

**COUNTY OF MILWAUKEE
INTEROFFICE COMMUNICATION**

Date: January 18, 2018

To: Chairman Theodore Lipscomb, County Board of Supervisors

From: Charles Wikenhauser, Director, Zoological Department

Subject: **Support and Maintenance Agreement with KMIT Solutions, LLC for support and maintenance software services – ACTIVE REVIEW**

POLICY

Authorization to enter into a Support and Maintenance Agreement ("Agreement") with KMIT Solutions, LLC ("KMIT").

BACKGROUND

The Zoo's Point of Sale System Replacement was authorized through the 2016 Adopted Capital Budget, Project WZ15005 and the May 2014 14-449 Resolution to implement use of award funds from the Wisconsin Department of Transportation Zoo Freeway Interchange Project. In October 2015, the Zoological Department (the "Zoo") issued a Request for Proposals ("RFP") to obtain a point of sale system with related support and maintenance services, and KMIT submitted a written proposal response to the RFP, meeting the Zoo's terms and conditions. Pursuant to the RFP, on October 10, 2016, KMIT and the Zoo entered into a software purchase contract governing the implementation and licensing of KMIT's point of sale system ("FocusPoint 360") as well as the initial year of support and maintenance services.

This Agreement is for the next five (5)-years in which KMIT provides the Zoo's support and maintenance services for FocusPoint 360 as well as the Zoo's eCommerce Web Hosting and SSL (secured socket layer) services.

The Zoological Society of Milwaukee ("ZSM") manages the membership and education operations of the Zoo, using a software product known as Tessitura effective in January 2018. KMIT and ZSM have entered into a separate software development and services agreement whereby KMIT will develop and supply an interface between Tessitura and FocusPoint 360 for use at the Zoo (the "Interface Product"). KMIT provides support and maintenance services for the Interface Product in the Agreement.

For FocusPoint 360 support and maintenance, the Agreement compensates KMIT at a rate of Forty-Four Thousand One Hundred Twenty-Four Dollars (\$44,124) during 2018 and 2019 and Forty-Eight Thousand Five Hundred Thirty-Six Dollars (\$48,536) during 2020, 2021 and 2022. For Interface Product support and maintenance, the Agreement compensates KMIT at a rate not to

exceed Ten Thousand Dollars (\$10,000) for each year of the term of the Agreement. For KMIT's eCommerce Web Hosting and SSL services, the Agreement compensates KMIT at a rate of Three Thousand Two Hundred Dollars (\$3,200) for each year during the term of the Agreement.

The total amount of the Agreement will not exceed Two Hundred Ninety-Nine Thousand Eight Hundred Fifty-Six Dollars (\$299,856) throughout the term of the Agreement, or Fifty-Seven Thousand Three Hundred Twenty-Four Dollars (\$57,324) during 2018 and 2019 and Sixty-One Thousand Seven Hundred Thirty-Six Dollars (\$61,736) during 2020, 2021 and 2022.

RECOMMENDATION

The Zoological Director recommends that the Zoo be authorized to execute the Support and Maintenance Agreement with KMIT Solutions, LLC.

Recommended by:


Charles Wikenhauser, Director, Zoological Department

Attachment – Support and Maintenance Agreement

copy: County Executive Chris Abele
Raisa Koltun, Chief of Staff, County Executive's Office
Kelly Bablitch, Chief of Staff, County Board
Sup. Peggy A. West, Chair, Finance and Audit Committee
Sup. Sheldon A. Wasserman, Vice-Chair, Finance and Audit Committee
Sup. Jason Haas, Chair, Parks, Energy & Environment Committee
Sup. Marcelia Nicholson, Vice-Chair, Parks, Energy & Environment
Committee
Janelle Jensen, Finance and Audit Committee Clerk
Stephen Cady, Research and Policy Director, Office of the Comptroller
Jessica Janz-McKnight, Research and Policy Analyst, Office of the
Comptroller
Jeremy Lucas, Fiscal and Management Analyst, DAS
Doug Hunt, KMIT Solutions, LLC
Vera Westphal, Deputy Zoo Director (Admin/Finance/Operations)
Andrew Stockel, Business Operations Manager
Sue Rand, Accounting Manager
IMSD