

COUNTY OF MILWAUKEE
Inter-Office Communication

Date: October 31, 2022

To: Supervisor Marcelia Nicholson, Chairwoman, Milwaukee County Board of Supervisors

From: Lynn J. Fyhrlund, Director and Chief Information Officer, Information Management Services Division, Department of Administrative Services

Subject: From the Director and Chief Information Officer, Information Management Services Division, Department of Administrative Services (DAS-IMSD), requesting approval to execute a contract, consisting of a Master Services Agreement with exhibits and a Statement of Work ("contract"), with OneNeck IT Solutions LLC, for data center and disaster recovery services for a three-year period with one optional one-year extension for total fees of \$5,045,689.08.

File Type: Action Report

REQUEST

The Director and Chief Information Office, Information Management Services Division, Department of Administrative Services (DAS-IMSD), requests approval to execute a contract, consisting of a Master Services Agreement with exhibits and a Statement of Work ("contract"), with OneNeck IT Solutions LLC (OneNeck), for data center and disaster recovery services for a three-year period with one optional one-year extension for total fees of \$5,045,689.08.

POLICY

DAS-IMSD budgets for OneNeck data center and disaster recovery services each year to support business operations for Milwaukee County. As this contract is a multi-year contract, the Board's approval is required to encumber future budget funds.

Wisconsin State Statutes:	59.60(12)
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BACKGROUND

The proposed OneNeck contract replaces the previous contract with OneNeck from November 23, 2016, based on the results of a 2015 Request for Proposal (RFP). Procurement has approved the vendor selection of OneNeck as a continuation of existing services.

Related File No's:	16-189
Associated File No's (Including Transfer Packets):	15-644 15-483
Previous Action Dates(s):	March 21, 2016

ALIGNMENT TO STRATEGIC PLAN

OneNeck is a significant partner of Milwaukee County and its technical operations. All Milwaukee County departments use OneNeck's services to provide constituent services and perform daily work. The County's use of OneNeck's services aligns to DAS-IMSD's objectives of:

- Consolidation, introduction, and adoption of technology that maximizes Milwaukee County's resources; and
- Drive modernization of existing platforms and systems that keeps the County secure.

These objectives are in alignment with the County's objectives of:

- 2B – Break down silos across County government to maximize access to and quality of services offered.
- 3B – Enhance the County's fiscal health and sustainability.

Without OneNeck's services, the County would be responsible for staffing support personnel and for purchasing, maintaining, and patching servers, storage, backup systems, and disaster recovery environments. OneNeck's services allows the County to remain agile with infrastructure technology, provide improved disaster recovery capabilities, and reduce operating costs.

FISCAL EFFECT

OneNeck data center and disaster recovery services are used and budgeted for each year to support the technical operations of Milwaukee County. DAS-IMSD plans for and requests dollars in its budget each year to cover the costs, including for 2023. This contract moves the County to newer technology, improves disaster recovery capabilities, and reduces projected annual costs. Based on DAS-IMSD's 2022 forecast of OneNeck costs, the new contract represents a projected annual savings of approximately \$300,000 (\$900,000 over three years).

DAS-IMSD indicates on-going support costs are variable and will likely fluctuate as the County's need for IT services expands and contracts (i.e., Monthly Service Adjustments). In the proposed contract, DAS-IMSD and OneNeck have agreed to conduct an annual evaluation of the net impact of the Monthly Services Adjustments. If modifications to the monthly service fees are required, DAS-IMSD and OneNeck will execute a Change Order, which will be approved by the County Executive, Corporation Counsel, and Comptroller and paid from DAS-IMSD's authorized 2024 and 2025 budgets.

TERMS

The term of the proposed contract begins January 1, 2023, and terminates on December 31, 2025, with one optional one-year extension.

VIRTUAL MEETING INVITES

- Lynn Fyhrlund – Director and Chief Information Officer, Information Management Services Division, Department of Administrative Services
- Matt Johnson – IT Director Governance and Business Solutions, Information Management Services Division, Department of Administrative Services
- Dan Mathews – Interim Chief Technical Officer, Information Management Services Division, Department of Administrative Services

PREPARED BY:

Matt Johnson – IT Director Governance and Business Solutions, DAS-IMSD



Lynn J. Fyhrlund

Director and Chief Information Officer

Information Management Services Division, Department of Administrative Services

APPROVED BY:



Aaron Hertzberg

Director of Administrative Services

Department of Administrative Services

ATTACHMENTS:

Attachment 1 is the Fiscal Note

Attachment 2 is the Board Resolution

cc: David Crowley, County Executive
Liz Sumner, Chairperson, Committee on Finance
Sequanna Taylor, Vice-Chairperson, Committee on Finance
Mary Jo Meyers, Chief of Staff, County Executive's Office
Kelly Bablitch, Chief of Staff, County Board of Supervisors
Janelle M. Jensen, Legislative Services Division, Office of the County Clerk
Aaron Herzberg, Director of Administrative Services
Margaret Daun, Corporation Counsel
Scott B. Manske, Comptroller
Joseph Lamers, Director of Performance, Strategy & Budget
Amy McKinney, Sr. Budget and Management Analyst
Elena LaMendola, Financial Manager, Central Business Office
Steve Cady, Director of Research & Policy, Office of the Comptroller
Shanin Brown, Committee Coordinator, Office of the County Clerk