Gimmal

Gimmal GRM Implementation for ODC and IT Pilot Groups

Prepared by: Frank Addamo

Prepared for: Port of San Diego

Thursday, May 07, 2020

Table of Contents

1 About Gimmal

Information is the lifeblood of the enterprise and it must be managed to ensure compliance, security, and usability. It is one of your most valuable assets, and yet, for most organizations, it grows at an unmanageable rate. The continuous expansion of the digital workplace makes it almost impossible to utilize your corporate information to its fullest potential.

Gimmal Professional Services creates successful information management implementations by targeting our attention on understanding your needs to create successful programs that focus on the people, process, and technology of change. Gimmal's Professional Services provides specific Gimmal product expertise to enable implementations that adhere to Gimmal Product standards. Gimmal has created successful information management programs across the energy, retail, accounting, and other sectors of industries. We strive to make the records and information management journey for every organization successful.

Gimmal Software simplifies records and information management with software that captures, manages, governs, and archives information so you can focus on your core mission. We do this by providing a fully-integrated information lifecycle that automates the capture of metadata and maximizes information findability, usability, and productivity. We break down the barriers between information silos, help identify obsolete data, and manage disparate content by providing a common approach for information governance and records management.

Gimmal software allows you to fully manage the lifecycle of content in SharePoint, Office 365, box, SAP, and other platforms. Learn more at www.gimmal.com.

© 2020 Gimmal LLC

24 Greenway Plaza, Suite 1000

Houston, Texas 77046

+1 (877) 944-6625

2 Executive Summary

On behalf of Gimmal LLC (Gimmal), we thank you for the opportunity to present our Statement of Work (SOW) to provide the Port of San Diego (PoSD) with Gimmal Records Management (GRM) onboarding for the ODC and IT pilot groups.

2.1 Our Understanding

The PoSD wishes to implement an electronic records management pilot in the ODC and IT groups. Gimmal will achieve this by implementing GRM.

Gimmal has a defined methodology that leverages pre-existing tools and processes to provide standard deliverables across business and technical requirements, design, configuration, and deployment.

The Gimmal team will provide consultants with unique Gimmal Product experience to perform the work. The work described in this SOW will be conducted over a six (6) – eight (8) week period for an estimated $62,200.80 (USD) plus expenses.

This SOW is governed by the terms of the Professional Services Addendum between PoSD and Gimmal (the "Agreement"). The pricing in this SOW is valid for 30 days from the date shown on the cover page.

We appreciate the opportunity to present this Statement of Work. If you have any questions about Gimmal or this project, please feel free to contact us. We look forward to discussing this SOW with you in the near future.

Sincerely,

Ed Kaczor   Frank Addamo

Senior Region Account Executive   Senior Principal

778 384 1910   775 742 3197

Ed.Kaczor@gimmal.com   Frank.Addamo@Gimmal.com

3 Project Approach

This section describes the project scope and approach described as activities, tasks, and deliverables. The approach includes three (3) primary work streams, each having its own set of tasks and deliverables.

The work streams are as follows:

1. Project Initiation

2. Onboard Gimmal Records Management

3. Project Closeout

3.1 Project Initiation

The purpose of the Project Initiation task is to start the project with a common set of expectations and to establish the project's vision, goals, and objectives. This is typically set in a meeting forum, where all key project stakeholders are brought together to define these critical project components.

Major activities performed include:

- Preparation for project kickoff meeting
- Conduct project kickoff meeting
- Review project scope and objectives
- Identify the key project participants, resources, and subject matter experts (SMEs)
- Organize weekly status meetings
- Develop detailed project plan

This phase results in the following deliverables:

- Kickoff meeting materials
- Detailed Project Plan

Duration:

- 24 Hours

Resource & Fee Estimates:

Role	Hourly Rate	Estimated Hours	Estimated Fees
Solution Analyst	$225.37	24	$5,408.77

3.2 Implement Gimmal Records Management

Gimmal will install and configure GRM for PoSD's ODC and IT pilot groups.

Assumptions

As of May, 2020, PoSD's Records Types by Business Process and Department spreadsheet lists the follow record counts for the ODC and IT groups. This SOW assumes that this is the total scope of the pilot implementation.

- ODC (12 total)
    - Agreements, Contracts - Equipment, Goods and Services
    - Agreements, Contracts and Leases - Real Property and Infrastructure
    - Department Administration
    - Historical Documents, Events, Memorabilia, Collections, Artifacts
    - Policies and Procedures
    - Recorded Documents - Vital
    - Public Information Requests
    - Public Notices
    - Records, Information Management
    - Statements of Economic Interest
    - Appointments to Board Committees and Task Forces
    - Legislative Records
- IT (13 total)
    - Business Continuity Records
    - Department Administration
    - Policies and Procedures
    - Security, Access Operations
    - Strategic Planning
    - Vendor, Supplier Files
    - Equipment, Parts and Supplies Inventory Records
    - Employee Training Materials, Courses, Scheduling
    - Training - Employees and Board Members
    - IT Application, System Development and Maintenance
    - IT Technology Helpdesk, Access and Security
    - Real Property Maps
    - Internal and External Audits

- ODC's records are in one SharePoint Online site collection

IT's records are in one SharePoint Online site collection

Implementation Tasks

The implementation will be in one (1) production environment.

1. Definition of the target data set for the Group implementation.
2. Create tenant for Records Management Information Lifecycle in Gimmal's Production SaaS environment.
3. Add PoSD users for access to Records Management Information Lifecycle in a SaaS environment.
4. Configure general software settings such as email, theme, and notifications.
5. Install one (1) SharePoint Online Connector per Group.
6. Configure GRM SaaS environment to communicate with connectors.
7. Import Client Retention Schedule
8. Configure the records triggers, retentions, and lifecycles
9. Crawl SharePoint Online for the target data set. The chosen target data set should include content that has already been organized by the client in a way that can be mapped to the defined Record Classes.
10. One and ½ days of training.
11. Technical documentation.

Duration:

- 4-5 Weeks

Resource & Fee Estimates:

Role	Hourly Rate	Estimated Hours	Estimated Fees
Solution Analyst	$225.37	170	$45,974.50

3.3 Project Closeout

Gimmal wants to provide the appropriate PoSD staff with the ability to be as self-sufficient as possible following the end of the engagement. Gimmal also wants to ensure that all success criteria have been met and that PoSD is completely satisfied with the engagement.

Major activities performed include:
- Conduct project closeout meeting
- Review and confirm success criteria
- Review knowledge transition materials
- Support from Gimmal staff assigned to this project for 30 days

This phase results in the following deliverables:
- Project closeout meeting materials
- Knowledge transition materials

Duration:
- 48 Hours

Resource & Fee Estimates:

Role	Hourly Rate	Estimated Hours	Estimated Fees
Solution Analyst	$225.37	48	$10,817.53

4 Roles and Responsibilities

4.1 Gimmal

The following table outlines the roles and responsibilities for Gimmal project team members. One team member may serve in multiple roles.

Role	Description
Solution Analyst	The Gimmal Solution Analyst will work with PoSD and the Gimmal team to configure and train on the Gimmal Product stack. The Gimmal Product Specialist will also work as a Senior Business Analyst for the purposes of gathering requirements for the Gimmal team.

4.2 PoSD

The following table outlines the roles and responsibilities for PoSD project team members. One team member may serve in multiple roles.

Role	Description
Stakeholders	PoSD stakeholders that are required to participate in training, requirements gathering, and technical review. The stakeholders will be defined as a part of project initiation.

5 Schedule

Gimmal estimates the duration of the engagement to be approximately six (6) to eight (8) calendar weeks to complete implementation.

6 Pricing

Gimmal will provide the above services on a time and materials basis for an estimated $62,200.80 plus expenses. The table below describes the pricing for this engagement.

Work Stream	Estimated Fees
Project Initiation	$ 5,408.77
Onboard GRM	$ 45,974.50
Project Close Out	$ 10,817.53
Total:	**$ 62,200.80**

7 Assumptions

The project scope, approach, timeframe, and fees in this SOW are based on the following.

General

- All pricing is in US dollars (USD).

- Normal business hours are defined as 8:00 AM to 5:00 PM CDT, Monday through Friday, excluding published PoSD holidays.

- Any change in the specified scope of work, services, schedule, fees, or any other matter addressed in the statement of work must be mutually agreed upon by the parties in writing as part of a Change Order.

- Any delay by PoSD that impacts either the critical path of the project or results in more than one business day delay will be tracked by Gimmal and may be the basis for a change in scope which will require a Change Order.

PoSD Responsibilities

- Timely review and approval of all deliverables are required in order to meet the timeline of the project

- Provide a project sponsor and timely access to key business process owners, subject matter experts, support personnel, and participants for the solution. PoSD resources will be primarily responsible for communication and scheduling time with Subject Matter Experts as well as handling meeting logistics

- Form a skilled, focused core team committed to the project. This team will be available to perform all responsibilities associated with the core team for the duration of the project.

- Participate in all scheduled status meetings and working sessions

- Provide written documentation to authorize any change in scope and approve completion of project activities by signing off on applicable project documents as completed activities occur

8 Signature Page

AGREED AND ACCEPTED:

Gimmal LLC	**Port of San Diego**
By:	By:
Name:_____	Name:_____
Title:_____	Title:_____
Date:_____	Date:_____