

## Key Contract Terms

**Vendor/Contractor Name:** Vertiba, Inc.

**Contract control number:** TECHS – 201419193-00

**City's contract manager:** [Cindy Zec](#)

**Was this contractor selected by competitive process?** Yes

**Term/Duration of contract/project:** [11/01/2014 – 12/31/2019](#)

**Renewal terms:** None

**Purpose:** Implementation of a new Customer Relationship Management (CRM) solution using Salesforce.com and related technologies. The contract will provide software licensing, installation, implementation, training, and maintenance for the Salesforce applications.

**Cost/value:** 4,000,000

**Source of funds:** [Ifund \(Capital\) for Year 1, Operating budget for years 2-5](#)

- **Benefit:** To replace the functionality of the existing PeopleSoft CRM solution with a more user friendly application while reducing manual processes and following industry best practices. The applications will providing multiple means for constituents to submit inquiries/issues to the City (phone, email, web form, social media, live chat, mobile application). The implementation includes streamlining approaches for Denver 311 agents and other City employees around customer and case management.

**Termination provision for City and for contractor:** 30 days

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

**Location:** N/A

**Affected Council District:** N/A