THE CITY OF SAN DIEGO

MEMORANDUM

DATE: May 13, 2020

TO: Honorable Councilmember Barbara Bry, Budget Review Committee Chair, and
                Honorable Budget Review Committee Members

FROM: Matthew Vespi, Department of Finance Director and City Comptroller

SUBJECT: Fiscal Year 2021 Budget Review Committee Referral Responses for the May 5,
                2020 Afternoon Session
_____

This memorandum provides responses and/or follow up information to unanswered questions asked at the Budget Review Committee meeting held on the morning of May 5, 2020. The responses are listed by department in the order that they were reviewed by the Committee.

In response to Council President Gomez and the Independent Budget Analyst's (IBA) questions regarding Key Performance Indicators (KPIs), the Fiscal Year (FY) 2021 Proposed Budget webpage has been updated to include a link to the KPI page built and maintained by the Performance and Analytics Department. These KPIs, in addition to new visualizations, can be found at https://www.sandiego.gov/finance/proposed.

Cultural Affairs

COUNCIL DISTRICT 8

QUESTION:

How much is Cultural Affairs spending on outside contacts in the FY 2021 Proposed Budget? Is this an increase over Fiscal Year 2020?

RESPONSE:

The Department of Cultural Affairs anticipates $469,138 in non-personnel expenditures within the Department budget for miscellaneous professional and technical services in the FY 2021. This amount includes $420,000 toward the operations of Horton Plaza theaters via the Horton Plaza Theatre Foundation (HPTF) and is a former redevelopment agency obligation transferred to the Department of Cultural Affairs in FY 2021. There is $48,100 is budgeted for technical assistance and compliance review vendors including the University of San Diego, as well as $1,030 for special events & filming contracts. Additionally, the Department has ongoing IT software maintenance contract renewals and professional IT services totaling $135,126.

The incremental change from the Fiscal Year 2020 Adopted Budget for both divisions compared to FY 2021 is an increase of $377,478. This increase is due to the transition of the HPTF contract funding to the Department of Cultural Affairs in FY 2021. All other

miscellaneous professional and technical services expenditures in the FY 2021 are reduced by $42,530. Additionally, the incremental change from the FY 2020 Adopted Budget for both divisions compared to the Fiscal Year 2021 for ongoing IT software maintenance contract renewals and professional IT services is an increase of $7,716. This increase is due to licensing requirements for event permit processing.

Department of Information Technology

COUNCIL DISTRICT 8

QUESTION:
How much is the Department spending on outside contracts in the FY2021 Proposed Budget? What is the incremental change from the FY2020 Adopted Budget?

RESPONSE:
Please see Attachment 1 – *DoIT Contractual Expenditures*.

Performance & Analytics

COUNCIL DISTRICT 9

QUESTION:
Please provide a list of *Get-It-Done* projects that can be potentially completed in FY 2021.

RESPONSE:
Upcoming Projects

There have been several additions to Get-It-Done since last year. Some notable enhancements include the ability to purchase trash cans online, the addition of an "Encampments" report type, integration with Neighborhood Policing, a method to report scooter issues, improved 72-hour parking violation functionality, and a new donations portal to support COVID-19 related efforts.

Next fiscal year, the Spanish version of the mobile app is planned for a summer 2020 roll-out.

Other projects, listed below, are under evaluation. Based on available capacity, department readiness, customer impact, and other prioritization factors, projects may proceed to design, development, and implementation phases.

Potential projects under consideration include (not sorted in any particular order):

- Scooter reporting enhancements: improve customer communication and work order efficiency by integration with the City's scooter contractor
- Free Tree Requests: provide an easy method for residents to request a free tree from the City
- ESD Mobile Worker App: improve customer communication, provide "after photos" to

customers for more services, and improve work order efficiency by adding more ESD Field Crews to the mobile worker app
- Passports – Additional Offices: enhance the system to support additional City Clerk passport office locations
- DSD Code Enforcement: offer additional code enforcement-related private property problem reports through Get-It-Done and associated integration with the Open DSD (Accela) code enforcement case tracking system
- Storm Water Self-Verification Portal: improve the efficiency of storm water inspection verifications to eliminate paperwork delays and data entry
- Parks & Recreation: inclusion of Park-related issue reporting and associated work-order management
- External Referral Partner Portal: web portal for external Get-It-Done referral partners (e.g. MTS, CalTrans, etc.) to update reports for improved visibility and customer communication
- Intranet Quorum replacement: a separate project to replace the tool utilized by City Council offices to manage constituent communications

Economic Development

COUNCIL DISTRICT 8

QUESTION:
How much is the Department spending on outside contracts in the FY 2021 Proposed Budget? What is the incremental change from the FY 2020 Adopted Budget.

RESPONSE:
The Fiscal Year 2021 Proposed Budget for Economic Development contains $517,780 of expected outside contracts with $145,500 of that for professional services; FY 2020 had $3,096,273 of expected outside contracts with $145,500 of that for professional services which results in a decrease of $2,578,493 for FY 2021. It is important to note that these professional service portions of our outside contracts are with our partners to fulfill Economic and Community Development across the City and region. These are not contracts that replace City staff work, but enhance and further the work EDD does around workforce development, business assistance, marketing, and program design work.

Development Services

COUNCIL DISTRICT 9

QUESTION:
Please provide an overview, as well as any pertinent details, of the agreement with Verizon? Did they violate their agreement and not provide the benefits and services that they were obligated to?

RESPONSE:
In the MOU, it was agreed that:

- The City shall review and work in good faith to revise current permitting processes and staffing levels to review applications to adhere to 10-day first review timelines. These approvals were:
  o Master Structural Plan submissions
  o Construction Permits

Response: Pre-COVID review times were mostly being met, however, with the quarantine currently in place, this is not possible.

- Now that DSD has instituted electronic processing, COVID-19 delays will be reduced, and projects will be processed more quickly.

Production expectations and outlook

- There is an expectation to permit 500 sites (not 500 permits, as this number could be 3-4 times that many to actually "permit" the site).

Response: We have accounted for approximately 100 wireless sites as of today. Therefore, we would need to permit at least 400 additional wireless permits, as well as, an unspecified amount of supporting fiber and traffic permits.

- We are currently in week 19, with 33 weeks left. We have permitted 6 wireless sites and 5 fiber sites in May and trends suggest that we can anticipate an increase in production this month in numbers of permits.
- The City will need to average at least 12 Verizon wireless approvals a week along with the requisite number of fiber and traffic approvals to reach our goal of 500 sites before the end the calendar year.

MOU – Verizon obligations to the City

a. **VZ to enhance and densify existing wireless and wireline networks though the deployment of WCF and fiber with the objective of providing more users in the City with more broadband capacity for current and future needs.** In Progress
b. **VZ to provide recommended revisions to the SDMC within 30 days after the effective date (of the WCF updates to the Code) and shall attend any related Planning Commission or City Council hearings as requested by staff.** Obligation met in 2019.
c. **VZ shall conform to monument obligations.** In Progress
d. **VZ shall deploy Small Cell Wireless Communication Facilities on up to 1,500 City poles, including associated fiber on or before December 21, 2022 pursuant to terms of MOA executed concurrently with the MOU.** According to TSW, 83 have been deployed to date.

For entering into the MOU

- **Purchase 200 LED luminaires for our streetlights, not to exceed $400,000**
  o The threshold has not yet been triggered.
- **User dashboard/field data collection of 60,000 streetlights (inventory), not to exceed $1.5 million**
  o Obligation met in 2019

VZ equipment donation for City meeting permit thresholds:

- Police Officer Smartphones (500 Samsung) – 500 approved sites
- Fire Department Tablets (10" iPad Air or equivalent) – 500 approved sites
- Intersection Safety Analytics (analytic hardware and software) – 1,000 approved sites
- Traffic Data Services (Smart Community Traffic Data Services) – 1,500 approved sites

There is no apparent violation of the agreement from Verizon or the City. The permit thresholds have not been triggered.

Matthew Vespi
Department of Finance Director and City Comptroller

MV/jvs

Attachment(s):   1. DoIT Contractual Expenditures

cc: Honorable Mayor Kevin L. Faulconer
       Honorable City Attorney Mara Elliott
       Kris Michell, Chief Operating Officer
       Aimee Faucett, Chief of Staff, Office of the Mayor
       Andrea Tevlin, Independent Budget Analyst
       Jeffrey Sturak, Assistant Chief Operating Officer
       Rolando Charvel, Chief Financial Officer
       Matt Awbrey, Chief of Civic & External Affairs, Office of the Mayor
       Almis Udrys, Deputy Chief of Staff–Innovation & Policy, Office of the Mayor
       Francis Barraza, Deputy Chief of Staff–Community Engagement, Office of the Mayor
       Jessica Lawrence, Director of Policy and Council Affairs, Office of the Mayor
       Robert Vacchi, Deputy Chief Operating Officer, Neighborhood Services
       Erik Caldwell, Deputy Chief Operating Officer, Smart & Sustainable Communities
       Alia Khouri, Deputy Chief Operating Officer, General Services
       Johnnie Perkins, Jr., Deputy Chief Operating Officer, Public Utilities
       Jonathon Glus, Executive Director, Commission for Arts & Culture
       Christina Bibler, Director, Economic Development
       Elyse Lowe, Director, Development Services
       Jonathan Behnke, Director, Department of Information Technology
       Kirby Brady, Director, Performance & Analytics
       Department of Finance Staff

DEPARTMENT OF INFOMRATION TECHNOLOGY
BUDGET REVIEW COMMITTEE REFERRAL RESPONSE

Question #2) Dist. 4 – Vivian Moreno; How much is the Department spending on outside contracts in the FY2021 Proposed Budget? What is the incremental change from the FY2020 Adopted Budget?

OneSD Support Fund			
Vendor Name	**FY20 Budget**	**FY21 Proposed Budget**	**Variance**
*14 SAP Support Vendors Awarded in 2015 RFP	$ 4,880,915	$ 5,811,264	$ 930,349
SAP Public Services Inc	$ 5,150,000	$ 5,150,000	$ -
CGI Technologies & Solutions Inc	$ 750,731	$ 448,003	$ (302,728)
Open Text Inc	$ 493,554	$ 125,000	$ (368,554)
SuccessFactors	$ 305,289	$ 305,289	$ -
Smart Utility Systems, Inc.	$ 157,500	$ 157,500	$ -
Power Plan	$ 145,162	$ 126,000	$ (19,162)
Revelation Software Concepts Pty Lt	$ 87,452	$ 89,000	$ 1,548
Government Jobs Com Inc	$ 84,818	$ 97,227	$ 12,409
SpinifexIT North America Inc	$ 37,501	$ 37,501	$ -
Security Weaver	$ 26,659	$ 26,659	$ -
Electronic Image Designers Inc	$ 24,000	$ -	$ (24,000)
Libelle	$ 23,765	$ 23,765	$ -
Critigen LLC	$ 9,935	$ 10,000	$ 65
Staples Contract & Commercial, Inc	$ 7,500	$ 7,500	$ -
Atos IT Solutions & Services Inc	$ 6,827	$ -	$ (6,827)
Qualtrics LLC	$ 3,500	$ -	$ (3,500)
Verizon Wireless	$ 3,300	$ 3,300	$ -
Sprint Wireless	$ 2,300	$ 2,300	$ -
OneSD Support Fund Total	**$ 12,200,708**	**$ 12,420,308**	**$ 219,600**

GIS Fund			
Vendor Name	**FY20 Budget**	**FY21 Proposed Budget**	**Variance**
Environmental Systems Research Institute Inc	$ 1,131,100	$ 1,000,000	$ (131,100)
CGI Technologies & Solutions Inc	$ 37,509	$ -	$ (37,509)
Vendor Dependent on Competitive Bid Process	$ -	$ 200,000	$ 200,000
Staples Contract & Commercial, Inc	$ 10,000	$ 10,000	$ -
GIS Fund Total	**$ 1,178,609**	**$ 1,210,000**	**$ 31,391**

General Fund			
Vendor Name	**FY20 Budget**	**FY21 Proposed Budget**	**Variance**
Hewlett Packard Financial Services	$ 206,030	$ 206,030	$ -
General Fund Total	**$ 206,030**	**$ 206,030**	**$ -**

Information Technology Fund			
Vendor Name	**FY20 Budget**	**FY21 Proposed Budget**	**Variance**
Citywide Help Desk and Desktop Support Services			
Vendor Dependent on Competitive Bid Process		$ 2,914,377	$ 2,914,377
Insight Public Sector Inc	$ 3,106,118	$ 3,506,811	$ 400,693
Atos IT Solutions & Services Inc	$ 2,104,804	$ 2,609,532	$ 504,728
ServiceNow, Inc.	$ 800,000	$ 800,000	$ -
CDW Government Inc	$ 309,658	$ 350,223	$ 40,565
Rave Wireless Inc	$ 13,000	$ 33,000	$ 20,000
Citywide Help Desk and Desktop Support Services Sub-Total	**$ 6,333,580**	**$ 10,213,943**	**$ 3,880,363**
Citywide Datacenter Services			
Vendor Dependent on Competitive Bid Process	$ 583,860	$ 3,272,813	$ 2,688,953
Atos IT Solutions & Services Inc	$ 8,316,088	$ 7,495,338	$ (820,750)
Insight Public Sector Inc	$ 1,695,476	$ 1,695,476	$ -
Nth Generation Computing Inc	$ 438,955	$ 438,955	$ -
ePlus Technology Inc	$ 398,049	$ 398,049	$ -
DLT Solutions LLC	$ 310,000	$ 405,500	$ 95,500
Microsoft Corporation	$ 230,040	$ 130,040	$ (100,000)
Zayo Group Holding Inc	$ 254,590	$ 254,590	$ -
Oracle America Inc	$ 154,317	$ 154,317	$ -
Hewlett Packard Financial Services	$ 157,063	$ 157,063	$ -
CGI Technologies & Solutions Inc	$ 124,606	$ 124,606	$ -
Iron Mountain	$ 93,000	$ 93,000	$ -
Taborda Solutions, Inc	$ 90,263	$ 90,263	$ -
CDW Government Inc	$ 86,104	$ 86,104	$ -
K&F Associates	$ 83,482	$ 83,482	$ -
Capax Archive Solutions LLC	$ -	$ 80,000	$ 80,000
Zensar Technologies IM Inc	$ 62,347	$ 62,347	$ -
SoftwareONE Inc	$ 12,261	$ 12,261	$ -
Open Text Inc	$ 3,808	$ 3,808	$ -
En Pointe Technologies Sales	$ 1,680	$ 1,680	$ -
Citywide Datacenter Services Sub-Total	**$ 13,095,989**	**$ 15,039,692**	**$ 1,943,703**
Citywide Data and Telecommunication Network Services			
Zensar Technologies IM Inc	$ 10,230,000	$ 13,100,000	$ 2,870,000
AT&T Corp	$ 4,123,589	$ 5,202,151	$ 1,078,562
Cox Communications San Diego	$ 220,940	$ 227,940	$ 7,000
Aspect Software Inc.	$ 193,709		$ (193,709)
CGI Technologies & Solutions Inc	$ 149,021	$ 149,021	$ -
Cogent Communications Inc	$ 142,400	$ 142,400	$ -
SHI International Corp	$ 54,922	$ 54,922	$ -
Zayo Group Holding Inc	$ 6,000	$ 46,000	$ 40,000
Citywide Data and Telecommunication Network Services Sub-Total	**$ 15,120,580**	**$ 18,922,433**	**$ 3,801,853**
Citywide Application Development and Maintenance Services			
Vendor Dependent on Competitive Bid Process		$ 789,398	$ 789,398
CGI Technologies & Solutions Inc	$ 12,706,391	$ 11,760,320	$ (946,071)
Interpersonal Frequency LLC	$ 218,000	$ 218,000	$ -
Adobe Systems Incorporated	$ 100,000	$ 100,000	$ -
SeamlessDocs	$ 70,000	$ 70,000	$ -
Hyland Software Inc	$ 44,000	$ 44,000	$ -
Nintex USA Inc	$ 16,238	$ 30,238	$ 14,000
RC & JT Inc	$ 21,444	$ 21,444	$ -
Avepoint	$ 23,073	$ 23,073	$ -
Library Market	$ 15,000	$ 15,000	$ -
Siteimprove Inc	$ 8,800	$ 8,800	$ -
Nicholas A. Zadrozny	$ 8,388	$ 8,388	$ -

Citywide Application Development and Maintenance Services Sub-Total	$	13,231,334	$	13,088,661	$	(142,673)
Citywide Cyber Security Services						
Cyber Security Tools	$	3,849,368	$	4,522,508	$	673,140
Citywide Cyber Security Services Sub-Total	$	3,849,368	$	4,522,508	$	673,140
IT Operations						
Sharp Electronics Corporation	$	1,067,419	$	1,067,419	$	-
Atos IT Solutions & Services Inc	$	350,000	$	-	$	(350,000)
Gartner, Inc.	$	211,000	$	211,000	$	-
Verizon Wireless	$	9,000	$	9,000	$	-
Sprint Wireless	$	9,000	$	9,000	$	-
Staples Contract & Commercial, Inc	$	8,060	$	8,060	$	-
IT Operations Sub-Total	$	1,654,479	$	1,304,479	$	(350,000)
Information Technology Fund Total	$	53,285,331	$	63,091,717	$	9,806,386

Wireless Communication Technology Fund						
Vendor Name	**FY20 Budget**		**FY21 Proposed Budget**		**Variance**	
Motorola Solutions inc.	$	1,361,990	$	1,093,562	$	(268,428)
Nokiaof America Corporation	$	300,000	$	300,000	$	-
Verizon Wireless	$	25,000	$	25,000	$	-
Staples Contract & Commercial, Inc	$	10,000	$	10,000	$	-
GIS Fund Total	$	1,696,990	$	1,428,562	$	(268,428)

*Fab 14 vendors include: Amick Brown, LLC, Anand PAG, Inc., Ardenter ERP Solutions, Inc., Aspirehr, Inc., Atos IT Solutions and Services, Inc., Avertra Corporation, Epi-Use America, Inc., HR Focal Point, LLC, Labyrinth Solutions, Inc., Quintel-MC, Inc. DBS Quintel Management Consultants, Sage Group Consulting, Inc., Smartsoft Technologies, Inc., The Peloton Alliance, Inc., and V3IT Consulting, Inc.

Note: All amounts are estimates and can change dependent on requirements and market conditions.