

Division of Water, Cleveland Public Power and Water Pollution Control

Request for Legislation

An ordinance authorizing the Director of Public Utilities to exercise the first-year option to renew Contract No. CT 2002 PS 2019-266 with Interpersonal Frequency LLC. to provide website hosting services, for the Divisions of Water, Cleveland Public Power, and Water Pollution Control, under the authority of Ordinance 176-2019.

Background/Purpose:

The Department of Public Utilities (DPU) has contracted with Interpersonal Frequency, LLC to provide cloud hosting services for four (4) of its websites – Cleveland Water, Cleveland Public Power, Water Pollution Control and the Cleveland Water Customer Portal. These websites serve as points-of-contact and sources of information. These websites also integrate with the customer payment portal allowing customers to pay bills. The original contract was for three years with two additional one year extensions.

Interpersonal Frequency provides the following services:

- Provide infrastructure, OS patching, database installation and monitoring of all production, non-production and DR environments
- Provide stable, redundant, highly available computing configurations for both batch and online processing
- Provide smoothly scalable server performance and storage to accommodate DPU's changing needs and growth
- Provide 24x7x365 support of infrastructure and applications
- Minimize downtime and the impact of downtime from infrastructure and application upgrades and patches
- Provide infrastructure and services to manage multiple environments to support development, testing and production
- Provide services to maintain the system software stack, database software, Drupal software and manage releases to ensure an up to date, consistent and reliable software environment. Updates include patches, fixes and security updates.
- Provide disaster recovery that would include design, architecture, technical development, migration and deployment services to ensure that a failure does not affect DPU's websites and ability to present bills and payment processing.
- Provide immediate continuation of DPU websites in the event of a disaster or security breach including website reengineering and using another hosting facility.

Scope of Work/Commodities/Services:

The resultant one-year option would continue cloud hosting services from Interpersonal Frequency LLC under Contract No. PS2019-266. The one-year option will add funds to cover the cost of services until October 1, 2023.

Justification/Urgency:

Websites are critical system components for DPU and must continue to operate reliably to have up to date customer information and provide the ability for customers to pay bills. The websites are hosted by Interpersonal Frequency LLC

Anticipated Costs and funding source:

First 1 Year Option: \$231,437.00 for the first one year option year. The breakdown is below:

Year	CWD Fund 52	CPP Fund 58	WPC Fund 54	TOTALS
First 1 Year Option	\$186,615.00	\$26,577.00	\$18,265.00	\$231,437.00

Schedule or Term of Contract:

Legislation is to lead to a contract extension of professional services for the term of one (1) year.

Current Contract(s):

Vendor Name	Vendor Address	Vendor Contact	Contract Info
Interpersonal Frequency, LLC	P.O. Box 51 McLean, VA 22101	Harish Rao	CT. No. PS2019*266 Awarded Amount: \$367,000.00 Current Expiration Date: 10/1/2022

CSB Participation on the Current Contracts:

Goals: 0%; Actual CSB Participation: 0%

If there is no CSB participation, explain why here:

CSB participation goals were waived by OEO.

Previous Contract(s)

N/A