

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 one year, with an option for an additional one-year period.

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. This is an annual renewal via purchase of Cisco SMARTnet. Year one is a part of the 2019 operating plan for DPU. Legislation is to lead to a contract or contracts for the term of one year, with an option for an additional one-year period.

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:

\$325,000 for year one funded from General Operating Budget of DPU. Year two is estimated at \$375,000. Total estimated two-year cost is \$700,000. 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 one year. Legislation will allow DPU-IT to renew support in year two.

Current Contract(s):

Vendor Name	Vendor Address	Vendor Contact	Contract Info
CDW Government, Inc	230 N Milwaukee Ave, Vernon Hills, IL 60061	Dave Engmark 866-227-2968 120 S Riverside Chicago, IL 60606	PO2002 OH2018-64 Expires Nov 12, 2019 Amount: \$291,552.54

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:

Vendor Name	Vendor Address	Vendor Contact	Contract Info
CDW Government, Inc	230 N Milwaukee Ave, Vernon Hills, IL 60061	Dave Engmark 866-227-2968 120 S Riverside Chicago, IL 60606	PO2002 OH2017-191 Amount: \$251,534.49