**SAMPLE RECORDS RECOVERY SERVICES LIST**

**Adapted from the NARA Records Recovery Services Blanket Purchase Agreement Task List**

#  TASK 1 - FACILITY STABILIZATION

**1.1** The Contractor will coordinate with the COR and NARA-designated facility representatives and contractors to develop plans and procedures to provide safe access to records and holdings spaces, and facilitate environmental stabilization. Planning includes a cost estimate and a timeline for providing required equipment, supplies and services.

**1.2** The Contractor may be required to provide equipment, supplies and/or personnel to remove and appropriately disposed of standing water, debris, mold, dirt, soot, insects and/or sewage in or on the building, furniture, or equipment; as well as damaged furniture, wall and floor coverings and other building materials.

**1.3** The Contractor may be required to carry out deodorization, sanitization and smoke neutralization of facility spaces. Methods and materials proposed to be used will require written approval by the COR.

**1.4** Proprietary products and cleaning materials proposed for use in records areas must be approved by NARA. The Contractor will be required to provide Material Safety Data Sheet (MSDS) information, samples of products, and/or other information as requested by the COR.

**1.5** All security guidance referenced in this agreement will equally apply to any subcontractors.

# TASK 2 – STORAGE ENVIRONMENT STABILIZATION

**2.1** The COR will provide priorities for meeting environmental requirements for the different categories of records and holdings in [NARA Directive 1571 and 36 CFR 1234] in order to provide a framework to plan interim/temporary stabilization of environmental conditions in records and holdings areas in the facility.

**2.2** The Contractor will coordinate with the COR and NARA-designated facility representatives and contractors to develop plans and procedures to stabilize environmental conditions in records and holdings areas. Planning will include providing cost estimate and timelines for providing required equipment, supplies and services.

**2.3** The Contractor may provide equipment and supplies, technical experts and/or other personnel needed to provide interim/temporary air circulation and dehumidification, temperature control, lighting and interim power sources in records and holdings spaces and associated areas as long as required.

**2.4** All security guidance referenced in this agreement will equally apply to any subcontractors.

# TASK 3 - TRANSPORTING DAMAGED RECORDS

**3.1** The Contractor will provide transportation of records and holdings to alternative storage, vendor or other treatment sites, working with the COR to identify specific NARA and CFR requirements for transport conditions, records protection and security including NARA IG 1702- 1 and 32 CFR 2001.46.

**3.2** NARA onsite POC and the Contractor will create a signed manifest and inventory documenting materials leaving a NARA facility. The method of shipping will ensure that safety and security of the records is maintained. The Contractor will provide prompt notification upon receipt of shipment and inventory tracking while records are in the Contractor’s facility.

**3.3** Each transport trailer/container will have a numerical seal affixed by the origin POC, with the numbers recorded at point of origin, on the driver’s Bill of Lading, and emailed to the destination POC for verification on the trailer’s arrival.

 **3.4** When the trailer arrives at the destination, the POC or NARA designated representative inspects the seal. If a seal is not present or contains a number different than that sent by the origin POC or recorded on the driver’s Bill of Lading, the destination POC will immediately notify the NARA Holdings Protection Team, NARA Facilities origin POC, and destination facility director. Additional POCs may be provided at the time of the incident.

**3.5** The Contractor will transport shipments by road; rail or air transport is not permissible. Transportation will be point-to-point with no overnight stays or layovers, and in an exclusive NARA freight load. A second driver will be required so that the records are continuously accompanied throughout transit. One driver is to remain with the records at all times.

**3.6** Climate-controlled trucks may be required to move records, with conditions specified by the COR in the Task Order. Trucks with the capacity for freezing records, and maintaining frozen records during transport are preferred, unless freezing is not specified.

**3.7** Trucks should be air-ride rigid-side trailers (no soft-sided trucks). Trucks will be swept clean, and free of mold, foodstuffs, chemicals, and hazardous materials or any other material/substance potentially damaging to records. Trucks must not leak or allow water to get inside the truck. Trucks must be dedicated to the NARA shipment only.

**3.8** Pallets, boxes or other records containers will be stacked for optimum stability, and secured so they do not shift during transit. This is essential to prevent additional damage, and ensure records protection and security during transport.

 **3.9** Pallets loaded with records may not be left unattended, unless in a NARA-approved secure area. Pallets may not be left outdoors or on a loading dock where they might be exposed to rain, heat, or other damaging forces.

 **3.10** The COR must approve transport agreements in cases where materials must be packed and shipped by a third party carrier. The Contractor will ensure that the NARA specifications for appropriate packing, environmental transport conditions, and security requirements are used and followed.

# TASK 4 - PACKING AND TRANSPORT OF BOXED RECORDS

**4.1** The Contractor will use the inventory and records control information provided by the on-site POC, for pallet and later container/item treatment tracking documentation and inventories to ensure return of all materials. The Contractor will not open closed boxes or remove records from boxes without approval from the COR.

 **4.2** All records will be kept in the original boxes or enclosures, unless the COR approves removal for treatment, and/or transfer to new boxes or enclosures. Materials that may need to be removed include shrink-wrapping and polyester enclosures. If the original box/container is significantly damaged and unable to safely contain/support the records during transport, the COR or on-site POC may approve re-housing at the NARA facility before transport.

**4.3** Boxes or other records containers will be stacked for optimum stability and to ensure that no added damage occurs during transport. The COR or NARA onsite designated representative may specify the number of boxes that can be placed on each pallet, whether corner supports are required, and if interlayers of corrugated board are needed prior to securing with stretch wrap or similar material. The top of the pallet stack must be covered, and the POC may require the use of tamper evident security tape for some categories of records.

**4.4** The Contractor may be required to provide pallets. Plastic pallets are preferred and may be required. Pallets will be in good condition; e.g. structurally sound, clean and dry with no evidence of mold, oil/grease, or insect infestation.

**4.5** The Contractor may be required to provide rolling carts or similar wheeled conveyances to transport materials within the facility. Carts and/or conveyances must be clean of foodstuffs, chemicals, oil or grease, mold, or other hazardous materials. The Contractor may be required to provide forklifts or conveyances to transport pallets with records onto the truck.

# TASK 5 - PACKING AND TRANSPORT OF BOUND VOLUMES (NOT ALREADY STORED IN BOXES)

**5.1** The COR and on-site POC will consult with the Contractor to approve procedures for the handling, transport and recovery of bound volumes. Removal of covers/boards is not an option to speed drying unless specifically approved, and will be considered additional damage caused by the Contractor.

**5.2** Volumes not already boxed will be packed for transport as directed by the NARA POC within the range of procedures approved by the COR. Individual volumes may require wrapping in freezer paper prior to boxing.

**5.3** Volumes too large for boxing may be stacked flat on pallets, supported by thick cardboard sheets inserted between layers. The number of books that may be stacked on top of each other within each layer depends on the weight, size, and condition of the bindings. The Contractor will be liable for damages incurred during transport including the cost of rebinding.

**5.4** The COR must approve procedures to be used when unwrapping shrink-wrapped volumes to expedite drying. All identifying information for the volumes must be retained. The COR will direct requirements for housing, packing and transport of volumes for return after treatment.

#  TASK 6 – PACKING AND TRANSPORT OF OVERSIZED RECORDS AND FLAT-FILE DRAWERS

**6.1** Oversized records and other holdings stored in rolls, bundles or non-standard containers require special handling for transport. These items must be supported to keep the records from bending, and should not be stacked. All identifying information must be retained. The COR and on-site POC will consult with the Contractor on the requirements on a case-by-case basis.

**6.2** Records stored in flat files may be left in the drawer for transport. In the case of wet records, excess standing water must be removed from the drawers prior to transport. A top cover such as plastic sheeting or cardboard must be used to protect the contents of the drawers.

#  TASK 7 - FREEZING WATER-DAMAGED RECORDS

**7.1** Records may be frozen onsite, in a freezer truck during transport, or at the Contractor’s facility. When palletized records are to be frozen, the Contractor must provide assurance to the COR that records in the interior of the pallet have been frozen within the specified timeframe and remain frozen until drying begins.

**7.2** Documentation of temperature during transport may be required for certain types of records, as specified by the COR.

**7.3** The temperature of a freezing facility used for records storage must be monitored and documented until the records are recovered. Extreme cycling of the temperature or above the freezing point is unacceptable. Documentation of the temperatures in the freezer chamber should be provided to the COR as requested.

**7.4** The COR may require that records not share freezing chamber space with materials belonging to any other Federal Agency, or other Contractor client.

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#  TASK 8 - VACUUM FREEZE-DRYING WATER-DAMAGED RECORDS

**8.1** The Contractor must dry the records using a 24-hour computer-monitored vacuum freeze- drying process to return the moisture content of water-damaged records to single digits. The Contractor must provide data to NARA documenting the conditions to which records have been exposed, and the duration of these conditions.

 **8.2** During vacuum freeze-drying, records will be frozen to a temperature of at least -25° F.

**8.3** If Thermal Vacuum Freeze-Drying is used, the temperature in the drying chamber should not exceed 120° F.

**8.4** The vacuum pressure in the drying chamber is expected to be maintained below 5.57 Torr during the drying process.

**5.8.5** To ensure appropriate degree of dryness, paper-based records must have moisture content in the single digits (preferably 5-8%) when measured using a standard moisture meter (such as a Delmhorst™ P-2000 with long blades) after the drying cycle and upon return to NARA.

**5.8.6** The COR may require that records do not share drying chamber space with materials belonging to any other Federal Agency, or other Contractor client.

#  TASK 9 - DESICCANT OR AIR-DRYING RECORDS

**9.1** Desiccant or air-drying may be requested by the COR for selected records, either on-site or at Contractor or approved Subcontractor premises. Written procedures, including precautions to prevent problems such as blocking or mold growth, must be approved by the COR.

**9.2** Since this type of drying procedure will require removing records from boxes, containers and enclosures; written procedures for maintaining records identification and original order must be developed through consultation with the on-site POC and approved by the COR.

#  TASK 10 - RE-HOUSING RECORDS INTO NEW CONTAINERS AND ENCLOSURES

**10.1** Wet, frozen or dry records may be rehoused with specific requirements for containers, enclosures and labeling provided by the COR in consultation with the on-site POC.

**10.2** The Contractor will retain all original documentation and accompanying materials, and any information written directly on the container. Any NSI classification markings must be brought to the attention of the NARA on-site POC on NARA premises or the COR for special handling.

**10.3** The original identifying information will be dried and/or treated, as necessary, and placed inside the new container, unless copying is approved by the COR.

**10.4** The COR or the on-site POC will provide guidance for transfer of original label and/or identifying information to the new container. Text, type and placement of these and any other labels are to be approved in advance of application. The standards for labelling will need to be defined at the location where records are stored to meet local requirements, and ensure that necessary information is not obscured.

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# TASK 11 – SURFACE CLEANING OF RECORDS

**11.1** The Contractor will provide an outline of proposed surface cleaning procedures including methods, equipment and materials for COR approval. Surface cleaning procedures may be used to reduce/remove one or more of the following types of debris: mold, insect or animal waste, soot or other particulates. In the case of insect infestation, active mold or bio-hazards; the records may require pre-treatment as described in sections 5.12.

 **11.2** Treatment results and standards for cleaning will be specified by the COR, depending on the nature of the records damaged and requirements for use. The COR may require submission of a sample cleaned and/or observe the process before approving techniques and treatment results.

 **11.3** Cleaned records will be rehoused as specified in section 5.10. The COR may specify additional labeling and replacement of filing materials and enclosures such as folders, dividers, and spacer boards when filing accessories are too damaged to clean.

#  TASK 12 – DISINFESTATION, SANITIZATION AND DECONTAMINATION OF RECORDS

 **12.1** The Contractor will provide an outline of proposed treatment for insect infestation, mold and/or other biological or contaminant residues that are potentially harmful to records or the users of records.

**12.2** The COR must pre-approve procedures: which may include freezing, anoxia, and irradiation. Treatment may be in combination with rehousing and surface cleaning procedures in sections 5.10 and 5.11.

1**2.3** The COR will normally only authorize the minimum effective gamma radiation dose for sterilization of 4.5 kilograys (kGy). Exposure levels of 10 kilograys (1 megarad) or higher are considered too high for paper-based records, accelerating paper aging processes by 50-100%.

**12.4** Records that have received sanitizing or irradiation treatments must be appropriately labelled so they can be monitored and/or identified in the future.

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#  TASK 13 - RECOVERY OF FLAT FILM-BASED PHOTOGRAPHIC RECORDS

**13.1** Media formats which fall into this category may include but are not limited to photographic negatives, transparencies, aerial film sheets, X-rays, and microfiche.

**3.2** The Contractor will provide an outline of proposed handling and treatment procedures to secure the records, prevent additional damage, and initiate records recovery to the COR for approval. Procedures should be developed in consultation with NARA specialists and the on-site POC; and may include using approved subcontractor specialist consultants, facilities and equipment to meet requirements and industry standards.

**13.3** Procedures may include but are not limited to wet packing or freezing of wet records to reduce the risk of uncontrolled drying; washing and air-drying or other drying procedures with restrictions on the use of heat; rehousing meeting the requirements of section 5.10.

 **TASK 14 - RECOVERY OF REEL FILM-BASED PHOTOGRAPHIC RECORDS**

**14.1** Media formats which fall into this category may include but are not limited to microfilm, aerial film, and motion picture film.

**14.2** The Contractor will provide an outline of proposed handling and treatment procedures to secure the records, prevent additional damage, and initiate records recovery to the COR for approval. Procedures should be developed in consultation with NARA specialists and the on-site POC; and may include using approved subcontractor specialist consultants, facilities and equipment to meet requirements and industry standards.

**14.3** Procedures may include but are not limited to wet packing or freezing of wet records to reduce the risk of uncontrolled drying; washing and drying procedures using appropriate processing equipment and procedures; retention of original housing and identification or rehousing meeting the requirements of section 5.10.

**14.4** The Contractor may also be required to develop information recovery and reformatting plans for full records recovery for COR approval. Plans should be developed in consultation with NARA specialists and the on-site POC; and may include using approved subcontractor specialist consultants, facilities and equipment to meet requirements and industry standards.

#  TASK 15 - RECOVERY OF MAGNETIC MEDIA

**15.1** Media formats which fall into this category include but are not limited to analog and digital magnetic audiotape, videotape, and electronic data storage tape.

**15.2** The Contractor will provide an outline of proposed handling and treatment procedures to secure the records, prevent additional damage, and initiate records recovery to the COR for approval. Procedures should be developed in consultation with NARA specialists and the on-site POC; and may include using approved subcontractor specialist consultants, facilities and equipment to meet requirements and industry standards.

**15.3** Procedures may include but are not limited to actions to reduce the risk of uncontrolled drying such as wet packing maintaining original orientation, draining or even removal of hard enclosures such as cassette casings; air or non-thermal vacuum-freeze drying; and retention of original housing and identification or rehousing meeting the requirements of section 5.10.

**15.4** The Contractor may also be required to assess recovered tape condition and information damage or loss; and develop information recovery and reformatting plans for full records recovery for COR approval. Plans should be developed in consultation with NARA specialists and the on-site POC; and may include using approved subcontractor specialist consultants, facilities and equipment to meet requirements and industry standards. Additional requirements for digital information media can be found in Task 5.17

# TASK 16 - RECOVERY OF INFORMATION STORAGE MEDIA

**16.1** Media formats which fall into this category include but are not limited to Electro-mechanical media (e.g., floppy discs, cartridge media, internal PC r server drives, external drives, etc.); solid-state media (e.g., internal or external flash-based drives, memory cards, etc.); or optical media (e.g., CDs, DVDs, Blu-ray discs, magneto-optical discs, etc.).

**16.2** The Contractor will provide an outline of proposed handling and treatment procedures to secure the records, prevent additional damage, and initiate records recovery to the COR for approval. Procedures should be developed in consultation with NARA specialists and the on-site POC; and may include using approved subcontractor specialist consultants, facilities and equipment to meet requirements and industry standards.

**16.3** Procedures may include but are not limited to actions to reduce the risk of uncontrolled drying such as removal of media storage units from a computer, server, or other housing; air drying; retention of original housing and identification or rehousing meeting the requirements of section 5.10.

**16.4** The Contractor may also be required to assess recovered media condition and information damage or loss; and develop information recovery and reformatting plans for full records recovery for COR approval. Plans should be developed in consultation with NARA specialists and the on-site POC; and may include using approved subcontractor specialist consultants, facilities and equipment to meet requirements and industry standards. Additional requirements for digital media can be found in Task 5.1

**16.5** The Contractor will provide the COR with a description of security procedures and equipment for review and approval in consultation with the appropriate NARA representatives. Recovered media are to be labeled clearly on individual housing indicating source.

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#  TASK 17 – DIGITAL INFORMATION RECOVERY

**17.1** The Contractor will develop information recovery and storage migration project plans for data recovery and transfer to stable storage media for COR approval; in consultation with the COR and NARA specialists. These plans will use appropriate industry standards and procedures, and may include using approved subcontractor specialist consultants, facilities and equipment to meet requirements.

**17.2** The Contractor will provide the COR with a description of security procedures and equipment for review and approval in consultation with the appropriate NARA representatives. Recovered data are to be labeled clearly on individual housing indicating source.

**17.3** Following COR review and written approval of recovered data, the Contractor must destroy all copies of recovered data in the Contractor’s or Subcontractor’s possession in such a manner that no data can be reconstructed and provide certification to this effect. The COR will specify and approve destruction and/or eradication techniques and methodology.

 **TASK 18 – RECOVERY/RESTORATION OF OBSOLETE COMPUTER AND INFORMATION STORAGE MEDIA ACCESS AND PLAYBACK EQUIPMENT**

**18.1** The Contractor will consult with the COR and NARA specialists to develop recovery/restoration project plans for obsolete computer and playback equipment for formats which include but are not limited to audio, moving images, textual records, datasets and databases, still images, and other information storage media. These plans will use appropriate industry methods and procedures, and may include using approved subcontractor specialist consultants, facilities and equipment to meet requirements.

**18.2** Damaged equipment will be packed in suitable packing material to minimize damage in transit if moved off-site. A detailed shipping manifest will be provided which will identify each piece of equipment by serial number and/or other identifying information.

**18.3** The Contractor will provide the COR with a description of security procedures and equipment for review/recovery/restoration and approval in consultation with the appropriate NARA representatives.

**18.4** If equipment is determined to be unrecoverable, the Contractor must destroy/dispose of all equipment and provide certification to this effect. The COR will specify and approve destruction/disposal techniques and procedures as per applicable federal guidelines.

#  TASK 19 - RECOVERY OF ARTIFACTS/OBJECTS

**19.1** Items which fall into this category include but are not limited to holdings such as glass negatives and parchment documents, framed works, easel paintings, sculpture, and a wide range of historic artifacts and objects.

**19.2** The Contractor will consult with the COR, on-site POCs and NARA specialists to develop written stabilization plans for COR approval before materials are handled, transported moved or treated; which in many cases may also require the services of approved subcontractor specialists and conservators. Elements of these plans may include but are not limited to assessment of artifact stability; handling, packaging and transport procedures; and procedures to retain all identifying or associated information and provide association tracking (i.e., ability to reunite disparate elements after treatment).

 **19.3** The Contractor may be asked to develop extended recovery treatment plans for COR approval in consultation with NARA specialist conservators, and approved subcontract conservators. These plans must meet industry/professional guidelines for documentation, description of proposed treatment, and requirement for ongoing consultation with NARA during treatment.

#  TASK 20– DIGITIZATION OF PAPER-BASED RECORDS AFTER RECOVERY

**20.1** The Contractor will provide proposed plans for COR approval in consultation with the NARA specialists and the on-site POC for digital copying of recovered records to maintain the information or improve access. Elements of the plan may include but are not limited to proposed equipment and handling procedures; documentation of expected image quality, metadata, and related standards and specifications; quality control procedures, and data security and delivery procedures.

**20.2** Records may only be accessed or handled by Contractor personnel as necessary to perform digitization operations. Under no circumstances will records or copies of records be released to third parties, other than an approved Subcontractor included in the plan approved by the COR. At no time will the Contractor allow records to be outside of its custody and control. The Contractor will provide the COR with a description of security procedures for review, and approval in consultation with the appropriate NARA representatives. The Contractor will document and certify the custody of all records from receipt through digitization and return.

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