

# 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: 1/15/2021

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.)

Amends a contract with Accela, Inc. by adding \$661,400.70 and extending the term by two years for continual use and support of the Accela Civic Solutions software supporting multiple City Agencies

## 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: Kevin Anthony	Name: Joe Saporito
Email: <a href="mailto:kevin.anthony@denvergov.org">kevin.anthony@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 purchased the Accela Civic Solutions software in 2010 for enhancing the user experience for City applications for permitting, Geographical Information System (GIS) information, licensing, planning, code enforcement, inspections, making online payments, logging complaints, etc.

As part of the City's use of the Accela software suite, the City pays an annual fee for software support and maintenance. Software maintenance and support services include remote troubleshooting and support provided via the telephone and online channels, as well as installation assistance and basic usability assistance. Software support services may also include new product installation services, installation of product updates, migrations for major releases of software and other types of proactive or reactive on-site services, future minor versions (point releases) or future major releases of software.

This contract amendment extends the term by two years and increases the maximum contract amount to allow payment for two more years of software maintenance and support. Items covered are:

- Accela Citizen Access Maintenance and Support
- Accela Mobile Office Department Site License Maintenance & Support
- Accela Licensing and Case Mgt Department Site License Maintenance & Support
- Accela Land Management Department Site License Maintenance & Support
- Accela GIS Department Site License Maintenance & Support

## Term exceeding more than 3 - 5 years per Executive Order 8.

To be completed by Mayor's Legislative Team:

Resolution/Bill Number: RR21 0056

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

Per Executive Order 8: "Agencies should limit the duration of contracts to three to five years at which time a new solicitation should be initiated absent special circumstances." For most software applications, technology best practices would advise against decommissioning and replacing applications every three to five years; therefore, there will be several special circumstances that would provide for a justification to deviate from this policy. For this request, the information below provides examples of special circumstances directly related to the Accela contract amendment request.

The special circumstances that justify a contract term that exceeds three to five years are listed below:

- Situations where standardization of equipment or continuity of service is required;
- Situations where competition does not exist;
- Situations where economic factors make it unfavorable for the City to re-bid a contract.

Continuity of Service:

The Accela Civic Solutions application has been customized and configured for the City. It has multiple critical and complex integrations with essential systems such as Mobile Gateway, Payment (ECS), Salesforce, GIS, Accela Document Storage, BlueBeam and CORE (Property Tax - Addresses). There are multiple agencies that use Accela and as of 1/15/2021, Accela has 2,605 active users that have been trained and are efficient with this application so the continual use of this application will allow these Agencies to provide continuity in its internal business functions as well external services available to citizens.

Competition does not exist:

As the City has already purchased, implemented, has been trained on and intends on using the Accela software application for the foreseeable future, continual support from Accela is needed to ensure the application is functioning at its maximum performance. This is a service that should come from the manufacturer of the software, Accela, so an opportunity for competition does not necessarily exist.

Economic factors make it unfavorable for the City to re-bid a contract:

The cost of the initial implementation of this application was \$1,294,231 and the City continues to invest in this software application (see list below for the City’s strategy with Accela). The City would incur these costs if a new system is implemented. This is a substantial investment by the City and it would result in an unnecessary negative financial impact on the citizens of Denver if this type of system was replaced every three to five years. The City and Accela underwent a very time-consuming process which included multiple phases from the time of purchase to having a fully implemented system. These include conducting an RFP process, Technology Services review of vendor’s security protocols as well as technical architecture to ensure they align with Technology Services’ requirements, negotiating a Statement of Work, negotiating a contract, analysis of the City’s current state, planning for the new system, designing the new system to meet the City's objectives, implementing the new system, configuring (fine tuning) the new system, testing the new system and training employees on the new system. For the City to re-bid this every three to five years would mean the opportunity for any type of return on our investment would be minimalized and the City would be in a perpetual cycle of bidding, implementing, retraining and decommissioning of previous applications.

Ongoing Projects with Accela

Some recent Excise & License projects resulted in increased efficiency, reduced in-person interactions and improved business and constituent experience for Short Term Rentals, Body Artists and Liquor Sales at special events and common areas.

The table below lists completed and/or ongoing projects with Accela over the past 18 months.

Projects	Date
Site Planning	6/2019
Admin Citation / ZNIS	6/2019
Short Term Rental (STR)	8/2019
Building Log	8/2019
Pedal Cab Driver (PCD)	10/2019
Code Violations (for ZNIS)	2/2020
Retail Tobacco Store “New” (RTS)	3/2020
Peddler	4/2020
Body Artist / Temp	6/2020
Common Consumption Area (CCA)	8/2020
Special Events Liquor (SEL)	10/2020
Child Care Centers “New” (CCC)	11/2020
Parks & Rec: Rangers (DPR)	12/16/20
Commercial Zoning	2/24/21
Digital Certificate of Occupancy	2/24/21

*To be completed by Mayor’s Legislative Team:*

**Analysis of Market or Best Practices**

Although there are other products available, replacing the Accela application at this point would go against technology best practices and would bring about undue costs to the City. Also, through contracting, the City has been able to keep any annual increases in cost at or below industry standards.

By their very nature, strategic enterprise-level or major solutions are not re-evaluated for alternatives on a yearly-basis but are evaluated constantly to ensure that they are still providing the expected value. The main reasons for this are as follows:

- Strategic Enterprise-level or major solutions typically have a larger Total Cost of Ownership (TCO) and therefore require longer-term commitments and use to get the full benefits of the ROI.
- Strategic Enterprise-level or major solutions are typically used as a development platform to build other solutions. This decreases the cost of new features/capabilities provided and time-to-market; however, this does increase the dependency to that platform and the cost to move away from it.

Technology Services is responsible for strategically managing technology and part of that is having an architectural technology roadmap that outlines the total life cycle of product(s): when to retire/decommission, upgrade, add functionality to an existing platform or acquire a net new product, etc. that may differ from a three to five year replacement cadence.

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-202056837

**Location:** Citywide

**Is this a new contract?**  Yes  No **Is this an Amendment?**  Yes  No **If yes, how many?**

- Original contract: 1/1/2011 - 12/31/2015; Contract Amount: \$896,389.78
  - Signed by Mayor: 12/14/2010
- First Amendment: 1/1/2011 - 12/31/2020; Amendment Amount: \$1,500,000; New Contract Amount: \$2,396,389.78
  - Signed by Mayor: 1/7/2016
  - Increased amount
  - Extended term

**Contract Term/Duration (for amended contracts, include existing term dates and amended dates):**

Current Term: 1/1/2011 - 12/31/2020      Proposed term: 1/1/2011 - 12/31/2022      Duration: 11 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)
\$2,396,389.78	\$661,400.70	\$3,057,790.48

<i>Current Contract Term</i>	<i>Added Time</i>	<i>New Ending Date</i>
1/1/2011 - 12/31/2020	Two Years	12/31/2022

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**Scope of work:**

Vendor will continue to provide support services for the Accela Civic Solutions software

**Was this contractor selected by competitive process?**      Yes                      **If not, why not?**

**Has this contractor provided these services to the City before?**  Yes (via this contract)  No

**Source of funds:** Technology Services Operational / General 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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