

# Information Technology Board Meeting



**June 27, 2023**

### Meeting Details:

**Date:** June 27, 2023

**Time:** 9:30 AM

**Location:** City County Building, Room 260

**Chairman:** Joseph O'Connor

**CIO:** Collin Hill

### Roll Call:

1. Chairman Joseph O'Connor

### IT Board Business:

2. **IT Board Secretary Election:** Chairman Joseph O'Connor
3. **Approval of the April 25, 2023, Meeting Minutes:** Chairman Joseph O'Connor
4. **Approval of the May 23, 2023, Executive Session Meeting Minutes:** Chairman Joseph O'Connor

### Status Updates:

5. **ISA Board Report:** Collin Hill, ISA CIO

### Action Items:

6. **Resolution 23-09: AT&T Network Integration Services – Rave Alert –** Chief Jacob Spence, MESA EMS Director
7. **Resolution 23-10: RFP-19PHS-33 Awarded Vendor –** Wesley McKoy, OPHS
8. **Resolution 23-11: PVDNET –** Kate Kotan, ISA Application Services Manager
9. **Resolution 23-12: Ahead, Inc. –** Kevin Moore, ISA COO
10. **Resolution 23-13: Lifeline Data Centers –** Kevin Moore, ISA COO
11. **Resolution 23-14: Ken Clark Recognition of Service –** Chairman Joseph O'Connor

### Discussion Items:

12. None

The next scheduled Information Technology Board meeting will be held July 25, 2023, at 9:30 a.m.

**MEMORANDA OF MEETING  
INFORMATION TECHNOLOGY BOARD EXECUTIVE SESSION  
May 23, 2023  
City County Building, Conference Room 341 9:30 a.m.**

**Members in Attendance:**

Joseph O'Connor, Chairman; Ken Clark, City Controller; Kate Sweeney Bell, Marion County Clerk; Barbara Lawrence, Marion County Treasurer; Col. James Martin, Marion County Sheriff's Office; Chief Valerie Cunningham; IMPD; Judge Marc Rothenberg, Marion Superior Court; Sarah Riordan, Controller's Office; Jane Richardson, Mayoral Appointee; Terry Morris, City-Council Appointee.

**Also in attendance:**

Collin Hill, ISA Chief Information Officer; Nicole Heatly-Holmes, ISA Chief Information Security Officer; Kevin Moore, ISA Chief Operating Officer; Jenelle Bunton, ISA Strategic Communications Manager.

On Tuesday, May 23, 2023, at 9:30 a.m., the Marion County Information Technology Board ("Board") held an Executive Session to discuss the implementation of security systems as allowed under I.C. 5-14-1.5.6.1 (a)(2)(C). The meeting took place in Room 341 of the City-County Building, located at 200 East Washington Street, Indianapolis, Indiana 46204.

No subject matter was discussed in the executive session other than the subject matter specified in the public notice of the meeting.

No public meeting was held, nor was any final action taken. The meeting concluded at 11:26 a.m.

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**Joseph O' Connor, Chairman**  
Information Technology Board

**Roll Call:**
**IT Board Members Present**

<b>Mr. Joseph O'Connor</b>	Marion County Assessor	Chairman/Voting Member
<b>Mr. Ken L. Clark</b>	Office of Finance and Management	Voting Member
<b>Chief Valerie Cunningham</b>	Indianapolis Metropolitan Police Department	Voting Member
<b>Colonel James Martin</b>	Marion County Sheriff's Office	Voting Member
<b>Judge Marc Rothenberg</b>	Marion Superior Court	Voting Member
<b>Ms. Kate Sweeney Bell</b>	Marion County Clerk's Office	Voting Member
<b>Ms. Barbara Lawrence</b>	Marion County Treasurer	Voting Member
<b>Mr. Terry Morris</b>	City-County Council Appointee	Voting Member

**Also Present**

<b>Mr. Collin Hill</b>	Information Services Agency	Chief Information Officer
<b>Ms. Vaneeta Kumar</b>	Office of Corporation Counsel	Legal Counsel
<b>Monica Ferguson</b>	Marion Superior Court	Director of Contract Administration
<b>Jean Shank</b>	Indianapolis Department of Public Works	Senior Program Manager
<b>Kate Kotan</b>	Information Services Agency	Application Services Manager

**IT Board Business:**

**Approval of the amended February 28, 2023, Meeting Minutes:** Chairman Joseph O'Connor

Ms. Barbara Lawrence made a motion to approve the amended February 28, 2023, IT Board minutes. The motion was seconded by Colonel James Martin. A voice vote was called, and all consented with an aye vote. Having recorded the votes, the motion passed unanimously.

## Status Updates:

Mr. Collin Hill, CIO, presented the April 25, 2023, ISA Report.

All reports and materials for this meeting are available for viewing in the April 25, 2023, Board Packet online at [indy.gov/activity/information-technology-board](http://indy.gov/activity/information-technology-board).

## Action Items:

### **Resolution 23-06: Increase Amount between the Marion Superior Courts and American Platform Services, LLC, d/b/a The RecordXchange – Monica Ferguson, Marion Superior Court**

The Marion Superior Courts (“Courts”) sought approval from the IT Board to amend its agreement with American Platform Services, LLC, d/b/a The RecordXchange for added services due to recent changes to Rule 2.17 allowing cameras in the courtroom per the discretion of the presiding local judge. The agreement amendment is for an amount not to exceed Thirty-Two Thousand Dollars and Zero Cents (\$32,000.00) for a revised total amount not to exceed Six Hundred Twenty-Nine Thousand, Nine Hundred Dollars and Zero Cents (\$629,900.00).

Mr. Ken Clark made a motion to approve Resolution 23-06. The motion was seconded by Ms. Barbara Lawrence and the motion passed unanimously.

### **Resolution 23-07: Authorize Expenditure between the Department of Public Works and Infor Public Sector – Jean Shank, Department of Public Works**

The Indianapolis Department of Public Works sought approval from the IT Board to enter into an agreement with Infor Public Sector to purchase software, licenses, maintenance and professional services in the amount of Six Hundred Thousand Dollars and Zero Cents (\$600,000.00). The Information Services Agency (“ISA”) recommended approval of the agreement.

Ms. Barbara Lawrence made a motion to approve Resolution 23-07. The motion was seconded by Colonel James Martin and the motion passed unanimously.

### **Resolution 23-08: Approve Award of Auctioneering Services – Tax Sale to GovEase – Kate Kotan, ISA**

The Information Services Agency (“ISA”) is recommending contracting with GovEase for professional auctioneering services in an amount not to exceed Six Hundred Thousand Dollars and Zero Cents (\$600,000.00) for a five-year (5) term through June 30, 2028.

Mr. Ken Clark made a motion to approve Resolution 23-08. The motion was seconded by Colonel James Martin and the motion passed unanimously.

## Discussion Items:

None

## Meeting Adjournment

Chair O’Connor entertained a motion to adjourn. Mr. Ken Clark moved for adjournment. Board Chair O’Connor adjourned the meeting.

The next scheduled Information Technology Board meeting is to be held on Tuesday, June 27, 2023, at 9:30 a.m. in City-County Building Room 260.



**INFORMATION  
SERVICES AGENCY**

City of Indianapolis & Marion County



**INFORMATION  
SERVICES AGENCY**  
City of Indianapolis & Marion County

# ISA IT Board Report

**June 27, 2023**

# Enterprise Projects

Project	Phase	Target	Status
CARES: Unified Communications: Implementation	Executing	12/31/2023	Yellow
CCB Restack	Executing	6/30/2024	Green
Storage Modernization	Executing	8/30/2023	Green
OneDrive Migration	Paused	10/31/2023	Blue
Kronos/UKG Timekeeping Expansion – IMPD	Executing	9/30/2023	Yellow
Kronos/UKG Timekeeping Expansion – MCSO	Executing	9/30/2023	Green
Accela Migration	Planning	10/31/2023	Green
JMS Update	Planning	12/31/2025	Green



# Capital Projects

Project	Phase
Market Square Center (Gold Building)	Finalizing
Jail I	Planning
Jail II	Complete
APC	Complete
CJC: Judicial Garage	Implementation
CJC: Professional Garage	Complete
CJC: Coroner's Office & Forensic Services Agency Building	Implementation
CJC: Youth & Family Services Center	Implementation
Solid Waste Garage	Implementation
Douglass Park Family Center	Implementation
Grassy Creek Family Center	Implementation
Krannert Park Family Center	Implementation
Riverside Park Family Center	Implementation



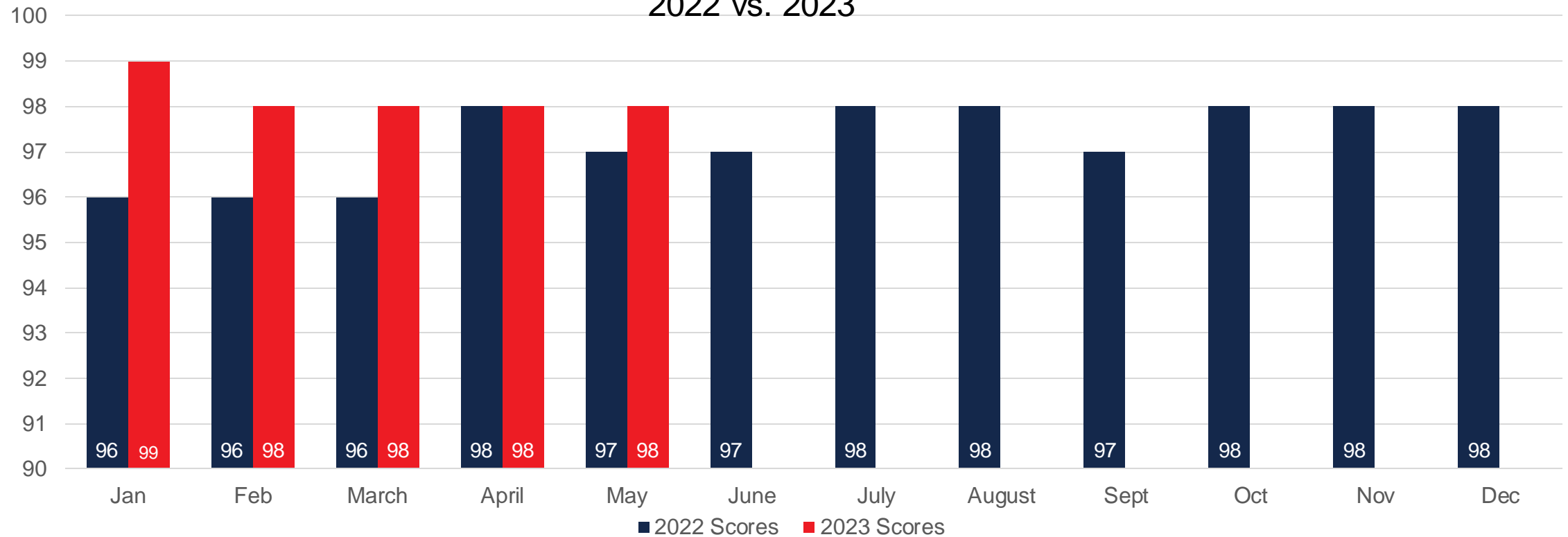
# Vendor Service Level Agreements

Service Level Agreements		May 2023	April 2023	March 2023
<b>Bell Techlogix</b>	<b>Number of SLAs</b>	<b>SLAs Achieved</b>	<b>SLAs Achieved</b>	<b>SLAs Achieved</b>
<b>Service Desk / Cross Functional</b>	35	35	35	34
<b>Workplace</b>	13	13	13	13
<b>Data Center / Network</b>	28	28	28	28
<b>Daniels Associates, Inc.</b>	<b>Number of SLAs</b>	<b>SLAs Achieved</b>	<b>SLAs Achieved</b>	<b>SLAs Achieved</b>
<b>Service</b>	21	20	19	19
<b>Personnel</b>	3	3	3	3



# Customer Satisfaction

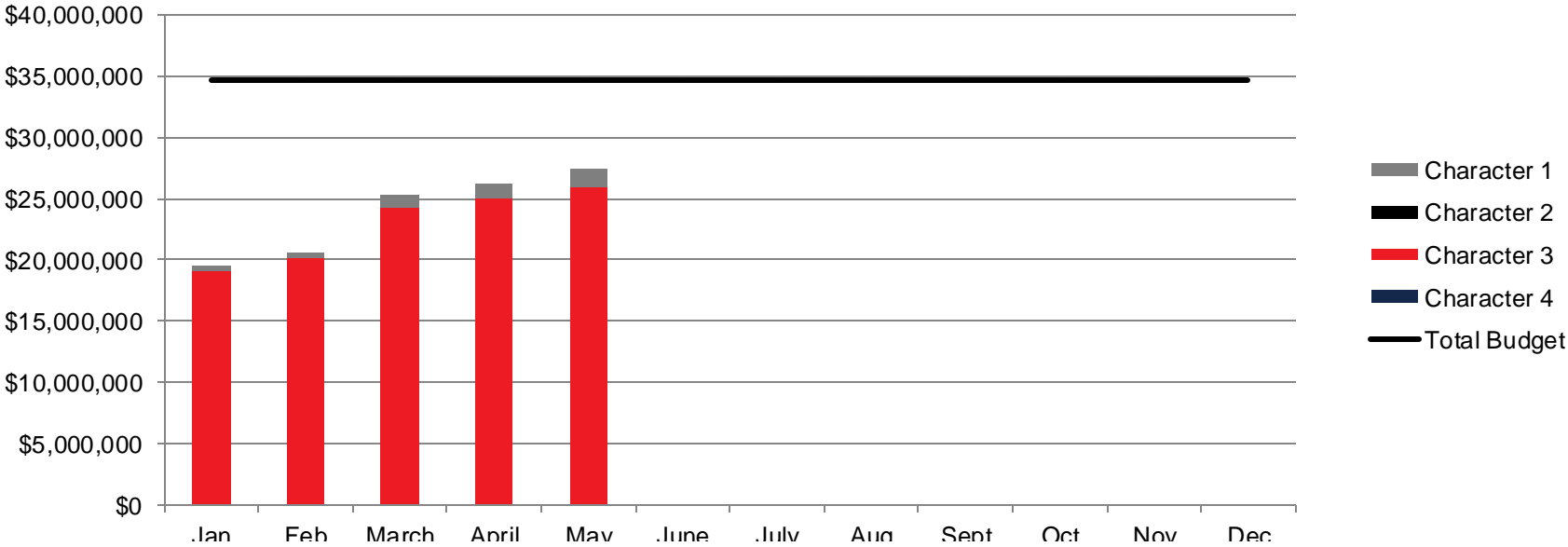
Customer Satisfaction Score  
2022 vs. 2023



# Financial Management

## 2023 ISA YTD Expenses by Character

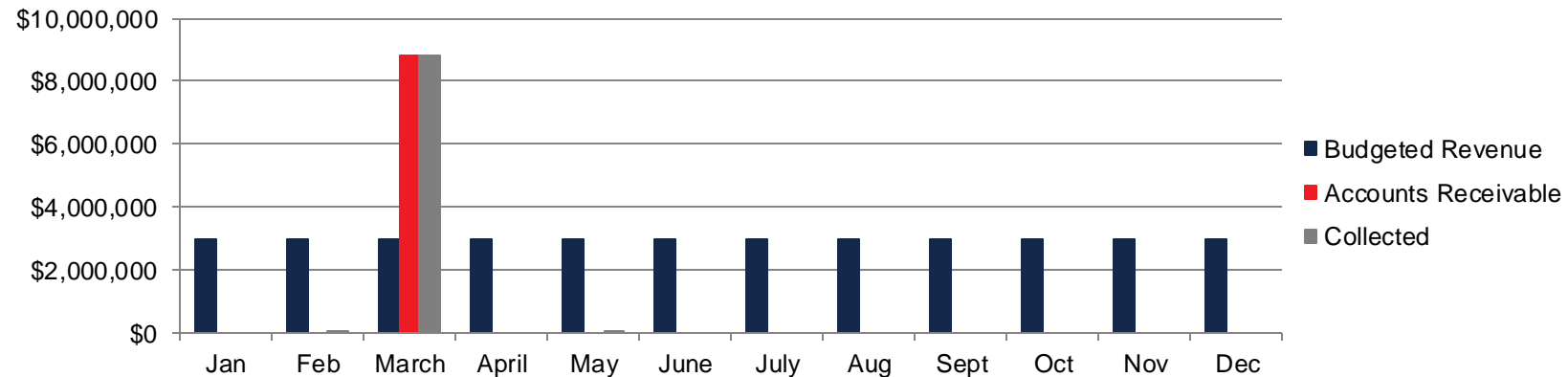
Character	2023 Budget	YTD Spend	Encumbered	Total \$	Total %	Remaining Budget
<b>Character 1: Personnel</b>	\$4,373,320	\$1,552,996	\$0	\$1,552,996	35.51%	\$2,820,324
<b>Character 2: Supplies</b>	\$92,305	\$11,194	\$1,079	\$12,273	13.30%	\$80,032
<b>Character 3: Services</b>	\$29,978,368	\$11,650,296	\$14,234,656	\$25,884,952	86.35%	\$4,093,416
<b>Character 4: Capital</b>	\$170,000	\$41,625	\$2,704	\$44,329	26.08%	\$125,671
<b>Total</b>	<b>\$34,613,992</b>	<b>\$13,256,110</b>	<b>\$14,238,440</b>	<b>\$27,494,550</b>	<b>79.43%</b>	<b>\$7,119,443</b>



# Financial Management

## 2023 ISA YTD Revenue by Source

Revenue Source	Budget	Billed	% Billed	Collected	% Collected
Internal Chargeback	\$35,312,260	\$8,795,159	25%	\$8,795,159	100%
External Chargeback	\$550,451	\$0	0%	\$0	NA
Miscellaneous	\$0	\$0	N/A	\$16,204	N/A
<b>Total</b>	<b>\$35,862,711</b>	<b>\$8,795,159</b>		<b>\$8,811,363</b>	



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**Resolution 23-09**

**INFORMATION TECHNOLOGY BOARD**

**Resolution to Authorize Expenditure Between the Metropolitan Emergency Services Agency (MESA) and AT&T Network Integration Services**

**WHEREAS**, Section 281-223 of the Revised Code of the Consolidated City of Indianapolis and Marion County empowers the Marion County Information Technology Board (“IT Board”) to approve any information technology contracts funded by the City-County prior to contract execution; and

**WHEREAS**, on January 28, 2020, the IT Board approved Resolution 20-01, which requires IT Board approval of any information technology contracts greater or equal to Two Hundred Fifty Thousand Dollars and Zero Cents (\$250,000.00) and authorizes the Chief Information Officer to approve information technology contracts less than Two Hundred Fifty Thousand Dollars and Zero Cents (\$250,000.00) without IT Board approval; and

**WHEREAS**, the Metropolitan Emergency Services Agency (“MESA”) seeks an agreement with AT&T Network Integration Services (“AT&T”) for Rave Alert for Public Safety (“Rave Alert”) to provide unlimited emergency and limited non-emergency messaging for SMS, Email, Voice, Common Alerting Protocol (CAP), Social and Desktop notifications for a total of five (5) years; and

**WHEREAS**, MESA seeks approval from the IT Board to enter into an agreement with AT&T for Rave Alert for a total amount not to exceed One Million, Seventeen Thousand, Thirteen Dollars and Fifty Cents (\$1,017,013.50); and

**WHEREAS**, the Information Services Agency (“ISA”) recommends approval of the agreement with AT&T for Rave Alert; and

**NOW THEREFORE BE IT RESOLVED**, the IT Board authorizes the ISA’s Chief Information Officer to enter into an agreement with AT&T for Rave Alert in an amount not to exceed One Million, Seventeen Thousand, Thirteen Dollars and Fifty Cents (\$1,017,013.50) from July 1, 2023, through June 30, 2028.

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Joseph O’Connor, Chairman  
Information Technology Board

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Barbara Lawrence, Secretary  
Information Technology Board

June 27, 2023

**Resolution 23-10**

**INFORMATION TECHNOLOGY BOARD**

**Resolution to Approve Award of Assessment and Intervention Center Data System**

**WHEREAS**, Section 281-223 of the Revised Code of the Consolidated City of Indianapolis and Marion County empowers the Marion County Information Technology Board (“IT Board”) to approve any information technology contracts funded by the City-County prior to contract execution; and

**WHEREAS**, the Office of Public Health and Safety (“OPHS”) issued the request for proposals, RFP 19PHS-33 (“RFP”) for the Assessment and Intervention Center Data Systems; and

**WHEREAS**, following the review of proposals submitted in response to the RFP by the evaluation committee, the committee is recommending award of a contract in an amount not to exceed Three Hundred Thousand Dollars and Zero Cents (\$300,000.00) for a two-year term through August 31, 2025.

**NOW THEREFORE BE IT RESOLVED**, the IT Board authorizes the Chief Information Officer to negotiate and execute all reasonable and necessary documents on behalf of the committee with the awarded vendor for Assessment and Intervention Center Data Systems in the amount not to exceed Three Hundred Thousand Dollars and Zero Cents (\$300,000.00) for a two-year term through August 31, 2025.

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Joseph O’Connor, Chairman  
Information Technology Board

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Barbara Lawrence, Secretary  
Information Technology Board

June 27, 2023

**Resolution 23-11**

**INFORMATION TECHNOLOGY BOARD**

**Resolution to Authorize Expenditure with PVDNet, LLC**

**WHEREAS**, Section 281-223 of the Revised Code of the Consolidated City of Indianapolis and Marion County empowers the Marion County Information Technology Board (“IT Board”) to approve any information technology contracts funded by the City-County prior to contract execution; and

**WHEREAS**, the Information Services Agency (“ISA”) currently contracts with PVDNet, LLC, (“PDVNet”) a property management software solution “Contract”; and

**WHEREAS**, ISA recommends amending the Contract to add new/additional implementation of API reporting work related to the Property Tax Sale; and

**WHEREAS**, ISA seeks approval from the IT Board to amend the Contract for an additional amount of Eighteen Thousand, Five Hundred Dollars and Zero Cents (\$18,500.00) for a revised total amount not to exceed Four Million, One Hundred Twelve Thousand, Three Hundred Thirty-Three Dollars and Sixty-Nine Cents (\$4,112,333.69); and

**NOW THEREFORE BE IT RESOLVED**, the IT Board authorizes the Information Services Agency, subject to the ISA’s Chief Information Officer approval, to amend the Contract and authorize an additional amount of Eighteen Thousand, Five Hundred Dollars and Zero Cents (\$18,500.00) for a revised total amount not to exceed Four Million, One Hundred Twelve Thousand, Three Hundred Thirty-Three Dollars and Sixty-Nine Cents (\$4,112,333.69) for implementation of new/additional API reporting work related to the Property Tax Sale.

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Joseph O’Connor, Chairman  
Information Technology Board

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Barbara Lawrence, Secretary  
Information Technology Board

June 27, 2023

**Resolution 23-12**

**INFORMATION TECHNOLOGY BOARD**

**Resolution to Authorize Expenditure to Ahead, Inc., through QPA 15711**

**WHEREAS**, Section 281-223 of the Revised Code of the Consolidated City of Indianapolis and Marion County empowers the Information Technology Board (“IT Board”) to review, approve and administer any information technology contracts; and

**WHEREAS**, on January 28, 2020, the IT Board approved Resolution 20-01, which requires IT Board approval of any information technology contracts greater or equal to Two Hundred Fifty Thousand Dollars and Zero Cents (\$250,000.00) and authorizes the Chief Information Officer to approve information technology contracts less than Two Hundred Fifty Thousand Dollars and Zero Cents (\$250,000.00) without IT Board approval; and

**WHEREAS**, the Information Services Agency (“ISA”) currently contracts through the State of Indiana Quantity Purchase Agreement (“QPA”), an authorized Dell EMC reseller, Ahead, Inc. (“Ahead”) for data center equipment and maintenance services; and

**WHEREAS**, ISA seeks approval from the IT Board to amend the current agreement with Ahead for new or additional maintenance services for an additional amount of Seventy-One Thousand, Four Hundred Eighty-Eight Dollars and Fifty-Four Cents (\$71,488.54) for a revised total amount of Three Hundred Twenty-Four Thousand, Four Hundred Thirty-Five Dollars and Ninety-Five Cents (\$324,435.95); and

**WHEREAS**, the Information Services Agency (“ISA”) recommends approval of the agreement with Ahead for data center equipment maintenance services; and

**NOW THEREFORE BE IT RESOLVED**, the IT Board authorizes the Chief Information Officer to execute all reasonable and necessary agreements and related documents on behalf of ISA with Ahead, Inc., related to the QPA in an amount of Three Hundred Twenty-Four Thousand, Four Hundred Thirty-Five Dollars and Ninety-Five Cents (\$324,435.95).

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Joseph O’Connor, Chairman  
Information Technology Board

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Barbara Lawrence, Secretary  
Information Technology Board

June 27, 2023

**Resolution 23-13**

**INFORMATION TECHNOLOGY BOARD**

**Resolution to Amend the Current Contract with Lifeline Data Centers, LLC**

**WHEREAS**, Section 281-223 of the Revised Code of the Consolidated City of Indianapolis and Marion County empowers the Marion County Information Technology Board (“IT Board”) to approve any information technology contracts funded by the City-County prior to contract execution; and

**WHEREAS**, on January 28, 2020, the IT Board approved Resolution 20-01, which requires IT Board approval of any information technology contracts greater or equal to Two Hundred Fifty Thousand Dollars and Zero Cents (\$250,000.00) and authorizes the Chief Information Officer to approve information technology contracts less than Two Hundred Fifty Thousand Dollars and Zero Cents (\$250,000.00) without IT Board approval; and

**WHEREAS**, the Information Services Agency (“ISA”) currently contracts (“Contract”) with Lifeline Data Centers, LLC, (“Lifeline”) to utilize data center space through July 1, 2023; and

**WHEREAS**, ISA recommends amending the Contract to allow for the usage of data center space through July 1, 2026; and

**WHEREAS**, ISA seeks approval from the IT Board to extend the current contract with Lifeline for services in an additional amount not to exceed One Hundred Forty-Nine Thousand, One Hundred Sixty Dollars and Twenty-Four Cents (\$149,160.24); for a revised total amount not to exceed Three Hundred Sixteen Thousand, Six Hundred Sixty Dollars and Twenty-Four Cents (\$316,660.24); and

**NOW THEREFORE BE IT RESOLVED**, the IT Board authorizes ISA, subject to the Chief Information Officer approval, to enter into an agreement with Lifeline in an amount not to exceed Three Hundred Sixteen Thousand, Six Hundred Sixty Dollars and Twenty-Four Cents (\$316,660.24) for continued use of the data center space.

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Joseph O’Connor, Chairman  
Information Technology Board

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Barbara Lawrence, Secretary  
Information Technology Board

June 27, 2023

**RESOLUTION 23-14**

**INFORMATION TECHNOLOGY BOARD**

**Resolution to Recognize Ken Clark for his service to the  
Information Technology Board and the Information Services Agency**

**WHEREAS**, Mr. Clark has served on the Information Technology Board from February 2020 through May 2023; and

**WHEREAS**, Mr. Clark has served on the Information Technology Board commendably and with excellent stewardship; and

**WHEREAS**, Mr. Clark has also served the City of Indianapolis-Marion County, most recently as City Controller, and has held various executive leadership roles with the Information Services Agency, including Chief Information Officer; and

**WHEREAS**, under Mr. Clark's guidance, the Information Services Agency made significant developments in IT infrastructure, applications, processes and projects for City-County agencies and departments, leading to improved government services for citizens and businesses; and

**WHEREAS**, the Information Technology Board and the Information Services Agency would like to offer thanks for his leadership, contributions and dedication to the City of Indianapolis-Marion County for more than a decade; and

**NOW, THEREFORE BE IT RESOLVED THAT** the Information Technology Board extends its recognition and deep appreciation to Mr. Ken Clark for his outstanding service to the City of Indianapolis and Marion County as a valued public servant and member of the Information Technology Board.

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Joseph O'Connor, Chairman  
Information Technology Board

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Barbara Lawrence, Secretary  
Information Technology Board

June 27, 2023

ISA CONTRACT REPORT <\$250,000  
2023

Date	Approved	Dept.	Description		Annual \$ Amount	Total \$ Amount	MBE/WBE	Notes
1/24/2023		IMPD	Audio/Visual Infrastructure for Community and Training Rooms	Comm-Link DHP Inc.		\$81,935.00	No	Installation and Removal Services
2/2/2023		ISA	NetMotion Licenses - Mobile Connectivity	AT&T Mobility		\$134,839.00	No	Software/Maintenance
2/13/2023		ISA	Exsight Call Accounting	MTS Integra Trak Inc.		\$180,312.00	No	Software/Maintenance
3/2/2023		MCSO	Guard1 Real Time System and Support	TimeKeeping Systems Inc.		\$197,525.00	No	Licenses and Support
3/8/2023		MCSO	Software Services and Maintenance for CJC	Security Automation System Inc.		\$96,720.00	No	Maintenance and Support
3/13/2023		MCSO	Onsite Infrastructure and Preventative Maintenance	Motorola, Inc.		\$31,000.00	No	Maintenance and Support
3/13/2023		OEI	Salesforce Implementation Support Services	Crowe LLP		\$86,710.00	No	Professional Services
3/13/2023		ISA/Treasurer's Office	Surplus Sale Management Platform	Govease Auction LLC		\$250,000.00	No	Software/Maintenance
3/20/2023		CCC	Voting System Maintenance and Support Services	International Roll-Call	\$19,122.00	\$147,265.00	No	Support Services, Computer, and Warranties
3/28/2023		ISA	Chyron Silver Maintenance	Conference Technologies Inc.		\$21,000.00	No	Software/Maintenance
3/30/2023		DPR	Commission for Accreditation of Parks and Recreation Agencies (CAPRA)	PowerDMS Inc.		\$34,145.68	No	Subscription Services (SaaS)
3/30/2023		BNS	License Plate Recognition Cameras and One-Time Professional Services	Insight Public Sector Inc.		\$17,100.00	No	Camera Equipment and Professional Service
3/30/2023		BNS	Flock Software and Hardware for License Plate Recognition	Flock Group Inc.		0	No	Camera Equipment
4/6/2023		ISA	Cloud Services for Website Calendar System	Brightly Software Inc.		\$136,516.00	No	Software/Maintenance
4/13/2023		ISA	Liebert UPS, Power, and Battery Services	Vertiv Services Inc		\$103,197.00	No	Portable and Stationary Generators
5/1/2023		OMWBD	Technical Representative for OMWBD's Online Vendor Portal	Phelco Technologies Inc.		\$25,000.00	Yes - MBE/WBE	Project Management Services
5/12/2023		ISA	Professional Services	Infor Public Sector Inc.		\$150,000.00	No	Software/Maintenance
5/22/2023		ISA	Liebert UPS, Power, and Battery Services	Vertiv Services Inc		\$113,802.00	No	Services (Liebert UPS/Power/Battery)
5/23/2023		OPHS	Data Analytics Operations Subscription	Datatelligent LLC		\$44,000.00	No	Professional Services
6/8/2023		IFD	Fire Investigation Case Management Software	Blazestack, Inc.		\$14,600.00	No	Software/Maintenance