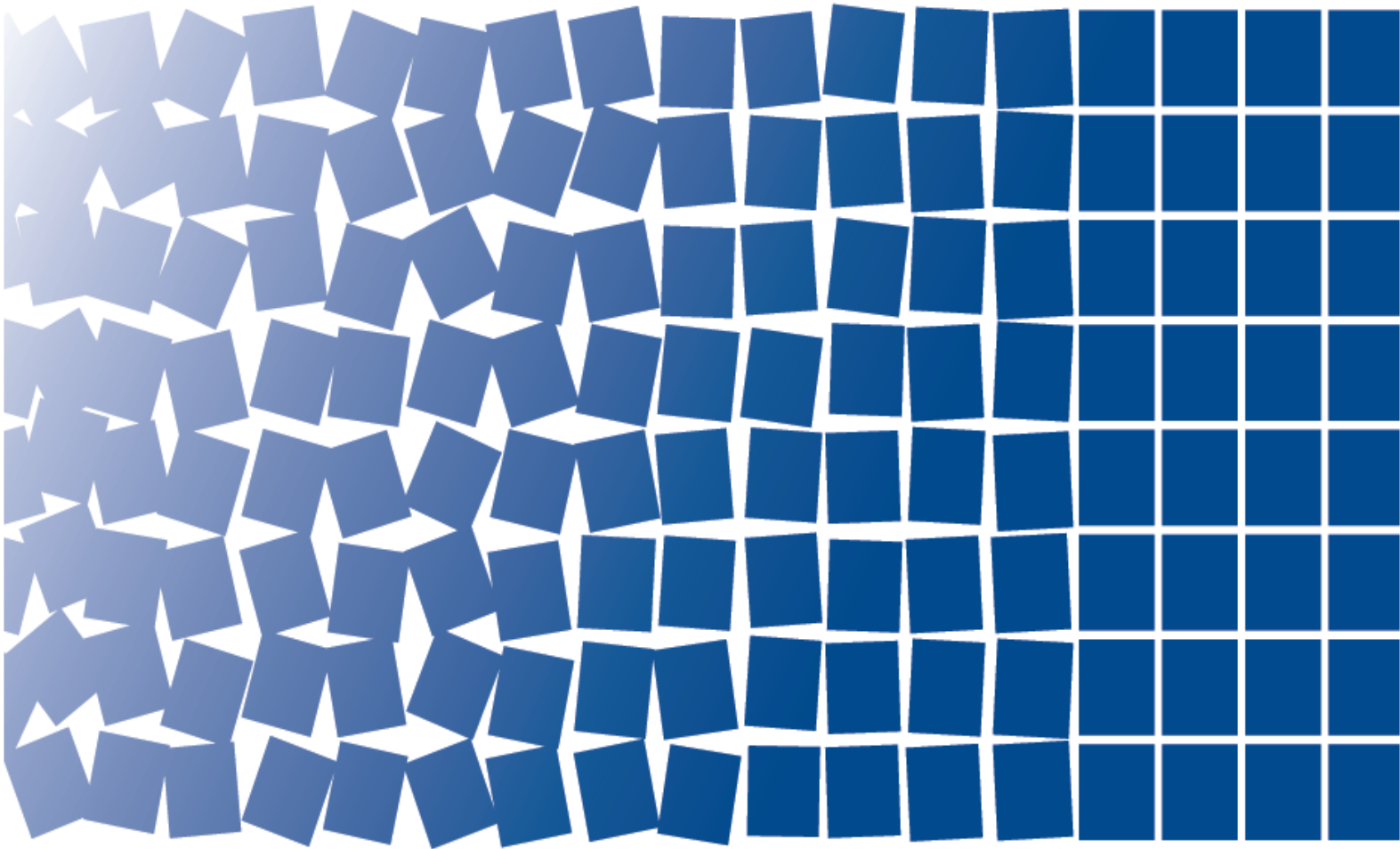


BUSINESS AND CONTRACT MANAGEMENT ONGOING RECORDS SCHEDULE



GOVERNMENT RECORDS SERVICE

ORS REGISTER OF AMENDMENTS

This register lists all approved changes made to the *Business and Contract Management ORS*, in ascending order (i.e., the most recent changes appear first).

For more information about the changes listed here, see the relevant section, primary, and/or secondary; the *ORS* may also have an appendix that provides a more detailed summary of changes.

Original schedule approval date: 2014/04/10

Amendment Number	Amendment Type	Date Approved	Section/ Primary/ Secondary	Changes
195738	Administrative	2023-05-26	Entire ORS	Updated references from previous Alternative Service Delivery service provider to HIBC service provider. ORS formatted to align with ORCS 2020 standards.

ONGOING RECORDS SCHEDULE

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Government Records Officer](#).

SECTION 1 TABLE OF CONTENTS

BUSINESS AND CONTRACT MANAGEMENT

70280

70280 BUSINESS AND CONTRACT MANAGEMENT

USEFUL INFORMATION

Key to Information Schedule Codes and Acronyms:

Information Schedule titles:	ARCS = <i>Administrative Records Classification System</i> ORCS = <i>Operational Records Classification System</i>
Office information:	OPR = Office of Primary Responsibility
Records life cycle:	A = Active SA = Semi-active FD = Final Disposition
Active and semi-active period codes:	CY = Calendar Year FY = Fiscal Year NA = Not Applicable SO = Superseded or Obsolete w = week m = month y = year
Final disposition categories:	DE = Destruction FR = Full Retention SR = Selective Retention OD = Other Disposition NA = Not Applicable
Special flags:	FOI = Freedom of Information/Protection of Privacy PIB = Personal Information Bank VR = Vital Records

The following links provide additional resources for managing your information:

- [ARCS and ORCS User Guide.](#)
- [Special schedules for records that are not covered by ARCS and ORCS.](#)
- [Legislation, policies, and standards for managing records in the BC Government.](#)
- [Tips, guides, and FAQs on related topics.](#)
- [Government Records Officer contact information.](#)

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 *Business and Contract Management Ongoing Records Schedule* 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:

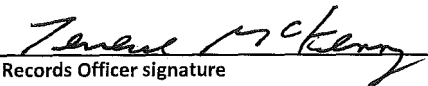
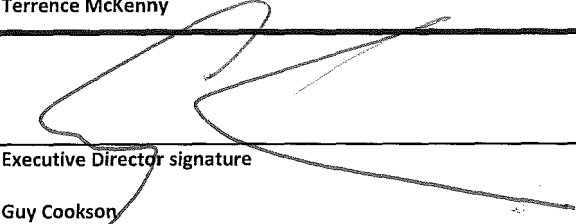
- Maximus BC – administration and service delivery of the Medical Services Plan, the PharmaCare program, and associated programs and systems
- Oracle Microsystems (B.C.) Inc. – construction, deployment and maintenance of the interoperable Electronic Health Record (iEHR) and the Provincial Lab Information 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:

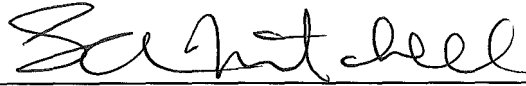
 Records Officer signature Terrence McKenny	NOV 07/2013 Date
 Executive Director signature Guy Cookson	Nov 18, 2013 Date

THE SELECT STANDING COMMITTEE
ON PUBLIC ACCOUNTS APPROVES THE
RECOMMENDATION OF THE PUBLIC
DOCUMENTS COMMITTEE:

March 12, 2014
Date

APPROVED BY RESOLUTION OF THE
LEGISLATIVE ASSEMBLY:

THE PUBLIC DOCUMENTS COMMITTEE CONCURS:

 Chair, PDC signature Gary Mitchell	31 Jan 2014 Date
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April 10, 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	November 6, 2013 Date
Mahia Frost	


ARCHIVAL APPRAISAL:

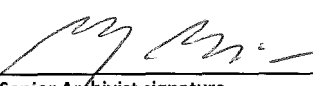
This appraisal documents the recommendation for final disposition.

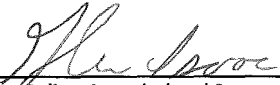
The final disposition recommendations protect records considered to have significant evidential and historical values. The specific reasons for retaining certain records are stated within the Ongoing Records Schedule.

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	November 6, 2013 Date
Sarah Shea	

 Senior Archivist signature	2013-11-07 Date
Mary McIntosh	

The undersigned endorses the appraisal recommendations:	
 Manager, Policy, Appraisal and Storage signature Government Records Service, Information Access Operations	2013-11-14 Date
Glen Isaac	

ONGOING RECORDS SCHEDULE

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Government Records Officer](#).

Business and Contract Management

Ongoing Records Schedule (ORS)

Executive Summary For Amendment 1 - Administrative Amendment

Creating Agency

Ministry of Health
Vendor Management Office

Amendment Change Summary

Amendment to change name of service provider.

Scope

The purpose of this amendment is to update the name of an Alternative Service Delivery (ASD) service provider and to align formatting with ORCS 2020 standards.

Endorsements

Schedule Number: 190109

Amendment Number: 195738

Schedule Developer: Elise Polkinghorne, Archivist, 2023-05-26

Approved by Director, Archives and Records Initiatives: Mario Miniaci, 2023-05-26

END OF EXECUTIVE SUMMARY

ONGOING RECORDS SCHEDULE

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Government Records Officer](#).

SECTION 1

BUSINESS AND CONTRACT MANAGEMENT

PRIMARY NUMBERS

7 0 2 8 0

Section 1 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.

ONGOING RECORDS SCHEDULE

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Government 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 Vendor Management Office (VMO) 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 VMO oversees is the agreement between the Health Insurance BC (HIBC) service provider and the Province of British Columbia. Under the current agreement, the HIBC service provider 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 VMO 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 VMO 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 secondary 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](#).

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

ONGOING RECORDS SCHEDULE

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Government Records Officer](#).

For meetings of task groups, committees and working groups, see [ARCS secondary 200-20](#).

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 Vendor Management Office unless otherwise noted below. See specific secondaries for OPR retention schedules.

70280	BUSINESS AND CONTRACT MANAGEMENT	A	SA	FD
	All non-OPR offices will retain these records for:	SO	nil	DE
-00	Policy and Procedures (covers final/approved versions of policies, procedures, standards, and guidelines pertaining to the functions and activities documented in this schedule)	SO	5y	FR
	RETENTION STATEMENT Transfer to the government archives five years after the policy is replaced or becomes irrelevant.			
	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 Policy and procedure development files.			
-01	General	CY+2y	nil	DE
	RETENTION STATEMENT Destroy at the end of the third calendar year.			
	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 (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	7y	FR
	(cont'd)			

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

ONGOING RECORDS SCHEDULE

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70280	BUSINESS AND CONTRACT MANAGEMENT	A	SA	FD
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RETENTION STATEMENT

Transfer to the government archives seven years after expiry or termination of contract and all extensions, and upon conclusion of audit and other requirements stipulated in the contract.

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 renegotiation, 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.

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 Significant reports and reviews, 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 (covers agreements signed annually by employees of the service provider promising to comply with the privacy obligations of the Master Services Agreement) (arrange by year, then by surname of the signatory)	CY+2y	nil	DE
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RETENTION STATEMENT

Destroy at the end of the third calendar year.

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

ONGOING RECORDS SCHEDULE

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Government Records Officer](#).

70280	BUSINESS AND CONTRACT MANAGEMENT	A	SA	FD
-08	Decision documents (covers records relating to a specific project or contract issue requiring a decision by VMO, as well as any proposed recommendations for resolution) (includes service requests, clarification requests, change requests, decision requests, requirement investigation documents, and supporting documentation) RETENTION STATEMENT Destroy seven years upon expiry or termination of contract and all extensions, and upon conclusion of audit and other requirements stipulated in the contract. 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 renegotiation, 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. 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 Executive briefing notes.	SO	7y	DE

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

ONGOING RECORDS SCHEDULE

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Government Records Officer](#).

70280	BUSINESS AND CONTRACT MANAGEMENT	A	SA	FD
-10	Significant reports and reviews (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) (arrange by ASD provider, then by report type) RETENTION STATEMENT Transfer to the government archives five years upon expiry or termination of contract and all extensions, and upon conclusion of audit and other requirements stipulated in the contract. 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. 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 Internal audit and review files. Other reports, such as weekly and monthly performance reports are classified under secondary -35 Performance reporting files.	SO	5y	FR
PIB	-20 Complaint files (covers correspondence of complaint or criticism from the general public regarding service provider operations) (includes letters, emails, supporting documentation, and the service provider's report or response) (arrange by ASD provider, if applicable, then by CLIFF number and/or complainant surname)	SO+2y	nil	DE

(cont'd)

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

ONGOING RECORDS SCHEDULE

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Government Records Officer](#).

70280	BUSINESS AND CONTRACT MANAGEMENT	A	SA	FD
	<p>RETENTION STATEMENT</p> <p>Destroy two years after a response is provided and the issue is resolved or abandoned.</p> <p>SO: when a response is provided and the issue is resolved or abandoned</p> <p>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.</p> <p>NOTE: Inquiries from the public which are routed to the service provider for response can be destroyed under Transitory Information (schedule 102901). Ombudsperson's investigations are classified under ARCS secondary 155-20 Ombudsperson's investigations. Correspondence tracking data/spreadsheets are classified under ARCS secondary 255-30 Correspondence tracking.</p>			
-25	<p>Contract management files</p> <p>(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)</p> <p>(arrange by contract management activity)</p> <p>RETENTION STATEMENT</p> <p>Destroy seven years after expiry or termination of contract and all extensions, and upon conclusion of audit and other requirements stipulated in the contract.</p> <p>SO: upon expiry or termination of contract and all extensions, and upon conclusion of audit and other requirements stipulated in the contract</p> <p>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.</p>	SO	7y	DE
				(cont'd)

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

ONGOING RECORDS SCHEDULE

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70280	BUSINESS AND CONTRACT MANAGEMENT	A	SA	FD
	<p>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 Project management files.</p>			
-30	<p>Contract invoices (covers invoice review and approval documents) (includes copies of invoices and supporting documentation)</p> <p>RETENTION STATEMENT Destroy at the end of the eighth fiscal year.</p> <p>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>.</p> <p>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.</p>	FY+1y	6y	DE
-35	<p>Performance reporting files (covers routine and ad hoc progress, incident and service level reports) (arrange by ASD provider, then by report type or activity)</p> <p>RETENTION STATEMENT Destroy two years after 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.</p> <p>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</p> <p>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.</p> <p>NOTE: Annual and other significant reports are classified under secondary -10 Significant reports and reviews.</p>	SO+2y	nil	DE

(cont'd)

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

ONGOING RECORDS SCHEDULE

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70280	BUSINESS AND CONTRACT MANAGEMENT	A	SA	FD
<p>NOTE: Privacy investigations (including associated general incident or loss reports (GILRs)) are classified under ARCS secondary 470-20 Security incident investigation files.</p>				
-40	<p>Policy and procedure development files (covers policy and procedure development, evaluation and implementation) (includes copies of briefing notes, copies of legal opinions, discussion papers, correspondence, drafts and working materials) (arrange by policy or procedure)</p> <p>RETENTION STATEMENT Destroy five years after the policy is approved and distributed or abandoned.</p> <p>SO: when the policy is approved and distributed or abandoned</p> <p>DE: Policy development files may be destroyed because final policies are fully retained under secondary 70280-00 Policy and procedures.</p>	SO	5y	DE
-45	<p>Project management files (covers the planning, evaluation and review of programs and services delivered by the ASD provider) (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) (arrange by ASD provider, then by program or project)</p> <p>RETENTION STATEMENT Destroy seven years after no longer required for program/project planning, evaluation and review purposes or when the project is completed, abandoned or cancelled.</p> <p>SO: when no longer required for program/project planning, evaluation and review purposes or when the project is completed, abandoned or cancelled</p> <p>7y: The retention period is based on the potential need to research previous planning activities and decisions.</p>	SO	7y	DE
(cont'd)				

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

ONGOING RECORDS SCHEDULE

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70280	BUSINESS AND CONTRACT MANAGEMENT	A	SA	FD
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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 Decision documents.

NOTE: Significant reports and reviews are classified under secondary -10 Significant reports and reviews. Contract amendments are classified under secondary -02 Master Services Agreement and amendments. Decision documents are classified under secondary -08 Decision documents. 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 Pharmanet 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](#)