

**COUNTY OF MILWAUKEE  
INTER-OFFICE COMMUNICATION**

**DATE:** June 1, 2018

**TO:** Theodore Lipscomb, Sr., Chairperson, County Board of Supervisors

**FROM:** Laurie Panella, Chief Information Officer, Department of Administrative Services  
– Information Management Services Division

**SUBJECT:** **Passive Review item from the Chief Information Officer, Department of Administrative Services 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 request authorization to increase the fees for the Northwoods Software Development, Inc (Northwoods) Professional Service Agreement (PSA) by \$21,640 for a total contract amount of \$236,605. The additional fees are necessary to complete the services to test and implement the Milwaukee County Intranet/Intranet Redesign/Rebuild, Capital Project WO632.

**Background**

On May 19, 2016, County Board Resolution 16-280, approved the Capital Improvement Project WO632 – Milwaukee County Internet/Intranet Redesign Rebuild for a total cost of \$450,000; and, authorized the Chief Information Officer for DAS-IMSD to enter into the PSA with Northwoods Software for \$194,155.

**History**

Historically, the City of Milwaukee and Milwaukee County shared the “Go Milwaukee” web portal. (Milwaukee County hosts this service for the City of Milwaukee). Citizens of the City and County each benefit from this site, which provides a sole location to obtain local government information. In 2016, Milwaukee County recognized the need to update this portal, as well as the following features: the websites, branding, improve content and Search Engine Optimization (SEO). A Request for Proposal (RFP) was issued by Milwaukee County; and, Northwoods Software was awarded the contract. On May 19, 2016, the County Board approved WO632.

The parties executed the PSA and Amendment 1 on June 1, 2016. In Phase I of this project, Northwoods performed a current state, needs and gap analysis to assess the County’s internet/intranet systems. To ensure a diverse input to the development process of Phase I, it was recommended that additional County departments be added to the Focus Group interview process.

A Change Order was submitted on October 12, 2016, to expand the Focus Group interviews. (The Executive Steering Committee requested that the number be expanded from 5 to 7 groups). In addition to the Parks, DHHS, Human Resources and the County Board, the following departments were recommended to be added to the interviews: Sheriff’s Office, Register of

Deeds and DAS. On October 27, 2016, Amendment 2 to the PSA was entered by the parties to amend the Scope of Work to add these County departments to the Focus Groups for the added fee of \$930.00. The total cost of the contract was increased to \$195,085.00.

As a result of the gap analysis conducted, it was determined that the original Scope of Work needed to be expanded to include an important feature for the success of the redesign of the intranet: Single Sign On (SSO). Amendment 3 to the PSA, dated July 20, 2017, was entered by the parties. The Scope of Work was expanded to include SSO for the additional fees of \$19,880.00. The total cost of the contract was increased to \$214,965.00.

Early on, the project encountered technical challenges which delayed the upgrade of the new web content management system. The challenges were rectified in February 2018. As Milwaukee County had already consumed the contract allocated Northwoods resource hours, it was agreed with Northwoods that the fixed bid contract would expire by April 1<sup>st</sup>. Due to resource capacity issues and competing priorities Milwaukee County was not able to meet the revised 'go-live' date requiring this time and materials amendment to the PSA. DAS – IMSD is seeking to amend the contract (Amendment 4) with Northwoods for a total of \$21,640 to launch the County's new Internet site.

#### **Breakdown of Service and Fees to Amendment 4**

Amendment 4 consists of the following:

Description of work	Estimate hours	Cost per hour	Total Cost
Complete TIF implementation	1	\$0.00 <sup>1</sup>	\$0.00
Implement Google Tag Manager & Analytics	4	\$0.00 <sup>1</sup>	\$0.00
Perform cutover tasks	5	\$0.00 <sup>1</sup>	\$0.00
Immediate resolution of cutover issues	20	\$0.00 <sup>1</sup>	\$0.00
Resolve 7 known critical issues	56	\$0.00 <sup>1</sup>	\$0.00
Assist in set up of test server	6	\$175.00	\$1,050.00
Time & materials	142	\$145.00	\$20,590.00
<b>Total request</b>			<b>\$21,640.00</b>

<sup>1</sup> As noted above, Northwoods has agreed to contribute 86 hours of uncompensated work to complete this project.

The estimates for time and materials work include both project management and lead developer hours with Northwoods. The Project Manager role enables status updates and key coordination efforts around implementation (cutover). The Lead Developer role allows quick fixes of any cutover issues that may arise. It also gives access to quick triage of critical issues (are they bugs or mistaken capabilities). The addition of a test server will allow Milwaukee County a location to test changes and software patches before they are implemented in production. This ensures a higher level of quality and service to the Milwaukee County constituents.

Funding for Amendment 4 will be provided through the Capital project W632 in the amount of \$9,840 and DAS-IMSD operating budget of \$11,800.

A fiscal note form is attached.

**Recommendation**

The Chief Information Officer of the Department of Administrative Services – Information Management Services Division recommends that the Department of Administrative Services – Information Management Services Division may increase the Northwoods Software Development, Inc. contractual agreement by \$21,640 to enable the completion of the Capital Project WO632 – Internet / Intranet Redesign / Rebuild project. This will result in a total contract amount of \$236,605.



Laurie Panella, DAS-IMSD  
Chief Information Officer

Cc: County Executive Chris Abele  
Raisa Koltun, Chief of Staff, County Executive Office  
Kelly Bablitch, Chief of Staff, County Board  
Teig Whaley-Smith, Director, Department of Administrative Services  
Joseph Lamers, Director, Performance, Strategy & Budget (DAS)  
Scott Manske, Comptroller

