



DEPARTMENT OF VETERANS AFFAIRS
Veterans Health Administration
Washington DC 20420

IL 19-2005-001

In Reply Refer To: 19

September 22, 2005

CHIEF INFORMATION OFFICER LETTER

**SERVICE LEVEL AGREEMENT FOR STORAGE OF RECORDS AT THE VA
RECORDS CENTER AND VAULT**

1. This Information Letter (IL) provides information concerning the Service Level Agreement (SLA) for records storage and related services between the Veterans Health Administration (VHA) and the VA Records Center and Vault (RC&V). The SLA covers the period between October 1, 2005 and September 30, 2006.
2. **Background.** The RC&V is a Franchise Fund activity that provides records storage services to VA and other government agencies on a reimbursable basis. Currently, the RC&V is storing approximately 1, 177, 000 cubic feet of VHA records. Over 940, 000 cubic feet of records were relocated from the National Archives and Records Administration (NARA) facilities to the RC&V. During the relocation phase, approximately 237, 000 cubic feet of records were transferred directly from VA medical facilities to the RC&V.
3. In Fiscal Year 2006, funding for records storage and standard services at the RC&V will be decentralized to medical facilities. Funding will be part of the Veterans Equitable Resource Allocation (VERA) that is distributed to the Veterans Integrated Service Networks (VISNs). Non-standard services will be paid by the individual medical facility.
4. Attached to this IL is a copy of the SLA.
5. Questions regarding the SLA may be referred to:
 - a. Sherwin Lynch, Office of Information (19E1), VHA Central Office, at (202) 273-8312 or sherwin.c.lynch@mail.va.gov.
 - b. Louise Papile, Office of Information (19E), VHA Central Office, at (202) 273-8699 or louise.papile@mail.va.gov.

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c. Cynde Bays, RC&V, at (512) 326-6576 or Cynthia.Bays@mail.va.gov.

Craig B. Luigart
VHA Chief Information Officer

Attachment

DISTRIBUTION: CO: E-mailed 10/13/05
FLD: VISN, MA, DO, OC, OCRO, and 200 – E-mailed 10/13/05

ATTACHMENT A

SERVICE LEVEL AGREEMENT

Department of Veterans Affairs
Records Center and Vault

and

Veterans Health Administration

1. Introduction:

The Department of Veterans Affairs (VA) Records Center and Vault (RC&V) is a Franchise Fund pilot site under the Government Management Reform Act of 1994 that authorizes agencies to provide certain common administrative support services on a reimbursable basis, both internally and to other government agencies. This service level agreement is between the service provider, RC&V, located in Neosho, Missouri, and the customer, Veterans Health Administration (VHA), located at 810 Vermont Avenue, NW; Washington, DC 20420.

2. Parties:

This agreement is between VHA and the Director, Austin Automation Center (AAC), on behalf of the RC&V and the Franchise Fund Board of Directors.

3. Purpose:

Service Level Agreement (SLA) 200RCV06001 sets forth the level of service and payments for record storage and related services provided by the RC&V in Neosho, Missouri, to VHA VA medical centers (VAMCs) for fiscal year (FY) 2006. It also clarifies responsibilities, documents expectations, and provides a mechanism for resolving problems.

4. Authority:

This service level agreement is authorized pursuant to the Government Management Reform Act of 1994 (Public Law 103-356).

5. Responsibilities:

The RC&V will support VHA during FY 2006 by providing records storage and related services as specified in this attachment. VHA will set up a standard obligation authority and reimburse RC&V for services rendered.

6. Standard Services Provided:

Standard services are identified in this attachment 1, Section 1 and are included in the records storage flat rate.

7. Other Services:

Other services which are specifically requested by an individual field facility or by VHA and which are not included in those standard services routinely provided when accessioning, processing recall requests (including faxing or shipping), filing files/boxes returned to the RC&V, and monitoring inventory will be performed by the RC&V staff at the prevailing hourly rate for manpower services as approved by the Franchise Fund Board of Directors for the fiscal year in which the service is performed. Examples of such services are identified in this attachment Section 2. Arrangements for these services will be coordinated with and paid for directly by the requesting individual field facility.

8. Pricing and Payment Terms:

It is projected that VHA will store an average of 1,201,154 standard General Services Administration (GSA) record storage boxes (14 ¾" x 12" x 9 ½") at the RC&V during FY 2006. At a rate of \$2.45 per box per year, the estimated monthly charge will be \$245,035 (\$2,940,425 annually).

Shipping/postage to and from the RC&V is the responsibility of the customer. Use of standard Grocery Manufacturer's Association (GMA) 40" x 48" wide pallets to ship records for storage is required. Based on current trends, it is anticipated that monthly shipping/postage charges will be approximately \$8,750 (\$105,000 annually).

The estimated total reimbursement for FY 2006 is \$3,060,425 which includes known estimated non-standard services charges of approximately \$15,000 for annual destruction of records.

9. Modifications:

This SLA or any of its specific provisions may be modified by the mutual concurrence of both parties and by the signature approval of both parties signatory to the agreement or designees or their respective official successors. If the change results in an increase in cost or time to complete performance, RC&V will receive consideration in the form of an equitable adjustment. Such adjustment in price or terms shall be subject to negotiation. Per established Franchise Fund guidance, increases to contract estimates of greater than 10 percent will be documented by a contract amendment.

10. Performance Standards:

The attached performance service level agreement (in this attachment) is provided to establish an expected level of satisfactory service. If the RC&V fails to meet these standards for circumstances within its control, credit will be given for the affected service. This credit will be in the form of service performed at the contractual standard or adjustment of the bill, upon agreement by both parties of the form of credit.

Accounting Information:

Customer Standard Obligation Number:	
Obligation Amount:	\$3,060,425
Customer Appropriation Symbol:	
Budget Fiscal Year	2006
Signature of Official Authorized to Certify Funds Availability	
Date of Fund Certification	
DVA Fund Office use: Obligated By:	
Obligation Date:	

1.1.1.1

1.1.1.2 STANDARD SERVICES

1.1.1.3 SERVICE CONTRACT FOR VHA

1.1.1.4 FY 2006

1. Standard services apart from records storage that are included in the box storage fee are identified as follows:

1.1 Accession Processing

1.1.1 Provide a unique accession number for each shipment, upon request from facility.

1.1.2 Receive shipment.

1.1.3 Bar code each box or pallet (depending on storage requirement).

1.1.4 Enter data into automated tracking system.

1.2 Recall Processing

1.2.1 Review request and contact facility for missing information, if required.

- 1.2.2 Research location and/or identity of document/file/box.
- 1.2.3 Prepare document/file/box for shipment.
- 1.2.4 Enter data into tracking system.
- 1.2.5 Fax, e-mail, or telephone information or forward document/file/box to requestor.
- 1.2.6 If more than ten (10) requests from a single medical facility for a specific veteran's record are received in a 30-day period, service will be considered "non-standard" and charges may be incurred for the additional requests. Requesting facility will be contacted directly for compensation.

1.3 Refile/Interfile Processing

- 1.3.1 Receive document/file/box.
- 1.3.2 File archive document/file/box to the shelves. Individual documents will be drop filed into folder.
- 1.3.3 Update automated tracking system.

1.4 Vital Records Processing

- 1.4.1 Maintain vital records in accordance with VHA's Records Control Schedule.
- 1.4.2 Group and maintain vital records received in envelopes by field facility in separate boxes for each vital record.

1.5 Notification for Destruction of Records

- 1.5.1 Maintain and track destruction dates of records.
- 1.5.2 Forward a "Notice of Intent to Destroy" or similar notification to the accessioning field facility 90 days prior to the scheduled destruction date of the records. For records of field facilities that were deactivated and there appears to be no successor, notify appropriate VACO staff 90 days prior to the scheduled destruction date of the records.
- 1.5.3 Maintain records until written authorization from accessioning field facility is received for destruction of records. At that time, services for the actual destruction will be considered non-standard service and will be coordinated with and paid for directly by the requesting field facility. See Section 2, Non-standard services.

2. Non-standard services would include, but not be limited to, the following and will be coordinated with and paid for directly by requesting individual field facility. Work will be performed by the RC&V staff at the prevailing hourly rate for manpower services as approved by the Franchise Fund Board of Directors for the fiscal year in which the service is performed.

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- 2.1 Inventory boxes of unaccounted records received from field facilities.
- 2.2 Coordinate the cleaning/shipping/handling of contaminated boxes received from field facilities. Cleaning is handled by an authorized private document restoration company.
- 2.3 Request recall of records when accession and box sequence information of folders is not known.
- 2.4 Re-box of customer shipment contents because containers used were not standard 1 cubic feet archival boxes able to fit on record center shelves.
- 2.5 Re-write of customer accession and box sequence numbers onto record storage boxes because customer used labels instead of permanent marker to record accession and box number information.
- 2.6 Make arrangements for the destruction of records upon receipt of written authorization from VHA in accordance with regulations issued by the Archivist of the United States governing the methods of destroying records.
 - 2.6.1 Locate records scheduled for destruction, verify contents, and prepare for shipment.
 - 2.6.2 Ship scheduled records out for destruction. Records will be destroyed in accordance with the Department procedures of the destruction of records. Field facility will be responsible for all costs incurred for the preparation and shipping as well as the destruction of records. The FY 2006 rate is \$2.50 per box all inclusive.

1.1.1.5 VA RECORDS CENTER & VAULT

2 Performance Standards for Assignment of Accession Numbers
3 and Recall Requests

1. Accession Processing

1.1 Performance Requirements

- 1.1.1 Receive request for accession number by mail, fax, or electronic media.
- 1.1.2 Review request for completeness and accuracy.
- 1.1.3 Communicate with customer to collect additional record shipment information if necessary.
- 1.1.4 Assign unique accession number to each individual incoming record shipment.
- 1.1.5 Return accession number assignment to customer via mail, fax, or electronic media.

1.2 Standards

1.2.1 Requests shall be processed either by forwarding the customer an accession number assignment or initiating corrective action within 3 business days of receipt.

1.2.2 Requests received during non-business hours will be processed as though they were received the next business day.

2. Recall Requests

2.1 Performance Requirements

2.1.1 Receive requests for record recalls which contain required identifying information (i.e., accession number and box sequence number).

2.1.2 Locate record.

2.1.3 Pull record.

2.1.4 Fax (if required).

2.1.5 Ship (if required).

2.1.5.1 Prepare for shipment (packaging and handling).

2.1.5.2 Deliver to shipping point (post office, contract carrier, airport).

2.1.6 If record cannot be located using information provided, written explanation of the “no find” will be forwarded to requestor by mail/fax/telephone or annotated on the Web application if request was submitted via the Web application.

2.2 Standards

2.2.1 Routine Recall Requests.

2.2.1.1 Routine recall requests for files or boxes will be shipped by the close of business 1 business day following receipt of the request. Shipment will be made by Federal Express (FEDEX) ground or similar service.

2.2.1.2 If more than 20 boxes are requested, the request will be treated as a special service and not be subject to performance standards described in this attachment. Shipment will be made by freight and may entail additional labor charges. Carrier charges will be billed to the requesting facility.

2.2.1.3 Requests received during non-business hours will be processed as though they were received the next business day.

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2.2.1 Emergency Requests

2.2.1.1 Emergency requests for files or boxes received during normal business hours will be pulled and shipped same day for all requests received by 12:00 p.m. CST. Emergency requests for files or boxes received after 12:00 p.m. CST will be pulled and shipped no later than next business day. If practical and requested, files can be faxed to requesting facility. Otherwise, records will be shipped via FEDEX express or similar service. Type of express service utilized will be determined by nature of request.

2.2.1.2 If more than 20 boxes are requested, the request will be treated as a special service and not be subject to performance standards described in this attachment. Shipment will be made by freight and may entail additional labor charges. Carrier charges will be billed to the requesting facility.

2.2.1.3 Requests received during non-business hours will be processed as though they were received the next business day.

2.2.1.4 In the event of a major national disaster, vital records including rights and interests records will be made available after a period of 10 business days or sooner.