

Information Technology Board Meeting



April 25, 2023

Meeting Details:

Date: April 25, 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. **Approval of the February 28, 2023, Meeting Minutes:** Chairman Joseph O'Connor

Status Updates:

3. **ISA Board Report:** Collin Hill, ISA CIO
4. **ISA Financial Report:** Kai Davis, CFO, ISA

Action Items:

5. **Resolution 23-06: American Platform Services, LLC, d/b/a The RecordXchange** - Monica Ferguson, Director of Contract Administration – Marion Superior Court
6. **Resolution 23-07: Infor Public Sector** – Jean Shank, Senior Program Manager, Data & Tech, Department of Public Works
7. **Resolution 23-08: GovEase** – Kate Kotan, Application Services Manager, ISA

Discussion Items:

8. **None**

The next scheduled Information Technology Board meeting will be held June 27, 2023, at 9:30 a.m.

Roll Call:

IT Board Members Present

Mr. Joseph O'Connor	Marion County Assessor	Chairman/Voting Member
Mr. Ken L. Clark	Office of Finance and Management	Voting Member
Colonel James Martin	Marion County Sheriff's Office	Voting Member
Ms. Kate Sweeney Bell	Marion County Clerk's Office	Voting Member
Ms. Barbara Lawrence	Marion County Treasurer	Voting Member
Ms. Jane Richardson	Mayoral Appointment	Voting Member
Mr. Terry Morris	City-County Council Appointee	Voting Member

Also Present

Mr. Collin Hill	Information Services Agency	Interim Chief Information Officer
Mr. Gary Ricks	Office of Corporation Counsel	Legal Counsel
Nicole Heatly-Holmes	Information Services Agency	Chief Information Security Officer
Mr. Kevin Moore	Information Services Agency	Chief Operating Officer

IT Board Business:

Approval of the January 24, 2023, Meeting Minutes: Chairman Joseph O'Connor

Ms. Barbara Lawrence made a motion to approve the January 24, 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, Interim CIO, presented the February 28, 2023, ISA Report.

All reports and materials for this meeting are available for viewing in the February 28, 2023, Board Packet online at indy.gov/activity/information-technology-board.

Action Items:

Resolution 23-04: Microsoft Corporation – Nicole Heatly-Holmes, Chief Information Security Officer, ISA

The Information Services Agency ("ISA") sought approval from the IT Board to contract with Microsoft Corporation for additional Microsoft Unified support for business intelligence and enterprise security efforts in an amount not to exceed Two Hundred Eighty-Six Thousand, Two Hundred Fifty Dollars and Forty Cents (\$286,250.40) for one year.

Ms. Barbara Lawrence made a motion to approve Resolution 23-04. The motion was seconded by Colonel James Malone. A voice vote was called, and all consented with an aye vote. Having recorded the votes, the motion passed unanimously.

Resolution 23-05: Authorization to Hire Mr. Collin Hill as Chief Information Officer of the Information Services Agency – Chairman Joseph O'Connor

The IT Board is authorized by Section 281-212(a)(14) of the Code to delegate any of its functions to the CIO. The IT Board interviewed Mr. Collin Hill and reviewed his qualifications. The IT Board found Mr. Collin Hill to be well qualified for the position of CIO and appointed Mr. Collin Hill as the CIO of the Information Services Agency.

Ms. Barbara Lawrence made a motion to approve Resolution 23-05. The motion was seconded by Mr. Terry Morris.

Discussion Items:

Mr. Kevin Moore, Chief Operating Officer, presented an update on ISA Network Testing that occurred on February 20, 2023.

Meeting Adjournment

Chair O'Connor entertained a motion to adjourn. Mr. Ken Clark moved for adjournment. Ms. Barbara Lawrence seconded the motion. Board Chair O'Connor adjourned the meeting.

The next scheduled Information Technology Board meeting is to be held on Tuesday, April 25, 2023, at 9:30 a.m. in City-County Building Room 260.





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

ISA IT Board Report

April 25, 2023

Enterprise Projects

Project	Phase	Target	Status
CARES: Unified Communications: Implementation	Executing	12/31/2023	
CCB Restack	Executing	6/30/2024	
Storage Modernization	Executing	4/21/2023	
OneDrive Migration	Executing	10/31/2023	
Security Program: BitLocker Implementation	Completed		
Kronos/UKG Timekeeping Expansion – IMPD	Executing	9/30/2023	
Kronos/UKG Timekeeping Expansion – MCSO	Executing	7/28/2023	
Indy 3.0: AP Automation – Implementation	Completed		
Accela Migrattion	Planning	6/30/2024	
JMS Update	Planning	6/30/2024	



Capital Projects

Project	Sq. Ft.	Phase
CCB Restacking	Approx. 98,350	Design & Planning
CJC: Coroner's Office & Forensic Services Agency Building	75,000	Implementation
Douglass Park Family Center	48,000	Implementation
Krannert Park Family Center	45,000	Implementation
Grassy Creek Family Center		Implementation
CJC: Youth & Family Services Center	68,000	Implementation



Phases include Requirements, Design & Planning, Wiring, Implementation & Move

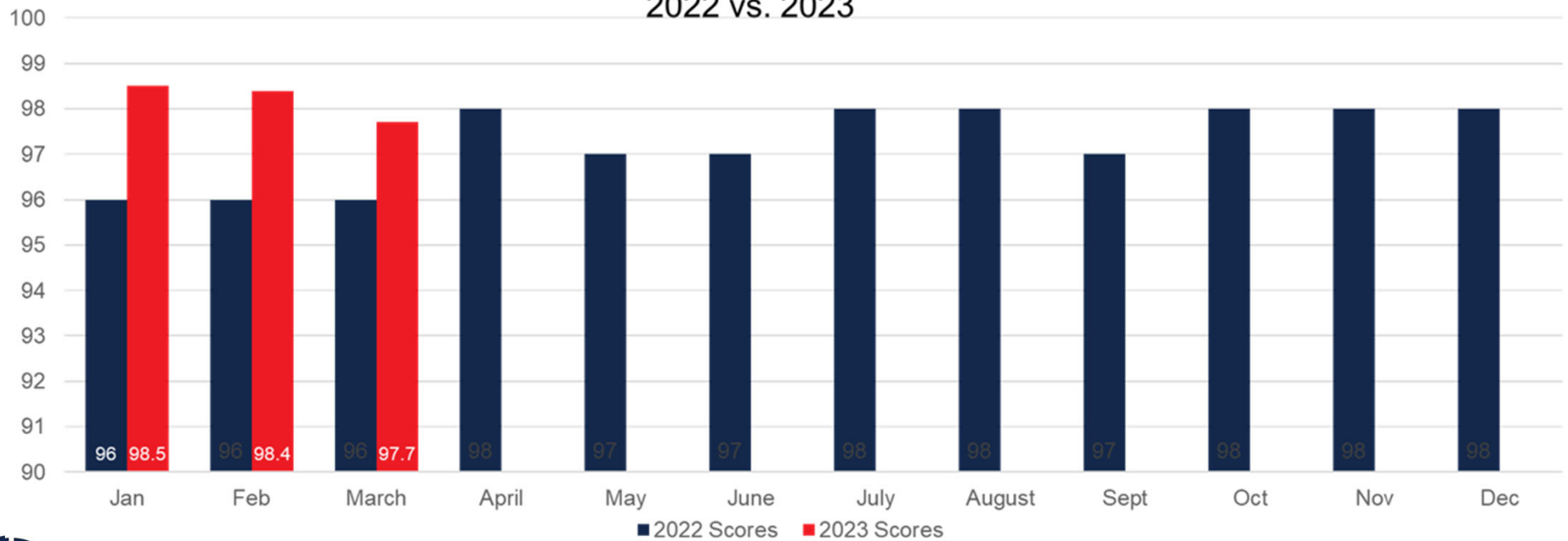
Vendor Service Level Agreements

Service Level Agreements		March 2023	February 2023	January 2023
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	20	18	18	16
Application Maintenance & Support	3	3	2	2



Customer Satisfaction

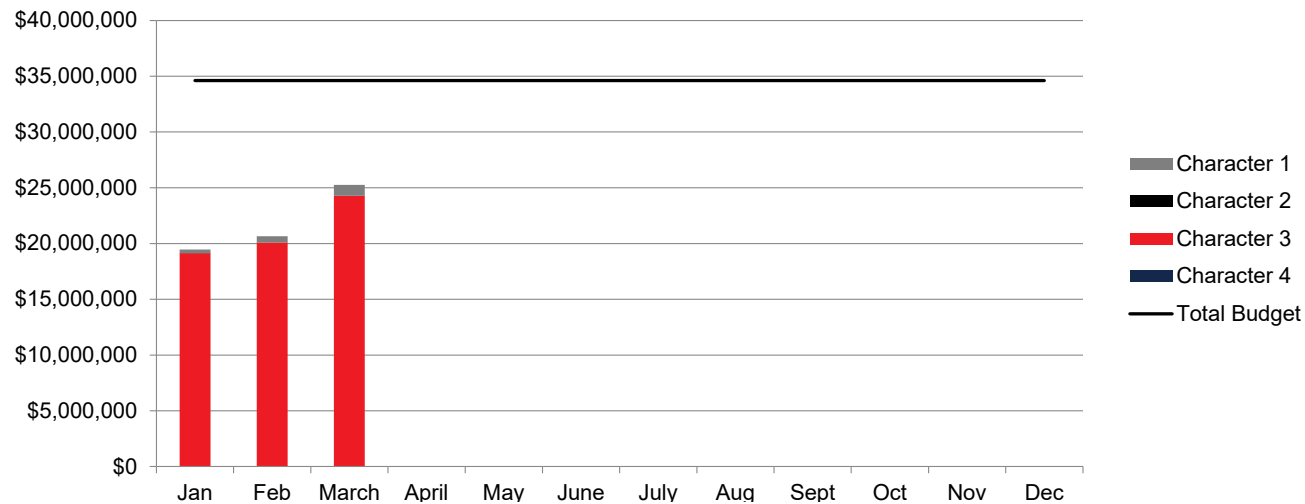
Customer Satisfaction Score
2022 vs. 2023



Financial Management

2023 ISA YTD Expenses by Character

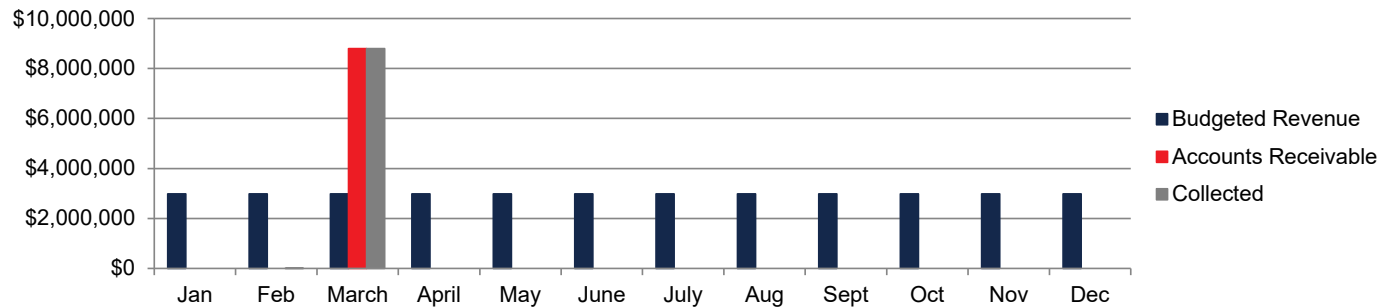
Character	2023 Budget	YTD Spend	Encumbered	Total \$	Total %	Remaining Budget
Character 1: Personnel	\$4,373,320	\$978,466	\$0	\$978,466	22.37%	\$3,394,854
Character 2: Supplies	\$92,305	\$5,785	\$3,529	\$9,314	10.09%	\$82,991
Character 3: Services	\$29,978,368	\$5,203,981	\$19,042,764	\$24,246,744	80.88%	\$5,731,623
Character 4: Capital	\$170,000	\$15,309	\$2,698	\$18,006	10.59%	\$151,994
Total	\$34,613,992	\$6,203,540	\$19,048,991	\$25,252,531	72.95%	\$9,361,461



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	0%
Miscellaneous	\$0	\$0	N/A	\$10,392	N/A
Total	\$35,862,711	\$8,795,159		\$8,805,551	







**INFORMATION
SERVICES AGENCY**

City of Indianapolis & Marion County

**2023 Minority, Women, Veteran &
Disabled-Owned Business Enterprises**

Information Technology Board

April 25, 2023

Kai Davis, Chief Financial 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 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

- 2023 Inclusion Plan
- IT Focused Certification Workshop
- ISA Open House
- ISA Annual Survey of Diverse Suppliers



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

Total Char 2-3-4 Spending:	\$8,818,151
Eligible Char 2-3-4 Spending:	\$5,108,323
XBE Spending:	\$2,921,990
XBE % of Eligible Spending:	57.20 (Goal: 27%)

	# of Vendors	Total Spent	Percent	Goal	Variance
MBE	5	\$388,531	7.61%	15%	-7.39%
WBE	7	\$2,469,205	48.34%	8%	40.34%
VBE	1	\$64,254	1.26%	3%	-1.74%
DOBE	0	\$0	0%	1%	-1%





INFORMATION SERVICES AGENCY

City of Indianapolis & Marion County



MBE_WBE_VBE_DOBE 1st Quarter Update

Vendor	Sub-Contract Vendor	MBE_Amt	WBE_Amt	VBE_Amt	DOBE_Amt
BELL TECHLOGIX INC	RADcube	\$ 30,136.99	\$ -	\$ -	\$ -
	Vespa Group	\$ -	\$ -	\$ 2,356.31	\$ -
	Diverse Tech Services	\$ 8,207.30	\$ -	\$ -	\$ -
	Esource Resources	\$ 61,222.60	\$ -	\$ -	\$ -
	Knowledge Services	\$ -	\$ 24,540.00	\$ -	\$ -
	Professional Management Enterprises	\$ 96,910.32	\$ -	\$ -	\$ -
	223,373.52				
COMMERCIAL OFFICE ENVIRONMENTS INC		\$ -	\$ 2,992.20	\$ -	\$ -
	2,992.20				
DANIELS ASSOCIATES INC		\$ -	\$ 2,131,291.37	\$ -	\$ -
	Bucher & Christian Consulting, Inc. DBA BC Forward	\$ 138,390.00	\$ -	\$ -	\$ -
	Melissa Brenneman DBA TopoWorks	\$ -	\$ 133,128.00	\$ -	\$ -
	RADcube	\$ 53,664.00	\$ -	\$ -	\$ -
	Vespa Group	\$ -	\$ -	\$ 61,897.50	\$ -
	2,518,370.87				
FORCE TECHNOLOGY SOLUTIONS LLC		\$ -	\$ 170,050.00	\$ -	\$ -
	170,050.00				
GUIDESOFT INC		\$ -	\$ 5,937.50	\$ -	\$ -
	5,937.50				
MATRIX INTEGRATION LLC		\$ -	\$ 326.50	\$ -	\$ -
	326.50				
RELOCATION STRATEGIES INC		\$ -	\$ 939.60	\$ -	\$ -
	939.60				
Grand Total		2,921,990.19	\$ 388,531.21	\$ 2,469,205.17	\$ 64,253.81
		57.20%	7.61%	48.34%	1.26%
					0.00%

Minority Owned Business - MBE = 15%

Women Owned Business - WBE = 8%

Veteran Owned Business - VBE = 3%

Disability Owned Business - DOBE = 1%

RESOLUTION 23-06

INFORMATION TECHNOLOGY BOARD

Resolution to Increase Amount between the Marion Superior Courts and American Platform Services, LLC, d/b/a The RecordXchange

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 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, the Marion Superior Courts ("Courts") seeks approval from the IT Board to amend its agreement with American Platform Services, LLC, d/b/a TheRecordXchange for added services due to the recent Rule 2.17 changes allowing cameras in the courtroom per the discretion of the presiding local judges in 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); and

WHEREAS, the Information Services Agency ("ISA") recommends approval of the agreement with American Platform Services, LLC, d/b/a TheRecordXchange.

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, d/b/a TheRecordXchange, for added services due to the recent Rule 2.17 changes that allow cameras in the courtroom per the discretion of the presiding local judges in an revised amount not to exceed Thirty-Two Thousand Dollars and Zero Cents (\$32,000.00) for a total amount not to exceed Six Hundred Twenty-Nine Thousand, Nine Hundred Dollars and Zero Cents (\$629,900.00).

Joseph O'Connor, Chairman
Information Technology Board

Ken Clark, Secretary
Information Technology Board

April 25, 2023

Resolution 23-07

INFORMATION TECHNOLOGY BOARD

Resolution to Authorize Expenditure Between the Department of Public Works and Infor Public Sector

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 review, approve and administer major 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 the 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, the Department of Public Works (“DPW”) seeks an agreement with Infor Public Sector (“Infor”) to purchase software, licenses, maintenance and professional services in the amount of Six Hundred Thousand Dollars and Zero Cents (\$600,000.00) for a total of three (3) years; and

WHEREAS, DPW seeks approval from the IT Board to enter into an agreement with Infor for a total amount not to exceed Six Hundred Thousand Dollars and Zero Cents (\$600,000.00); and

WHEREAS, the Information Services Agency recommends approval of the contract with Infor; and

NOW THEREFORE BE IT RESOLVED, the IT Board authorizes DPW, subject to the ISA’s Chief Information Officer approval, to enter into an agreement with Infor Public Sector for an amount not to exceed Six Hundred Thousand Dollars and Zero Cents (\$600,000.00) for a three-year term.

Joseph O’Connor, Chairman
Information Technology Board

Ken Clark, Secretary
Information Technology Board

April 25, 2023

Resolution 23-08

INFORMATION TECHNOLOGY BOARD

Resolution to Approve Award of Auctioneering Services – Tax Sale to GovEase

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”) issued the request for proposals, RFP 51ISA-43 (“RFP”) from professional services of Auctioneering Services; 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 to GovEase in an amount not to exceed Six Hundred Thousand Dollars and Zero Cents (\$600,000.00) for a five-year term through June 30, 2028.

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 GovEase for Auctioneering Services in the amount not to exceed Six Hundred Thousand Dollars and Zero Cents (\$600,000) for a five-year term through June 30, 2028.

Joseph O'Connor, Chairman
Information Technology Board

Ken Clark, Secretary
Information Technology Board

April 25, 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