

**Department of Administration  
Purchasing Division**

**Finance & Personnel Committee Approval Required**  
**For Single Source Contract**  
**Contract #E0000018553**

**Background:**

<b>User Department:</b>	DOA-ITMD
<b>Purchasing Agent:</b>	Marina Litvinets
<b>Contract Description:</b>	Vendor Service Contract for IT Professional Services for the CAD/Mobile/BI Solution Project
<b>Vendor Name and Location:</b>	Abaxent, LLC (Pewaukee, WI)
<b>Contract Term:</b>	09/27/2021 – 03/31/2022
<b>Requisition # and Date Received:</b>	0000018763 & 02/16/2022
<b>Original Contract Amount:</b>	\$33,855.00
<b>Expenditures to Date:</b>	\$0.00
<b>Current Contract Amount:</b>	\$33,855.00

**History of Contract Amendments:**

Date	Item	Term	Cost
11/03/2021	Original Contract E0000018553 for IT Professional Services for the CAD/Mobile/BI Solution Project <b>F&amp;P Committee Approval was not Required</b>	09/27/2021 through 03/31/2022	\$33,855.00
<b>Pending</b>	<b>Amendment #1:</b> Increase the estimated contract total by \$107,500.00 from \$33,855.00 to \$141,355.00, add the option to extend the contract and immediately exercise this option by extending the contract term for nine (9) months, from 04/01/2022 through 12/31/2022. In addition, incorporate City of Milwaukee DEC Infrastructure Services Project Scope dated 01/31/2022 and City of Milwaukee DEC Infrastructure Services #2 Project Scope dated 02/07/2022.	04/01/2022 through 12/31/2022	\$107,500.00
<b>Total (including the pending amendment)</b>			<b>\$141,355.00</b>

**Purpose of Amendment:**

The purpose of this amendment is to increase the estimated contract total by \$107,500.00 from \$33,855.00 to \$141,355.00, add the option to extend the contract and immediately exercise this option by extending the contract term for nine (9) months, from 04/01/2022 through 12/31/2022. In addition, the amendment will incorporate City of Milwaukee Department of Emergency Communications (DEC) Infrastructure Services Project Scope dated 01/31/2022 (Exhibit 1) and City of Milwaukee DEC Infrastructure Services #2 Project Scope dated 02/07/2022 (Exhibit 2).

**Background:**

DOA-ITMD requires additional assistance in standing up the IT environment for CAD/Mobile/BI Solution Project to meet deadlines. The department intended to use the existing contract B0000017704-08 with Abaxent, LLC, but the contract does not include IT Professional Services. Services to be provided by Abaxent, LLC include assistance with configuration and testing of identity management integrations such as ADFS and OpenAuth, assistance with the configuration and testing of active directory related optimization and operating system hardening, VMware environment configuration and optimization, installation and configuration of NTP clock hardware, configuration and optimization of the Rubrik backup system, Microsoft Enterprise PKI configuration and testing, system and environment documentation, and Hexagon infrastructure implementation oversight and maintenance.

\_\_\_\_\_  
City Purchasing Director

\_\_\_\_\_  
Date

**F&P Approval Presentation Date: 3/16/2022**

## City of Milwaukee-DEC Infrastructure Services

### Project Scope

The engineer will provide ad-hoc consulting at the direction of the City project manager.

#### In Scope

- Assist with configuration and testing of identity management integrations such as ADFS, OpenAuth, etc.
- Assist with the configuration and testing of Active Directory related optimization and operating system hardening.
- VMWare environment configuration and optimization.
- Installation and configuration of NTP clock hardware.
- Configuration and optimization of Rubrik backup system.
- Microsoft Enterprise PKI configuration and testing.
- System and environment documentation.
- Hexagon infrastructure implementation oversight and maintenance.

#### Additional Requirements and Conditions

- Abaxent and Customer will both ensure that adequate resources, for which each respective party is responsible, are available when needed throughout the duration of this engagement. The timely completion of this engagement will depend on the availability of the necessary Customer personnel.
- The Abaxent engineer or consultant shall provide updates to Customer regarding the project.
- The timely completion of this engagement will also depend on the availability and delivery of the product(s) associated with this SOW from other vendors.
- Any potential dependencies discovered prior to or during implementation will be communicated to Customer and Abaxent to determine impact to the timing, scope and pricing for the project, and the parties shall utilize the Change Order process as necessary.

#### Customer Responsibilities

##### *Site and System(s) Readiness*

The items listed below shall be the responsibility of the customer:

##### *Working Conditions and Access*

The items listed below shall apply to the extent applicable:

- Customer will provide a Single Point of Contact with decision making ability to interface with Abaxent.
- Customer will provide Subject Matter Experts (SMEs) when required by project personnel and/or project activities. If delays in the project timeline are a result of delayed access to SME personnel or any other Customer delays, Customer may be subject to additional charges.
- Customer will provide Abaxent with access, including all password and logins, to required existing network or system assets listed in the scope.
- Customer will provide Abaxent with proper access and workspace areas at Customer locations that includes internet, physical and remote access to in scope infrastructure or systems.
- Customer will allow the Abaxent engineer to connect their computer to Customer network in order to perform their duties. Abaxent will allow Customer to examine said notebook for current anti-virus software, if needed.

- Customer will allow Abaxent contractors unescorted access to computer rooms, equipment closets and the general facility. If unescorted access is not available, Customer shall assign access levels appropriately and coordinate escorts.
- Customer will provide adequate access and credentials required for the assessment of all components or systems listed in the scope.
- Customer will provide remote access prior to, and throughout, the project if required.
- Customer will have working Internet access available where the work will be performed.
- Customer is responsible for resolving problems outside the SOW that are beyond the control of Abaxent. These shall include but not be limited to software/firmware bugs, vendor engineering support cases, hardware failures, telecommunication circuits, server issues, desktop issues, the acts or omissions of any third party, or any other occurrence not caused by Abaxent. Abaxent can assist with these out-of-scope issues through the Change Order process or on a time and materials basis.

#### Testing, Notification and Change Control

- Customer will provide advanced notification of any network outages or changes during the implementation period.
- Customer will assist with the creation of and perform user acceptance testing and post-migration end-point validations.
- Abaxent and Customer will provide 48-hour notification of any schedule changes.
- Customer will assist with the design, testing and validation of the project Deliverables .
- Customer and Abaxent agree that work shall progress when Customer staff is not available to participate.

## Quote

Abaxent Services	Services Flexible Services Block	\$85,000.00	1	\$85,000.00
Subtotal				\$85,000.00
Services				
Level 5- Cloud Architect Level 5- Systems Architect		\$187.50/hr		

\*If additional resources are required, rate is expected to be less than the max (\$187.50)

Acceptance			
Abaxent		City of Milwaukee	
<i>Jacey Heller</i>		<i>David Henke</i>	
Signature		Signature	
Jacey Heller	1/31/2022	David Henke	2/23/2022
Printed Name	Date	Printed Name	Date

## City of Milwaukee-DEC Infrastructure Services #2

### Project Scope

The engineer will provide ad-hoc consulting at the direction of the City project manager.

#### In Scope

1. Kemp Load Balancers –configure the policies, vendor support for troubleshooting beyond the basics, and professional services for any future configuration changes/additions/etc.
2. Firewall –Alto PCNSE (Palo Alto Certified Network Security Engineer) for several tasks:
  - a. Perform a best-practice assessment of the current firewall deployment. Then, tune up the easy stuff, as well as optimize the “temp” rules that have been created to date. Finally, prior to training/go-live, perform a final review and detailed security optimization.
  - b. Document the firewall and network deployment.
  - c. Develop a test plan and perform the fail-over/resiliency testing at the appropriate time
  - d. Test/configure remote access from MDCs, etc.
  - e. Configure access policies for remaining interfaces to integrate with Hexagon.
3. Assist with security appliance configuration for authentication from the various domains.
4. Assist with access/notification/logging integration with the security appliance.
5. Configure access policies for the various ancillary services (Rubrik backup, Argent systems monitoring, Carbon Black, Anti-virus, Windows patch management, etc.)
6. Wireless Connectivity in EOC East and West

#### Additional Requirements and Conditions

- Abaxent and Customer will both ensure that adequate resources, for which each respective party is responsible, are available when needed throughout the duration of this engagement. The timely completion of this engagement will depend on the availability of the necessary Customer personnel.
- The Abaxent engineer or consultant shall provide updates to Customer regarding the project.
- The timely completion of this engagement will also depend on the availability and delivery of the product(s) associated with this SOW from other vendors.
- Any potential dependencies discovered prior to or during implementation will be communicated to Customer and Abaxent to determine impact to the timing, scope and pricing for the project, and the parties shall utilize the Change Order process as necessary.

#### Customer Responsibilities

##### *Working Conditions and Access*

The items listed below shall apply to the extent applicable:

- Customer will provide a Single Point of Contact with decision making ability to interface with Abaxent.
- Customer will provide Subject Matter Experts (SMEs) when required by project personnel and/or project activities. If delays in the project timeline are a result of delayed access to SME personnel or any other Customer delays, Customer may be subject to additional charges.
- Customer will provide Abaxent with access, including all password and logins, to required existing network or system assets listed in the scope.

- Customer will provide Abaxent with proper access and workspace areas at Customer locations that includes internet, physical and remote access to in scope infrastructure or systems.
- Customer will allow the Abaxent engineer to connect their computer to Customer network in order to perform their duties. Abaxent will allow Customer to examine said notebook for current anti-virus software, if needed.
- Customer will allow Abaxent contractors unescorted access to computer rooms, equipment closets and the general facility. If unescorted access is not available, Customer shall assign access levels appropriately and coordinate escorts.
- Customer will provide adequate access and credentials required for the assessment of all components or systems listed in the scope.
- Customer will provide remote access prior to, and throughout, the project if required.
- Customer will have working Internet access available where the work will be performed.
- Customer is responsible for resolving problems outside the SOW that are beyond the control of Abaxent. These shall include but not be limited to software/firmware bugs, vendor engineering support cases, hardware failures, telecommunication circuits, server issues, desktop issues, the acts or omissions of any third party, or any other occurrence not caused by Abaxent. Abaxent can assist with these out-of-scope issues through the Change Order process or on a time and materials basis.

#### Testing, Notification and Change Control

- Customer will provide advanced notification of any network outages or changes during the implementation period.
- Customer will assist with the creation of and perform user acceptance testing and post-migration end-point validations.
- Abaxent and Customer will provide 48-hour notification of any schedule changes.
- Customer will assist with the design, testing and validation of the project Deliverables .
- Customer and Abaxent agree that work shall progress when Customer staff is not available to participate.

## Quote

Abaxent Services	<b>Services</b> Flexible Services Block	\$22,500	1	\$22,500.00
Subtotal				\$22,500.00
<b>Services</b>				
Level 5- Cloud Architect Level 5- Systems Architect				\$187.50/hr

\*If additional resources are required, rate is expected to be less than the max (\$187.50)

Acceptance			
<b>Abaxent</b>		<b>City of Milwaukee</b>	
<i>Jacey Heller</i>		<i>David Henke</i>	
Signature		Signature	
Jacey Heller	2/7/2022	David Henke	2/23/2022
Printed Name	Date	Printed Name	Date

**Department of Administration  
Purchasing Division**

**Finance & Personnel Committee Approval Required  
For Single Source Contract  
Contract #E0000018779**

**Background:**

<b>User Department:</b>	Fire & Police Commission
<b>Purchasing Agent:</b>	Ann Patz
<b>Contract Description:</b>	Vendor Service Contract for Citizen Satisfaction Survey
<b>Vendor Name and Location:</b>	St. Norbert College, Inc. (De Pere, WI)
<b>Contract Term:</b>	March 21, 2022 through December 31, 2022
<b>Requisition # and Date Received:</b>	Req# 0000018779 Rec'd 02/25/2022
<b>Original Contract Amount:</b>	\$81,427.50
<b>Expenditures to Date:</b>	\$0.00
<b>Current Contract Amount:</b>	\$81,427.50

**Purpose of Contract:**

The purpose of this contract is to allow the City of Milwaukee Fire and Police Commission (FPC) to dispense with the competitive bidding process and enter into a Single Source Vendor Service Contract for Citizen Satisfaction Survey with St. Norbert College, Inc. from March 21, 2022 through December 31, 2022. The contract total will be \$81,427.50 in accordance with the Request for Pricing signed 02/11/2022 (Exhibit 1). The funds are being utilized from the Special Fund R313 (\$70,000.00) and the FPC's general funds (\$11,427.50).

<b>Services</b>	<b>Cost</b>
Administration of a citizen satisfaction survey. The data will have an approximate sample size of 1,650 Milwaukee residents consisting of 400 contacted via telephone and 1,250 contacted from 25,000 mailed postcards with a unique link to complete the survey online. Includes management salary, sampling, printing and postage.	\$63,700.00
Data analysis and report preparation	\$13,850.00
Overhead (5% of the total award)	\$3,877.50
<b>Overall pricing total</b>	<b>\$81,427.50</b>

**Background:**

The Common Council authorized and directed the FPC to conduct a citizen satisfaction survey designed to replicate surveys conducted in 2014, 2017, and 2019. These surveys took city-wide and district-level measurements of satisfaction levels regarding police services, impact and effects of police contacts, feelings regarding neighborhood and city-wide safety, and perceptions of and exposure to crime.

The FPC sought quotes from nine (9) different educational facilities. St. Norbert College, Inc. submitted the only quote from a Wisconsin-based facility that can provide the necessary statistical research and follow-up. Due to the high importance and time sensitivity of the citizen satisfaction survey, it is recommended that the contract for a Citizen Satisfaction Survey be awarded to St. Norbert College, Inc.

---

City Purchasing Director

---

Date

**F&P Approval Presentation Date:** 03/16/2022



# Request for Pricing

Department of Administration – Purchasing Division

**City of Milwaukee Information:** This quote is being provided to:

Contact Name: Barbara Cooley, Research and Policy Analyst  
Department: Fire and Police Commission  
Address: 200 E. Wells St., Ste. 705  
City, State, Zip: Milwaukee, WI 53211  
Phone: 414 286-5067  
E-Mail: bcooley@milwaukee.gov

**Contractor Information:**

Vendor Name: Strategic Research Institute at St Norbert College  
Contact Name: Jamie Lynch, Ph.D., Executive Director  
Address: 100 Grant St.  
City, State, Zip: De Pere, WI 54115-2099  
Phone: 920 403-4036  
Cell: \_\_\_\_\_  
E-Mail: Jamie.Lynch@snc.edu

***This is a request for pricing only and does not represent a commitment to buy.***

All pricing must include delivery FOB destination.

Description of Item or Services	Qty	Unit of Measure	Cost per Unit	Total Cost
<p>Administration of a citizen satisfaction survey designed to replicate the 2014, 2017 and 2019 surveys which took city-wide and police district-level measurements of satisfaction regarding police service, impact and effects of police contacts, feelings regarding neighborhood and city-wide safety, and perceptions of exposure to crime.</p> <p>The data will have an approximate sample size of <b>1,650</b>. The sample will consist of 400 Milwaukee residents, contacted via telephone (landline and cellular), and 1,250 or more Milwaukee residents contacted by mailed postcard. This approach will allow for a straightforward analysis of differences between police districts. The survey will be available in English and Spanish.</p> <p>Given the rapid decline in telephone-based survey completion rates prior to the pandemic, a combination RDD and address-based approach to data collection will yield a successful survey that represents the diverse voices of Milwaukee residents.</p> <p>The SRI will deliver the dataset of survey results in a digital format and a written summary of the of the data collection process.</p>	1	Set of Survey Data		\$63,700.00

<p><b>Random Digit Dial:</b> telephone collection of 400 completed surveys.</p> <p><b>Address-Based sampling:</b> 25,000 mailed postcards with unique link to complete survey online.</p> <p>Data analysis and report preparation (Neighborhood Analytics)</p> <p>Management Salary</p> <p><b>Labor</b>  Interviewing  Spanish Interviewing  Telephone maintenance and operation</p> <p><b>Sampling</b>  Procurement  GIS  Programming and data curation  Portal</p> <p><b>Printing and Postage (25,000 mailed)</b>  <b>Subtotal</b>  Overhead (5% of total award)</p> <p><b>Overall pricing Total</b></p>			<p>\$11,250.00</p> <p>\$13,250.00 \$4,250.00 \$4,750.00</p> <p>\$4,500.00 \$3,000.00 \$650.00 \$3,250.00 \$6,500.00</p> <p>\$12,300.00</p> <p>\$3,877.50</p>	<p>\$13,850.00</p> <p><b>\$77,550.00</b></p> <p><b>\$81,427.50</b></p>
--	--	--	--	--

A discount of \_\_\_\_\_ is available if payment is received within \_\_\_\_\_ calendar days.

Delivery Time / Time of Performance: 2022

If this quote relates to the purchase of food or beverages, the contractor is urged to make Fair Trade products available in accordance with Common Council Resolution #070280 declaring the City of Milwaukee a Fair Trade City, effective July 18, 2007.

**Important Note:** The City of Milwaukee's terms and conditions may become a part of any contract awarded as a result of your quote. The City of Milwaukee – Purchasing Division's Terms and Conditions dated February 4, 2020 are available at <http://www.city.milwaukee.gov> > Directory > Procurement Services (Purchasing) > Policies & Procedures > Terms & Conditions. Please contact the Purchasing Division at 414-286-3501 to obtain information regarding the terms and conditions

Do you accept the City of Milwaukee's Terms & Conditions?

☒

Yes

☐

No



Contractor Signature

2/11/22

Date