

BILL/ RESOLUTION REQUEST

- 1. Title:** Amends the contract with DLT Solutions, LLC to add 6 months and \$1,310,896.00 for maintenance on Oracle Global Customer Support (GCSTECHS-CE95019-01).
- 2. Requesting Agency:** Technology Services
- 3. Contact Person *with actual knowledge of proposed ordinance***
 - Name:**Cindy Zec
 - Phone:**720-913-4958
 - Email:**Cindy.Zec@denvergov.org
- 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:**Cindy Zec
 - Phone:**720-913-4958
 - Email:**Cindy.Zec@denvergov.org
- 5. Describe the proposed ordinance, including what the proposed ordinance is intended to accomplish, who's involved**
 - a. Scope of Work**

DLT Solutions provides maintenance on Oracle Global Customer Support (GCS). This provides the ability to obtain technical support for Oracle's Business Intelligence, Service Oriented Architecture, and Identity Mgmt suite. Support svcs include access to Oracle Metalink (an online access point to all Oracle support resources), the ability to request assistance to issues through Technical Asstnce Requests, report bugs & rcv tech support & patches to resolve issues, as well as rights to future product enhancements, releases, and updates during the time period covered by the support agreement
 - b. Duration**

05/15/2009 – 05/31/2014
 - c. Location**

n/a
 - d. Affected Council District**

n/a
 - e. Benefits**

This provides the ability to obtain technical support for Oracle's Business Intelligence, Service Oriented Architecture, and Identity Mgmt suite.
 - f. Costs**

\$ 1,310,896.00
- 6. Is there any controversy surrounding this ordinance, groups or individuals who may have concerns about it? Please explain.**

No.

Bill Request Number: BR13-0849

Date: 11/6/2013