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OFFICE OF THE CITY CLERK  
OAKLAND

2018 JAN 31 AM 9:36

# AGENDA REPORT

**TO:** Sabrina B. Landreth  
City Administrator

**FROM:** LaTonda Simmons  
City Clerk

**SUBJECT:** Offsite City Records Storage Services  
Contract With Corodata, LLC

**DATE:** January 22, 2018

City Administrator Approval

Date:

1/30/18

## RECOMMENDATION

**Staff Recommends The City Council Adopt The Following Resolutions:**

- 1) A Resolution Waiving The Request For Proposals/Qualifications Process And Authorizing The City Administrator To Execute A Fourth Amendment To The Contract With GRM Information Management Services ("GRM") To Extend The Contract Under The Current Contract Terms Through September 30, 2018 In An Additional Amount Not To Exceed \$170,000; And**
- 2) A Resolution Authorizing A Contract With The Successful Bidder, Corodata, LLC., In An Amount Not To Exceed \$150,000 Each Year For Records Management And Offsite Records Storage Service For A Period Of Seven Years In The Total Amount of \$1,050,000, With Two, Two-Year Options To Extend The Contract Up To A Total Of 11 Years, For A Grand Total Contract Amount of \$1,650,000.**

## EXECUTIVE SUMMARY

The duty to preserve records for future public access is a requirement for government agencies. The City of Oakland began utilization of offsite storage services for inactive records after closure of the former City Records Center as a result of the 1989 Loma Prieta earthquake. In alignment with industry best practices and as an efficiency measure, the City began using contracted offsite storage services. Since utilization of offsite storage services, the city has maintained services under the operation of one vendor with a budget appropriation and a scope of services established in 1999. Industry records management services have advanced significantly from the service parameters and costing of the original 1999 contract. The City's offsite records repository and contracted service activities no longer align with the City's needs or service model. The City has completed competitive bidding to update all contract elements with current industry options, technologies, consideration of departmental service needs, and relevant fiscal support. After evaluation and ranking of proposals, the City completed negotiations with the successful bidder, Corodata, to establish a contract with a relevant scope of service options for the City of Oakland. The City recommends approval of a contract with the new service provider, Corodata, and extension of the contract with the current provider GRM, to provide the

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Finance and Management Committee  
February 13, 2018

necessary time to transfer City records to the new provider and ensure availability of records to the public.

## **BACKGROUND / LEGISLATIVE HISTORY**

Since 1999, the City has utilized the services of commercial records management services to provide secured offsite storage for preservation and management of inactive City records. A competitive process resulted in a contract with SIMMBA, which was acquired by GRM in 2003. The City has maintained contract services with GRM to provide for access to records and management services, which includes an accumulated repository of over 30,000 boxes of City records.

At the Council meeting of May 17, 2016, a third contract extension, per Resolution No. 86176, was authorized to provide time to rebid storage services to focus on a fair and competitive solicitation of services that would include:

- 1) review of critical organizational needs for records services,
- 2) access to current industry records management technologies, and
- 3) establishment of realistic fiscal parameters for a relevant suite of records management services.

## **Service Enhancement Details and Efficiencies**

In accordance with the above objectives, the City completed a competitive process involving; proposal evaluation/ranking of proposals, assessment of specific stakeholder needs, selection, and completed contract negotiations with the highest ranked vendor, Corodata. The City specifically focused on service enhancements that would provide:

- 1) utilization of scanning technologies to align with City's greening and efficiency objectives,
- 2) immediate department level digital repository management,
- 3) certifications for the handling of unique records,
- 4) optimized changes to standards of accessibility
- 5) operations continuity planning, and
- 6) options for management of digital records and records conversion.

In addition, the proposed contract with Corodata includes strengthened access and processing controls and provides service enhancements that align with City of Oakland greening initiatives, service needs, and basic operations requirements. Corodata services specifically engage the following records management tools and tasks not currently utilized and of need to the City of Oakland:

- Reconciliation of unidentified records in the City's inventory.
- Direct department billing of related storage and records services.
- Mobilization of regular destruction in accordance with best practices.

- Technical services for digital and paper document management, conversion, restoration, and preservation.
- Quality standards for labeling for tracking of records entering the department inventories.
- Facilities and security standards for storage and handling of law enforcement records.

**Records and Services Transition**

The transition incorporates specific tasks that strengthen the integrity of the current records inventory. Based on the volume of City records, transfer must occur in increments and requires overlap of service provider activity as records transfer between facilities. Remaining tasks are critical and commence from the City Council authorization of contracts. Those high-level tasks include: reconciliation of invoices, inventory analysis, transfer of records to the new provider, and destruction of expired records. The timeline proposes the following actions after City Council approval:

<b>Task</b>	<b>After Council Approval</b>	<b>Completion</b>
Reconciliation of Services	Within 14 days	February 2018
Offsite Inventory Analysis	Within 45 days	March 2018
On-site Records Transfer	Within 60 days	March - June 2018
Vendor Transfer of Records	Within 60 days	March - June 2018
Records Disposition	Within 90 days	May - August 2018

Extension of the current provider’s contract is necessary and critical for service and records transfer and requires waiver of Oakland Municipal Code section 2.04.051(A). Oakland Municipal Code (“OMC”) section 2.04.051(A) requires the City Administrator to conduct a request for proposals/qualifications (“RFP/Q”) process for professional services contracts in excess of \$25,000 and OMC Section 2.04.0151(B) allows Council to waive the RFP/Q requirements upon a finding by the Council that it is in the best interest of the City to do so.

City staff requires this last extension with GRM to in order to avoid the disruption of services and the delay of the ongoing off-site storage project, while maintaining access to records while staff completes work related to vendor negotiations for the transfer of records. City staff also recommends waiving the RFP/Q requirements for the proposed contract extension so the City can maintain access to City records to comply with legal requirements through completion of services and records transfer.

**FISCAL IMPACT**

The contract with the current provider established services at \$70,000 annually for approximately \$5,832 in monthly storage and service charges. Current records storage and services expenses are approximately \$9,300 monthly; burdened by an inventory of approximately 35,000 boxes at nearly double in size since inception of the contract. Service charges in excess of the City Clerk’s allocation are regularly collected from City Departments and held in the City Clerk’s Records Management project account to satisfy vendor invoices.

The fiscal impact of the GRM contract extension through September 30, 2018 is estimated not to exceed \$170,000 and will be funded with the existing FY17-18 and FY18-19 budgets in General Fund (1010), Organization Code (03121), Project (1000893), and Task (A466210), and other City department cost centers. The GRM contract extension includes expenses for services rendered from March 2017 and utilizes funds set aside and held in project fund accounts due to the payment restrictions of resolution 86176 C.M.S. adopted May 17, 2016.

In year one, Corodata will waive storage fees for the transfer of the City's records inventory. The contract with Corodata is proposed for a fully burdened annual service cost of \$112,000 once all boxes are transferred. This will require additional funding of \$40,000 in the next funding cycle to cover costs for the City's records. The proposed contract limit of up to \$150,000 includes \$38,000 as a fiscal contingency for required records disposition costs. The City will phase disposition of expired records to smooth destruction costs which will result in a substantial reduction of storage services costs by year 3 to approximately \$87,000 annually. This will provide approximately \$63,000 as a fiscal contingency for continuing regular destruction and discretionary specialized services for City departments. This assumes costing analyzed at the current inventory levels, regular growth, and with annual disposition activities. Corodata services will be funded with the existing FY18-19 budget in General Fund (1010), Organization Code (03121), Project (1000893), and Task (A466210), and other City department cost centers.

#### **PUBLIC OUTREACH / INTEREST**

Access to records ensures the City's ability to respond to public, legal, and audit requests.

#### **COORDINATION**

This request was coordinated with the administrative units and departments of Contract Compliance, Finance Department, the Budget Office, Oakland Police Department, and the Office of the City Attorney.

#### **SUSTAINABLE OPPORTUNITIES**

***Economic:*** *There are no Economic opportunities associated with this report.*

***Environmental:*** *This contract proposes reduction of paper records and utilization of common technology for delivery of records as an option for records delivery performed by gas vehicles.*

***Social Equity:*** *Access to City records provides all members of the public information on the decisions of this government.*

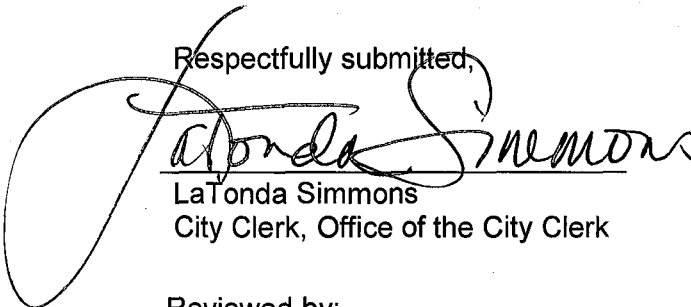
**ACTION REQUESTED OF THE CITY COUNCIL**

**Staff Recommends City Council Adopt The Following Resolutions:**

- 1) A Resolution Waiving The Request For Proposals/Qualifications Process And Authorizing The City Administrator To Execute A Fourth Amendment To The Contract With GRM Information Management Services ("GRM") To Extend The Contract Under The Current Contract Terms Through September 30, 2018 In An Additional Amount Not To Exceed \$170,000; And**
- 2) A Resolution Authorizing A Contract With The Successful Bidder, Corodata, LLC., In An Amount Not To Exceed \$150,000 Each Year For Records Management And Offsite Records Storage Service For A Period Of Seven Years In the Total Amount of \$1,050,000, With Two, Two-Year Options To Extend The Contract Up To A Total Of 11 Years, For A Grand Total Contract Amount of \$1,650,000.**

For questions regarding this report, please contact LaTonda Simmons, City Clerk at (510) 238-7370.

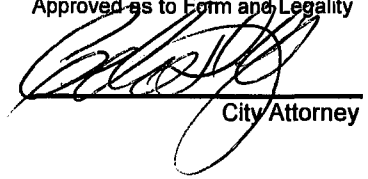
Respectfully submitted,



LaTonda Simmons  
City Clerk, Office of the City Clerk

Reviewed by:  
Sandy Wong, Management Assistant  
Office of the City Clerk  
(510) 238-3226

Item: \_\_\_\_\_  
Finance and Management Committee  
February 13, 2018

  
City Attorney

FILED  
OFFICE OF THE CITY CLERK  
OAKLAND

2018 JAN 31 PM 2:00

# OAKLAND CITY COUNCIL

RESOLUTION No. \_\_\_\_\_ C.M.S.

**RESOLUTION WAIVING THE REQUEST FOR PROPOSALS/QUALIFICATIONS PROCESS AND AUTHORIZING THE CITY ADMINISTRATOR TO EXECUTE A FOURTH AMENDMENT TO THE CONTRACT WITH GRM INFORMATION MANAGEMENT SERVICES (“GRM”) TO EXTEND THE CONTRACT UNDER THE CURRENT CONTRACT TERMS THROUGH SEPTEMBER 30, 2018 IN AN ADDITIONAL AMOUNT NOT TO EXCEED \$170,000.**

**WHEREAS**, the City of Oakland recognizes maintenance and access to inactive records is essential to ensure responsiveness to public inquiries, audits and litigation requests; and

**WHEREAS**, the City of Oakland’s current recordkeeping activity, volume, costs, and needs have significantly increased since program inception in 1999; and

**WHEREAS**, the funding source for this contract extension with GRM will be funded with the existing budget and the FY17-19 budget in General Fund (1010), Organizational Code (03121), Project (1000893), Task (A466210), and department designated funding sources; and

**WHEREAS**, the City of Oakland has completed advertising, bidding, and selection of a new offsite storage services provider which will allow use of current records management tools and technologies; and

**WHEREAS**, the City of Oakland requires time to sort and transfer inventories to a new provider to migrate to a comprehensive model of records storage services and technologies that meet and optimize organizational service levels; and

**WHEREAS**, this contract extension does not incur concurrent charges with both vendors for records storage services; and

**WHEREAS**, the City Council previously approved contract extensions with GRM by Resolutions 83955 C.M.S., 85131 C.M.S. and 86176 C.M.S.; and

**WHEREAS**, the City of Oakland wishes to extend the agreement with GRM, under the current terms, in an additional amount not to exceed one hundred seventy thousand dollars (\$170,000), through September 30, 2018 while the City facilitates transfer of City records to the new vendor; and

**WHEREAS**, Oakland Municipal Code (“OMC”) section 2.04.051.A. requires the City Administrator to conduct a request for proposals/qualifications (“RFP/Q”) process for

professional services contracts over \$25,000 and OMC Section 2.04.0151.B. allows Council to waive the RFP/Q requirements upon a finding by the Council that it is in the best interest of the City to do so; and

**WHEREAS**, City staff recommends waiving the RFP/Q requirements for this contract extension in order to avoid (a) the disruption of services, (b) the delay of the ongoing off-site storage project, and (c) so the City can complete the RFP/Q processes for the new records storage contractor while maintaining access to City records in compliance with local, state, and federal requirements; and

**WHEREAS**, the City Administrator has determined that this contract extension is of a professional and temporary nature and shall not result in the loss of employment or salary by any person having permanent status in the competitive civil service; now, therefore be it

**RESOLVED:** That pursuant to OMC 2.04.051.B. and for the reasons stated above and in the City Administrator’s report accompanying this item, the City Council finds that it is in the best interest of the City to waive the RFP/Q requirements for this contract extension and so waives the requirements; and be it

**FURTHER RESOLVED:** That the City Council hereby authorizes the City Administrator to execute a fourth amendment to the contract with GRM for storage and records management services on a month to month basis until assessment and rebidding are completed to extend the contract through September 30, 2018 in an additional amount not to exceed \$170,000; and be it

**FURTHER RESOLVED:** That based on the information provided by the City Administrator, the City Council finds that this contract is of a professional and temporary nature and shall not result in the loss of employment or salary by any person having permanent status in the competitive civil service; and be it

**FURTHER RESOLVED:** That the funding source for this contract extension is General Fund (1010), Organizational Code (03121), Project (100893), Task (A466210); and department designated funding sources; and be it

**FURTHER RESOLVED:** That the City Attorney shall review the contract extension as to form and legality and a copy shall be filed with the Office of the City Clerk.

IN COUNCIL, OAKLAND, CALIFORNIA, \_\_\_\_\_

**PASSED BY THE FOLLOWING VOTE:**

**AYES –** BROOKS, CAMPBELL-WASHINGTON, GALLO, GUILLEN, KALB, KAPLAN, MCELHANEY AND PRESIDENT REID -

**NOES -**

**ABSENT -**

**ABSTENTION -**

ATTEST: \_\_\_\_\_  
LaTonda Simmons  
City Clerk and Clerk of the Council  
of the City of Oakland, California


  
 City Attorney

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 OFFICE OF THE CITY CLERK  
 OAKLAND

**OAKLAND CITY COUNCIL**

 2018 JAN 31 PM 2:06 **RESOLUTION No. \_\_\_\_\_ C.M.S.**

 Introduced by Councilmember \_\_\_\_\_
 

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**A Resolution Authorizing A Contract With The Successful Bidder, Corodata, LLC., In An Amount Not To Exceed \$150,000 Each Year For Records Management And Offsite Records Storage Service For A Period Of Seven Years In the Total Amount of \$1,050,000, With Two, Two-Year Options To Extend The Contract Up To A Total Of 11 Years, For A Grand Total Contract Amount of \$1,650,000.**

**WHEREAS**, the City of Oakland recognizes maintenance and access to inactive records is essential to ensure responsiveness to public inquiries, audits and litigation requests; and

**WHEREAS**, the City of Oakland lacks personnel, funding, and additional resources to operate and manage a records center for inactive records for the City of Oakland; and

**WHEREAS**, the City of Oakland's current recordkeeping activities, volume, cost, and overall Records Management needs have significantly increased since program inception in 1999; and

**WHEREAS**, the City of Oakland requires records management and storage services that align with industry best practices, with relevant systems and technologies that support City of Oakland operations; and

**WHEREAS**, the City of Oakland needed additional time to prepare criteria for a comprehensive model of records storage services to meet organizational needs and complete bidding at a relevant service levels and organizational need; and

**WHEREAS**, the City of Oakland utilized the services of an independent contractor to ensure neutral and objective coordination, review, and vendor selection; and

**WHEREAS**, the City of Oakland completed advertising, review, evaluation, and ranking of proposals in accordance with City contracting requirements and the established bidding schedule; and

**WHEREAS**, the City of Oakland received proposals from GRM, Corodata, Datasafe, and Access, which were reviewed in accordance with Evaluation Criteria articulated in the RFP; and

**WHEREAS**, after thorough review and ranking of proposals, Corodata, Inc. was determined to be the highest ranked responsive bidder; and

**WHEREAS**, the City of Oakland recommends executing an agreement with Corodata, Inc. in an additional amount not to exceed one hundred fifty thousand dollars (\$150,000), for a period of seven (7) years in the total contract amount of \$1,050,000, with two extensions each for two years for a total period not to exceed 11 years for a grand total contract amount not to exceed \$1,650,000; and

**WHEREAS**, the funding source for this contract with Corodata will be funded with the existing budget in General Fund (1010), Organizational Code (03121), Project (1000893), Task



(A466210) and other City department budgets in accordance with programmatic budgeting standards; and

**WHEREAS**, the City Administrator has determined that this contract is of a professional and temporary nature and shall not result in the loss of employment or salary by any person having permanent status in the competitive civil service; now, therefore be it

**RESOLVED**, That the City Council hereby authorizes the City Administrator to execute a contract with Corodata for records management and records storage services in amount not to exceed \$150,000 each year for a period of seven (7) years in the total contract amount of \$1,050,000, with two extensions each for two years for a total period not to exceed 11 years for an grand total contract amount not to exceed \$1,650,000; and be it

**FURTHER RESOLVED**: That based on the information provided by the City Administrator, the City Council finds that this contract is of a professional and temporary nature and shall not result in the loss of employment or salary by any person having permanent status in the competitive civil service; and be it

**FURTHER RESOLVED**: That the funding source for this contract extension is General Fund (1010), Organizational Code (03121), Project (1000893), Task (A466210) and other City department budgets in accordance with programmatic budgeting standards; and be it

**FURTHER RESOLVED**: That the City Attorney shall review the contract extension as to form and legality and a copy shall be filed with the Office of the City Clerk.

IN COUNCIL, OAKLAND, CALIFORNIA, \_\_\_\_\_

**PASSED BY THE FOLLOWING VOTE:**

AYES - BROOKS, CAMPBELL WASHINGTON, GALLO, GUILLEN, KALB, KAPLAN, McELHANEY AND PRESIDENT REID

NOES -

ABSENT -

ABSTENTION -

ATTEST: \_\_\_\_\_  
LaTonda Simmons  
City Clerk and Clerk of the Council  
of the City of Oakland, California