

ADMINISTRATIVE PROCEDURES MANUAL

**A Guide to Acquiring Secure Data Destruction and Surplus Services
From the AERC Team**

**For the
Commonwealth of Virginia
Contract VA-040917-DYNT**

August 7, 2008

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Partners in Service to the Commonwealth IT Community

www.covsdds.com

ADMINISTRATIVE PROCEDURES MANUAL

August 7, 2008

INTRODUCTION

This *Administrative Procedures Manual (APM)* is published under Commonwealth of Virginia Contract Number VA-040917-DYNT. Its purpose is to establish the intent of the Secure Data Destruction and Surplus (SDDS) contract and to set forth a detailed description of how to use this contract.

Copies of the *APM* are available to all Commonwealth of Virginia agencies, either in hard copy or in electronic format through the SDDS web page (www.covsdds.com/document.htm).

Any state agency interested in obtaining SDDS services should be familiar with the contents of this manual. It describes the contract, the AERC team participants, and all aspects of how to use the contract.

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Table of Contents

Chapter	Title	Page
1	Introduction	
1.1	General	2
1.2	How to Use This Administrative Procedures Manual.....	4
1.3	SDDS Standards	5
1.4	The AERC Team	6
1.5	The AERC Team Organization.....	6
1.6	Precedence of Master Contract and Ordering Documents	6
1.7	Processes and procedures.....	6
2	Agency Procedures for Registration and Document Processing	11
2.1	Department of General Services Delegation of Authority	11
2.2	SDDS Registration.....	11
2.3	Ordering Document Modifications	12
3	SDDS and Device Registration	13
3.1	Manual Sanitization and Surplus Procedures.....	13
3.2	eVA supplier details Entry.....	16
4	Agency Inspection and Acceptance Procedures.....	17
4.1	Site Availability and Delivery	17
4.2	Validation Testing Responsibilities	17
4.3	Inspection and Acceptance	17
4.4	Reporting	18
5	Invoices	19
5.1	Invoice Requirements	19
5.2	Invoice Submission Schedule	19
5.3	Invoice Approval by Agency	19
5.4	Prompt Payment of Bills.....	19
5.5	Payment by Electronic Funds Transfer	20
6	Proposed Pricing.....	21
6.1	Pricing Explanation.....	21
6.2	Price Schedule	23

CHAPTER 1 – INTRODUCTION

In this chapter, look for ...

- 1.1 General
 - 1.2 How to Use This Administrative Procedures Manual
 - 1.3 SDDS Standards
 - 1.4 Who We Are: The AERC Team
 - 1.5 The AERC Team Organization
 - 1.6 Precedence of Master Contract and Ordering Documents
-



1.1 General.

<u>Date:</u>	October 1, 2004
<u>Contract #:</u>	VA-040917-DYNT
<u>Authorized Users:</u>	Authorized users as defined by the Code of Virginia
<u>Contractor:</u> Ashland, Virginia 23005 Phone: (804) 798-9295	AERC Services, Inc. 116 Sylvania Road, Suite E
<u>Email Requests or Orders to:</u>	sdds@covsdds.com
<u>Fax Orders to:</u>	(804) 798-9296
<u>TIN:</u>	23-3064816
<u>Points of Contact:</u>	Arron Messer, COV SDDS Support Coordinator AERC Phone: (804) 798-9295 Fax: (804) 798-9296 E-mail: amesser@aercrecycling.com

Term: Contract Start 10/01/2004 - Contract End 10/01/2008 plus
2 Option Years

Contract Price List: See section 6.2

Delivery: 5 calendar days from receipt of order for registered
materials.

FOB: Commonwealth of Virginia — inside user premises

Payment: Net 30 days

1.2 How to Use This Administrative Procedures Manual (APM). This manual provides information for Commonwealth of Virginia Users on how to register and surplus technology devices through a system of validation and secure sanitization. We recommend agencies familiarize themselves with the basic manual and the appendixes before ordering services. For assistance, visit the AERC team web site at www.covsdds.com or contact one of the people listed above.

This APM is divided into sections explaining the major procedures involved in ordering, receiving, accepting, and using the services available. The appendixes provide more detailed information about service levels, pricing, services available, reporting, and other important aspects of the contract. The sections are in a logical sequence for Users units to use to obtain services. They are:

Chapter 2. **Agency Procedures for Registration and Ordering Document Modifications.** This chapter explains the procedure to register your organization, how to contact Department of General Services and ordering document modifications.

Chapter 3. **SDDS System Site Navigation and Device Registration.** This chapter explains how to register a device that is to be processed, how to receive a quote for the work to be performed, eVA procurement system, supplier details and Purchase Order receipt confirmation.

Chapter 4. **Agency Inspection and Acceptance Procedures.** This chapter explains the requirements for collecting displaced devices, on-site verification and acceptance, temporary receipt issuance and SDDS System notification of receipt

Chapter 5. **Invoices.** Detailed description of invoicing processes and procedures

Chapter 6. **Proposed Pricing.** SDDS cost matrix and professional services cost matrix.

1.3 SDDS Standards. AERC Services, Inc. (AERC) has been qualified by the Virginia Information Technologies Agency (VITA), and the Department of General Services (DGS) to accept, validate, sanitize and then to re-allocate or dispose of Commonwealth technology devices that are no longer required per applicable Virginia user code. Upon transfer of the device from the Commonwealth to AERC, AERC is responsible for the secure erasure of all data and markers that could identify the surplus device back to the Commonwealth if allocated to alternate use. If applicable, AERC will dispose of the device in a manner that is fully compliant to Department of Environmental Quality and Environmental Protection Agency policies. AERC will meet or exceed all VITA ITRM sanitization standards and when necessary Department of Defense DOD-5220-22M standards as well.

What is Accepted

AERC will accept from any qualified Commonwealth entity, the following devices, regardless of age, condition or function.

- Personal Computers
- Mobile Computers
- Handheld Computers or PDA's
- Server Computers
- CRT Monitors, all sizes
- LCD Monitors, all sizes
- Terminals (VT's)
- Printers
- Computer attached peripherals and devices
- Computer Related Ancillary Technology Devices or Equipment
- Networking Electronics
- Media such as Tapes, Compact Discs
- Network connected Photocopiers
- Network connected voice equipment
- Any other device that is directly connected to a computing or networked environment.

What is not Accepted

- Any device that has 3 months or more manufacturers warranty remaining
- Mechanical or Electrical Typewriters
- Stand Alone Photocopiers
- Analog voice equipment
- Any electronic device not directly connected to a computing or networked environment.

Exclusions to Accepted List

AERC will not handle any equipment as standard, which has been exposed to a Nuclear, Chemical or hazardous Biological environment. It is the responsibility of the ordering entity to notify AERC of the device status so that each device that meets this restriction can be handled on a case-by-case scenario. Contact the AERC Program Manager for further details.

1.4 Who We Are: The AERC Team. The AERC team is headed by AERC, the prime contractor, a technical services firm headquartered in Irvine, CA, with local offices in Richmond, VA. We are supported by Virginia based subcontractor organizations providing core services. The core services providers; responsible for logistical sanitization and surplus support are Electronic Systems, a Systems Integration company, Bel Networks and Support, a Systems Integration company, James River Communications, a networking company, AERC, an electronics recycling company and DNX a transportation and storage company.

1.5 The AERC Team Organization. Program Support Coordinator Arron Messer manages day-to-day program activity. He coordinates the entire program, interfaces directly with the designated points of contact from each of the AERC team members, and oversees quality initiatives undertaken by the program quality management organization. The Project Manager oversees all ordering documents issued under this contract and assigns responsibility for their performance to individual ordering document managers. Also providing product and services delivery and support for the program are dedicated groups as follows:

- Surplus Specialist support – providing contracted services as noted in Section 6.2.1.11. To ensure separation of duties this individual will not be part of any transportation processes. Data sanitization options include wiping to the VITA standard, degaussing or drill punching as identified by the agencies.
- SDDS System Support - providing help to questions regarding the use of the SDDS System
- Business Management - providing all financial support, management, and tracking as well as responsibility for the *Administrative Procedures Manual*
- Publications and Reports - providing web page support, catalog management and updates, and agency and VITA reports

1.6 Precedence of Master Contract and Ordering Documents. In the event of a discrepancy between the COV Secure Data Destruction and Surplus Master Contract and individual ordering documents, the Master Contract takes precedence.

1.7 Processes and Procedures

1.7.1 Facility Security Access

- No entry is allowed by any unauthorized person or any supplier.
- The current background check policy will be extended from initial hire to the practice of re-checking each employee on a 90 day cycle. Additionally, all employees are and have been subject to a drug screening prior to hire and are subject to random drug testing.
- Background checks are being re-run for all employees working on the VA contract; and include Civil Court Check (County & Federal), Criminal Check (US & Canada), and Social Security Check. This information is researched back seven years.

- A magnetic card will be issued to authorized employees for entry and exit to the facility. This system will be able to report logs of entry and departure records of all employees. This card will also have photograph identification. Employees will immediately notify the facility manager if the card is lost or stolen.
- Metal detectors will be installed at all entrances and exits to the facility.
- System to be continuously monitored.

1.7.2 Facility Security Surveillance

A digital recording will be made by AERC of all activity within the facility and will be archived for a minimum of 90 days. This information will be stored by a 3rd Party off-site and cross audited by AERC no less than quarterly.

1.7.3 Transportation, Manifest and Processing Procedures

- Once the pickup is scheduled, agency representatives will receive a manifest with serial numbers of all material scheduled for pick-up, to include any special instructions. Note that units that have no storage capability and no serial numbers can be picked up as long as the device manufacturer and device type is identified and signed for on the shipping manifest.
- Prior to loading the truck the agent will confirm his/her manifest(s) with that of the agency representative to ensure accurate chain of custody. The truck is then loaded and the agency representative will seal trailer with a numbered seal and will record the number on the manifest.
- The driver will padlock the truck and it will remain locked until unloaded at the SDDS site.
- If more than one stop is required, the next customer cuts the seal, notates the broken seal number on the manifest and signs off that the action has taken place. A new seal is to be placed on the truck, seal number is recorded and the truck is locked.
- Each truck will be equipped with a GPS for online monitoring by the AERC Regional Service Coordinator. Data collected will be stored for 60 days. Constant monitoring of GPS tracking.
- Once at the SDDS site the receiver will cut the seal, notates the broken seal number on the manifest and signs off that the action has taken place.
- As the truck is unloaded at the SDDS site a third verification will take place. All material will be scanned and verified with the agency SDDS import. A list of equipment that can not be scanned will be provided to the appropriate agency representative on a daily basis. The agency will be responsible for correcting the information within the SDDS application, as access to manual entry will be limited to agency representatives. Any discrepancies will be immediately reported to Management and VITA. A signed copy of the manifest will be left with the agency representative. Note that a driver can not verify receipt at the facility. Verification by item type and by serial number.
- As material is validated and viability for resale determined it will be placed in a caged, locked area and constantly monitored and managed via the facilities surveillance. Only authorized access is permitted. Site is monitored via video surveillance.

- All material will be verified before leaving and trucks will be sealed again with a numbered seal for delivery.
- All material identified for recycle will be verified by outbound shipping and receiving and by receiver and trucks sealed for delivery.
- All material must be validated within 20 business days of receipt.
- Each outbound pallet is shrink-wrapped, serial numbers facing out, with an individual manifest listing the contents of the pallet by type and by serial number.
- “Cleaned “ certification tags are affixed to each item in such a manner as to be visible when pallet is sealed

1.7.4 Storage of Resale/Recyclable Inventories

- All material identified for resale will be clearly labeled and stored in a specific secure caged area. The area will have controlled access, identify who entered it, will be limited to the facility manager and key staff and be constantly monitored and managed via facilities surveillance equipment. In addition, while in storage, this material will be methodically inventoried and any discrepancies reported to Management and VITA.
- When DGS arrives to pick up the assets, their representative will witness the unlocking of the cage and check manifests for accuracy before assets are loaded onto the DGS truck.
- All material identified for recycle will be marked and stored in a designated area separate from resale material. The area will have controlled access, identify who entered it, will be limited to the facility manager and key staff and be constantly monitored and managed via the facilities surveillance equipment.

1.7.5 Asset Inventory Management

- All manually entered information or asset identification corrections needed in the SDDS system during the validation process will require management level authorization.
- Automated weekly exception reports will be generated and provided to management. These reports will include:
 - A list of assets that have had the overall condition (excellent, good fair, poor, not functional) of the equipment changed from what the agency provided.
 - A list of assets that have had the recycle/resale disposition changed from what the SDDS application automatically determined based on agency provided asset information.
- Analysis of these reports will be summarized for overall process improvement evaluation and provided to VITA on a monthly basis. The goal is to minimize exceptions with good processes overall.

1.7.6 Internal Audits

- Ongoing audits of processes and procedures will be performed by AERC on a monthly basis; and cross audited by AERC no less than quarterly. All information obtained from the audits will be available to the Commonwealth.

1.7.7 External Audits

- Recommendation: VITA performs unannounced audit of procedures and processes when VITA deems it appropriate or necessary.

1.7.8 Validated Data Entry

- Upon initial review approximately 63% of the data entered into SDDS by Commonwealth agency representatives has missing serial numbers and/or information entered incorrectly in the system that requires manual override.
 - a. Recommendation: Prior to pickup scheduling, the Commonwealth agency representative will print out a list of all equipment and serial numbers scheduled for pickup from the SDDS application. The Commonwealth agency representative will then verify the list accuracy via a physical asset inspection, and make any and all necessary changes. Pickup scheduling occurs upon email notification.

1.7.9 Shipment to DGS

The following changes are immediately incorporated into the SDDS procedures manual in reference to the pick up of assets from a AERC or a AERC subcontractor's location:

- The assets are locked in the appropriate cages at the subcontractor's location.
- VITA-approved Certification labels are affixed to all assets so that the labels are visible when shrink-wrapped.
- Desktop and Laptop Computers with hard drives will be palletized separately from Desktop and Laptop Computers without hard drives.
- Each pallet is shrink-wrapped, serial numbers facing out, with an individual manifest listing the contents for that pallet, and listing the date palletized.
- The assets remain in locked cages, with only authorized access.
- DGS arrives and witnesses the unlocking of the cages.
- DGS checks the manifest and verifies that the proper equipment is included.
- DGS ensures that all assets have certification labels affixed.
- DGS and the subcontractor sign a manifest, with each taking a copy.
- DGS transfers the assets to the Surplus Property warehouse.

CHAPTER 2 - AGENCY PROCEDURES FOR REGISTRATION AND DOCUMENT PROCESSING

In this chapter, look for ...

2.1 Department of General Services Delegation of Authority

2.2 SDDS Registration

2.3 Ordering Document Modifications

Introduction

Access to AERC SDDS services involves a two-part authority and registration process. This section instructs potential users of the SDDS system on requirements to receive SDDS services.

The purpose of registration with both DGS and AERC is to ensure that only the correct authority can order the reallocation of devices within the user facility. Every user facility is required to complete a registration form that must be submitted upon completion to AERC and DGS.

2.1 Department of General Services Delegation of Authority

AERC is not responsible for the approval of delegation of authority. AERC is brokering the DGS registration process by creating a single registration that is compliant to DGS as well as being authoritative for AERC to have access to a user's location and to process displaced devices. Questions pertaining specific DGS processes and procedures must be submitted to:

Brad Crawford, Director, Surplus Property
Department of General Services
Phone: (804) 236-3675
Email: brad.crawford@dgs.virginia.gov

It is recommended that if an organization is unsure of its role or responsibility when requesting delegation of authority, contact DGS before registering with the AERC SDDS System.

2.2 SDDS Registration

AERC will create an online Secure Data Destruction and Surplus system, no later than ninety (90) days after contract award.

During the system design phase, AERC will commence operations by performing the SDDS functions manually. Refer to section 3.1 to request AERC SDDS services before the completion of the online system.

AERC will modify this APM to reflect updates and instructions to access the SDDS online system upon completion and acceptance of the system.

Until completion of the SDDS system, a manual registration and processing method will be used to gain access to SDDS services.

Forms can be received from the following sources:

Internet: <http://www.vita.virginia.gov/procurement/contracts/docs/dgsform.doc>

Mail: Contact the AERC Program Manager. A form will be mailed to your location.

Email: Contact the AERC Program Manager. A form will be emailed to you in Microsoft Word format.

Fax: Contact the AERC Program Manager. A form will be faxed to you.

A signed, completed copy must be sent to:

Brad Crawford, State Surplus Property Manager

Department of General Services

1910 Darbytown Road

Richmond, VA.

Phone: (804) 236-3675

Email: brad.crawford@dgs.virginia.gov

Note: completion of the registration form does not automatically qualify you to utilize SDDS. Only after the approval of DGS and the issuance of Delegation of Authority to surplus, will you be able to utilize SDDS services.

2.3 Ordering Document Modifications

Specialized projects outside the scope of the SDDS system and/or contract specification will require the approval of VITA and DGS. A contract modification request may be submitted to address specialized needs. Contact the AERC Program Manager if you feel your organization has specialized needs.

CHAPTER 3 – SDDS AND DEVICE REGISTRATION

In this chapter, look for ...

3.1 Manual Sanitization and Surplus Procedures

3.2 eVA Supplier Details

3.1 Manual Sanitization and Surplus Procedures

Introduction

The ability to utilize SDDS services is contingent on registration approval by DGS. Refer to Chapter 2 of this document to understand the requirements to receive authorization.

After successful registration with DGS, AERC will contact the user facility to discuss the requirements of the activity.

The user facility may request from AERC a device registration form or the facility may elect to use its own form to list devices that will be processed through SDDS.

Device Registration

At a minimum, the following information must be available about each device before AERC is able to issue an accurate quote on the level of effort to complete the activity.

- Device Type: Computer, Monitor, Printer etc.
- Manufacturer
- Model Number
- Serial Number
- Approximate age of device
- Condition: Excellent, Good, Fair, Poor, Damaged
- Location of device
- Local point of contact details
- Site availability

Inaccuracies or missing information will delay the process to submit a formal statement of work and price quote.

NOTE 1: The agency specific Microsoft Excel spread sheet provided under the maintenance tab is the only acceptable format.

NOTE 2: Units that have no storage capability and no serial numbers can be picked up as long as the device manufacturer and device type is identified and signed for on the shipping manifest.

Ordering Documents

AERC will audit all devices registered by the user facility to ensure they are compliant to the terms of the contract. Upon approval, AERC will issue to the user facility, the following documents.

Statement of Work

- Detail of contract compliance
- Forecasted level of effort
- Statement of customers requirements
- Device list as an Exhibit to the Statement of Work
- Contact details for the project.

Quote

- Project cost
- eVA contractor details

Device Transportation

AERC will need at least 3 business days to schedule with the local point of contact a timetable to collect the registered devices. Seven (7) calendar days should be used as a guideline for pickup expectation. AERC will be responsible for the packing and loading of all devices but it is the responsibility of the user facility to ensure that all devices are in a central location at the time of collection. Time spent gathering devices from multiple locations at a single facility will be deemed out of scope and the Surplus Specialist hourly rate will be used to facilitate the activities.

A specialist will review the device list on-site from a manifest before preparing for transportation. Discrepancies from the manifest to what is physically available will be noted. AERC will NOT transport any equipment that has not been registered previously.

Upon completion of the packing and loading of the equipment, the specialist will sign the manifest and will expect the local point of contact to sign the same manifest as confirmation that the device list is accurate and was collected as specified. A copy of the manifest will be left at the location.

Once the items are removed from the facility, the responsibility of the facility to the device ends and is the sole responsibility of AERC.

Device Processing

The following actions are taken once the device is removed from the user facility and delivered to a AERC configuration center.

Validation

- Device information is checked for accuracy and is compared to the user facility device registration information. Modifications to device information will be made if necessary, and will be documented. The user facility will receive copies of any modification made.

Evaluation

- A device is evaluated according to a condition and age criteria as to its worth to be sold, donated or recycled. Devices are separated at this point and are moved to the sanitization queue.

Sanitization

- A device requiring sanitization such as a computer with a hard drive will be handled according to its evaluation. Any device evaluated as either to be sold or donated will be sanitized in a way that components can be reutilized. A device that has been evaluated to be recycled will have any component holding government data destroyed. All devices that have been sanitized will be labeled per VITA specifications prior to being picked up for Surplus.

Preparation

- Government identifying marks are removed, to include software and operating system labels, i.e. Microsoft, devices evaluated for resale or donation are cleaned and prepared for reuse, and the operating system is reloaded. Devices evaluated for recycling are stored for pickup by a electronics recycling contractor. All storage is removed from recycled devices and held for a period of not less than thirty (30) days in a disassembled condition for audit purposes. After the audit time period expiration, the disassembled storage is sent to recycling.

Closure

- Each device receives a declaration of surplus and sanitization. A copy is sent to DGS and the user facility for record keeping.

Note: If a user facility requests that devices are sent either specifically to recycle and/or to donate, AERC will require that instruction in writing before commencing activities. If a request is made to donate to a specific, eligible facility, it is the responsibility of the surplus facility to coordinate the acceptance of the applicable device before commencing activities. AERC must receive in writing, instructions on the agreement between the surplus and receiving facility.

3.2 eVA Supplier Details

AERC Services is registered in eVA under the following:

AERC Services, Inc.

116 Sylvia Road, Suite E

Ashland, VA 23005

United States

Phone: +1 (804) 798-9295

Fax: +1 (804) 798-9296

E-mail: amesser@aercrecycling.com

CHAPTER 4 - AGENCY INSPECTION AND ACCEPTANCE PROCEDURES

In this chapter, look for ...

- 4.1 Site Availability and Delivery
 - 4.2 Validation Testing Responsibilities
 - 4.3 Inspection and Acceptance
 - 4.4 Reporting
-

- 4.1 **Site Availability and Delivery.** The Commonwealth is responsible for having the site or location ready for services to be performed at the time of pickup as identified in the purchase order and statement of work. If the site is not available at the agreed-upon date, the Commonwealth entity may be charged a fee equal to the amount of expenses incurred by the contractor for the attempted delivery.

The contractor's authorized representatives shall have access to appropriate Commonwealth locations during normal business hours in accordance with all security procedures for that specific location.

- 4.2 **Validation Testing Responsibilities.** The AERC team is responsible for the proper validation of all data entered into the SDDS system. Upon transfer of devices to the care of AERC, AERC will review all information received and will modify any information deemed inaccurate. This information will be notated and an audit trail of any changes made will be available in the event of dispute resolution.

- 4.3 **Inspection and Acceptance.**

4.3.1 **Substitution.** Substitution is defined as receipt of an item that does not conform to the specifications of the order and/or is deemed invalid from the list of acceptable items in section 1.3. Substitutions on purchase orders require the prior approval of the individual who originally registered the items with DGS and with AERC. Any item received not meeting specifications may be returned to the organization at the at the organizations expense.

4.3.2 **Loss or Damage in Transit.** Any items lost in transit from the organization to the AERC configuration center will be immediately reported to VITA, DGS and the organization surplusing the item. AERC will perform an investigation into the loss and will report its findings no later that seven (7) business days after the incident occurred. AERC will make every attempt to recover the lost item, including the use of local law enforcement resources if the loss of the item is found to be due to criminal intent.

4.3.3 Receipt of Devices. The issuing organization will present AERC with a manifest of items awaiting pickup when AERC specialists arrive on-site. AERC will compare the manifest with registered devices, perform a physical device count and will then sign the manifest as initial confirmation of receipt. This document will be presented to DGS for record keeping and will also be captured electronically for future audit purposes. AERC specialists are under instruction NOT to collect any devices not registered unless manually documented and mutually agreed upon by an authorized agency and AERC representative.

4.3.4 Inspection. AERC agrees to inspection of surplus and sanitization activities without notice. All sanitized devices may be inspected at any time with exception of devices that have been recycled. AERC will record and enter into a logbook with a destruction declaration, any devices that have been recycled.

4.3.5 Acceptance Documentation. The following documentation will be issued for all devices handled through the surplus and sanitization program:

DGS Registration:

DGS Delegation of authority.
AERC Registration

Device Registration:

Manifest List
eVA compliant quote reflecting manifest list for purchase order creation

Device Collection:

Signed receipt of the manifest list. The receipt will contain information about each device as well as the purchase order number received through eVA.

Validation Declaration:

Printable soft copy reflecting device validation and any changes made to the device from the initial registration of the device.

Sanitization Declaration:

Printable soft copy reflecting method of sanitization as well as a declaration that the device, if applicable, was sanitized in conformance with VITA ITRM standards.

4.4 Reporting. AERC will provide access to reports reflecting surplus and sanitization activities to VITA and DGS.

CHAPTER 5 - INVOICES

In this chapter, look for ...

- 5.1 Invoice Requirements
 - 5.2 Invoice Submission Schedule
 - 5.3 Invoice Approval by Agency
 - 5.4 Prompt Payment of Bills
 - 5.5 Payment by Electronic Funds Transfer
-

5.1 Invoice Requirements. AERC will submit a separate invoice for each purchase order for services ordered, delivered to, and accepted by the Commonwealth. The invoice will be sent directly to the address shown on the contract or purchase order. Purchase order numbers will be shown on all related invoices, delivery memoranda, bills of lading, packages, or correspondence.

5.1.1 Time and Materials Documentation. Agencies shall pay AERC in accordance with the terms as specified in the Master Contract. AERC shall not exceed the number of hours specified in the ordering document or work authorization. AERC will submit monthly invoices and expense reports for the services rendered to the address shown on the agency ordering document. Invoices will include the ordering document and work authorization number assigned by the agency, the invoice date, identification of personnel, hourly rate charged, labor category, and a unique invoice number.

5.2 Invoice Submission Schedule. Invoices will be rendered immediately following acceptance of goods or services on each purchase order. Invoices for services will be issued and payable monthly in arrears of performance. Invoices will be submitted monthly for recurring services performed during the preceding month.

5.3 Invoice Approval by Agency. Invoices are subject to approval by the agency in accordance with the Terms and Conditions of the Master Contract. Any discrepancies on the invoice should be directed to Arron Messer, COV Program Support Coordinator, within 30 days of receipt for resolution and re-issuance of a corrected invoice.

5.4 Prompt Payment of Bills. Payment is due 30 days after receipt of a proper invoice or 30 days after receipt of services, whichever occurs later. Date of payment will be determined by date of postmark in all cases where payment is made by mail and date of transaction for electronic funds transfer. There is no prompt payment discount.

5.5 Payment by Electronic Funds Transfer. For large transaction volume, payment can be made through the Commonwealth's Financial Disbursement System using Electronic Data Interchange (EDI) and its connectivity to the Automated Clearing House (ACH) network. Payment should be made in accordance with the Prompt Payment Act of Virginia.

CHAPTER 6 - PROPOSED PRICING

In this chapter, look for ...

6.1 Pricing Explanation

6.2 Pricing Schedule

6.1 Pricing Explanation

All devices handled under this contract will incur a fee to collect, process, evaluate and allocate for either future use or recycling. These fees are the fixed operating costs and will be charged to the requesting organization upon completion of the purchase order.

Each device has certain attributes that will raise or lower the level of effort to collect, process, evaluate and allocate. It is in the best interest of all parties that the device that is identified for surplus is handled according to its individual specifications. The pricing schedule in section 6.2 lists each device possibility and allocates fees to that device, contingent on its final destination.

Example: Recycling of equipment.

A Pentium II Computer that is 5 years old and is registered as in poor condition.

Charges that will apply:

Transportation	3.37
Destroy Processing	11.36
Destruction of storage	3.15
Recycling fee	3.29
Total	21.17

6.1.1 Validation discrepancies

Any device that is mis-registered and during validation and sanitization is identified as being in either a condition or of an age that does not reflect registration information will be modified by AERC to reflect actual conditions. Charges will also be modified, reflecting validation changes and a change order request with justification will be submitted to the issuing organization if the fee for the activity increases. All validation changes contain audit trails to show who made the changes and why the changes are made.

6.2 Price Schedule

A color in each column denotes charges that may be applied to the device as it is processed.

Blue and Green activities cannot be combined.

Factory restore is contingent on appropriate licenses being available. Otherwise the device will be processed without any software loaded and a charge will not be applied.

Red activities are optional and will only occur at the specific request of the organization.

Gray activities are for resale value at DGS surplus property and must have prior approval by Surplus Property to apply. If “Factory Restore” cannot be performed, “Resale Processing” and “Clean” are of no marketable value.

6.2.1 Desktop Computer

Transport from Organization	Destroy Processing	Resale Processing	Clean	Degauss	Format	Format DOD Standard	Factory Restore	Recycle	Warehouse per Month
3.37	11.36	15.14	6.31	3.15	3.79	10.09	31.55	3.29	3.06

6.2.2 Mobile Computer

Transport from Organization	Destroy Processing	Resale Processing	Clean	Degauss	Format	Format DOD Standard	Factory Restore	Recycle	Warehouse per Month
3.37	13.48	14.70	8.58	3.06	3.68	9.80	31.55	6.59	3.06

6.2.3 Handheld Computer

Transport from Organization	Destroy Processing	Resale Processing	Clean	ROM Destruction	SRAM Format	Factory Restore	Recycle	Warehouse per Month
1.35	6.31	5.05	3.79	7.57	3.79	3.79	7.02	1.23

6.2.4 Server

Transport from Organization	Destroy Processing	Resale Processing	Clean	Degauss	Format	Format DOD Standard	Factory Restore	Recycle	Warehouse per Month
5.67	12.62	17.66	15.14	3.15	10.09	17.66	96.00	12.82	5.15

6.2.5 Monitors

Type	Transport from Organization	Destroy Processing	Resale Processing	Clean	Recycle	Warehouse per Month
14" Or Terminal	3.37	10.09	17.66	3.15	3.55	3.06
15"	3.37	11.36	11.36	3.79	4.38	3.06
17"	4.05	12.62	12.62	5.05	5.67	3.68
19"	4.05	12.62	12.62	6.31	7.47	3.68
20"	5.67	13.00	13.00	6.50	7.69	5.15
21"	5.67	17.66	13.88	7.57	12.36	5.15
LCD	3.37	12.62	12.62	6.31	14.63	3.06

6.2.6 Printers

Type	Transport from Organization	Destroy Processing	Resale Processing	Clean	Degauss	Format	Recycle	Warehouse per Month
Dot Matrix	3.37	10.09	6.31	6.31	NA	NA	3.55	3.06
Ink Jet	3.37	10.09	7.57	6.31	NA	NA	4.38	3.06
Black and White Laser	4.05	10.09	10.09	6.31	NA	NA	5.67	3.68
Color Laser	5.67	13.88	15.14	6.31	NA	NA	7.47	3.68
Plotter	5.67	13.88	15.14	6.31	NA	NA	11.54	5.15
Printer with Storage Device	5.67	12.62	17.66	6.31	3.15	10.09	12.36	5.15

6.2.7 Peripherals

Type	Transport from Organization	Destroy Processing	Resale Processing	Clean	Degauss	ROM Reset	Format	Recycle	Warehouse per Month
Computer Attached Device	3.37	3.79	5.05	6.31	3.15	7.57	3.79	2.88	3.06
Keyboard per batch (20)	3.37	0.63	NA	NA	NA	NA	NA	3.55	3.06
Mice per batch	3.37	0.63	NA	NA	NA	NA	NA	5.67	3.68

(20)									
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6.2.8 Network Electronics

Type	Transport from Organization	Destroy Processing	Resale Processing	Clean	ROM Reset	Format	Recycle	Warehouse per Month
Hub	3.37	7.57	5.05	6.31	7.57	3.79	3.24	3.06
Switch	3.37	8.84	5.05	6.31	10.09	0.00	4.58	3.06
Router	3.37	11.36	8.84	6.31	15.14	0.00	4.58	3.06
Firewall	3.37	11.36	11.36	6.31	17.66	0.00	3.24	3.68
Component	1.35	11.36	3.79	6.31	5.05	0.00	3.24	1.23

6.2.9 Media

Type	Destroy Processing	Degauss	Format	Recycle	Warehouse per Month
Magnetic	0.63	3.15	3.79	3.24	1.84
Optical	0.32	NA	NA	3.24	1.84

6.2.10 Media Other

Type	Transport from Richmond location	Destroy Processing
CDs	\$100.00	.72 per lb

6.2.11 Services

AERC can assist any organization with the physical inventory, registration and processing of devices that may normally be the responsibility of the organization. If these services are requested, AERC will create a statement of work that addresses the specific needs of the organization to successfully complete the project.

Title	SKU	Rate per Hour	Role Description
Surplus Specialist	SDDS-1	65.00	Registers all devices into the SDDS system. Ensures data accuracy and coordinates with AERC resources to arrange a pickup schedule. Interfaces with the organizations management for direction of location of displaced assets.
De-Installation Technician	SDDS-2	65.00	Performs de-installation of devices on-site with the exception of Server and Networking devices. Enters device into SDDS upon completion of de-installation
De-Installation Engineer	SDDS-3	92.00	Performs de-installation of Server and Network devices. Enters device into SDDS upon completion of de-installation.
Inventory Specialist	SDDS-4	75.00	Performs site assessment and physical asset inventory to evaluate an organizations position to surplus and sanitize equipment. Utilizes industry asset management tools to compile a report on equipment status and presents to the organization quantities of devices that meets the SDDS criteria.
Project Manager	SDDS-5	165.00	Will be assigned to larger SDDS projects to allow for an efficient command and control of SDDS activities. Will report to the organizations senior management and will report progress and milestones achieved as they occur.
Title	SKU	Rate per Trip	Role Description
Local Transportation	SDDS-6	180.00	Load, transport palletized equipment from Ashland VA to Sandston VA and unload as required.