

ORDINANCE/RESOLUTION REQUEST

Please email requests to the Mayor's Legislative Team

at MileHighOrdinance@DenverGov.org by **3:00pm on Monday**. Contact the Mayor's Legislative team with questions

Date of Request: 10/19/2018

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 an existing expenditure contract with Carahsoft Technology Corporation

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: Chad Mitchell	Name: Joe Saporito
Email: chad.mitchell@denvergov.org	Email: joseph.saporito@denvergov.org

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

The City conducted an RFP in 2014 for the purchase of a Customer Relationship Management software application. The Salesforce platform was the chosen product and a contract was established in 2015 with a Salesforce reseller, Carahsoft. At that time, Salesforce did not sell direct and therefore partnered with Carahsoft.

Salesforce is the industry-leading customer platform as well as the world's most extensive enterprise cloud ecosystem. The Salesforce platform and ecosystem offer access to thousands of applications and solution opportunities. Technology Services would like to continue to leverage Salesforce and its connected applications and technologies to assist our customer agencies in responding to the ever increasing demands from the citizens of Denver. These citizens are continually looking for their Government to adopt technologies, internally and externally, that are mobile, intuitive and make use of connected data. A further expansion of the existing Salesforce platform fits directly into Technology Services Strategic Plan.

Since its inception, the Salesforce platform has been used in a number of ways to solve an array of business problems and offer numerous process improvement opportunities:

2015

- Mayor Event Tracking – tracks requests for Mayoral appearances
- OED - case management for applications
- Parks & Rec – contract management
- Peak Academy – tracks class registration and innovations
- Payroll: case management for benefits questions
- DIA Customer Relationship Management
- DHS Customer Relationship Management
- 311 Customer Relationship Management

To be completed by Mayor's Legislative Team:

Resolution/Bill Number: RR18 1230

Date Entered: _____

2016

- Computer Telephony Integration for 311: provides caller ID functionality to help agents pick contacts
- SurveyForce – sends surveys for 311 and PMO
- Boards & Commissions – Tracks all open slots for Mayor’s B&C
- Accounting: case management for agencies they support
- Golf – tracks all events all golf courses
- Board of Adjustments – case management to track all appeals and hearings
- Go Bond – CRM to track responses to the bond for infrastructure enhancements
- Elections
 - o Ballot Tracking
 - o Election Judge Tracking
 - o SMS to Case

2017

- 311: Case Intake 2.0 – streamlining of case intake process for 311, DIA, DHS
- CTI for DHS: provides caller ID functionality to help agents pick contacts
- Audit Remediation: ensure PII data is only viewable to designated resources
- Public Works: Street Maintenance: case and work order mgt system
- National Western – CRM to track interested parties and donators
- Office of Children’s Affairs – CRM to track after school programs
- Controller: case management for agencies they support (to be deployed in May)
- Hearings – tracks employee appeals and mediation cases (deployed 4/5) – users not included in the attached report
- Contact Solution – turn org from public to private and contact clean-up
- TS Contract Mgt – solution to manage contracts within TS

2018

- DHS Marcomm
- CCD Marketing Cloud
- DIA Split
- Public Works Field Service for Street Maintenance
- Real Estate Space Management
- Denver Police Department Contact Card
- Arts & Venues Kore
- Elections Ballot Tracking Enhancements
- Public Works Sidewalk Repair
- Department of Human Services Work Orders
- Continued Migration of Applications to the new Salesforce Lightning framework

Future Opportunities/Projects in progress based upon known requests

- Department of Human Services Contracts Management
- Department of Human Services Case Management
- Department of Human Services Gift Card Management
- DFD Community Event Scheduling: solution to manage fire house and community visit requests
- Sustainability – CRM and potential email solution
- Public Works Field Service Lightning expansion
- P&R – CRM for Partner Management
- 311: Text to Case – allow users to submit cases via SMS

Other opportunities as discovered through the IFund, Peak Academy, Technology Services Customer Request Intake, etc...

- 311 AI - expanded use of AI to respond to and disposition tickets
- Citywide Implementation of the Salesforce Implementation Cloud (IFund funded for 2019)

The opportunities to exploit this platform to meet our business needs is almost unlimited. The State of Colorado has more 70 different applications in their Salesforce footprint for agencies to handle issues from human services and wildlife management to adult protective services.

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This program has been and continues to be focused toward the provisioning of technology to our city agencies in a quick and efficient way. Technology Services strives to continue utilizing this technology and it's ever expanding capabilities to solve business problems and improve the delivery of services to citizens using modern, mobile and accessible means. This will come to fruition though leveraging new opportunities required to serve Denver's citizen as well as in modernizing, improving and replacing outdated and unsupported technology and applications.

The expansion of this platform will allow agencies to collect better analytics to drive better and more data driven business decisions.

- 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 in excess of \$500,000

Vendor/Contractor Name: Carahsoft Technology Corporation

Contract control number: TECHS - 201419193-00

Location: N/A Citywide

Is this a new contract? Yes No **Is this an Amendment?** Yes No **If yes, how many?** 1st

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

Current term: 1/1/2015 - 12/31/2019 Proposed term: No Change Duration: 5 years

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

<i>Current Contract Amount</i> (A)	<i>Additional Funds</i> (B)	<i>Total Contract Amount</i> (A+B)
\$4,000,000	\$3,500,000	\$7,500,000

<i>Current Contract Term</i>	<i>Added Time</i>	<i>New Ending Date</i>
1/1/2015 - 12/31/2019	N/A	No Change

Scope of work:

Carahsoft is the reseller that will provide licensing for Salesforce software.

Was this contractor selected by competitive process? Yes **If not, why not?**

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

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Source of funds: Cost Center 3074300 Technology Services Applications - Applications Planning Analysis

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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