

Memorandum



DATE December 7, 2012

TO The Honorable Members of the Transportation and Environment Committee:
Linda L. Koop (Chair), Sheffie Kadane (Vice Chair), Sandy Greyson, Delia Jasso, Vonciel Jones Hill, Pauline Medrano

SUBJECT Agenda Item #2 on the December 12, 2012 Council Agenda

Authorize a consultant contract for the development of a business technology master plan for Water Utilities – EMA, Inc., most advantageous proposer of eight - Not to exceed \$499,755 - Financing: Water Utilities Capital Construction Funds

This item is for the award of the consultant services contract with EMA, Inc. in the amount of \$499,755. EMA's services are required to coordinate, work closely and assist Dallas Water Utilities and Communication and Information Services Departments through the entire twelve-month development effort toward producing a Business Technology Master Plan (BTMP). This contract presents opportunities for process and technology standardization, integration of common technology solutions through the Utility operation, and streamlining IT maintenance and support.

A seven member committee from the following departments reviewed and evaluated the proposals:

- Communication and Information Services (2)
- Water Utilities (2)
- Fire Rescue (1)
- Business Development and Procurement Services (2)

The services will include an in-depth assessment of the current business processes in order to effectively plan, design, and implement technology solutions in DWU. The consultant will present a comprehensive plan that identifies core business process improvements, technology needs, IT staffing recommendations, funding forecast, execution timeline and data requirements for current and future technology implementation and ongoing support.

The desired outcomes of the project include the following:

1. Assessment of current technology, addressing:
 - a. Gap analysis of current and future technology and data resources
 - b. Future technology and data needs to support the DWU business strategies.
2. BTMP roadmap which includes:
 - a. Identified opportunities for near and long-term approaches aimed at improving the efficiency in DWU business functions.
 - b. A sustainable plan for the implementation of technology solutions and recommendations.
 - c. Descriptions of each technology solution project and necessary organization and staffing recommendations needed to implement that solution..
 - d. A master project schedule with budget estimates.
 - e. Recommendations for business and technology governance processes that standardize the acquisition, implementation, maintenance and on-going support of technology solutions
3. IT Master Plan report and presentation, which translates into specific projects and tasks that will be required to achieve the strategic plan, as well as the roadmap, schedule, and funding estimates.

In summary, this project will serve as a map that routes us to the goals and objectives for making business driven technology investment decisions with long term sustainable benefits for the Dallas Water Utility.

Please contact me should you have additional questions.



Jill A. Jordan, P.E.
Assistant City Manager

- c:
- The Honorable Mayor and Members of the City Council
 - Mary K. Suhm, City Manager
 - Thomas P. Perkins, Jr. City Attorney
 - Rosa Rios, City Secretary
 - Craig Kinton, City Auditor
 - Daniel F. Solis, Administrative Judge
 - A.C. Gonzalez, First Assistant City Manager
 - Ryan S. Evans, Assistant City Manager
 - Forest Turner, Assistant City Manager
 - Joey Zapata, Assistant City Manager
 - Jeanne Chipperfield, Chief Financial Officer
 - Edward Scott, Director, Controller's Office
 - Frank Libro, Public Information Office
 - William Finch, Director/CIO, Communications and Information Services
 - Jody Puckett, Director, Dallas Water Utility
 - Michael Frosch, Director, Business Development and Procurement Services
 - Stephanie Cooper, Assistant to the City Manager – Council Office

Memorandum



CITY OF DALLAS

DATE December 7, 2012

TO Members of the Transportation and Environment Committee:
Linda Koop (Chair), Sheffie Kadane (Vice Chair), Sandy Greyson, Delia Jasso,
Vonciel Jones Hill, Pauline Medrano

SUBJECT Agenda Item #7 on December 12, 2012 Council Agenda

Authorize (1) a service contract for software upgrade of the food establishment permitting system in the amount of \$15,790; and (2) a five-year service and maintenance agreement in the amount of \$92,682 - Decade Software Company, LLC, Sole Source - Total not to exceed \$108,472 - Financing: Current Funds (subject to annual appropriations).

The Code Compliance Department (CCS) has utilized Decade software since 2003 for Restaurant and Bar Inspections. Historically, the software has met the needs of the department which includes retention storage of inspection data, reporting capabilities and a revenue tracking system. The Decade software company announced the End-of-Support for the version of the system currently in use by the City of Dallas. Code Compliance and Communications & Information Services performed due diligence efforts in evaluating the new version of Decade's latest software system to ensure it would continue to serve the automation of their business process requirements. The consensus is that the upgrade the latest version of Decade software would meet the needs and improve further automation of business processes.

New automation functionality such as vector control for mosquito eradication is currently maintained by keeping hand-written logs. This method has worked during less active years but created a challenge with the heavy workload as experienced this past summer. The upgrade includes a GPS function that will allow staff the ability to instantly log and track mosquito breeding locations. Additionally, the software is designed around the FDA's recommended notice of violation for Environmental Health inspections.

Other new features with the software include:

- Mobile device element that automates field data collection and provides up-to-date information to inspection staff in the field
- Compliance Checklist Inspections and Corresponding Output Reports
- Report Builder for on-demand metrics and ad-hoc queries
- Workflow Automation Interface

- Web-based training for how to use the system for new department users

This software upgrade provides the Code Compliance Department the opportunity to increase efficiencies and effectiveness of the Restaurant and Bar team. The upgrade implementation planning and execution will be scheduled after Council approval. The vendor will also be engaged to assist the City with implementation to ensure a smooth upgrade is accomplished.

Please contact me should you have additional questions.



Jill A. Jordan, P.E.
Assistant City Manager

- c: The Honorable Mayor and Members of the City Council
Mary K. Suhm, City Manager
Thomas P. Perkins, Jr., City Attorney
Rosa Rios, City Secretary
Craig Kinton, City Auditor
Judge Daniel Solis, Administrative Judge
A.C. Gonzalez, First Assistant City Manager
Ryan S. Evans, Assistant City Manager
Forest Turner, Assistant City Manager
Joey Zapata, Assistant City Manager
Jeanne Chipperfield, Chief Financial Officer
Frank Libro, Public Information Office
Michael Frosch, Director, Business Development and Procurement Services
James Martin, Director, Code Compliance Department
William Finch, Chief Information Officer
Stephanie Cooper – Thompson, Assistant to the City Manager – Council Office

Memorandum



CITY OF DALLAS

DATE December 7, 2012

TO Members of the Transportation and Environment Committee:
Linda L. Koop (Chair), Sheffie Kadane (Vice Chair), Sandy Greyson, Delia Jasso,
Vonciel Jones Hill, Pauline Medrano

SUBJECT Video Surveillance Camera System
Addendum Item 28 on December 12, 2012 Council Agenda

Authorize **(1)** an acquisition contract for the purchase and installation of hardware and software for video surveillance cameras, for Police in the amount of \$967,555; **(2)** a five-year service contract for maintenance and support of the video surveillance cameras in the amount of \$275,946; and **(3)** a five-year master agreement for additional hardware and software, to add additional cameras in the amount of \$4,848,193 - Avrio Group Surveillance Solutions, LLC aka Avrio RMS Group, most advantageous proposer of seven - Total not to exceed \$6,091,694 - Financing: Confiscated Monies Funds (\$1,243,501) (subject to appropriations) and Current Funds (\$4,848,193), (subject to annual appropriations)

In 2006, the City of Dallas installed 34 video surveillance cameras in the Central Business District, funded by a grant from the Meadows Foundation. Since 2006, video surveillance has expanded to over 115 video surveillance cameras monitoring areas in the Central Business District, Jubilee Park, Uptown, and the Arts District. These cameras have been installed as permanent fixtures to street poles or buildings and are recorded and monitored 24 hours a day by DPD's Video Surveillance task force.

Due to the deterrent and evidentiary effectiveness of the surveillance cameras, the Dallas Police Department is seeking to implement up to 600 surveillance cameras located throughout 27 areas in the city, specifically in high crime areas, transmitting wireless video feeds 24 hours a day. This system will have a mix of cameras installed as semi-permanent installations that have the ability to be moved quickly to various locations, as dictated by criminal activity or any other special surveillance needs.

For the Dallas Police Department, the initial deployment will be approximately 108 cameras and related infrastructure for 9 of the identified high crime areas. This will be funded with a combination of confiscated funds and donations by City philanthropic organization. Dallas Police Department plans to ultimately deploy additional cameras as funding and /or donations are identified. This number could grow to 600 cameras or beyond as new surveillance needs are identified.

During a Council briefing on April 4, 2012, Chief David Brown presented Community Policing 2.0 to Council. A portion of this briefing covered the effectiveness of surveillance cameras in the reduction and avoidance of crime. These additional cameras to be added under this project will extend this effectiveness to the new high crime areas. The movable cameras will aid in responding quickly to additional surveillance needs generated by special events and will allow the police department to respond to any special community request.

This vendor was selected based on the review of a team of DPD, EBS, and City Marshal evaluators reviewing functionality in conjunction with CIS reviewing technology components.

In addition to the initial purchase, this agreement will provide a purchasing mechanism to continue to expand the system (as funding is available) into all 25 high crime area in Dallas as well as the eight (8) areas in south Dallas identified for economic development and any additional camera needs as outlined above.

This agreement will also provide five years of maintenance and support of the new surveillance camera systems. Maintenance includes warranty on all camera hardware, system maintenance and support and camera relocations, system patches, updates for functionality improvements. Support includes services to relocate the cameras as necessary to improve effectiveness.

We are structuring this agreement and contract to allow other City departments to use this agreement for the purchase, installation, and support of additional cameras, infrastructure, software, etc. EBS and the City Marshall's office aided in the selection process, so they will have needs. The following lists are some potential other uses for cameras:

- Dallas Water Utilities to monitor critical infrastructure
- Dallas Public Works and Transportation to monitor major city intersections
- Equipment & Building Services to monitor City assets such as building or fuel islands
- Communications & Information Services to monitor sites across the city where radio network infrastructure exists
- City Marshals to monitor illegal dump sites
- Parks and Recreation to monitor facilities and grounds

Additional funding will need to be identified and furnished by these other departments as their camera needs grow.

Please contact me should you have additional questions.



Jill A. Jordan, P. E.
Assistant City Manager

- C:
- The Honorable Mayor and Members of the City Council
 - Mary K. Suhm, City Manager
 - Thomas P. Perkins, Jr. City Attorney
 - Rosa Rios, City Secretary
 - Craig Kinton, City Auditor
 - Daniel F. Solis, Administrative Judge
 - Ryan, S. Evans, Assistant City Manager
 - A.C. Gonzalez, First Assistant City Manager
 - Forest Turner, Assistant City Manager
 - Joey Zapata, Assistant City Manager
 - Jeanne Chipperfield, Chief Financial Officer
 - Edward Scott, Director, Controller's Office
 - Frank Libro, Public Information Officer
 - David O. Brown, Chief of Police
 - William Finch, Chief Information Officer
 - Michael Frosch, Director, Business Development and Procurement Services
 - Stephanie Cooper, Assistant to the City Manager – Council Office

Memorandum



CITY OF DALLAS

DATE December 7, 2012

TO Members of the Transportation and Environment Committee:
Linda L. Koop (Chair), Sheffie Kadane (Vice Chair), Sandy Greyson,
Delia Jasso, Vonciel Jones Hill, Pauline Medrano

SUBJECT Katy Trail Phases 3, 4, and 6 – Updates and Upcoming Agenda Items

Below is a brief summary for each of the three ongoing phases of the Katy Trail. The construction issues associated with each phase are outlined as well as the actions required to keep the projects moving toward completion. Phases 4 and 6 have associated council agenda items on the December 12, 2012, City Council agenda for consideration. The agenda items are attached to this summary for your information and review.

Phase 3 from McCommas to Glencoe Park and from Worcola to Skillman - Construction of this project has been on hold while City staff has worked with Oncor to finalize details of a screening wall to be built adjacent to their substation and maintenance yard east of Greenville Avenue. The wall details were finalized and agreements secured. In a spirit of partnership, Oncor has agreed to fund and construct the screening wall themselves.

There will still need to be a change order with the original Katy Trail Phase 3 contractor (JRJ Paving) to address necessary deductions and changes to better coordinate the connection to Katy Trail Phase 4 and for miscellaneous price escalations. The change order with JRJ will be authorized administratively and does not require action by the City Council. The remaining trail construction items will need to be coordinated with Oncor's wall construction, and all items should be completed by mid summer 2013.

Phase 4 from Skillman to White Rock Station - Construction of this project is on-going, but progress has slowed because of issues with Oncor's transmission tower right of way. Initially, Oncor determined that pedestrian bridges or bridge components were not desired in their right of way. However, in that same spirit of partnership, Oncor has reconsidered this decision acknowledging that bridges are necessary for trails and pedestrian uses and that there will likely be more bridges required on future partnerships. This decision will allow the Skillman Bridge and the Abrams Bridge to remain in the locations as currently designed. Furthermore, Oncor has agreed to sell necessary right of way to the City allowing the two bridges to be totally within City right of way while maintaining an easement for the overhead transmission lines. Details for this right of way transaction still need to be finalized.

Prior to this new arrangement with Oncor, the City's contractor, The Fain Group, agreed to split the project and re-sequence it. Phase 1 will be to complete the trail from the White Rock DART Station to just east of Abrams Road, and Phase 2 will be from Abrams Road to Skillman Street. Because of issues beyond their control, the Fain Group has requested a change order to address re-sequencing of work items, modifications to a retaining wall, and other price escalations. The first change order is on the City Council agenda for authorization on December 12, 2012. If approved, construction will continue to complete the remaining portions of the trail from White Rock Station to east of Abrams by mid summer 2013.

An additional change order with The Fain Group may be required for the remaining section to address the Skillman and Abrams bridge price escalations as these were not included in the original discussions. There will also be an item to authorize payment to Oncor to raise transmission towers in order to provide the appropriate federally mandated clearances between the overhead lines and the bridge components. The second construction change order and the payment to Oncor are tentatively scheduled for authorization by the City Council in January 2013. Additional time will be required to complete the final construction components of the project.

Phase 6 from Glencoe Park to Worcola - The construction contract for this project was authorized in June 2011 and had a 12 month delay clause because of on-going property acquisitions from four (4) adjacent property owners. The property has yet to be acquired; therefore, the project remains on-hold. Recent progress has been made on the acquisitions, and it seems the affected property owners may be willing to make concessions to get the Katy Trail project moving.

There is also an issue with Oncor on this section of trail related to their overhead transmission lines. Oncor provided the City's design consultant as-built information regarding the elevation of transmission lines which, as it turned out, did not accurately reflect the situation. Because of this and other changes in federal clearance requirements, the south end of the Mockingbird bridge approach requires minor re-design to provide appropriate clearance from the Oncor facilities. The re-design effort with HNTB Corporation is on the December 12, 2012, City Council agenda for authorization. Along with this design item, there will be a change order with the bridge and trail contractor, AUI Contractors, for materials and labor cost escalations.

If the right of way acquisition process continues in a positive direction, the pre-construction DART tunnel monitoring may begin by early spring 2013. Overall construction is estimated to take 15 months from start to finish.

If you have any questions or require additional information, please let me know.



Jill A. Jordan, P.E.
Assistant City Manager

Attachments

cc: Honorable Mayor and Members of the City Council
Mary K. Suhm, City Manager
Rosa A. Rios, City Secretary
Thomas P. Perkins, Jr., City Attorney
Craig D. Kinton, City Auditor
Daniel Solis, Administrative Judge
A.C. Gonzalez, First Assistant City Manager
Ryan S. Evans, Assistant City Manager
Jill A. Jordan, P.E., Assistant City Manager
Joey Zapata, Assistant City Manager
Jeanne Chipperfield, Chief Financial Officer
Edward Scott, City Controller
Stephanie Cooper, Assistant to the City Manager

Memorandum



CITY OF DALLAS

DATE December 7, 2012

TO Members of the Transportation and Environment Committee:
Linda Koop (Chair), Sheffie Kadane (Vice Chair), Sandy Greyson, Delia Jasso,
Vonciel Jones Hill, Pauline Medrano

SUBJECT December 12, 2012 Agenda Item Briefing memo

Agenda Item 4

Authorize a three-year service contract for maintenance and support of help desk management software – Verdtek, Inc., lowest responsible bidder of two – Not to exceed \$ 177,663 – Financing: Current funds (Subject to annual appropriations)

The City has been using Computer Associates (CA) PC Help Desk management software since 2005. The renewal of this contract will allow the City to keep the CA Help Desk software products current and up-to-date for the next three years through software fixes and upgrades from the vendor.

The CA Help Desk management software is used by the IT Department - Communications and Information Services (CIS) to electronically manage changes to business systems and technology infrastructure, automates the tracking of technology problems reported by end-users, and supports a knowledge base to capture break/fix solutions for future reference. CIS also uses this management software to install software and assist end-users with resolving PC issues remotely over-the-network, which significantly improves delivery of services to everyday PC support.

Please contact me should you have additional questions.

A handwritten signature in black ink, appearing to read 'Jill Jordan'.

Jill A. Jordan, P.E.
Assistant City Manager

c: The Honorable Mayor and Members of the City Council
Mary K. Suhm, City Manager
Thomas P. Perkins, Jr., City Attorney
Rosa Rios, City Secretary
Craig Kinton, City Auditor
Judge Daniel F. Solis, Administrative Judge
A.C. Gonzalez, First Assistant City Manager
Ryan S. Evans, Assistant City Manager

Forest Turner, Assistant City Manager
Joey Zapata, Assistant City Manager
Jeanne Chipperfield, Chief Financial Officer
Edward Scott, Director, Controller's Office
Frank Libro, Public Information Office
William Finch, Chief Information Officer
Stephanie Cooper, Assistant to the City Manager – Council Office