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UN/CS/RAI/USAA/DB01/2002-00151

Full Item Register Number [auto] **UN/CS/RAI/USAA/DB01/2002-00151**

ExRef: Document Series/Year/Number

Record Item Title

**Naremco, Vendor Response to Request for Proposal RFPS-227 - 06 Dec 2000,
UNPO - Appraisal Decision Project for WG-ARM. Consultancy Services, AI
Andolsen = Contractor see signed Contract ICA 992 02 Nov 2001**

Date Created / on Item
24-Oct-2002

Date Registered
24-Oct-2002

Date Closed/Superceeded

Primary Contact **Alan Andolsen**
Owner Location **Common Service Task Force**
Home Location **WGARM Working Group Archives & Records Management**
Current Location **Common Service Task Force**

Fd1: Type: IN, OUT, INTERNAL?
; Cross Ref or Language Orig or Dist?
Fd3: Doc Type or Format

Container Record
Container Record (Title)

N1: Numb of Pages
9

N2: Doc Year
0

N3: Doc Numb
0

Full GCG Code Plan Number
Record GCG File Plan

Da1:Date Published

Da2:Date Received

Date 3

Priority

Record Type **A02b Item UN/CS/RAI/ Common Service eg ARM**

Electronic Details

No Document

DOS File Name

Alt Bar code = RAMP-TRIM Record Number

UN/CS/RAI/USAA/DB01/2002-00151

Notes

Print Name of Person Submit Images

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Response to Request for Proposal

prepared for

United Nations

RFP Number: RFPS - 227	Technical Proposal
GRACE MONTELIBANO	
Closing Date & Time: 06 June 2000 15:00 HRS (NYT)	
NAREMCO SERVICES, INC.	

6 June 2000

NAREMCO
SERVICES INC.

MANAGEMENT CONSULTANTS

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I. INTRODUCTION

The United Nations requires assistance to develop Comprehensive Appraisal Standards and Retention Schedules with the assistance of a consultant for the Working Group on Archives and Records Management [WGARM]. The standards will be used by UN Participating Agencies to assure a consistent approach to the management of information. The objectives of the project include:

- ▶ Elimination of obsolete and redundant information.
- ▶ Preservation of information with continuing value.

The scope of the project includes records and information maintained by the following New York City-based Participating Agencies: UN Secretariat, UNICEF, UN Fund for Population Activities, UN Development Programme, and the UN Office of Project Services. The benefits to the Participating Agencies from the project will include:

- ▶ Verified and uniform retention standards across the various Participating Agencies.
- ▶ Clear documentation on the application of the standards and retention schedules.
- ▶ Automated assistance for the maintenance and application of the standards and retention schedules.
- ▶ Efficiencies in identification, storage, retrieval, and disposal of records..

The remainder of this proposal contains three sections. The first outlines a plan to establish Comprehensive Appraisal Standards and Retention Schedules for New York City-based UN Participating Agencies. The final two sections define the cooperative effort required between Naremco and the United Nations to complete the project successfully.

II. PROJECT PLAN

Naremco proposes the following structured plan to develop Comprehensive Appraisal Standards and Retention Schedules for New York City-based UN Participating Agencies.

A. Interviews & UN Records Retention Survey

1. Based upon the focal points identified by the WGARM, Naremco will meet with representatives of the New York City-based Participating Agencies. [UN estimates are that 4-5 interviews per New York City-based Participating Agency will be sufficient to accomplish the project objectives.] The Program staff will assist by describing the types of records maintained as well as their use in daily operations and ongoing documentation.
2. Naremco will prepare a survey instrument [digital spreadsheet] for the representatives of the New York City-based Participating Agencies to compile a comprehensive list of currently existing records retention schedules or rules as well as other guidelines used to determine the value of records for the purpose of establishing retention periods. The PAs will complete the survey instrument and provide information that includes:
 - ▶ Records Classes or Series
 - ▶ Retention Values
 - ▶ Rules and Exceptions
 - ▶ Pertinent UN Organization
 - ▶ Authority for the Retention Values or Rules
 - ▶ Functional Area Covered
 - ▶ Associated Business Processes

This information will become the foundation for the further items developed during the project. The UN has stipulated that Naremco is not obligated to verify the information provided by the New York City-based Participating Agencies.

B. Ancillary Retention Standards

1. Naremco will research and collect the retention standards and relevant recommendations developed by relevant national archives and records management bodies as well as those from relevant professional associations and the International Council on Archives.
2. Naremco will identify pertinent Federal [US], state [NY], and local [NYC] statutes, or-

dinances, and regulations that are usually referenced in corporate environments to assure that the New York City-based PAs can be compliant where the statutes, ordinances, and regulations are applicable.

C. Comprehensive Standards Matrix Development

1. Based upon the responses provided by the PAs to the survey instrument, Naremco will codify the results and prepare a comprehensive list of the various PA records linked to their associated business processes, and current retention [if any exists].
2. Further, Naremco will use the same information to create an evaluation matrix to categorize the various PA records according to Functional Area [Programs, Finance, Legal, etc.] and provide appropriate data for each record series, including:
 - ▶ Retention Periods.
 - ▶ Applicable Organizations.
 - ▶ Retention Authority.
 - ▶ Retention Assumptions.
 - ▶ Differences Related to Storage Medium.
 - ▶ Etc.

The matrix will be submitted for approval by WGARM and the Participating Agencies prior to any further project action.

D. Appraisal Decision Assistance Package: Functional Requirements

Once WGARM and the New York City-based Participating Agencies have approved the Comprehensive Standards Matrix, Naremco will specify the functional requirements for software to assist with appraisal decisions. The functional requirements will support both the initial data entry and revision of all elements to be incorporated into the database [defined in a set of standard SQL tables]. Specified functions will include:

- ▶ Required Data [Examples].
 - Functional Area.
 - Records Series.
 - Authorities.
 - Retention.
 - Etc.

- ▶ Optional Data [as identified during the project].
- ▶ Links Among the Data .
 - Record series and retention rules.
 - Official and convenience copies.
 - Organizations.

E. Appraisal Decision Software

Naremco will evaluate currently existing software packages that have the capability to manage the information created for the Comprehensive Standards Matrix. The major evaluative criterion will be the ability of the software to create a matrix of rules and values with links to authorities supporting the rules and values. A secondary criterion will be the flexibility of the software's reporting function.

Based on the results of the evaluations Naremco will either:

1. Recommend a specific 'off-the-shelf' software package with justification for the selection of the nominated package in relation to other packages considered.
2. Create an Access database with primary and secondary tables, accompanied by a report which documents the links and dynamic relationships among the tables as well as the functions [defined by menu choices] required within the system.

III. UNITED NATIONS' PARTICIPATION & SUPPORT

To use consulting time most effectively, United Nations staff will participate in the project as follows:

A. Project Liaison

The United Nations will appoint an individual[s] to serve as Project Liaison to provide information about the New York City-based Participating Agencies, to identify focal points of contact, and to monitor and to guide Naremco's efforts to assure UN objectives are met.

B. Other United Nations Staff

1. WGARM will identify focal points [specific individuals] in each of the New York City-based Participating Agencies to work with Naremco in the successful completion of the project.
2. The focal points will work with Naremco to schedule meetings and interviews with the appropriate staff to provide Naremco with the information necessary to create the Comprehensive Standards.
3. The focal points will be responsible for the accurate and timely completion of the survey instruments distributed to the functions in their agency and shall review them for completeness and accuracy before forwarding them to Naremco.

C. Additional Requirements

To begin the project with as little time spent on administrative tasks as possible, Naremco will require the following resources from the United Nations.

1. Beginning on the first day of the project, Naremco will require a dedicated work space which can be locked, with a desk, chairs and a telephone for the use of the consultant(s). The workspace should have sufficient outlets to support a computer. Naremco also requests access to a printer on the UN network.
2. Temporary United Nations identification cards as well as a cardkeys [if necessary] to provide access to appropriate United Nations offices, for the length of the project.
3. Voicemail capabilities on the telephone extension assigned to Naremco.

IV. NAREMCO CONSULTING SERVICES: Time & Fee

A. Consulting Services

Naremco is prepared to assist the United Nations in the development and creation of Comprehensive Appraisal Standards and Retention Schedules for its New York City-based Participating Agencies. Naremco will provide:

- ▶ **A Team Approach** - Naremco will work jointly with the United Nations' staff to develop effective standards. Naremco does not do anything *to* or *for* its clients, but rather *with* its clients. Emphasis is on client participation for program continuity and results.
- ▶ **Consistent Effort and Attention** - Naremco has specialized in records management consulting for more than 50 years, and consulting is its only business activity. Naremco has no affiliations with manufacturers or suppliers and thus can provide outside objectivity, pacing, and quality results.
- ▶ **Effective Planning** - Naremco develops viable solutions for each client using proven and successful analytical methodologies. Recommendations will be based on an understanding of the United Nations' operations and needs, not on a predefined, standardized approach.

B. Staffing

Naremco will assign a Naremco Partner to the project, subject to the approval of the United Nations. Naremco President, Alan A. Andolsen, a Certified Records Manager, will provide support and technical assistance. Other Naremco staff will participate as appropriate.

C. Consulting Time

Naremco estimates that the following consulting effort is required for each of the following tasks:

<i>Task</i>	<i>Consulting Days</i>
Interviews [25] & Data Collection	15
Professional Records Retention Standards Compendium	5
UN NYC-Based PA Records Classes Annotated List	5

Standards and Records Classes Matrix	10
Appraisal Decision Package: Functional Requirements	3
Software Recommendation Report [<i>Mutually Exclusive</i>]	
Off-the Shelf Package	3
Prototype Development	5

With timely responses by the UN New York City-based Participating Agencies, Naremco will complete its project tasks in accord with the timetable set forth in the RFP-227, Section 3.3.

D. Scope of Work

In the event that the scope of work changes in a manner which alters the flow of the project or the tasks to be performed, Naremco and the United Nations will amend this proposal accordingly.

E. Fee

Please refer to the Financial Proposal.