

Portland, Oregon
FINANCIAL IMPACT and PUBLIC INVOLVEMENT STATEMENT
For Council Action Items

(Deliver original to Financial Planning Division. Retain copy.)

1. Name of Initiator Laura Wolfe	2. Telephone No. 503-823-4762	3. Bureau/Office/Dept. BOEC
4a. To be filed (date):	4b. Calendar (Check One) <div style="display: flex; justify-content: space-around;"> Regular <input type="checkbox"/> Consent <input type="checkbox"/> 4/5ths <input type="checkbox"/> </div>	5. Date Submitted to Commissioner's office and FPD Budget Analyst:
6a. Financial Impact Section: X <input type="checkbox"/> Financial impact section completed		6b. Public Involvement Section: X <input type="checkbox"/> Public involvement section completed

1) Legislation Title:

Authorize an amendment to contract C41158 with Online Business Systems (OBS)

2) Purpose of the Proposed Legislation:

Amends contract to provide 24x7 maintenance support to the Enterprise Service Bus (ESB). Additionally, allocating more money will provide for additional anticipated (as of yet unidentified) interfaces to the Bus.

3) Which area(s) of the city are affected by this Council item? (Check all that apply—areas are based on formal neighborhood coalition boundaries)?

- | | | | |
|--|------------------------------------|------------------------------------|--------------------------------|
| <input type="checkbox"/> City-wide/Regional | <input type="checkbox"/> Northeast | <input type="checkbox"/> Northwest | <input type="checkbox"/> North |
| <input type="checkbox"/> Central Northeast | <input type="checkbox"/> Southeast | <input type="checkbox"/> Southwest | <input type="checkbox"/> East |
| <input type="checkbox"/> Central City | | | |
| x <input type="checkbox"/> Internal City Government Services | | | |

FINANCIAL IMPACT

4) Revenue: Will this legislation generate or reduce current or future revenue coming to the City? If so, by how much? If so, please identify the source.

NO

5) Expense: What are the costs to the City related to this legislation? What is the source of funding for the expense? (Please include costs in the current fiscal year as well as costs in future years. If the action is related to a grant or contract please include the local contribution or match required. If there is a project estimate, please identify the *level of confidence*.)

\$250,000.00

6) Staffing Requirements:

- **Will any positions be created, eliminated or re-classified in the current year as a result of this legislation?** *(If new positions are created please include whether they will be part-time, full-time, limited term, or permanent positions. If the position is limited term please indicate the end of the term.)*

No

- **Will positions be created or eliminated in future years as a result of this legislation?**

No

(Complete the following section only if an amendment to the budget is proposed.)

7) Change in Appropriations *(If the accompanying ordinance amends the budget please reflect the dollar amount to be appropriated by this legislation. Include the appropriate cost elements that are to be loaded by accounting. Indicate "new" in Fund Center column if new center needs to be created. Use additional space if needed.)*

Fund	Fund Center	Commitment Item	Functional Area	Funded Program	Grant	Sponsored Program	Amount
202	ECOP000001	529000	PSOP0000000000GS	Non-program	Non-relevant		\$250,000

[Proceed to Public Involvement Section — REQUIRED as of July 1, 2011]

PUBLIC INVOLVEMENT

8) Was public involvement included in the development of this Council item (e.g. ordinance, resolution, or report)? Please check the appropriate box below:

☐ YES: Please proceed to Question #9.

☒ NO: Please, explain why below; and proceed to Question #10.

Amends existing contract.

9) If "YES," please answer the following questions:

a) What impacts are anticipated in the community from this proposed Council item?

b) Which community and business groups, under-represented groups, organizations, external government entities, and other interested parties were involved in this effort, and when and how were they involved?

c) How did public involvement shape the outcome of this Council item?

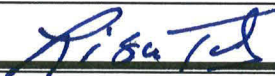
d) Who designed and implemented the public involvement related to this Council item?

e) Primary contact for more information on this public involvement process (name, title, phone, email):

10) Is any future public involvement anticipated or necessary for this Council item? Please describe why or why not. No

Amends existing contract with OBS for maintenance.

Lisa Turley



BUREAU DIRECTOR (Typed name and signature)

AMENDMENT No. 9
CONTRACT No. C41158

Maintenance Agreement
For PDCC Enterprise Service Bus/CAD Communication
(Phase I PDCC ESB)

This Agreement was made and entered into on the 1st day of October, 2007, by and between **Online Business Systems, Inc.**, a Minnesota corporation, hereinafter called "Contractor," and the **City of Portland**, a municipal corporation of the State of Oregon, hereinafter called "City," by and through their duly authorized representatives. This Amendment may refer to the City and Contractor individually as a Party or collectively as the Parties.

The effective date of this Amendment is **September 30, 2012**. The purposes of this Amendment are to modify the terms and conditions of maintenance, to extend the term of the Agreement, and to increase the value of the Agreement to cover this ongoing support and additional projects. The Parties hereby agree to amend the Agreement as follows.

1. Contractor shall provide 24/7 Tier 2/3 support Services for the PDCC Enterprise Service Bus as set forth in Exhibit A to this Amendment, at an annual cost of **\$36,000.00**.
2. The term of the Agreement is extended by one year. The new expiration date of the Agreement is **October 1, 2014**.
3. The not-to-exceed value of the Agreement is increased by **\$250,000.00**, from \$500,000.00 to **\$750,000.00**.

All other terms and conditions of the Agreement shall remain unchanged by this Amendment and in full force and effect.

IN WITNESS WHEREOF, the Parties hereto have caused this Amendment to be executed.

CITY OF PORTLAND

**ONLINE BUSINESS SYSTEMS
(CONTRACTOR)**

Chief Procurement Officer Date

Authorized Signature Date

Approved as to Form
APPROVED AS TO FORM

Printed Name and Title

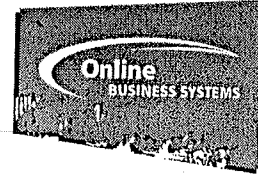
James H. Van Dyke 12/10/12

City Attorney Date

Address: _____
Phone: _____
Fax: _____

Exhibit A
Amendment No. 9
Contract No. C41158

Online Business Systems
400 SW Sixth Avenue, Suite 500
Portland, OR 97204



October 22, 2012

Estelle,

As requested, please accept the following supplemental information in support of the 24/7 contract amendment for PDCC Support.

As described in the statement of work (SOW), the support contract covers break/fix support for any issues originating with the PDCC Enterprise Service (ESB). Any issue originating with the ESB will be resolved as per the terms identified in the SOW.

Issues not relating to ESB Break/Fix (i.e. Network issues, Partner System Issues, Requests for Enhancements, General Service request such as moving servers, etc.) are not covered by the scope of work defined in the SOW.

Effort applied to out of scope activities is billable on a time and materials basis at \$125/hour.

Respectfully,

A handwritten signature in dark ink, appearing to read "Bryan Lepine". The signature is fluid and cursive, with the first and last names being more prominent than the middle name.

Bryan Lepine | Managing Director

blepine@obsglobal.com

503.221.4515(direct)

503.709.5989(mobile)



The purpose of this document is to provide information on 24/7 Tier 2/3 support of the PDCC Enterprise Service Bus (ESB). The scope of this proposal is limited to the PDCC ESB and services currently deployed to the PDCC ESB.

1.0 SUPPORT SERVICES

24x7 Service and Support

OBS will respond to any high priority issues 24 hours a day and 7 days a week.

4 hour Response

OBS will respond to any high priority issue the request for support and will begin the process of resolution within 4 hours of the request being received (depending on the severity of the issue).

1 Business Day Response

OBS will respond to "Low" priority issues and will begin the process of resolution within 1 business day of the request being received.

5 Business Day Response

OBS will respond to "Nuisance" priority issues and will begin the process of resolution within 5 business day of the request being received.

Break Fix Support

This support model includes only break-fix support for defects or issues where the root cause of the issue is the ESB. Issues caused by other systems or partners are billable on a Time & Materials basis

2.0 SCOPE OF WORK

The scope of this proposal is limited to break/fix support for the PDCC ESB software and the message exchanges currently deployed to the PDCC ESB.

Issues determined to be caused by other systems or partners are billable on a Time & Materials basis – for example;

- Defects in endpoint systems such as CAD systems
- Support calls arising from network, router, firewall issues
- Non-PDCC related message exchanges
- Issues with Operating System Patches
- Server Hardware Issues
- Message Exchanges and Solution Components supporting non-PDCC functionality (i.e. Regional RMS, ODOT OIS, OSP IBOTT, etc.)

3.0 ISSUE RESOLUTION PROCESS

Issue Triage

As Issues are identified the following process will be used to prioritize and resolve the issue.

1. Issues identified will be initially recorded and tracked as tickets, by the client. The client documents and prioritizes the tickets.
2. OBS and the client will review the issues and re-prioritize as required
3. OBS will resolve issues as described in this section
4. OBS will communicate resolution plans, estimates and results to the client, throughout the process
5. OBS will record the final disposition of the issue resolution for the client

Issue Priorities

The following priority definitions are used in the management of reported tickets once they are logged by the client / OBS through to closure:

<i>Priority</i>	<i>Category</i>	<i>Possible Problem Types</i>	<i>Response Time</i>	<i>Expected Resolution Time</i>
1	High	The system is not operational or one or more core business functions are not operational. One or more required business features is not available to users.	Target: 30 minutes Max: 4 hours	1 Business Day
2	Medium	The system is operational but in degraded mode. This includes serious, persistent, system-wide performance problems, intermittent operation, or serious malfunction in core business functions.	Target: 30 minutes Max: 4 hours	5 Business Days
3	Low	The system is operational and users can use the system. This includes intermittent performance problems, intermittent malfunctions of some system functions, problems with a limited number of client installations, etc.	Target: 30 minutes Max: 1 Business Days	20 Business Days
4	Nuisance	No significant operational impact. This includes malfunctions in low importance, infrequently used system functions, as well as more significant problems for which there is a workaround satisfactory to the client.	Target: 30 minutes Max: 5 Business Days	None

Clearing of a ticket will require the client's agreement. Any ticket can be re-categorized by the client, in discussion with OBS, at any time.

The provision of an agreed temporary workaround that ameliorates the business effect of a problem will result in a lowering of the priority of a ticket. A workaround that essentially removes the negative business impact of a Fault will reduce the category to Nuisance.

Initial Response

Initial response is the first communication from OBS in reply to a reported issue indicating its current status and the action being taken. This response shall be considered an acknowledgement by the client that the reported ticket is being progressed and work is underway to resolve it. The initial response may be from OBS attempting to gather more detailed information or to provide a resolution remotely.

Response Time

The response time is the elapsed time from when the ticket is logged to the Initial Response. Contracted response times will depend on the level of Sustainment and Support Contract selected by the client. Please refer to the matrices at the end of this document for more information

Initial Resolution

An initial resolution means that a temporary course of action or outcome for the ticket has been agreed, which may be a workaround or temporary fix until a permanent solution can be provided. This may be no more than a remedial measure to lessen the severity of the problem and provide more time to investigate and devise a permanent resolution. Where the agreed solution is a temporary work around, an action plan to provide a full solution will be agreed by both parties.

Resolution

Resolution means that a permanent course of action or outcome of the reported issue has been agreed. Ticket resolution will occur when one or more of the following are agreed:

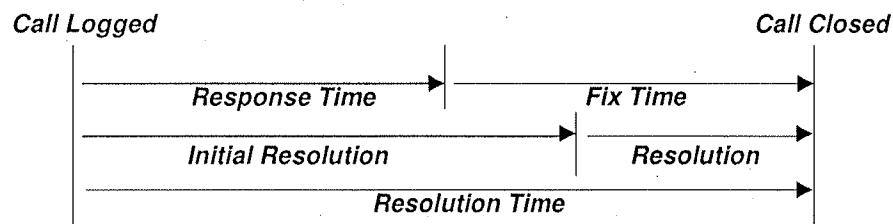
- Reported failure corrected or fixed.
- Enhancement to network or other equipment required. This will be identified by the client's Tier 1 support organization and directed to the relevant parties.
- Additional education, explanation or information provided.
- An alternative or work around provided.
- Issue referred back to the client or others for resolution.
- Issue requires submission as a Change Request.
- Issue identified as a component defect. This will be identified by the client's support organization and directed to the relevant parties for resolution.
- Technical enquiry answered.

Resolution Time

The resolution time is the elapsed time from when the ticket is logged to when a resolution is achieved and the ticket is closed.

Ticket Closure

Closure of a ticket means that the resolution to a reported issue has been delivered or the issue has been abandoned as mutually agreed. Tickets that are awaiting additional information from the client for more than thirty (30) days and where there is no activity shall automatically be assigned the status of closed.



4.0 COST

The proposed cost for Online Business Systems to provide 24/7 Break/Fix support for the PDCC ESB is \$36,000 per year.

Costs are based on the following estimates for call volume and resolution effort;

<i>Time Period</i>	<i>Estimated Calls per Month</i>	<i>Estimated Hours per month</i>
1 Year (12 Month period)	1 - 2	8 - 16

ORDINANCE No.

*Extend contract with Online Business Systems to provide 24/7 maintenance support to the Enterprise Service Bus and increase the not-to-exceed value by \$250,000 (Ordinance; amend Contract No. 41158)

The City of Portland ordains:

Section 1. The Council finds:

1. On October 1, 2007, Contract No. 41158 was entered into between the City of Portland (City) and Online Business Systems, Inc to provide comprehensive Maintenance and Support Services for the Portland Dispatch Center Consortium (PDCC) Enterprise Services Bus (ESB)/CAD Communication.
2. Online Business Systems developed and implemented the PDCC Enterprise Services Bus (ESB) under Contract No. 40915, effective June 27, 2005, providing a comprehensive enterprise integration solution for information sharing and data integration across the Computer Aided Dispatch (CAD) systems owned and operated by the PDCC partners and other agents serving the Metropolitan Portland, Oregon, and Vancouver, Washington areas.
3. Since the implementation of the ESB/CAD, additional functionality has been added to meet City business needs of the City and PDCC partners including the addition of CRESA and COEC CAD interfaces and development of external alarms interface to the ESB.
4. The City and its PDCC partners have identified a need for continuous maintenance and break/fix support for the ESB. Under the amended contract, Online Business Systems will respond to any high priority issue seven days a week, 24 hours a day, and will begin the process of resolution within four hours of the request being received, depending on the severity of the issue.
5. BOEC wishes to continue the services under this contract by extending the contract for an additional one-year period, through October 1, 2014. The cost for the additional maintenance and support services is \$36,000 annually, and this cost will be shared among the members of the PDCC. The anticipated cost for additional new projects, upgrades, updates, and interfaces is \$185,000, for a total not-to-exceed contract value of \$750,000.
6. This Ordinance authorizes an extension to Contract No. 41185 for an additional one-year period, changing the expiration date from October 1, 2013 to October 1, 2014.

NOW, THEREFORE, the Council directs:

- a. The City's Chief Procurement Officer is hereby authorized to execute an amendment to Contract No. 41158 with Online Business Systems in a form substantially in conformance with the amendment attached as Exhibit A.

Section 2. The Council declares that an emergency exists because the 24x7, Tier 2/3 maintenance to the ESB should begin immediately. Therefore this ordinance shall be in full force and effect from and after its passage by the Council.

Passed by the Council,

LaVonne Griffin-Valade

Auditor of the City of Portland

By

Deputy

Commissioner Fritz

Prepared by Laura Wolfe

Date Prepared: November 28 2012

Agenda No.
ORDINANCE NO.
Title

Extend

24/7

*~~Authorize an amendment to contract C41158 with Online Business Systems (OBS) to provide 24/7 support to the Enterprise Service Bus (ESB).~~ *(Ordinance; amend contract No. 41158) and increase the not to exceed value by \$250,000*

<p>INTRODUCED BY Commissioner/Auditor: Fritz</p>	<p>CLERK USE: DATE FILED <u>JAN 04 2013</u></p>
<p>COMMISSIONER APPROVAL</p> <p>Mayor—Finance and Administration</p> <p>Position 1/Utilities - Fritz <i>Anaide Fritz</i></p> <p>Position 2/Works - Fish</p> <p>Position 3/Affairs - Saltzman</p> <p>Position 4/Safety -</p>	<p align="center">LaVonne Griffin-Valade Auditor of the City of Portland</p> <p align="center"><i>[Signature]</i> By: _____ Deputy</p>
<p>BUREAU APPROVAL</p> <p>Bureau: BOEC Bureau Head: Lisa Turley <i>Lisa Turley</i></p> <p>Prepared by: Laura Wolfe Date Prepared: 12/17/12</p> <p>Financial Impact & Public Involvement Statement Completed <input type="checkbox"/> Amends Budget <input type="checkbox"/></p> <p>Portland Policy Document If "Yes" requires City Policy paragraph stated in document. Yes <input type="checkbox"/> No <input checked="" type="checkbox"/></p> <p>Council Meeting Date December 28, 2012 <i>January 9, 2013</i></p>	<p>ACTION TAKEN:</p> <p>JAN 09 2013 REFERRED TO COMMISSIONER OF PUBLIC UTILITIES</p>
<p>City Attorney Approval: required for contract, code, easement, franchise, comp plan, charter <i>6K</i></p>	

AGENDA
<p>TIME CERTAIN <input type="checkbox"/></p> <p>Start time: _____</p> <p>Total amount of time needed: _____ (for presentation, testimony and discussion)</p>
<p>CONSENT <input checked="" type="checkbox"/> <i>Pulled</i></p>
<p>REGULAR <input type="checkbox"/></p> <p>Total amount of time needed: _____ (for presentation, testimony and discussion)</p>

FOUR-FIFTHS AGENDA	COMMISSIONERS VOTED AS FOLLOWS:	
	YEAS	NAYS
1. Fritz	1. Fritz	
2. Fish	2. Fish	
3. Saltzman	3. Saltzman	
4.	4. Novick	
	Hales	