

Division of Water

Request for Legislation

An ordinance to authorize the Department of Public Utilities to contract with OW Investors, LLC dba MARS Company for the professional services necessary to provide software and hardware maintenance for the testing, maintaining, and upgrading of water meters for residential and commercial use. The contract includes acquiring licenses, integrating and installing system upgrades, hardware upgrades, and hardware/software maintenance. Additionally, the ordinance will permit entering into contracts for related equipment, labor, and materials with OW Investors, LLC dba MARS Company for three years.

Council Summary

Background/Purpose:

The Department of Public Utilities (DPU) is requesting to enter into one or more contracts with OW Investors, LLC dba MARS Company for professional services necessary to provide hardware and software maintenance that allows the Meter Operations Group to accurately test and maintain residential and commercial water meters. Maintenance and accuracy of these meters are required for billing purposes as the results go to billing and collections of the Cleveland Water Department ("CWD"). Keeping customers informed of accurate meter readings is one of CWD's main objectives.

MARS Company provides hardware maintenance services through their hardware maintenance and support program, known as Maintenance Calibration Certification (MCC), which is an equipment accuracy and calibration certification solution designed specifically for the waterworks industry. MARS Company is also the only company who can provide Software Maintenance and Licensing services for their proprietary meter management software, known as M3 Enterprise Software (M3).

Scope of Work/Commodities/Services:

This direct award contract will cover support, hardware and software maintenance and professional services. It will also include the acquisition of licenses, integrating and installing system upgrades, and hardware upgrades and related equipment, labor, and materials.

Justification/Urgency:

OW Investors, LLC dba MARS Company is the only manufacturer that produces computer-driven highspeed water meter test equipment and turnkey installation packages in the U.S. They are also the sole producer of computer software complete with operational database that is designed to meet the meter testing needs for the modern Utility, while fully complying with American Water Works Association testing recommendations. This proprietary M3 Enterprise Software is used in meter shops, mobile meter test vans, or in conjunction with a truck-mounted test system. Through their M3 software and meter test equipment, MARS Company operates directly with the utility, and due to the technical nature of their product they're the only ones authorized to provide service and support.

As the sole source of the MARS Company Water Meter Test Bench Systems, MCC, and M3 Software, MARS Company provides ongoing service and tech support for the equipment and software, and are the only manufacturer to provide onsite installation, training, and ongoing hardware/software maintenance. Additionally, MARS Company must be involved with any MARS equipment or software modifications, alterations, or relocations. This contract needs to be in place by December 31, 2025, as this is the current contract's expiration date.

Anticipated Costs and Funding Source:

Funds for the first year will be covered by the general operating funds from CWD and appropriations will be made annually from free balance for future years. The contract or contracts shall be paid from Fund No. 52 SF 001. The one-time fee for the new updated equipment and related software will be covered by Capital funds.

Anticipated costs for hardware and software maintenance and upgrades, support, and professional services are outlined in the table below:

	Year 1	Year 2	Year 3	Totals
Equipment & Related Services	\$258,654			\$258,654
M3 Software Suite Maintenance	\$107,496	\$112,874	\$118,524	\$338,894
MCC Hardware Maintenance	\$23,385	\$24,554	\$25,783	\$73,722

Total	\$389,535	\$137,428	\$144,307	\$671,270
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Schedule or Term of Contract:

Legislation is to lead to a direct award contract or contracts for the term of three years.

Current Contract(s):

<i>Vendor Information</i>	<i>Services/Work Performed</i>	<i>Contract Info</i>	<i>CSB Participation Goal XX% (OEO Actual % 's)</i>
OW Investors, LLC dba MARS Company 3925 SW 13th St. Ocala FL, 34474	Software/hardware maintenance and professional services needed for testing, maintaining, and upgrading water meters for residential and commercial use.	Contract #: PS2024-019 Awarded Amt: \$302,579.00 Contract Exp: 12/31/2025	Waived- This is a direct award contract (sole source, proprietary product)

Previous Contract(s):

<i>Vendor Information</i>	<i>Contract Info</i>	<i>CSB Participation Goal XX% (OEO Actual % 's)</i>
OW Investors, LLC dba MARS Company 3925 SW 13th St. Ocala FL, 34474	Contract #: PS2023-093 Awarded Amt: \$99,652.00 Contract Exp: 12/12/2023	Waived- This is a direct award contract (sole source, proprietary product)
OW Investors, LLC dba MARS Company 3925 SW 13th St. Ocala FL, 34474	Hardware PO 2002 D2022-639 PO Amt: \$35,984.00	Waived- This is a direct award contract (sole source, proprietary product)