



# Cleveland City Council

Cleveland City Hall, Room  
216  
601 Lakeside Avenue, N.E.  
Cleveland, OH 44114

## Legislation Details

**File #:** 1431-2019    **Version:** 1    **Name:**

**Type:** Emergency Ordinance    **Status:** Third Reading

**File created:** 11/15/2019    **In control:** City Council

**On agenda:** 1/27/2020    **Final action:**

**Enactment date:** 1/27/2020    **Enactment #:**

**Effective date:** 1/29/2020

**Title:** AN EMERGENCY ORDINANCE Authorizing the Director of Public Utilities to employ one or more professional consultants to support, monitor, manage, and maintain the VoIP system, the Call Center systems, and web portal services and applications, for the Division of Water, Department of Public Utilities, for a period of one year, with four additional one-year options to renew, the third of which is exercisable through additional legislative authority.

**Sponsors:** Martin Keane, Kevin J. Kelley, By Departmental Request

**Indexes:** PROFESSIONAL SERVICES CONTRACTS, UTILITIES DEPARTMENT, WATER DIVISION

**Code sections:**

**Attachments:** 1. 1431-2019 Prof Serv for VoIP, call center and web portal systems, Util, 2. 1431-2019 Exec. Summary - VoIP, Call Center Systems, 3. O.1431-2019 Prof Serv for VoIP, call center and web portal systems ( Desk Copy )

Date	Ver.	Action By	Action	Result
1/27/2020	1	City Council	passed on second reading	Pass
11/18/2019	1	City Council	read and referred to administrative review	