



ILLINOIS TOLLWAY

CONTRACTING
WITH GOVERNMENT
A Roadmap for Business Opportunities

Illinois Tollway
Information Technology Department

Michael Shay, Chief Information Officer

About the Illinois Tollway *Information Technology (IT)*

Physical Locations with Equipment

- » 89 toll plazas
- » 13 maintenance sites
- » 3 office sites
- » 2 data centers

Servers

- » ~130 physical
- » ~750 virtual
- » ~850 VDI

Storage

- » ~1,25 Block Storage (2.5PB with DR)
- » ~1.3 PB NAS Storage (2.6PB with DR)

Backup

- » 323TB physical backup holding logical 8PB

Users

- » 1,500+ end user active directory accounts
- » 1,600+ mailboxes



About the Illinois Tollway *Business Systems – Roadside*

4,200 roadside components, including:

- » Cameras
- » Transponders
- » Antennas
- » Roadside Computer Equipment
- » Detector Loops

Maintenance services supports:

- » 520 toll lanes
- » 89 toll plazas
- » 3 million transactions per day
- » 24/7 responsiveness
- » 25,000 work orders per year



About the Illinois Tollway

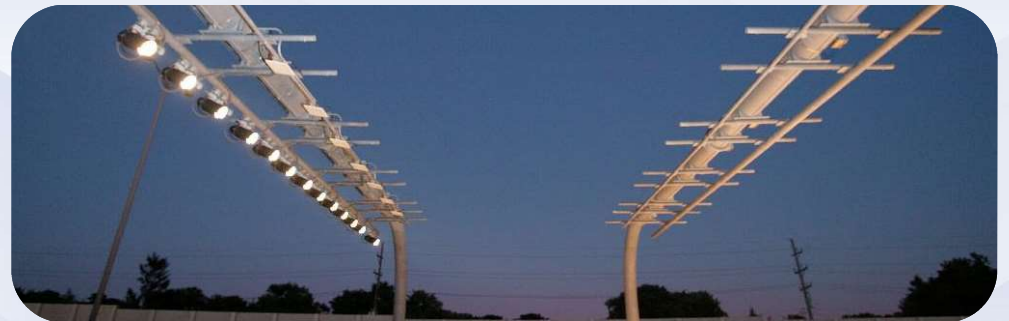
Business Systems – Back Office

Back office components include:

- » Website
- » Mobile app
- » Interoperability
- » Printing/mailing
- » Credit card processing
- » Violation and collections
- » E-commerce
- » Image review, license plate look-up
- » Invoicing
- » Retail sales and distribution
- » Reporting and business intelligence

Maintenance services supports:

- » Operational back office
- » Commercial back office
- » More than 10 million customer accounts and customer service channels
- » 24/7 responsiveness



About the Illinois Tollway *Information Technology (IT)*

The Tollway utilizes various systems and applications to:

- » Support employees
- » Support business processes
- » Process I-PASS transactions
- » Provide financial management/reconciliation
- » Support procurement and inventory activities
- » Manage contracts and contractors
- » Support the management of information technology

Systems include:

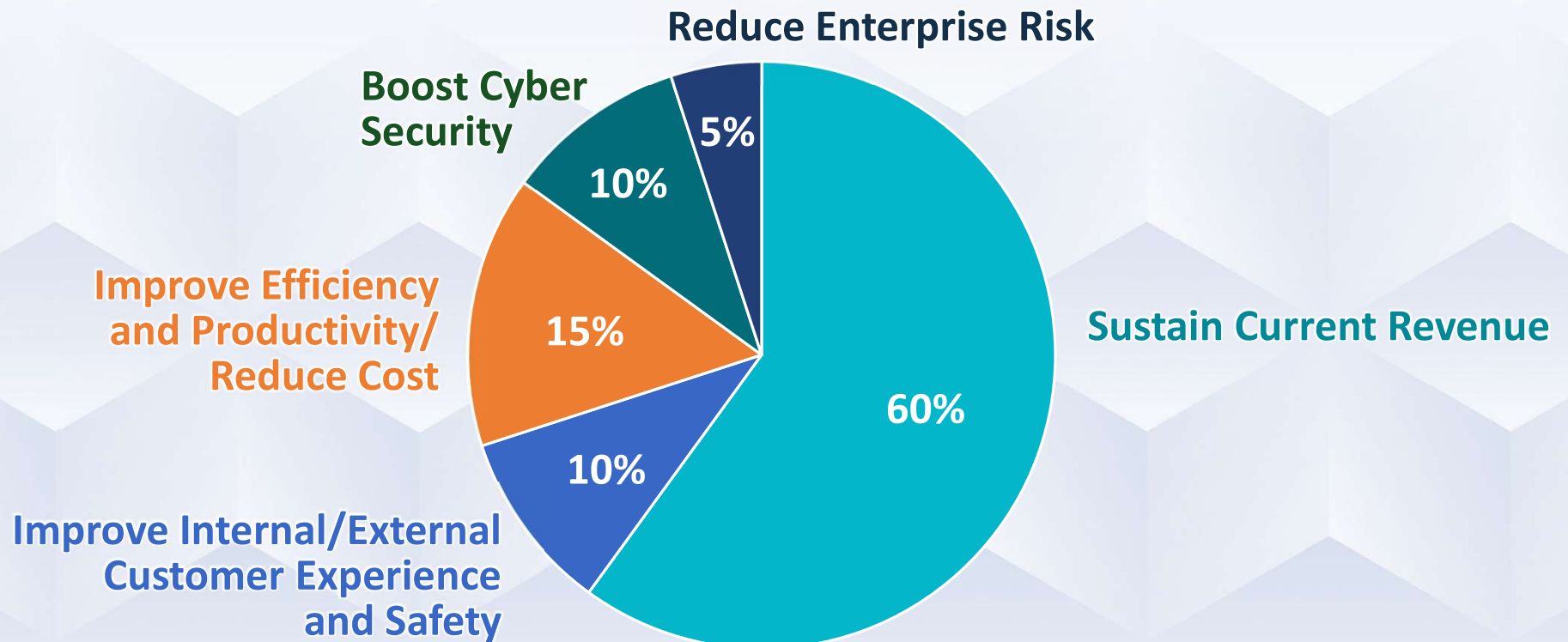
- » Mainframe products and tools
- » Client/server systems
- » Desktop applications

Systems use:

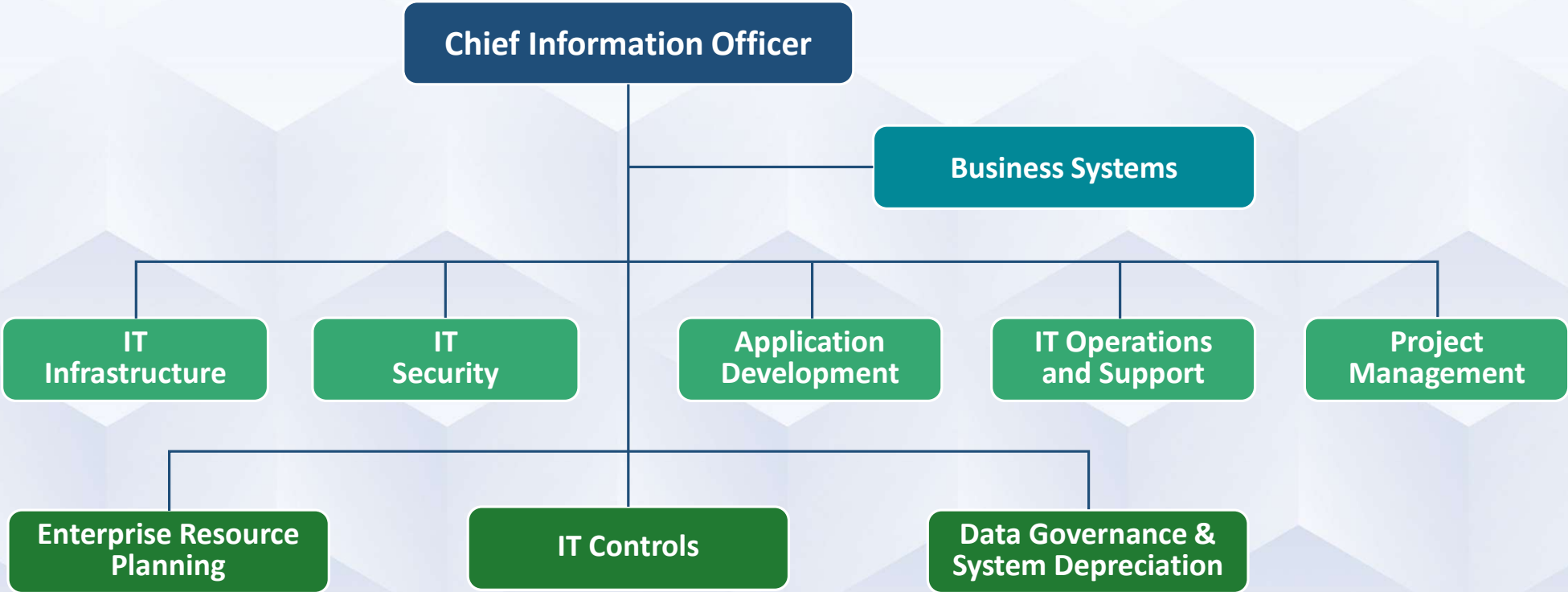
- » Off-the-shelf software
- » SaaS
- » Customized software and databases

About the Illinois Tollway

Information Technology (IT) Value Proposition



Information Technology *Department Organization*



Information Technology Types/Sectors



01

Infrastructure/
Network



02

Applications



03

Security

Infrastructure and Network

Infrastructure

- » 75+ IPDC's
- » 300+ miles of multistrand fiber optic cable
- » 200+ major network switches
- » 1,100+ minor network switches
- » 115+ wireless access points

Network

- » Approximately 50 thousand miles of fiber optic cables
- » Supports more than 2,000 Intelligent Transportation System Devices, including:
 - Dynamic Message Signs
 - Active Traffic Management Systems
 - CCTV systems



Applications

Enterprise

- » SAP
- » ServiceNow
- » Cartegraph
- » Microsoft
- » Cisco

Department/Function-Specific

- » B2Gnow
- » Infor
- » NeoGov



Security

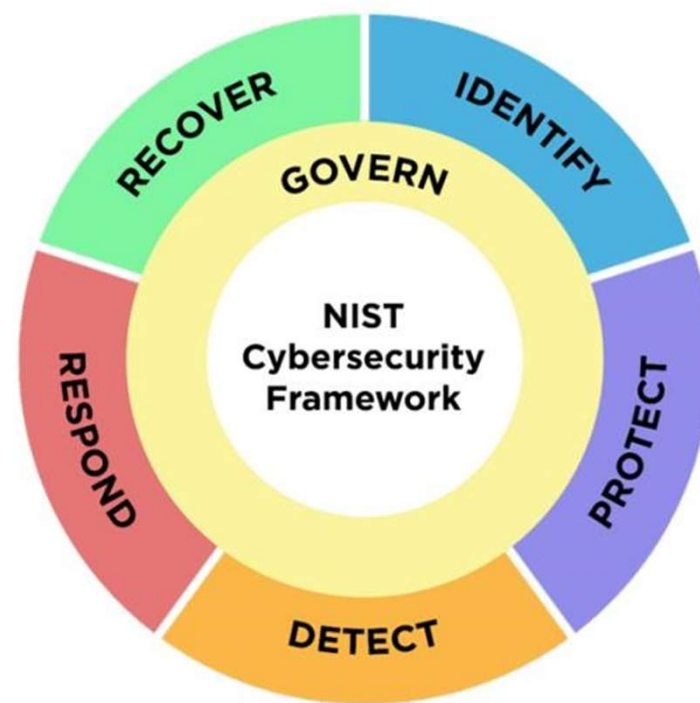
Help the Illinois Tollway Grow and Expand

Information Technology Security team focus

- » Implement a proactive cyber security program
- » Help the organization achieve its strategic objectives
- » Manage Information Technology risks that could affect critical operations

Areas of focus include:

- » Reduction of Cyber Attack Surface
- » Improvement of Cyber Attack readiness
- » Improvement of Cyber Resilience



Gartner.

Primary Software



Cisco – Networking infrastructure, security platform, VoIP



Dell – Servers and storage infrastructure



Microsoft – Day-to-day operations; Windows 11, Microsoft Office Suite, Microsoft Purview



SAP – ERP with associated modules/ functionality in finance, procurement, human capital management, etc.



Vmware – Server virtualization, Network virtualization



ServiceNow – Automated workflow platform



Database Technologies – Oracle, SQL



Motorola – Starcom, CallWorks, Mutual Aid



Citrix – Application virtualization infrastructure for remote access

Information Technology

Business Metrics



Approximately **1,500**
employees



40-50 small to large scale
projects/year



More than **10K** service
tickets per year

Vendors/Applications

- » Approximately 90 active contracts
- » Approximately 45 vendors
- » More than 140 applications

Trends

- » Deprecating outdated systems
- » SaaS
- » Data Lake

Major Initiatives

2000

Tolling Back Office System

- » Scalability
- » Roadside, Inc.
- » Call center
- » RUC (potential)

← INTEGRATIONS →

2016/2017

ERP

- » Tollway Instance
- » Success factors
- » Finance
- » Budget

← INTEGRATIONS →

2019

2021

ServiceNow

- » ITSM, SAM (*complete*)
- » Discovery/CMDB (*complete*)
- » Contract management (*in process*)
- » Project management

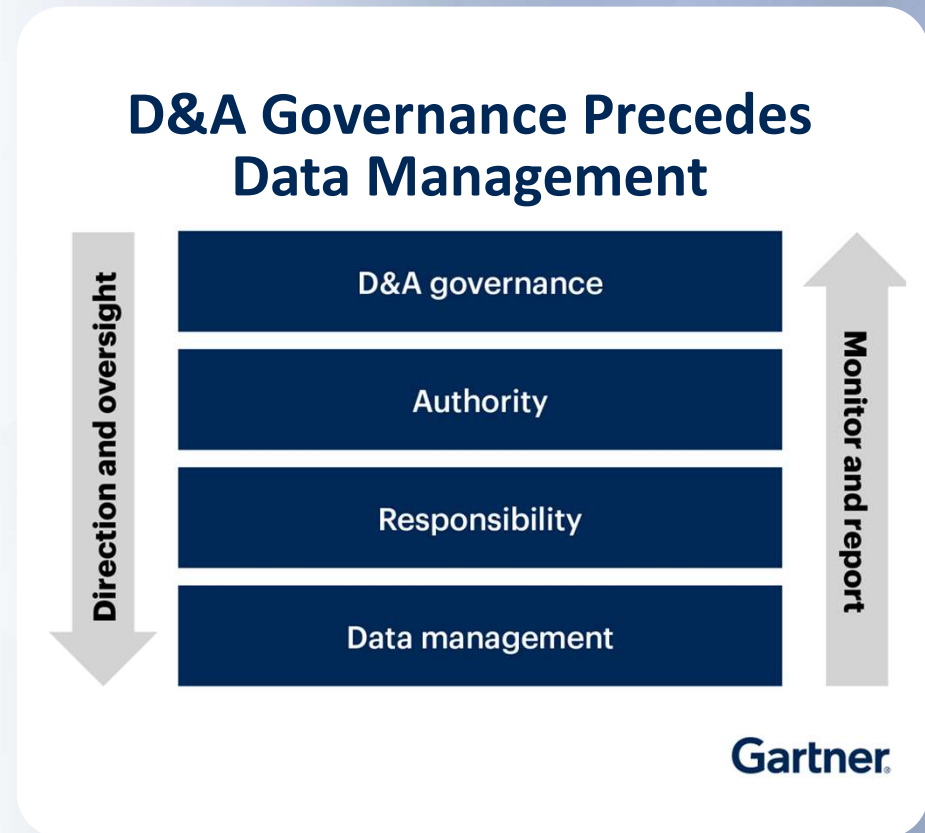
2024

Embedded AI

Key Initiatives

In process/upcoming initiatives include:

- » Infrastructure refresh
- » Cartegraph expansion
- » Data governance
- » Data retention and deprecation
- » System deprecation
- » Information Technology controls
- » Information Technology governance



Buying Plan: 2025 Look Ahead

Information Technology and Business Systems

Upcoming Opportunities

- » Symantec Encryption Software and Maintenance
- » HP Printers and SnapScan Scanners
- » Dell Annual Maintenance PowerEdge
- » Webstreaming and Recording Services
- » Granicus Peak Agenda Management
- » Citrix NetScaler Hardware, Software and Services
- » GlobalScape Software Maintenance and Support
- » Violation Enforcement Program (VEP) Services
- » Unregistered Vehicle Identification and Payment Solutions (UVIPS)
- » DeskRoom Booking Platform Addl
- » Security Operations Center Program
- » Printers and Scanners
- » Kronos Clock Replacement
- » Plotter Printer and Supplies



*Scan to view the
detailed schedule*



Tips for Success

- ✓ **Read solicitations** in detail and utilize vendor checklist document available in the solicitation
- ✓ **Complete required disclosures forms** (either Forms A or Forms B must be submitted)
- ✓ If solicitation contains BEP and/or a Veteran goal, a **U-Plan and LOI must be submitted**
- ✓ **Submit on time**
- ✓ **Get BEP/Veteran certified** and stay current (must certify on an annual basis)
- ✓ **Electronic bids still require a signed offer** along with applicable forms to be uploaded
- ✓ **Provide detailed RFP responses**
- ✓ Remember – **bid opportunities are price competitive!**



ILLINOIS TOLLWAY

CONTRACTING
WITH GOVERNMENT
A Roadmap for Business Opportunities

THANK YOU