State Records Authority of New South Wales

Functional Retention and Disposal Authority: FA282

This authority covers records documenting the function of procurement of government supplies and services and fleet management

Issued to Department of Commerce

This functional retention and disposal authority is approved under section 21(2)c of the *State Records Act 1998* following prior approval by the Board of the State Records Authority of New South Wales in accordance with section 21(3) of the Act.



State Records Authority of New South Wales Functional Retention and Disposal Authority

Authority no

FA282

SR file no

04/0425

Scope

This functional retention and disposal authority covers records documenting the function of procurement of government supplies and services and fleet management from c.1980 onwards.

Public office

Department of Commerce

Approval date

22/06/2009

Date

John Burke Acting Director

State Records Authority of New South Wales

About the Functional Retention and Disposal Authority

Purpose of the authority

The purpose of this functional retention and disposal authority is to identify those records created and maintained by NSW public offices which are required as State archives and to provide approval for the destruction of certain other records created and maintained by NSW public offices, after minimum retention periods have been met.

The approval for disposal given by this authority is given under the provisions of the *State Records Act 1998* only and does not override any other obligations of an organisation to retain records.

The retention and disposal of State records

The records retention and disposal practices outlined in this authority are approved under section 21(2)(c) of the *State Records Act 1998* (*NSW*). Part 3 (Protection of State Records) of the Act provides that records are not to be disposed of without the consent of State Records with certain defined exceptions. These exceptions include an action of disposal which is positively required by law, or which takes place in accordance with a normal administrative practice (NAP) of which State Records does not disapprove. Advice on the State Records Act can be obtained from State Records.

The authority sets out how long the different classes of records generated by an organisation must be kept to meet its legal, operational and other requirements, and whether the records are to be kept as State archives. The State Records Authority ('State Records') reviews and approves organisations' retention and disposal authorities under the State Records Act.

This authority is the product of an appraisal process conducted in accordance with State Records' *Standard on the appraisal and disposal of State records*. It is the duty of a public office, in submitting a draft functional retention and disposal authority for approval, to disclose to State Records any information which affects the retention of the records covered by the authority.

State Records' decisions take into account both the administrative requirements of the public office in discharging its functional responsibilities and the potential research use of the records by the NSW Government and the public. One of State Records' functions is to identify and preserve records as State archives. These are records which document the authority and functions of Government, its decision-making processes and the implementation and outcomes of those decisions, including the nature of their influence and effect on communities and individual lives. Criteria for the identification of State archives are listed in *Building the Archives: Policy on records appraisal and the identification of State archives*. The Policy also explains the roles and responsibilities of State Records and of public offices in undertaking appraisal processes and disposal activities.

Implementing the authority

This functional retention and disposal authority covers records controlled by the public office and applies only to the records or classes of records described in the authority. The authority should be implemented as part of the records management program of the organisation. Two primary objectives of this program are to ensure that records are kept for as long as they are of value to the organisation and its stakeholders and to enable the destruction or other disposal of records once they are no longer required for business or operational purposes.

The implementation process entails use of the authority to sentence records. Sentencing is the examination of records in order to identify the disposal class in the authority to which they belong. This process enables the organisation to determine the appropriate retention period and disposal action for the records. Advice on sentencing can be obtained from State Records.

Where the format of records has changed (for example, from paper-based to electronic) this does not prevent the disposal decisions in the authority from being applied to records which perform the same function. The information contained in non paper-based or technology dependant records must be accessible for the periods prescribed in the classes. Where a record is copied, either onto microform or digitally imaged, the original should not be disposed of without authorisation (see also the *General Retention and Disposal Authority – Imaged records*). Public offices will need to ensure that any software, hardware or documentation required to gain continuing access to technology dependent records is available for the periods prescribed.

Disposal action

Records required as State archives

Records which are to be retained as State archives are identified with the disposal action 'Required as State archives'. Records that are identified as being required as State archives should be stored in controlled environmental conditions and control of these records should be transferred to State Records when they are no longer in use for official purposes.

The transfer of control of records as State archives may, or may not, involve a change in custodial arrangements. Records can continue to be managed by the public office under a distributed management agreement. Public offices are encouraged to make arrangements with State Records regarding the management of State archives.

Transferring records identified as State archives and no longer in use for official purposes to State Records' control should be a routine and systematic part of a public office's records management program. If the records are more than 25 years old and are still in use for official purposes, then a 'still in use determination' should be made.

Records approved for destruction

Records that have been identified as being approved for destruction may only be destroyed once a public office has ensured that all other requirements for retaining the records are met. Retention periods set down in this authority are *minimum* periods only and a public office should keep records for a longer period if necessary. Reasons for longer retention can include legal requirements, administrative need, and government directives. A public office *must not* dispose of any records where the public office is aware of possible legal action (including legal discovery, court cases, FOI requests) where the records may be required as evidence. Once all requirements for retention have been met, destruction of records should be carried out in a secure and environmentally sound way. Relevant details of the destruction should be recorded.

Organisations should review functional retention and disposal authorities regularly to ensure that they remain relevant as the organisation's functions and activities, operating environment and requirements for records change. Retention requirements may change over time. This can occur when:

- business needs or practices change
- new laws, regulations or standards are introduced
- new technology is implemented
- government administration is restructured and functions are moved between entities, or
- unforeseen or new community expectations become apparent.

State Records recommends that organisations check any functional retention and disposal authorities more than 5 years old to ensure that the retention periods and disposal actions remain relevant.

Regardless of whether a record has been approved for destruction or is required as a State archive, a public office or an officer of a public office must not permanently transfer possession or ownership of a State record to any person or organisation without the explicit approval of State Records.

Custody

The custody column in the functional retention and disposal authority is designed to assist public offices in identifying storage requirements or transfer arrangements for records identified as State archives (ie with a Disposal action of 'Required as State archives'). The directions in this column are recommendations only and are *not* mandatory. The type of information may include directions on how long records should be retained in the office and how long they should be kept in off-site, off-line or secondary storage prior to their transfer as State archives. A recommendation to retain records in the organisation for more than 25 years does not imply that a *still in use determination* (see Part 4, Section 28 of the *State Records Act 1998*) or that a distributed management agreement (see Part 4, Section 30 of the *State Records Act 1998*)

has been approved by State Records. Advice on arrangements for managing and transferring State archives can be obtained from State Records.

Administrative change

This functional retention and disposal authority has been designed to link records to the functions they document rather than to organisational structure. This provides for a stable functional retention and disposal authority that is less affected by administrative change. The movement of specified functions between branches or units within the public office does not require the authority to be resubmitted to State Records for approval. However, when functions move from one public office to another the public office that inherits the new function should contact State Records to discuss use of any existing functional retention and disposal authority approved for use by a predecessor organisation.

Amendment and review of this authority

State Records must approve any amendment to this authority. Public offices that use the authority should advise State Records of any proposed changes or amendments to the authority.

State Records recommends a review of this authority after five years to establish whether its provisions are still appropriate. Either the public office or State Records may propose a review of the authority at any other time, particularly in the case of change of administrative arrangements or procedures which are likely to affect the value of the records covered by this authority.

In all cases the process of review will involve consultation between State Records and the public office. If the process of review reveals that this authority requires amendment, the necessary amendments should be made and approved.

Contact Information

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Functional Retention and Disposal Authority Procurement of government supplies and services and fleet management (Department of Commerce)

Authority number: FA282 Dates of coverage: c.1980+

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Functional Retention and Disposal Authority Procurement of government supplies and services and fleet management (Department of Commerce)

No	Function/Activity	Description	Disposal Action	Custody*
1.0.0	PROCUREMENT	The function of managing whole of government procurement for goods and services, including Information and Communications Technology (ICT) and construction procurement. This includes providing services to the State Contracts Control Board (SCCB), establishing procurement standards, standard contracts, codes and guidelines, assisting with establishing state contracts and suppliers to those contracts, establishing prequalification schemes for suppliers and evaluating applicants to such schemes, managing contract performance and disputes, accrediting agencies to conduct procurement, providing policy and contract advice to agencies, policy setting bodies, seeking improvement of procurement practices and reviewing the procurement practices across the sector.		
1.1.0	Develop procurement standards	The process of developing standard government Request for Tender (RFT) templates, codes and guidelines for use by government agencies.		
1.1.1		Records relating to the development, maintenance and revision of standard tendering templates, codes, guidelines and practice guides. Records include: drafts, records of consultation and review by relevant stakeholders including legal representatives, log of contract issues for existing standard form contracts.	Retain minimum of 12 years after last action, then destroy	
1.1.2		Master set of final and approved versions of standard contract forms and user guides issued to assist and support government procurement. Records include all approved variations or changes.	Required as State archives	Retain minimum of 10 years after action completed, then transfer

^{*} see About the functional retention and disposal authority

No	Function/Activity	Description	Disposal Action	Custody*		
Procure	Procurement - Develop procurement standards					
1.1.3		Records relating to the planning of new requirements for contracts, including needs identification and identification of priorities. Records include new work requests and needs analysis.	Retain minimum of 5 years after last action, then destroy			
1.2.0	Establish State contracts	Activities associated with negotiating with suppliers to become providers of goods and services to the NSW state sector and managing the relationship with suppliers once on contract.				
		See General Retention and Disposal Authority <i>Administrative</i> records GOVERNING BODIES for minutes and meeting papers of the State Contracts Control Board				
1.2.1		Records relating to the development and issue of requests for tender for State contracts and the receipt of tender responses, including checking completeness and registration of tender responses received. Records include: drafts, final tender issued, advertising, distribution lists, records of lodgement on e-tendering web site, queries received and responses provided, and addenda issued.	Retain minimum of 12 years after last action, then destroy			
1.2.2		Records relating to the appointment of evaluation teams and tender review panels. Records include Code of Conduct for tender process, tender evaluation plan.	Retain minimum of 7 years after last action, then destroy			
1.2.3		Records relating to convening an evaluation panel and the evaluation of individual tender responses. Records include: agenda papers, minutes, attendance records, resolutions, management of the tender evaluation panel meetings, due diligence, financial checking, scoring, recommendations on	Retain minimum of 12 years after last action, then destroy			

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Authority number: FA282 Dates of coverage: c.1980+

No	Function/Activity	Description	Disposal Action	Custody*
D	Tababiliah Chaha asantasa	1-		

Procurement - Establish State contracts

	acceptance.		
1.2.4	Records relating to implementing alternative forms of sourcing for suppliers to the state or panel contract, for example, by direct negotiation. Records include copies of authorisation to proceed.	Retain minimum of 12 years after last action, then destroy	
1.2.5	Records relating to management of contracts and agreements. Records include: final, approved versions of agreements; reviews, amendments and extensions; discounts, price negotiations, price variations.	Retain minimum of 12 years after contract expires, then destroy	
1.2.6	Records relating to executing and documenting the final contract. Records include notification of contract award, notification of unsuccessful tenderers, arrangements for technical engagement of suppliers and preparation of user guides.	Retain minimum of 12 years after contract expires, then destroy	
1.2.7	Summary data re suppliers. Data includes: contact, action due, summary of liaison, issues, etc.	Retain until ceases to be of administrative or reference use, then destroy	
1.2.8	Records relating to evaluation and reviewing of contracts for efficiency and effectiveness, managing expiry dates and future planning for contract renewals and replacements. Records include performance reports, market evaluations, client surveys.	Retain minimum of 5 years after last action, then destroy	
1.2.9	Records relating to administering and managing suppliers delivering to state (or standing offer) and period contracts	Retain minimum of 12 years after	

^{*} see About the functional retention and disposal authority

No	Function/Activity	Description	Disposal Action	Custody*
Procurer	ment - Establish State cont	racts		
		including monitoring performance management and key performance indicators, tracking savings accrued, distributing user guides, negotiating variations including price changes, removing superseded items, resolving specific issues that arise, monitoring quality of products and services, monitoring and addressing issues such as logistics, monitoring usage of contracts, delivery, negotiating extensions to contracts, unsatisfactory performance and terminations. Records include performance indicators and evaluations, correspondence regarding negotiations, user guidelines.	contract expires, then destroy	
1.2.10		Records relating to complaints regarding vendor performance. Records may include letters and emails of complaint, responses and associated correspondence (including DG correspondence).	Retain minimum of 5 years after last action, then destroy	
1.2.11		Records relating to performance reports and assessments of purchasing trends provided to clients to improve their procurement performance. Records include: data collection, development of standard and customised reports for agencies on their procurement trends, trends across agencies.	Retain minimum of 5 years after last action, then destroy	
1.3.0	Manage Contract Disputes	The activity of resolving contract disputes to which Commerce is a party. See General Retention and Disposal Authority Administrative records LEGAL SERVICES - Litigation for records relating to disputes resulting in legal proceedings		
1.3.1		Records relating to disputes settled without resort to	Retain minimum of	

^{*} see About the functional retention and disposal authority

No	Function/Activity	Description	Disposal Action	Custody*
Procuren	nent - Manage Contract Dispu	utes		
		litigation, for example by mediation, arbitration or expert determination. Records include claims initiating disputes and responses to such claims, position papers summarising the facts, strategies for planning the resolution including associated costs, summaries of attempts at resolution, submissions to the mediator, arbitrator, or expert, evidence and legal or other expert advice, agreements made in settlement of disputes and other correspondence concerning the dispute.	12 years after dispute is finalised, then destroy	
1.3.2		Records relating to implementing outcomes of dispute processes, including developing guidelines, and training, lessons learnt and maintaining awareness of legal developments.	Retain minimum of 7 years after last action, then destroy	
1.4.0	Pre-Qualification	Activities to pre-qualify contractors and consultants for selective tendering for capital works programs, performance and management services and ICT Capital Investment processes.		
1.4.1		Records relating to developing systems or schemes for pre- qualified suppliers. Records include: user guides, performance benchmarking and indicators, selection processes, assessment and evaluation criteria, and advertising the scheme.	Retain minimum of 7 years after last action, then destroy	
1.4.2		Records relating to advertising and promoting the scheme through best practice forums and other methods of communication, and establishing benchmarking. Records include forms and procedures for applications, establishing selection criteria, appointing selection/evaluation teams and also information regarding roadshows and forums.	Retain minimum of 7 years after pre- qualification period expires, then destroy	

^{*} see About the functional retention and disposal authority

No	Function/Activity	Description	Disposal Action	Custody*
Procurer	ment - Pre-Qualification			
1.4.3		Register of applications to pre-qualifications schemes.	Retain minimum of 7 years after last action, then destroy	
1.4.4		Records relating to evaluating applications, background or financial checking, identifying and notifying successful applicants, as well as the register of successful applicants. Records include application evaluations, data in CCMS (Contractor and Consultant Management System)	Retain minimum of 7 years after prequalification period expires, then destroy	
1.4.5		Records relating to monitoring and reporting on supplier performance under the pre-qualification schemes. Records includes: performance feedback to suppliers, providing incentives to suppliers for sound performance, reviewing performance and suppliers and taking corrective actions.	Retain minimum of 7 years after last action, then destroy	
1.4.6		Records relating to unsuccessful applicants to prequalification schemes.	Retain until ceases to be of administrative or reference use, then destroy	
1.4.7		Records relating to the provision of procurement performance and purchasing trend reports to client agencies. Records include industry performance reports and assessments, market analyses, comparative reports on trends across clients.	Retain minimum of 7 years after last action, then destroy	
1.5.0	Accredit Agencies to Procure	Activities associated with accrediting agencies to undertake agency specific procurement.		

^{*} see About the functional retention and disposal authority

No	Function/Activity	Description	Disposal Action	Custody*		
Procurer	Procurement - Accredit Agencies to Procure					
1.5.1		Records relating to developing a framework for accrediting agencies to undertake agency specific procurement. Records include liaison with Treasury about the accreditation process and status, guidelines for agencies, proformas, capability assessment tools.	Required as State archives	Retain minimum of 10 years after action completed, then transfer		
1.5.2		Records relating to arrangements for undertaking agency accreditation audits. Records include schedules, contacts, review dates, summary records of the status of an agency's accreditation for goods and services.	Retain minimum of 5 years after last action, then destroy			
1.5.3		Records relating to conducting accreditation auditing, including assessments of agencies' procurement officer capabilities and knowledge, assessment of training needs and determining the basis for agency accreditation. Records include agency applications, assessments against criteria, results of assessments, notification of accreditation status.	Retain minimum of 10 years after last action, then destroy			
1.6.0	Provide Expertise in Procurement	Activities associated with providing expert advice on procurement to NSW government agencies, both at the policy framework level, and to individual agencies on the effective use of procurement systems and processes.				
1.6.1		Records relating to liaising with policy setting agencies such as NSW Treasury, and the Department of Premier and Cabinet about the regulatory and policy framework supporting the State procurement infrastructure, including reviews of policies. Records include advice given to policy setting bodies, policy reviews.	Required as State archives	Retain minimum of 10 years after action completed, then transfer		
1.6.2		Records relating to providing advice and training to agencies on implementing procurement policies, procedures and	Retain minimum of 7 years after last			

^{*} see About the functional retention and disposal authority

No	Function/Activity	Description	Disposal Action	Custody*		
Procurer	Procurement - Improve Procurement Practice					
		systems. Advice can cover: use of standard contracts, strategic sourcing, selective tendering, dispute minimisation and resolution, process improvement. Records include: correspondence, procurement plans, policy briefs for project managers and consultants, financial evaluations, needs analysis, risk management evaluations, process reviews, booking sheet, attendance sheets, Quantum enquiries, training change management requirements.	action, then destroy			
1.7.0	Improve Procurement Practice	Activities relating to improving the procurement framework, operation and practices across Government. This includes monitoring procurement activity across agencies, undertaking proactive work with agencies to devise new and innovative means of delivering procurement outcomes, identifying and promoting best practices, participating in government committees associated with developing, implementing and promoting improved practices and standards, providing services to agencies for procurement strategic design, monitoring the general level of government client satisfaction with Procurement services, providing courses and training in procurement for agency staff.				
1.7.1		Records relating to monitoring industry trends and statistics, such as tender prices, employment levels, building price indexes. Records include performance measures, information on what analysts are saying, reports on the state of the industry, sector reports, price analyses.	Retain minimum of 5 years after last action, then destroy			
1.7.2		Records relating to agency and industry consultation relating to procurement strategies. Records include strategy document, contract award, communications, consumption data, management fee returns.	Retain minimum of 5 years after last action, then destroy			

^{*} see About the functional retention and disposal authority

No	Function/Activity	Description	Disposal Action	Custody*
Procureme	nt - Improve Procuremen	nt Practice		
1.7.3		Records relating to conducting agency specific strategic procurement projects. Records include: receipt and evaluation of requests for assistance, scoping of the project and the opportunity it presents, creating project plan, assigning appropriate agency and client resources, needs identification including cross agency potential, establishing governance framework, stakeholder analysis and engagement, market analysis, development of specification and preparation of RFT, sourcing options, agency sign off, preparation and submission of recommendations to SCCB and issue of RFT.	Retain minimum of 12 years after last action, then destroy	
1.7.4		Register of agency requests for assistance in strategic procurement projects.	Retain minimum of 5 years after last action, then destroy	
1.7.5		Records relating to the development, management and implementation of quality management systems. Records include management review minutes, QMS Documents, corrective action logs, audit reports, benchmarking with other agencies.	Retain minimum of 7 years after last action, then destroy	
1.7.6		Records relating to communicating to clients through site visits, and disseminating general information on procurement through newsletters, updates, briefings, client feedback, compiling assessments, reviews of client satisfaction etc. Records include proposals, reports, newsletters, promotional material.	Retain minimum of 7 years after last action, then destroy	
1.7.7		Records related to liaising with the industry bodies in relation to training. Records include: discussions with tertiary education providers, such as TAFE, on pathways,	Retain minimum of 5 years after last	

^{*} see About the functional retention and disposal authority

No	Function/Activity	Description	Disposal Action	Custody*
Procurer	nent - Improve Procurement	Practice		
		courses available, certification, and conducting gap analyses, developing competency matrixes and reviewing existing or proposed course offerings.	action, then destroy	
1.7.8		Records relating to developing course outlines and materials for the procurement certification program, as well as competency standards for the procurement certification program. Records include course outlines, lesson plans, training manuals, official files, contracts, documentation.	Retain minimum of 5 years after superseded, then destroy	
1.7.9		Records relating to planning the delivery of training and certification programs. Records include: training schedules, appointing external trainers, determining fee structures.	Retain minimum of 5 years after last action, then destroy	
1.7.10		Register of students on the procurement certification courses, maintaining a record of their achievements leading to an award.	Retain minimum of 30 years after course completion, then destroy	
1.8.0	Implement whole of government e-procurement systems	Activities to design, deliver and implement whole of government applications to support electronic procurement by agencies. Applications include: eTendering and smartbuy®		
1.8.1		Records relating to strategic planning and reporting on the projects to develop the systems, and the systems themselves once operational. Records include project plans, business case, independent strategic and business case review reports e.g. gateway review reports.	Required as State archives	Retain minimum of 10 years action completed, then transfer
1.8.2		Records relating to managing projects to build or redevelop systems. Records include: contracts and agreements with	Retain minimum of 12 years after	

^{*} see About the functional retention and disposal authority

No	Function/Activity	Description	Disposal Action	Custody*
Procureme	ent - Implement whole of	government e-procurement systems		
		project managers, project initiation documents, project controls, project plans and phases, project organisation and roles risk management plans, stakeholder identification, communications plans, change management plans, issues logs, progress reporting, evaluation of tenders and placing of orders, management of vendor relationship (including negotiation of agreements, establishing agreements, receiving and checking invoices, reviewing and approving payments).	project completed, then destroy	
1.8.3		Records relating to providing the technical infrastructure design for projects including user requirements, specifications (both technical and functional), conceptual design, system interfaces and integration, development of standard reports, testing of delivered solutions. Also includes enhancements to existing system for enhanced functionality and as requested by agencies to integrate systems into their existing applications. Records include requests, evaluation and costing of enhancements, risk identification and mitigation, project initiation reports, project plans, stakeholder identification, communication plans, configuration records, project quality plans, and quality inspection reports.	Retain minimum of 12 years after last action, then destroy	
1.8.4		Records relating to the licensing of other organisations to use the systems. Records include: agreements, correspondence.	Retain minimum of 7 years after last action, then destroy	
1.8.5		Records relating to liaising with agencies and suppliers to use the systems. Records include: assessing needs, developing proposals, marketing services to prospective clients and suppliers, undertaking industry based research,	Retain minimum of 5 years after last action, then destroy	

^{*} see About the functional retention and disposal authority

No	Function/Activity	Description	Disposal Action	Custody*
Procurem	ent - Implement whole of go	vernment e-procurement systems		
		conducting market analysis, developing services development project plans, promoting services and liaising with prospective clients and negotiation on what the end suppliers (e.g. Officeworks, Blackmores) and content aggregators can deliver.		
1.8.6		Records relating to agreements with suppliers and NSW Government agencies. Records include confidentiality agreements, intellectual property agreements, performance management and service level agreements.	Retain minimum of 12 years after superseded, then destroy	
1.8.7		Records relating to implementing systems in agencies. Records include implementation plans, specifications, user requirements, conceptual design, requirements to develop and/or re-engineer operational processes, enhancements to agency systems, interface design, requirements for data exchange and formats, migration or conversion of data plans, results of testing, progress reports and reports on deliverables, fees and charges, administering warranties and guarantees for software/hardware functionality.	Retain minimum of 12 years after last action, then destroy	
1.8.8		Records relating to the management of system tables (content management). Records include product catalogues, loading content, metadata tagging, developing classification schemes, amendment and update to supplier data, supplier compliance with specified formats. Also includes managing the reference systems, such as subscriptions to language control tools and determination of appropriate categories for listing of supplier products, including negotiations on customised views according to specific agency requirements.	Retain minimum of 5 years after last action, then destroy	
1.8.9		Records relating to delivery of training on use of shared	Retain minimum of	

^{*} see About the functional retention and disposal authority

Authority number: FA282 Dates of coverage: c.1980+

No	Function/Activity	Description	Disposal Action	Custody*
Procurement Implement whole of accomment a procurement systems				

Procurement - Implement whole of government e-procurement systems

7	The whole of government e procurement systems	<u></u>
	systems, including end user training, training of help desk staff. Records include registration of participants, appointment of trainers, course evaluations.	5 years after last action, then destroy
1.8.10	Records relating to the analysis of training needs and development of courses (including on-line courses) to support use of the shared ICT systems by agency and vendor staff. Records include online course material, training needs analysis reports, training plans, delivery schedules.	Retain minimum of 5 years after superseded, then destroy
1.8.11	Records relating to routine maintenance and monitoring of operating systems, hardware, infrastructure, system performance, business continuity, disaster recovery. Records include: backup and restores from backups, database and network administration, monitoring data quality, security and user permissions, user agreements, capacity monitoring, establish benchmarking for performance and monitoring routine performance.	Retain minimum of 7 years after last action, then destroy
1.8.12	Records relating to periodic reviews of the functionality, levels of use, user satisfaction levels and other measures of the system performance. Includes both formal post implementation reviews and internal review of systems. Records include evaluations via Quantum (online), surveymonkey and hard copy evaluation forms.	Retain minimum of 10 years after last action, then destroy
1.8.13	Records relating to providing support and advice to users of shared ICT systems. Includes both routine support through helpdesk and more complex requests referred to vendor support for resolution. Records include: call registration, tracking requests, precedents, 'frequently asked question' guides, communications with vendors on resolution, tracking	Retain minimum of 5 years after last action, then destroy

^{*} see About the functional retention and disposal authority

No	Function/Activity	Description	Disposal Action	Custody*
State Fl	eet			
		progress on problem resolution and summarised periodic reports on incidents, client requests, issues and technical advice provided and helpdesk services.		
2.0.0	STATE FLEET	The function of providing a fleet management service to government agencies. This involves: providing input into policy, procurement contracts, and capital funding; providing vehicle leasing and fleet management services for government agencies; providing short term car rental.		
2.1.0	Policy and Advice	The activity of developing government fleet management and motor vehicle policy in liaison with central agencies, management of master leasing agreements, and providing input into whole of government purchasing contracts.		
2.1.1		Records relating to development of whole of government policies on motor vehicles and fleet management. Records include policy files covering Motor Vehicle Policy for NSW Government Agencies, Cleaner Fleet Policy, etc.	Required as State archives	Retain minimum of 10 years after action completed or superseded, then transfer
2.1.2		Records relating to managing the NSW Government Motor Vehicle Operating Lease Arrangement and the StateFleet Leasing Arrangement on behalf of T-Corp. Records include: annual capital expense budget estimates for fleet purchases, meeting minutes, reports to T-Corp on leases issued to agencies, master leasing agreements.	Retain minimum of 5 years after agreement expires, then destroy	
2.1.3		Records relating to input provided into the process of developing government purchasing contracts relating to fleet management, including vehicle purchasing contracts, fuel contracts, insurance, disposal of vehicles. Records include	Retain minimum of 3 years after last action, then destroy	

^{*} see About the functional retention and disposal authority

No	Function/Activity	Description	Disposal Action	Custody*
State Fleet - Vehicle Leasing				

		input on specifications and dealers and suppliers.		
2.2.0	Vehicle Leasing	The activity of providing agencies with leased vehicles, from delivery through to disposal.		
2.2.1		Records relating to establishing vehicle leasing service agreements with client agencies. Records include: tender proposals, standard lease forms, lease negotiations, lease reviews.	Retain minimum of 7 years after lease expires, then destroy	
2.2.2		Records relating to the delivery and monitoring of vehicles provided to client agencies under the terms of lease agreements, including providing quotes, processing orders, arranging delivery, monitoring vehicle management, and conducting end of lease checks. Records include: quotes, orders, delivery documents, inspection reports, accident notifications, lease expiry notifications, vehicle assessments.	Retain minimum of 7 years after last action, then destroy	
2.2.3		Records relating to the disposal of vehicles by any means including sale, auction or transfer. Records include: residual value determinations, individual vehicle valuations, auction records, delivery notices.	Retain minimum of 7 years after disposal of vehicle, then destroy	
2.2.4		Statistical data on vehicle leasing, including trends for vehicle use, efficiency, price, etc.	Retain minimum of 3 years after last action, then destroy	
2.3.0	Fleet Management	The activity of providing services relating to the on road running of vehicles, including registration, servicing, fuel supply, operation, repairs, accident management and managing the payments associated with these services. Also provision of pool booking systems. Client agencies organise		

^{*} see About the functional retention and disposal authority

No	Function/Activity	Description	Disposal Action	Custody*
State Fle	eet - Fleet Management			
		routine service and repairs for vehicles. However, all vehicles under lease or service arrangements require State Fleet approval for costs prior to commencement of the work.		
2.3.1		Records relating to agreements with clients and with providers of vehicle registration, servicing and repair services e.g. RTA. Records include: agreements, correspondence.	Retain minimum of 7 years after agreement expires, then destroy	
2.3.2		Records relating to fleet management services provided to clients as part of a lease agreement, including vehicle registration, CTP, maintenance, repair, servicing, road tolls, NRMA membership, pink slips, FBT calculations. Records include: Ausfleet/Bynx data records relating to registration, CTP, NRMA, tolls, fuel consumption reports, client logs, FBT calculations.	Retain minimum of 7 years after last action, then destroy	
2.4.0	Short term Car Rental	The activity of providing a short term car rental service to government agencies, including logistics, leases, physical housing and management of invoicing.		
2.4.1		Records relating to offering short term car rental services. Records include: bookings, leases, ExtraCar Online data records.	Retain minimum of 7 years after lease expires, then destroy	

^{*} see About the functional retention and disposal authority