MEMORANDUM

TO: The Honorable Carrie Austin
            Chairman, Committee on Budget and Government Operations

FROM: Brenna M. Berman
            Commissioner, Department of Innovation & Technology

DATE: November 15, 2013

REASON: Request for Information

CC: Maria Guerra

REF ID: 06-04-Ald Cochran Request

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Prior to our recent hearing to discuss the 2014 proposed budget, Alderman Willie Cochran requested additional information on several topics. Those questions are addressed below. Questions 1 through 6 have been answered by OBM.

7. Status of mapping City's infrastructure.

The ongoing project to map the City's existing fiber infrastructure is being conducted in two phases. The first phase will map the fiber infrastructure of the target innovation zones identified in the broadband RFI. The second phase will map the remaining infrastructure in the City. Phase 1 will be complete at the end of 2013.

8. When will the web-based database application (combining information from the Recorder of Deeds, Zoning, DCAP, Buildings etc) be available for us by Aldermen and their staff?

The information referenced above is accessible by the public and Aldermanic staff through several applications that have been designed to meet specific purposes:

- The Department of Housing and Economic Development provides a site that is available to the public and Aldermen that gives zoning classifications, links to a PIN number and additional housing information

- The Department of Buildings uses the Hanson application to create, track and store permit information and that is accessed by several departments and public users as well as Aldermen

- The Department of Buildings and the Department of Housing and Economic Development also use the Project dox system to review building plans and offer online interaction with their clients.

While these systems share the appropriated data, there are no plans to provide integrated access to these systems.

9. Possibility of creating a link between the computer systems that the police use with the one that the Dept. of Revenue meter readers use so that if Dept. of Revenue personnel ticket a car that has been reported stolen, the information would be directly transmitted to the police.

The Police Department (CPD) provides a daily "hot list" of wanted vehicles that is loaded into Department of Finance License Plate Reader (LPR)-equipped vans, so that when a wanted plate is identified the van operator can contact 911 for a police response. CPD collaborated with the Department of Revenue on a Request for Information (RFI) expected to be released shortly ("License Plate Recognition (LPR) System Technology Equipment and Support") that will allow for an automated exchange of information between the Department of Finance LPR-equipped vehicles and Public Safety Information Technology (PSIT) systems at both the Office of Emergency Management and Department of Police. This will allow for automated alerts and real-time access to video from LPR-equipped vehicles when an alert for a wanted vehicle is received. CPD will continue to work with the Department of Finance to explore the expansion of this real-time capability to hand-held equipment utilized by Department of Finance personnel.

10. Possibility of making changes necessary so that Police detectives have access to the addresses at which parking tickets were issued.

Department of Police investigators may contact the 24-hour Crime Prevention and Information Center (CPIC), who has direct access to the CANVAS (Chicago Adjudication, Noticing, and Violation Administration System); a city-owned application which hosts a variety of information involving parking and red-light violations including specific addresses of violations. The Department of Finance and CPD's Bureau of Detectives will work together to expand this access to Detective Areas in the coming months.

11. Possibility of geo-tagging information on the City's website, by ward, zip code, neighborhood or intersection.

It is possible for departments to geo-tag the content they publish to the City website through the City's content management system. Further, additional geo-tagging capabilities will be provided

through the new 311 resident portal that will be developed as part of the 311 modernization project.

12. Many departments are able to submit vouchers online to the Comptroller. Is it possible for aldermanic offices to be able to do the same?

The ability of aldermanic offices to submit vouchers online is not a technology issue but rather it is a question of payment process policies and financial controls that can be discussed with the Department of Finance.

13. Question about adding RPP (and buffer) zones to our geo-mapping databases so that residents a) could go online to see what permit parking zone they live in and b) so the Clerk's office would have an easier way to determine what permit each resident needs.

The City Clerk's website does provide the above mentioned features. That site offers a search for residents to identify zones. If there are additional issues, the Office of the City Clerk can typically meet the needs of any and all customers in regard to issues involving zones. This website is currently undergoing an upgrade that will include improvements to resident services.

14. Any effort to encourage City employees to update their contact information in Outlook?

Each department is responsible for submitting updates and additions to the Outlook employee directory to DoIT through their Information Technology Services Coordinator. Those changes are made to the directory within 3 days.

15. What is the difference between the employee directory on the city's intranet and the Outlook address book?

The Outlook employee directory is managed centrally by DoIT based on updates from departments while departments update the intranet directly.

16. Did DoIT ever work with Streets and Sanitation to include relocated vehicles on the website for towed cars?

This information can be found on the City website at: http://www.cityofchicago.org/city/en/depts/fin/supp_info/revenue/boot_tow_information/relocated_towed_vehicleinformation.html

17. What is the status of updating the phone and computer systems at City Hall?

Computers are being replaced as budget allows beginning with the oldest systems since those are the ones that are no longer supported. Approximately 4000 PCs have been replaced in the past three years. The City utilizes the AT&T Centrex system for phone service at the majority of locations. DoIT is currently evaluating a City-owned and operated VoIP (voice over IP) system as a means of reducing the cost of telephone service. Depending on results, this system may expand to City Hall in the next two years.

18. Are there new cell phone plans/discount technology services being negotiated?

Within the past 12 months, DoIT has negotiated lower monthly rates with Verizon (via a Contract Amendment), and migrated all non-public safety lines – which were with Sprint – to Verizon. As part of the migration (from Sprint to Verizon), a total of 4,381 Sprint lines were successfully migrated to Verizon and 483 lines were identified as "no longer needed/in use" and were disconnected – directly resulting in $300K in annually recurring savings.

In addition, as part of the continued consolidation of Telecom, DoIT is now managing the invoice auditing/dispute/payment process for Public Safety mobile invoices. After taking on this role, DoIT noticed Public Safety had five separate Verizon Profiles that were not setup to allow sharing of voice minutes between Profiles (i.e., the City did not have a City-Wide Verizon Shared Minutes Pool) – which resulted in the City getting charged for "overages" on voice minutes. DoIT had Verizon make the necessary changes to logically "tie" the five Public Safety Profiles and the single Non-Public Safety Profile together, to create one City-Wide Pool of Mobile Minutes – instead of multiple individual Shared Pools. DoIT then changed all of the existing Rate Plans, as necessary, to obtain/keep a 50:50 ratio between "Full Rate" and "Add-a-Phone" Plans – in order to maximize savings. DoIT now actively monitors all "Minutes Available" vs. "Minutes Used" within the single City-Wide Shared Pool on a monthly basis, and continuously adjusts the Rate Plans, as needed based on current/projected usage. The Verizon Profile Consolidation and Rate Plan Management/Restructuring Initiative are projected to generate $500K in annually recurring savings.

19. What is the total cost of the tablets provided to Aldermen in 2013?

The cost of each laptop breaks down in the following way:

Dell Latitude 10 Tablet Cost	
Dell Latitude 10 - $965.00	$965.00
Tablet Case - $20	$20.00
Stylus - $14	$14.00
Productivity Dock - $138	$138.00
Keyboard - $24	$24.00
Mouse - $16	$16.00
Total Cost of Hardware:	**$1,177.00**
Deployment Cost:	**$80.00**
Total Cost of implementation:	**$1,257.00**

MEMORANDUM

TO:	The Honorable Carrie Austin Chairman, Committee on Budget and Government Operations
FROM:	Brenna M. Berman
DATE:	November 4, 2013
RE:	Request for Information
CC:	Maria Guerra, Mayor's Office of Legislative Counsel and Government Affairs
Ref ID:	06-01-Vendor Breakdown-a

During our recent hearing to discuss the 2014 proposed budget, Alderman LaTasha Thomas requested additional information regarding "Minority breakdown of 0138, 0139 and 0140 contracts".

Please see attached chart as the response to your request.

Fund	Account	Justification	2014 Recommendations	Vendor	MBE/WBE
100-Corporate	0138-Prof Serv-IT Maint				
		Annual software technical assistance for Landesk	$52,000	Unisys Corporation	
		Annual CSR web intake hosting for the public to enter 311/service requests via City's Internet site	$27,420	Motorola, Inc.	
		Annual ASP fees for chiTEXT	$93,300	Motorola, Inc.	
		Annual IRIS, ARMS, cashiering, project office & mail outsourcing management fees	$1,790,000	NTT Data, Inc.	
		Annual hosting for electronic medical billing system	$1,278,000	Cerner	
		Monthly citywide internet bandwidth and web content filtering	$282,000	Illinois Century Network	
		Annual ASP hosting cost and annual license fees for CityWorks application	$112,800	Motorola, Inc.	
		Annual remote off-hours on-call DBA support for CSR/311 & AHMS	$115,000	Motorola, Inc.	
		Upgrade of DOB's Elevator IC System	$200,000	TBD	
		Unisys provides maintenance for OC video wall, CIC video wall,	$240,000	Unisys Corporation	
		Annual Oracle DBA support coverage	$62,888	Computer Aid Inc.	
		Annual subscription to Survey Monkey	$200	Survey Monkey	
		Annual customer service call center fees	$1,173,910	NTT Data, Inc.	
		Annual software license support and maintenance for Filenet P8	$124,000	Systems Solutions, Inc.	MBE-Asian
		LCPTracker annual maintenance & support for prevailing wage monitoring	$55,000	AskReply dba B2GNow	
		AV tech to support CPD headquarters.	$1,025,000	Unisys	
	0140-Prof & Technical Serv				
		Funding for Bloomberg Grant/Innovation Delivery Team Projects	$250,000	TBD	
	0149-Software Maint/Licensing				
		Annual Arcview license compliance requirement	$80,000	Systems Solutions, Inc.	MBE-Asian
		Annual citywide desktop management software and security (Landesk)	$255,000	Unisys Corporation	
		Annual software license support and maintenance for mainframe software	$21,000	Systems Solutions, Inc.	MBE-Asian
		Annual cost for Address Hygiene Service	$25,000	Acxiom	
		Annual Google search appliance license support and maintenance	$25,000	Systems Solutions, Inc.	MBE-Asian
		Annual software licenses support and maintenance for JBOSS	$38,000	Systems Solutions, Inc.	MBE-Asian
		Annual software maintenance for Microsoft Premier Support	$112,000	CDW-Government	
		Annual support and maintenance for MapLogic, MS Visual Studio, XMF Alerter & Misc Software	$6,000	Systems Solutions, Inc.	MBE-Asian
		Annual software license and maintenance for Hansen	$698,000	Infor Public Sector, Inc.	
		Annual Juniper software maintenance and support	$7,500	Systems Solutions, Inc.	MBE-Asian
		Annual software support and maintenance for Infoblox	$10,000	Systems Solutions, Inc.	MBE-Asian
		Annual certification and compliance maintenance fee	$206,000	AskReply dba B2GNow	
		Annual software license support and maintenance for registering and renewing website domain names	$450	Various	
		Annual maintenance and support for Navteq mapping software	$83,600	WebTech Wireless	
		Upgrades and new releases of specialized needs software for PCs	$5,000	Systems Solutions, Inc.	MBE-Asian
		Annual support and maintenance for Crystal reports software	$50,000	Systems Solutions, Inc.	MBE-Asian

Fund	Account	Justification	2014 Recommendations	Vendor	MBE/WBE
		Purchase of various software licenses that are required for compliance by the administrative LAN	$26,000	Systems Solutions, Inc.	MBE-Asian
		Annual software license support and maintenance for Actuate Views	$106,800	Systems Solutions, Inc.	MBE-Asian
		Annual Textnet TTY maintenance	$44,000	Unisys Corporation	
		Annual citywide network operating and email system maintenance	$209,159	CDW-Government	
		Annual software maintenance and support for RedHat	$125,000	Systems Solutions, Inc.	MBE-Asian
		Annual software license support and maintenance CSR & AHMS application integration hub	$800,000	Motorola, Inc.	
		Annual upgrade and maintenance for anti-virus/spyware software	$58,000	Systems Solutions, Inc.	MBE-Asian
		Annual software license support and maintenance for software that manages check and EFT payments (Bottomline)	$7,000	Systems Solutions, Inc.	MBE-Asian
		Annual citywide maintenance for core security software	$240,000	Unisys Corporation	
		Annual software licenses support and maintenance for Symantec Enterprise Vault archiving email	$110,000	Systems Solutions, Inc.	MBE-Asian
		Annual ongoing support for citywide adhoc reporting	$138,201	Systems Solutions, Inc.	MBE-Asian
		Annual maintenance and support for CyberSource payment manager	$10,500	Systems Solutions, Inc.	MBE-Asian
		Annual software licenses support and maintenance for Windows Data Center maintenance	$12,000	Systems Solutions, Inc.	MBE-Asian
		Annual software licenses support and maintenance for Veritas	$85,000	Systems Solutions, Inc.	MBE-Asian
		Annual software licenses support and maintenance for Commvault annual maintenance	$45,000	Systems Solutions, Inc.	MBE-Asian
		Annual software licenses support and maintenance for Dell disk to disk	$8,000	Systems Solutions, Inc.	MBE-Asian
		Annual software licenses support and maintenance for Altris software	$13,000	Systems Solutions, Inc.	MBE-Asian
		Annual software license support and maintenance for Vmware	$59,000	Systems Solutions, Inc.	MBE-Asian
		Annual licensing and support for mainframe software	$24,000	Systems Solutions, Inc.	MBE-Asian
		Annual maintenance and support for Navteq & deCarta to support the CMAT	$38,952	Systems Solutions, Inc.	MBE-Asian
		Annual software license support and maintenance for website security inspection service SPIDynamics	$9,000	Systems Solutions, Inc.	MBE-Asian
		Online ethics training	$10,000	TBD	
		Oracle Toad annual maintenance & support	$9,000	Oracle America, Inc.	
		Annual software license support and maintenance for citywide firewall & reporting tool	$60,000	Systems Solutions, Inc.	MBE-Asian
		Annual software licensing and maintenance for Blackberry devices & Wallace wireless	$28,000	Systems Solutions, Inc.	MBE-Asian
		Annual software license support and maintenance for ESRI desktop software and maintenance	$175,000	Environmental Systems Research Inc.	
		Annual software license support and maintenance for Datacove email archiving software	$5,400	Systems Solutions, Inc.	MBE-Asian
		Annual support & maintenance for intrusion detection/prevention software	$7,500	Systems Solutions, Inc.	MBE-Asian
		Annual software license support and maintenance for software that manages check and EFT payments (Bottomline)	$7,000	Systems Solutions, Inc.	MBE-Asian

Fund	Account	Justification	2014 Recommendations	Vendor	MBE/WBE
		Annual license support and maitnenance for OEMC Oracle licenses	$325,000	Oracle America, Inc.	
		Annual software license support and maintenance for Adobe Web Experience	$148,000	Systems Solutions, Inc.	MBE-Asian
		Annual software license support and maintenance for Microsoft Office	$250,000	CDW-Government	
		Annual software licenses support and maintenance for Quantum 16k enterprise backup	$62,000	Systems Solutions, Inc.	MBE-Asian
		Annual software license support and maintenance for Learning Management Systems	$212,000	Systems Solutions, Inc.	MBE-Asian
		Oracle WebLogic Software	$632,000	Oracle America, Inc.	
		Annual software license support and maintenance for software that provides updates for tax rates (Vertex)	$36,000	Systems Solutions, Inc.	MBE-Asian
		Annual license fee for electronic medical billing system	$297,396	Cerner	
		Annual software licenses support and maintenance for SPSS	$18,200	Systems Solutions, Inc.	MBE-Asian
		Annual maintenance and support for FileNet Software	$179,220	Systems Solutions, Inc.	MBE-Asian
		Annual maintenance and support for System Profiler Analytics 8	$840	Systems Solutions, Inc.	MBE-Asian
		Annual software licenses maintenance and support for ArcInfo	$55,000	Systems Solutions, Inc.	MBE-Asian
		Annual maintenance and support for VINPower (vehicle make/model database)	$4,800	VINPower	
100-Finance General					
	0138-Prof Serv-IT Maint				
		Annual citywide network & desktop services	$9,786,699	Unisys	
		Annual citywide Oracle license support and maintenance	$3,370,538	Oracle America, Inc.	
		Annual citywide help desk and application support	$4,994,760	Computer Aid Inc.	
		Annual mainframe & web hosting	$2,004,559	Acxiom	
	0139-Prof Serv-IT Development				
		311 Upgrade	$1,000,000	TBD	
		BACP Paperless Initiative	$700,000	TBD	
200-Corporate					
	0138-Prof Serv-IT Maint				
		Maintenance for service delivery management suite	$150,000	Systems Development Integration, Inc.	
		Annual cashiering support	$66,000	NTT Data, Inc.	
		Interactive voice response system for ATT/Nortel maintenance costs	$650,000	Catalyst & AT&T/Avaya	
		Full payment certificate BIS license support and IT support	$300,000	Catalyst	MBE-Asian
	0139-Prof Serv-IT Development				
		Funding request to facilitate data transfer between data stream and water billing system (new item)	$200,000	Systems Development Integration, Inc.	
		Development of online administrative functions	$500,000	Sebis	
		With the outsourcing of Customer Service, there will be a need for systems to display and report the vendor's performance in real time and historical for the call center and other customer service processes	$300,000	AT&T/Avaya	
	0140-Prof & Technical Serv				

Fund	Account	Justification	2014 Recommendations	Vendor	MBE/WBE
		Technical services for Banner system	$501,364	Systems Development Integration, Inc.	
		Annual Banner system maintenance and support	$3,000,000	Systems Development Integration, Inc.	
		Banner Upgrade to 11 G	$500,000	Systems Development Integration, Inc.	
	0149-Software Maint/Licensing				
		Annual software license support and maintenance for 10 Microsoft packages	$2,500	CDW-Government	
		Annual software license support and maintenance for AppWorx license	$8,800	Systems Solutions, Inc.	MBE-Asian
		Annual software license support and maintenance backup software fees (AEC Serve, EXE backup NT, Application)	$2,500	Systems Development Integration, Inc.	
200-Finance General					
	0138-Prof Serv-IT Maint				
		Annual citywide Oracle license support and maintenance	$372,533	Oracle America, Inc.	
		Annual mainframe & web hosting	$160,275	Acxiom	
		Citywide IT System Expenses	$1,200,000	TBD	
		Annual citywide network & desktop services	$532,999	Unisys Corporation	
	0139-Prof Serv-IT Development				
		CSR Replacement	$2,700,000	TBD	
300-Finance General					
	0138-Prof Serv-IT Maint				
		Annual citywide network & desktop services	$532,999	Unisys Corporation	
		Annual citywide Oracle license support and maintenance	$328,184	Oracle America, Inc.	
314-Finance General					
	0138-Prof Serv-IT Maint				
		Annual citywide Oracle license support and maintenance	$97,568	Oracle America, Inc.	
		Annual citywide network & desktop services	$159,900	Unisys Corporation	
		Annual mainframe & web hosting	$70,292	Acxiom	
		Citywide IT System Expenses	$480,000	TBD	
	0139-Prof Serv-IT Development				
		CSR Replacement	$900,000	TBD	
346-Finance General					
	0138-Prof Serv-IT Maint				
		Annual mainframe & web hosting	$127,871	Acxiom	
740-Finance General					
	0138-Prof Serv-IT Maint				
		Annual citywide Oracle license support and maintenance	$266,095	Oracle America, Inc.	
		Citywide IT System Expenses	$1,500,000	TBD	
		Annual network & desktop services	$426,399	Unisys Corporation	
		Annual mainframe & web hosting	$129,616	Acxiom	
	0140-Professional Services-IT				
		Annual Metratech license support and maintenance	$600,000	Metratech	

MEMORANDUM

TO:	The Honorable Carrie Austin Chairman, Committee on Budget and Government Operations
FROM:	Brenna M. Berman
DATE:	November 4, 2013
RE:	Request for Information
CC:	Maria Guerra, Mayor's Office of Legislative Counsel and Government Affairs
Ref ID:	06_02_Street Light Inventory

During the Department of Innovation & Technology's recent hearing to discuss the 2014 proposed budget, Alderman Silverstein asked how CDOT was currently tracking street lights.

The City's inventory of Streetlights and Traffic Signals is currently maintained and updated in engineering drawings that are maintained by the Department of Transportation. Field crews have access to this information in the form of printed atlases, which have map pages that cover the city. The drawings are also scanned and stored in a document management system, and the scanned images can be retrieved using an internal City website.

TO: The Honorable Carrie Austin
                Chairman, Committee on Budget and Government Operations

FROM: Brenna M. Berman

DATE: November 4, 2013

RE: Request for Information

CC: Maria Guerra, Mayor's Office of Legislative Counsel and Government Affairs

Ref ID: 06_03 Taleo Transition

During the Department of Human Resources recent hearing to discuss the 2014 proposed budget, Alderman Reilly asked how much was saved by transferring the management of the Taleo system from DHR to DoIT.

Taleo is the software used by the City to manage all of its recruiting, interviewing and hiring processes across all departments. Until November 2012, it was managed by DHR.

The cost of the annual licensing decreased slightly from approximately $400,000 in 2013 to $328,184 in 2014. The Taleo system was incorporated into the DoIT enterprise application support team where it is supported by a shared services team of resources.