

ORDINANCE/RESOLUTION REQUEST

Please email requests to the Mayor's Legislative Team
at MailHighOrdinance@DenverGov.org by 9 a.m. Friday. Contact the Mayor's Legislative team with questions

Please mark one: ☐ Bill Request or ☒ Resolution Request

Date of Request: 10/30/2025

Please mark one: The request directly impacts developments, projects, contracts, resolutions, or bills that involve property and impact within .5 miles of the South Platte River from Denver's northern to southern boundary? (Check map [HERE](#))

☐ Yes ☒ No

1. Type of Request:

☒ Contract/Grant Agreement ☐ Intergovernmental Agreement (IGA) ☐ Rezoning/Text Amendment

☐ Dedication/Vacation ☐ Appropriation/Supplemental ☐ DRMC Change

☐ Other:

2. **Title:** Approves an on-call contract with IEM International, Inc. for \$8,000,000.00 with an end date of 12-31-2028 to provide temporary disaster-response staffing and operational support for Denver Human Services (DHS) and the Department of Housing Stability (HOST) when City capacity is strained or exceeded during emergency events or severe weather sheltering operations, on an as-needed, citywide (SOCSV-202581681)

3. **Requesting Agency:** Denver Human 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: Claudia Chavez, Will Fenton (DHS Legislative Liaison)	Name: Crystal Porter, Hung Nguyen, Will Fenton (DHS Legislative Liaison)
Email: claudia.chavez@denvergov.org , will.fenton@denvergov.org	Email: crystal.porter@denvergov.org ; hung.nguyen@denvergov.org ; will.fenton@denvergov.org

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

The City Emergency Operations Plan (EOP) defines the framework for the coordinated management of emergencies that affect life safety, property, and the environment within the City and County of Denver. The EOP, in coordination with the Denver Office of Emergency Management (OEM), establishes the Mass Care Department Operations Center (DOC), managed by Denver Human Services (DHS), to oversee all aspects of mass care during an emergency. Additionally, the EOP designates the Department of Housing Stability (HOST) as the primary agency responsible for shelter operations during severe weather events.

FEMA definition of Mass Care: Congregate sheltering, feeding, distribution of emergency supplies, and reunification of children with their parent(s)/legal guardians and adults with their families.

This contract establishes an on-call partnership with IEM International, Inc. to provide temporary disaster-response staffing and operational support when City capacity is strained or exceeded during emergency events or severe weather sheltering operations. (Executive Summary attached)

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****

To be completed by Mayor's Legislative Team:

Resolution/Bill Number: _____

Date Entered: _____

Key Contract Terms

Type of Contract: Professional Services > \$500K

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

Contract control number (legacy and new): SOCSV-202581681

Location: Citywide

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

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

Proposed Agreement: SOCSV-202581681-00: 01/01/2026 – 12/31/2028

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>
\$8,000,000	N/A	\$8,000,000

<i>Current Contract Term</i>	<i>Added Time</i>	<i>New Ending Date</i>
01/01/2026 – 12/31/2028	N/A	12/31/2028

Scope of work:

Activated upon written notice from DHS or HOST, IEM will provide scalable Mass Care emergency response services.— Services may include any of the following, as selected from the menu of on-call services/fee schedule outlined in the contract:

1. Intake & Registration: Establish and manage intake centers for displaced or affected individuals.
2. Sheltering: Operate congregate and/or non-congregate shelters that meet ADA and health standards, including cold weather shelters managed in collaboration with HOST.
3. Food Provision: Provide up to three daily meals plus snacks and beverages; ensure dietary and cultural accommodation.
4. Medical Triage: Conduct basic health screening and coordinate with public-health authorities.
5. Transportation: Shuttle services between locations such as reception, shelter, and transit hubs.
6. Volunteer & Donations Management: Recruit, train, and coordinate community support.
7. Security: Deliver licensed, unarmed 24/7 security personnel trained in trauma-informed care.
8. Resource Referral & Counseling: Connect guests to housing, employment, health care, and benefits.
9. Emergency Staff Augmentation: Supply qualified personnel for Mass Care DOC operations and logistics.
10. Technology & Data Management: Track operations in City-approved systems, ensuring privacy compliance.

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: A combination of local funding as well as other State or Federal reimbursement sources that may be identified and applied based on the incident.

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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?

1. Advanced Professional Security, LLC. – Security – Local
2. All Secure (All Secure Lock Service LLC) – CCTV – Local
3. All Aboard America Holdings, Inc. and ACE Express Coaches, LLC – Transportation – Non-local
4. Alba's Organic LLC – Janitorial, Sanitation, Laundry – Local
5. Amergis – Staffing – Non-local
6. TEKSystems – Staffing – Non-local
7. CFW Staffing, LLC – Staffing – Local
8. Cotton Logistics Corporation – Wraparound Tenting Shelter Support – Non-local
9. Granny's – Mobile Equipment for Congregate Shelters – Non-local
10. Languagers – Translation and Interpretation – Non-local
11. El Coco Pirata LLC – Food Service – Local
12. Michaels of Denver – Catering – Local

Other subcontractors may be identified after execution of City contract.

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