents. Iron Mountain's Secure Shredding service is AAA certified by the National Association for Information Destruction (NAID). We are proud to have taken a leadership role in the development of NAID's standards, which focus on operational workflows and security. Iron Mountain is the largest shredding vendor to achieve NAID certification.

3.2.6.4 List all goods and/or services similar to those sought by this RFB that the Bidder has provided to other businesses or governmental entities.

Iron Mountain offers a comprehensive array of information management solutions that help you know what information you have, where it is stored, and how to get to it quickly and confidently to reduce costs, risks, and inefficiencies unlocking its inherent value.

Data Management

- Iron Cloud Storage and Services
- Data Center Services
- Restoration and Migration Services
- Disaster Recovery Services
- Secure Media Vaulting
- Managed Care
- Secure E-Waste and IT Asset Disposition

- Tape Identification / Audit Services
- Intellectual Property Escrow

Records & Information Management

- Records Storage Services
- Vault Storage Services
- Imaging, Indexing, and Workflow Automation
- Inventory Audit with RFID-tagging
- Information Governance Technology and Professional Services
- Art Storage & Logistics
- Fulfillment Services
- Information Management Services:
 - Healthcare
 - Government
 - Legal
 - Energy
 - Banking/Insurance

Entertainment Information Destruction Services

- Onsite and Offsite Destruction Services
- Secure Paper, Media, and Film Destruction
 - Secure Electronic Waste and IT Asset Disposition

Iron Mountain has more than 230,000 customers. Our customer base represents a cross-section of size, geographical location and industry, ranging from small businesses to more than 95% of the Fortune 1000 companies. Most every industry segment is represented in our customer base including banks and financial services, insurance, legal, healthcare, manufacturing, and retail.

TRUSTED AND TESTED

At Iron Mountain, trust is our greatest asset. Trust founded our company, globalized our offerings, and solidified our reputation. Our 230,000 customers worldwide trust us to protect what matters most to them. We've invested in the resources to continue to earn that trust in everything we do. Here's a global snapshot:

SERVICES DELIVERED



1.21 billion
images scanned annually



500
disaster events supported



45,730+
disaster tests supported



8 million+
shredding engagements per year

INFORMATION MANAGED



89 million
pieces of media



68 exabytes
of data protected



675 million
cubic feet of
hardcopy records

RESOURCES AT THE READY



25,000
employees



1,400
facilities in over
50 countries



3
corporate data
centers



145 acres
at our secure
underground



85 million
square feet
real estate



3,600+
vehicles

3.2.6.5 References from three (3) previous customers or clients knowledgeable of the Bidder’s performance in providing goods and/or services similar to the goods and/or services described in this RFB and a contact person and telephone number for each reference.

CUSTOMER	CONTACT	SCOPE
	<p>Principal Life Insurance 12000 Meredith Dr, Urbandale, IA, 50323</p> <p>Trish Hart Phone: (515) 270-6695</p>	<p>Approximately 400 containers on standing services across 16 different locations for the DI market.</p>
	<p>Wells Fargo 800 S Jordan</p>  <p>Creek Pkwy, Des Moines, IA, 50266</p> <p>Chris McAllister Phone: (515) 802-2973</p>	<p>Over 900 containers on standing services across 60 locations for the DI market.</p>
	<p>Kohl's Department Stores N56 W17000 Ridgewood Drive, Menomonee Falls, WI 53051</p> <p>Jacob Zausch - Senior Facilities Coordinator Phone: 262-703-3205 Email: jacob.zausch@kohls.com</p>	<p>Secure shredding to all of their US locations</p>

3.2.7.1 During the last five (5) years, has the Bidder had a contract for goods and/or services terminated for any reason? If so, provide full details related to the termination.

Iron Mountain has not had a contract for goods and/or services terminated for any reason in the past five years.

3.2.7.2 During the last five (5) years, describe any damages or penalties or settlements to resolve disputes entered into by Bidder under any of its existing or past contracts as it relates to goods and/or services performed that are similar to the goods and/or services contemplated by this RFB. If so, indicate the reason for the penalty or exchange of property, goods, or services and the estimated amount of the cost of that incident to the Bidder.

Iron Mountain conducts business with professionalism and integrity, and strives to be a good corporate citizen in all of the locations in which we operate. However, disputes occur within any business, and in those instances, our financial resources and high-caliber legal counsel provide strong protection for Iron Mountain's assets.

Iron Mountain is a large company providing services to more than 230,000 corporate clients, and operates over 1,400 records management facilities in the U.S., Canada, Europe, Latin America, and Asia. Due to its size and nature of its business, Iron Mountain may have a number of claims and/or legal actions that may be outstanding at any given point in time. In many of these actions, insurers provide for defense and/or settlement; in others, Iron Mountain believes it has meritorious defenses. Additional information may be found in our public filings with the SEC, which are available here.

3.2.7.3 During the last five (5) years, describe any order, judgment or decree of any Federal or State authority barring, suspending or otherwise limiting the right of the Bidder to engage in any business, practice or activity. There are not any order, judgement or decree of any Federal of State authority barring, suspending or otherwise limiting the right of Iron Mountain to engage in any business, practice or activity.

3.2.7.4 During the last five (5) years, list and summarize all litigation or threatened litigation, administrative or regulatory proceedings, or similar matters to which the Bidder or its officers have been a party.

N/A

3.2.8 Certification Letter

See Attachment #1 (Certification Letter)

3.2.9 Acceptance of Terms and Conditions

Please see attachment #3 with exceptions noted.

3.2.10 Authorization to Release Information

Please see Attachment #2.

3.2.11 Firm Bid Terms

We guarantee the availability of the services offered and that all Bid terms, including price, will remain firm a minimum of 120 days following the deadline for submitting Bids.

3.2.13 Bin Lock Keys

Iron Mountain can provide Iron Mountain custom locks which is a premium solution that lets you grant access to authorized internal personal, while enabling service by Iron Mountain, therefore removing ability of others duplicating the keys.

3.3 Cost

The Bidder shall provide its Bid for the proposed goods and/or services.

SCHEDULE A: PROGRAM PRICING SCHEDULE



Secure Shredding

This Secure Shredding Pricing Schedule is incorporated into and made part of the Customer Agreement (“Agreement”) between Iron Mountain Information Management, LLC, (the “Company” or “Iron Mountain”) and State of Iowa (the “Customer”).

Please see our Customer Information Center at cic.ironmountain.com for a Glossary with definitions of the terms used in this Pricing Schedule and more detail regarding our services, standard processes, and billing practices. In addition, restrictions apply to volume and/or stated timeframes for some service transaction types and these may be found in the Glossary under each service type.

This Secure Shredding Pricing Schedule supersedes and terminates any prior Secure Shredding Pricing Schedule and/or Schedule A existing between Iron Mountain and the Customer for the accounts noted below. All other Secure Shredding services not specifically listed on the Schedule A will be charged at Iron Mountain’s then current rates.

Notwithstanding anything to the contrary in the Agreement, the pricing set forth in this Schedule or the Agreement will be effective on the later of (i) the date on which the Agreement is signed by both parties; (ii) the Agreement Effective Date; or (iii) the Effective Date of this Schedule. In accordance with Iron Mountain’s standard billing practices, Iron Mountain shall invoice Customer at the rates and charges set forth in this Schedule beginning on the first day of the monthly Billing Cycle in which such date falls, or the following Billing Cycle if the date falls at the end of the month.

State of Iowa

District Name/Number: Des Moines - 03242 | Customer IDs: See Table

Effective Date: February 1, 2020

Customer id table



Customer Account ID	Customer Name
I1035	STATE OF IOWA

Secure Shredding



Destruction of a customer’s paper-based materials performed at an off-site facility or on-site at the customer’s location. Service Fees are applied on a per work order basis for each collection container serviced.

Program setup fees

Program Setup includes the initial delivery and placement of collection containers at the Customer's Location for 60 days after the Contract Effective Date.

Description	Effective Price	Per
Program Setup Fee	\$25.00	Location

service frequency

Preferred Service schedule will be mutually agreed upon and can be adjusted as necessary.

Initial Off-Site Service Frequency – Every Four Weeks

Initial On-Site Service Frequency – Every Four Weeks

OFF-SITE SECURE SHREDDING SERVICES

Collection Containers **Seamless hasp lock built in to bins at no additional cost**

Location With	Effective Price	Per
Off-Site Security Consoles	\$ 5.00	Container
65-Gallon Containers	\$ 7.00	Container
Per Box	\$ 3.00	1.2 CF Box
Mini - Console	\$ 5.00	Container
32-Gallon Containers	\$ 5.00	Container
95-Gallon Containers	\$ 9.00	Container

ON-SITE SECURE SHREDDING SERVICES

Collection Containers **Seamless hasp lock built in to bins at no additional cost**

Description	Effective Price	Per
On-Site Security Consoles	\$ 7.00	Container
65-Gallon Containers	\$ 9.00	Container

ON-SITE SECURE SHREDDING SERVICES

Collection Containers ****Seamless hasp lock built in to bins at no additional cost****

Description	Effective Price	Per
Per Box	\$ 3.00	1.2 CF Box
Mini - Console	\$ 7.00	Container
32-Gallon Containers	\$ 7.00	Container
95-Gallon Containers	\$ 12.00	Container

MINIMUM SHREDDING SERVICE CHARGE

A Minimum Shredding Service Charge is applicable to all work orders. This charge will apply when the total work order fees do not meet the minimum charge set forth in this Pricing Schedule.

Description	Effective Price	Per
Minimum Off-Site Service Charge	\$ 30.00	Work Order
Minimum On-Site Service Charge	\$ 45.00	Work Order

ON-CALL SERVICE FEE

An additional fee charged to the work order for unscheduled service.

Description	Effective Price	Per
Off-Site Shred Trip	\$ 40.00	Work Order
On-Site Shred Trip	\$ 60.00	Work Order

CONTAINER PICKUP/DELIVERY

Container Pickup/Delivery includes the delivery and placement, relocation, or pickup of collection containers at the Customer Location.

Description	Effective Price	Per
Container Pickup/Delivery	\$ 10.00	Container

Fuel surcharge policy

A Fuel Surcharge is applied monthly based upon changes in the price of diesel fuel as published by the US Department of Energy. This charge is calculated monthly and included as a percentage of transportation related service charges. The current monthly Fuel Surcharge information can be found on the website at cic.ironmountain.com/FuelSurcharge.

Secure shredding special projects

Special Project Services provided outside the scope of routine services will be quoted on a per project basis. Pricing for transactional services listed on the Pricing Schedule may differ when they are part of a special project. Additional Labor Fees and a Minimum Service Fee may apply.

LABOR

Labor charges may be assessed to perform services not specifically addressed in this schedule.

Description	Effective Price	Per
Shred Labor	\$ 65.35	Hour

Unless otherwise specified, pricing is for paper based shredding services. Shredding of other approved non paper-based media shall be quoted separately.

Customer Locations with restricted access or non-standard service requirements may be subject to additional fees.

Specifications

Destruction Process

4.1.1 Bidder must provide onsite and offsite destruction based on the specific agency needs.

Yes. We offer both onsite and offsite secure shredding service. Built into every program is a proven, high-quality workflow. A critical part of that workflow is our InControl technology, which captures key information at the time of service at your location — including barcode scanning, container volume capture, electronic signature capture and time/date stamp. These steps provide greater control and ensure the secure chain of custody of your sensitive information.

4.1.2 Individuals performing services must be visually identifiable (uniform, badge, or other) as a contractor employee.

Yes, All Iron Mountain employees will have a Uniform and photo ID badge identifying them as Iron Mountain Employees.

4.1.3 Bidder must provide locks for all containers and allow agencies to add an additional lock if deemed necessary by the agency

Iron Mountain will provide locking devices. In most situations, the console will have key locks and wheeled containers (i.e. 65, 95, 175 gallon) will have combination locks. We can provide your authorized contacts with keys/combinations as long as we receive a signed acknowledgement waiver and approval that the applicable Customer/Iron Mountain authorization process has been completed.

We offer a Standard Lock for protection and security and a **Custom Lock** for internal access and additional controls. Combined with Iron Mountain's Secure Shredding workflows, consistent operating procedures and InControl, our advanced transportation platform, these operations ensure you have a solution to meet your company's needs.

STANDARD LOCK

The Standard Lock, coupled with a customer's commitment to place secure shredding containers in protected areas, provides an effective level of security and efficient service.

Features:

- > A unique Iron Mountain key cut for all locks that utilize keys
- > An Iron Mountain-specific combination for all locks that utilize combinations
- > Exceeds industry standards for managing an effective shredding program
- > A cost-effective solution included as part of your secure shredding service.



CUSTOM LOCK

The Custom Lock is a premium solution that lets you grant access to authorized internal personnel, while enabling service by Iron Mountain.

Features:

- > Dual-controlled combination/key lock
- > A unique Iron Mountain key cut for Iron Mountain-only access during service delivery
- > A customer-controlled combination for authorized personnel access
- > Available with the 65-gallon secure shredding bin or security console
- > Requires a one-time per container implementation fee



4.1.4 Bidder must provide a variety of bin sizes.

Yes Iron Mountain provides a variety of bin sizes,



SECURE SHREDDING BIN

Designed to ensure that confidential documents are easily contained and transported. Hasp is firmly affixed to cart to lock lid securely to base. Easy to tilt and roll.

- Standard neutral grey color
- 43" H x 26" W x 30" D
- 65 gallon capacity holds approximately 230 pounds



SECURITY CONSOLE

Attractive neutral light-grey laminate container blends into office environments. Comes with tamper-evident locking system and includes a drawstring nylon bag for ease in securing and removing contents.

- 35" H x 19" W x 16" D
- 32 gallon capacity holds approximately 100 pounds
- Also available in half-height version



DESKTOP SHREDDING CONTAINER

Compact, lightweight desktop container that your employees can use to easily collect business documents prior to insertion into a secure shredding container.

- Easy to assemble
- 11.5" H x 9" W x 5.5" D
- Holds approximately 5 pounds

4.1.5 Bidder must provide proof of service and proof of destruction for each location.