Subject: Technology Services Staff Augmentation Contracts

OVERVIEW:
Technology Services has recently worked with Purchasing on an RFP seeking firms highly experienced in providing qualified on-call professional information technology resources for the purpose of augmenting City and County of Denver technology 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 expertise in various technology roles. 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. In response to the task order, the contracted firm will be required to provide the requested staff resource names and guaranteed costs per hour for the stated work.

WHAT THESE CONTRACTS **ARE**:

- They establish the legal and business parameters which govern the relationship between the awarded firms and the City.
- They give the city the ability to recruit resources with specialized/niche skills;
- They give the city the ability to recruit resources for short-term work assignments as well as large projects with specific start and end dates;
- They allow for the stability and expansion of critical city services and operations, some of which are being utilized at higher levels due to public health orders around COVID-19, as well as revenue generating functions such as:
    - Online permitting for Community Planning and Development (through automating additional permits and making them available online)
    - Online licensing for the Office of Excise and Licensing (through automating additional licenses and making them available online)
    - Financial and Human Resource capabilities (through ongoing support of Workday and implementing new functions);
    - Property Tax collections (through ongoing support of legacy system and implementation of the new system)

WHAT THESE CONTRACTS **ARE NOT**:

- A commitment of funds, nor do they guarantee any amount to the awarded firms.
- A blanket authorization for work; funds are committed via task orders on an as needed basis and only when funds are available.
- A vehicle for contract staff to take the place of FTEs. Contract staff only supplement the work of FTE staff.

WORK THAT WOULD BE IMPAIRED IF CONTRACTS ARE NOT APPROVED:

- Ability for the City to collect online payments (e.g., Enterprise Cashiering System).
- Ability for the City to collect parking fees (e.g., Parking Management System).
- Ability for the City to process and collect payments online for permits and licenses (e.g., Accela).
- Ability for the City to process and collect tax payments (e.g., Property Tax and Assessment System).
- Ability to implement other projects to keep City operations running efficiently such as DSD Jail Management System, DOTI Project Management System, Safety/DOTI Fleet Management System, among others.

Please contact me if you would like to meet to discuss this in more detail.