

## Division of Water

**Request for Legislation**

**An ordinance to authorize the Department of Public Utilities to enter into one or more contracts with one or more vendors to provide support and maintenance of the Cleveland Water Division's call center network hardware and equipment via Cisco SMARTnet. Legislation is to lead to a contract or contracts for the term of two years.**

**Background/Purpose:**

The purpose of this request is to authorize by one or more contracts the provision of support and maintenance of the CWD call center network and other DPU-IT Cisco equipment. Legislation is to lead to a contract or contracts for the term of two years.

Cisco SMARTnet is required to manage the day to day operations to ensure the reliability of DPU's IT Cisco Hardware. It allows for DPU-IT to replace defective hardware and to obtain support from Cisco when troubleshooting various issues related to Cisco products.

**Justification/Urgency:**

This request is urgent. Many of these products and services are needed as soon as possible to maintain our support related to the CWD call center and DPU-IT Infrastructure.

**Anticipated Costs and funding source:**

\$500,000 for year one funded from General Operating Budget of DPU. Year two is estimated at \$500,000. Total estimated two-year cost is \$1,000,000. Cost typically increases as new hardware is added to the network.

Fund: 52, Sub-Fund 001

**Schedule or Term of Contract:**

Legislation is to lead to a contract or contracts for the term of two years.

**Current Contract(s):**

<b>Vendor Name</b>	<b>Vendor Address</b>	<b>Vendor Contact</b>	<b>Contract Info</b>
CDW Government, Inc	230 N Milwaukee Ave, Vernon Hills, IL 60061	Dave Engmark 866-227-2968 120 S Riverside Chicago, IL 60606	PO2002 OH2020*92 Expires Oct 31, 2021 Amount: \$331,957.93

**CSB Participation on the Current Contracts:**

N/A

**If there is no CSB participation, explain why here:**

CSB requirements were waived by OEO in current and previous years.

**Previous Contracts:**

<b>Vendor Name</b>	<b>Vendor Address</b>	<b>Vendor Contact</b>	<b>Contract Info</b>
CDW Government, Inc	230 N Milwaukee Ave, Vernon Hills, IL 60061	Dave Engmark 866-227-2968 120 S Riverside Chicago, IL 60606	PO2002 OH2019*85 Amount: \$414,072.03