

## 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: 6/10/2019

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.)

Approves a contract with Flexential Colorado Corp. for \$6,000,000 and for five years to provide Datacenter Colocation, Managed Services, and Professional Services to provide Hybrid IT services and capabilities to the City and County of Denver.

### 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: James Stoner	Name: Joe Saporito
Email: <a href="mailto:james.stoner@denvergov.org">james.stoner@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:

Technology Services (TS) is requesting approval of a contract which would establish a strategic partnership with Flexential Colorado Corp. (Flexential) for Data Center Colocation, Managed (Cloud) Services, and Professional Services. This partnership will assist TS with its long-term strategies around infrastructure and Hybrid IT services.

#### Data Center Colocation Services:

These are services related to the housing of City infrastructure and equipment in a designated space within a secure Flexential facility. Flexential will provide space where TS can install, operate, maintain, access, as well as transmit and receive to and from the City equipment.

#### Why Colocation Services?

- **Reliability.** Flexential colocation facilities offer redundant cooling, power and communication systems that ensure constant connection.
- **Performance.** IT equipment performs best in a constant cool temperature and a dust-free environment. City managed datacenters cannot provide this level of cooling and air filtration systems that the Flexential professional data center provides.
- **Security.** Flexential Colocation facilities are designed to ensure that City systems are protected from both physical and cyber-threats that can compromise the security of City information.
- **Reduced Maintenance.** Using a Flexential Colocation facilities the City no longer needs to maintain and support the complex and technical systems necessary to operate City managed datacenters. This allows for TS staff to innovate and provide better services to our customers.

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

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Revised 03/02/18

- **Speed.** Flexential Colocation facilities offer cost-effective fast connections directly to multiple internet service providers to provide top performance and Internet redundancy in the event of connection interruption or overload.
- **Experience.** Flexential Colocation facilities have staff on-site consisting of the subject matter experts in the field of Datacenter operations and technology. These experts are hired to build, implement and maintain the best state of the art infrastructures utilizing high-performance equipment.
- **Cost and Space Savings.** City Operated Datacenters are one of the most expensive building spaces in cost per square foot. These spaces are in demand and can be more efficiently and effectively operated if they are repurposed.
- **Scalability.** Flexential colocation facilities offers the flexibility to grow-bigger or -smaller easily, while allowing the City to pay for only the space and power used.
- **Risk Management.** Emergencies happen and standards/regulations/laws change, the Flexential Coloaction facilities are designed with the governances, redundancies and security in place to continue operations unaffected and protect City data.

#### Flexential Responsibilities:

##### Facility Infrastructure, Physical and Environmental Management

- Environmental - Flexential will provide redundant power and communications to reduce risk of system damage and destruction, including emergency shut-off, emergency power, emergency lighting, fire protection, water damage protection, and temperature/humidity controls.
- Video - Video surveillance of entry and exit points equipment space and operations monitoring.
- Access - Limit access to equipment space through role-based access, isolated phases, and validation procedures through identification, detection and alerting.
- Authorization Reports - Visitor and authorized access logs, monthly review of activity reports.

What is Managed Cloud Services? “Cloud Services” means Services related to an information technology system, operated, maintained, and housed by Flexential. This system is comprised of software and hardware including data storage, physical computing equipment (hosts), and networking components.

#### Why Managed Cloud Services?

- Contracting with Flexential will provide competitive, predictable monthly costs.
- As Government regulations, technologies, financial conditions and markets all change at a rapid pace, Flexential will partner with TS as they will share the management of these risks.
- Having Flexential manage these services will allow TS to dedicate its staff to other projects.
- Should the City choose to use Flexential for Managed Cloud Services, Flexential will assist TS with Data Migration Services. Data Migration is the process of moving City data from one of its locations to a Flexential location.

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):**

Standard Expenditure contract exceeding \$500,000

**Vendor/Contractor Name:** Flexential Colorado Corp.

**Contract control number:** TECHS-201947808-00

**Location:** Citywide

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

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

Contract Term: 2/1/2019 - 2/1/2024                      Duration: 5 years

Colocation Services is a long-term strategic plan for Technology Services and is not conducive to a process in which TS would have to switch partners every three years. Therefore, TS is requesting an initial term of five years.

**Contract Amount:** \$6,000,000

**Scope of work:** Vendor will provide Colocation and Managed Services to help support the Technology Services' Infrastructure and Data Management teams.

**Was this contractor selected by competitive process?**                      Yes. An RFP for these services was facilitated by the City of Portland, Title for Portland: "Data Center Colocation Services" RFP # 00000420 Done by Procurement Services. Portland awarded Flexential a Cooperative agreement that the City is leveraging.                      **If not, why not?**

**Has this contractor provided these services to the City before?**   ☐ Yes   ☒ No

**Source of funds:** 3071110 Technology Services - CTO Operations

**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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