

A blue-tinted map of North America with a grid overlay. A black dot is placed over the location of Denver, Colorado, with the word "DENVER" written in black capital letters to its right.

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On-Call Technical Professional Services
reVision, Inc. CE 05038 - Amendment No. 2

Robert W. Kastelitz
Deputy Manager Technologies
June 2013



DENVER INTERNATIONAL AIRPORT
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On-Call Professional Services – reVision, Inc. Contract Description



Professional services to support major initiatives for Technologies and DIA, including Information Technology Service Management (ITSM), Balance Scorecard & Performance Measurement, and the new **DIA Data Center**.

Revision provides professional consultants who specialize in **Information Security**, SharePoint, and Program Management.

Selection Process

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The Technology Division issued a Request for Proposal (RFP) in 2010 for on-call professional services.

16 proposals submitted

The panel members were represented by DIA Technologies, Operations, Commercial Revenue, and Maintenance Divisions. Also on the panel was a representative from the Downtown Technology Division.

The selection criteria included several key factors: experience with process and business analysis, managing the design and implementation of highly available systems, and the consultants overall knowledge of DIA's applications and hardware.

Founded in 1998, reVision, Inc. is headquartered in Denver, Colorado.

There were no MBE/WBE goals established for this project.



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Revision's Technology System Support Services

reVision, Inc. has an in-depth understanding and has demonstrated best practices on several high-level initiatives set forth by Technologies:

ITSM Initiative

Engaged in designing, documenting, consulting mapping, training, and deploying all the current efforts for the ITSM Initiative.

Balanced Scorecard Initiative

Recommended, designed, and deployed the balanced scorecard. This scorecard scores and determines the Airport's technological systems "health."

New Data Center

Overseen and partner with DIA staff to design a new data center. This data center is specifically designed for the reliability and recoverability of the system infrastructure.

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Contract Amount and Terms

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This Amendment is to increase both Contract Term and Contract Value.

– Contract Terms

- Term Start Date: 2/01/2011
- Term End Date: 2/01/2014 plus two (1) year options to extend.
- Proposed End Date: 2/01/2016

The current contract will expire in less than one year and the ITSM roadmap requires a three year commitment.

– Original Contract Amount

- Contract Amount: \$ 6,500,000.00
- Proposed Amended Amount: \$ 5,000,000.00
- Total Contract Amount: \$11,500,000.00

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Justification for Technology Support Services

- Technologies is requesting the City Council approve this amendment for the following reasons:
 - It is essential to retain reVision's consulting services because reVision has consulted and advised DIA staff to implement the ITSM Initiative since its inception.
 - Many of reVision's consultant's have valuable institutional knowledge about DIA's system infrastructure.
 - Revision's consulting services, especially designing the New Data Center, will help minimize and prevent the recent network outage.

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