

BILL/ RESOLUTION REQUEST

1. Title: Amends contract with Re-Vision, Inc to add 3 years and \$5,000,000 to provide consulting services for a number of key processes and service development for the Information Technology Service Management Initiative (CE05038).

2. Requesting Agency: DIA

3. Contact Person *with actual knowledge of proposed ordinance*

Name:Robert W. Kastelitz

Phone:303-342-2020

Email:robert.kastelitz@flydenver.com

4. Contact Person *with actual knowledge of proposed ordinance who will present the item at Mayor Council and who will be available for first and second reading, if necessary*

Name:Amy Raaz

Phone:303-342-2201

Email:amy.raaz@flydenver.com

5. Describe the proposed ordinance, including what the proposed ordinance is intended to accomplish, who's involved

a. Scope of Work

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.

b. Duration

3 years with two one year options

c. Location

DIA

d. Affected Council District

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e. Benefits

Highly specialized critical consulting services.

f. Costs

Current Contract Amount

(A) Additional Funds

(B) Total Contract Amount

(A+B)

\$6,500,000.00 \$5,000,000.00 \$11,500,000.00

6. Is there any controversy surrounding this ordinance, groups or individuals who may have concerns about it? Please explain.

No.

Bill Request Number: BR13-0389

Date: 6/4/2013