

# **Records Management Plan and Consulting Services**

For the

**Town of Cutler Bay  
Florida**

*January 23, 2019*

*Proposal and Statement of Qualifications*

**Steve M. Lewis, President**

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Mrs. Debra Eastman, MMC  
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Office of the Town Clerk  
10720 Caribbean Blvd., Suite 105  
Cutler Bay, FL 33189  
[DEastman@cutlerbay-fl.gov](mailto:DEastman@cutlerbay-fl.gov)

Dear Debra,

It was very nice meeting with you again Friday. I appreciate the confidence you express in our services. I'm pleased to propose development of a comprehensive records management plan for the Town. **Section 257.36, Florida Statute** mandates each public agency establish and maintain a records management program to ensure the economical and efficient management of agency information. To ensure economic and efficient management of information, a records program must be formalized and administered with key components established in writing. All decision-making effecting the management of information, either directly or indirectly (e.g. policy/procedure development, technology implementation, etc.) should consider the agency's Records Management Program standards and goals.

This document serves to clarify the scope of services, general timeline and fee for the Development of a Comprehensive Records Management Plan and Consulting Services for the Town of Cutler Bay (Agency).

## **COMPREHENSIVE RECORDS PROGRAM GOALS:**

### **I. ACCESS**

- a. Internal – management access to both active and inactive records in an accurate and timely fashion to facilitate government processes.
- b. External – management access to both active and inactive records in an accurate and timely fashion to facilitate public records request.

### **II. RETENTION**

- a. Retention of records in accordance with all local, state and federal requirements.
- b. Retention of all records under secure conditions, preventing unauthorized access by both employees and third parties.

### **III. DISPOSITION**

- a. Timely destruction of records at the end of their retention period in a secure manner.

- b. Disposition documentation pursuant to state requirements.

#### **IV. PRESERVATION**

- a. Protection of all records from physical calamity and decay and provision for disaster recovery, vital records protection.
- b. Conversion of long term retention records to an appropriate preservation device.
- c. Storage of all records under secure conditions, preventing unauthorized access by both employees and third parties.

#### **DEVELOPMENT OF A RECORDS MANAGEMENT PLAN**

SML will develop and deliver a written Records Management Plan for the Town (one hard copy and one digital copy). The Plan will be comprehensive, systematic, legally sufficient and efficient in its approach. The plan will be based on general requirements and specific data relative to the agency and its operations. The plan will be long-range, describing in detail steps to be taken to achieve all comprehensive records program goals listed above. The plan will address the following:

- |  |   |
|--|---|
| • <b>Records Management Program Goals and Approach</b> | • <b>Microfilming</b>                                   |
| • <b>Program Implementation</b>                        | • <b>Electronic Communications</b>                      |
| • <b>Program Administration</b>                        | • <b>Social Media</b>                                   |
| • <b>Program Maintenance</b>                           | • <b>Storage &amp; Security</b>                         |
| • <b>Training</b>                                      | • <b>Filing Systems</b>                                 |
| • <b>Public Records Definitions</b>                    | • <b>Public Records Access (Public Records Request)</b> |
| • <b>Public Agency Status</b>                          | • <b>Exemptions</b>                                     |
| • <b>Categorization</b>                                | • <b>Town Specific Records Collections Issues</b>       |
| • <b>Scheduling</b>                                    | • <b>Policies &amp; Procedures</b>                      |
| • <b>Disposition</b>                                   |   |
| • <b>Format &amp; Media Selection</b>                  |   |
| • <b>Imaging</b>                                       |   |

The plan will include:

- **Narrative explanations, and recommendations.**
- **A detailed implementation narrative.**
- **An executive summary.**
- **Applicable bid specifications for implementation.**
- **A disposition procedure for all Public Records in accordance with Rule Chapter 1B-24, F.A.C.**

- **A filing system matrix together with an automated file code tracking system and/or boxed record index, word searchable, written to Microsoft Excel which may be saved to SQL as a network version.**
- **Detailed scheduling, disposition and imaging options to include destruction, microfilm and digital imaging in accordance with Rule Chapter 1B-26, F.A.C.**
- **Organization structure recommendations related to record operations.**
- **An email policy and dispositioning solution.**
- **An Agency-Wide Disposition List for Agency Public Records in accordance with Rule Chapter 1B-24, F.A.C. based on a record series title inventory.**
- **A training outline and training manual to be used by personnel with record responsibilities.**
- **A list of references and published sources used during preparation.**

Traditional data collection and analysis techniques will be employed including but not limited to: on-site interviews with relevant staff; hands on evaluation of high density and key record collections; an evaluation of activity; review and analysis of existing policy and procedures. A thorough review and analysis of record management operations will be made resulting in a comprehensive narrative records management plan. **I will personally produce the Plan thereby saving the commission I would ordinarily pay one of my consultants making it possible to greatly reduce the price for the Town.**

#### **Project Scope & Timeframe:**

- 1. On-site Data Collection – Two to three Days**
- 2. Data Analysis, Agency-Wide Disposition List Creation, and Writing of Records Management Plan – Thirty to Sixty Days**

The fee for the on-site visit, data collection, creation of an agency wide disposition list and writing of the Plan is **\$15,000.00 inclusive, one half billable upon completion of the data collection and the second half billable upon delivery of the Plan narrative.** Travel and all related expenses are included, together with a return visit to present findings and recommendations to management. If requested, we will provide a one-day, six-hour training at no additional cost (training is separate from project billing). Updating the Plan every two to three years to remain legally compliant and current with technology and agency business process changes will be billed at **25% of the initial Plan fee.**

#### **RECORDS MANAGEMENT PLAN CONSULTING SERVICES**

We can assist the Town with implementation of plan recommendations, if desired. Our staff will greatly increase implementation speed because of our experience and practice. Implementation services would include on-site technical assistance of nearly any records related service. Services may include identifying records eligible for destruction, records collection review, training, implementation of a file code system and indexing. **The fee for implementation services is \$2,000.00 per eight-hour day per**

**person (our staff) which sum includes travel expenses.** This portion of the services we propose may be spread across multiple fiscal years.

## PROFESSIONAL EXPERIENCE

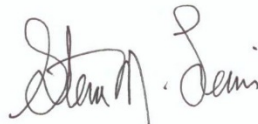
SML, Inc. has worked with numerous agencies on similar projects. We have completed comprehensive records management plans for the City of Coral Gables, the City of Coconut Creek and the City of Doral, for nearby examples. We also maintain long working relationships with many clients continuing to assist and monitor implementation. This includes the City of Clermont where we have **disposed of nearly 11,000 cubic feet of paper records to date.** We have similar on-going experiences with the City of Indian Rocks Beach, the City of Gulfport, the City of Doral and the Collier County School District where we have destroyed over **80 million** pieces of paper.

Numerous references are available upon request. We have over forty years' experience managing Florida Public Records at nearly every type and size of agency. Most experience consists of consulting and writing Records Management Plans for Public Agencies, however, my experience includes at the lowest level, preparing records for microfilming, staffing high density and off-site storage facilities, through to the highest levels of Records authority to include Vice-President positions at two Corporations, one international. Further, I have numerous private sector clients including the automotive and defense industries and half a dozen billion-dollar clients. I successfully designed the records systems for a major provider in industry (an early client) with factories in seven foreign countries for **ISO 9000 Industry Certification**, a difficult certification to achieve.

Beginning 1989, I was the Records Manager for the Florida Department of Health and Rehabilitative Services responsible for the information management systems for the Agency, including the design for the Florida Protective Service System. At that time, HRS was the largest state agency in the United States, with 92,000 employees, a seven-billion-dollar budget and a records collection second only to the National Archives with two million cubic feet of records and 12 off-site record storage facilities. I've attached my resume to flesh out my experience which also includes a larger list of recent Florida Clients.

We appreciate the opportunity to work with the Town. Please give me a call to discuss any of this you wish.

Sincerely,

A handwritten signature in dark ink, appearing to read "Steve M. Lewis". The signature is fluid and cursive, with the first name "Steve" and last name "Lewis" clearly distinguishable.

Steve M. Lewis