

Washington Metropolitan Area Transit Authority
Board Action/Information Summary

<input checked="" type="radio"/> Action <input type="radio"/> Information	MEAD Number: 100569	Resolution: <input type="radio"/> Yes <input checked="" type="radio"/> No
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TITLE:

Document Restoration Professional Services

PURPOSE:

Ratify procurement of document restoration services.

DESCRIPTION:

Upon reporting to work Monday, December 15, 2008, staff of the Medical Services and Compliance Branch in Human Resources discovered a sewage leak that had occurred over the weekend at the Medical offices, a leased facility located at 616 H Street, NW in the Chinatown neighborhood. The most critical damage was the potential destruction of the medical records located in the facility's file room. To remain compliant with Department of Transportation (DOT) guidelines, the Medical Services staff must be able to provide all required testing and examinations during all hours of operations. Access to the employee medical records at all times is essential for the Employee Assistance Program (EAP) staff and the physicians.

To promote continued access to these critical files and protect the health of the employees who use these files on a daily basis, management took a number of actions. Bids demonstrating competition and reasonableness in pricing were obtained from three firms that provide document restoration services. All damaged files were initially taken off site, HEPA vacuumed, and cleaned and treated. Next, file restoration began using a specialized software that allows scanned files to become accessible within minutes to the Medical office via a website. In addition to these file images, the complete patient file folders are being recreated and returned to Medical. Currently, all affected documents are available to staff electronically, and file re-creation is 75% complete. When the job is completed, all files will be new and damaged files will be shredded upon approval from Medical.

Because the facility is leased and the leak originated with an adjacent building tenant, staff initially assumed that the the document restoration services would be directly paid by the adjacent tenant's insurance company or the building

property manager. However, after numerous meetings, it became apparent that Metro would need to fund and procure the document restoration services directly. Of the total cost of \$344,848 for document restoration, Metro has secured \$98,000 from our insurer to date and will continue to seek the remaining balance.

FUNDING IMPACT:

Budget: **Fiscal 2010**

Office:

Account: **Risk Reserve**

This Action: **\$344,848**

Remarks:

FY2010

Budget: **\$35,000,000**

This Action: **\$344,848**

Prior Approval: **\$1,200,000**

Remaining Budget: **\$33,455,152**

RECOMMENDATION:

Ratify procurement of document restoration services.