Accela Contract Amendment

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December 11, 2013

Agenda

» Contract Amendment Request

» Expenditures to Date

» Evolution of Permitting and Licensing

» High Level Timeline

» Question and Answer

Contract Amendment Request

To provide a $2 million amendment to the current Accela contract:

- $1 million implementation services

- $1 million maintenance and support for 3 years

- Contract extends through 2016

- Fully funded through iFund

Expenditures to Date

- $1.2 million professional services

- $900,000 software licences

- $400,000 maintenance and support

Total = $2.5 million

What this has provided :
  - A site license that allows for unrestricted users and expansion without additional cost
  - Over 6,500 hours of business process and systems analysis, project and data base design, software implementation and configuration work
  - Denver with access to every enhancement, performance improvement, and fault correction since procurement

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Evolution of Permitting and Licensing

CityView

Drawbacks:

Outdated technology not scalable to enterprise

Performance bottlenecks. Not setup for concurrent sessions so the more users, the slower the application

Each workstation had to be configured to work with CityView

Separate addressing system not interfaced to the Denver Address Database

High maintenance and expensive licensing

No mobile device support

No public/business community interface

Limited ability for user maintenance without support from TS

Doesn't run on new/modern browsers

Outages were commonplace

PILAR

Benefits:

Increased stability and performance over CityView with updated architecture

Provided a web interface for users

Drawbacks:

Does not match updated business processes increase task completion with redundant tasks.

The scope did not include all city licensing/permitting agencies. (Excise & License was excluded from PILAR thus fragmenting city services)

Does not interface accurately with our new Cashiering/Accounting system. (The collection of fees is inconsistent.)

No mobile device support

No public/business community interface

Limited ability for user maintenance without support from TS

Doesn't run on new/modern browsers

Accela

Benefits:

Best in class enterprise system with 22 agencies participating

Used across the country by cities/counties like New York, San Francisco, and Salt Lake

Replaces two legacy applications, one for CPD and one for E&L

Modern architecture and high availability

Scalable and configuration based model.

Seamless integration with Enterprise Cashiering

Public / business community self-service access

Mobile capability

Roles based model to allow the agency to run the business with minimum overhead.

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High Level Timeline

- Excise and License, Contractor Licensing, Right of Way Valet, Occupancy, Special, Parking Permits, Hang tags, and Meter bags June 2013

- All remaining permits types December 2013

- Citizen Access and Mobility 2015

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Question and Answer

- Questions?

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