



City of Cleveland Memorandum

Justin M. Bibb, Mayor

TO: Blaine A. Griffin, Chair
Finance, Diversity, Equity and Inclusion Committee

FROM: Kim Roy Wilson, Director
Department of Innovation and Technology

DATE: May 20, 2025

SUBJECT: Ordinance No. 557-2025 Authorizing the Director of Innovation and Technology to employ one or more consultants, computer software developers, or vendors or one or more firms of consultants, computer software developers, or vendors necessary to implement various technology projects, services, and upgrades to existing systems under the 2025 ITS Capital Project Plan, other related professional services to implement the Plan; and to enter into various contracts to implement this ordinance.

Scope of Legislation:

This legislation would authorize the Director of Innovation and Technology to employ by contract or contracts or more consultants or one or more firms of consultants, for the purpose of supplementing the regularly employed staff of the several departments of the City in order to provide professional services necessary to implement various technology projects, services, and upgrades to existing systems under the 2025 ITS Capital Plan and to purchase associated hardware and appurtenances that are non-competitive, cannot be secured from any other source and that are necessary for upgrade, replacement, or maintenance of any components of the Plan.

Desired Outcome:

The desired outcome is the 2025 ITS Capital Plan legislation will allow the Department of Innovation and Technology to implement various technology projects, services and upgrades to existing systems. These systems include but are not limited to:

- Voice Over Internet Protocol (Desktop Phones)
- Learning Management System upgrade
- Payroll processing and onboarding software
- Route optimization, AVL system upgrades
- Website optimization
- Artificial intelligence tools and services
- Software as a Service and Platform as a Service,
- Record Management System upgrade
- Computer Aided Dispatch system upgrade



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- Work order management and Service Desk Management systems
- Camera system upgrades
- Acella system upgrades
 - *Estimated Budget Allocation - \$1,200,000 ****Subject to change based upon technology landscape*****

The 2025 ITS Capital Plan legislation will allow the Department of Innovation and Technology to implement various Infrastructure projects, services and upgrades which include but are not limited to the following:

- Fiber Optic Installation
- Data Center Network and Server upgrades both physical and virtual
- WiFi
- PC Refresh – PCs, laptops, surfaces, toughbooks, modems, collaboration equipment
- Network installation, Network administration, implementation and programming
 - *Estimated Budget Allocation - \$2,400,000 ****Subject to change based upon Infrastructure landscape*****

The 2025 ITS Capital Plan Legislation will allow the Department of Innovation and Technology to implement various Business Intelligence and Data Management Systems projects, services and upgrades which include but are not limited to the following:

- Artificial Intelligence
- Cyber Security
- Microsoft
 - *Estimated Budget Allocation - \$5,200,000 ****Subject to change based upon Cyber Security landscape*****

The 2025 ITS Capital Plan Legislation will allow the Department of Innovation and Technology to implement various Professional Services Contracts for technology projects, services and upgrades which include but are not limited to the following:

- Project Management, Business Analysis, Business Continuity,
- Software implementation and configuration – end user and technical staff training, system design, data conversion, testing, tuning, technical administration
 - *Estimated Budget Allocation - \$1,200,000 ****Subject to change based upon Technology, Infrastructure and Cyber Security Landscapes*****

Priority:

The priority of this item is urgent. This is the annually capital allocation for Citywide IT Capital for the City of Cleveland.



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Funding:

Department of Innovation and Technology

Ord No. 557-2025 - \$10,000,000

Fund No. 11

Sub Fund 006

RQS 1601, RL 2025-33