

## 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: 6/29/2020

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 Zuora, Inc. for \$4,477,210 and for three years for the purchase, implementation and ongoing support of the Zuora Nine Platform Enterprise Subscription Billing software supporting various City agencies (TECHS-202055087)

### 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: Chris Binnicker	Name: Joe Saporito
Email: <a href="mailto:chris.binnicker@denvergov.org">chris.binnicker@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:

The Department of Transportation and Infrastructure (DOTI) Wastewater Management Division (WMD) operates as an enterprise fund providing Sanitary Sewer and Storm Drainage services to Denver residents. The billing system currently used is outdated and limited in functionality. Sanitary billing is accomplished through Denver Water at a cost of over \$2 million annually. DOTI WMD currently has approximately 165,000 Sanitary Sewer customers and 166,617 Storm Drainage customers. The DOTI WMD is looking to replace their current billing systems for Sanitary Sewers and Storm Drainage and combine the two bills and two billing systems into a single invoice using one system.

In addition, the DOTI Solid Waste Management needs the ability to bill for Solid Waste services (e.g. Trash, Recycling, and Composting) and to accommodate in the future new billing types (e.g. Citations).

A directive has been issued from the Denver Mayor's office to provide a new billing system for DOTI WMD. This would end the current arrangement whereby DOTI WMD utilizes Denver Water's customer care and billing solutions and services for generating and sending Sanitary Sewer bills to their customers.

#### Opportunities:

- **Increase the billing frequency for Storm Drainage**  
The business requires more flexibility in billing frequency than semi-annual. A new billing system would provide monthly billing.
- **Bill Sanitary Sewer and Storm Drainage on one invoice**

To be completed by Mayor's Legislative Team:

Resolution/Bill Number: RR20 0671

Date Entered: \_\_\_\_\_

The business requires Sanitary Sewer and Storm Drainage billed on one invoice. A new billing system would provide the capability of combining the two separate bills into one invoice.

- **Reduce Personal Card Industry (PCI) exposure and risk**  
The City is currently evaluating payment processing solutions that reduce PCI exposure and risk. The Billing Solution will be an opportunity to align and support this vision and direction.

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:** Zuora, Inc.

**Contract control number:** TECHS-202055087

**Location:** Citywide

**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):**

Contract Term: 7/31/2020 - 7/31/2023      Duration: 3 years

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

<i>Current Contract Amount</i>	<i>Additional Funds</i>	<i>Total Contract Amount</i>
<i>(A)</i>	<i>(B)</i>	<i>(A+B)</i>
\$4,477,210	\$0	\$4,477,210

  

<i>Current Contract Term</i>	<i>Added Time</i>	<i>New Ending Date</i>
7/31/2020 - 7/31/2023	N/A	7/31/2023

**Scope of work:**

Vendor will implement and support the billing platform.

**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:** Wastewater Management Operations

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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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