

ORDINANCE/RESOLUTION REQUEST

Please email requests to the Mayor's Legislative Team

at MileHighOrdinance@DenverGov.org by **3:00pm on Monday**. Contact the Mayor's Legislative team with questions

Date of Request: 8/31/2020

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 an expenditure contract with OpenCities, Inc. for \$1,910,500 and for five years to provide a Web Content Management platform

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: Jenny Schiavone	Name: Joe Saporito
Email: jenny.schiavone@denvergov.org	Email: joseph.saporito@denvergov.org

5. General description or background of proposed request. Attach executive summary if more space needed:

Open Cities provides a superior alternative to and replacement for Adobe Experience Manager (AEM). AEM is used for managing the content of Denvergov.org. OpenCities will enable broader delegation of web site content management, from Denver Marketing and Media Services (DMMS) to departments and agencies across the city who depend on Denvergov.org for citizen-facing messaging and service delivery. Expanding content management to more business users across the city includes Council and staff, adding enhanced calendaring capabilities. More leaders across the city will be able to deliver citizen-facing messages and services without risk of introducing site changes that could disrupt site availability and proper function.

AEM imposes immediate challenges to the ongoing support of Denvergov.org, and limits what can be done to sustain and enhance critical citizen-facing services. AEM requires support from DMMS and Technology Services that is unsustainable in the current budget climate. A change must be made, and made soon, to ensure Mayor and Council priorities for citizen service can be fulfilled.

OpenCities was selected on the basis of professional preference (see included Professional Preference justification form for more detail). They are partnered with Accela – a current enterprise software provider for CCD – offering the city a unique opportunity other vendors cannot. Ultimately, Accela Citizen Access (our citizen-facing licensing, permitting, and inspections web portal) will be enhanced with Accela's Premium Citizen Experience powered by OpenCities. Those enhancements will provide citizens a more seamless user experience and improved insight into service request fulfillment progress. The OpenCities software platform will be supported by the vendor, including all enhancements and upgrades. OpenCities will integrate seamlessly with our current enterprise applications delivered through Denvergov.org and will provide secure access for city staff using existing CCD login credentials.

Procurement of OpenCities now accelerates existing plans for Resident Experience; an initiative to enhance awareness of, access to, and effectiveness of city services available to citizens. This request has been accelerated to realize a significant savings to the city budget. If OpenCities is implemented by the end of 2020, annual license renewal for Adobe Experience Manager in 2021 (approximately \$0.5M) can be avoided. Resident Experience directly benefits all CCD citizens with improved access to city services, more robust online service delivery, and establishes the means for ongoing improvements.

To be completed by Mayor's Legislative Team:

Resolution/Bill Number: RR20 0909

Date Entered: _____

OpenCities will be used by 25 departments and agencies. Approximately 70 users within DMMS and partner departments/agencies will use OpenCities to manage messaging and services provided to citizens through Denvergov.org. All CCD citizens visiting Denvergov.org will have an improved user experience. Designated authors will write and edit copy published to Denvergov.org following an internally-defined approval workflow.

- 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: OpenCities, Inc.

Contract control number: TECHS-202055833

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):

Proposed Contract Term: 10/1/2020 - 10/1/2025 Duration: 5 years

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

<i>Current Contract Amount</i> (A)	<i>Additional Funds</i> (B)	<i>Total Contract Amount</i> (A+B)
\$1,910,500	\$0	\$1,910,500

<i>Current Contract Term</i>	<i>Added Time</i>	<i>New Ending Date</i>
10/1/2020 - 10/1/2025	N/A	10/1/2025

Scope of work:

Vendor will provide a new Web Content Management platform to replace the current Adobe AEM. Vendor will assist the City with the configuration of this platform as well as the migration off of Adobe.

Was this contractor selected by competitive process? No **If not, why not?** Professional Preference (see included Professional Preference Justification letter for more detail)

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

Source of funds: Technology Services Operational

Is this contract subject to: W/MBE DBE SBE XO101 ACDBE N/A

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WBE/MBE/DBE commitments (construction, design, Airport concession contracts): N/A

Who are the subcontractors to this contract? N/A

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