

## **Key Contract Terms**

Vendor/Contractor Name: Effective UI

Contract control number: 201314328

City's contract manager: Chris Binnicker

Was this contractor selected by competitive process? No

Term/Duration of contract/project: 12/16/2013 – 12/31/2017

Renewal terms: 2 Years

**Purpose:** 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.

**Scope of services with performance bench marks:** 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

Cost/value: \$ 1,999,000.00

Source of funds: 34080/3070102/ZI90210\_001

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

Termination provision for City and for contractor: 30 Days

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

Location: City Wide

Affected Council District: N/A