

ORDINANCE/RESOLUTION REQUEST

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

Date of Request: 7/29/2014

Please mark one: [X] Bill Request or [] Resolution Request

1. Has your agency submitted this request in the last 12 months?

[] Yes [X] No

If yes, please explain:

2. Title: Denver International Airport requests an Amendment to the Metrix Advisors, LLC 201205015(1) contract which adds Premium Value Concessions (PVC) program related scope of work to the PVC's Third Party Administrator's contract.

3. Requesting Agency: Department of Aviation

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

- Name: Amy Raaz
Phone: (303) 342-2201
Email: Amy.Raaz@flydenver.com

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: Neil Maxfield
Phone: 303 342-2574
Email: Neil.Maxfield@flydenver.com

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

This First Amendment adds several additional responsibilities to the PVC program's Third Party Administrator. Those additional responsibilities include: Customer Service training program (Training program required in PVC Rule 45), Jeppesen Terminal customer service secret shopping, Retail Merchandising Units' (RMU) customer service secret shopping, and the ability to contract with Metrix for analysis work that would exceed responsibilities as PVC TPA. The amendment also provides and a professional liability/errors and omissions insurance reimbursement. All PVC related expenses, including those associated with this amendment are paid from the concessionaire funded Joint Marketing Fund.

**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: 201205015(1)
b. Duration: N/A
c. Location: DIA
d. Affected Council District: 11
e. Benefits: Training program required in PVC Rule 45. Secret shopping in Terminal and RMU locations help advance DIA's strategic objective commitment of "winning the hearts of our customers."
f. Costs:

Table with 3 columns: Current Contract Amount (A), Additional Funds (B), Total Contract Amount (A+B). Values: \$1,727,000, \$913,000, \$2,640,000.

Table with 3 columns: Current Contract Term, Added Time, New Ending Date. Values: 5 years, 0, 2/28/2017.

g. Date Goals Assigned: No goals are required with the professional services amendment.

To be completed by Mayor's Legislative Team:

SIRE Tracking Number:

Date:

h. Goals: N/A

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: _____

Key Contract Terms

Vendor/Contractor Name: Metrix Advisors, LLC

Contract control number: 201205015(1)

City's contract manager: Neil Maxfield

Was this contractor selected by competitive process? Was it the low bid? No, this is an amendment

Term/Duration of contract/project: 5 years

Renewal terms: No

Purpose: This Amendment for Metrix Advisors, LLC 201205015(1) adds PVC program related scope of work to the PVC's TPA's contract.

Scope of services to be provided with performance bench marks: N/A

Cost/value: N/A

Source of funds: Concessionaire funded Joint Marketing Fund

Benefit: Complete PVC program's customer service training requirement and reinforce airport strategic objective of "winning the hearts of our customers."

Termination provision for City and for contractor: Yes

WBE/MBE/DBE commitments (construction, design, Airport concession contracts): N/A
Who are the subcontractors to this contract? Customer Service Experts, of Annapolis, MD.

Location: DIA

Affected Council District: 11

To be completed by Mayor's Legislative Team:

SIRE Tracking Number: _____

Date: _____