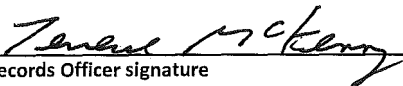
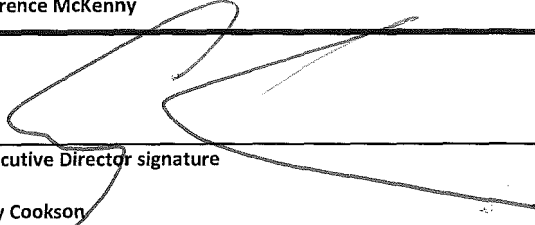
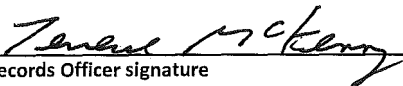
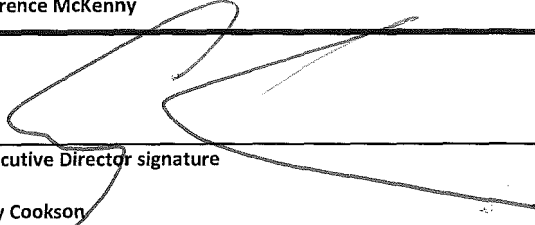
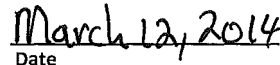
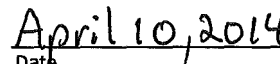
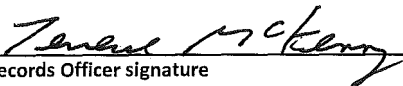
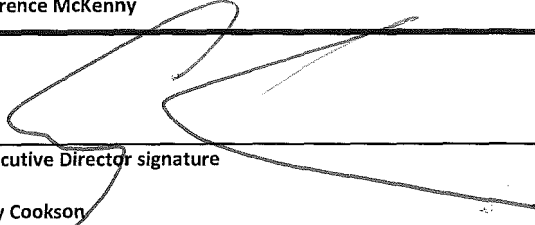
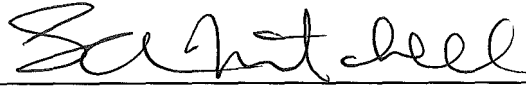
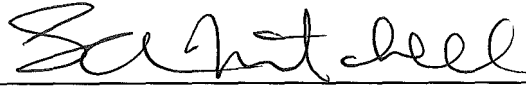
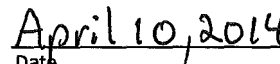
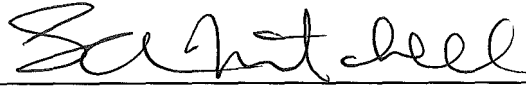



RECORDS RETENTION AND DISPOSITION AUTHORITY					
This is a recommendation to authorize an ongoing records schedule.					
Title: Business and Contract Management Ongoing Records Schedule					
Ministry of Health Business Management Office					
Description and Purpose: The <i>Business and Contract Management Ongoing Records Schedule</i> establishes a classification system and retention and disposition schedule for the operational records created by the Business Management Office (BMO). The schedule covers records relating to the management and oversight of an Alternative Service Delivery (ASD) service provider's compliance with the Master Services Agreement (MSA) and associated performance expectations. Examples of agreements currently managed by the BMO include: <ul style="list-style-type: none"> • Maximus BC – administration and service delivery of the Medical Services Plan, the PharmaCare program, and associated programs and systems • Oracle Microsystems (B.C.) Inc. – construction, deployment and maintenance of the interoperable Electronic Health Record (iEHR) and the Provincial Lab Information Solution (PLIS) systems. • Provincial Health Services Authority - delivery of core eHealth services. These records document contract management activities, including complaints management, project management, performance reporting, and invoice review and approval.					
Start Date: 2002 - ongoing					
Recommended retention and disposition: scheduled in accord with attached records schedule.					
THE UNDERSIGNED ENDORSE THE RECOMMENDATIONS:					
<table border="1" style="width:100%; border-collapse: collapse;"> <tr> <td style="width:80%; padding: 5px;">  Records Officer signature Terrence McKenny </td> <td style="width:20%; padding: 5px; vertical-align: top;"> NOV 07 / 2013 Date </td> </tr> <tr> <td style="padding: 5px;">  Executive Director signature Guy Cookson </td> <td style="padding: 5px; vertical-align: top;"> Nov 18, 2013 Date </td> </tr> </table>	 Records Officer signature Terrence McKenny	NOV 07 / 2013 Date	 Executive Director signature Guy Cookson	Nov 18, 2013 Date	THE SELECT STANDING COMMITTEE ON PUBLIC ACCOUNTS APPROVES THE RECOMMENDATION OF THE PUBLIC DOCUMENTS COMMITTEE: <div style="text-align: center; margin-top: 20px;">  Date </div> <hr style="border: 1px solid black;"/> APPROVED BY RESOLUTION OF THE LEGISLATIVE ASSEMBLY: <div style="text-align: center; margin-top: 20px;">  Date </div>
 Records Officer signature Terrence McKenny	NOV 07 / 2013 Date				
 Executive Director signature Guy Cookson	Nov 18, 2013 Date				
THE PUBLIC DOCUMENTS COMMITTEE CONCURS:					
<table border="1" style="width:100%; border-collapse: collapse;"> <tr> <td style="width:80%; padding: 5px;">  Chair, PDC signature Gary Mitchell </td> <td style="width:20%; padding: 5px; vertical-align: top;"> 31 Jan 2014 Date </td> </tr> </table>	 Chair, PDC signature Gary Mitchell	31 Jan 2014 Date	<div style="text-align: center; margin-top: 20px;">  Date </div>		
 Chair, PDC signature Gary Mitchell	31 Jan 2014 Date				

RECORDS MANAGEMENT APPRAISAL:

This appraisal documents the recommendation for active and semi-active retention periods.

The retention and final disposition guidelines specified in the attached Ongoing Records Schedule meet the creating agency's information requirements, ensure fiscal and audit control, protect government's legal rights and liabilities, and provide for effective management of the agency's operational functions. Upon expiry of the active and semi-active retention periods, the records covered by this recommendation will no longer be of any primary value to government.

The retention and final disposition guidelines have been established in consultation with the Records Officer and staff and managers of all branches conducting operational functions in the creating agency.

 Records Analyst signature Mahia Frost	November 6, 2013 Date
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ARCHIVAL APPRAISAL:

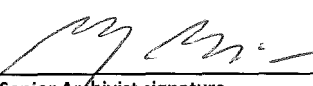
This appraisal documents the recommendation for final disposition.

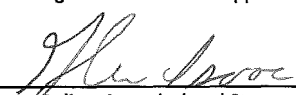
The final disposition recommendations protect records considered to have significant evidential and historical values. The specific reasons for retaining certain records are stated within the Ongoing Records Schedule.

Record series or groups of records which will be retained in their entirety are indicated by "Full Retention."

The definition of full retention provides that records will be preserved in the government archives, and that unnecessary duplicates, transitory materials, and ephemera may be discarded.

 Archivist signature Sarah Shea	November 6, 2013 Date
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 Senior Archivist signature Mary McIntosh	2013-11-07 Date
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The undersigned endorses the appraisal recommendations:  Manager, Policy, Appraisal and Storage signature Government Records Service, Information Access Operations Glen Isaac	2013-11-14 Date
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ONGOING RECORDS SCHEDULE

This records schedule is approved in accordance with the *Document Disposal Act* (RSBC 1996, c. 99) and constitutes authority for retention and disposition of the records it covers. Consult your Records Officer.

70280 BUSINESS AND CONTRACT MANAGEMENT

Records relating to the management and oversight of an Alternative Service Delivery (ASD) service provider's compliance with the Master Services Agreement (MSA) and associated performance expectations.

The Business Management Office (BMO) is the ASD alliance management office which holds the overall governance responsibility for the MSAs between alternate service providers and the ministry responsible for health services, as well as related agreements with health authorities. This includes administering the agreement and subsequent amendments, managing the relationship with the service provider, and resolving any issues that arise. In addition, the office also serves as a conduit between government, the service provider and other ASD vendors and is supported by various advisory and steering committees, as well as working groups.

An example of an ASD contract that the BMO oversees is the agreement between MAXIMUS BC and the Province of British Columbia. Under the current agreement, MAXIMUS is responsible for the administration and service delivery of the Medical Services Plan, the PharmaCare program, and associated programs and systems. Another ASD contract that BMO manages is the MSA between the Province and Oracle Microsystems (B.C.) Inc. The ten year contract aims to construct, deploy and maintain both the interoperable Electronic Health Record (iEHR) and the Provincial Lab Information Solution (PLIS) systems. An example of a related agreement with a health authority is the Memorandum of Understanding with the Provincial Health Services Authority for delivery of core eHealth services.

In addition to managing all aspects of the Ministry's outsourcing contracts to ASD's, the BMO also provides advice and direction for major projects and strategies involving the service provider and new government initiatives, such as the Pharmacare Modernization Program, BC Services Card, some of the eHealth projects, and the Revenue Management System.

For agreements and memoranda of understanding, (that are non-ASD), including intergovernmental, see *ARCS* primary 146.

For audits and reviews of the service provider, prepared by Internal Audit, see *ARCS* primary 975.

For all other contracts, such as consultants or subcontractors, see *ARCS* secondary 1070-20.

For briefing notes, see *ARCS* 280-20.

For invoices, and supporting documentation, use *ARCS* secondary 925-20, as an OPR file.

For correspondence tracking, see *ARCS* secondary 255-30

For legal requests for records (i.e., warrants, production orders and related affidavits), see *ARCS* secondary 352-20.

For lists, spreadsheets, inventories and registers for tracking work, (not covered under -02) see *ARCS* secondary 100-05

For meetings of task groups, committees and working groups, see *ARCS* 200-20.

ONGOING RECORDS SCHEDULE

This records schedule is approved in accordance with the *Document Disposal Act* (RSBC 1996, c. 99) and constitutes authority for retention and disposition of the records it covers. Consult your Records Officer.

70280 BUSINESS AND CONTRACT MANAGEMENT (continued)

A SA FD

For privacy investigations (including associated general incident and loss Reports (GILRs), see *ARCS* secondary 470-20.
For reference material/topical files, see *ARCS* secondary 358-20.

The ministry OPR is the Business Management Office unless otherwise noted below. See specific secondaries for OPR retention schedules.

All non-OPR offices will retain these records for: SO nil DE

-00 Policy and procedures SO 5y FR

(covers final/approved versions of policies, procedures, standards, and guidelines pertaining to the functions and activities documented in this schedule)

SO: when the policy or procedure is replaced or becomes irrelevant

FR: The government archives will fully retain final versions of operational policy documentation because they provide significant evidence of the governance of the functions and programs covered by this schedule.

NOTE: Policy development files are classified under secondary 70280-40.

-01 General CY+2y nil DE

NOTE: This secondary covers miscellaneous records that relate to the primary but do not document decisions and actions, and do not relate to topics that warrant specific classifications.

-02 Master Services Agreement and amendments SO 7y FR

(covers Master Service Agreements, and similar agreements with external agencies such as provincial health authorities, including associated modifications [e.g., service or change orders], change order registers and logs)

SO: upon expiry or termination of contract and all extensions, and upon conclusion of audit and other requirements stipulated in the contract

7y: The retention period is based on the need to research the previous contract's activities during contract re-negotiation, ensures the records are available for fiscal accountability, and also provides a reasonable period of time for the legal value of the records to be extinguished.

(cont)

ONGOING RECORDS SCHEDULE

This records schedule is approved in accordance with the *Document Disposal Act* (RSBC 1996, c. 99) and constitutes authority for retention and disposition of the records it covers. Consult your Records Officer.

70280 BUSINESS AND CONTRACT MANAGEMENT (continued)

A SA FD

-02 Master Services Agreement and amendments (continued)

FR: The government archives will fully retain the Master Service Agreement and subsequent amendments because they document the terms and conditions for the administration and delivery of key health services (e.g., Medical Services Plan and PharmaCare Program) by an alternative service delivery provider. These records, in conjunction with significant reports and reviews classified under secondary -10, have evidential value in demonstrating whether the stated goals of alternative service delivery (e.g., modernize and improve services to the public, physicians and other health care professionals; and design and implement business re-engineering and technological improvements) were met.

NOTE: This secondary includes the original agreement, as well as changes requested by the service provider or the government over the life of the agreement.

-05 Confidentiality covenants

CY+2y nil DE

(arranged by year, then by surname of the signatory)
(covers agreements signed annually by employees of the service provider promising to comply with the privacy obligations of the Master Services Agreement)

-08 Decision documents

SO 7y DE

(includes service requests, clarification requests, change requests, decision requests, requirement investigation documents, and supporting documentation)
(covers records relating to a specific project or contract issue requiring a decision by BMO, as well as any proposed recommendations for resolution)

SO: upon expiry or termination of contract and all extensions, and upon conclusion of audit and other requirements stipulated in the contract

7y: The retention period is based on the need to research the previous contract's activities during contract re-negotiation, ensures the records are available for fiscal accountability, and also provides a reasonable period of time for the legal value of the records to be extinguished.

(cont)

ONGOING RECORDS SCHEDULE

This records schedule is approved in accordance with the *Document Disposal Act* (RSBC 1996, c. 99) and constitutes authority for retention and disposition of the records it covers. Consult your Records Officer.

70280 BUSINESS AND CONTRACT MANAGEMENT (continued)

A SA FD

-08 Decision documents (continued)

DE: These records have been appraised for destruction because the management and oversight of the alternative service delivery of health services is adequately documented in secondaries -02 Master Service Agreement and amendments and -10 Significant reports and reviews, which are both appraised for full retention, and in ARCS secondary 280-20 Executive briefing notes or under special schedule 102906 (*Executive Records*), which are selectively retained.

NOTE: These records document each request for information or decision making on issues that require resolution. These decisions may result in a change order, which is classified under -02 Master Services Agreement and amendments.

NOTE: Executive briefing notes are classified under ARCS secondary 280-20.

-10 Significant reports and reviews

SO 5y FR

(arrange by ASD provider, then by report type)
(covers final versions of significant reports or reviews which summarize contract and project performance, satisfaction and service levels, including annual reports and monthly service level reports)

SO: upon expiry or termination of contract and all extensions, and upon conclusion of audit and other requirements stipulated in the contract

FR: The government archives will fully retain final reports and reviews because they have evidential value in demonstrating whether the stated goals of alternative service delivery (e.g., modernize and improve services to the public, physicians and other health care professionals; and design and implement business re-engineering and technological improvements) were met.

(cont)

ONGOING RECORDS SCHEDULE

This records schedule is approved in accordance with the *Document Disposal Act* (RSBC 1996, c. 99) and constitutes authority for retention and disposition of the records it covers. Consult your Records Officer.

70280 BUSINESS AND CONTRACT MANAGEMENT (continued)

A SA FD

-10 Significant reports and reviews (continued)

NOTE: Examples of reports include the Summary Report, Annual Performance Reports, annual audit reports, the Oracle Contract Review, research reports, and satisfaction survey reports. Also included under this secondary are the Vision Report and High Level Business Model which were developed to support the decision to proceed with an ASD model.

NOTE: Audits and reviews prepared by Internal Audit are classified under ARCS secondary 975-40. Other reports, such as weekly and monthly performance reports are classified under secondary -35 Performance reporting files.

PIB	-20	Complaint files	SO+2y	nil	DE
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(arrange by ASD provider, if applicable, then by CLIFF number and/or complainant surname)
(includes letters, emails, supporting documentation, and the service provider's report or response)
(covers correspondence of complaint or criticism from the general public regarding service provider operations)

SO: when a response is provided and the issue is resolved or abandoned

2y: The retention period ensures the records are available for a sufficient period for follow-up and consultation in the event of similar complaint, concern or issue.

NOTE: Inquiries from the public which are routed to the service provider for response can be destroyed under special schedule 102901 (*Transitory Records*). Ombudsperson's investigations are classified under ARCS secondary 155-20. Correspondence tracking data/spreadsheets are classified under ARCS secondary 255-30.

ONGOING RECORDS SCHEDULE

This records schedule is approved in accordance with the *Document Disposal Act* (RSBC 1996, c. 99) and constitutes authority for retention and disposition of the records it covers. Consult your Records Officer.

70280 BUSINESS AND CONTRACT MANAGEMENT (continued)

	A	SA	FD
-25 Contract management files (arrange by contract management activity) (covers functions and activities related to the management of the contract such as contract procurement and onboarding; negotiation; governance; contract monitoring and relationship management; contract process tracking; audits and reviews; capacity monitoring; contract obligation monitoring; and financial management and planning records)	SO	7y	DE
SO: upon expiry or termination of contract and all extensions, and upon conclusion of audit and other requirements stipulated in the contract.			
7y: The retention period is based on the branch's need to research the previous contract's activities during contract re-negotiation, ensures the records are available for fiscal accountability, and also provides a reasonable period of time for the legal value of the records to be extinguished.			
NOTE: This secondary covers the governance, relationship and management records relating to the contract as a whole. For management of specific projects related to the contract, see secondary -45.			
-30 Contract invoices (includes copies of invoices and supporting documentation) (covers invoice review and approval documents)	FY+1y	6y	DE
8y: The retention period provides a sufficient length of time to identify issues and resolve anomalies, and is consistent with the eight-year retention period for similar financial records classified in <i>ARCS</i> .			
NOTE: This secondary covers the review and approval of invoices within the contract management framework. The payment of the invoice is handled by another branch.			

ONGOING RECORDS SCHEDULE

This records schedule is approved in accordance with the *Document Disposal Act* (RSBC 1996, c. 99) and constitutes authority for retention and disposition of the records it covers. Consult your Records Officer.

70280 BUSINESS AND CONTRACT MANAGEMENT (continued)

	A	SA	FD
-35 Performance reporting files (arrange by ASD provider, then by report type or activity) (covers routine and ad hoc progress, incident and service level reports)	SO+2y	nil	DE
SO: upon completion of review and corrective or follow-up action taken, and/or when no longer required for the support and documentation of the contract and associated business activities			
2y: The retention period provides adequate time for review. Most of the reports in this category “feed” higher level reports, such as monthly or annual reports, and have short-term operational usefulness.			
NOTE: Annual and other significant reports are classified under secondary -10 Significant reports and reviews.			
NOTE: Privacy investigations (including associated general incident or loss reports (GILRs)) are classified under ARCS secondary 470-20.			
-40 Policy and procedure development files (includes copies of briefing notes, copies of legal opinions, discussion papers, correspondence, drafts and working materials) (arrange by policy or procedure) (covers policy and procedure development, evaluation and implementation)	SO	5y	DE
SO: when the policy is approved and distributed or abandoned			
DE: Policy development files may be destroyed because final policies are fully retained under secondary 70280-00.			

ONGOING RECORDS SCHEDULE

This records schedule is approved in accordance with the *Document Disposal Act* (RSBC 1996, c. 99) and constitutes authority for retention and disposition of the records it covers. Consult your Records Officer.

70280 BUSINESS AND CONTRACT MANAGEMENT (continued)

	A	SA	EN
-45 Project management files (arrange by ASD provider, then by program or project) (includes project charters, work plans, business cases, copies of briefing notes and decision documents, presentations, communication plans, correspondence, status reports, discussion papers, copies of operational change orders, meeting minutes, issues logs, and supporting documentation) (covers the planning, evaluation and review of programs and services delivered by the ASD provider)	SO	7y	DE
SO:	when no longer required for program/project planning, evaluation and review purposes or when the project is completed, abandoned or cancelled		
7y:	The retention period is based on the potential need to research previous planning activities and decisions		
DE:	Project files may be destroyed upon authorization of the ministry records officer because the following record types are fully retained: Significant reports and reviews (70280-10); and final internal strategic business plans (ARCS 400-10). Contract master service agreements and amendments (70280-02) are also fully retained.		
NOTE:	This secondary covers projects that are connected to the Master Services Agreement. Records specific to the project, not the contract as a whole, will be classified under this secondary. For contract management records, see secondary -25 Contract management files. Small scale projects associated with Service Requests may be classified with the Service Request documentation under -08.		
NOTE:	Significant reports and reviews are classified under secondary -10. Contract amendments are classified under secondary -02. Decision documents are classified under secondary -08. For convenience, these records may be grouped with the project file while the project is active.		
NOTE:	Examples of projects covered under this secondary include Pharamanet modernization, technology refresh, mainframe migration, Provincial Laboratory Information Solution (PLIS) Results Distribution, the Medigent project, and associated sub-projects.		

END OF PRIMARY

[Key to ARCS/ORCS Codes and Acronyms](#)