

ORDINANCE/RESOLUTION REQUEST

Please email requests to the Mayor's Legislative Team
at MileHighOrdinance@DenverGov.org by **3:00pm on Monday**.

****All fields must be completed.****

Incomplete request forms will be returned to sender which may cause a delay in processing.

Date of Request: _____

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

Renewing the Call Center contract for ACS State & Local Solutions, Inc., CE91065(2), for calendar year 2011.

3. Requesting Agency:

Denver Department of Human Services

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

- **Name:** Ron Mitchell
- **Phone:** 720.944.2903
- **Email:** ron.mitchell@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:** Ron Mitchell
- **Phone:** 720.944.2903
- **Email:** ron.mitchell@denvergov.org

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

Amend term from 01/01/2009 to 12/31/2010 TO 01/01/2009 to 12/31/2011 and add to budget \$454,512.00, which is the same amount for the third year. Contractor will continue to provide the Child Support Enforcement Division with an in-house call center and provide customer service and support to the division. Ordinance is required.

*****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.)*

- a. **Contract Control Number:** CE91065(2)
- b. **Duration:** 01/01/2011 to 12/31/2011
- c. **Location:** Denver Department of Human Services – Castro Building
- d. **Affected Council District:** All Districts
- e. **Benefits:** Providing call center support to Child Support customers.
- f. **Costs:** \$454,512

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: _____