



**COMMISSION
AGENDA MEMORANDUM**

Item No. 8m

ACTION ITEM

Date of Meeting March 8, 2022

DATE: February 28, 2022

TO: Stephen P. Metruck, Executive Director

FROM: Krista Sadler, Director Technology Delivery

SUBJECT: **Human Resources Case Management System Contract Authorization**

Contract Value: \$600,000

ACTION REQUESTED

Request Commission authorization for the Executive Director to execute a contract for a Human Resources case management system for a period not-to-exceed ten years in an amount not-to-exceed \$600,000 over the ten-year period. There is no funding request associated with this authorization.

SUMMARY

The Port departments of Human Resources, Workplace Responsibility, and Labor Relations manage cases involving Port Code of Conduct investigations, Employee Relations investigations, employee conflict, performance management, progressive discipline, grievances, and reasonable accommodations under the American Disabilities Act. They work separately and often together on an increasing number of cases making current disparate documentation practices unwieldy and inefficient.

A common case management software solution, selected via a competitive procurement, will provide a central repository to manage investigations in a consistent and more transparent manner across all three organizations. The new system will create additional visibility into case status, identifying bottlenecks and tracking resolution times, and standardize process on best practices to ensure improved compliance and accuracy. Reports will help identify trends and recurring problems.

A small capital project will be pursued for the implementation of this system solution. Annual costs will be funded in Human Resources, Labor Relations, and Legal department operating budgets.

There are no attachments to this memo.