

**Disposal Schedule  
for  
Functional records of the Service  
Tasmania Unit**

**Disposal Authorisation No. 2283**

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## **INTRODUCTION**

### **Archives legislation**

The *Archives Act 1983* stipulates that State and local government organisations, must not dispose of **records of any type or format** without the written approval of the State Archivist. Disposal of records involves their destruction, their removal from the custody of their creating Agency, or their transfer to the Tasmanian Archive & Heritage Office.

### **Schedule elements and arrangement**

The administrative functions covered by this schedule are arranged in alphabetical order as function headings. The activities performed under each function are listed in alphabetical order within each function.

- **Reference**

All function and activity headings and disposal classes are allocated a reference number. These reference numbers are used, in conjunction with the schedule number, to identify records in the Tasmanian Archive & Heritage Office disposal documentation. These numbers can also be used by agencies, in the same way, to indicate disposal authorisation in their records control systems, where the records have been registered in these systems.

- **Disposal classes**

The groups of records that document, and are derived from, the performance of the functions and activities are listed as disposal classes under each function/activity set.

It should be noted that Disposal Classes have been described in functional terms irrespective of the format or medium in which the records were created.

- **Status**

All disposal classes have either 'PERMANENT' or 'TEMPORARY' status. Records identified as 'PERMANENT' are those that will be transferred to the Tasmanian Archive & Heritage to be retained as State archives. 'TEMPORARY' records are those that can be destroyed under the authority of this schedule.

- **Disposal action**

All temporary records identified in this schedule will have a disposal action which specifies the length of time for which the record must be retained before it can be destroyed under this authorisation.

### **Review of the schedule**

It is the responsibility of agencies to monitor administrative, legal or regulatory changes which may result in the need to alter disposal class descriptions or disposal actions for records covered by this schedule. When this occurs, this schedule should not be used to dispose of those records and the State Archivist should be informed of the need to revise the schedule. If necessary, the procedures for the disposal of unscheduled records can be used in the interim. Reviews may also be initiated by the Tasmanian Archive & Heritage Office.

### **Contacts**

Any enquiries relating to this schedule should be directed in writing to the Tasmanian Archive & Heritage Office, 91 Murray Street, Hobart, email [gisu@education.tas.gov.au](mailto:gisu@education.tas.gov.au), phone 03 6165 5581

**TASMANIAN ARCHIVE & HERITAGE OFFICE**

**DISPOSAL AUTHORISATION No. 2283**

**Title:** Disposal Schedule for Functional records of the Service Tasmania Unit

**Authorisation:**

Under Section 20 (2) (b) of the *Archives Act 1983*, I hereby authorise 'relevant authorities' (as defined in Section 3 of that Act) to manage the disposal of the records described in this schedule in accordance with the procedures specified herein.

Ross Latham  
State Archivist

**Document Development History**  
**Build Status**

Version	Date	Author	Reason	Sections
2.0	25-08-2015	Christine Woods	Template	All
1.0	07-08-2007	TAHO	Initial Release	All

**Amendments in this Release**

Section Title	Section Number	Amendment Summary
All	All	Document imported into new template

## **INTERPRETATION**

### **Definitions**

**Permanent records** are those that will be transferred to the Tasmanian Archive & Heritage Office to be retained as State Archives. The *Archives Act 1983* establishes 25 years as the maximum required timeframe for the transfer of permanent records to the Tasmanian Archive & Heritage Office unless an extension of time has been approved by the State Archivist.

**Temporary records** are those that can be destroyed under the authority of this schedule after a minimum retention period, or once certain requirements have been met.

### **Coverage**

This schedule covers functional records of Service Tasmania.

This schedule **does not cover pre-1960 records**. The disposal of those records should be managed according to the procedures for unscheduled records.

The *Disposal Schedule for Short-term Value Records - DA No. 2158* covers the disposal of short-term value records which are created by most agencies. These documents are usually of a trivial nature or of such short-term value that they do not support or contribute to the business functions of the agency.

Records not covered by these schedules, or other authorised disposal schedules, should be disposed of according to the current Tasmanian Archive & Heritage Office procedures for unscheduled records.

### **Preservation of records**

Section 10 (1) (a) of the *Archives Act 1983* requires agencies to preserve records until they are dealt with under the Act. This places a statutory obligation on agencies to ensure that all records, regardless of format, remain accessible while they are in the custody of the agency.

### **Permanent records**

All disposal classes of records identified as having 'PERMANENT' status in this schedule should be transferred to TAHO 25 years after the date of creation. Agencies may make application to the Tasmanian Archive & Heritage Office for earlier transfer of particular groups of records and the Tasmanian Archive & Heritage Office may also initiate an earlier transfer arrangement.

Records for transfer should be arranged and described in accordance with any instruction provided by the Tasmanian Archive & Heritage Office.

### **Temporary records**

All records identified as having 'TEMPORARY' status in this schedule will have a disposal action which is the authorised date for destruction. These disposal actions specify minimum retention periods. Temporary records can be kept as long as the agency wishes following the expiration of the specified period, but the provisions of the *Archives Act 1983* regarding their proper care and custody will still apply to them.

Frequently the disposal actions will refer to '**after action completed**' which means after completion of the transaction to which the records relate. The disposal action '**destroy when reference ceases**' authorises the destruction of records when all business needs to refer to the records have ceased.

## **Destruction of records**

The destruction method chosen for records authorised for destruction in this schedule should be appropriate to the medium in which the record exists. It is the responsibility of the agency to ensure that the identified records are actually destroyed, and that this process is confidential and secure. The following issues should be considered before destruction of any documents.

## **Right to Information**

Right to Information legislation prescribe rights and processes for access to documents held by government agencies. If a request for access under the legislation has been lodged, all records relevant to the request, regardless of whether they are due for destruction, must be identified and preserved until action on the request and any subsequent reviews are completed.

## **Personal Information Protection**

Personal Information Protection legislation provides appropriate safeguards for government agencies in collecting and handling individual's personal information, creating statutory obligations and a right to make a privacy complaint. If an application is in progress, all records relevant to the application must be identified and preserved until the action and any subsequent actions are completed.

## **Other investigations or inquiries**

If an investigation or inquiry is in progress, all records relevant to the investigation or inquiry must be identified and preserved until the action and any subsequent actions are completed.

## **Records relating to indigenous people**

Key recommendations of the Bringing Them Home Report 1997 relate to the need for the identification, preservation, indexing, management and access to records relating to Indigenous individuals, families and/or communities in accordance with established privacy principles.

Records relating to indigenous families and communities or which document links between indigenous people and localities are not to be destroyed and should be the subject of consultation with the Tasmanian Archive & Heritage Office.

## **Native title**

If a native title claim is in progress, all documents relevant to the claim must be identified and preserved until the action and any subsequent actions are completed.

## **Registration of destruction**

Central to the accountability process built into the disposal schedules is the requirement that agencies maintain a *Register of Records Destroyed*. It is important to recognise that the formal evidential record of destruction is contained in this registration process. The register is to be made available to the State Archivist (or his nominee) on request.

The register must be clearly identified as the *Register of Records Destroyed* (under Section 20 (2) (b) of the *Archives Act 1983*) and should include the name of the agency. The register can be the same used for registering destructions authorised under other disposal schedules. A sample format indicating the required elements for the register and related procedures are available on the Government Information Strategy Unit website.

<b>01.00.00</b>	<b>BOARD SUPPORT</b> The activities associated with administrative support to, and operation of, the Service Tasmania Board. Includes the appointment of board members, remuneration, terms of reference, proceedings, minutes, reports, agendas etc.	
<b>01.01.00</b>	<b>Advice (BOARD SUPPORT)</b> The activities associated with offering opinions by the Service Tasmania Unit as to an action or judgement. Includes the process of advising Cabinet on Service Tasmania Board decisions.  <i>See 01.05.00 for Reports provided to the Board.</i>	
01.01.01	Records documenting the advice provided to the Service Tasmania Board including: <ul style="list-style-type: none"> <li>• discussion papers;</li> <li>• briefing papers; and</li> <li>• strategy/option papers.</li> </ul>	TEMPORARY Destroy 7 years after action completed.
<b>01.02.00</b>	<b>Appointments (BOARD SUPPORT)</b> The activities associated with the appointment or resignation of Service Tasmania Board members including remuneration.	
01.02.01	Records documenting the appointment or resignation and remuneration of Board members.  <i>See Da 2157 for payment of remuneration</i>	PERMANENT
<b>01.03.00</b>	<b>Board Meetings (BOARD SUPPORT)</b> Activities associated with meetings held to formulate, discuss, update or resolve issues and matters pertaining to the Service Tasmania Board. Also includes activities associated with providing administrative support for these meetings.  <b>NOTE:</b> <i>This activity includes terms of reference, agenda papers, final versions of minutes, plans and reports presented to the Board.</i>	
01.03.01	Master set of minutes and agenda papers of meetings including reports incorporated in agenda papers.	PERMANENT
01.03.02	Records relating to the conduct of meetings including notice of meetings, confirmation of board papers and routine correspondence.	TEMPORARY Destroy when reference ceases.
<b>01.04.00</b>	<b>Planning (BOARD SUPPORT)</b> The process of formulating ways in which objectives can be achieved. Includes determination of services, needs and solutions to those needs.	
01.04.01	Final versions of Service Tasmania Board Plans.	PERMANENT
01.04.02	Records documenting the development revisions of Service Tasmania Board Plans.	TEMPORARY Destroy 7 years after action completed

<b>01.05.00</b>	<p><b>Reporting (BOARD SUPPORT)</b>                  The processes associated with initiating or providing a formal response to a situation or request (either internal, external or as a requirement of corporate policies), and to provide formal statements or findings of the results of the examination or investigation. Includes agenda, briefing, business, discussion papers, proposals, reports, reviews and returns.</p>	
01.05.01	<p>Records documenting reports provided to the board which can include:</p> <ul style="list-style-type: none"> <li>• routine reports;</li> <li>• specific reports on request; and</li> <li>• Service Tasmania Unit monthly reports.</li> </ul> <p><i>See 01.03.01 for reports included in agenda papers.</i></p> <p><i>See 02.11.01 for reports, which have significant importance to the operations of Service Tasmania Unit.</i></p>	<p>TEMPORARY                  Destroy 7 years after action completed</p>
<b>02.00.00</b>	<p><b>SERVICE DELIVERY</b>                  The activities associated with the development and ongoing management of services delivered across three channels (phone, shops and Internet) by Service Tasmania on behalf of client agencies and partners.</p>	
<b>02.01.00</b>	<p><b>Agreements (SERVICE DELIVERY)</b>                  The processes associated with the establishment, maintenance, review and negotiation of agreements.</p>	
02.01.01	<p>Records documenting partnership agreements or arrangements for services to be delivered via the phone channel, online or for delivery at Service Tasmania Shops.                  These may include:</p> <ul style="list-style-type: none"> <li>• fees and charges arrangements</li> <li>• equipment</li> <li>• leases</li> <li>• reviews and evaluations</li> <li>• extensions</li> <li>• negotiations</li> </ul> <p>Also includes BPAY and Billpay fees and charges and arrangements for electronic payments.</p>	<p>TEMPORARY                  Destroy 7 years after expiry, completion or termination of agreement</p>
<b>02.02.00</b>	<p><b>Committees (SERVICE DELIVERY)</b>                  The activities associated with the management of committees and task forces (internal and external, private, local, state, Commonwealth etc.). Includes the committee's establishment, appointment of members, terms of reference, proceedings, minutes, reports, agenda etc.</p>	
02.02.01	<p>Records of internal and external committees where the agency has the administrative role with the responsibility for making major policy and planning decisions in the area of service delivery, development and management.                  These may include:</p> <ul style="list-style-type: none"> <li>• documents establishing the committee</li> <li>• documents appointing members</li> <li>• final versions of minutes</li> <li>• agenda papers</li> <li>• reports presented to the committee</li> </ul>	<p>PERMANENT</p>
02.02.02	<p>Submissions presented to committees described in 02.02.01</p>	<p>TEMPORARY                  Destroy 7 years after action completed</p>

02.02.03	Records of internal and external committees where the agency has the administrative role that are not described in 02.02.01. Includes cross-channel business meetings with Lead Agencies.	TEMPORARY Destroy 7 years after action completed
02.02.04	Records of external committees where the agency does <i>not</i> have the administrative role. These may include: <ul style="list-style-type: none"> <li>• copies of minutes</li> <li>• agenda papers</li> <li>• copies of reports presented to the committee</li> <li>• copies of submissions presented to the committee.</li> </ul>	TEMPORARY Destroy 2 years after action completed.
02.02.05	Records documenting the conduct and administration of committees.	TEMPORARY Destroy when reference ceases
<b>02.03.00</b>	<b>Consultation (SERVICE DELIVERY)</b> The activities associated with seeking advice, opinions or information from government agencies, councils and local government authorities, external organisations and the community.	
02.03.01	Records documenting the seeking of expert advice from government agencies, councils and local government authorities, external organisations and the community on significant Service Tasmania delivery issues.  <i>See 02.11.00 REPORTING for final version of reports</i>	TEMPORARY Destroy 10 years after action completed
02.03.02	Records documenting the seeking of expert advice from government agencies, councils and local government authorities, external organisations and the community on issues <i>not</i> described in 02.03.01.	TEMPORARY Destroy 5 years after action completed
02.03.03	Records documenting responses to customer and staff questionnaires and surveys requested by the Service Tasmania Unit or Lead Agencies. Includes the consultative process.  <i>See 02.11.00 for final version of reports.</i>	TEMPORARY Destroy 5 years after action completed
<b>02.04.00</b>	<b>Contracting Out (SERVICE DELIVERY)</b> The activities involved in arranging, procuring and managing the performance of work or the provision of services by an external contractor or consultant, or by using external bureau services. Sometimes referred to as outsourcing.  <i>See 02.14.00 for the process of receiving and assessing tenders from potential contractors for services prior to the contact agreement.</i>	
02.04.01	Contract registers	PERMANENT
02.04.02	Signed contracts and supporting documentation including: <ul style="list-style-type: none"> <li>• tender submissions;</li> <li>• written offers;</li> <li>• licensing arrangements;</li> <li>• warranty; and</li> <li>• upgrades of the system.</li> </ul>	Temporary Destroy 7 years after expiry, completion or termination of contract
02.04.03	Records documenting the management of contracts including: <ul style="list-style-type: none"> <li>• parameters of consultancy/service</li> <li>• terms and conditions</li> <li>• performance and evaluation reports</li> <li>• meetings with stakeholders</li> <li>• contracts</li> <li>• agreements.</li> </ul>	TEMPORARY Destroy 7 years after action completed

<b>02.05.00</b>	<b>Cross-Channel Delivery (SERVICE DELIVERY)</b> Activities associated with cross-channel projects (projects/priorities relevant to service delivery across more than one channel) and collaborative activities, with other agencies or parties, which are relevant to more than one of Service Tasmania’s delivery channels.	
02.05.01	<ul style="list-style-type: none"> <li>Records relating to the calculations of fees and charges for services.</li> </ul>	TEMPORARY Destroy 7 years after action completed
02.05.02	Records documenting the development of cross-channel projects, which impact on Service Tasmania Unit’s delivery of cross channel services. Examples include <ul style="list-style-type: none"> <li>Channel Shift Strategy</li> <li>Digitised Licensing</li> <li>eGovernment</li> <li>Access &amp; Equity</li> <li>Electronic Payments</li> </ul>	PERMANENT
02.05.03	Records documenting the development of projects by other government agencies or external organisations, which could impact on the Service Tasmania Unit’s delivery of cross-channel services.	TEMPORARY Destroy when reference ceases
02.05.04	Records relating to the development and enhancement of digitised licensing and card production programs and options in Tasmania. This may include: <ul style="list-style-type: none"> <li>developmental work</li> <li>card security enhancements</li> <li>fees/charges,</li> <li>software development etc.</li> </ul>	TEMPORARY Destroy when reference ceases
<b>02.06.00</b>	<b>Help Desk Delivery (SERVICE DELIVERY)</b> The activities specifically related to the operation of the Service Tasmania online ‘Help Desk’ function, which provides customers with information and assistance if problems are encountered or advice/information is needed when contacting or transacting with the government.	
02.06.01	Records documenting the administration of the Help Desk equipment and system including system support and routine correspondence reports and enquiries.	TEMPORARY Destroy 5 years after action completed
02.06.02	Records documenting Help Desk requests and responses. Includes customer requests for assistance, advice or information and records demonstrating the resolution path of an issue.	TEMPORARY Destroy 5 years after action completed
02.06.03	Records documenting the level of customers’ use of the Help Desk and the subject of customer enquiries.  <i>See 01.03.00 for Board Agenda papers</i>  <i>See 02.11.00 for final versions of reports</i>	TEMPORARY Destroy 2 years after action completed
<b>02.07.00</b>	<b>Marketing (SERVICE DELIVERY)</b> The process of analysing, creating and selling products and services. Includes market research, sales forecasting, advertising, media releases, and promotion, pricing and product evaluation.  <i>See 02.10.00 for records created prior to the approval process to market activities.</i>	
02.07.01	Records documenting development of plans for marketing purposes.	TEMPORARY Destroy 5 years after action completed
02.07.02	Records documenting administrative arrangements with the media including organising of interviews and media coverage to promote services.	TEMPORARY Destroy 2 years after action completed.

02.07.03	Records relating to the administrative arrangements for Service Tasmania displays at agricultural shows, sporting events or exhibitions and the provision of souvenirs, etc.	TEMPORARY Destroy 5 years after action completed
02.07.04	Records documenting the development, design and purchase of promotional products.	TEMPORARY Destroy 5 years after action completed
02.07.05	Records documenting logos and branding for Service Tasmania.	TEMPORARY Destroy when logo or branding is superseded
02.07.06	Records relating to market research activities conducted by or on behalf of Service Tasmania.	TEMPORARY Destroy 5 years after action completed
<b>02.08.00</b>	<b>Online Delivery (SERVICE DELIVERY)</b> Activities associated with projects/priorities relevant to service delivery across Service Tasmania's online (Internet) channel and collaborative activities with other agencies or parties that are relevant to the online channel.	
02.08.01	Records relating to the administrative arrangements for Service Tasmania Online. Includes enquiries requesting general information about Service Tasmania Online and correspondence with Lead Agencies regarding administrative arrangements.  <i>See 02.01.00 for records documenting Partnership Agreements or arrangements</i>	TEMPORARY Destroy 2 years after action completed
02.08.02	Records documenting new service proposals or amendments to the Service Tasmania Online website.	TEMPORARY Destroy 7 years after action completed
02.08.03	Records documenting the review of services delivered through Service Tasmania Online. Includes website useability testing, redesign/amendment to the website, and formal evaluations or studies conducted etc.	TEMPORARY Destroy 5 years after action completed
<b>02.09.00</b>	<b>Operational Support (SERVICE DELIVERY)</b> Activities related to the provision of electronic and/or hard copy support materials to assist Service Tasmania staff in carrying out their duties (e.g. online help files, computerised procedure manuals, etc.).	
02.09.01	Records documenting the development of sharing protocols and the final versions of manuals and instructions relating to Help Files.	TEMPORARY Destroy 7 years after superseded.
02.09.02	Operating manuals for the Help File system <u>not</u> developed by Service Tasmania Unit.	TEMPORARY Destroy when reference ceases or transfer to new owner following disposal of system
02.09.03	Records documenting administrative arrangements for training in the Help File system for the Service Tasmania Unit staff or other government agencies staff including: <ul style="list-style-type: none"> <li>• notifications</li> <li>• registration forms</li> <li>• applications for attendance</li> <li>• confirmations</li> <li>• evaluations.</li> </ul>	TEMPORARY Destroy 2 years after course is completed
02.09.04	Records of training material used in training programs for the Service Tasmania Unit or other government agencies.	TEMPORARY Destroy when material is superseded or course is no longer delivered

<b>02.10.00</b>	<b>Planning (SERVICE DELIVERY)</b> The process of formulating ways in which objectives can be achieved. Includes determination of services, needs and solutions to those needs. Specifically the identification and development of business opportunities across the Service Delivery Channels.  <i>See 02.07.00 for records created after the marketing processes have been approved by the Service Tasmania Board.</i>	
02.10.01	Records documenting the planning and development of <u>new</u> and modification of <u>existing</u> programs including reports analysing issues and comments received from the Department or other agencies by the way of discussions, meetings or forums, strategy documents and evaluation of documents.	TEMPORARY Destroy 7 years after action completed
<b>02.11.00</b>	<b>Reporting (SERVICE DELIVERY)</b> The processes associated with initiating or providing a formal response to a situation or request (either internal, external or as a requirement of corporate policies), and to provide formal statements or findings of the results of the examination or investigation. Includes agenda, briefing, business, discussion papers, proposals, reports, reviews and returns.	
02.11.01	Final versions of internal or external reports prepared by or for Service Tasmania, which have significant importance to the operations of the Service Tasmania Unit (e.g. Consultant reports).	PERMANENT
02.11.02	Reports prepared and statistical information showing system usage, file content, additions/amendments and feedback received in relation to operational services. Includes reports and statistical information collected in regard to online services.	TEMPORARY Destroy 5 years after action completed
02.11.03	Reports prepared and statistical information collected by Service Tasmania Unit and Lead Agencies, or external organisations such as the Australian Bureau of statistics for national statistical publications.	TEMPORARY Destroy 2 years after action completed
<b>02.12.00</b>	<b>Shop Delivery (SERVICE DELIVERY)</b> Activities associated with developing and delivering services specific to the Service Tasmania Shops Channel.	
02.12.01	Records documenting the establishment of new Service Tasmania shops.  <i>See DA No. 2157 Facilities Management</i>	TEMPORARY Destroy 7 years after action completed
02.12.02	Records documenting the review of services delivered through Service Tasmania shops.  <i>See 02.10.00 PLANNING for modification or new services</i>	TEMPORARY Destroy 7 years after action completed
02.12.03	Records documenting new service proposals, requests for new or amended services to be implemented for Service Tasmania shops.	TEMPORARY Destroy 7 years after action completed
02.12.04	Records relating to the administrative arrangements for Service Tasmania shops. Includes enquiries requesting general information about Service Tasmania shops and correspondence with Lead Agencies regarding administrative arrangements.  <i>See 02.01.00 for records documenting Partnership Agreements or arrangements</i>	TEMPORARY Destroy 2 years after action completed.
<b>02.13.00</b>	<b>Telephone Delivery (SERVICE DELIVERY)</b> Activities associated with developing and delivering services specific to the Service Tasmania Telephone Channel.	
02.13.01	Records relating to the administrative arrangements for Service Tasmania phone channel. Includes enquiries requesting general information about Service Tasmania shops and correspondence with Lead Agencies regarding administrative arrangements.	TEMPORARY Destroy 2 years after action completed

02.13.02	Records documenting new service proposals, requests for new or amended services delivered via the Service Tasmania phone channel.	TEMPORARY Destroy 2 years after action completed
02.13.03	Records documenting the review of services delivered through the phone channel.	TEMPORARY Destroy 7 years after action completed
<b>02.14.00</b>	<p><b>Tendering (SERVICE DELIVERY)</b></p> <p>The activities involved in receiving and assessing tenders. Includes offers made in writing by one party to another to carry out an inclusive price or uniform rate, an order for the supply or purchases of goods, or for the production of work.</p> <p><i>See 02.04.00 for contracts and records relating to the performance of work or the provision of goods or services by an external contractor.</i></p>	
02.14.01	Tender registers.	TEMPORARY Destroy 7 years after last entry.
02.14.02	<p>Records documenting the development and issue of tender documents and the evaluation of tenders including:</p> <ul style="list-style-type: none"> <li>• statement of requirements</li> <li>• request for proposals</li> <li>• expression of interest</li> <li>• request for tender (RFT)</li> <li>• draft contracts</li> <li>• reports public notices</li> </ul>	TEMPORARY Destroy 7 years after tender process completed.
02.14.03	Records documenting unsuccessful tenders and offers and tenders received where the tender process does not proceed.	TEMPORARY Destroy 7 years after the tender process completed