

ORDINANCE/RESOLUTION REQUEST

Please email requests to the Mayor’s Legislative Team

at MileHighOrdinance@DenverGov.org by **9 a.m. Friday**. Contact the Mayor’s Legislative team with questions

Date of Request: 1/24/2024

Please mark one: **Bill Request** or **Resolution Request**

1. Type of Request:

- Contract/Grant Agreement** **Intergovernmental Agreement (IGA)** **Rezoning/Text Amendment**
- Dedication/Vacation** **Appropriation/Supplemental** **DRMC Change**
- Other:**

2. Title: (Start with *approves, amends, dedicates*, etc., include name of company or contractor and indicate the type of request: grant acceptance, contract execution, contract amendment, municipal code change, supplemental request, etc.)

Amends a contract with Istonish, Inc. to increase the contract amount by \$1,500,000 for continued Managed Services of the City’s ServiceDesk after hours

3. Requesting Agency: Technology Services

4. Contact Person:

| | |
|--|---|
| Contact person with knowledge of proposed ordinance/resolution (e.g., subject matter expert) | Contact person for council members or mayor-council |
| Name: Jennifer Randolph | Name: Joe Saporito |
| Email: Jennifer.randolph@denvergov.org | Email: joseph.saporito@denvergov.org |

5. General description or background of proposed request. Attach executive summary if more space needed:

Technology Services manages the Service Desk which is a single point of contact between City employees and the City’s Department of Technology Services (TS). The internal Service Desk team responds to self-service requests made through the SupportNow software and answers calls placed to 7-HELP from 6am-6pm Monday-Friday. The Service Desk provides all Tier 1 support and troubleshooting.

Technology Services has a need to augment the Service Desk for after-hours, weekends, and holidays. Technology Services has been successfully partnering with Istonish, Inc. for these services.

Istonish partners with the City as a Managed Service Provider for after-hours, weekends, holidays and on an as needed basis for technology service support. Istonish functions as a collaborative, effective and reliable extension of the City's technology team, on behalf of City employees.

Istonish provides services to include, but not be limited to:

- The technical set up for City support teams including configuration of the voice handling platform and associated reporting
- The knowledgebase for the program reflecting specific technical remediation processes as defined by the City
- The hiring & onboarding process that coordinate with the City's
- Istonish employee training as it uniquely reflects the City's processes

Istonish covers the Service Desk between the hours of 5:55pm to 6am weeknights (Monday-Friday) and 24hrs for each weekend day (Saturdays and Sundays). In addition, Istonish covers the Service Desk 24hrs for each official City holiday, the day after Thanksgiving, every Friday from 12pm-2pm, and every other Thursday from 12pm-2pm.

To be completed by Mayor’s Legislative Team:

Resolution/Bill Number: _____

Date Entered: _____

The purpose of this amendment is to add funds because additional services were requested to support Denver residents experiencing technology issues logging into city systems.

6. **City Attorney assigned to this request (if applicable):** Andrew Riester

7. **City Council District:** Citywide

8. ****For all contracts, fill out and submit accompanying Key Contract Terms worksheet****

Key Contract Terms

Type of Contract: (e.g. Professional Services > \$500K; IGA/Grant Agreement, Sale or Lease of Real Property):

Professional Services contract exceeding \$500,000

Vendor/Contractor Name (including any dba's): Istonish, Inc.

Contract control number (legacy and new): Original TECHS-202161371-01
This amendment TECHS-202472187-01

Location: Citywide

Is this a new contract? Yes No **Is this an Amendment?** Yes No **If yes, how many? First**

Contract Term/Duration (for amended contracts, include existing term dates and amended dates):

Current Term: 1/1/2022 – 2/28/2027 No change in term

Contract Amount (indicate existing amount, amended amount and new contract total):

| <i>Current Contract Amount (A)</i> | <i>Additional Funds (B)</i> | <i>Total Contract Amount (A+B)</i> |
|--|---------------------------------|--|
| \$745,436 | \$1,500,000 | \$2,245,436 |

| <i>Current Contract Term</i> | <i>Added Time</i> | <i>New Ending Date</i> |
|------------------------------|-------------------|------------------------|
| 1/1/2022 – 2/28/2027 | N/A | N/A |

Scope of work: Vendor will provide Professional Services augmenting the Technology Services' Service Desk.

Was this contractor selected by competitive process? Yes **If not, why not?**

Has this contractor provided these services to the City before? Yes No

Source of funds: Technology Services Operational Funds

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Is this contract subject to: W/MBE DBE SBE XO101 ACDBE N/A

WBE/MBE/DBE commitments (construction, design, Airport concession contracts): N/A

Who are the subcontractors to this contract? N/A

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