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3 From the Chief Information Officer, Information Management Services Division,  
4 Department of Administrative Services, requesting retroactive authorization to increase  
5 an existing Professional Services Contract with Northwoods Software Development,  
6 Inc., by \$930, from \$194,155 to \$195,085, for the continuity of necessary requirements  
7 gathering from additional departments/divisions identified in the discovery process for  
8 the period effective October 27, 2016, through December 31, 2016; and requesting a  
9 waiver of Section 56.30(9) of the Milwaukee County Code of General Ordinances, to  
10 pay for any service rendered prior to execution of the contract, by recommending  
11 adoption of the following:

### 12 13 **A RESOLUTION**

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15 WHEREAS, in July of 2016, the Information Management Services Division  
16 (IMSD), Department of Administrative Services (DAS), entered into a Professional  
17 Services Contract with Northwoods Software Development, Inc. (Northwoods), to  
18 provide professional services for the redesign and rebuild Milwaukee County's (the  
19 County) websites (internet and intranet); and

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21 WHEREAS, in its Statement of Work, Northwoods laid out a recommended  
22 process, which included conducting focus groups to determine how to redesign/rebuild  
23 the County's websites to best meet users' needs; and

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25 WHEREAS, focus groups provide guidance to Northwoods in identifying areas of  
26 improvement in the County's web presence, including web features, usability, content,  
27 and overall look and feel of the websites, and areas of improvement identified by focus  
28 groups are then used to provide requirements for the County's digital strategy; and

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30 WHEREAS, the original quote and project plan included three to five focus  
31 groups; and

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33 WHEREAS, during discovery, the project sponsor requested an additional three  
34 departments be added to ensure sufficient cross-functional input, including the Office of  
35 the Sheriff, Procurement Division, DAS, and Community Business Development  
36 Partners (CBDP), DAS; and

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38 WHEREAS, Procurement and CBDP joined other DAS divisions in the DAS  
39 focus group, but due to its large size and differing requirements, the Office of the Sheriff  
40 was added as a sixth focus group; and

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42 WHEREAS, Amendment No. 2 to the Northwood's Professional Services  
43 Contract provides for the additional focus group request; and

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45 WHEREAS, the cost for the additional service is \$930, and the maximum spend  
46 of the proposed amendment will not exceed \$195,085; and

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WHEREAS, Adopted Capital Project WO632-Milwaukee County Internet/Intranet Redesign/Rebuild includes a contingency fund of \$134,245 not otherwise allocated to project resources; and

WHEREAS, the additional cost will be drawn from this contingency fund; and

WHEREAS, 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 No. 2; and

WHEREAS, the Committee on Finance and Audit, at its meeting of January 26, 2017, recommended adoption of File No. 17-95 (vote 6-0); now, therefore,

BE IT RESOLVED, the Chief Information Officer (CIO), Information Management Services Division (IMSD), Department of Administrative Services (DAS), is hereby authorized to increase the Professional Services Contract with Northwoods Software Development, Inc. (Northwoods), by \$930, for a total contract value of \$195,085, in order to compensate Northwoods for the provision of services for an additional focus group session as identified in Amendment No. 2 of the Professional Services Contract; and

BE IT FURTHER RESOLVED, the CIO, IMSD, DAS, is hereby authorized to waive Section 56.30(9) of the Milwaukee County Code of General Ordinances for the purpose of paying Northwoods for services rendered in October of 2016.

jmj  
01/26/17  
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