

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**. For any questions please contact Skye Stuart.

****All fields must be completed.****
Incomplete request forms will be returned to sender which may cause a delay in processing.

Date of Request: 11/22/2017

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, contract amendment, municipal code change, supplemental request, etc.**)

Contract Control #: TECHS-201418233-02 – Contract Amendment to the existing contract with **Istonish, Inc.**; 1) to increase the maximum contract liability; 2) to extend the current term and 3) amend the Statement of Work for continual support of the Service Desk.

3. **Requesting Agency:** Technology Services

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

- **Name:** Alex Stefanacci
- **Phone:** 720-913-4987
- **Email:** alex.stefanacci@denvergov.org

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:** Alex Stefanacci
- **Phone:** 720-913-4987
- **Email:** alex.stefanacci@denvergov.org

6. **General description/background of proposed ordinance including contract scope of work if applicable:**

The Technology Services' Service Desk is a 24/7 support entity. Currently the City employs a third party (Istonish, Inc.) to staff the Service Desk after hours, holidays and weekends. This amendment is intended to continue the City's current staffing model with some changes to the Statement of Work. These changes include restructuring the pricing model to be more favorable to the City, requiring Istonish to maintain security certifications based off the Auditor's Office recommendations, and establish a regular quality assurance review process. The amendment will extend the contract by three years and increase the maximum contract liability to pay for the support for those three years.

****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 – please do not leave blank.)

- a. **Contract Control Number:** TECHS-201418233-02
- b. **Contract Term:** Current: 10/1/2014 - 12/30/2017 Proposed: 10/1/2014 - 12/31/2020
- c. **Location:** Citywide
- d. **Affected Council District:** All
- e. **Benefits:** Continued support of the City's Service Desk
- f. **Contract Amount (indicate amended amount and new contract total):** Adding \$948,384 for a new total of \$1,407,632

To be completed by Mayor's Legislative Team:

SIRE Tracking Number: _____

Date Entered: _____

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

No.

To be completed by Mayor's Legislative Team:

SIRE Tracking Number: _____

Date Entered: _____