

ORDINANCE/RESOLUTION REQUEST

Please email requests to the Mayor's Legislative Team

at MileHighOrdinance@DenverGov.org by **3:00pm on Monday**. Contact the Mayor's Legislative team with questions

Date of Request: 1/21/2022

Please mark one: **Bill Request** or **Resolution Request**

1. Type of Request:

- Contract/Grant Agreement** **Intergovernmental Agreement (IGA)** **Rezoning/Text Amendment**
 Dedication/Vacation **Appropriation/Supplemental** **DRMC Change**
 Other:

2. Title: (Start with *approves, amends, dedicates*, etc., include name of company or contractor and indicate the type of request: grant acceptance, contract execution, contract amendment, municipal code change, supplemental request, etc.)

Approves a contract with Istonish, Inc. for \$745,436 and for five years for Managed Services to augment Technology Services' Service Desk

3. Requesting Agency: Technology Services

4. Contact Person:

Contact person with knowledge of proposed ordinance/resolution	Contact person to present item at Mayor-Council and Council
Name: Jennifer Randolph	Name: Joe Saporito
Email: Jennifer.randolph@denvergov.org	Email: joseph.saporito@denvergov.org

5. General description or background of proposed request. Attach executive summary if more space needed:

Technology Services manages the Service Desk which is a single point of contact between City employees and the City's Department of Technology Services (TS). The internal Service Desk team responds to self-service requests made through the SupportNow software and answers calls placed to 7-HELP from 6am-6pm Monday-Friday. The Service Desk provides all Tier 1 support and troubleshooting.

Technology Services has a need to augment the Service Desk for after-hours, weekends, and holidays. Technology Services facilitated a solicitation through General Services and is seeking to contract with Istonish, Inc. for these services.

Istonish shall partner with the City as a Managed Service Provider for after-hours, weekends, holidays and on an as needed basis for technology service support. Istonish shall function as a collaborative, effective and reliable extension of the City's technology team, on behalf of City employees.

Istonish shall provide services to include, but not be limited to:

- The technical set up for City support teams including configuration of the voice handling platform and associated reporting
- The knowledgebase for the program reflecting specific technical remediation processes as defined by the City
- The hiring & onboarding process that coordinate with the City's
- Istonish employee training as it uniquely reflects the City's processes

Istonish shall meet the performance goals of the program as follows:

- Resolve technology related incidents presented by City employees, vendors, and contractors who call the Service Desk phone number after hours
- Exceed the industry average of 74% for incidents resolved on initial contact
- Average speed to answer < 90 seconds

To be completed by Mayor's Legislative Team:

Resolution/Bill Number: _____

Date Entered: _____

- Assist City employees, vendors, and contractors with password resets after-hours
- Properly escalate unsolvable incidents and requests with well documented notes and following documented processes
- All major incidents are identified, documented, and escalated to the incident manager
- Achieve a call abandonment rate of 4.6%

Istonish will cover the Service Desk between the hours of 5:55pm to 6am weeknights (Monday-Friday) and 24hrs for each weekend day (Saturdays and Sundays). In addition, Istonish will cover the Service Desk 24hrs for each official City holiday, the day after Thanksgiving, every Friday from 12pm-2pm, and every other Thursday from 12pm-2pm.

6. **City Attorney assigned to this request (if applicable):** Steve Hahn
7. **City Council District:** N/A - Citywide
8. ****For all contracts, fill out and submit accompanying Key Contract Terms worksheet****

Key Contract Terms

Type of Contract: (e.g. Professional Services > \$500K; IGA/Grant Agreement, Sale or Lease of Real Property):

Professional Services contract exceeding \$500,000

Vendor/Contractor Name: Istonish, Inc.

Contract control number: TECHS-202161371

Location: Citywide

Is this a new contract? Yes No **Is this an Amendment?** Yes No **If yes, how many?**

Contract Term/Duration (for amended contracts, include existing term dates and amended dates):

1/1/2022 - 2/28/2027 Duration: 5 years

Contract Amount (indicate existing amount, amended amount and new contract total):

<i>Current Contract Amount</i>	<i>Additional Funds</i>	<i>Total Contract Amount</i>
(A)	(B)	(A+B)
N/A	N/A	\$745,436

<i>Current Contract Term</i>	<i>Added Time</i>	<i>New Ending Date</i>
N/A	N/A	1/1/2022 - 2/28/2027

Scope of work:

Vendor will provide Professional Services augmenting the Technology Services' Service Desk.

Was this contractor selected by competitive process? Yes **If not, why not?**

Has this contractor provided these services to the City before? Yes No

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Source of funds: Technology Services operational funds

Is this contract subject to: W/MBE DBE SBE XO101 ACDBE N/A

WBE/MBE/DBE commitments (construction, design, Airport concession contracts): N/A

Who are the subcontractors to this contract? N/A

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