

BILL/ RESOLUTION REQUEST

1. Title: Approves a contract with Re-Vision, Inc. to provide consulting services for a number of key process/service areas for continued improvement in ITSM phase III (CE05038).

2. Requesting Agency: DIA

3. Contact Person *with actual knowledge of proposed ordinance*

Name:Les Berry

Phone:303-342-2013

Email:Les.Berry@flydenver.com

4. Contact Person *with actual knowledge of proposed ordinance who will present the item at Mayor Council and who will be available for first and second reading, if necessary*

Name:Brian Elms

Phone:303-342-2278

Email:brian.elms@flydenver.com

5. Describe the proposed ordinance, including what the proposed ordinance is intended to accomplish, who's involved

a. Scope of Work

Consulting services for a number of key process/service areas for continued improvement in ITSM phase III. Services include:

- Completion of the 2010 process improvement initiatives.
- Evaluating a new ITSM information system.
- Portfolio business case development and PMO project management support.
- Develop a new “desktop computing” program.
- IT Governance maturation.
- Improved communications systems.
- Improving customer partnership model.
- Addressing key risk areas like continuity of operations and asset management.

b. Duration

3 years with two one year options

c. Location

DIA

d. Affected Council District

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e. Benefits

Highly specialized critical consulting services.

f. Costs

\$3,000,000

6. Is there any controversy surrounding this ordinance, groups or individuals who may have concerns about it? Please explain.

Bill Request Number: BR10-1150

Date: 12/21/2010