

DEPARTMENT OF PUBLIC UTILITIES

Division of Water and Cleveland Public Power

Request for Legislation

An emergency ordinance authorizing the amendment of Ordinance No. 325-2025 to add a new section permitting the Department of Public Utilities to enter into one or more Requirement Contracts to obtain the necessary items for the hosting and managed services support associated with customer care and billing, for the Divisions of Water and Cleveland Public Power, and the Department of Public Utilities for a period of two years, with two one-year options to renew, exercisable by the Director of Public Utilities.

Executive Summary

Background/Purpose:

DPU is requesting to enter into one or more requirement contracts in order to obtain the necessary items required to support the professional services associated with customer care and billing.

Scope of Work/Commodities/Services:

The Customer care and billing system requires services and support items for the management of customer billing, meter reading, meter inventory, customer appointments, and related reporting. It is also integrated with several systems including Automated Meter Reading (AMR), bill printing, electronic bill presentment, payment, and cashiering. These services require related necessary items, which will be acquired through one or more requirement contracts.

Justification/Urgency:

The Customer Care and Billing system includes hosting and managed services, as well as licensing, software, maintenance, and other services that are vital for DPU operations to provide accurate information to our customers. These services require related necessary products and items, which will be acquired through one or more requirement contracts.

Anticipated Costs and funding source:

The estimated cost for the period of two years is \$5,000,000. Funds will be covered from the general operating funds from CWD (52-001) and CPP (54-001). Funds for the option-years will be appropriated annually from the general operating funds, for the Divisions of Water and Cleveland Public Power.

Schedule or Term of Contract:

Legislation is to lead to a requirement contract or contracts for the term of two years with two one-year options to renew, exercisable by the Director of Public Utilities.