

# Department of Port Control

**Ord. No.:** 404-2019

**Division:** ITS

## **Executive Summary**

The Department of Port Control is requesting authority to exercise the second option to renew Contract No PS2017\*176 with IntelliNet Corporation to provide technical support and maintenance of core information technology activities, and other related services, for the Department of Port Control.

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On March 28, 2017, the City of Cleveland adopted Ordinance 198-17 authorizing technical support and maintenance of core information technology activities, and other related services for the Department of Port Control. On July 24, 2017, the Department entered into a contract with IntelliNet Corporation for a period of one year with three-one year options to renew for these services.

Ordinance 198-17 provides that the second of the three-year options to renew shall not be exercised without additional legislative authority. The Department is desirous of exercising the second of the three one-year options.

### **Scope of Work/Commodities/Services:**

Including but not limited to: 24/7 help desk support and call answering service, ongoing support of “core” information technology maintenance activities (i.e. including maintenance and support of network hardware, telephony systems, load balancing of application servers, database servers, custom developed unified communications solution, etc.), help desk triage support, project consulting and management, associated analyses, presentations, services to assist in technology governance strategy and implementation, and other information technology related services as needed.

### **Justification/Urgency**

The Department of Port Control, operator of Cleveland Hopkins International and Burke Lakefront Airports, requires a multitude of information technology services to support its business goals and objectives. Often such services require expertise that is not available through existing staff. Therefore, one or more help desk call center support and managed professional services are necessary to supplement the regular staff of the various Divisions of the Department of Port Control.

The Department of Port Control’s Information Technology portfolio encompasses several information technology systems that are critical to meeting the organization’s strategic goals including flight and baggage information systems, audio and visual paging systems, network and telephony infrastructure, and safety and service systems that support that Airport Operations Center (AOC/AOCC/ACC) at Cleveland Hopkins International Airport. On-going support and required maintenance to these systems is mission-critical to support safe and secure operations at Cleveland Hopkins International Airport and Burke Lakefront Airport.

**Anticipated Cost:** N/A

**Schedule or Term of Contract**

One year with three one-year options for renewal. The second of the three-one year options to renew shall not be exercised without additional legislative authority.

**Current Vendors/Contracts:**

IntelliNet Corporation  
1111 Chester Avenue, Suite 200  
Cleveland, Ohio 44115

# of Employees	# of Women	# of Minorities	# Ohio Residents	Cleveland Residents
58	6	8	55	6