

**HIGHLINE WATER DISTRICT
King County, Washington**

RESOLUTION 18-1-23A

RESOLUTION AUTHORIZING CONSULTING SERVICES AGREEMENT #18-60-02 WITH CRE8, INC. FOR PHASE 1 - ECM TECHNOLOGY PLANNING AND RECORDS MANAGEMENT PROGRAM

WHEREAS, at the 12/20/17 Board meeting staff discussed the need to establish a records management program for all paper, electronic and email documents to ensure compliance with Washington State Laws; and

WHEREAS, the Board of Commissioners adopted the 2018 Operating Budget (Resolution 17-12-20A), which included consulting services for Records Management; and

WHEREAS, the District requested a scope of work from CRE8, Inc. to assist with the development of a Records Management Program; and

WHEREAS, Phase 1 includes the following tasks to be completed in 2018:

Deliverable 1 - ECM technology planning cost including application designs for 4 programs, and development of an ECM vendor REP.	\$47,000
Deliverable - 2,3,4,5, and 6- RIM program components to address all agency records, physical and electronic including email to properly support retention, disposition, search and retrieval.	\$39,600
Deliverable 7 - Vendor evaluation and selection (RFP response evaluation, demonstrations, final vendor proposal assessment)	\$12,000

WHEREAS, the General Manager and Administrative Manager have reviewed the 1/11/2018 Scope of Work submitted by CRE8, Inc. and recommend approval of this resolution.

NOW, THEREFORE, BE IT RESOLVED:

1. The General Manager or designee is authorized to enter into Consultant Services Agreement #18-60-02 (Attachment 1, attached and incorporated herein) with CRE8, Inc. for Phase 1 ECM Technology Planning and Records Management Program for a not-to-exceed amount of \$98,600.
2. The General Manager and/or the District's Legal Counsel are authorized to make minor changes to the Agreement if required.

**HIGHLINE WATER DISTRICT
King County, Washington**

RESOLUTION 18-1-23A

ADOPTED BY THE BOARD OF COMMISSIONERS of Highline Water District, King County, Washington, at an open public meeting held this **23rd** day of **January 2018**.

BOARD OF COMMISSIONERS



Daniel Johnson, President



Kathleen Quong-Vermeire, Secretary



Todd Fultz, Commissioner



Vince Koester, Commissioner



George Landon, Commissioner

ATTACHMENT - 1

HIGHLINE WATER DISTRICT

AGREEMENT FOR CONSULTING SERVICES

THIS AGREEMENT is entered into between **HIGHLINE WATER DISTRICT**, King County, Washington, a municipal corporation and special purpose district organized and existing under the laws of the State of Washington (hereafter referred to as "the District"), and **CREB, INC.**, (hereafter referred to as "the Consultant") in consideration of the mutual benefits, terms and conditions hereinafter specified.

1. Scope of Consulting Services. Consultant shall provide consulting services to the District under the terms of this Agreement for the following Project: **Phase 1 - ECM Technology Planning, and Records Management Program** ("Project"). The scope of services is more fully described on **Exhibit A** attached hereto and incorporated herein by this reference.
2. Compensation and Payment. District shall pay Consultant for the time and materials devoted to the Project as consideration for the performances of the services set forth on **Exhibit A**, not to exceed the amount of Ninety Eight Thousand Six-Hundred and 00/100 Dollars (\$98,600.00). Such compensation shall be payable in the following manner:
 - a. Consultant shall submit a detailed monthly billing for all services provided describing in reasonable and understandable detail the services rendered, fees charged and expenses incurred by Consultant during the previous month in accordance with a schedule of rates and charges set forth on **Exhibit B**, including fees and expenses for additional services authorized by District as provided herein. District shall pay the invoice within thirty (30) days of receipt, except as to any disputed amounts.
 - b. Upon District's failure to pay within thirty (30) days of receipt the undisputed amount set forth in any monthly billing submitted to District by Consultant, such unpaid balance will bear interest at the rate of 0.5% per month until the amount of such unpaid balance, plus interest thereon shall be paid in full.
3. Schedule of Work. Consultant shall commence the performance of its services under this Agreement upon receipt of notice by the District to do so and shall provide the services in accordance with the schedule on **Exhibit A & B**, subject to delays for causes beyond the reasonable control of Consultant or as otherwise agreed to by District.
4. Subcontractors. Consultant shall not subcontract or assign any portion of the services to be performed under this Agreement without the prior written approval of the District, such approval to be given in the District's sole discretion. If the District approves the subcontracting or assignment of any portion of the services, the Subcontractor or Assignee (collectively the "Subcontractor") shall fully comply with the insurance requirements set forth in Section 7 of this Agreement. The District and the Contractor shall be named as additional insureds on Subcontractor's Commercial General Liability Insurance Policy with regard to the subcontracted or assigned services to be performed by the Subcontractor and a copy of the endorsement naming the District and the Contractor as additional insureds shall be attached to the Certificate of Insurance and provided to the District. Alternatively, Contractor shall have the Subcontractor included as an additional insured on Contractor's Commercial General Liability Insurance Policy and provide a copy of the endorsement to that affect with the Certificate of Insurance provided to the District.

5. Independent Contractor. Consultant is an independent contractor and not an employee of the District. Consultant shall be responsible in full for payment of its employees, including insurance and deductions, and for payment to any subcontractors. No personnel employed by Consultant shall acquire any rights or status regarding the District. All of the services required hereunder shall be performed by Consultant or under its direction, and all personnel engaged therein shall be fully qualified under applicable state, federal and local law to undertake the work performed by them.
6. Changes in Scope of Services. The District may require changes or modifications in the scope of services to be performed under this Agreement. Any such changes or modifications shall be in writing and signed by the parties to this Agreement. The compensation for the changes or modifications, whether a decrease or increase, shall be on the same terms and conditions as set forth in Paragraph 2 above or in a manner otherwise mutually agreed to by the Parties.
7. Insurance. Consultant shall maintain throughout the performance of this Agreement the following types and amounts of insurance.
 - a. Comprehensive vehicle liability insurance covering personal injury and property damage claims arising from the use of motor vehicles with combined single limits of Two Million Dollars (\$2,000,000).
 - b. Commercial General Liability Insurance written on an occurrence basis with limits no less than Two Million Dollars (\$2,000,000) combined single limit per occurrence and Two Million Dollars (\$2,000,000) aggregate for personal injury, bodily injury and property damage. Coverage shall include, but not be limited to: blanket contractual; products/completed operations; broad form property damage; explosion, collapse and underground (XCU) if applicable; and employer's liability; and
 - c. Professional liability insurance (Errors and Omissions insurance) with limits no less than Two Million Dollars (\$2,000,000).

The insurance policies shall: (1) state that coverage shall apply separately to each insured against whom claim is made or suit is brought, except with respect to the limits of the insurer's liability; (2) be primary to any insurance maintained by the District, except as respects losses attributable to the sole negligence of the District; and (3) shall state that the District will be given thirty (30) days prior written notice of any cancellation, suspension or material change in coverage.

The District and its elected and appointed officers, employees, agents, and volunteers shall be named as an additional insured on the Commercial General Liability Insurance policy with regard to work and services performed by or on behalf of the Consultant and a copy of the endorsement naming the "District and its elected and appointed officers, employees, agents, and volunteers" as an additional insured shall be attached to the Certificate of Insurance.

Before commencing work and services, Consultant shall provide to the District a Certificate of Insurance evidencing the insurance described above and shall also complete and provide to the District the insurance forms attached hereto as **Exhibit C**. The District reserves the

right to request and receive a certified copy of all required insurance policies.

The above insurance limits do not constitute a limit on Consultant's liability to the District. Any payment of deductible or self-insurance retention shall be the sole responsibility of Consultant.

Consultant shall be solely responsible for the safety of its employees and subcontractors at the Project work site, and shall comply with all applicable federal, state and local statutes, regulations and ordinances regarding safety.

8. Indemnification. Consultant shall defend, indemnify and hold harmless the District, its officers, employees and agents and volunteers from and against all claims, injuries, damages, liabilities, losses of suits, including attorneys' fees and costs, caused directly or indirectly by Consultant's negligent acts, errors or omissions, but only for that portion of such Damages which reflect the percentage of negligence of Consultant, and/or its employees, agents, and subcontractors compared to the total negligence of all persons, firms, or corporations which result in such Damages. The parties agree that Consultant's duty to defend shall not arise unless the Damages at issue involve a specific claim or allegation of negligent acts, errors or omissions by Consultant and/or its employees, agents, and subcontractors. For the purposes of this indemnification, Consultant specifically and expressly waives any immunity granted under the Washington Industrial Insurance Act, Title 51 RCW. This waiver has been mutually negotiated and agreed to by the parties. If a court of competent jurisdiction determines that this contract is subject to RCW 4.24.115, Consultant's obligation to defend, indemnify and hold harmless the District, its officers, employees, agents and volunteers shall be limited to the extent of Consultant's negligence. The provisions of this Section shall survive the expiration of termination of this Agreement.
9. Ownership of Documents. Consultant agrees to return to District upon termination of this Agreement all documents, drawings, photographs and other written or graphic material, however produced, received from District and used by Consultant in performance of its services hereunder. All documents, drawings, specifications, designs, mylars, surveys, survey data, reports and other work product (collectively referred to as "Work Product") produced by Consultant in connection with the services rendered under this Agreement shall be owned by District. District shall own all copyrights to such Work Product and Consultant agrees to assign all ownership rights to such Work Product to the District. Reuse of any such Work Product by the District for other than a specific project or modification in use by the District of any of the Work Product without the Consultant's prior written approval shall be at the District's sole risk.
10. Standard of Care. Consultant's services shall be performed with the level of care, skill and competence of the consulting profession in accordance with the standard for professional services at the time the services are rendered.
11. Right of Entry. District shall provide for the right of entry of Consultant and its subcontractors and all necessary equipment in order to complete the services under this Agreement.
12. Compliance with Codes and Standards. Consultant's Professional Services shall be consistent with the standard of care and shall incorporate those publicly known federal, state and local laws, regulations, codes and standards that are applicable at the time

Consultant renders its services.

13. Discovery of Hazardous Materials. The parties recognize that unanticipated hazardous materials or suspected hazardous materials may be discovered on District's property or on property included as part of the site of work but not owned by District. The discovery of unanticipated hazardous materials may delay the Consultant's provision of the services required herein. In that event, the parties may extend the Contract Completion Date by mutual agreement.
14. Termination. This Agreement may be terminated by either Party upon five (5) days written notice for any reason. In the event of termination, Consultant shall be entitled to compensation for all services performed and costs incurred through and including the date of termination, except as to any disputed amounts.
15. General Provisions.

- a. Notices. Any notice or demand desired or required to be given under this Agreement shall be in writing and deemed given when personally delivered, sent by facsimile machine, or deposited in the United States Mail (or with an express courier), postage prepaid, sent certified or registered mail, and addressed to the parties as set forth below or to such other address as either party shall have previously designated by such a notice:

<u>To the District:</u> Highline Water District 23828 30th Ave. S. Kent, WA 98032 Attn: General Manager	<u>To the Consultant:</u> CRE8, Inc. 936 N 34th Street, Suite 400 Seattle, WA 98103 Attn: George Dunn, President
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- b. Attorneys' Fees. In the event that either Party commences litigation against the other Party relating to the performance, enforcement or breach of this Agreement, the prevailing party in such action shall be entitled to all costs, including attorneys' fees and costs and any such fees or costs incurred on appeal.
- c. Entire Agreement. This Agreement and its exhibit attachments contain the entire understanding between the District and Consultant relating to the consulting services which are the subject of this Agreement. This Agreement merges all prior discussions, negotiations, letters of understanding or other promises whether oral or in writing. Subsequent modification or amendment of this Agreement shall be in writing and signed by the parties to this Agreement.
- d. Waiver. Waiver of any breach or default hereunder shall not constitute a continuing waiver or a waiver of any subsequent breach either of the same or of another provision of this Agreement.
- e. Assignment. Neither Party shall assign, transfer or otherwise dispose of this Agreement in whole or in part to any individual, firm or corporation without the prior written

consent of the other party. Subject to the provisions of the preceding sentence, this Agreement shall be binding upon and enure to the benefit of the respective successors and assigns of the parties hereto. This Agreement is made only for the benefit of the District and Consultant and successors in interest and no third party or person shall have any rights hereunder whether by agency, as a third party beneficiary, or otherwise.

- f. Jurisdiction/Law. This Agreement shall be governed by and construed in accordance with the laws of the State of Washington. Any suit to enforce or relating to this Agreement shall be brought in King County Superior Court, King County, Washington.
- g. Severability. If any term, covenant or condition of this Agreement is held by a court of competent jurisdiction to be invalid, the remainder of this Agreement shall remain in effect.
- h. Effective Date. The effective date of this Agreement shall be the date that the Agreement is signed by an authorized representative of the District.

CRE8, INC.
("Consultant")

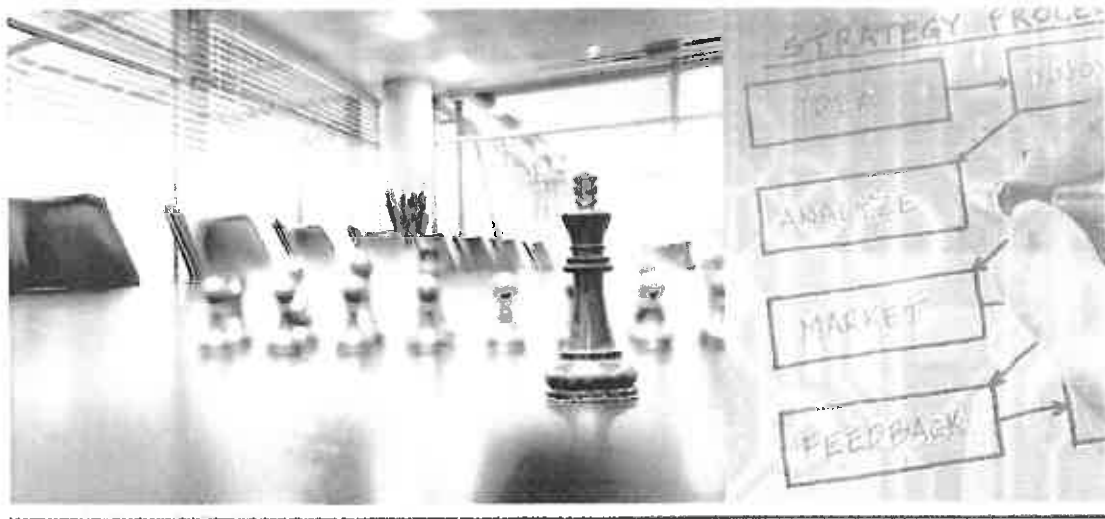
By _____
Typed Name George Dunn
Its President
Dated _____

HIGHLINE WATER DISTRICT
("District")

By _____
Typed Name Matt Everett
Its General Manager
Dated _____

CRE8[®], INCORPORATED

INDEPENDENT CONSULTANTS
IMPROVING PROCESSES, PEOPLE AND SYSTEMS



HIGHLINE WATER DISTRICT ECM AND RIM DETAILED PLANNING SCOPE OF WORK 1/11/2018

CRE8 INDEPENDENT CONSULTANTS

(888) 963-6524 Voice • WWW.CRE8INC.COM • E-Mail: CONSULTING@CRE8INC.COM

January 11, 2018

Debbie Prior
Administrative Manager
Highline Water District
23828 30th Ave South
Kent, Washington 98032
206.592.8906
dprior@highlinewater.org

Dear Debbie,

As requested, as a follow up to our ECM and IG/RIM study, enclosed is a SOW for work identified as desired by HWD to be completed in 2018, including:

- Phase 1, Deliverable 1 - ECM technology planning cost including application designs for 4 programs, and development of an ECM vendor RFP (Cost: \$47,000.);
- Phase 1, Deliverable 2, 3, 4, 5, and 6 - RIM program components to address all agency records, physical and electronic including email to properly support retention, disposition, search and retrieval (Cost: \$39,600.); and
- Phase 1, Deliverable 7 - Vendor evaluation and selection (RFP response evaluation, demonstrations, final vendor proposal assessment) (Cost: \$12,000.)

The total cost for above deliverables is \$98,600 (there will be no charge for expenses). For all work completed/billed by March 2018 we are pleased to provide a 10% discount to HWD.

In Appendix 1, the additional scope of work identified as desired by HWD to be completed after 2018 is presented, including:

- Phase 2, Deliverable 1 - Define HWD standards supporting retention and security for implementation of electronic records to meet compliance and business needs (Cost: \$4,400.);
- Phase 2, Deliverable 2 - Develop a communication plan, and update HWD's current training program for records management program and public disclosure to align with expanded RIM methods and controls for physical and electronic records (Cost: \$10,560.); and
- Phase 3, Deliverable 1 - Application design for 2 additional programs (Cost: \$14,800.)

In Appendix 2, a multi-year ECM/RIM cost budget plan, from our ECM IG/RIM report is presented. We at CRE8 look forward to being of assistance to Highline Water District for this important project.

Very Best,

George Dunn

George Dunn | President
CRE8 Independent Consultants
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425-941-5071 Cell | 206-556-5958 Office
dunn@cre8inc.com | www.cre8inc.com

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EXHIBIT A**CRE8 INDEPENDENT CONSULTANTS
ECM TECHNOLOGY PLANNING, AND
RECORDS MANAGEMENT PROGRAM (RIM)
STATEMENT OF WORK 2018**

Phase 1, Deliverable 1 - ECM technology planning cost including application designs for 4 programs and development of an ECM vendor RFP (Cost: \$47,000.)

Phase 1, Deliverable - 2,3,4,5, and 6 - RIM program components expanded to address all agency records, physical and electronic including email to properly support retention, disposition, search and retrieval (Cost: \$39,600.)

Phase 1, Deliverable 7 - Vendor evaluation and selection (RFP response evaluation, demonstrations, final vendor proposal assessment) (Cost: \$12,000.)

Total Cost \$98,600 (There will be no charge for expenses). For all work completed/billed by March 2018, there will be a 10% discount.

EXHIBIT B

Phase 1, Deliverable 1: ECM technology planning cost including application designs for 4 programs and development of an ECM vendor RFP.

Total External Consultant Cost: \$47,000.

Work Performed by: George Dunn, President of CRE8 Independent Consultants.

CRE8 Independent Consultant Approach:

Will develop a conceptual application design document, for identified areas (see a. to d., below).
Conceptual application design document will include:

- project introduction and goals: project requirements, software module requirements, project phase and date requirements, project co-dependencies, project risks and mitigation strategies, resource requirements, and acceptance criteria;
- input: scan requirement, fax in requirements, electronic requirements, e-mail requirements, shared network drive requirements, portal requirements, backfile conversion requirement (existing ECM, shared drives, paper), and format requirements;
- indexing: index capture, ECM, workflow, ERM, manual indexing requirements, barcode indexing requirements, OCR/ICR forms processing indexing requirements, portal index requirements, and data systems index requirements;
- transaction: transaction storage requirements (metadata, content);
- viewer: viewer requirements, annotation requirements, digital signature requirements, data system screen level integration requirements, and portal screen level integration requirements;
- foldering, search, workflow, and retention: folder requirements, search requirements, workflow requirements, portal requirements, and ERM requirements; and
- output: print requirements, fax out requirements, electronic out requirements, data system out requirements, and portal out requirements.

Will develop a vendor RFP including above requirements, and add in questions for vendors.

Consultant Tasks	Deliverables	Hours	Deliverable Cost	Resource Requirements & Comments
a. Develop a conceptual application design document for GM and Board of Commissioners.	Conceptual application design document, for this area.	36	\$8,000.	The consultant will work with team members in the designed area, develop a written document for review and comment, and finalize document.
b. Develop a conceptual application design document for Project Coordinator, and Engineering Operations Manager.	Conceptual application design document, for this area.	68	\$15,000.	The consultant will work with team members in the designed area, develop a written document for review and comment, and finalize document.
c. Develop a conceptual application design document for Field	Conceptual application design document, for this area.	68	\$15,000.	The consultant will work with team members in the designed area, develop a written document for review

Supervisor, and Operations Supervisor.				and comment, and finalize document.
d. Develop a conceptual application design document for Records.	Conceptual application design document, for this area.	18	\$4,000.	The consultant will work with team members in the designed area, develop a written document for review and comment, and finalize document.
e. Develop a written RFP, incorporating in application design requirements and adding in vendor questions.	RFP including requirements for all conceptual application design areas above and vendor questions.	23	\$5,000.	The consultant will work with team members in the designed area, develop a written document for review and comment, and finalize document.
		213	\$47,000.	

<p>Phase 1, Deliverable 2: Review and inventory agency records to identify the records series that are created, used and maintained as well as the format and media, including physical and electronic.</p>				
<p>Total External Consultant Cost: \$8,800.</p>				
<p>Work Performed by: Senior Records Consultant - Darlene Curtice, CRM.</p>				
<p>CRE8 Independent Consultant Approach: Perform a complete records inventory of agency HWD records, and gain an understanding of storage and retrieval of public records, both paper and electronic, throughout the agency. Work with the project manager and or designated staff, to verify all agency records series in the core general schedules and specific Utilities before creating master RRS and file plan. Deliverable is a list of all HWD records series created, used and maintained to perform agency work.</p>				
Consultant Tasks	Deliverables	Hours	Deliverable Cost	Resource Requirements & Comments
a. Conduct office/business group interviews to identify/verify all agency records created, used, and maintained to perform their work.	An inventory identifying the records for each department in the agency.	30	\$6,600.	The consultant will work with HWD internal staff on data collection for each department/business unit. HWD will identify offices and designated contacts.
b. Identify the records series in both the local core records retention schedule (RRS) and the Utilities schedule.	A spreadsheet identifying the records series for the agency.	10	\$2,200.	
		40	\$8,800	

<p>Phase I, Deliverable 3: Develop agency master RRS spreadsheet with retention requirements identifying records series (document types) for official records including location, format, and media. RRS will include a description and DANs.</p>				
<p>Total External Consultant Cost: \$6,600.</p>				
<p>Work Performed by: Senior Records Consultant - Darlene Curtice, CRM.</p>				
<p>CRE8 Independent Consultant Approach: The records series identified in the inventory will be combined into a master records schedule that will identify the records that agency offices and business units create, use, and store to perform their work. The outcome is a master RRS.</p>				
Consultant Tasks	Deliverables	Hours	Deliverable Cost	Resource Requirements & Comments
a. Develop an agency master RRS as well as instructions to complete each department/business units.	Business retention schedule template to verify current records series including media and location and the completed master RRS.	30	\$6,600.	The consultant will work with designated staff and business unit managers
		30	\$6,600.	

Phase I, Deliverable 4: Develop an agency file plan and a classification scheme/taxonomy structure for folders supporting retention, search and retrieval and define standard naming conventions for folders and documents. The outcome is standard file folder structure and naming conventions.				
Total External Consultant Cost: \$8,800.				
Work Performed by: Senior Records Consultant - Darlene Curtice, CRM.				
CRE8 Independent Consultant Approach A taxonomy and indexing elements will be identified following completion of the agency-wide program review. Standard folder structures will be recommended for documents and records both physical and electronic. Naming conventions will be recommended in conjunction with identifying metadata fields for indexing. The outcome is a file classification scheme and standard naming conventions. Note: This will be done in conjunction with the RRS review. Business functions and categories will be identified as the basis for standardizing the file plan with document categories. The file plan is an expansion of the master RRS.				
Consultant Tasks	Deliverables	Hours	Deliverable Cost	Resource Requirements & Comments
a. Determine the document categories in the file plan based on general functions and processes assigned to each records series in the file plan.	Recommended file plan with general functions and processes to identify document categories grouping like requirements of records series.	5	\$1,100.	The Consultant will review and discuss with project manager and designated staff supporting the project.
b. Recommend file folder classification scheme/taxonomy structure.	Recommended file classification structure in four templates.	25	\$5,500	The consultant will review and discuss with project manager and designated staff supporting the project.
c. Define standard naming conventions for folders and documents.	Written description of general naming conventions / rules for folders and documents.	10	\$2,200.	The consultant will review and discuss with project manager and designated staff supporting the project.
		40	\$8,800.	

Phase I, Deliverable 5 - Prepare and present workshop materials for pilot - training/meetings on pilot with selected participants				
Total External Consultant Cost - \$8,800.				
Work Performed by: Senior Records Consultant - Darlene Curtice, CRM				
CRE8 Independent Consultant Approach: Pilot - Implement the taxonomy/ classification scheme and naming conventions with a department/business unit for unstructured electronic records on a network drive. Note: Test and review cycles will be required to "rationalize" the classification scheme so that its structure meets the needs of each business unit.				
Consultant Tasks	Deliverables	Hours	Deliverable Cost	Resource Requirements & Comments
a. Prepare and present workshops for pilots - Kickoff training for pilots with selected participants.	Training materials for workshop(s) to implement taxonomy structure and naming conventions.	10	\$2,200.	Participation of identified office staff in the pilot activities to complete the pilot objectives.
b. Conduct meetings to apply structure to network drive file and confirm with pilot staff.	Taxonomy structure and naming standards will be completed for a test pilot.	30	\$6,600.	Participation of identified office staff in the pilot activities to complete the pilot objectives.
		40	\$8,800.	

Phase I, Deliverable 6 - Develop HWD email management guidelines supporting retention and disposition of email records.				
Total External Consultant Cost - \$6,600.				
Work Performed by: Senior Records Consultant - Darlene Curtice, CRM.				
<p>CRE8 Independent Consultant Approach: The consultant will distribute a brief survey to managers and supervisors on how email is used and managed by HWD staff. New email management guidelines will be based on best practices and standards supporting retention and disposition requirements. The outcome is email management guidelines.</p> <p>Note: It is recommended that new standards and procedures support a user-driven model for users to apply in their current email system and then through automated methods as part of the ERM/ECM solution.</p>				
Consultant Tasks	Deliverables	Hours	Deliverable Costs	Resource Requirements & Comments
a. Conduct a written survey for each department manager regarding how email is used and maintained.	Survey and Survey results.	8	\$1,760.	The consultant will distribute the survey to HWD managers/supervisors for each department/business unit. HWD will identify offices and designated contacts.
b. Complete written guidelines on email management.	Email guidelines on retention and disposition.	22	\$4,840.	
		30	\$6,600.	

Phase 1, Deliverable 7: Vendor Evaluation and Selection (RFP Response Evaluation, Demonstrations, Final Proposal).				
Total External Consultant Cost: \$12,000.				
Work Performed by: George Dunn, President of CRE8 Independent Consultants.				
CRE8 Independent Consultant Approach: Will review vendor RFP response, develop a vendor demonstration script, assist with vendor demonstration evaluation, and for selected vendor review the best final proposal and provide feedback.				
Consultant Tasks	Deliverables	Hours	Deliverable Cost	Resource Requirements & Comments
a. Review Vendor RFP responses and assist with evaluation.	Vendor scoring sheet.	24	\$5,280.	The consultant will work team members review vendor RFP responses and assist with evaluation.
b. Develop vendor demonstration script and assist with vendor evaluation.	Demonstration script and vendor demonstration scoring sheet.	24	\$5,280.	The consultant will provide vendor demonstration script for review, comment, and will finalize.
c. Review selected vendor best and final proposal and provide feedback.	Final proposal vendor written feedback.	6.54	\$1,438.	The consultant will work with team to review vendor final proposal.
		54.54	\$12,000.	

APPENDIX 1

**CRE8 INDEPENDENT CONSULTANTS
ECM TECHNOLOGY PLANNING AND
RECORDS MANAGEMENT PROGRAM (RIM)
ADDITIONAL STATEMENT OF WORK**

Phase 2, Deliverable 1 - Define HWD standards supporting retention and security for implementation of electronic records to meet compliance and business needs (Cost: \$4,400.)

Phase 2, Deliverable 2 - Develop a communication plan and update HWD's current training program for records management program and public disclosure to align with expanded RIM methods and controls for physical and electronic records (Cost: \$10,560.)

Phase 3, Deliverable 1 - Application design for 2 programs (Finance, AP Facilities/ Purchasing; and Security Systems and System Admin) (Cost: \$14,800.)

<p>Phase 2, Deliverable 1 - Define HWD standards supporting retention and security for implementation of electronic records to meet compliance and business needs. This task supports ERM / ECM technology implementation</p>				
<p>Total External Consultant Cost - \$4,400.</p>				
<p>Work Performed by: Senior Records Consultant - Darlene Curtice, CRM.</p>				
<p>CRE8 Independent Consultant Approach Working with the consultant, HWD operations manager and identified staff will review recommended standards that must be applied to a technology solution meeting the lifecycle requirements.</p> <p>Note: A successful RIM program must develop and implement standards with information technology services that will be applied to records across the technology landscape and in enterprise content management solutions. Standards will be implemented to address the following core requirements to manage electronic records and documents throughout their lifecycles: Retention Standards, and Security Standards.</p>				
Consultant Tasks	Deliverables	Hours	Deliverable Cost	Resource Requirements & Comments
a. Identify methods to apply retention standards to electronic records and documents.	Recommendations on standards to apply retention requirements of official records and copies on storage and disposition.	10	\$2,200.	The consultant will meet with designated staff and external IT staff to gain consensus on necessary standards.
b. Define methods to establish security of computer infrastructure supporting records protection and access throughout the records lifecycle.	Recommendations on controls to provide security and protection of agency records across the computer landscape.	10	\$2,200.	Same as above
		20	\$4,400.	

Deliverable 2 Develop a communication plan and update HWD's current training program for records management program and public disclosure to align with expanded RIM methods and controls for physical and electronic records.				
Total External Consultant Cost - \$10,560.				
Work Performed by: Senior Records Consultant - Darlene Curtice, CRM.				
CRE8 Independent Consultant Approach Consultant will provide a high-level communication and training plan that may be used to announce changes and improvements in both the RIM program and public records disclosure. Consultant will present training materials working with selected staff as determined by HWD.				
Consultant Tasks	Deliverables	Hours	Deliverable Cost	Resource Requirements & Comments
a. Develop communication and training plan with talking point examples.	Written plan for communication and training supporting electronic records management.	10	\$2,200.	The consultant will discuss with designated project manager and members.
b. Develop training materials including briefing sheets for retention and disposition.	PowerPoint presentation and quick reference guides supporting electronic records management procedures.	16	\$3,520.	The consultant will discuss with designated project manager and members.
c. Present training modules as determined by HWD based on communication and training plan.	Presentations by consultant to selected HWD staff including leadership.	8	\$1,760.	Participation by identified HWD staff.
d. File plan implementation.	Assistance by consultant with implementing file plan on network drive(s).	14	\$3,080.	Participation by identified HWD staff.
		48	\$10,560.	

Phase 4, Deliverable 1: Application design for 2 programs (Finance, AP Facilities/ Purchasing; and Security Systems and System Admin).				
Total External Consultant Cost: \$14,800.				
Work Performed by: George Dunn, President of CRE8 Independent Consultants.				
CRE8 Independent Consultant Approach:				
Will develop a conceptual application design document, for identified areas (see a. to d., below). Conceptual application design document will include:				
<ul style="list-style-type: none"> • project introduction and goals: project requirements, software module requirements, project phase and date requirements, project co-dependencies, project risks and mitigation strategies, resource requirements, and acceptance criteria; • input: scan requirement, fax in requirements, electronic requirements, e-mail requirements, shared network drive requirements, portal requirements, backfile conversion requirement (existing ECM, shared drives, paper), and format requirements; • indexing: index capture, ECM, workflow, ERM, manual indexing requirements, barcode indexing requirements, OCR/ICR forms processing indexing requirements, portal index requirements, and data systems index requirements; • transaction: transaction storage requirements (metadata, content); • viewer: viewer requirements, annotation requirements, digital signature requirements, data system screen level integration requirements, and portal screen level integration requirements; • foldering, search, workflow, and retention: folder requirements, search requirements, workflow requirements, portal requirements, and ERM requirements; and • output: print requirements, fax out requirements, electronic out requirements, data system out requirements, and portal out requirements. 				
Consultant Tasks	Deliverables	Hours	Deliverable Cost	Resource Requirements & Comments
a. Develop an application design document for Finance, AP Facilities/ Purchasing.	Conceptual application design document, for this area.	58	\$12,800.	The consultant will work with team members in the designated area, develop a written document for review and comment, and finalize document.
b. Develop an application design document for Security Systems and System Admin	Conceptual application design document, for this area.	9	\$2,000.	The consultant will work with team members in the designated area, develop a written document for review and comment, and finalize document.
		67	\$14,800.	

APPENDIX 3
ECM AND RIM CONSULTING COST/BUDGET PLAN

Three Year Budget	2018	2019	2020	Total
Technology Planning Cost				
Application Design (GM, Board of Commissioners)	\$8,000			\$8,000
Application Design (Project Coordinator, Engineering Operations Manager)	\$15,000			\$15,000
Application Design (Field Supervisor, Operations Supervisor)	\$15,000			\$15,000
Application Design (Records)	\$4,000			\$4,000
Develop RFP	\$5,000			\$5,000
Vendor Evaluation and Selection (RFP Response Evaluation, Demonstrations, Final Proposal)	\$12,000			\$12,000
Application Design (Finance, AP Facilities/ Purchasing, Customer Service)			\$12,800	\$12,800
Application Design (Security Systems, System Admin)			\$2,000	\$2,000
RIM Consulting Improvement Costs				
Phase 1 - Develop RM Program Components to address all agency records, physical and electronic including email to properly support retention, disposition, search and retrieval.				
1. Review and inventory agency records to identify the records series that are created, used and maintained as well as the format and media, including physical and electronic.	\$8,800			\$8,800
a. Conduct interviews with key staff/work groups to inventory records. Approx. 15 @ 2 hours each.				
b. Identify records series in WA State records retention schedules (RRS)				
2. Develop agency master RRS, spreadsheet with retention requirements identifying records series (document types) for official records including location, format, and media. RRS will include description and DANs.	\$6,600			\$6,600

Three Year Budget (Continued)	2018	2019	2020	Total
3. Develop an agency file plan and classification scheme/taxonomy for folders supporting retention, search and retrieval and define standard naming conventions for folders and documents for agency records.	\$8,800			\$8,800
a. Develop a file plan and classification scheme/taxonomy structure.				
b. Define standard naming conventions for folders and documents.				
4. Prepare and present workshops materials for pilot - training on pilots with selected participants.	\$8,800			\$8,800
a. Pilot - Implement the classification scheme and naming conventions with a work group for unstructured electronic records on network drive. Note: Test and review cycles will be required to "rationalize" the classification scheme so the structure meets the needs of business units.				
5. Develop email management guidelines supporting retention and disposition of email records.	\$6,600			\$6,600
Phase 2 - Implement Records Controls and Methods for electronic records and email supporting life-cycle management of HWD records.				
1. Develop standards supporting retention and security for implementation of electronic records across the computer landscape to meet compliance and business needs.		\$4,400		\$4,400
a. Identify methods to apply retention standards to electronic records and documents.				
b. Define methods to establish security for records across the computer infrastructure				
2. Develop communication and training plan and training presentation materials on RRS implementation for electronic records including email.		\$10,560		\$10,560
a. Develop a communication and training plan.				

Three Year Budget (Continued)	2018	2019	2020	Total
b. Develop training materials to include briefing sheets on procedures for retention/disposition.				
c. Training presentation by consultant - (develop materials and present training).				
d. Guidance on Agency file plan implementation on network drive (s).				
	\$98,600	\$14,960	\$14,800	\$128,360

Agenda Item No.: 5.1

Agenda Date: 01/23/18

Reviewed By: [Signature]

SUBJECT: Authorize Agreement for Consulting Services #18-60-02 with CRE8, Inc. for Phase 1 – ECM Technology Planning and Records Management Program

CATEGORY	
<i>Executive</i>	<input type="checkbox"/>
<i>Administrative</i>	<input checked="" type="checkbox"/>
<i>Engineering/Operations</i>	<input type="checkbox"/>

FINANCIAL			
<i>Expenditures?</i>	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>	N/A <input type="checkbox"/>
<i>Budgeted?</i>	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>	N/A <input type="checkbox"/>
<i>Amount:</i> \$ <u>98,600.00</u>			

ATTACHMENTS:

1. Resolution 18-1-23A
2. Attachment 1 – Agreement for Consulting Services #18-60-02

COMMENTS:

At the 12/20/17 Board meeting staff discussed the need to establish a records management program for all paper, electronic and email documents to ensure compliance with Washington State Laws.

The Board of Commissioners adopted the 2018 Operating Budget (Resolution 17-12-20A), which included consulting services for Records Management.

The General Manager and Administrative Manager have reviewed the 1/11/2018 Scope of Work submitted by CRE8, Inc. and recommend approval of this resolution.