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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

July 2013

Version 5.2

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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 (ASPs) 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 the Government Recordkeeping team at State Records on (08) 8204 8773 or via email at rsrecordsmanagement@sa.gov.au.

Exemptions

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

Exemptions to use non-approved service providers will be considered on a case-by-case basis.

For further information regarding exemptions contact the Government Recordkeeping team.

Companies on the ASPL

State Records maintains a list of companies currently on the ASPL on its website. This list will be updated as required.

Benefits of the ASPL

Some of the benefits associated with 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
- improved 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. Companies on the ASPL may also offer other records management services such as boxing and listing and sentencing, however these services have not been approved by State Records. Agencies may choose to, but are not mandated or required to, use a company on the ASPL for these types of additional services. It is recommended that agencies seek the advice of State Records before engaging providers for records management services falling outside the scope of the Deed.

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 must be established. The Deed provides the legal framework and specifies general services, standards and performance measures. The services contract is required to specify an agency's particular service requirements.

The process for establishing a services contract will vary according to the quantity of records storage and related services required, as these factors impact on the total value of the contract. Agencies are advised to seek the advice of their procurement divisions regarding established procurement policies and the appropriate process.

When establishing a services contract, agencies 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.
- Agencies are advised not to enter into services contracts produced by the ASPs 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.
- Agencies 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 required
 - 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 rsrecordsmanagement@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 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 agencies are dissatisfied with the service provided by an ASP, they should discuss this with the ASP in the first instance. If the problem or issue is not resolved to the agency’s satisfaction, the matter should be referred to the Manager, Government Recordkeeping at State Records.

Further information

For information and advice about the ASPL (including fees schedules), and temporary records management please contact the Government Recordkeeping team via email at srsarecordsmanagement@sa.gov.au or via telephone on (08) 8204 8773.

State Records has implemented additional policies to support agencies in the management of temporary value records. They can be found on the State Records website.