

## 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

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**Date of Request: 5/3/2022**

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 Accela, Inc. for \$7,470,375 and five years for licensing and ongoing support of the hosted Accela Civic 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: Paul Kresser	Name: Joe Saporito
Email: <a href="mailto:paul.kresser@denvergov.org">paul.kresser@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 City is currently using the on-premise Accela Civic Solutions software for City applications for permitting, licensing, inspections, City planning, code enforcement, inspections, making online payments, logging building complaints and further business requirements. Over a dozen agencies rely on this software for business operations, with an especially prevalent use for all agencies involved in plan review, permitting, licensing, inspections, code enforcement, logging building complaints, accepting online payments, and other business requirements. A list of agencies using the software is below.

The City's on-premise solution has been highly customized over its lifespan. It has consequently become difficult to introduce new agencies, records, and features to the system due to these customizations. As the City needs to be adaptable with constantly evolving rules and regulations, it is paramount the City invest in an innovative, modern solution to fit the needs of the organization moving forward. Furthermore, COVID-19 impacts have driven increased demand for intuitive citizen portals, electronic reviews, online queuing and scheduling solutions. The City's ability to deliver its services with the current solution is becoming difficult given the complexity of integrations, an unintuitive user interface, extensive time required for application development and outdated features. The Accela SaaS solution provides a less complex, low code, modern solution that will mitigate the issues that have impacted the outdated, legacy on-premise solution.

Accela will work with the City to migrate from its current on-premise solution to a hosted SaaS solution that can meet evolving business needs. The hosted solution is easily maintained and allows for a more efficient process to onboard new Agencies, create new records, or adjust existing requirements. The solution is kept in an up-to-date version by the vendor and does not risk falling behind in functionality and user experience. The vendor, furthermore, provides support to ensure bug-fixes and incident resolutions are handled in a timely and efficient manner.

The hosted solution will also improve on user experience when accessing the solution on a mobile device as well as providing access to the most recent Accela mobile version for field staff.

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

Agencies that use Accela:  
 City Attorney's Office  
 Community, Planning and Development  
 Climate Action Sustainability and Resiliency  
 Denver International Airport  
 Denver Office of Economic Development  
 Department of Finance- Real Estate, Assessor  
 Department of Housing Stability  
 Department of Transportation and Infrastructure  
 Denver Fire Department  
 Excise and Licenses  
 Parks and Recreation  
 Denver Department of Public Health and Environment  
 Denver Water (External Reviews)

- 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:** Accela, Inc.

**Contract control number:** TECHS-202262473

**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):**

6/7/2022 – 6/7/2027      Duration: 5 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>
\$7,470,375	N/A	\$7,470,375

<i>Current Contract Term</i>	<i>Added Time</i>	<i>New Ending Date</i>
6/7/2022 – 6/7/2027	N/A	N/A

**Scope of work:**

This Agreement is a five-year subscription for the hosted application.

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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: Technology Services Operational Funds

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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