



Legislation Text

File #: 22-0126, Version: 1

Contract Request Template (Contracts; IGAs; Leases)

Date Submitted: 1/24/22

**Requesting Agency: Technology Services
Division:**

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Phone Number:

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 Agreement between the City and County of Denver and Istonish, Inc. to provide managed services to augment Technology Services' Service Desk response for after-hours, weekends, and holidays.

Approves a contract with Istonish, Inc. for \$745,436 and for five years to provide managed services to augment Technology Services' Service Desk response for after-hours, weekends, and holidays (TECHS-202161371). The last regularly scheduled Council meeting within the 30-day review period is on 3-7-22. The Committee approved filing this item at its meeting on 2-1-22.

Affected Council District(s) or citywide? Citywide

Contract Control Number: TECHS-202161371

Vendor/Contractor Name (including any "DBA"):

Type and Scope of services to be performed:

Technology Services manages the Service Desk which is a single point of contact between City employees and the City's Department of Technology Services (TS). The internal Service Desk team responds to self-service requests made through the SupportNow software and answers calls placed to 7-HELP from 6am-6pm Monday-Friday. The Service Desk provides all Tier 1 support and troubleshooting.

Technology Services has a need to augment the Service Desk for after-hours, weekends, and holidays. Technology Services facilitated a solicitation through General Services and is seeking to contract with Istonish, Inc. for these services.

Istonish shall partner with the City as a Managed Service Provider for after-hours, weekends, holidays and on an as needed basis for technology service support. Istonish shall function as a collaborative, effective and reliable extension of the City's technology team, on behalf of City employees.

Istonish shall provide services to include, but not be limited to:

- The technical set up for City support teams including configuration of the voice handling platform and associated reporting
- The knowledgebase for the program reflecting specific technical remediation processes as defined by the City
- The hiring & onboarding process that coordinate with the City's
- Istonish employee training as it uniquely reflects the City's processes

Istonish shall meet the performance goals of the program as follows:

- Resolve technology related incidents presented by City employees, vendors, and contractors who call the Service Desk phone number after hours
- Exceed the industry average of 74% for incidents resolved on initial contact
- Average speed to answer < 90 seconds
- Assist City employees, vendors, and contractors with password resets after-hours
- Properly escalate unsolvable incidents and requests with well documented notes and following documented processes
- All major incidents are identified, documented, and escalated to the incident manager
- Achieve a call abandonment rate of 4.6%

Istonish will cover the Service Desk between the hours of 5:55pm to 6am weeknights (Monday-Friday) and 24hrs for each weekend day (Saturdays and Sundays). In addition, Istonish will cover the Service Desk 24hrs for each official City holiday, the day after Thanksgiving, every Friday from 12pm-2pm, and every other Thursday from 12pm-2pm.

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: 1/1/2022 - 2/28/2027 Duration: 5 years

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: \$745,436

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?

What is the length of the extension/renewal?

What is the revised total term of the contract?

If cost changing

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

What is the value of the proposed change?

What is the new/revised total value including change?

If terms changing

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