

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: 3/21/2024

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 Carahsoft Technology Corporation to increase the contract amount to \$41,811,476 to purchase various software products used Citywide; No change in term

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: Ashley Bolton	Name: Joe Saporito
Email: Ashley.bolton@denvergov.org	Email: joseph.saporito@denvergov.org

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

The City and Carahsoft Technology Corporation originally entered into an agreement leveraging the National Association of State Procurement Officials’ (NASPO) cooperative program to purchase the ServiceNow IT Services Management (ITSM) software platform.

NASPO is a non-profit organization that acts as a strategic partner for public procurement solutions. NASPO partners with individual States that conduct solicitations and award contracts that can be leveraged by other States, Local Governments and Educational Organizations. Carahsoft has been awarded a contract through a solicitation for Cloud Solutions conducted by the State of Utah. Carahsoft acts as a Value Added Reseller (VAR) and is able to provide the City with a wide variety of cloud software products the City uses for core business needs.

The State of Colorado also participates in the NASPO program, making it an even more effective and efficient tool for the City to procure technology solutions. Through the NASPO program, VARS provide Colorado governments, including the City, negotiated contract terms, absorbed risk, and discounted pricing. NASPO negotiates master contracts with suppliers for terms and conditions, pricing, security standards, and insurance requirements and has agreements with a variety of suppliers who provide products and services that help Colorado, Colorado Local Governments and Colorado residents connect and do business through technology.

Technology Services, through this amendment, is seeking to build upon its relationship with Carahsoft and not only efficiently procure the ITSM software platform, but also procure a wide variety of software products used by Technology Services as well as multiple other City agencies.

Through this contract the City can expeditiously purchase products and services from manufacturers that are part of Carahsoft’s portfolio. Some of the technology products currently in use by the City are listed below with their associated costs. The costs associated with each

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product primarily represent the year over year costs. The City will continually work in partnership with Carahsoft throughout the life of the Agreement to add more manufacturers where appropriate. Through the City’s engagement with Carahsoft, the City can dramatically reduce the time of acquisition for products and services as the City will not need to negotiate legal terms with each individual manufacturer. Consolidating some of the City’s technology products through this contract also allows Technology Services to more effectively manage technology.

The original contract had a maximum contract value of \$7,000,000 with an estimated annual cost of \$1,200,000 and was intended for the ITSM product only with capacity for growth within that product. Based on the products below and their annual costs with an industry standard annual increase of 5%, with the intent to add even more products to this agreement, Technology Services is asking for an additional \$34,811,476. Funding will allow payments to be made into 2028 with the intent of revisiting current needs in 2027 and adjusting the financials of the contract accordingly.

Product / Vendor	Using Agency	Use	Costs
Salesforce	Citywide	Customer Relationship Manager	\$1,478,000
Box, Imagetrust, Panorama	Citywide	Replacement of the City’s legacy repository platform (Alfresco)	\$1,544,207
ServiceNow	Citywide	IT Service Management	\$1,200,000
Cartegraph / OpenGov	DOTI	DOTI Transportation Operations and Street Maintenance Asset Management	\$652,000
Informatica	Citywide	Intelligent Cloud Data Management	\$487,000
DocuSign	Citywide	Electronic Signature	\$261,000
Fivetran:	Citywide	Data Management (Data connectivity, movement and replication)	\$133,000
US Cloud:	Citywide	Microsoft and third-party software support services	\$38,000
Cascade	DOTI	Accounting software for roads, fleet, solid waste, storm water, etc.	\$24,000
Cascade for A&V:	A&V	Accounting software for facilities and operations & workflow	\$36,000
OpenCities	Citywide	Citizen facing digital interactions	\$23,000
		Total Spend for 2023	\$5,876,207
		New Annual Estimated Spend with Capacity for Growth	\$6,000,000
		New Annual Estimated Spend with 5% Annual Increase 2024	\$6,300,000
		New Annual Estimated Spend with 5% Annual Increase 2025	\$6,615,000
		New Annual Estimated Spend with 5% Annual Increase 2026	\$6,945,750
		New Annual Estimated Spend with 5% Annual Increase 2027	\$7,293,037.50
		New Annual Estimated Spend with 5% Annual Increase 2028	\$7,657,689.38
		Total of 2024 - 2028	\$34,811,476

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):

Standard Expenditure contract exceeding \$500,000

Vendor/Contractor Name (including any dba’s): Carahsoft Technology Corporation

Contract control number (legacy and new): Original TECHS-202265186-01
This amendment TECHS-202472426-01

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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: 2/1/2023 – 2/1/2028 No change in term

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)
\$7,000,000	\$34,811,476	\$41,811,476

<i>Current Contract Term</i>	<i>Added Time</i>	<i>New Ending Date</i>
2/1/2023 – 2/1/2028	N/A	N/A

Scope of work:

Carahsoft will be the VAR providing the subscription services for the City to purchase including software licensing, maintenance and support for a wide variety of software products in use throughout the City.

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

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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