

# 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**. Contact the Mayor's Legislative team with questions

Date of Request: 1/15/2021

Please mark one:  Bill Request or  Resolution Request

## 1. Type of Request:

- Contract/Grant Agreement  Intergovernmental Agreement (IGA)  Rezoning/Text Amendment  
 Dedication/Vacation  Appropriation/Supplemental  DRMC Change  
 Other:

## 2. Title: (Start with *approves, amends, dedicates*, etc., include name of company or contractor and indicate the type of request: grant acceptance, contract execution, contract amendment, municipal code change, supplemental request, etc.)

Amends a contract with CI Technologies, Inc. by adding \$552,357 and three years for continual use and support of the IAPro and Blueteam software supporting the Denver Police, Fire and Sheriff's Departments

## 3. Requesting Agency: Technology Services

## 4. Contact Person:

Contact person with knowledge of proposed ordinance/resolution	Contact person to present item at Mayor-Council and Council
Name: Rob Bruns	Name: Joe Saporito
Email: <a href="mailto:Robert.bruns@denvergov.org">Robert.bruns@denvergov.org</a>	Email: <a href="mailto:Joseph.saporito@denvergov.org">Joseph.saporito@denvergov.org</a>

## 5. General description or background of proposed request. Attach executive summary if more space needed:

The Denver Police Department (DPD) and Internal Affairs Bureau (IAB) replaced their in-house data base that records complaints with CI Technologies' Case Management system, "IAPro" back in 2012. IAPro was originally purchased to be the new case management program for DPD Internal Affairs. It was rolled out February 28, 2013, paired with Blueteam and is now not only the case management program, but also the Department's Use of Force (UoF) reporting system. Over the past several years, other Safety Agencies started to use IAPro and Blueteam and now this system is currently used by Denver Police Department Internal Affairs Bureau, Conduct Review, the Office of the Independent Monitor, Director of Safety's Office, Civil Liability and City Attorney's Office, Denver Sheriff's Department and Denver Fire Department. For DPD, Blueteam is used department wide for the transmission of IAB cases and UoF reporting. DPD's current use of Blueteam for UoF reporting also keeps DPD in compliance with State Law SB-217. DSD is also currently developing their use of Blueteam for UoF reporting to comply with State Law SB-217.

Also, as part of the amendment, the City is adding the "EIPro" (Early Intervention) functionality which is a part to the CI Technologies' application suite. This new functionality has been developed as a solution that will bring the Performance Development Unit into the mix and enable front-line supervisors and those in higher echelons to familiarize themselves with incidents those down their chain-of-command have been involved in. These incidents could include incidents of all types such as: internal and external complaints, use-of-force, vehicle pursuit, employee involved accident, etc. The types of incident in this solution are configured by the City so there's no limit to the number of types there can be. Part of the increase in the contract amount would go to the implementation of the EIPro product. This will allow early intervention to be tied to the information in IAPro instead of using two different reporting systems. This will improve the ability to identify officers that potentially need additional resources and or training, in an effort to prevent negative community interactions.

This amendment will extend the term and add capacity so that these agencies can continue to use the IAPro and Blueteam applications and maintain the vendor's support of the application. Software maintenance and support services include remote troubleshooting and support provided via the telephone and online channels, as well as installation assistance and basic usability assistance. Software support services may also include new product installation services, installation of product updates, migrations

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for major releases of software and other types of proactive or reactive on-site services, future minor versions (point releases) or future major releases of software. These support services are employed to ensure the application is functioning at its maximum capacity.

**Term exceeding more than 3 - 5 years per Executive Order 8.**

Per Executive Order 8: "*Agencies should limit the duration of contracts to three to five years at which time a new solicitation should be initiated absent special circumstances.*" For most software applications, technology best practices would advise against decommissioning and replacing applications every three to five years; therefore, there will be several special circumstances that would provide for a justification to deviate from this policy. For this request, the information below provides examples of special circumstances directly related to the CI Technologies software contract amendment request.

The special circumstances that justify a contract term that exceeds three to five years are listed below:

- Situations where standardization of equipment or continuity of service is required;
- Situations where competition does not exist;
- Situations where economic factors make it unfavorable for the City to re-bid a contract.

**Continuity of Service:**

The CI Technology software applications have been configured for the City. The EIPro functionality integrates with IAPro so it can assist in identifying potential problems before they occur. At least five City Agencies use the software and over 100 City employees have been trained and are efficient with this application. Changing the software used for IAB and UoF reporting would require massive amounts of data migration and department wide training, so the continual use of this application will allow these Agencies to provide continuity in its internal business functions.

**Competition does not exist:**

As the City has already purchased, implemented, has been trained on and intends on using the CI Technologies software suite for the foreseeable future, continual support from CI Technologies is needed to ensure the application is functioning at its maximum performance. This is a service that should come from the software's manufacturer, CI Technologies, so an opportunity for competition does not necessarily exist.

**Economic factors make it unfavorable for the City to re-bid a contract:**

The City has invested over \$500,000 in this software. The City would incur these costs every time a new system is implemented. This is a substantial investment by the City and it would result in an unnecessary negative financial impact on the citizens of Denver if this type of system was replaced every three to five years. The City and CI Technologies underwent a very time-consuming process which included multiple phases from the time of purchase to having a fully implemented system. These include Technology Services review of vendor's security protocols as well as technical architecture to ensure they align with Technology Services' requirements, negotiating a Statement of Work, negotiating a contract, analysis of the City's current state, planning for the new system, designing the new system to meet the City's objectives, implementing the new system, configuring (fine tuning) the new system, testing the new system and training employees on the new system. For the City to re-bid this every three to five years would mean the opportunity for any type of return on the City's investment would be minimalized and the City would be in a perpetual cycle of bidding, implementing, retraining and decommissioning of previous applications.

**Analysis of Market / Technology Best Practices**

Although there are other products available, replacing the CI Technologies' software application at this point would go against technology best practices and would bring about undue costs to the City. Also, through contracting, the City has been able to keep any increases in annual costs at or below industry standards.

By their very nature, this type of strategic major software solution are not re-evaluated for alternatives on a yearly-basis but are evaluated constantly to ensure that they are still providing the expected value. The main reasons for this are as follows:

- Strategic Enterprise-level or major solutions typically have a larger Total Cost of Ownership (TCO) and therefore require longer-term commitments and use to get the full benefits of the ROI.
- Strategic Enterprise-level or major solutions are typically used as a development platform to build other solutions. This decreases the cost of new features/capabilities provided and time-to-market; however, this does increase the dependency to that platform and the cost to move away from it.

Technology Services is responsible for strategically managing technology and part of that is having an architectural technology roadmap that outlines the total life cycle of product(s): when to retire/decommission, upgrade, add functionality to an existing platform or acquire a net new product, etc.

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*To be completed by Mayor's Legislative Team:*

6. **City Attorney assigned to this request (if applicable):** Steve Hahn
7. **City Council District:** N/A - Citywide
8. **\*\*For all contracts, fill out and submit accompanying Key Contract Terms worksheet\*\***

### Key Contract Terms

**Type of Contract: (e.g. Professional Services > \$500K; IGA/Grant Agreement, Sale or Lease of Real Property):**

Standard Expenditure contract exceeding \$500,000

**Vendor/Contractor Name:** CI Technologies, Inc.

**Contract control number:** TECHS-202056831

**Location:** Citywide

**Is this a new contract?**  Yes  No **Is this an Amendment?**  Yes  No **If yes, how many?**

- Original contract: 11/1/2012 - 12/31/2017; Contract Amount: \$83,700
  - Signed by Mayor: 12/21/2012
- First Amendment: Amendment Amount: \$133,000; New Contract Amount: \$216,700
  - Signed by Mayor: 5/1/2013
  - Increased amount
  - Added SOW
- Second Amendment: Amendment Amount: \$4,500; New Contract Amount: \$221,200
  - Signed by Mayor: 12/2/2013
  - Increased amount
  - Added SOW for new IAPro instance
- Third Amendment: Amendment Amount: \$28,600; New Contract Amount: \$249,800
  - Signed by Mayor: 8/29/2016
  - Increased amount
- Fourth Amendment: 11/1/2012 - 12/31/2020; Amendment Amount: \$313,850; New Contract Amount: \$563,650
  - Signed by Mayor: 5/2/2018
  - Increased amount
  - Extended term
- Fifth Amendment: Amendment Amount: \$40,000; New Contract Amount: \$603,650
  - Signed by Mayor: 10/17/2019
  - Increased amount

**Contract Term/Duration (for amended contracts, include existing term dates and amended dates):**

Current Term: 11/1/2012 - 12/31/2020 Proposed term: 11/1/2012 - 12/31/2023 Duration: 11 years

**Contract Amount (indicate existing amount, amended amount and new contract total):**

<i>Current Contract Amount</i>	<i>Additional Funds</i>	<i>Total Contract Amount</i>
<i>(A)</i>	<i>(B)</i>	<i>(A+B)</i>
\$603,650	\$552,357	\$1,156,007

  

<i>Current Contract Term</i>	<i>Added Time</i>	<i>New Ending Date</i>
11/1/2012 - 12/31/2020	3 years	12/31/2023

**Scope of work:**

Vendor will provide support services for the IAPro, EIPro and BlueTeam software applications.

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Was this contractor selected by competitive process? No

If not, why not? Professional Preference by DPD-IAB

Has this contractor provided these services to the City before?  Yes (via this contract)  No

Source of funds: Safety operational funds

Is this contract subject to:  W/MBE  DBE  SBE  XO101  ACDBE  N/A

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

Who are the subcontractors to this contract? N/A

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