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State Records
of South Australia



Management and Storage of Temporary Value Records with an Approved Service Provider (ASP)

Approved Service Providers List (ASPL) User Guide

Guideline

September 2011

Version 5.1

Table of Contents

Introduction	3
Purpose of this user guide	3
Related documents	3
Exemptions	3
Companies on the ASPL	4
Benefits of the ASPL	5
Services available	5
Service standards and performance measurement	5
Establishing a services contract	5
Complaint resolution	6
Further information	6

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Introduction

State Records has established an Approved Service Providers List (ASPL) for the storage, retrieval and destruction of temporary value records. Temporary value records are those that do not have permanent (archival) value and may be destroyed when a prescribed retention period has elapsed.

The companies on the ASPL have demonstrated the capability to provide these services to the standards specified by State Records and have entered into a Deed that establishes the legal framework within which they will provide the services if required by an agency.

The ASPL is available for use by all South Australian State and Local Government agencies as defined by the *State Records Act, 1997*. Agencies may arrange to store temporary value records with any of the Approved Service Providers (ASP) without seeking approval from State Records.

Purpose of this user guide

The purpose of this user guide is to provide agencies with information about accessing the services of companies on the ASPL.

Related documents

This user guide should be read in conjunction with the Deed and State Records *Management and Storage of Temporary Value Records with an Approved Service Provider (ASP) Standard and Guideline*.

Hard copies of the Deed can be obtained from Records Management Services at State Records on (08) 8204 8773 or via email (srsarecordsmanagement@sa.gov.au).

The *Management and Storage of Temporary Value Records with an Approved Service Provider (ASP) Standard and Guideline* are currently under review and will be available on the State Records website (<http://www.archives.sa.gov.au>) from the end of August, following Ministerial approval. In the interim, should you have any questions please contact Records Management Services on (08) 8204 8773.

Exemptions

Agencies should note that the transfer of temporary value records to secondary storage, other than with an ASP, may require an exemption from the Director of State Records in accordance with Section 19(4) of the *State Records Act, 1997*.

An exemption to use a non-approved service provider will only be granted on a case-by-case basis.

For further information regarding exemptions contact Records Management Services on (08) 8204 8773.

Companies on the ASPL

The following companies currently comprise the ASPL. Note that only the storage facilities at the addresses indicated below have been approved.

DataBank Technologies – Archive Security

Contact Person: Maurice Hewson (State Manager)

Phone: (08) 8416 5606

Fax: (08) 8354 4650

Mobile: 0419 605 369

E-mail: mhewson@databank.com.au

Internet: <http://www.archivesecurity.com.au>

Docstore

593-595 South Road, Regency Park SA 5010

Contact Person: Paul Leaf-Milham (Manager)

Phone: (08) 8244 4100

Fax: (08) 8244 4300

E-mail: paulm@docstore.net.au

Internet: <http://www.docstore.net.au>

Grace Records Management (Australia) Pty Ltd

30 Charles Rd, Beverley SA 5009

Contact Person: Dennis Redman (State Manager SA)

Phone: (08) 8405 5060

Fax: (08) 8405 5091

E-mail: dredman@grace.com.au

Internet: <http://www.gracerecords.com.au>

Iron Mountain Australia Pty Ltd

55 Burma Rd, Pooraka SA 5095

Contact Person: John Moore (Sales Executive)

Phone: (08) 8162 4806

Fax: (08) 8162 4805

E-mail: john.moore@ironmtn.com.au

Internet: <http://www.ironmtn.com.au>

Recall Total Information Management

64 East Avenue, Beverley SA 5009

Contact Person: Lisa McDonough (Account Manager)

Phone: (08) 8400 4503

Fax: (08) 8340 3894

Mobile: 0419 816 380

E-mail: Lisa.McDonough@recall.com

Internet: <http://www.recall.com>

Other companies may be added to the ASPL in the future.

Benefits of the ASPL

Some benefits for using the ASPL for the storage, retrieval and destruction of temporary value records include:

- financial savings to the South Australian Government through reduced asset requirements
- financial savings to agencies through reduced costs of temporary records storage
- improved storage standards
- improved accountability of service providers, and
- capacity to manage growth in temporary value records storage requirements.

Services available

Each ASP has been approved to provide storage, retrieval and destruction services for temporary value records only. A detailed description of the services is provided in Schedule 2 of the Deed. The companies on the ASPL can also offer other records management services (eg boxing and listing, sentencing). Agencies are not mandated/required to use a company on the ASPL for the additional services. It is recommended that agencies seek the advice of State Records before engaging a provider for these services.

Service standards and performance measurement

Each ASP has been evaluated as being able to provide the services to the standards specified in Schedule 2 of the Deed.

State Records, in partnership with agencies, will regularly monitor the performance of ASP against the Key Performance Indicators specified in Schedule 4 of the Deed.

Establishing a services contract

When an agency chooses to engage the services of an ASP, a services contract will be established. The Deed provides the legal framework and specifies general services, standards and performance measures. The services contract is required to specify your agency's particular service requirements.

The process for establishing a services contract will vary according to the quantities of storage and related services required as they impact the total value of the services contract. You are advised to seek the advice of your Strategic Procurement Unit regarding established procurement policies and the appropriate process for obtaining the best outcome for your agency.

In establishing a services contract, you are advised to consider the following:

- the greater the value of the contract, the greater the likelihood of obtaining more competitive fees for services. For example, a contract for the whole of the agency (or all agencies across a portfolio) for a period of 5 years is likely to provide better value for money than several parts of the agency making individual arrangements for small quantities of storage as the need arises.

- you are advised not to enter into services contracts produced by the ASP as these may contain terms and conditions that conflict with those contained in the Deed. If there is any inconsistency between the terms and conditions contained in the Deed and in a services contract, the Deed prevails.
- your agency should initiate the services contract. It should comprise of a written document signed by both the agency and the ASP. It should include:
 - a precise description of the services and standards you require
 - the term of the contract
 - the fees for services and the terms for varying the fees over the term of the contract – ASP Fees Schedules are available from ASPs or State Records via a request to srsarecordsmanagement@sa.gov.au
 - a statement that “Services are to be provided in accordance with the terms and conditions set out in the Deed between ... (the name of the ASP)... and the Minister ”.
- a services contract may include service standards that exceed those in the Deed in order to meet your particular agency needs.

Clause 5 (Formation of a Services Contract) of the Deed describes the procedures agencies should follow to engage an ASP to provide services under the Deed.

Schedule 5 of the Deed provides a template for issuing a Request for Services.

Schedule 6 of the Deed provides a template for an Official Order.

Complaint resolution

If you are dissatisfied with the service provided by an ASP, you should discuss this with the ASP in the first instance. If a problem or issue is not resolved to your satisfaction, you should refer the matter to the Manager, Records Management Services at State Records – contact srsarecordsmanagement@sa.gov.au.

Further information

For information and advice about the ASPL (including fees schedules), or temporary records management please email Records Management - srsarecordsmanagement@sa.gov.au.

To read more about the strategies State Records has implemented to support agencies in the management of temporary value records please visit our website - <http://www.archives.sa.gov.au>

Information about an ASP can be found on the company website.