

# ORDINANCE/RESOLUTION REQUEST

Please email requests to the Mayor's Legislative Team  
at [MileHighOrdinance@DenverGov.org](mailto: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: **March 13, 2013**

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:

**2. Title:** (Include a concise, one sentence description – please include name of company or contractor and contract control number - that clearly indicates the type of request: grant acceptance, contract execution, amendment, municipal code change, supplemental request, etc.)

Re-Vision, Inc-CE05038-This is an amendment to continue to provide consulting services for a number of key processes and service development for the Information Technology Service Management Initiative.

**3. Requesting Agency:** Department of Aviation Technologies Division

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

- **Name:** Amy Raaz
- **Phone:** 303-342-2201
- **Email:** amy.raaz@flydenver.com

**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:** Robert W. Kastelitz
- **Phone:** 303-342-2020
- **Email:** robert.kastelitz@flydenver.com

**6. General description of proposed ordinance including contract scope of work if applicable:** The purpose of this amendment is twofold, to increase the contract maximum liability and to extend the contract by two additional years. There are three major long term programs that will be accomplished and designed over the next three years with this contract. 1) ITSM Program-The Technologies Department started a major ITSM (Information Technology Service Management) Program in 2010. This is a long term and widespread program that will transition every Technologies' work group to a service management approach patterned after the Information Technology Infrastructure Library recommended model. The ITSM initiative will result in aligning Technologies' resources, both human and financial, to the needs of the core business processes we support and enable. 2) Balanced Scorecard (BSC) - Revision recommended initially and subsequently designed and deployed our BSC. The next stage of this process is inexorably tied to the Service Management approach being institutionalized throughout our organization. The scorecard is currently migrating to a "horizontal" service-centric view with underlying systems and technical infrastructure components moving to the background. 3) New Data Center-Revision consultants are overseeing and partnering with our staff to ensure that we optimize the design and construction of the new data center; specifically in the area of reliability and recoverability of systems and infrastructure. Revision's services are also essential in designing and implementing pertinent and timely monitoring so the outage DIA experienced in January of this year, even should one occur, will have a minimal impact.

**\*\*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:** CE-05038
- b. **Duration:** 3 years with two one year options
- c. **Location:** DIA
- d. **Affected Council District:** 11
- e. **Benefits:** Highly specialized critical consulting services.
- f. **Costs:** \$6,500,000.00

<b>Current Contract Amount</b> (A)	<b>Additional Funds</b> (B)	<b>Total Contract Amount</b> (A+B)
\$6,500,000.00	\$5,000,000.00	\$11,500,000.00

<b>Current Contract Term</b>	<b>Added Time</b>	<b>New Ending Date</b>
2/01/2011 through 2/01/2014	Two years	2/01/2016

- g. **Date Goals Assigned:** N/A
- h. **Goals:** N/A

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

To be completed by Mayor's Legislative Team:

SIRE Tracking Number: \_\_\_\_\_

Date: \_\_\_\_\_

## Key Contract Terms

Vendor/Contractor Name: Revision Inc.

Contract control number: CE-05038

City's contract manager: Kelan Pape

Was this contractor selected by competitive process? Yes, RFP. Was it the low bid? No.

Term/Duration of contract/project: Three years plus two (1) year options to extend.

Renewal terms: The term of this Agreement is 2/01/2011 to 2/01/2016. The term of this Agreement may only be increased by an amendment to this Agreement.

Purpose: The purpose of this amendment is twofold, to increase the contract maximum liability and to extend the contract by two additional years. There are three major long term programs that will be accomplished and designed over the next three years with this contract. 1) ITSM Program-The Technologies Department started a major ITSM (Information Technology Service Management) Program in 2010. This is a long term and widespread program that will transition every Technologies' work group to a service management approach patterned after the Information Technology Infrastructure Library recommended model. The ITSM initiative will result in aligning Technologies' resources, both human and financial, to the needs of the core business processes we support and enable. 2) Balanced Scorecard (BSC) - Revision recommended initially and subsequently designed and deployed our BSC. The next stage of this process is inexorably tied to the Service Management approach being institutionalized throughout our organization. The scorecard is currently migrating to a "horizontal" service-centric view with underlying systems and technical infrastructure components moving to the background. 3) New Data Center- Revision consultants are overseeing and partnering with our staff to ensure that we optimize the design and construction of the new data center; specifically in the area of reliability and recoverability of systems and infrastructure. Revision's services are also essential in designing and implementing pertinent and timely monitoring so the outage DIA experienced in January of this year, even should one occur, will have a minimal impact.

Scope of services to be provided with performance bench marks: N/A

Cost/value: \$11,500,000.00

Source of funds: CIP and O&M

Benefit: This amendment will allow for the vendor to continue providing consulting services for the Information Technology Service Management Initiative.

Termination provision for City and for contractor: 30 days written notice, with or without cause, with 5-day remedy.

WBE/MBE/DBE commitments (construction, design, Airport concession contracts): N/A  
Who are the subcontractors to this contract?

Location: DIA

Affected Council District: 11

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Date: \_\_\_\_\_