

Information Technology Board Meeting



October 4, 2022

Meeting Details:

Date: October 4, 2022 (rescheduled from September 4, 2022) **Time:** 10:30 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 July 26, 2022, Meeting Minutes:** Chairman Joseph O'Connor

Status Updates:

3. **ISA Report:** Elliott Patrick, ISA CIO

Action Items:

4. **Resolution 22-23: American Platform Services, LLC.,** Monica Ferguson, MSC Director of Finance
5. **Resolution 22-24: Clawsons,** Steve Kremer, ISA COO
6. **Resolution 22-25: Bell Techlogix,** Steve Kremer, ISA COO
7. **Resolution 22-26: Cisco,** Steve Kremer, ISA COO
8. **Resolution 22-27: SHI International Corp,** Collin Hill, ISA CTO
9. **Resolution 22-28: Knowledge Services,** Collin Hill, ISA CTO

Discussion Items:

10. None

Meeting Adjournment

The next scheduled Information Technology Board meeting is to be held October 25, at 9:30 AM.

Meeting Details:

Date: July 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 June 28, 2022, Meeting Minutes:** Chairman Joseph O'Connor

Status Updates:

3. **ISA Report:** Elliott Patrick, ISA CIO

Action Items:

4. **Resolution 22-19: Network Solutions – ISA,** Nicole Heatly-Holmes
5. **Resolution 22-20: Unified Communications – ISA,** Nicole Heatly-Holmes
6. **Resolution 22-21: Kronos – ISA,** Collin Hill
7. **Resolution 22-22: RFP 51 ISA-39 Award – Application Services,** Collin Hill, Sravan Patharla & Mark Caswell

Discussion Items:

8. None

Meeting Adjournment

The next scheduled Information Technology Board meeting is to be held on Tuesday, September 27, 2022, at 9:30 AM.

Roll Call:

IT Board Members Present

Assessor Joseph O'Connor	Marion County Assessor	Chairman/Voting Member
Commander Angie Grider	Marion County Sheriff's Office	Voting Member
Deputy Chief Val Cunningham	Indianapolis Metropolitan Police Department	Voting Member
Clerk Myla Eldridge	Marion County Clerk's Office	Voting Member
Auditor Julie Voorhies	Marion County Auditor	Voting Member
Jane Richardson	Mayoral Appointment	Voting Member
Judge Marc Rothenberg	Marion Superior Court	Voting Member

Also Present

Mr. Elliott Patrick	Information Services Agency	Chief Information Officer
Mr. Gary Ricks	Office of Corporation Counsel	Legal Counsel
Nicole Heatly-Holmes	Information Services Agency	End User - Computing Manager
Sravan Patharla	Information Services Agency	Database Team Lead
Mark Caswell	Resultant	Chief Executive Officer
Mr. Collin Hill	Information Services Agency	Chief Technology Officer
Mr. Steve Kremer	Information Services Agency	Chief Operating Officer

IT Board Business:

Approval of the July 26, 2022, Meeting Minutes: Chairman Joseph O'Connor

Judge Marc Rothenberg made a motion to approve the June 28, 2022, IT Board minutes. The motion was seconded by Deputy Chief Val Cunningham. A voice vote was called, and all consented with an aye vote. Having recorded the votes, the motion passed unanimously.

Status Updates:

Mr. Elliott Patrick, CIO, presented the July 26, 2022, ISA Report.

All reports and materials for this meeting are available for viewing in the July 2022 Board Packet online at indy.gov/activity/information-technology-board.

Action Items:

Resolution 22-19: Cisco Networking Solutions - ISA, Nicole Heatly-Holmes

The Information Services Agency (“ISA”) sought approval from the IT Board to approve an expenditure for additional networking products and services from Authorized Cisco Reseller, Network Solutions, Inc. (“NSI”) in an amount not to exceed Three Million Dollars and Zero Cents (\$3,000,000.00) for expenses related to the continued use of Cisco hardware, software, maintenance, support and related services. ISA may utilize a financial services agency to annualize the cost of this purchase

Auditor Julie Voorhies made a motion to approve Resolution 22-19. The motion was seconded by Clerk Myla Eldridge. A voice vote was called, and all consented with an aye vote. Having recorded the votes, the motion passed unanimously.

Resolution 22-20: Unified Communication Products & Services – ISA, Nicole Heatly-Holmes

The Information Services Agency (“ISA”) sought approval from the IT Board to spend an additional amount not to exceed Two Hundred, Fifty Thousand Dollars and Zero Cents (\$250,000.00) to contract with an authorized Cisco reseller for telephony hardware, software, networking products and services. ISA may utilize a financial services agency for the cost of purchases.

Auditor Julie Voorhies made a motion to approve Resolution 22-20. The motion was seconded by Board Member Jane Richardson. A voice vote was called, and all consented with an aye vote. Having recorded the votes, the motion passed unanimously.

Resolution 22-21: Kronos – ISA, Collin Hill

The Information Services Agency (“ISA”) sought approval from the IT Board to extend a current agreement with Kronos for Workforce Dimensions and Telestaff software, licenses and project support for an additional amount not to exceed Two Hundred Thousand Dollars and Zero Cents (\$200,000.00) for a revised total amount not to exceed Three Million, Five Hundred Seventy-Six Thousand, Three Hundred Sixty-Five Dollars and Eighty Cents (\$3,576,365.80).

Auditor Julie Voorhies made a motion to approve Resolution 22-21. The motion was seconded by Commander Angie Grider. A voice vote was called, and all consented with an aye vote. Having recorded the votes, the motion passed unanimously.

Resolution 22-22: Daniels Associates, Inc. - ISA, Collin Hill and Sravan Patharla; Mark Caswell, CEO, Resultant

The Information Services Agency (“ISA”) is recommending award of a contract to Daniels Associates, Inc., (“DAI”) in an amount not to exceed Forty-Two Million, Seven Hundred Fifty-Five Thousand, Two Hundred Seventy-Four Dollars and Thirty-Five Cents (\$42,755,274.35) through September 30, 2027, for Application Services.

Auditor Julie Voorhies made a motion to approve Resolution 22-22. The motion was seconded by Clerk Myla Eldridge. A voice vote was called, and all consented with an aye vote. Having recorded the votes, the motion passed unanimously.

Discussion Items:

None

Meeting Adjournment

Chair O'Connor entertained a motion to adjourn. Judge Marc Rothenberg seconded the motion. Board Chair O'Connor adjourned the meeting.

The next scheduled Information Technology Board meeting is to be held on Tuesday, September 27, at 9:30 AM 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

October 4, 2022

Enterprise Projects

Project	Phase	Target	Status
Security Program: Enterprise Security Training	Complete	7/31/2022	Green
CARES: Salesforce Case Management – MAC	Complete	8/30/2022	Green
CARES: Unified Comm.: Contact Ctr – MAC	Complete	8/30/2022	Green
Security Program: Privileged and Remote Access Management	Complete	9/30/2022	Green
Application Managed Services RFP	Complete	9/30/2022	Green
CARES: Unified Communications: Implementation	Executing	12/31/2022	Green
Indy 3.0: AP Automation – Implementation	Paused	12/31/2022	Red
Storage Modernization	Planning	3/31/2023	Grey
Kronos/UKG Timekeeping Expansion – IMPD	Executing	TBD	Green
Kronos/UKG Timekeeping Expansion – MCSO	Planning	TBD	Grey

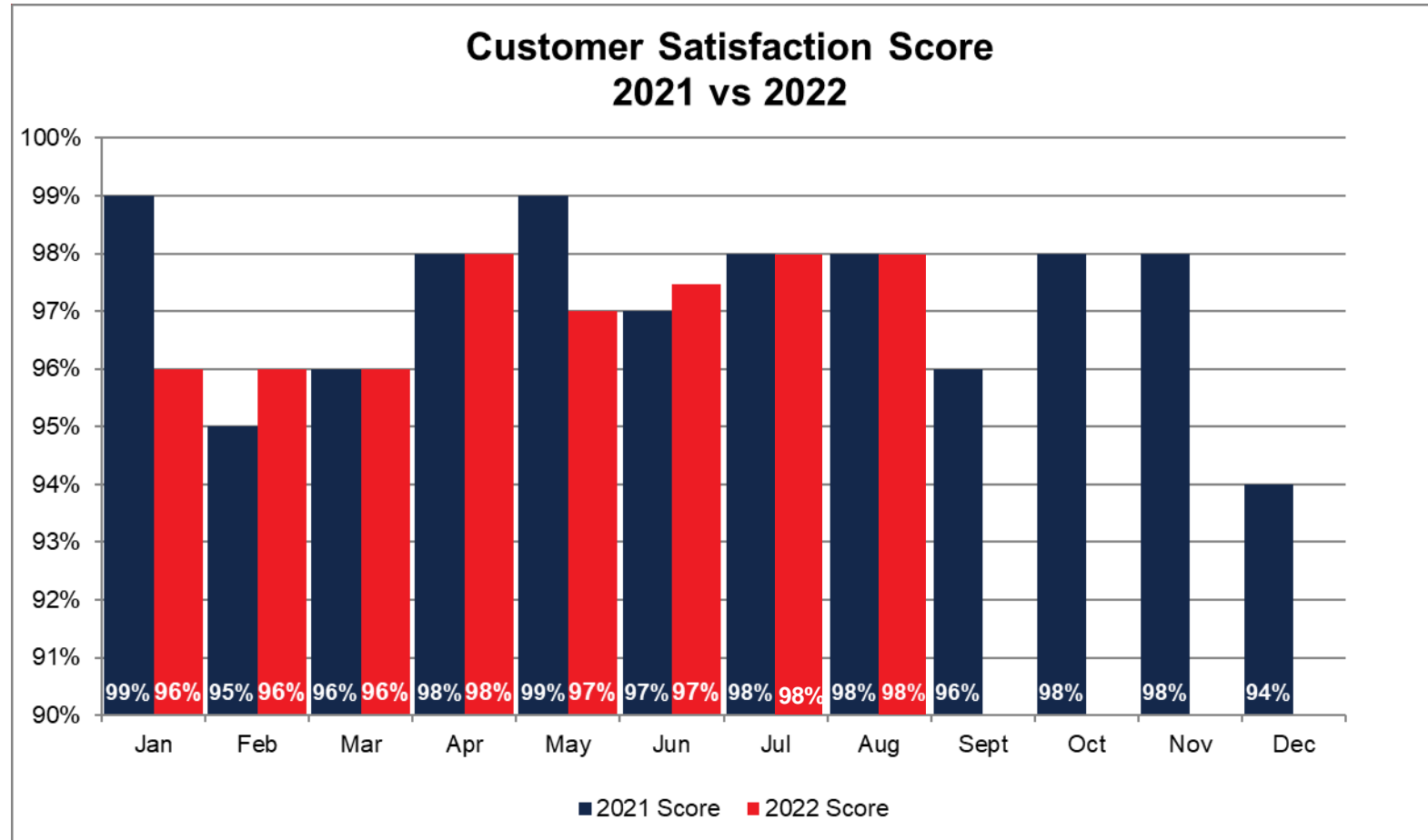


Vendor Service Level Agreements

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



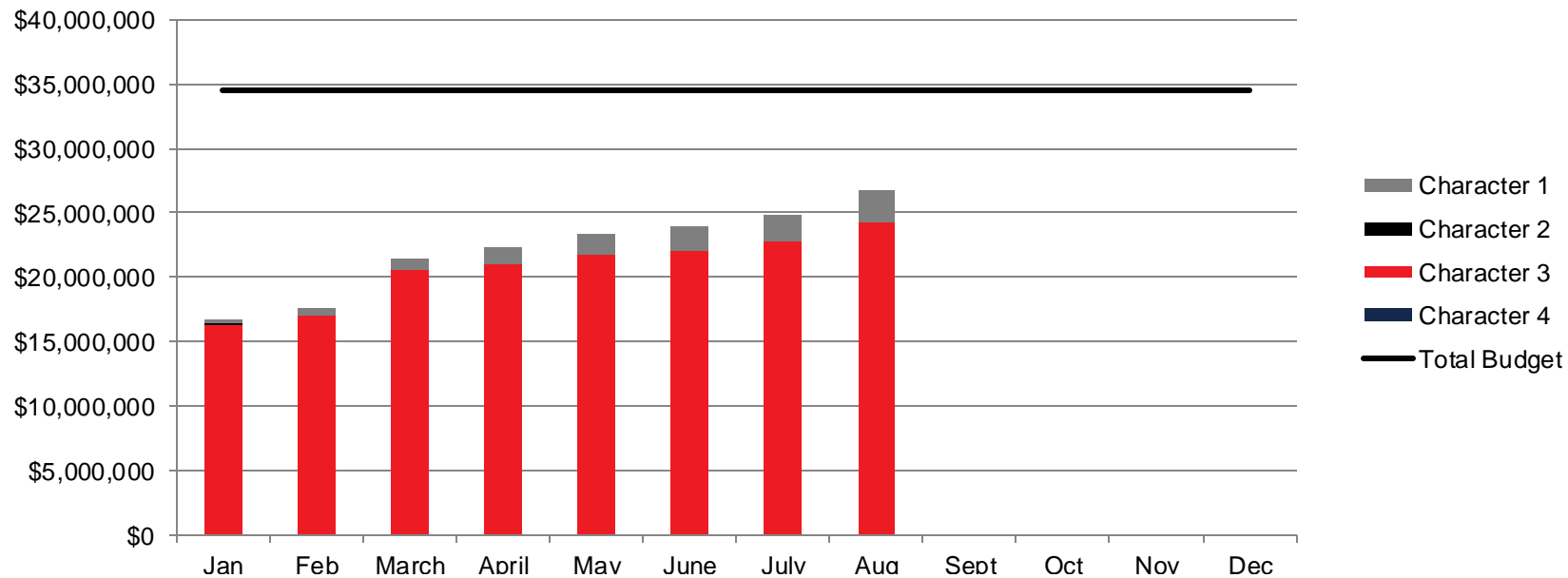
Customer Satisfaction



Financial Management

2022 ISA YTD Expenses by Character

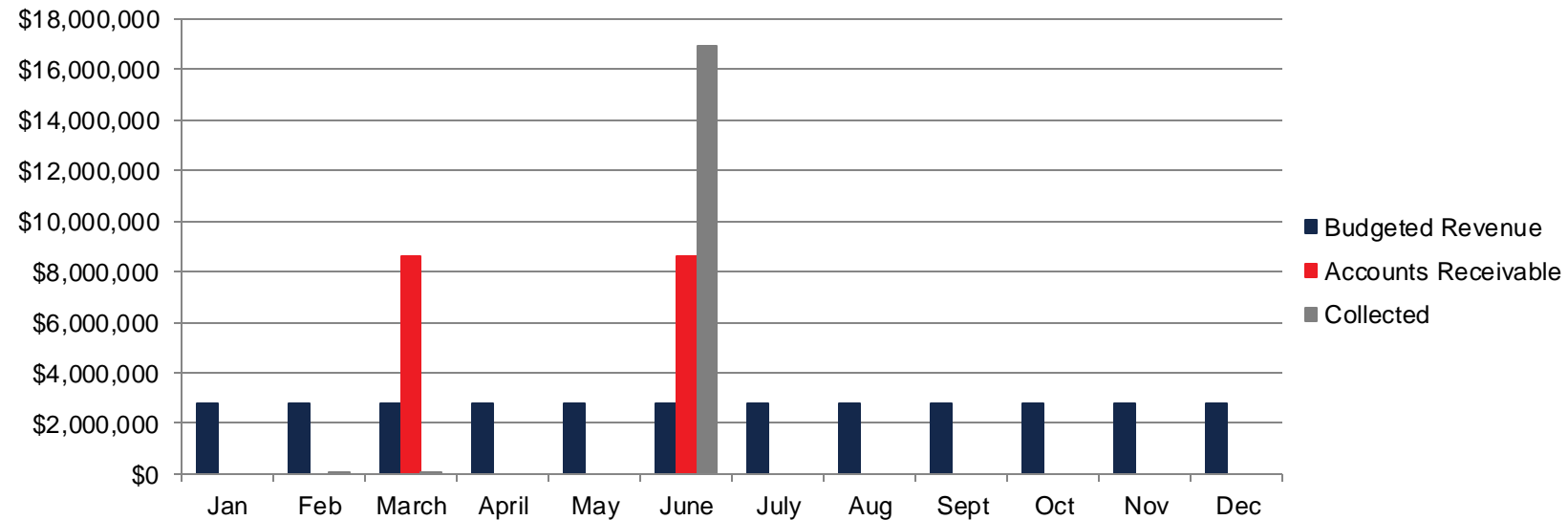
Character	2022 Budget	YTD Spend	Encumbered	Total \$	Total %	Remaining Budget
Character 1: Personnel	\$4,873,352	\$2,389,995	\$0	\$2,389,995	49.04%	\$2,483,357
Character 2: Supplies	\$92,305	\$33,615	\$2,127	\$35,741	38.72%	\$56,564
Character 3: Services	\$29,363,641	\$16,331,245	\$7,892,313	\$24,223,558	82.50%	\$5,140,083
Character 4: Capital	\$170,000	\$59,611	\$9,793	\$69,404	40.83%	\$100,596
Total	\$34,499,298	\$18,814,466	\$7,904,232	\$26,718,698	77.45%	\$7,780,599



Financial Management

2022 ISA YTD Revenue by Source

Revenue Source	Budget	Billed	% Billed	Collected	% Collected
Internal Chargeback	\$33,128,245	\$16,938,468	51%	\$16,942,089	100%
External Chargeback	\$459,163	\$262,649	57%	\$0	0%
Miscellaneous	\$0	\$0	N/A	\$2,056	N/A
Total	\$33,587,408	\$17,201,117		\$16,944,145	





**INFORMATION
SERVICES AGENCY**

City of Indianapolis & Marion County

RESOLUTION 22-23

INFORMATION TECHNOLOGY BOARD

Resolution to Increase Amount between the Marion Superior Courts and American Platform Services, 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 is

WHEREAS, on January 28, 2020, the IT Board approved Resolution 20-01, which requires IT Board approval of any information technology contracts greater than 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, Courts seeks approval from the IT Board to amend its agreement with American Platform Services, LLC for on-line transcription production workflow management services and management of court audio-visual recordings in an amount not to exceed One Hundred Forty-Seven Thousand, Nine Hundred Dollars and Zero Cents (\$147,900.00) for a total amount not to exceed Five Hundred Ninety Thousand, Nine Hundred Dollars and Zero Cents (\$597,900.00); and

WHEREAS, the Information Services Agency (“ISA”) recommends approval of the agreement with American Platform Services, LLC.

NOW THEREFORE BE IT RESOLVED, the IT Board authorizes Courts, subject to ISA’s Chief Information Officer approval, to enter into an agreement with American Platform Services, LLC for on-line transcription production workflow management services and management of court audio-visual recordings in an amount not to exceed One Hundred Forty-Seven Thousand, Nine Hundred Dollars and Zero Cents (\$147,900.00) for a total amount not to exceed Five Hundred Ninety Thousand, Nine Hundred Dollars and Zero Cents (\$597,900.00).

Joseph O’Connor, Chairman
Information Technology Board

Ken Clark, Secretary
Information Technology Board

October 4, 2022

RESOLUTION 22-24

INFORMATION TECHNOLOGY BOARD

Resolution to Approve Additional Expenditure with Clawson Communications, Inc. for Wiring 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”) currently contracts with Clawson Communications, Inc. (“Clawson”) for wiring services; and

WHEREAS, ISA has reviewed the business need for additional wiring and related services from Clawson; and

WHEREAS, ISA recommends the approval from the IT Board to spend an additional amount not to exceed Two Million Dollars and Zero Cents (\$2,000,000.00); for a revised total amount not to exceed Eight Million, Three Hundred Fifty-Seven Thousand, Fifty-Seven Dollars and Thirty-Two Cents (\$8,357,057.32); 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 Clawson for wiring services in an amount not to exceed Two Million Dollars and Zero Cents (\$2,000,000.00); for a revised total amount not to exceed Eight Million, Three Hundred Fifty-Seven Thousand, Fifty-Seven Dollars and Thirty-Two Cents (\$8,357,057.32).

Joseph O’Connor, Chairman
Information Technology Board

Ken Clark, Secretary
Information Technology Board

October 4, 2022

RESOLUTION 22-25

INFORMATION TECHNOLOGY BOARD

Resolution to Authorize an Amendment with Bell Techlogix, Inc. For The Technology Infrastructure and Operations Services Project

WHEREAS, Section 281-212(a)(3) 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 major information technology contracts; and

WHEREAS, the Information Services Agency (“ISA”) currently contracts with Bell Techlogix, Inc. (“Bell”) for the Technology Infrastructure and Operations Services project; and

WHEREAS, ISA has reviewed the business need for additional services from Bell; and

WHEREAS, ISA requests approval from the IT Board to spend an additional amount not to exceed Two Million Dollars and Zero Cents (\$2,000,000.00) for a revised total amount not to exceed Thirty-Three Million, Five Hundred Fifty-One Thousand, Three Hundred Sixty-Four Dollars and Zero Cents (\$33,551,364.00).

NOW THEREFORE BE IT RESOLVED, the IT Board authorizes the Chief Information Officer to execute all reasonable and necessary documents on behalf of ISA with Bell for the Technology Infrastructure and Operations Services project in an additional amount not to exceed Two Million Dollars and Zero Cents (\$2,000,000.00) for a revised total amount not to exceed Thirty-Three Million, Five Hundred Fifty-One Thousand, Three Hundred Sixty-Four Dollars and Zero Cents (\$33,551,364.00).

Joseph O’Connor, Chairman
Information Technology Board

Ken Clark, Secretary
Information Technology Board

October 4, 2022

RESOLUTION 22-26

INFORMATION TECHNOLOGY BOARD

Resolution to Authorize Expenditure for Cisco for Networking Products and 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 networking products and services in an amount not to exceed Four Million Dollars and Zero Cents (\$4,000,000.00); and

WHEREAS, ISA may utilize a financial agency to annualize the cost of this purchase.

NOW THEREFORE BE IT RESOLVED, the IT Board authorizes the Chief Information Officer to execute all reasonable and necessary documents on behalf of ISA with an Authorized Cisco Reseller and a financial agency for the networking products and services in an amount not to exceed Four Million Dollars and Zero Cents (\$4,000,000.00).

Joseph O’Connor, Chairman
Information Technology Board

Ken Clark, Secretary
Information Technology Board

October 4, 2022

Resolution 22-27

INFORMATION TECHNOLOGY BOARD

Resolution to Authorize Expenditure with SHI International Corp. through IDOA QPA

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”) seeks approval to contract with SHI International Corp (“SHI”) through the State of Indiana Quantity Purchasing Agreement (QPA) for software licenses purchases, renewals, maintenance and services; and

WHEREAS, ISA seeks approval from the IT Board to enter into an agreement with SHI for a total not to exceed of Six Million Dollars and Zero Cents (\$6,000,000): and

WHEREAS, ISA recommends approval of the agreement with SHI for software licenses purchases, renewals, maintenance and services; and

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 SHI, through the State of Indiana Quantity Purchasing Agreement (QPA), in an amount not to exceed Six Million Dollars and Zero Cents (\$6,000,000).

Joseph O’Connor, Chairman
Information Technology Board

Ken Clark, Secretary
Information Technology Board

October 4, 2022

RESOLUTION 22-28

INFORMATION TECHNOLOGY BOARD

Resolution to Authorize Additional Expenditure with Guidesoft, Inc., dba Knowledge Services, for on-demand IT personnel 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”) currently contracts with Guidesoft, Inc., d.b.a. Knowledge Services (“Knowledge Services”), for on-demand IT personnel services; and

WHEREAS, ISA has reviewed the business need for additional on-demand IT personnel services from Knowledge Services; and

WHEREAS, ISA requests approval from the IT Board to spend an additional amount not to exceed Five Hundred Thousand Dollars and Zero Cents (\$500,000.00) for a revised total amount not to exceed Three Million, One Hundred Fifty Thousand Dollars and Zero Cents (\$3,150,000.00) for an additional one (1) year term.

NOW THEREFORE BE IT RESOLVED, the IT Board authorizes the Chief Information Officer to execute all reasonable and necessary documents on behalf of ISA with Knowledge Services for on-demand IT personnel services in an additional not to exceed Five Hundred Thousand Dollars and Zero Cents (\$500,000.00) for a revised total amount not to exceed Three Million, One Hundred Fifty Thousand Dollars and Zero Cents (\$3,150,000.00).

Joseph O’Connor, Chairman
Information Technology Board

Ken Clark, Secretary
Information Technology Board

October 4, 2022

ISA CONTRACT REPORT <\$250,000
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
			Oracle Enterprise Performance Managment Cloud Support					
4/18/2022	OFM		Services	Innofin Solutions Inc		\$60,000.00		Support Services
			Extended Term for Development of Interface between					
4/27/2022	ISA		Incapsulate/Salesforce and Chameleon	HLP Inc		\$100,000.00		Support Services
4/27/2022	IFD Task Force 1		EMOS Softward and Web Portal Site	MyDBSolutions, LLC		\$40,000.00		Support Services
5/11/2022	Parks		Accreditation Licenses - Subscription	PowerDMS, Inc		\$29,572.00		Subscription Services (SaaS)
5/4/2022	Parks		Real Time Payment Processing Solution	Windcave, Inc		\$19,595.00		Support Services
5/6/2022	Human Resources		NeoGov / Insight Software	GovernmentJobs.com		\$169,018.18		Software Support Maintenance
5/13/2022	Forensic Services		Lab and Field Testing Services	Agilent Technologies Inc		\$134,423.00		Support Services
5/25/2022	DPW		MOU - Pilot Project for Software and Services	Rubicon Global LLC				Software & Services
6/7/2022	Parks		Payment System	Millennium Digital Technologies LLC		\$8,928.00		
6/7/2022	OFM		Extend Term for Consuting Services	Community Solutions Inc		\$50,000.00		Support Services
			Office of Education					
6/8/2022	Innovation		Unified Enrollment Administration	Enroll Indy Inc		\$99,570.00		Professional Services
6/13/2022	IMPD		Veritone License and Support Services	Word Systems Inc		\$59,424.00		Support Services
6/17/2022	OFM		Walk-IN Payment Services	Firstech Inc		\$29,400.00		Professional Services
6/24/2022	Forensic Services		Lab Equipment and Accessories	Life Technologies Corp		\$82,199.00		Maintenance Support Services