



CITY of NOVI CITY COUNCIL

Agenda Item F
June 5, 2017

SUBJECT: Approval to award ImageSoft, Inc., the City's document imaging system support provider, a contract in the amount of \$25,875 to install and configure the NEAMS OnBase Integration solution.

SUBMITTING DEPARTMENT: Department of Public Services and Information Technology

CITY MANAGER APPROVAL: *PA*

EXPENDITURE REQUIRED	\$25,875
AMOUNT BUDGETED	\$30,000
APPROPRIATION REQUIRED	\$0
LINE ITEM NUMBER	592-592.00-986.004

BACKGROUND INFORMATION:

City Council has adopted an asset management strategy to keep Novi's assets in good condition and reduce long term, lifecycle maintenance costs. The City's successful investment in its Novi Enterprise Asset Management System (NEAMS) powered by Cityworks enables DPS personnel to capture public requests for service and coordinate work assignments.

Currently, before going into the field, staff review paper copies of as-built drawings that provide details about the infrastructure location and other pertinent information. This project provides an alternative process to upload scanned documents or digital photos to OnBase, the City's document management system, and link them to NEAMS. The as-built documents will be retrieved by clicking on a GIS map feature either in the office or in the field on a tablet device.

Digital document imaging is widely used throughout our organization and this enhancement builds upon that foundation. Opening a scanned document directly from the NEAMS map will improve the efficiency of performing work on the City's valuable assets. This DPS investment in software and integration services will enable staff to perform their work more efficiently and accurately in the field as staff will not need to drive to the office to review the as-built plans before arriving on the scene. Additionally, documents scanned into OnBase will also be available to other departments that do not utilize NEAMS.

RECOMMENDED ACTION: Approval to award ImageSoft, Inc., the City's document imaging system support provider, a contract in the amount of \$25,875 to install and configure the NEAMS OnBase Integration solution.

Hourly Assist Engagement with Product Statement of Work

Statement of Work No.	18311
Revision No.	0
Customer Name:	City of Novi
Project Name:	Integration for ESRI Implementation
ImageSoft Contact:	Josh Townsend
Submitted Date:	5/12/2017

This Statement of Work is made and entered into by and between ImageSoft, Inc., a Michigan Corporation with its principal offices at 25900 West 11 Mile Rd, Suite 100, Southfield, MI 48034 (“ImageSoft”), and City of Novi with its principal offices at 45175 W. 10 Mile Road, Novi, MI 48375 (“Customer”):

This Statement of Work (“SOW”) is to be attached to and is hereby made a part of the Professional Services Agreement (“PSA”) entered into by and between Customer and ImageSoft dated 7/30/2007.

Unless otherwise specified, the products and services provided within this SOW are hereby added to and covered for the duration and under the terms of the System Maintenance Agreement (SMA) entered into by and between Customer and ImageSoft dated 7/30/2007.

To the extent that any terms and conditions contained in the related PSA or SMA are in conflict with, or in addition to the terms and conditions of this Statement of Work, the terms and conditions of this Statement of Work shall control.

1. Introduction

The City of Novi has requested the following Statement of Work (SOW) for an ImageSoft professional service resource to install and configure the OnBase ESRI Server Integration Module. This module will allow authorized users the ability to access OnBase content directly from an ESRI Web Map. Map layers and attributes will be mapped to keywords in OnBase to allow the integration to be seamless to the end user. The OnBase Integration Portlet can be accessed directly from an ESRI Server Online Map or through the Cityworks interface when a Web Map is opened.

Description of Services

Under this *Hourly Assist Engagement SOW*, ImageSoft will provide a technical resource to work with the City of Novi’s System Administrator. As part of the effort, ImageSoft may require access to Customer Resources that are familiar with the existing solution installation.

Deliverable Materials

Described below are the project deliverables, which consists of Bucket of Professional Service Hours and the Hardware and/or Software Deliverables to be provided by ImageSoft.

Professional Services

There are no professional services contractual deliverables produced as part of this SOW. Work products and other project artifacts that may be produced as part of this hourly assist engagement do not require acceptance and signoff.

ImageSoft will provide assistance up to the number of hours listed in *Consulting Fees* below. Work performed beyond the hours specified in the *Consulting Fees* must be authorized by signing an additional Hourly Assist Engagement SOW.

Product(s)

Integration for ESRI – ArcGIS Server:

Allows users of ESRI to link OnBase documents to features on web based maps. The integration provides a set of easy-to-use web links in the map application for query, point-and-click retrieval and archiving of OnBase documents related to map features. The integration is based on ESRI's task framework and allows GIS administrators to easily imbed the OnBase web links into new or existing .Net based applications.

- **OnBase:**
 - Requires Concurrent Client or Named Client license and a Web Server license.
- **3rd Party:**
 - Requires ArcGIS Server v9.3 SP1 or higher for the Microsoft.NET Framework.

Investment

This engagement will be conducted on a Time & Material basis. The estimated funding requirement for performing the professional service assistance and providing the software defined in this SOW is listed below:

Software				
	Product	Unit Cost	# Units	Cost
OnBase Software				
Integration for ESRI ArcGIS Server	EGIP1	\$10,000.00	1	\$10,000.00
OnBase Annual Maintenance and telephone support	OBMAINT			\$2,000.00
	Software Subtotal			\$12,000.00
Estimated Services				
		Unit Cost	# Units	Cost
Professional Services				
		\$185.00	75	\$13,875.00
	Estimated Services Subtotal			\$13,875.00
Total				
	Grand Total			\$25,875.00
<i>Pricing valid for 30 days</i>				

Optional Add-On Product(s):

Integration for ESRI – ArcGIS Desktop:

Allows ESRI ArcInfo, ArcEditor and ArcView users the ability to link OnBase documents to features on maps. The integration provides an easy-to-use toolbar in the ArcGIS Desktop environment for query, point-and-click retrieval and archiving of OnBase documents related to map features.

- **OnBase:**
 - Requires Desktop and a Web Server license if the Desktop is deployed remotely.
- **3rd Party:**
 - Requires ArcGIS Desktop (ArcInfo, ArcEditor, ArcView) and ArcSDE version 9.1 or greater.

Optional Software				
	Product	Unit Cost	# Units	Cost
OnBase Software				
Integration for ESRI ArcGIS Desktop	AGIPI1	\$7,000.00	1	\$7,000.00
OnBase Annual Maintenance and telephone support	OBMAINT			\$1,400.00
	Software Subtotal			\$8,400.00
Optional Estimated Services				
		Unit Cost	# Units	Cost
Professional Services to install / configure ESRI ArcGIS Desktop		\$185.00	40	\$7,400.00
	Estimated Services Subtotal			\$7,400.00
Total				
	Grand Total			\$15,800.00
<i>Pricing valid for 30 days</i>				

Payment Schedule:

- Customer purchase will include optional add-on product(s) and services for a total engagement cost of \$41,675**
- Customer purchase WILL NOT include optional add-on product(s) and services for a total engagement cost of \$25,875**

A purchase order or signed agreement is required to be in place to cover all ImageSoft professional services hours, product deliverables and expenses.

Customer will be invoiced upon signature for hardware and/or software and bi-weekly for the consulting services and expenses.

All payments will be due on a Net-30 day basis.

Third-Party Software Procurement and Maintenance

Unless otherwise specified, the third-party software that is being provided within this SOW will be ordered by ImageSoft immediately following the acceptance of this SOW.

Software Maintenance: The first year of software maintenance is required with every third-party software purchase. The software maintenance for the third-party software provided in this SOW will begin based on the selected option below:

- The third-party software is for a new system, and therefore maintenance will begin ninety (90) days after the software is ordered by ImageSoft.
- The third-party software is an add-on to an existing system, and therefore maintenance will begin immediately after the software is ordered by ImageSoft.

Key Assumptions

- The ImageSoft professional services team often requires four to eight (4-8) weeks lead time to start a new Hourly Assist Engagement. Please check with your ImageSoft Account Representative for details on current project lead time. ImageSoft will provide the hourly services to this contract according to a mutually defined schedule.
- Unless specifically described herein, ImageSoft is not providing Project Management services within this contract. The services performed in this SOW will be managed by a Customer Project Manager. Customer Project Manager is responsible for monitoring the work being performed and notifying ImageSoft in a timely fashion about changes and/or quality issues.
- This project was not estimated to include the creation of any documentation.
- Hours are tracked in 15 minute increments and the minimum billing amount per week where services are performed is two (2) hours.
- Customer will designate a central point of contact for the engagement.
- Some of the services will be provided remotely. The installation and go live support will be onsite.
- Customer will provide VPN access to implementation team to facilitate remote development. Additional security requests prior to providing access may be requested by customer.
- Customer is responsible for maintaining adequate data backups, at all times, to protect against loss of data.

2. Approval

Signature is required to accept this SOW. By signing below each party agrees to the proposed project scope and authorizes work to begin.

<p><i>Agreed to:</i> City of Novi 45175 W. 10 Mile Road Novi, MI 48375</p>	<p><i>Agreed to:</i> ImageSoft, Inc. 25900 West 11 Mile Road, Suite 100 Southfield, MI 48034</p>
<p>By: _____ <div style="text-align: center;">Authorized Signature</div></p>	<p>By: _____ <div style="text-align: center;">Authorized Signature</div></p>
<p>Date: _____</p>	<p>Date: _____</p>
<p>Name (Type or Print): _____</p>	<p>Name (Type or Print): <u>Scott Bade</u></p>
<p>Title (Type or Print): _____</p>	<p>Title (Type or Print): <u>President</u></p>
<p>Project Name: Integration for ESRI Implementation</p>	

	<i>Internal Use:</i>	Opportunity #:	18311
		Sales Order #:	_____

Appendix A: Requested Scope

This SOW provides estimates for an ImageSoft resource to work at the direction of the customer up to the number of hours detailed above (Investments). Tasks which are likely to be requested of a resource under this SOW are as follows:

- Installation and Configuration of software
- Additional discovery and/or design discussions based upon information previously gathered by customer
- Fixing defects and/or configuration of enhancements as requested by customer
- Training users on new functionality