

**Department of Administration
Purchasing Division**

**Finance & Personnel Committee Approval Required
For Single Source Contract
Contract #E15233**

Background:

User Department:	DPW-Water
Purchasing Agent:	Tykesha J. White
Contract Description:	VSC for IT Support Consulting Services
Vendor Name and Location:	Meridian IT, Inc (Milwaukee, WI)
Contract Term:	2/1/2018-1/31/2021 with two (2) one (1) year options to extend
Requisition # and Date Received:	15233, 2/15/2017
Original Contract Amount:	\$400,000.00

Purpose of Contract:

The Milwaukee Water Department is seeking to enter into a new Vendor Service Contract for IT Support Consulting Services with Meridian IT, Inc. for a term of three (3) years from February 1, 2018 to January 31, 2021 with two (2) one (1) year options to extend at an estimated contract value of \$400,000.00. This contract is a continuation of services currently provided under contract E11879.

Background:

Meridian IT, Inc. provides labor, materials and services as technical consultants for the maintenance and upgrades to the Water Department's data network. Meridian has extensive knowledge and familiarity with the Water Department's software and hardware environment as a result of having helped to design, build, maintain, upgrade and secure this network for the past five years. Meridian is a certified VMware, Dell/EMC, Oracle, Avaya, and Cisco products partner, which ensures the Water Department receives the highest quality support. Additionally, as a designated Critical infrastructure Operation, it is imperative that a high level of confidentiality is maintained with regard to the network and security.

City Purchasing Director

Date

**Department of Administration
Purchasing Division**

**Finance & Personnel Committee Approval Required
For Single Source Contract
Contract #E0000015582**

Background:

User Department:	Common Council/City Clerk
Purchasing Agent:	Karen Jeffries, CPPB
Contract Description:	VSC for FileDirector, E-Vault Capture, Assureon Storage Software and Hardware Support Services and Maintenance Agreements
Vendor Name and Location:	Heartland Business Systems, LLC (Little Chute, WI)
Contract Term:	01/01/2018 through 12/31/2020
Requisition # and Date Received:	0000015582, Received 08/28/2017
Original Contract Amount:	\$122,780.00
Expenditures to Date:	\$0.00
Current Contract Amount:	\$0.00

Purpose of Contract:

The Common Council City Clerk's Office is seeking to enter into a Vendor Service Contract for implementation and support of the FileDirector software and hardware infrastructure initiated on May 22, 2015 with Integrated Imaging, Inc. Heartland Business Systems acquired Integrated Imaging in 2016. The contract for support of the FileDirector system was amended at that time to continue the implementation process and the support relationship with Integrated Imaging employees brought over in the acquisition. Heartland completed migration of content and full implementation of FileDirector in January 2017, and Heartland staff is currently providing support for hardware and software needs. The contract period will be from January 1, 2018 through December 31, 2020 with an estimated contract total of \$122,780.00 with Heartland which is required to maintain provision of continuous software and hardware updates and maintenance services for the City of Milwaukee.

Background:

The Document Services Section performs imaging and document management services for the City of Milwaukee as one of its core functions. In 2016 alone, Document Technicians scanned over 1 million pages of records in key functional areas for preservation and access, including Accounts Payable records, building plans and permits, Workers' Compensation documentation, and voter registration cards. The attached requisition is for service and support for almost all of our software and hardware infrastructure for the Section's scanning program, including the document management software, scanning software, heavy-duty scanners, large-format scanners, and the secure storage device on which the images and files are located. A lapse in service would cause an immediate problem, as in the event of a major hardware or software incident Document Services staff would be unable to properly respond and remedy the problem without support from the vendor, or a more costly outlay of funds for one-time support from a third party. Consequences range from one or more document technicians being unable to perform their job duties (in the event of a scanner breakdown or similar) to loss of data or access to data for one or more City Departments using the FileDirector service (in the event of an issue with the FileDirector Software or the Assureon storage device).

City Purchasing Director

Date