

# OFFICE OF THE INSPECTOR GENERAL CITY OF BALTIMORE



**Isabel Mercedes Cumming**  
**Inspector General**

## **Investigative Report Synopsis**

OIG Case # 24-0043-I

Issued: October 15, 2025



OFFICE OF THE INSPECTOR GENERAL  
Isabel Mercedes Cumming, Inspector General  
City Hall, Suite 635  
100 N. Holliday Street  
Baltimore, MD 21202



October 15, 2025

Dear Citizens of Baltimore City,

The mission of the Office of the Inspector General (OIG) is to promote accountability, efficiency, and integrity in City government, as well as to investigate complaints of fraud, financial waste, and abuse.

In February 2024, the Office of the Inspector General (OIG) received a complaint regarding the professional services contract for the Baltimore City Website Redesign Project. Specifically, the complaint alleged that the Baltimore City Office of Information Technology (BCIT) requested quotes from six companies. Only two companies responded with proposals. The OIG issued a report of investigation to BCIT in April 2025 and a public synopsis on July 2, 2025.<sup>1</sup> The OIG learned that Vendor 1 (Vendor 1) submitted a proposal of \$1,332,957.60 and was awarded the Website Redesign contract in January 2023. Two amendments were added to the contract, bringing the total contract award to approximately \$2.2 million. The contract ended in June 2024.

After the investigation, the OIG learned that the City incurred other costs for implementing the new website. In addition to the \$2.2 million Website Redesign contract with Vendor 1, the City has also spent \$2.6 million. In total, approximately \$4.8 million has been spent on the website redesign, including compliance with the American Disabilities Act (ADA).<sup>2</sup>

### **OIG INVESTIGATION**

After the public synopsis was issued, the OIG reviewed BCIT's Fiscal Year 2026 Capital Improvement Program presentation (BCIT FY 2026 CIP Presentation) published in January 2025.<sup>3</sup> The BCIT FY 2026 CIP Presentation noted project #PRJ002080 (PRJ002080), with the scope of "Redesign the City's website and upgrade from Drupal 7 to 10". PRJ002080 estimated the total cost for the website redesign to be \$3.9 million and the estimated completion date to be March 2026. In April 2025, BCIT wrote that the launch was anticipated before the end of the fiscal year, which ended on June 30, 2025.

In July 2025, the OIG contacted BCIT to clarify whether the estimated \$3.9 million cost documented in the BCIT FY 2026 CIP Presentation included Vendor 1's \$2.2 million Website Redesign contract. The BCIT Interim Chief Information Officer (BCIT CIO) explained that there are two capital allocations<sup>4</sup> for the project totaling \$5.1 million, which included the \$2.2 million paid to Vendor 1, and funds for other supporting tools such as form-making software, improved ADA accessibility, and enhanced search capabilities. The BCIT CIO also noted that there are contractual staff handling project management, change management, communication, design, layout, content support, and usability enhancements.

The OIG received a cost breakdown of the website redesign project in September 2025. The current costs total \$4,870,904. BCIT's Director of Fiscal Services (BCIT Fiscal) explained that the prior report of \$5.1

<sup>1</sup> <https://inspector-general.baltimorecity.gov/sites/default/files/24-0043-I%20Report.pdf>

<sup>2</sup> <https://www.ada.gov/resources/2024-03-08-web-rule/>

<sup>3</sup> <https://planning.baltimorecity.gov/sites/default/files/BCIT%20FY26%20CIP.pdf>

<sup>4</sup> The two allocations for the website redesign project are PRJ001962 and PRJ002080.

#### **REPORT FRAUD, WASTE AND ABUSE**

HOTLINE: 443-984-3476/800-417-0430 EMAIL: [OIG@BALTIMORECITY.GOV](mailto:OIG@BALTIMORECITY.GOV) WEBSITE: [OIG.BALTIMORECITY.GOV](http://OIG.BALTIMORECITY.GOV)

*This public synopsis is only a summary of a more comprehensive report of investigation submitted to the appropriate City management official*

million was due to an inadvertent \$274,155 charge that did not belong to the website redesign project.

BCIT Fiscal noted that BCIT used two projects related to the website redesign. One was for the website development, and the other was for ADA compliance. BCIT Fiscal reported the two projects used were PRJ002080, which has currently spent \$3,826,554, and PRJ001962, which currently totals \$1,044,350. BCIT Fiscal explained that they did not know the final cost of the website redesign because the project is still ongoing. Table 1 below shows the cost breakdown. The costs include those paid to Vendor 1, contractors, and software and data conversion costs. Jotforms, an online customizable form builder, and Siteimprove, a cloud-based service that provides tools to improve website accessibility, were paid through the projects.

Table 1: Website Redesign Cost Breakdown for PRJ002080 and PRJ001962

<b>PRJ002080</b>	<b>Amount</b>
Vendor 1	\$2,208,646
Internal Labor for BCIT Personnel Costs	\$1,553,635
JotForms (Software)	\$9,865
Site Improve (Software)	\$54,408
<b>Total</b>	<b>\$3,826,554</b>
<b>PRJ001962</b>	<b>Amount</b>
Internal Labor for BCIT Personnel Costs	\$327,070
Data Conversion from Legacy System	\$702,279
Site Improve (Software)	\$15,000
<b>Total</b>	<b>\$1,044,350</b>
<b>Total Combined Costs</b>	<b>\$4,870,904</b>

The internal labor costs in Table 1 above are for contract employees, including a Change Manager, Project Manager, Content Editor, Developer, and management oversight. In total, the two projects have spent \$1,880,705 on contract employees. The OIG confirmed that some contract employees are utilized from BCIT’s Enterprise Support Staffing Services contract, which is a contract with numerous vendors who supply temporary Information and Technology staffing to various departments across the City. The Board of Estimates approved the contract award to 16 vendors in December 2022 for \$32 million. The agreed contract period was from December 2022 to December 2025. In October 2023, the BOE approved an additional \$35 million to the contract, increasing the contract award to \$67 million.

**INVESTIGATIVE FINDINGS**

The OIG’s investigation revealed that, as of September 2025, \$4.8 million has been spent on the two projects, with approximately \$4 million allocated to Vendor 1 and contractual staffing. According to BCIT’s response, BCIT estimated that an additional \$810,000 will be needed to complete the project, increasing the total cost to approximately \$5.6 million.

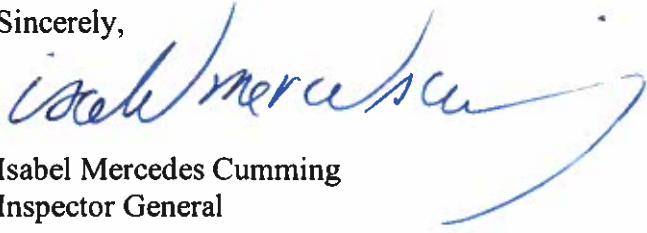
At the time of the OIG’s April 2025 report, BCIT informed the OIG that the launch was anticipated before the end of the fiscal year. As of BCIT’s October 2025 response, BCIT reports that the beta version of the website will be released on October 15, 2025. BCIT wrote that this phase will be used to gather public feedback and identify any issues before launching the final release.

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Sincerely,



Isabel Mercedes Cumming  
Inspector General

CC: Hon. Brandon M. Scott, Mayor of Baltimore City  
Hon. Zeke Cohen, Baltimore City Council President  
Hon. Bill Henry, Baltimore City Comptroller  
Honorable Members of the Baltimore City Council  
Hon. Ebony Thompson, Baltimore City Solicitor

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