

Information Technology Board Meeting



April 26, 2022

Meeting Details:

Date: April 26, 2022

Time: 9:30 AM

Location: City County Building, Room 260

Chairman: Joseph O'Connor

CIO: Elliott Patrick

Roll Call:

1. Chairman Joseph O'Connor

IT Board Business:

2. **Approval of the January 25, 2022, Meeting Minutes:** Chairman Joseph O'Connor

Status Updates:

3. **ISA Report:** Elliott Patrick, ISA CIO
4. **2022 Q1 XBE Report:** Elliott Patrick, ISA CIO

Action Items:

5. **Resolution 22-06: ESO Solutions, Inc. - IFD,** Chief Dale Rolfson
6. **Resolution 22-07: Carrier & Gable, Inc. - DPW,** Abbey Brands and Nathan Sheets
7. **Resolution 22-08: Flock Systems - IMPD,** Janice Mitchell
8. **Resolution 22-09: Presidio – ISA,** Steve Kremer
9. **Resolution 22-10: Dell Marketing LP – ISA,** Steve Kremer
10. **Resolution 22-11: Oracle- ISA,** Collin Hill
11. **Resolution 22-12: Holli Harrington,** Chairman Joe O'Connor
12. **Resolution 22-13: Chief Louis Dezelan,** Chairman Joe O'Connor
13. **Resolution 22-14: Chief Kevin Wethington,** Chairman Joe O'Connor

Discussion Items:

11. None

Meeting Adjournment

The next scheduled Information Technology Board meeting is to be held Tuesday, June 28, 2022, at 9:30 AM.

Meeting Details:**Date:** January 25, 2022**Time:** 9:30 AM - 12:00 PM**Location:** WebEx Meeting**Chairman:** Mr. Joseph O'Connor**Chief Information Officer:** Mr. Elliott Patrick**Information Technology Board Members - Present:**

Assessor Joseph O'Connor	Marion County Assessor	Chairman/Voting Member
Mr. Ken Clark	Office of Finance & Management	Voting Member
Ms. Holli Harrington	City-County Council Appointee	Voting Member
Judge Marc Rothenberg	Marion County Courts	Voting Member
Ms. Julie Voorhies	Marion County Auditor	Voting Member
Chief Kevin Wethington	Public Safety Communications	Voting Member
Ms. Jane Richardson	Mayoral Office Appointee	Voting Member

Also present:

Mr. Elliott Patrick	Information Services Agency	Chief Information Officer
Mr. Gary Ricks	Office of Corporation Counsel	Legal Counsel
Mr. Ken Montgomery	Telecom & Video Services Agency	Manager
Mr. Brent Stinson	Election Board	Deputy Director Administration
Mr. Collin Hill	Information Services Agency	Application Services Manager
Mr. Steve Kremer	Information Services Agency	Chief Operating Officer

Approval of Minutes:**Approval of the November 16, 2021, IT Board Minutes**

Judge Rothenberg made a motion to approve the November 16, 2021, IT Board minutes. The motion was seconded by Controller Clark. A roll call vote was called for and recorded thusly: Clark (aye), Harrington (aye), Rothenberg (aye), Voorhies (aye), O'Connor (aye), Richardson (aye) and Wethington (aye). Having recorded the votes, the motion passed unanimously.

ISA Report:

Mr. Elliott Patrick, CIO, presented the January 25, 2022, ISA Report.

Mr. Elliott Patrick, CIO, presented the January 25, 2022, OMWBD Report.

All reports and materials for this meeting are available for viewing in the January, 2022, IT Board Packet online at: <https://www.indy.gov/activity/information-technology-board>

Action Items:

Mr. Ken Montgomery from Channel 16 Telecom & Video Services Agency (TVSA) Introduction to Information Services Agency (ISA): Mr. Montgomery introduced himself. Mr. Montgomery presented his 2021 Yearly Activity Summary to the Board.

Resolution 22-01: ES&S, Presented By: MCEB, Brent Stinson

Marion County Election Board ("MCEB") seeks approval from the IT Board to enter into an agreement with Election Systems and Software ("ES&S") for voting machines, related hardware and software, election support services, and maintenance and support for elections in a total amount not to exceed Fifteen Million Dollars and Zero Cents (\$15,000,000.00) for four (4) years.

Judge Rothenberg made a motion to approve Resolution 22-01. The motion was seconded by Chief Wethington. A roll call vote was called for and recorded thusly: Clark (aye), Harrington (aye), Rothenberg (aye), Voorhies (aye), O'Connor (aye), Richardson (aye) and Wethington (aye). Having recorded the votes, the motion passed unanimously.

Resolution 22-02: Microsoft Enterprise Agreement, Presented By: ISA, Steve Kremer

Information Services Agency ("ISA") recommends contracting with Microsoft Corporation and Dell Marketing LP ("Microsoft") for volume licensing of Microsoft products in an amount not to exceed Ten Million Dollars and Zero Cents (\$10,000,000.00) for a three-year (3-year) agreement.

Controller Clark made a motion to approve Resolution 22-02. The motion was seconded by Miss Harrington. A roll call vote was called for and recorded thusly: Clark (aye), Harrington (aye), Rothenberg (aye), Voorhies (aye), O'Connor (aye), Richardson (aye) and Wethington (aye). Having recorded the votes, the motion passed unanimously.

Resolution 22-03: Microsoft Unified Support, Presented By: ISA, Steve Kremer

Information Services Agency ("ISA") recommends contracting with Microsoft Corporation ("Microsoft") for additional Microsoft Unified support in an amount not to exceed Two Hundred Forty Thousand Dollars and Zero Cents (\$240,000.00) for one (1) year.

Controller Clark made a motion to approve Resolution 22-03. The motion was seconded by Judge Rothenberg. A roll call vote was called for and recorded thusly: Clark (aye), Harrington (aye), Rothenberg (aye), Voorhies (aye), O'Connor (aye), Richardson (aye) and Wethington (aye). Having recorded the votes, the motion passed unanimously.

Resolution 22-04: Level 3 Internet, Presented By: ISA, Steve Kremer

Information Services Agency ("ISA") recommends contracting with CenturyLink, Inc./Lumen ("Lumen") for telecommunications and connectivity products and services for a three-year (3-year) term and for an additional amount of Eight Hundred Thousand Dollars and Zero Cents (\$800,000.00) for a new not to exceed amount of One Million Five Hundred and Fifty Thousand Dollars and Zero Cents (\$1,550,000.00).

Miss Voorhies made a motion to approve Resolution 22-04. The motion was seconded by Judge Rothenberg. A roll call vote was called for and recorded thusly: Clark (aye), Harrington (aye), Rothenberg (aye), Voorhies (aye), O'Connor (aye), Richardson (aye) and Wethington (aye). Having recorded the votes, the motion passed unanimously.

Resolution 22-05: Accela, Presented By: ISA, Collin Hill

Information Services Agency ("ISA") recommends approval of the expenditure to Accela for licenses and professional services for migrating to the cloud in an amount not to exceed Three Million Five Hundred Thousand Dollars and Zero Cents (\$3,500,000.00) for five (5) years

Controller Clark made a motion to approve Resolution 22-05. The motion was seconded by Miss Harrington. A roll call vote was called for and recorded thusly: Clark (aye), Harrington (aye), Rothenberg (aye), Voorhies (aye), O'Connor (aye), Richardson (aye) and Wethington (aye). Having recorded the votes, the motion passed unanimously.

Discussion Items:

There being no further business to discuss, Board Chair Joseph O'Connor entertained a motion to adjourn. Chief Kevin Wethington made a motion to adjourn. Miss Julie Voorhies seconded the motion. Board Chair O'Connor adjourned the meeting.

The next scheduled IT Board Meeting is April 26, 2022.



**INFORMATION
SERVICES AGENCY**

City of Indianapolis & Marion County



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

ISA IT Board Report

April 26, 2022

Enterprise Projects

Project	Phase	Target	Status
Community Justice Campus – Move – Adult Detention Center	Complete	1/16/2022	
Windows 10 Rollout	Complete	3/25/2022	
CARES: Unified Comm.: Contact Ctr – MCCC	Complete	4/24/2022	
MFA Deployment	Executing	5/09/2022	
Community Justice Campus – Move – Courts	Executing	5/13/2022	
CARES: Salesforce Case Management – MAC	Executing	6/30/2022	
CARES: Unified Comm.: Contact Ctr – MAC	Executing	6/30/2022	
Indy 3.0: AP Automation – Implementation	Executing	6/30/2022	
Application Managed Services RFP	Executing	9/30/2022	
CARES: Unified Communications: Implementation	Executing	12/31/2022	
Kronos/UKG Timekeeping Expansion – IMPD	Planning	TBD	
Kronos/UKG Timekeeping Expansion – MCSO	Planning	TBD	



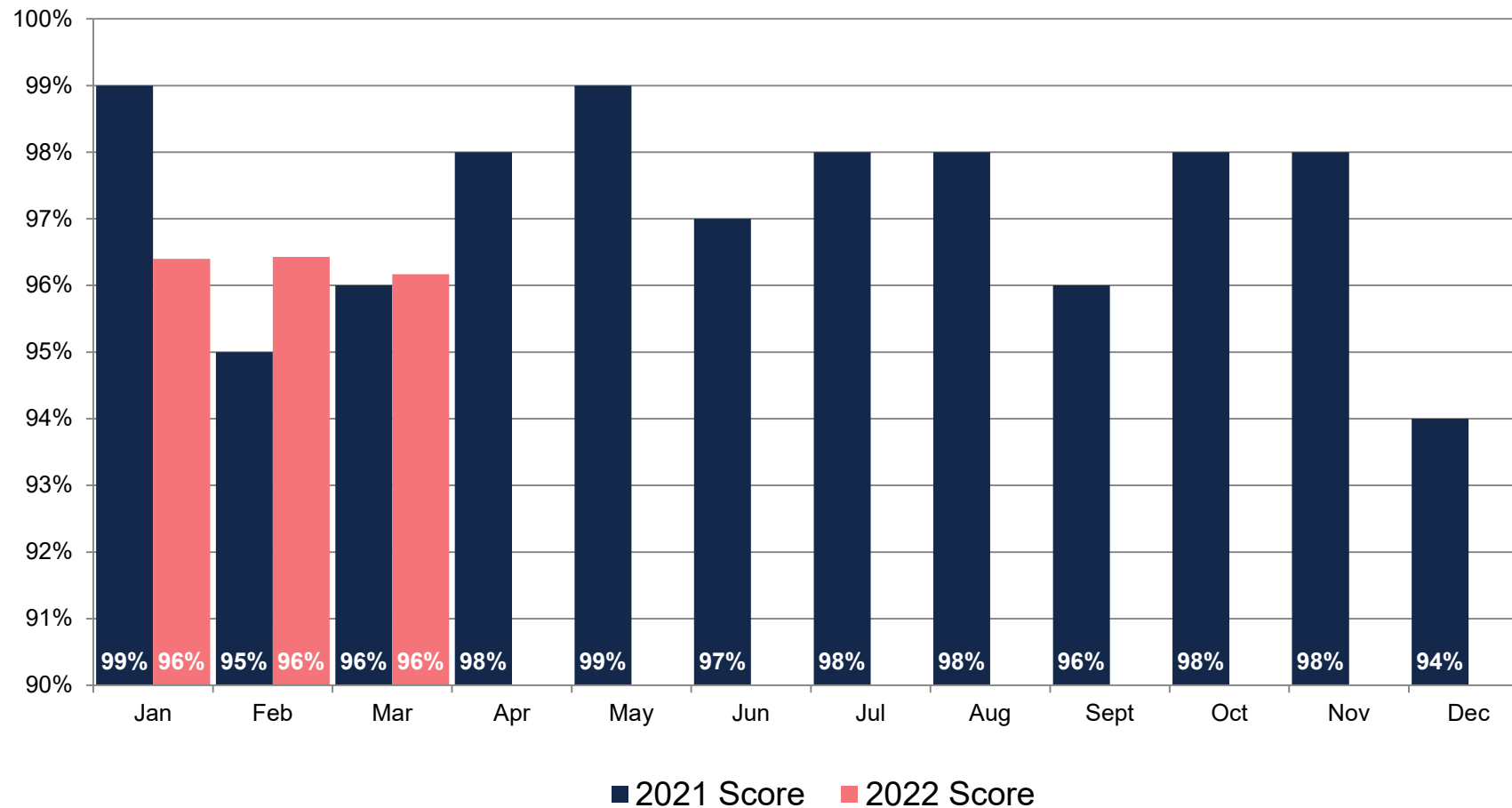
Vendor Service Level Agreements

Service Level Agreements		January 2022	February 2022	March 2022
Bell Techlogix	Number of SLAs	SLAs Achieved	SLAs Achieved	SLAs Achieved
Service Desk / Cross Functional	34	34	34	34
Workplace	13	13	13	13
Data Center / Network	28	28	28	28
Daniel Associates, Inc.	Number of SLAs	SLAs Achieved	SLAs Achieved	SLAs Achieved
Application Enhancement Services	3	3	3	3
Application Maintenance & Support	4	4	4	4



Customer Satisfaction

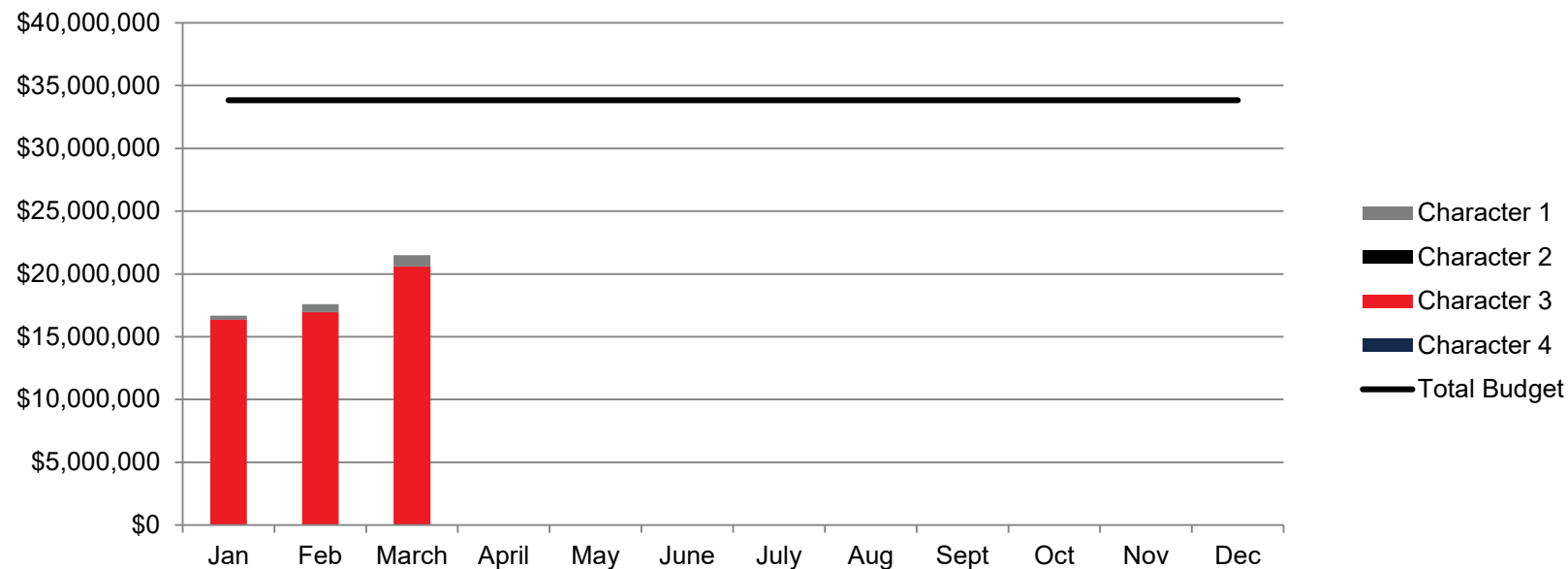
Customer Satisfaction Score
2021 vs 2022



Financial Management

2022 ISA YTD Expenses by Character

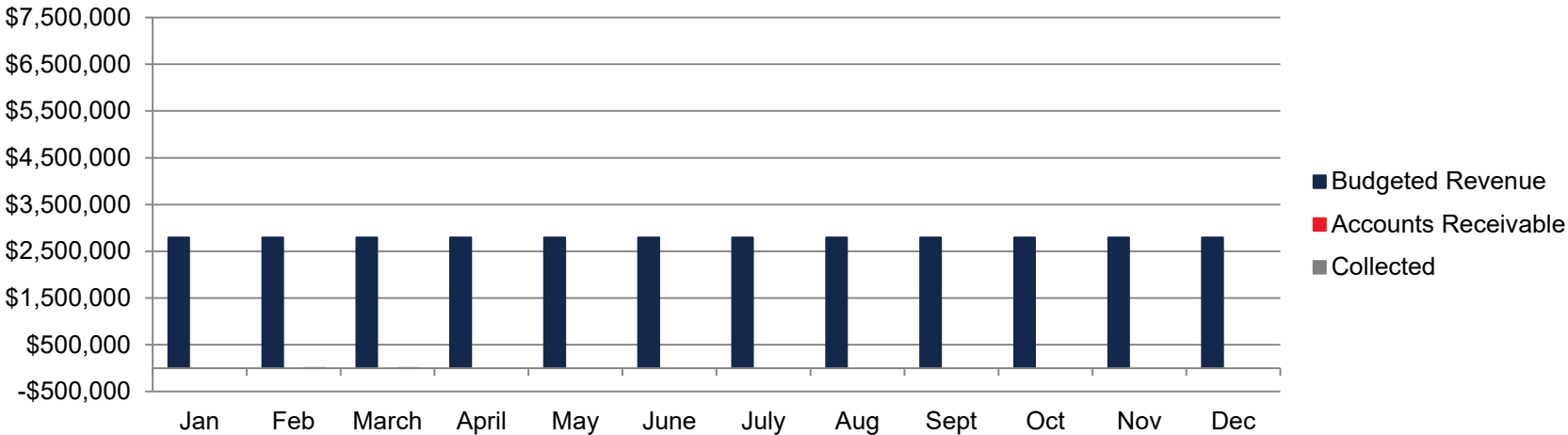
Character	2022 Budget	YTD Spend	Encumbered	Total \$	Total %	Remaining Budget
Character 1: Personnel	\$4,873,352	\$899,175	\$0	\$899,175	18.45%	\$3,974,177
Character 2: Supplies	\$92,305	\$11,261	\$2,510	\$13,771	14.92%	\$78,534
Character 3: Services	\$28,713,641	\$4,623,752	\$15,942,815	\$20,566,566	71.63%	\$8,147,075
Character 4: Capital	\$170,000	\$6,031	\$20,403	\$26,434	15.55%	\$143,566
Total	\$33,849,298	\$5,540,218	\$15,965,728	\$21,505,946	63.53%	\$12,343,352



Financial Management

2022 ISA YTD Revenue by Source

Revenue Source	Budget	Billed	% Billed	Collected	% Collected
Internal Chargeback	\$33,128,245	\$0	0%	\$0	#DIV/0!
External Chargeback	\$459,163	\$0	0%	\$0	#DIV/0!
Miscellaneous	\$0	\$0	N/A	\$2,056	N/A
Total	\$33,587,408	\$0		\$2,056	





**INFORMATION
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City of Indianapolis & Marion County



**INFORMATION
SERVICES AGENCY**

City of Indianapolis & Marion County

**2022 Minority, Women, Veteran &
Disabled-Owned Business Enterprises**

Information Technology Board

April 26, 2022

Elliott Patrick, Chief Information Officer

Notes

Only MBE, WBE, VBE and DOBE vendors certified with the Office of Minority and Women Business Development (OMWBD) are counted towards XBE calculations. All MBE, WBE, VBE and DOBE's not certified with OMWBD are encouraged to obtain certification. More information at www.indy.gov/omwbd.

ISA thanks our core vendor-partners: Bell Techlogix and Daniels Associates, Inc., for their efforts in supporting this initiative.



XBE Planning and Outreach

- 2022 Inclusion Plan
- IT Sourcing and Procurement Lead: Julie Bede Garwood
- ISA Annual Survey of Diverse Suppliers
- Potential Initiatives in 2022



MBE/WBE/VBE/DOBE Statistics for 1st Quarter

Total Char 2-3-4 Spending:	\$7,087,782
Eligible Char 2-3-4 Spending:	\$3,909,167
XBE Spending:	\$2,247,771
XBE % of Eligible Spending:	57.5% (Goal: 27%)

	# of Vendors	Total Spent	Percent	Goal	Variance
MBE	4	\$380,234	9.73%	15%	-5.27%
WBE	3	\$1,772,755	45.35%	8%	37.35%
VBE	2	\$94,782	2.42%	3%	-0.58%
DOBE	0	\$0	0%	1%	-1%





INFORMATION SERVICES AGENCY

City of Indianapolis & Marion County



Resolution 22-06

INFORMATION TECHNOLOGY BOARD

Resolution to Authorize Expenditure to ESO Solutions, Inc.

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 Indianapolis Fire Department (“IFD”) currently contracts with ESO Solutions, Inc. (“ESO”) for a run management solution (“RMS”); and

WHEREAS, the IFD seeks approval from the IT Board to enter into an agreement with ESO for a RMS for a total amount not to exceed One Million, Eighty-Three Thousand Dollars and Zero Cents (\$1,083,000) over three years; and

WHEREAS, the Information Services Agency (“ISA”) recommends approval of the agreement with ESO; and

NOW THEREFORE BE IT RESOLVED, the IT Board authorizes the IFD, subject to the ISA’s Chief Information Officer approval, to enter into an agreement with ESO for a RMS in an amount not to exceed One Million, Eighty-Three Thousand Dollars and Zero Cent (\$1,083,000) for a term through April 29, 2025.

Joseph O’Connor, Chairman
Information Technology Board

Ken Clark, Secretary
Information Technology Board

April 26, 2022

Resolution 22-07

INFORMATION TECHNOLOGY BOARD

Resolution to Authorize Expenditure to Carrier & Gable, Inc

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 Department of Public Works (“DPW”) currently contracts with Carrier & Gable, Inc. for RTC Connect, a software service, and associated hardware; and

WHEREAS, DPW’s contract with Carrier & Gable, Inc. terminates on May 22, 2022 unless the parties agree to renew or other amend the agreement: and

WHEREAS, the product(s) and service(s) provided by Carrier & Gable, Inc. will allow for the continued operation of the DPW School Zone Flashing Beacon System: and

WHEREAS, the DPW seeks approval from the IT Board to continue to contract with Carrier & Gable, Inc. for RTC Connect and associated hardware for a total amount not to exceed One Million One Hundred Thousand Dollars and Zero Cents (\$1,100,000); and

WHEREAS, the Information Services Agency (“ISA”) recommends approval of the agreement with DPW for RTC Connect; and

NOW THEREFORE BE IT RESOLVED, the IT Board authorizes the DPW, subject to the ISA’s Chief Information Officer approval, to enter into an agreement with Carrier & Gable, Inc. for RTC Connect and associated hardware in an amount not to exceed One Million One Hundred Thousand Dollars and Zero Cents (\$1,100,000) for a term that begins when the parties’ current term expires and continues until five years after that date.

Joseph O’Connor, Chairman
Information Technology Board

Ken Clark, Secretary
Information Technology Board

April 26, 2022

Resolution 22-08

INFORMATION TECHNOLOGY BOARD

Resolution to Authorize Expenditure to Flock Systems

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 Indianapolis Metropolitan Police Department (“IMPD”) seeks approval from the IT Board to enter into an agreement with Flock Systems for license plate reader hardware, software, and implementation services for a total amount not to exceed One Million Five Hundred Thousand Dollars and Zero Cents (\$1,500,000); and

WHEREAS, the Information Services Agency (“ISA”) recommends approval of the agreement with Flock Systems for license plate reader hardware, software, and implementation services; and

NOW THEREFORE BE IT RESOLVED, the IT Board authorizes the IMPD, subject to the ISA’s Chief Information Officer approval, to enter into an agreement with F Flock Systems for license plate reader hardware, software and implementation services in an amount not to exceed One Million Five Hundred Thousand Dollars and Zero Cents (\$1,500,000).

Joseph O’Connor, Chairman
Information Technology Board

Ken Clark, Secretary
Information Technology Board

April 26, 2022

Resolution 22-09

INFORMATION TECHNOLOGY BOARD

**Resolution to Authorize Expenditure to Cisco for
Unified Communication Products & 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, the Information Services Agency (“ISA”) recommends contracting with an authorized Cisco reseller for software, networking products, and services in an amount not to exceed One Million Dollars and Zero Cents (\$1,000,000.00) to cover Unified Communication Products & Services; and

WHEREAS, ISA may utilize a financial services agency to annualize the cost of purchases; and

NOW THEREFORE BE IT RESOLVED, the IT Board authorizes the ISA’s Chief Information Officer to execute all reasonable and necessary documents to enter into an agreement with an authorized Cisco reseller and a financial agency for the software, networking products, and services in an amount not to exceed One Million Dollars and Zero Cents (\$1,000,000.00).

Joseph O’Connor, Chairman
Information Technology Board

Ken Clark, Secretary
Information Technology Board

April 26, 2022

Resolution 22-10

INFORMATION TECHNOLOGY BOARD

Resolution to Authorize Additional Expenditure with Dell Marketing, LP through QPA 9414A

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 Dell Marketing, LP (Dell) through the State of Indiana Quantity Purchasing Agreement (QPA) number 9414A; and

WHEREAS, ISA has considered its business needs and determined that ISA needs authorization to spend additional capital so that ISA may continue to utilize the QPA from Dell Marketing's services; and

WHEREAS, ISA believes it may be necessary to spend an additional Five Million Dollars and Zero Cents (\$5,000,000); for a revised total amount not to exceed Twelve Million, One Hundred Thousand Dollars and Zero Cents (\$12,100,000), through June 25, 2025; and

WHEREAS, ISA recommends approval of the agreement with Dell for the service that Dell provides.

NOW THEREFORE BE IT RESOLVED, the IT Board authorizes ISA's Chief Information Officer to execute all reasonable and necessary documents to enter into an agreement with Dell, through the State of Indiana Quantity Purchasing Agreement (QPA) number 9414A, in an amount not to exceed Five Million Dollars and Zero Cents (\$5,000,000); for a revised total amount not to exceed Twelve Million, One Hundred Thousand Dollars and Zero Cents (\$12,100,000, through June 25, 2025.

Joseph O'Connor, Chairman
Information Technology Board

Ken Clark, Secretary
Information Technology Board

April 26, 2022

Resolution 22-11

INFORMATION TECHNOLOGY BOARD

Resolution to Authorize Expenditure to Oracle America, Inc.

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 Oracle for Peoplesoft licenses and related support; and

WHEREAS, ISA has reviewed the business need for Peoplesoft licenses from Oracle; and

WHEREAS, ISA seeks approval from the IT Board to spend an additional amount not to exceed of Six Hundred Thousand and Zero Cents (\$600,000.00); for a revised total not to exceed amount of Three Million Six Hundred Forty-Four Thousand, Two Hundred Fifty-Eight Dollars and Nineteen Cents (\$3,644,258.19) for one additional year.

WHEREAS, ISA recommends approval of the agreement with Oracle for Peoplesoft licenses and replated support and an extension of said agreement for one year; and

NOW THEREFORE BE IT RESOLVED, the IT Board authorizes ISA’s Chief Information Officer to enter into an agreement with Oracle for Peoplesoft licenses and related support in an amount not to exceed Six Hundred Thousand and Zero Cents (\$600,000.00); for a revised total not to exceed amount of Three Million Six Hundred Forty-Four Thousand, Two Hundred Fifty-Eight Dollars and Nineteen Cents (\$3,644,258.19) for an additional term of one year.

Joseph O’Connor, Chairman
Information Technology Board

Ken Clark, Secretary
Information Technology Board

April 26, 2022

RESOLUTION 22-12

INFORMATION TECHNOLOGY BOARD

**Resolution to Recognize Holli Harrington for her service to the
Information Technology Board**

WHEREAS, Holli Harrington has served on the Information Technology Board from June 2012 through March 2022; and

WHEREAS, Ms. Harrington has brought leadership, guidance and a strong sense of commitment to ensure the success of the Information Services Agency; and

WHEREAS, Ms. Harrington has served as a board member on the Information Technology Board commendably and with excellent stewardship; and

WHEREAS, the Information Technology Board would like to offer thanks for her contribution and guidance over the past nine (9) years.

NOW, THEREFORE BE IT RESOLVED THAT the Information Technology Board extends recognition and appreciation to Ms. Harrington for her outstanding service to the City of Indianapolis and Marion County as a valued member of the Information Technology Board.

Joseph O'Connor, Chairman
Information Technology Board

Ken Clark, Secretary
Information Technology Board

April 26, 2022

RESOLUTION 22-13

INFORMATION TECHNOLOGY BOARD

**Resolution to Recognize Chief Louis Dezelan for his service to the
Information Technology Board**

WHEREAS, Chief Dezelan has served on the Information Technology Board from January 2011 through March 2022; and

WHEREAS, Chief Dezelan has brought leadership, guidance and a strong sense of commitment to ensure the success of the Information Services Agency; and

WHEREAS, Chief Dezelan has served as a board member on the Information Technology Board commendably and with excellent stewardship; and

WHEREAS, the Information Technology Board would like to offer thanks for his contribution and guidance over the past eleven (11) years.

NOW, THEREFORE BE IT RESOLVED THAT the Information Technology Board extends recognition and appreciation to Chief Dezelan for his outstanding service to the City of Indianapolis and Marion County as a valued member of the Information Technology Board.

Joseph O'Connor, Chairman
Information Technology Board

Ken Clark, Secretary
Information Technology Board

April 26, 2022

RESOLUTION 22-14

INFORMATION TECHNOLOGY BOARD

**Resolution to Recognize Chief Kevin Wethington for his service to the
Information Technology Board**

WHEREAS, Chief Wethington has served on the Information Technology Board from February 2019 through March 2022; and

WHEREAS, Chief Wethington has brought leadership, guidance and a strong sense of commitment to ensure the success of the Information Services Agency; and

WHEREAS, Chief Wethington has served as a board member on the Information Technology Board commendably and with excellent stewardship; and

WHEREAS, the Information Technology Board would like to offer thanks for his contribution and guidance over the past three (3) years.

NOW, THEREFORE BE IT RESOLVED THAT the Information Technology Board extends recognition and appreciation to Chief Wethington for his outstanding service to the City of Indianapolis and Marion County as a valued member of the Information Technology Board.

Joseph O'Connor, Chairman
Information Technology Board

Ken Clark, Secretary
Information Technology Board

April 26, 2022

Date	Approved	Dept.	Description		Annual \$ Amount	Total \$ Amount	MBE/ WBE	Notes
1/20/2022	ISA		Call Center Recording/Maintenance	Word Systems Inc	\$3,150.33	\$42,664.44	No	License/Maintenance
1/28/2022	ISA		Professional Services	Infor	\$30,000.00	\$150,000.00	No	Services
3/9/2022	ISA		Professional Services	Vertiv Corporation	\$24,978.53	\$103,197.98	No	Services (Liebert UPS/Power/Battery)
3/29/2022	Forensic Services		Sales, Service and Maintenance	JusticeTrax, Inc		\$211,140.00	No	Software Maintenance
4/5/2022	ISA		Microsoft Unified Support	Microsoft Corporation		\$214,541.00	No	Support Services
4/18/2022	OFM		Oracle Enterprise Performance Managment Cloud Support Services	Innofin Solutions Inc		\$60,000.00		Support Services