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: 2/20/2025

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 contract with Instantserve LLC for $6,000,000.00 and for five years with an end date of 05-01-2030 to provide On-Call Professional Information Technology Staffing Services to augment City staff as needed, citywide (TECHS-202578018-00).

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: Andrea Denis	Name: Andrea Denis
Email: andrea.denis@denvergov.org	Email: andrea.denis@denvergov.org

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

Technology Services is the central information technology department for the City. The agency provides technology infrastructure, development, support, and solutions to all City Departments, as well as management of 911 system communications and Denver's 311 non-emergency contact center. Along with Denver Media Services and the Denver Marketing Office, the department is working to enhance the customer experience by aligning digital technologies with citywide marketing and communications efforts.

The Technology Services Department has recently worked with Purchasing on an RFP seeking firms highly experienced in providing qualified On-call Professional Information Technology Services staff for the purpose of augmenting City and County of Denver project staffing as needed.

The intent of the On-Call Professional Services RFP was to select and award a pool of available contractors able to provide a particular expertise. Firms awarded a contract for specific on-call professional services will acquire work via detailed task orders, with deliverables that will be assigned with itemized dollar amounts. Each task order will have a notice to proceed with authorizing signatures from both the City and County of Denver and the Contracted firm, which will allow funds to be encumbered by task order. The Contracted firm will be responsible to ensure that all deliverables as defined in the Task Order are met for the professional service classification hired for each specific engagement/project. In response to the task order the Contracted firm will

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Resolution/Bill Number: _____ Date Entered: _____

be required to provide the requested staff resource names and guaranteed costs per hour for the stated work. Team composition may vary depending on the scope of each task order.

Instantserve LLC was one of the awardees from the RFP and Technology Services is seeking a contractual relationship. The structure of this engagement is for On-call Professional Services with a general scope of work. Definitions of the labor categories for the type of work to be performed by Instantserve LLC are provided below.

- General Technical Services
- Specialty Development and Support
- Infrastructure Services
- Network Services
- Cloud Services & Automation
- Business Intelligence/ Data Warehouse/ Reporting
- Multimedia Services

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

7. City Council District: Citywide

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

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Key Contract Terms

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

On-Call Expenditure contract exceeding $500,000

Vendor/Contractor Name (including any dba's): Instantserve LLC

Contract control number (legacy and new): TECHS-202578018-00

Location: Denver, CO

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):

5/1/2025 – 5/1/2030 Duration: 5 years

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

Current Contract Amount (A)	*Additional Funds (B)*	*Total Contract Amount (A+B)*
$6,000,000	n/a	$6,000,000.00

Current Contract Term	*Added Time*	*New Ending Date*
5/1/2025 – 5/1/2030	n/a	n/a

Scope of work:

Vendor will provide staff augmentation services on an as needed, On-Call basis.

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: Various City funds depending on the project

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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