



**Contract and Award Letter  
Purchase Resolution – Exhibit “A”**

**TO:** Board of Contracts and Awards  
**FROM:** Andy Cherullo, Director, Finance  
Patsy Best, Procurement and Payables Division Manager, Finance  
**COPY:** Public Utility Board, Director of Utilities, Board Clerk, City Council, City Manager,  
City Clerk, EIC Coordinator, LEAP Coordinator, and Brittany Riolo, Senior Buyer,  
Finance/Procurement  
**SUBJECT:** Citywide Off-Site Records Storage and Secure Records Destruction – Request  
for Proposal Specification No. CT21-0027F, Contract No. CW2243385– April 22,  
2026 Public Utility Board and April 28, 2026 City Council  
**DATE:** March 3, 2026

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**RECOMMENDATION SUMMARY:**

The Finance Department requests approval to extend Contract No. CW2243385 with Retrievox, Inc., dba Access Information Management Corp., Woburn, MA, budgeted from various departmental funds, for an additional two-year period, with the option to renew for three additional one-year terms. This will extend the contract through June 30, 2031.

**STRATEGIC POLICY PRIORITY:**

Secure storage and destruction of City’s records supports the City Council’s strategic policy priorities of ensuring access to public information resources and compliance with the public records laws.

- Ensure all Tacoma residents are valued and have access to resources to meet their needs.
- Encourage and promote an efficient and effective government, which is fiscally sustainable and guided by engaged residents.

**BACKGROUND:**

This contract allows the City of Tacoma to comply with RCW 40.14 (Preservation and Destruction of Public Records), RCW 42.56 (the Public Records Act), standards set by state and federal retention schedules, and other requirements as may be contractually agreed upon or mandated by grants. Secure storage and destruction services are necessary to manage records for their retention periods and to protect the City’s information at the time of destruction. The contract additionally provides transfer of documents back to the City. As of April 2026, The original contract amount was \$600,000. Total spending to-date against that total is \$318,241.

**ISSUE:** The current agreement expires on June 30, 2026. This contract enables the City to manage records for their retention periods and to protect the City’s information at the time of destruction. The City is required to comply with RCW 40.14 (Preservation and Destruction of Public Records), RCW 42.56 (the Public Records Act), standards set by state and federal retention schedules, and other requirements as may be contractually agreed upon or mandated by grants.

In the original contract, records management staff anticipated that usage of off-site storage would remain stable or decrease over the original contract term. This has held true, with the number of cartons in storage decreasing from approximately 23,000 cartons to 22,300 cartons between 2021 and 2026, and the frequency of on-site shred bin services decreasing for most



departments. Stable or decreased off-site storage usage is expected through the extended contract period due to regular review of retention and disposal requirements, and the continued shift to digital records and electronic business processes.

**ALTERNATIVES:** This is the lowest cost option to comply with applicable laws, regulations, and other requirements. Costs have remained much lower than anticipated throughout the existing contract, and maintaining the existing contract pricing through an extension will result in continued cost savings.

There are no practical alternatives to off-site storage for the City’s inactive paper records and secure on-site shred bins. Prior market research has identified only two major vendors offering these services in the region. The City held a previous contract with the other major vendor, but staff experienced ongoing service and billing issues, and pricing offered by that vendor’s 2021 bid offered significantly higher pricing in nearly every service category.

**COMPETITIVE ANALYSIS:**

Pricing has remained competitive throughout the term of the contract and because the City has been spending against the contract more slowly than anticipated, it was considered to be in the best interest to extend the existing contract versus returning to bid at this time.

**CONTRACT HISTORY:** This contract was originally awarded to Access Information Management Corporation as a result of RFP Specification No. CT21-0027F in April 2021. On July 21, 2021, the City of Tacoma entered into a citywide contract with Access Information Management Corporation for \$600,000 plus applicable taxes, for the purpose of citywide records storage and destruction for a two-year term with an option to extend for three additional one-year terms. This contract was reviewed and approved on by the Public Utility Board, Resolution U-11271 on July 28, 2021, and the City Manager on August 3, 2021 pursuant to the City of Tacoma March 12, 2020, state of emergency proclamation in response to COVID-19, made in accordance with Tacoma Municipal Code Chapter 1.10.

On May 1, 2023, the City and Access Information Management Corporation entered into Amendment No. 1 to extend the termination date to June 30, 2024, and to amend the Scope of Work and Fee Schedule to include additional services (on-site destruction via shred bins).

On June 30, 2024, the City and Access Information Management Corporation entered into Amendment No. 2 to extend the termination date to June 30, 2025.

On June 30, 2025, the City and Access Information Management Corporation, now doing business as Retrievox, Inc., entered into Amendment No. 3 to extend the termination date to June 30, 2026.

**SUSTAINABILITY:** Per the Sustainable Procurement policy in section XXIV.A of the Purchasing Policy Manual, the specification included requirements to demonstrate the firm’s commitment to sustainable business practices and efforts to mitigate industry environmental impacts in the delivery of services; 5 percent of the scoring was awarded based upon review of respondents’ statements on the firm’s efforts toward sustainability



EQUITY IN CONTRACTING (EIC) COMPLIANCE: Not applicable - Service contract - EIC Regulations are not yet established

LOCAL EMPLOYMENT AND APPRENTICESHIP TRAINING PROGRAM (LEAP) COMPLIANCE: Not applicable.

**FISCAL IMPACT:** There is no fiscal impact as this action would extend the contract time period but not increase the contract dollar amount.