



CITY OF PHILADELPHIA
Office of Innovation & Technology

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May 8, 2015

The Honorable Darrell Clarke
City Council President
City Hall, Room 490
Philadelphia, PA 19107

Dear Council President Clarke:

This letter is in response to questions raised at the April 14th, 2015 hearing before the Committee of the Whole on the Fiscal Year 2016 proposed budget for the Office of Innovation and Technology. The questions were recorded as follows:

From Council President Clarke:

1. **Can you forward to the Chair the qualifications for vacant positions?**

See Attachment A – Qualifications for Enhanced Services Technician

From Councilman Goode:

2. **Can you provide to the Chair a timeline of the cable franchise negotiations?**

The City officially engaged Comcast in formal negotiations beginning March 18, 2015. The City and Comcast will conduct regular and frequent negotiation sessions over the several months leading up to the expiration dates for the current franchise agreements, which expire in August, September and October 2015.

From Councilman Jones:

3. **Has the number of phone lines decreased or increased over the last year?**

The number of phone lines has increased slightly from 26,507 in FY14 to 28,850 in FY15.

4. **Has the number of cell phones decreased or increased over the last year?**

The number of mobile phone devices (cell phones, BlackBerry, smartphones) has decreased from 6,637 in FY14 to 5,252 in FY15.

5. **Can you provide the 52 contracts and 19 subcontractors and what they service?**

See Attachment B – OIT Contract Listing

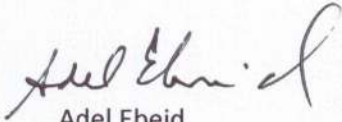
From Councilman Neilson:

6. Can you provide to the Chair a detailed breakdown of your staff augmentation including their daily rate? Please also include your minority participation rates for these contracts.

See Attachment C – OIT FY16 Staff Augmentation Listing

Please feel free to contact me with any questions you may have about the information provided in this response.

Sincerely,



Adel Ebeid
Chief Innovation Officer

cc: Everett Gillison, Chief of Staff
Rob Dubow, Director of Finance
Rebecca Rhynhart, Budget Director
Cintya Ramos, Deputy Budget Director

Attachment A – Qualifications for Enhanced Services Technician

Overall responsibilities:

The primary responsibility for this position is to install, maintain and service Voice (Voice over IP, cloud and traditional) systems including but not limited to installation and repair of voice services, install, maintain and service call center telecommunications equipment, specifically ACD/IVR communications systems. Additional responsibilities include provisioning and programming of telecommunications equipment including telephone systems, remote terminal devices, switches, routers and asynchronous transfer mode equipment; and specifying and ordering carrier services from traditional communications providers and over the top communications companies where applicable.

Minimum Requirements:

- Excellent verbal and written communication skills,
- 1-2 years in network monitoring or service desk position,
- 1-2 years of experience with Windows or Linux server administration,
- 1-2 years of Networking (LAN & WAN) experience,
- VoIP protocols,
- SIP signaling with emphasis on RTP and SDP,
- Network QOS,
- IP routing,
- Ethernet switching
- Basic scripting / tool creation (Linux, Unix, Windows) (bash, python, shell, etc)
- Ability to capture and analyze SIP and RTP traces to isolate and resolve issues
- In-depth understanding of MOS Score, Jitter, Delay, etc. and how to troubleshoot these occurrences

Additional duties are as follows:

- Troubleshoots and identifies software, hardware, telecommunications (traditional and VoIP) problems, using diagnostic equipment as necessary.
- Configures, installs and programs communication systems and related communication equipment; assembles component system parts; reviews diagrams, schematics, blue prints, floor plans, charts and technical manuals for installation of new systems;
- Conducts site reviews for system installation and makes appropriate recommendations for improving installation based on physical situation, programs systems users voice mail and data terminal equipment; may design, install and maintain computer network

cable systems for networking of computers; installs electronic communication systems and instruments such as modems, facsimile devices, printers, headsets, card swipe terminals, emergency ring-down circuits, television and fiber optic cables for telephone systems and computer networks and components.

- Troubleshoots, repairs and inspects communications systems and related equipment such as automatic and digitized systems, buzzers, intercoms, modems, facsimile devices, headsets, card swipe terminals, emergency ring down circuits and cable television for proper operation or to determine malfunctioning components; uses testing equipment to locate trouble source; disassembles and reassembles unit; test for system failures; test for defective system components and damaged communication cables; tests for proper operation of installed system components and related equipment ; works with various communications manufacturer/service provider personnel for problem resolution.
- Performs system backups; downloads and upgrades systems software; saves systems software to disks, using a personal computer.

Reports to Enhanced Services Manager.

Attachment B – OIT Contract Listing

	Contract	Vendor	Service	Amount		Date			\$	%			\$	%
	#	Name	Description	Contract	City	Conform	MBE	City	MBE	MBE	WBE	City	WBE	WBE
1	1020351-07	OnLine Consulting	IT Training Services	\$50,000	Wilmington, DE	2/10/2015				0.00%				0.00%
2	1020384-08	Knowledge Solutions International	IT Training Services	\$50,000	Wilmington, DE	TBD				0.00%				0.00%
3	1020487-07	RCC Consultants, Inc.	800 MHz planning and management support	\$33,000	Woodbridge, NJ	3/4/2015	Arora Engineers, Inc	Chadds Ford, PA	\$620	1.88%	Duroseau Management Services, LLC	Lansdowne, PA	\$4,908	14.87%
4	1020506-06	RCI Technologies, Inc	Computer Aided Dispatch consulting services	\$47,120	Iselin, NJ	10/24/2014	RCI Technologies, Inc	Iselin, NJ	\$47,120	100.00%				0.00%
5	1020506-07*	RCI Technologies, Inc	Computer Aided Dispatch project management	\$95,760	Iselin, NJ	2/10/2015	RCI Technologies, Inc	Iselin, NJ	\$95,760	100.00%				0.00%
6	1020548-06	Decisive Business System Acquisition	Project Management support for Unified Communications	\$97,500	Pennsauken	TBD				0.00%				0.00%
7	1020614-04	EIS Technologies, Inc.	HRIS Report Writer for Oracle support	\$18,900	Duluth, GA	9/18/2014				0.00%				0.00%
8	1120221-05	Engility Corporation	Network Security Support	\$656,210	Horsham, PA	11/17/2014	Systegra, Inc.	Leesburg, VA	\$160,713	24.49%				0.00%
9	1120375-04	Cogsdale Holdings, Ltd	FAMIS, ADPICs and Financial Data Warehouse licensing and support	\$64,386	Charlottetown, PE, Canada	2/26/2015				0.00%				0.00%
10	1120395-04	Prophecy Americas Inc	Water Revenue Bureau Basis2 Software maintenance	\$97,500	Denver, CO	2/10/2015				0.00%				0.00%
11	1120406-04	Sungard Svcs	Disaster Recovery Services	\$11,913	Wayne, PA	TBD				0.00%				0.00%
12	1120418-04	Azavea, Inc	ULRS GeoSpatial support	\$30,000	Philadelphia, PA	7/18/2014				0.00%				0.00%
13	1120418-05*	Azavea, Inc	ULRS GeoSpatial support	\$45,000	Philadelphia, PA	1/9/2015				0.00%				0.00%
14	1120434-04	Lockworks	Prisons Lock and Track system support and maintenance	\$94,500	Kiowa, CO	TBD				0.00%				0.00%
15	1120443-04	Information Consulting Services	Water Revenue Bureau Basis2 Management support	\$20,000	Plymouth Meeting, PA	1/9/2015				0.00%	Peripheral Systems	Oley, PA	\$4,000	20.00%
16	1120443-05*	Information Consulting Services	Water Revenue Bureau Basis2 Management Services	\$200,000	Plymouth Meeting, PA	TBD				0.00%	Peripheral Systems	Oley, PA	\$40,000	20.00%
17	1120444-04	Peripheral Systems Inc.	Water Revenue Bureau Basis2 documentation	\$18,000	Oley, PA	1/9/2015				0.00%	Peripheral Systems Inc.	Oley, PA	\$18,000	100.00%
18	1120467-07	Equinoxys, Inc.	Oracle HRIS consulting and support	\$450,000	Herndon, VA	TBD	Equinoxys, Inc.	Herndon, VA	\$450,000	100.00%				0.00%
19	1120569-05	CDI IT Solutions	Staff augmentation	\$500,000	Philadelphia, PA	12/24/2014				0.00%				0.00%
20	1120572-05	Keystone Computer Associates, Inc.	Staff augmentation	\$500,000	Fort Washington, PA	2/10/2015	Keystone Computer Associates, Inc.	Fort Washington, PA	\$500,000	100.00%				0.00%
21	1120573-06	M F R Consultants Inc.	Staff augmentation	\$250,000	Philadelphia, PA	12/22/2014	M F R Consultants Inc.	Philadelphia, PA	\$250,000	100.00%				0.00%

22	1120574-06	Modis	Staff augmentation	\$250,000	Media, PA	12/22/2014	IMPLIFY, INC.	Newark, DE	\$50,000	20.00%					0.00%
23	1120600-05	Gartner	Research and Advisory Services	\$25,000	Arlington, VA	TBD				0.00%					0.00%
24	1120618-04	AskReply Inc. dba B2Gnow	OEO Contract Compliance Reporting System support	\$55,000	Phoenix, AZ	8/21/2014	Adept Consulting Svcs., Inc.	Lansdale, PA	\$6,292	11.44%	QWIC	Cinnaminson, NJ	\$6,292	11.44%	
25	1120626-06	Smart IMS	Staff augmentation	\$500,000	Plainsboro, NJ	12/22/2014	Smart IMS	Plainsboro, NJ	\$500,000	100.00%					0.00%
26	1120648-03	Integrated Bank Technology, Inc.	Cashiering system support for previous system	\$175,000	Cedar Park, TX	10/18/2014				0.00%					0.00%
27	1220176-03	J & B Software	Imaging-based payment processing system support	\$35,547	Blue Bell, PA	9/18/2014				0.00%					0.00%
28	1220311-03	Electec, Incorporated	Electronic Voting System maintenance and support	\$244,144	Mount Holly, NJ	11/7/2014				0.00%					0.00%
29	1220388-03	Software AG USA, Inc.	Technical Services in support of the Software AG licensing	\$456,987	Reston, VA	12/22/2014				0.00%					0.00%
30	1220427-05	MetaSource, LLC	Scanning licensing and services	\$555,000	Bristol, PA	TBD				0.00%					0.00%
31	1220577-02	The Athenaeum of Philadelphia	Scanning services	\$5,000	Philadelphia, PA	10/18/2014				0.00%					0.00%
32	1320143-03	Azavea, Inc.	PWD Stormwater Billing support	\$35,695	Philadelphia, PA	10/24/2014	Steven Ujifusa	Philadelphia, PA	\$2,410	6.75%	Science Cheerleader LLC	Philadelphia, PA	\$1,427	4.00%	
33	1320566-03	Engility Corporation	Subpoena & Computer Forensic Investigation and Information Security Remediation program support	\$150,000	Horsham, PA	3/2/2015	Systegra, Inc.	Leesburg, VA	\$30,000	20.00%					0.00%
34	1320598-01	Fairfax Imaging	Cashiering system implementation of new system and ongoing support	\$508,953	Tampa, FL	TBD	PRWT Services	Philadelphia, PA	\$15,269	3.00%					0.00%
35	1320696-02	Acclaim Systems	Philadelphia Lobbying Information System support and maintenance	\$58,175	Feasterville, PA	TBD	Acclaim Systems	Feasterville, PA	\$58,175	100.00%					0.00%
36	1320732-02	CBG Communications	Cable TV consulting and franchise support	\$102,000	Paoli, PA	10/8/2014				0.00%			\$6,120	6.00%	
37	1320732-03*	CBG Communications	Cable TV consulting and franchise support	\$251,750	Paoli, PA	TBD				0.00%	Telecommunications Research	Whittset, NC	\$15,465	6.14%	
38	1320761-02	Spider Networks	Water Revenue Bureau Basis2 Software consulting services	\$210,000	Parsippany, NJ	TBD				0.00%					0.00%
39	1420233-01	Cellco Partnership d/b/a Verizon Wireless	Public Safety Mobile Aircard Services	\$2,700,000	Basking Ridge, NJ	12/8/2014				0.00%					0.00%
40	1420291-01	Information Services Partner, Inc.	Water Revenue Bureau Basis2 Programming and support	\$168,683	Plymouth Meeting, PA	TBD	Pace Data Systems	Philadelphia, PA	\$11,808.00	7.00%					0.00%

41	1420298-01	AssetWorks	Fleet Management's Asset Management System support and maintenance	\$138,979	Wayne, PA	TBD				0.00%					0.00%
42	1420301-01	Advanced Technology Solutions Inc. d/b/a geographIT	Streets GIS related support	\$40,000	Lancaster, PA	1/29/2015	Advanced Technology Solutions Inc. d/b/a geographIT	Lancaster, PA	\$40,000	100.00%					0.00%
43	1420384-01	Information Services Partner, Inc.	ACIS and eContract support and maintenance	\$8,100	Plymouth Meeting, PA	11/7/2014				0.00%	Peripheral Systems	Oley, PA	\$679	8.38%	
44	1420384-02*	Information Services Partner, Inc.	ACIS and eContract support and maintenance	\$250,000	Plymouth Meeting, PA	2/10/2015				0.00%	Peripheral Systems	Oley, PA	\$20,950	8.38%	
45	1420393-01	Unisys Corporation	311 CRM system implementation and support	\$2,294,167	Reston, VA	1/9/2015				0.00%					0.00%
46	1520325	Essential Management Solutions, LLC	911 Wireline and Wireless Management support	\$383,600	Pottsville, PA	1/9/2015	Advanced Tech Solutions Inc. d/b/a geographIT	Lancaster, PA	\$76,720	20.00%					0.00%
47	1520368	EMA Inc.	PWD - IBM Tivoli Maximo support	\$175,000	Trevose, PA	12/22/2014	Onyx Spectrum Technology, Inc.	Boston, MA	\$17,500	10.00%					0.00%
48	1520392	Data-Core Systems, Inc.	e-File system support	\$83,810	Philadelphia, PA	2/25/2015				0.00%					0.00%
49	1520397	CIPPlanner	PWD Enterprise Project Management system	\$1,324,340	San Ramon, CA	TBD				0.00%	UAO Enterprises	Philadelphia, PA	\$132,434	10.00%	
50	1520427	Johnson, Mirmiran & Thompson	Streets Gaurenteed Pavement Information System/Right of Way Coordination implementation and support	\$438,732	Philadelphia, PA	1/9/2015				0.00%	Envision Consultants, LTD.	Mullica Hill, NJ	\$20,000	4.56%	
51	1520458	Hyland Software	Electronic Plan Submission and Review System	\$675,264	Westlake, OH	TBD	PRIME AE Group	Westlake, OH	\$67,524	10.00%					0.00%
52	1520467	Revenue Solutions, Inc.	Tax Delinquency Data Warehouse project	\$4,111,382	Pembroke, MA	2/13/2015				0.00%	Momentum, Inc.	Camp Hill, PA	\$600,000	14.59%	
53	1520494	Prophecy Americas Inc	Water Revenue Bureau Basis2 Software consulting services	\$185,000	Denver, CO	TBD				0.00%					0.00%
54	1520495	Peripheral Systems Inc.	Water Revenue Bureau Basis2 documentation	\$67,000	Oley, PA	TBD				0.00%	Peripheral Systems Inc.	Oley, PA	\$67,000	100.00%	
55	1520496	Prophecy Americas Inc	Water Revenue Bureau Basis2 Software maintenance	\$405,000	Denver, CO	TBD				0.00%					0.00%
		OFFICE OF INNOVATION & TECHNOLOGY		\$20,397,096	16.26%				\$2,379,911	11.67%			\$937,275	4.60%	
		LESS FEW OR NO		(\$4,889,543)											
		OFFICE OF INNOVATION & TECHNOLOGY		\$15,507,553	21.39%				\$2,379,911	15.35%			\$937,275	6.04%	

Attachment C – OIT FY16 Staff Augmentation Listing

Div	Fund	Custodial Department	Budgeted amount in FY16 Budget	Vendor (Or Line Items in FY16 Budget)	Position	Hourly Rate
0411	General	OIT	50,000.00	MFR	Senior Email Engineer	\$ 143.00
0411	General	OIT	115,000.00	MFR	Senior System Engineer	\$ 100.00
0413	General	Streets	50,000.00	CDI	Tech Writer / Business Analyst	\$ 79.95
0413	General	Police	92,800.00	TBD	Sr. .Net Developer	\$ 85.00
0413	General	Police	102,400.00	TBD	SQL Administrator	\$ 95.00
0413	General	Police	124,800.00	TBD	Systems Engineer	\$ 115.00
0413	General	Police	46,488.00	Modis	CICS/COBOL Programmer	\$ 149.00
0413	Water	PWD	\$110,000	CDI (TBD - Staff Aug)	Business Analyst	\$ 70.00
0413	Water	PWD	\$80,000	Modis (TBD - Staff Aug)	Engagement Manager - Communications	\$ 75.00
0413	Water	PWD	\$275,000	Modis	Program Manager	\$ 165.00
0413	Water	PWD	\$75,000	SmartIMS (TBD - Staff Aug)	Data Collaboration Platform Project Manager	\$ 133.00
0413	Water	PWD	\$210,000	SmartIMS (TBD - Staff Aug)	SharePoint Developer	\$ 100.00
0413	Water	PWD	\$146,000	SmartIMS (TBD - Staff Aug)	Digital Communication Specialist / Designer	\$ 65.00
0413	Water	PWD	\$85,000	TBD - Staff Aug	Software Developer	\$ 80.00
0413	Water	PWD	\$200,000	TBD - Staff Aug	Application Developer	\$ 80.00
0413	Water	PWD	\$200,000	TBD - Staff Aug	Data Center Consulting – VM Ware	\$ 100.00
0413	Water	WRB	\$200,000	SmartIMS	Applications DBA	\$ 96.00
0413	Water	WRB	\$200,000	MFR	DBA	\$ 95.00

OEO Staff Aug Contract Participation	
MFR	100%
SmartIMS	100%
Keystone	100%
Modis	20%
CDI	0%
