

ORDINANCE/RESOLUTION REQUEST

Please email requests to the Mayor's Legislative Team

at [MileHighOrdinance@DenverGov.org](mailto: MileHighOrdinance@DenverGov.org) by 9 a.m. Friday. Contact the Mayor's Legislative team with questions

Date of Request: 3/11/2026

Please mark one: Bill Request or Resolution Request

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:** (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.)

Approves a Purchase Order with Insight Public Sector, Inc. for \$1,821,500.00 for the annual usage of Amazon Web Services (AWS) software, citywide. (PO-00180881).

3. **Requesting Agency:** Generals Services Purchasing Division

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: Elizabeth Hewes, Julie DeLuca	Name: Elizabeth Hewes, Julie DeLuca
Email: elizabeth.hewes@denvergov.org and julie.deluca@denvergov.org	Email: elizabeth.hewes@denvergov.org and julie.deluca@denvergov.org

5. **General description or background of proposed request. Attach executive summary if more space needed:** (who, what, why)

The City and County of Denver continued to expand its adoption of Amazon Web Services (AWS) in 2026. Mission critical services such as our agencies call centers, file systems storage, System Backups and our Milestone camera videos were moved from legacy infrastructure and legacy systems in 2024/2025 to our AWS cloud platform. These investments allow us to address technology debt, improving our constituents and agency services operational efficiency by reducing response time and increasing service availability. See attached for more information.

6. **City Attorney assigned to this request (if applicable):** Brian Martin

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

Vendor/Contractor Name (including any dba's): Insight Public Sector, INC

Contract control number (legacy and new): PO-00180881

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): January 1, 2026 – December 31, 2026

Contract Amount (indicate existing amount, amended amount and new contract total): \$1,821,500

<i>Current Contract Amount</i> (A)	<i>Additional Funds</i> (B)	<i>Total Contract Amount</i> (A+B)
\$1,821,500		

<i>Current Contract Term</i>	<i>Added Time</i>	<i>New Ending Date</i>
1/1/2026 – 12/31/2026		

Scope of work:

The City and County of Denver continued to expand its adoption of Amazon Web Services (AWS) in 2026. Mission critical services such as our agencies call centers, file systems storage, System Backups and our Milestone camera videos were moved from legacy infrastructure and legacy systems in 2024/2025 to our AWS cloud platform. These investments allow us to address technology debt, improving our constituents and agency services operational efficiency by reducing response time and increasing service availability. See attached for more information.

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: Workmen’s Compensation Control for Risk’s portion (\$500) General Fund for the remain amount

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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Attached Information

AWS Budget 2026 Justification

March 11, 2026

The City and County of Denver continued to expand its adoption of Amazon Web Services (AWS) in 2026. Mission critical services such as our agencies call centers, file systems storage, System Backups and our Milestone camera videos were moved from legacy infrastructure and legacy systems in 2024/2025 to our AWS cloud platform. These investments allow us to address technology debt, improving our constituents and agency services operational efficiency by reducing response time and increasing service availability.

The City and County of Denver on premise call centers were at their technical end of life and support. During 2025, agencies with the support of Technology Services migrated the following call centers to AWS in support of the mayor's goals:

- Clerk and Recorder Elections
- 911 non-emergency
- Sheriff Vehicle Impound Facility
- Denver Motor Vehicle
- Assessor Office
- Department of Finance – Treasury Sales Tax and Property Tax
- Community Planning and Development (CPD)
- Red Rocks and Coliseum
- Police Records
- Public Works Wastewater & Solid Waste
- Denver Human Resources
- Technology Services Service Desk
- Denver Human Resources - Colorado Benefit Management System
- Denver Human Services – Child Support, Lobby, Family Assistance & Benefits, Encampments Support (2025)
- Denver County Courts – Criminal & Traffic

New call center features include:

- Smart Interactive Voice Response (IVR) for Enhanced Resident Experience
 - First Call Resolution.
 - 24/7 Self Service – access 24 hours a day, 7 days a week for our constituents.
 - Time Savings by reducing time to resolution.

The 2026 AWS budget for call centers increased compared to 2025. However, the costs are offset by supporting resourced constrained agencies through the utilization of automating agency workflows.

In 2025, the City and County of Denver Technology Services (TS) moved several petabytes of data to our AWS cloud platform. This storage platform provides the file and network that enables city agencies to access their files across the network. This is a mission critical technology service.

AWS provides performance, reliability, while also reducing operational costs and outages. Our Milestone video cameras, application and system backups are now stored in AWS.

Other city services that utilize our AWS cloud platform and our network connectivity to AWS include the following:

- DenverGov applications – These applications are primarily external facing and accessible through our city website. <https://www.denvergov.org/Home>
- Our city network traffic that traverses to AWS and any associated software as a service system (SaaS) running on AWS. This includes hundreds of our applications and thousands of our city users. By managing network traffic to AWS, other network traffic to the internet has more network bandwidth and latency.
- Risk Management Workman's Compensation case management application.
- The city external domain name service (DNS) run on AWS. This routes internet traffic to city resources and routes city resources to internet resources.

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- Denver Police Department work activities.
- Denver Sheriff legacy Jail Management System, used for historical purposes.
- DOTI Transportation utilize AWS for operational traffic data and federal grants.
- Arts & Venue Red Rocks concert videos
- Denver Department of Public Health and Environment utilizes Research Electronic Data Capture (REDCap) application for projects and data.
- Citywide Enterprise Backups of applications and databases.
- Security Services for authentication, authorization, encryption, monitoring, logging, and protection of city technical resources.
- Technology Infrastructure services required to provide a stable, reliable environment for the city. Infrastructure components include servers, storage systems, networking devices, operating systems, databases, and software applications.

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