

ORDINANCE/RESOLUTION REQUEST

Please email requests to the Mayor's Legislative Team
at MileHighOrdinance@DenverGov.org by **3:00pm on Monday**.

All fields must be completed.

Incomplete request forms will be returned to sender which may cause a delay in processing.

Date of Request: 10/29/14

Please mark one: Bill Request or Resolution Request

1. Has your agency submitted this request in the last 12 months?

Yes No

If yes, please explain: Original contract term date 12/16/2013 – 12/31/2014 the requested amount was for \$ 499,000.00.

2. Title: Effective UI - The Customer Experience project aims to put services and information in the hands of citizens through the use of mobile enabled technology. It includes the design and build out of applications that are easy to use whether a constituent is working on a desktop PC, a tablet, or their phone. It also aims to convert interactions from higher cost channels like the phone and counters, to lower cost channels like the web and email. The new amount requested is for \$ 1,500,000.00 making the total amount of this contract to be at \$ 1,999,000.00.

3. Requesting Agency: Technology Services

4. Contact Person: *(With actual knowledge of proposed ordinance/resolution.)*

- **Name:** Chris Binnicker
- **Phone:** 720-913-4972
- **Email:** Christine.binnicker@denvergov.org

5. Contact Person: *(With actual knowledge of proposed ordinance/resolution who will present the item at Mayor-Council and who will be available for first and second reading, if necessary.)*

- **Name:** Chris Binnicker
- **Phone:** 720-913-4972
- **Email:** Christine.binnicker@denvergov.org

6. General description of proposed ordinance including contract scope of work if applicable:

****Please complete the following fields:** *(Incomplete fields may result in a delay in processing. If a field is not applicable, please enter N/A for that field.)*

- a. **Contract Control Number:** 201314328
- b. **Duration:** 12/16/2013 – 12/31/2017
- c. **Location:** Citywide
- d. **Affected Council District:** All

e. **Benefits:** Overall, the goal is to improve the experience that Denver residents have when they interact with their government.

f. **Costs:** \$ 1,999,000.00

7. Is there any controversy surrounding this ordinance? *(Groups or individuals who may have concerns about it?)*

Please explain. None

To be completed by Mayor's Legislative Team:

SIRE Tracking Number: _____

Date Entered: _____