



NATIONAL ARCHIVES

May 10, 2021

Executive Secretary
Office of the Secretary of Defense
1000 Defense Pentagon
Room 3E877
Washington, DC 20301-1000

Dear Sir or Madam,

The National Archives and Records Administration (NARA) is submitting a Request for Assistance (RFA) to the Department of Defense (DOD) for supporting pandemic recovery operations at the National Personnel Records Center (NPRC) in St. Louis.

This RFA involves the off-site sorting and batching of approximately 400,000 Official Military Personnel Folders (OMPF) in preparation for refile in the NPRC and the on-site refile of these records. It also involves the on-site searching and retrieval of OMPFs to support eliminating a backlog of 500,000 public reference requests. It also involves the onsite digitization or photocopying of DD Forms 214 from these records and the dispatch of reproductions to public requesters.

Background

The NPRC facility holds over two million cubic feet of military personnel and medical records, which only exist in paper form and cannot be accessed remotely. Many of these records are owned by the Military Departments and serviced by NARA on behalf of DOD on a reimbursable basis. The NPRC responds to requests from veterans and their families who require copies of their military service records, primarily to prove honorable service in order to claim a service-related benefit. In a typical year, the NPRC responds to more than 1.2 million requests for copies of those records, or over 20,000 requests each week, most of which are completed in under 10 days.

We have not been able to maintain our normal, high level of responsiveness during the pandemic. We have taken a number of actions to protect our workforce from exposure to Covid-19, including reducing the number of employees permitted in our facilities at one time and implementing strict social distancing procedures for on-site work. Unfortunately, these actions have reduced the speed and volume of requests that we can safely process at the NPRC, which has led to the development of a backlog of more than 400,000 records in need of refile and over 500,000 delayed requests, most from veterans who need copies of records to support their application for federal benefits.

NATIONAL ARCHIVES *and*
RECORDS ADMINISTRATION

8601 ADELPHI ROAD
COLLEGE PARK, MD 20740-6001

www.archives.gov

Capability Required

The project entails:

- Transportation of up to 400,000 OMPFs to an off-site location for sorting and batching into sequential order to prepare for refile at NPRC. We desire this work to be performed off-site to support on-site social distancing efforts, including limiting the number of staff and contractors in the building at any given time.
- Transportation of the batched refiles to NPRC.
- The on-site refile of these records into NPRC holdings.
- The on-site search and retrieval of records that are responsive to backlogged requests at NPRC.
- The on-site digitization of separation documents (DD Forms 214) and ingestion into NPRC's production system using NPRC equipment. This will support the remote servicing of these requests by NPRC staff.
- The on-site photocopying of separation documents (DD Forms 214) and mailing to public requesters using NPRC space, equipment, and supplies. This will support the servicing of requests which are not candidates for remote servicing by NPRC staff.

Duration and Location

The NPRC facility is located at 1 Archives Drive in North St. Louis County. We are prepared to begin immediately. To support social distancing, we request the on-site work be performed in the afternoon, between the hours of 1:00 pm – 7:00 pm daily, when there are fewer staff and contractors in the facility. We expect the duration to be less than six months.

Funding

NARA requests that DOD provide personnel support on a non-reimbursable basis pursuant to Title 44, U.S. Code, Section 2105. Other than such pay and allowance costs, NARA will reimburse DOD for all costs in accordance with the Economy Act (31 U.S.C. 1535). NARA will provide the appropriation information, the account chargeable, and the name and address of the individual responsible for making the payment.

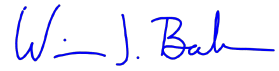
Points of Contact

NARA points of contact include:

- William J. Bosanko, Chief Operating Officer, (202) 246-4264
- Scott A. Levins, Director, National Personnel Records Center (314) 801-0587
- Kevin Pratt, Assistant Director for Military Records, National Personnel Records Center (314) 801-0582

We look forward to working with you to develop detailed plans, schedules, and estimates for supporting this important work for our nation's veterans.

Sincerely,

A handwritten signature in blue ink that reads "W. J. Bosanko". The signature is fluid and cursive, with the first name "W." and last name "Bosanko" clearly legible.

WILLIAM J. BOSANKO
Chief Operating Officer