



CITY COUNCIL STAFF REPORT

DATE: NOVEMBER 5, 2014 CONSENT CALENDAR

SUBJECT: AUTHORIZE A PURCHASE ORDER TO PORTFORD SOLUTIONS TO
CREATE A PUBLIC ACCESS PORTAL.

FROM: David H. Ready, City Manager

BY: Department of Building & Safety

SUMMARY

The City Council will consider the issuance of a purchase order to Portford Solutions, in an amount of \$33,950 to create a public access portal.

RECOMMENDATION:

1. Authorize the issuance of a purchase order to Portford Solutions for the creation of a public access portal, in an amount of \$33,950.
2. Authorize the City Manager to execute all necessary documents.

STAFF ANALYSIS:

The Measure J Commission recommended and the City Council approved \$110,000 of Measure J funding for the conversion of Building and Safety records contained on microfiche to electronic files.

On May 21, 2014, Council approved a contract with Portford for microfiche digital conversion in an amount not to exceed \$60,000. The remainder of those Measure J funds were reserved for the purchase of a public access portal to access those records.

The general public accesses digitally stored historic permit information only through a computer at the Department's front counter. The creation of a public access portal will enable customers and the general public remote access to those records.

Staff has obtained a proposal from Portford Solutions to create a publically accessible, self-service portal to the City of Palm Springs public records residing in the City's Application Extender repository. This will be done by creating a new webpage within the City's existing website using Application Extender Web Services to enable limited

read-only/print access to Application Extender records marked as "public". The records marked Public will be defined by the City of Palm Springs Staff.

Portford Solutions is licensed by Application Extender and is the City's current vendor for support with the document management system. PSMC Section 7.04.030 provides the City Council may authorize the acquisition of supplies and/or services without competition when it is determined that due to the experience and expertise demonstrated in prior contracts with the City, a particular contractor is uniquely qualified. As Portford Solutions is licensed by Application Extender and is the City's current vendor, City Staff has determined that prior contract performance and the special expertise and license with Application Extender, Portford Solutions has demonstrated the special expertise required by PSMC Section 7.04.030.

FISCAL IMPACT:

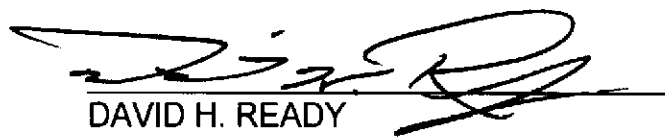
A total of \$110,000 was allocated through Measure J funding for a microfiche conversion project. The amount for the actual conversion project is estimated at \$60,000. The remainder of the Measure J funds were reserved for the development of the public interface and customer service portal. The total amount for the entire project is \$93,950.



JAMES ZICARO
Director of Building and Safety



JAMES THOMPSON
Chief of Staff/City Clerk



DAVID H. READY
City Manager

Attachments:
Portford Solutions Proposal



Statement Of Work (SOW)



FOR

Creation of a Public Access Portal

This SOW defines the estimated costs to implement a public access portal within the City's existing website to provide self-service access to public records stored in ApplicationXtender documents.

Version 1.2, Final

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10/23/2014

Statement of Confidentiality

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1 Introduction

Portford Solutions Group, Inc. appreciates the opportunity to provide this proposal to the City of Palm Springs (the City) in connection with the creation of a public access portal linked to the City's ApplicationXtender Document Management solution. Our experience in implementing document-centric solutions provides us with the necessary knowledge to help ensure a successful engagement.

This SOW defines the estimated costs to implement a public access portal within the City's existing website to provide self-service access to public records stored in ApplicationXtender documents.

1.1 Document Format

This document contains the following sections:

- **Our Understanding.** Presents Portford's understanding of the project objectives and scope for the project.
- **Solution Implementation Approach**
- **Estimated Solution Costs.** Contains estimated costs for implementing the solution.
- **Terms and Conditions.** This section outlines the terms and conditions for the Statement of Work.
- **Approval.** This section contains the SOW approval.

2 Our Understanding

The City receives a large number of requests for public records, requiring City staff to invest FTE resources to locate, print, and deliver the requested public records uses ApplicationXtender Document Management software for their document management requirements.

3 Proposed Solution

To fulfill the City's request to enable a publically accessible, self-service portal to the public records residing in the City's ApplicationXtender repository that enables government agencies like the City to share public documents, while saving staff time and minimizing duplication and distribution expenses, Portford proposes the following:

- Create a new webpage within the City's existing website using ApplicationXtender Web Services license to enable the API level integration, and PAL, or Public Access Licenses, to provide limited read-only/print access to AX records marked as "public" (new index value).

3.1 Additional ApplicationXtender Components Required

3.1.1 ApplicationXtender Web Services

ApplicationXtender Web Services (AppXtender Web Services) is a set of Web Services that provide a remote interface for accessing the ApplicationXtender Content Management system. This interface is a server-side layer that resides on top of the business logic components currently used by ApplicationXtender Web Access .NET (AppXtender Web.NET). AppXtender Web Services provides complex business logic for accessing and manipulating content through a set of APIs, each of which represents a logical and transactional operation.

AppXtender Web Services offers:

- An easy-to-use business logic layer that implements all content management-related operations
- The ability to accommodate method invocations by using remote calls or local library calls
- The ability to serve applications running on different environments and different architectures
- The ability to leverage existing implementations in CM 5.x, while continuing to support scalability, availability, security, and maintainability in current products

More specifically, AppXtender Web Services is a web service that allows the AppXtender application server to interact dynamically with another application using SOAP-based open standards, which are executed through a series of XML function calls. AppXtender Web Services typically runs behind the scenes, executing server-to-server communications. Functions are requested from a line-of-business server and sent through HTTP to the AppXtender Web Services server for processing. The AppXtender Web Services server then

sends a response to the request by way of HTTP to the line-of-business server, which then presents the function response to the user desktop.

3.1.2 AppXtender Web Public Access Licensing

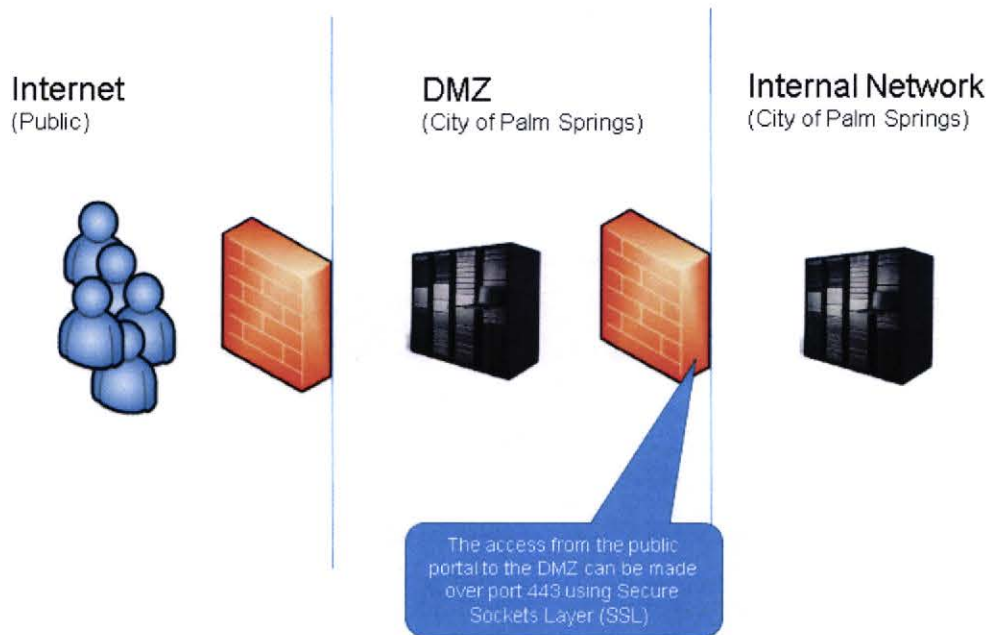
ApplicationXtender Web Public Access Licensing allows a larger number of clients to connect to the ApplicationXtender Web server at a lower cost than full licensing. This is useful if you have many remote users who are connecting to the ApplicationXtender Web system to retrieve information.

Users or groups who have this designation (the AppXtender Web PAL User security privilege assigned from ApplicationXtender AppGen) can use ApplicationXtender Web only in read-only, Thin Client mode with minimal privileges.

Users with the AppXtender Web PAL privilege can access AppXtender applications using AppXtender Web only – they cannot log into AppXtender Document Manager.

3.2 The Public Access Portal Architecture

The following diagram provides an overview of the architecture.



3.3 ApplicationXtender Portal Examples

The examples below were not created by Portford, although they do represent 3 different methods of providing the public portal, and are provided for your review.

3.3.1 County of San Diego

In this first example the County of San Diego used the AX Web Services interface and created their own client portal. Users can search on land documents, the documents are displayed as thumbnails, and then a user can add the document to a shopping cart. The documents and thumbnails are coming from the AX repository. Enter "main" in the address field to perform a search and see the functionality.

<http://arcc.co.san-diego.ca.us/arcc/services/parcelmap/search.aspx>

3.3.2 State of Washington

In this second example a customer used the AX CDK (ASP.NET web development kit) to create a public interface around the out-of-the-box AX interface. Click "Candidates". Click "Reports" to the left of John Aiken. This will display a document result set. Everything below the green menu bar is our out-of-the-box interface. They didn't have to build an entirely new client. They just used the CDK to modify our client to suit their needs.

<http://www.pdc.wa.gov/MvcViewReports>

3.3.3 Pima County DOT

In this third example there was no customization at all. The customer simply created an HTML landing page. When a user clicks a link like "Annexation Information" it takes the user to the out-of-the-box query page for AX Web Access. They control what documents the user sees through AX Security.

<http://dot.pima.gov/eim/dms/>

In all three of the above examples the companies are using our cheaper PAL licenses because the public only needs read access to the documents. The public can print using the browser tool bar print function.

4 Solution Implementation Approach

The following table outlines the tasks and activities required to complete the project.

Stages	Stage Description	No. of Days
Project Initiation and Management	<p>This is the starting point of the project during which the scope, goals, procedures, timescales and responsibilities for the project are confirmed and further clarified. In addition to initiating the project, time is allocated to manage the project and perform the gate reviews as detailed below. Note, software and hardware compatibility will also be confirmed during this stage to understand any impacts to the project schedule.</p> <p>Main Deliverable The main deliverable from this phase is a <i>Project Schedule</i> that outlines that tasks, activities and resources.</p>	1.5
Gate 1	After the initial <i>Project Planning and Initiation</i> project stage Portford will hold a gate review to confirm the City and Portford have the same understanding of the commercial terms and project scope.	
Solution Software Installation & Portal Configuration	<p>Portford will install the additional AX software into the City's environment. Once installed, Portford will work with the City to design a search/retrieval portal interface within the City's web site.</p> <p>Main Deliverable The main deliverable from this stage will be a completed portal environment, integrated into the web site ready for solution testing.</p>	10
Gate 2	After the <i>Solution Software Installation & Portal Configuration</i> stage, Portford will hold a gate review to confirm the City's understanding of the public portal environment and access process to confirm the implementation.	
Solution Implementation & Training	This stage includes the implementation and testing of the portal solution to make sure the requirements have been met.	2
Gate 3	The objective of gate 3 is to confirm the implementation and to close off the project, making sure that Portford has met the terms of the agreement with respect to the deliverables.	
Solution User Acceptance Testing	The production solution will be accepted by the City according to the project requirements.	2
Gate 4	The final gate is performed to close out and complete the project, insuring that all the project objectives have been met.	
	Total No. of Days:	15.5

5 Estimated Solution Costs

This section details the estimated costs for the solution.

The table below summarizes the estimated total project cost

Description	Costs
Software	\$8,850
Portford Professional Services	\$25,100
Total:	\$33,950

5.1 Additional AppXtender Software

The table below describes the costs of the additional software required for the project, and it is assumed that the City will utilize existing licenses to facilitate the public access.

Description	Costs
Appxtender Web Services (5 user AX Bundle)	\$7,500
Annual Software Maintenance Costs for WebServices	\$1,350
Total:	\$8,850

5.2 Portford Professional Services

The table below describes the Portford professional services costs:

Implementation Stages	Costs
Project Initiation and Management	\$2,700
Solution Software Installation & Portal Configuration	\$16,000
Solution Implementation & Training	\$3,200
Solution User Acceptance Testing	\$3,200
Total:	\$25,100

5.3 Additional PAL Licenses (If Required)

The table below defines the breakdown of PAL Licenses available

Description	Cost	Annual Maintenance
APPX WEB PUBLIC ACCESS - 5 CC USER PK	\$1,750.00	\$368.00
APPX WEB PUBLIC ACCESS - 25 CC USER PK	\$8,750.00	\$1,838.00
APPX WEB PUBLIC ACCESS - 75 CC USER PK	\$26,250.00	\$5,512.00

5.4 Web Services

ApplicationXtender version 6.5 now offers a 5 user license pack for \$7,500 that includes the following components for free!

Here is a breakdown of the value of the software now included with version 6.5 5 User License Pack:

Description	Cost
AX FOR MS OFFICE 2007	\$2,500
APPLICATIONXTENDER MEDIA DISTRIBUTION LICENSE	\$5,000
RETENTION MANAGER FOR APPLICATIONXTENDER	\$5,000
APPLICATIONXTENDER WEB SERVICES	\$10,000
Total Value:	\$22,500

The 5 User License Pack includes these additional components bundled together:

- o Software Retention Management- For scheduling document retention policies in AX
- o ApplicationXtender Web Services, SDK, and CDK – Which would be required in the future to make records available via a portal/ website.
- o AX for Microsoft Office 2007 – Will allow integration of AX document management capabilities in Microsoft Office 2007 applications
- o Media Distribution – Allows for the export of AX onto read only self-contained version of AX which can be burned to DVD/CD for secure distribution to 3rd parties.

6 Terms and Condition

This section contains the terms and conditions for the Statement of Work.

6.1 Implementation Assumptions

Portford has identified the following assumptions pertinent to the project proposal. Failure to adequately address these assumptions may result in this project requiring additional time and costs to complete.

- All of the quotations for the level of consulting effort, and therefore fees, are based on our definition of the project scope and deliverables as specified in this proposal. The customer will work with the business end client to facilitate the necessary user involvement from the client representatives.
- Any potential inter-dependencies with other projects are not anticipated at this time and must be evaluated to assess impact to project cost and scheduling. Once known, Portford will immediately notify the customer in writing of any scope changes that may affect the project schedule and/or fees, and will provide a written statement of project impact and additional fees. However, Portford will not begin work on such change without formal written approval from the customer's project management.
- All key customer representatives will remain consistent through the duration of the project, and will attend scheduled project activities. Should any additional key participants be identified during these meetings, the customer will work with Portford to involve these resources in the project and make them and all key participants available as needed for the successful completion of the project.
- The customer is responsible for obtaining the formal sign-off of all project deliverables.

6.2 SOW Terms

- **Payment Terms:** Unless otherwise agreed by parties in writing, Consulting Services will be provided on a **time and materials basis**.
- **Validity:** This SOW is valid for a period of sixty (60) days from the date of the SOW. If this SOW is signed by Customer after the expiration date, then performance of the consulting services will be at the then current list prices. The consulting services must commence within sixty (60) days of signature of this SOW by Customer, otherwise the performance of the consulting services will be at the then current list prices. The parties agree to set forth in writing, signed by the parties, such additional fees, as applicable.
- **Invoicing:** Invoices will be generated monthly. Payment is due to Portford within 30 days of invoice date.
- **Travel Expenses:** The consulting fee estimates provided herein do not include any miscellaneous expenses, including travel and per diem. Customer will be charged for actual travel and out-of-pocket expenses incurred.
- **Cancellation Policy** Customer may terminate this SOW for convenience upon ten (10) business days prior written notice to Portford. Upon termination of this SOW, Customer will pay Portford for all fees and expenses incurred as of the date of termination, including any expenses associated with such cancellation including, but not limited to, airline tickets and hotel.
- **Additional Work:** The inclusion of any functionality and/or services by Portford Consulting Services that are beyond the scope of activities described in this Statement of Work justifies supplementary negotiable service fees and may adversely affect the delivery timelines. Any changes to the scope of work will be set forth in writing, via a change order, and signed by both parties. Unless otherwise agreed to in writing by the parties, Consulting Services will be performed during Portford's normal business hours (Monday through Friday, 8:00am to 5:00pm PST, excluding holidays). Out of hours work may be performed if requested by the Customer and will be billed at 1.5 times the agreed hourly rate for out of hours Mon to Fri and all day Saturday. Sunday work will be billed at 2.0 times the agreed hourly rate all day. Portford must receive written approval from the Customer before performing out of hours work.