



Proposal Records Management Services

**Municipal Water District
of Orange County**

May 31, 2016

prepared by



P.O. Box 62, 1028 Tirol Lane, Lake Arrowhead, CA 92352-0062

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May 31, 2016

Cathy Harris, Administrative Services
Municipal Water District of Orange County
18700 Ward Street
P.O. Box 20895
Fountain Valley, CA 92728

Dear Ms. Harris:

Thank you for the opportunity to submit a response to MWDOC's Request for Quote and Qualifications for Records Management Services.

We understand the purpose of the RFQ is to improve the District's Records Management Program, as outlined in the Records Management Needs Assessment and the RFQ.

We are committed to participating participate in the entire selection process as determined by MWDOC.

Gladwell Governmental Services, Inc. is recognized as the expert in California Municipal Government Records Management Systems; we can provide many advantages to MWDOC:

1. GGS has worked with over 150 municipal governments in California, and has excellent knowledge of "best practices" and legal requirements in California, including many water districts.
2. We have no vendor affiliations, have no relatives that offer software or other services, and do not sell any products, therefore can provide objective recommendations based upon what is in your best interest, rather than be driven by unknown profit motives.
3. Services will be provided by the most qualified staff member, as opposed to the typical practice of other firms (e.g., initial presentations made by qualified professionals, then assign less qualified staff members to do the work.)
4. GGS is an expert in Laserfiche utilization and administration.
5. Ms. Gladwell was a former City Clerk, and has excellent knowledge of local government from the "inside out".

I appreciate the opportunity to respond to your Request for Proposal; please feel free to call or e-mail me with any questions you may have.

Sincerely,

Diane R. Gladwell, MMC
President

SCOPE OF SERVICES

1: Revise Records Retention Schedules, Records Destruction Procedures, e-mail Policies, Trustworthy Electronic Records Policies; Provide Employee Training

Gladwell Governmental Services, Inc. (GGS) will revise the District's Records Retention Schedule, then meet on site with each department to review and revise the schedule, including a discussion of "Best Practices" and legal requirements of other water districts in California.

GGS will provide draft staff reports, resolutions, meeting schedules, memoranda and other material to assist the District in managing the project.

Following adoption of the records retention schedules by the Board of Directors, GGS will provide written policies and procedures for Records Destruction, e-mail and Trustworthy Electronic Records.

GGS will provide training and assistance to all departments in the use of the adopted Records Retention Schedules, e-mail, and Trustworthy Electronic Records.

Four full on-site days.

2: Coordinate the selection and training of Temporary Staff to Sweep Records in Library, Vault, Various Offices, Closets, and off-site storage (Iron Mountain)

GGS will provide assistance and coordination for the specifications for temporary staff to form a "Strike Team." GGS has many years experience in assisting temporary Strike Teams, and can assist the District in avoiding pitfalls and maximizing the accuracy and efficiency of the project.

Following the selection of the temporary staff, GGS will provide written procedures and train the employees in the proper analysis of records and application of the Records Retention Schedules. Procedures will (two on site days).

During the project, GGS will provide five additional on-site days to provide transitions to new departments and records series and/or analysis of more difficult records.

Seven full on-site days.

3: Laserfiche: Establish prioritized plans, Written Policies & Procedures, Improved Efficiency via evaluating current electronic filing system structure, provide employee training

GGS will develop prioritized plans for expansion of the Laserfiche system, focused on records series with a Permanent retention and of high-value to the District. The plan will include labor and/or outsource scanning costs to ensure each records series can be supported with the very small staffing levels at the District. This will provide a road map and budgetary information so as the District wants to expand its use, they will know the cost and impact on staff of doing so.

GGS will evaluate the District's current electronic filing system structure and provide employee training.

(Four on site days)

4: Evaluate the former mNemoDex (Hand-typed index) and determine how to best convert to Another System in the most efficient and expedient manner

GGS will analyze the mNemoDex system, including the underlying records and how they are filed, and make recommendations / present options on converting the system to a modern, computer-searchable technology in a manner that allows efficient access to the underlying documents that are indexed into the system.

GGS will provide a written recommendation and action plan to the District

(One on site day)

5: Establish electronic Records Filing and Naming Convention Standards, provide employee training

GGS will facilitate the development District-wide and each Department's standard file structure and naming convention, in addition to cleaning up the older electronic files so they are properly managed.

Each meeting will start with a presentation of compelling needs and Best Practices from other cities, and then an analysis of their current structure and naming conventions. GGS will facilitate developing consensus for an improved structure, in addition to the removal of old, unnecessary drafts and copies and the transfer of records still required into the new format.

Two "rounds" of meetings for each department will be provided.

(Five on site days)

6: Review and update the Administrative Code

GGS will review and make recommendations to update the Administrative Code in "Track Change" format.

(All services provided via e-mail and telephone calls)

7: Develop and implement New Employee Training / Annual Training Procedures

GGS will develop a syllabus, and all material for new employees and an annual employee training program

(All services provided via e-mail and telephone calls)

Proposal for Municipal Water District of Orange County

submitted by Gladwell Governmental Services, Inc.

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8: Develop and Implement a Records Management Audit Program

GGS will develop a Records Management Audit program and procedure and provides the conduct of the first audit.

(One on-site day)

KEY PERSONNEL

All work is performed by the President of Gladwell Governmental Services, Inc., Diane R. Gladwell, MMC. Ms. Gladwell is certified as a Master Municipal Clerk, the highest certification issued by the International Institute of Municipal Clerks, responsible for Records Management in municipal governments worldwide.

Assignments are not delegated to less skilled personnel or subcontractors, assuring the project is well-coordinated without communication problems or scheduling conflicts among various consultants and their other projects.

This also assures the highest quality work, as Ms. Gladwell has over 30 years' experience in managing records in local government agencies in California.

QUALIFICATIONS and EXPERIENCE

SUMMARY

Diane R. Gladwell is a Certified Municipal Clerk with over twenty years experience managing in public and private sectors. Recipient of multiple awards recognizing excellence in municipal clerk administration. Facilitator, author and instructor for document imaging, best practices and reengineering in over 100 organizations, including AIIM, ARMA and COMDEX.

PROFESSIONAL BACKGROUND

Gladwell Governmental Services, Inc.
President

1989 to present

Clients have included over 100 California Cities and Counties; VISA Corporation; City and County of Kansas City, Kansas; Saint Paul, Minnesota; the International Institute of Municipal Clerks (IIMC); and the City Clerks Association of California (CCAC). Projects have included:

1. Organization-wide and Department-level Records Management Programs:
Retention Schedules, Procedures, Manuals and Training
2. Document Imaging (Optical Disk) System Acquisition or Remediation
3. Educational Programs and Publications in Technology, Business Process Reengineering,
Best Practices, Records Management and other subjects.
4. Facilitation of Business Process Reengineering.
5. Elections Management.

City of San Luis Obispo
City Clerk

1992 to 1995

As a member of the management team, responsible for records management, election administration, municipal code maintenance, FPPC disclosures, special event permits, City Council support, and coordination of over 20 boards and commissions for the City of San Luis Obispo. Administration of the agenda process and all public notification and advertisement.

Received the Presidents Award of Distinction for Excellence in Organization and Administration from the California Clerks Association (1994). Reduced expenses by 22% while increasing services to the public; developed "InfoSLO" computerized information kiosk, electronic advertising and electronic agendas; reengineered all programs and processes in the Division.

City of Glendale
Assistant City Clerk

1989 to 1992

As a member of management, responsible for records management, election administration, municipal code maintenance, FPPC disclosures, business licensing, film permits and special events for Glendale (population 187,000). Supervised Council and Redevelopment Agency agendas, packets and minutes preparation as required; administrated publication and mailing of legal notices, bids, and process claims for the City. Develop, presented and administrated City Clerk annual budget of \$800,000. Acted as Public Information Officer for the City during emergencies (Glendale fire, storm damage). Supervised a staff of nine who serve a culturally diverse community.

Developed, implemented, and administrated a city-wide records management program based on optical disk technology which has received international, national and state awards for exceptional records management programs.

Administered payment systems and collections for a chain of 50 grocery stores (over five million transactions annually.) Records management for payment transactions, criminal and civil incidents for chain. A key member of the management team that developed and implemented computerized Electronic Funds Transfer for checks and credit cards as well as several custom applications to track returned items and issue check cashing cards. Budget development and administration for four Divisions representing expenditures of over \$8,000,000.

EDUCATION

Pacific Southern University, Los Angeles: Bachelor of Science, Business Administration
California Polytechnic University, Pomona: Business administration courses
Citrus College, Azusa: Associate of Science, Business Administration
UCLA: Business management courses
Institution de Technologico, Yucatan, Mexico: Attended institute as a foreign exchange student
ESRI Geographic Information Systems (GIS) training

HONORS

Olsten Award for Excellence in Records Management Programs;
Association of Records Management Administrators (ARMA)
President's Award of Distinction for Excellence in Organization and Administration;
City Clerks Association of California (CCAC)
Records Management Award for Exceptional Municipal Programs Utilizing Alternative Technologies;
International Institute of Municipal Clerks (IIMC)
President's Award for Excellence in Public Presentations and Published Articles;
City Clerks Association of California (CCAC);
Rotary, International, Lake Arrowhead Chapter: Special Service Award ("Old Fire" Sticker Project
which raised over \$20,000 for fire victims)
(3) Honorary Service Awards (California PTA, for outstanding service to youth and community)
Life Member: Delta Mu Delta, Alpha Gamma Sigma and California Scholarship Federation
Listed in Who's Who of Executives and Professionals

PRESENTATIONS AND PUBLICATIONS

University of Riverside, Extension / Technical Track for Clerks: Records Management, Elections
COMDEX
AIIM (Association for Information and Image Management)
ARMA (Association of Records Managers and Administrators)
IIMC (International Institute of Municipal Clerks)
CCAC (City Clerks Association of California)
Government Technology Conference
Co-Author: Punchcard Ballot Counting Procedures and Guidelines (various voting systems)
Author: Document Imaging
Efficient Filing
Funding Records Management Projects
Elections Management and Performance Measurement
Various articles published by ARMA, ICMA, IIMC and NAGARA

PROFESSIONAL MEMBERSHIPS

Association of Records Managers and Administrators
California Association of Clerks and Elections Officials
City Clerks Association of California (*Past First Vice President, Past Second Vice President*)
International Institute of Municipal Clerks (*Past Chair, Resource Committee, Membership Task Force, current member, Records Management Committee*)

REFERENCES

Additional California water district references are available, if requested.

Delta Diablo (Water / Sewer District)

Stacy Tucker, Records Manager
2500 Pittsburg-Antioch Hwy
Antioch, CA 94509
stacyt@deltadiablo.org

Eastern Municipal Water District

Michelle Herrington, Records Manager
2270 Trumble Rd.
Perris, CA 92572
herringm@emwd.org

Irvine Ranch Water District

Alex Aguilar, Purchasing Manager
15600 Sand Canyon Ave.
Irvine, CA 92619-7000
AGUILAR@irwd.com

Moulton Niguel Water District

Paige Gulck, Clerk to the Board
27500 La Paz Rd.
Laguna Niguel, CA. 92677
pgulck@mnwd.com

Western Municipal Water District

Margo McDaniels, Records Manager
14205 Meridian Parkway
Riverside, CA 92518
mmcdaniels@wmwd.com

BUSINESS HISTORY

Gladwell Governmental Services, Inc. (GGS) was founded as a sole proprietorship in 1989, and has provided services to over 150 local governments in the State of California. GGS was incorporated as a California "S" Corporation in 2001.

The business focuses only on Special Districts, Cities and Counties in the State of California, which has developed a high level of expertise in records management for these agencies.

We have provided like services to over 150 local government agencies in California.

GGS has no vendor affiliations, allowing us to make unbiased recommendations that are in the best interests of its clients.

COST

| Task | Requested Scope of Work | Associated Cost |
|--------------|--|-----------------|
| 1 | Evaluate and revise Records Retention Schedules, Records Destruction Procedures, e-mail Policies, Trustworthy Electronic Records Policies; Provide Employee Training | \$7,500 |
| 2 | Coordinate the selection and training of Temporary Staff to Sweep Records in Library, Vault, Various Offices, Closets, and off-site storage (Iron Mountain) | \$7,900 |
| 3 | Laserfiche: Establish prioritized plans, Written Policies & Procedures, Improved Efficiency via evaluating current electronic filing system structure, provide employee training | \$5,900 |
| 4 | Evaluate the former mNemoDex (Hand-typed index) and determine how to best convert to Another System in the most efficient and expedient manner | \$500 |
| 5 | Establish electronic Records Filing and Naming Convention Standards, provide employee training | \$5,900 |
| 6 | Review and update the Administrative Code | \$250 |
| 7 | Develop and implement New Employee Training / Annual Training Procedures | \$500 |
| 8 | Develop and Implement a Records Management Audit Program | \$1,900 |
| TOTAL | | \$30,350 |