

COUNTY OF MILWAUKEE
INTEROFFICE COMMUNICATION

Date: January 18, 2016

To: Supervisor Theodore Lipscomb, Sr., Chairman, County Board of Supervisors

From: Laurie Panella, Chief Information Officer, DAS - Information Management Services Division
Prepared by Richard Trisco, IT Director – Governance & Strategy

Subject: Report from the Chief Information Officer, Information Management Services Division on a professional service contract amendment with Northwoods Software Development, Inc.

Request

The Department of Administrative Services – Information Management Services Division (DAS-IMSD) respectfully requests authority to increase the total contract value of the Northwoods Software Development, Inc. Professional Service Agreement by \$930.00, for a total contract amount of \$195,085.00, to compensate Northwoods for the provision of services for an additional Focus Group session as identified in Amendment 2 to the Professional Services Agreement. The focus group services were provided in October 2016.

Additionally, the Department of Administrative Services – Information Management Services Division (DAS-IMSD) respectfully requests the authority to waive section 56.30(9) of the Milwaukee County Code of General Ordinances in order to pay Northwoods \$930.00 for the services rendered in 2016.

Background

In July of 2016, DAS-IMSD entered into a professional services contract with Northwoods Software Development, Inc. to provide professional services for the redesign and rebuild the County's websites (internet and intranet). In its Statement of Work, Northwoods laid out a recommended process, which included conducting focus groups to determine how to redesign/rebuild the County's websites to best meet users' needs. Focus Groups provide guidance to Northwoods in identifying areas of improvement in the County's web presence, including web features, usability, content, and overall look and feel of the websites. Areas of improvement identified by Focus Groups are then used to provide requirements for Milwaukee County's Digital Strategy.

The original quote and project plan included three (3) to five (5) Focus Groups. During

discovery, the project sponsor requested an additional three (3) departments be added to ensure sufficient cross-functional input. Additional departments added to the focus groups included:

- Office of the Sheriff;
- DAS – Procurement Division (Procurement);
- DAS - Community Development Business Partners (CDBP).

Procurement and CDBP joined other Department of Administrative Services (DAS) divisions in the DAS Focus Group. Due to its large size and differing requirements, the Office of the Sheriff was added as a sixth (6th) Focus Group.

Amendment 2 to Northwoods Professional Services Agreement provides for the additional Focus Group request. The cost for the additional service is \$930.00. The maximum spend of the proposed Amendment will not exceed \$195,085.00.

Capital Project WO632 – Milwaukee County Internet/Intranet Redesign/Rebuild includes a contingency fund of \$134,245.00 not otherwise allocated to project resources. The additional cost will be drawn from this contingency fund.

In an effort to avoid substantial disruption of the project timeline and to accommodate the project sponsor's request, Northwoods was permitted to perform the additional Focus Group in October of 2016 prior to final execution of Amendment 2. Therefore, DAS-IMSD also requests permission to waive section 56.30(9) of the Milwaukee County Code of General Ordinances.

Recommendation

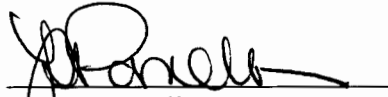
The Chief Information Officer of the Department of Administrative Services – Information Management Services Division respectfully submits this action item to increase the total contract value of the Northwoods Software Development, Inc. Professional Service Agreement by \$930.00, for a total contract amount of \$195,085.00, to compensate Northwoods for the provision of services for an additional Focus Group session as identified in Amendment 2 to the Professional Services Agreement.

The Chief Information Officer of the Department of Administrative Services – Information Management Services Division (DAS-IMSD) respectfully requests the authority to waive section 56.30(9) of the Milwaukee County Code of General Ordinances in order to pay Northwoods \$930.00 for the services rendered in 2016.

Fiscal Impact

A fiscal note form is attached.

Approved by:


Laurie Panella, DAS-IMSD
Chief Information Officer

cc: County Executive Chris Abele
Raisa Koltun, Chief of Staff
Supervisor Peggy West, Chair, Finance and Audit Committee
Supervisor Sheldon Wasserman, Vice-Chair, Finance and Audit Committee
Kelly Bablitch, Chief of Staff, County Board of Supervisors
Teig Whaley-Smith, Director, Department of Administrative Services
Steve Kreklow, Policy, Strategy and Budget Administrator, DAS
Steve Cady, Research & Policy Director, Comptroller's Office
Janelle Jensen, Committee Clerk, Finance and Audit Committee
Lara Lukasik, Fiscal Analyst, Policy, Strategy and Budget Office