

## ORDINANCE/RESOLUTION REQUEST

Please email requests to the Mayor's Legislative Team

at [MileHighOrdinance@DenverGov.org](mailto:MileHighOrdinance@DenverGov.org) by **3:00pm on Monday**. Contact the Mayor's Legislative team with questions

Date of Request: 9/18/2020

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. by extending the term by one year for a new end date of 12/31/2021 for continual Professional Services augmenting Technology Services' help desk after hours

3. **Requesting Agency:** Technology Services

### 4. Contact Person:

Contact person with knowledge of proposed ordinance/resolution	Contact person to present item at Mayor-Council and Council
Name: Jennifer Randolph	Name: Joe Saporito
Email: <a href="mailto:Jennifer.randolph@denvergov.org">Jennifer.randolph@denvergov.org</a>	Email: <a href="mailto:joseph.saporito@denvergov.org">joseph.saporito@denvergov.org</a>

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

The Technology Services' Service Desk is a 24/7 support entity. Currently the City employs a third party (Istonish, Inc.) to staff the Service Desk after hours, holidays and weekends. This amendment is intended to continue the City's current staffing model throughout 2021 while a solicitation is conducted.

Technology Services is currently analyzing the current service desk model and the market to prepare requirements for a solicitation that will result in a new contract starting 2022.

6. **City Attorney assigned to this request (if applicable):** Steve Hahn

7. **City Council District:** N/A - 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:** Istonish, Inc.

*To be completed by Mayor's Legislative Team:*

Resolution/Bill Number: RR20 1026

Date Entered: \_\_\_\_\_

**Contract control number:** TECHS-202055904

**Location:** Citywide

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

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

Existing Contract Term: 10/1/2014 - 12/31/2020 Duration: 6 years  
Proposed term: 10/1/2014 - 12/31/2021 Duration: 7 years

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

<i>Current Contract Amount</i> (A)	<i>Additional Funds</i> (B)	<i>Total Contract Amount</i> (A+B)
\$1,407,632	\$0	\$1,407,632

<i>Current Contract Term</i>	<i>Added Time</i>	<i>New Ending Date</i>
10/1/2014 - 12/31/2020	One Year	12/31/2021

**Scope of work:**

Vendor will continue to provide Professional Services augmenting the Technology Services' service desk.

**Was this contractor selected by competitive process?** No

**If not, why not?** Professional Preference

**Has this contractor provided these services to the City before?**  Yes (via this contract)  No

**Source of funds:** Technology Services operational funds

**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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