



Legislation Details (With Text)

File #: 17-1378 **Version:** 1

Type: Resolution **Status:** Adopted

File created: 11/27/2017 **In control:** Finance & Governance Committee

On agenda: 12/18/2017 **Final action:** 12/18/2017

Title: A resolution approving a proposed Second Amendatory Agreement by and between the City and County of Denver and Istonish, Inc., to increase the maximum contract amount, extend the term and amend the scope of work for continual support of the Service Desk. Adds \$948,384 and three years to a contract with Istonish, Inc. for a new total of \$1,407,632 through 12-31-20 and amends the terms to maintain security certifications as recommended by the Auditor’s office and establish a regular quality assurance review process for afterhours, internal citywide information technology support (TECHS-201418233-02). The last regularly scheduled Council meeting within the 30-day review period is on 1-8-18. The Committee approved filing this resolution by consent on 12-5-17.

Sponsors:

Indexes:

Code sections:

Attachments: 1. RR17 1378 TS Istonish, 2. 17-1378 Filed Resolution_Istonish, Inc., 201418233-02, 3. 17-1378 Second Amendatory Agreement_Istonish, Inc., 201418233-02, 4. 17-1378 Filed Resolution_Istonish, Inc., 201418233-02.pdf, 5. 17-1378 - signed

Date	Ver.	Action By	Action	Result
12/19/2017	1	Council President	signed	
12/18/2017	1	City Council	adopted	Pass
12/5/2017	1	Finance & Governance Committee	approved by consent	

[Contract Request Template \(Contracts; IGAs; Leases\)](#)

Date Submitted: 11-28-17

Requesting Agency: Technology Services
Division:

- **Name:** Alex Stefanacci
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- **Email:** alex.stefanacci@denvergov.org

Item Title & Description:

(Do not delete the following instructions)

*These appear on the Council meeting agenda. Initially, the requesting agency will enter a 2-3 sentence description. Upon bill filling, the City Attorney’s Office should enter the title above the description (the title should be in **bold** font).*

*Both the title and description must be entered between the red "title" and "body" below. Do **not** at any time delete the red "title" or "body" markers from this template.*

A resolution approving a proposed Second Amendatory Agreement by

and between the City and County of Denver and Istonish, Inc., to increase the maximum contract amount, extend the term and amend the scope of work for continual support of the Service Desk.

Adds \$948,384 and three years to a contract with Istonish, Inc. for a new total of \$1,407,632 through 12-31-20 and amends the terms to maintain security certifications as recommended by the Auditor's office and establish a regular quality assurance review process for afterhours, internal citywide information technology support (TECHS-201418233-02). The last regularly scheduled Council meeting within the 30-day review period is on 1-8-18. The Committee approved filing this resolution by consent on 12-5-17.

Affected Council District(s) or citywide? citywide

Contract Control Number: TECHS-201418233-02

Vendor/Contractor Name (including any "DBA"): Istonish, Inc

Type and Scope of services to be performed: The Technology Services' Service Desk is a 24/7 support entity. Currently the City employs a third party (Istonish, Inc.) to staff the Service Desk after hours, holidays and weekends. This amendment is intended to continue the City's current staffing model with some changes to the Statement of Work. These changes include restructuring the pricing model to be more favorable to the City, requiring Istonish to maintain security certifications based off the Auditor's Office recommendations, and establish a regular quality assurance review process. The amendment will extend the contract by three years and increase the maximum contract liability to pay for the support for those three years.

Location (if applicable):

WBE/MBE/DBE goals that were applied, if applicable (construction, design, Airport concession contracts):

Are WBE/MBE/DBE goals met (if applicable)?

Is the contract new/a renewal/extension or amendment?

Was this contractor selected by competitive process or sole source?

For New contracts

Term of initial contract:

Options for Renewal:

How many renewals (i.e. up to 2 renewals)?

Term of any renewals (i.e. 1 year each):

Cost of initial contract term:

Cost of any renewals:

Total contract value council is approving if all renewals exercised:

For Amendments/Renewals Extensions:

Is this a change to cost/pricing; length of term; terms unrelated to time or price (List all that apply)?

If length changing

What was the length of the term of the original contract? Three years

What is the length of the extension/renewal? Three years

What is the revised total term of the contract? Six years

If cost changing

What was the original value of the entire contract prior to this proposed change?

\$459,248

What is the value of the proposed change? \$948,384

What is the new/revised total value including change? \$1,407,632

If terms changing

Describe the change and the reason for it (i.e. compliance with state law, different way of doing business etc.)