

Division of Water

Request for Legislation

Authorizing the Director of Public Utilities to employ one or more professional consultants to redesign, develop, upgrade, and implement improvements to the Division of Water's website, Department of Public Utilities.

Background/Purpose:

DPU currently has the need for a professional services company to provide website redesign services for Cleveland Water Division's (CWD) current website **clevelandwater.com**. This website is publically available over the internet and is accessed regularly by customers and partners of CWD. The emphasis is a site that will be more customer oriented with improved functionality and that further promotes Cleveland Water's brand. The redesigned site will also eliminate calls to Customer Service by allowing customers to have access to more content and services that are not available on the current website.

This ordinance will allow DPU to source providers for website redesign services and execute a contract with the most qualified firm(s) once it is identified. DPU will competitively bid this service.

Justification/Urgency:

Contract(s) will need to be in place in Q2 2020 to allow for updates and/or enhancements to this website. Work cannot begin until a professional services consultant is selected.

Anticipated Costs and funding source:

The anticipated cost is \$100,000 over the life of the project. Funds will be covered from the general operating funds from CWD, 52-001.

Schedule or Term of Contract:

Legislation is to lead to a contract or contracts for a term required for the completion of the project. Estimated project timeline for completion is 6-12 months.

Current Contract(s):

N/A

Cleveland-Area Small Business Participation (CSB):

CSB participation goal: 10%

If there is no CSB participation, explain why here:

N/A