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Title: RESOLUTION WAIVING BOARD OF PORT COMMISSIONERS POLICY NO. 110 AUTHORIZING A PURCHASE ORDER WITH GIMMAL LLC FOR GIMMAL RECORDS MANAGEMENT SOFTWARE LICENSING AND SERVICE AGREEMENT FOR IMPLEMENTATION SERVICES FOR A PILOT PROJECT FROM 06/24/2020 THROUGH 06/30/2021 WITH A MAXIMUM EXPENDITURE AMOUNT OF \$114,551. THIS PILOT PROJECT MAY LEAD TO SIGNIFICANTLY LOWER RECURRING COSTS OF PORT-WIDE RECORDS MANAGEMENT. FUNDS REQUIRED FOR FY20 ARE BUDGETED AND FUNDS REQUIRED FOR FY21 ARE INCLUDED IN THE RECENTLY ADOPTED PRELIMINARY FY21 BUDGET. THIS EXPENDITURE IS CONSIDERED ESSENTIAL

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Attachments: 1. 4. 2020-0094 Attachment A, 2. 4. 2020-0094 Attachment B, 3. 4. 2020-0094 Attachment C, 4. 4. 2020-0094 Attachment D, 5. 4. 2020-0094 Draft Resolution

Date	Ver.	Action By	Action	Result
6/23/2020	1	Board of Port Commissioners	adopted	

DATE: June 23, 2020

SUBJECT:

RESOLUTION WAIVING BOARD OF PORT COMMISSIONERS POLICY NO. 110 AUTHORIZING A PURCHASE ORDER WITH GIMMAL LLC FOR GIMMAL RECORDS MANAGEMENT SOFTWARE LICENSING AND SERVICE AGREEMENT FOR IMPLEMENTATION SERVICES FOR A PILOT PROJECT FROM 06/24/2020 THROUGH 06/30/2021 WITH A MAXIMUM EXPENDITURE AMOUNT OF \$114,551. THIS PILOT PROJECT MAY LEAD TO SIGNIFICANTLY LOWER RECURRING COSTS OF PORT-WIDE RECORDS MANAGEMENT. FUNDS REQUIRED FOR FY20 ARE BUDGETED AND FUNDS REQUIRED FOR FY21 ARE INCLUDED IN THE RECENTLY ADOPTED PRELIMINARY FY21 BUDGET. THIS EXPENDITURE IS CONSIDERED ESSENTIAL

EXECUTIVE SUMMARY:

The District's current enterprise content and records management system is costly (approximately \$170,000 annually) and lacks widespread user adoption. To address these challenges, the District completed a proof of concept to replace the current system with one that leverages a combined solution of 1) Microsoft's SharePoint Online platform and 2) Gimmel's Record Management System.

Maintaining the current, less desirable system for the next five years will result in an approximate cost of \$850,000. Implementing and operating the new proposed system is expected to result in a

savings of approximately \$390,000 over the same five-year period.

The proof of concept confirmed the technical capabilities of the Gimmel Record Management System and its ability to integrate with Microsoft SharePoint to fulfill the District's records retention and disposition requirements. Due to the success of the proof of concept and the potential significant year-over-year cost reduction, staff recommends waiving BPC 110 and authorize a purchase order and service agreement with Gimmel LLC for a pilot project to help determine whether full implementation is recommended. When added to the cost of proof of concept, these pilot project costs bring the total past the threshold allowed without Board authorization, and therefore, Board approval is being requested in accordance with Board Policy No. 110.

RECOMMENDATION:

Adopt a Resolution waiving Board of Port Commissioners Policy No. 110 and authorizing a purchase order with Gimmel LLC for Gimmel Records Management software licensing and authorize a service agreement for implementation services for a pilot project with a maximum expenditure amount of \$114,551.

FISCAL IMPACT:

Cash Requirement Forecast	(And Beyond)				
	FY 19/20	FY 20/21	FY 21/22	FY 22/23	FY 23/24
Equipment & Systems	\$ 52,350	54,968	57,716	60,602	63,632
Services - Professional & Other	\$ 62,201				
Total by Fiscal Year	\$ 114,551	54,968	57,716	60,602	63,632
	\$ 351,468	Total Cash Requirement			

Funds for FY20 are budgeted in the Technology Management Program capital project budget. Funds required for FY21 are included in the preliminary base budget with licensing in Information Technology Non-personnel and Professional Services in the Technology Management Program capital budget, subject to Board approval upon adoption of the Final FY 2021 budget

Licenses for FY20/21 and beyond in the Equipment & Systems cost account have an estimated 5% escalation to allow for growth.

COMPASS STRATEGIC GOALS:

This agenda item supports the following Strategic Goal(s).

- A Port that the public understands and trusts.
- A Port with an innovative and motivated workforce.

DISCUSSION:

The District implemented an enterprise content and records management system in 2013. The solution was selected based upon demonstrations and interviews resulting from Request for Proposal no. 12-37. Upon implementation, end users and records management staff complained that the

system was difficult to use, unreliable, and configuration did not align well with business processes. These complaints, among others, resulted in end-users storing files locally to avoid interacting with the system.

The District's Information Technology (IT) department attempted to remediate the ongoing complaints through upgrades and enhancements, but any improvements made were not sufficient to address the significant issues and increase user adoption. These issues, coupled with poor support and lack of product knowledge from the implementor, prompted the District to begin looking at alternative solutions in 2017.

Microsoft's SharePoint Online (SharePoint) offering was identified, early on, to be the platform of choice since the District was already licensed for it through its annual Microsoft enterprise licensing. Microsoft provided on-site demonstrations of its out-of-the-box content management capabilities inherent in the SharePoint solution to key District records staff. The demonstrations were promising but staff ultimately determined that the District needed more robust records management capabilities in order to properly perform records disposition according to the Board of Port Commissioner's Policy No. 371 and accompanying Retention Schedule.

Given the District's intent to leverage SharePoint as the document repository, staff began researching compatible options for enhanced records management and disposition add-ons. A cursory survey of the software space, at the time, found very few alternatives, especially when considering the complex electronic records retention and production rules required for government agencies under the California Public Records Act. Staff reached out to other agencies and discovered others use SharePoint as its primary records repository combined with the Gimmel Records Management (GRM) tool for retention and disposition.

After interviewing one such agency, the Port of Houston, about their experience with GRM and conducting an on-site visit in 2018, the District employed Gimmel to complete a proof of concept that combined the inherent content management & storage capabilities within SharePoint and the robust records disposition features of GRM. The proof of concept confirmed the technical capabilities of GRM and its ability to integrate with Microsoft SharePoint to fulfill the District's records retention and disposition requirements.

Since technical capabilities have been established, the District must now determine that the solution is the right fit for the District's complex business needs. Staff proposes implementing the solution that was developed in the proof of concept to a small but diverse subset of District departments in its live production environment to prove its ability to align with District business requirements as well as its ease of use and supportability.

Due to the success of the proof of concept and the District's desire to continue its due diligence in finding the right solution, staff recommends waiving BPC 110 to authorize a purchase order for software licensing and a service agreement for implementation of the solution in order to make a final determination on the viability for GRM as the new enterprise records management system.

Additionally, and perhaps most significantly, replacing the current system with the proposed solution would result in a five-year saving of approximately \$390,000. If the pilot is successful, staff will move forward with enterprise roll-out in accordance with the five-year total cost of ownership, which is estimated to be \$556,500. This includes what is outlined in the Cash Requirement Forecast for the cost of the pilot as well as additional professional services that may be needed for District-wide

rollout initiatives, document migration from the current system, and SharePoint governance configuration.

General Counsel’s Comments:

The Office of the General Counsel has reviewed and approved this agenda, proposed agreements, and resolution, as presented, as to form and legality.

Environmental Review:

The Board direction or action, including without limitation, a resolution waiving Board of Port Commissioners Policy No.110 authorizing purchase of records management software implementation services, does not constitute a “project” under the definition set forth in California Environmental Quality Act (CEQA) Guidelines Section 15378 because it will not have a potential to result in a direct or indirect physical change in the environment and is, therefore, not subject to CEQA. No further action under CEQA is required.

In addition, the Board action complies with Sections 21 and 35 of the Port Act, which allow the Board to pass resolutions; and to do all acts necessary and convenient for the exercise of its powers. The Port Act was enacted by the California Legislature and is consistent with the Public Trust Doctrine. Consequently, the Board action is consistent with the Public Trust Doctrine.

Finally, the Board direction or action does not allow for “development,” as defined in Section 30106 of the California Coastal Act, or “new development,” pursuant to Section 1.a. of the District’s Coastal Development Permit Regulations. Therefore, issuance of a Coastal Development Permit or exclusion is not required.

Equal Opportunity Program:

Not applicable.

PREPARED BY:

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Attachment(s):

- Attachment A: Statement of work with Gimmal LLC for Implementation Services
- Attachment B: Purchase Order with Gimmal LLC for Software Subscription
- Attachment C: Master Services Agreement with Gimmal LLC.
- Attachment D: Professional Services Addendum with Gimmal LLC.