

ORDINANCE/RESOLUTION REQUEST

Please email requests to the Mayor's Legislative Team

at MileHighOrdinance@DenverGov.org by 9 a.m. Friday. Contact the Mayor's Legislative team with questions

Date of Request: 7/21/2026

1. Please mark one: ☐ Bill Request or ☒ Resolution Request
2. Does this directly impact property within .5 miles of the South Platte River? (Check map [HERE](#)) ☐ Yes ☒ No
3. Does this item fall under XO 66 (Prop 123) requiring it to skip Mayor-Council? Yes No
4. Do you need to request a Waiver Request for this item? Yes No

5. Type of Request:

- ☒ Contract/Grant Agreement ☐ Intergovernmental Agreement (IGA) ☐ Rezoning/Text Amendment
- ☐ Dedication/Vacation ☐ Appropriation/Supplemental ☐ DRMC Change
- ☐ Other:

6. **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 Zuora, Inc. to add \$3,099,182.10 for a new total of \$12,051,915.25 and to add two years for a new end date of 7-19-2028 for continual use and support of the Zuora Billing Platform, citywide (TECHS-202055087/TECHS-202684808-02).

7. **Requesting Agency:** Technology Services

8. **Contact Person:**

Contact person with knowledge of proposed ordinance/resolution (e.g., subject matter expert)	Contact person for council members or mayor-council
Name: Jules Jupille	Name: Joe Saporito
Email: Juliana.jupille@denvergov.org	Email: joseph.saporito@denvergov.org

9. **General description or background of proposed request. Attach executive summary if more space needed:** (who, what, why)

The Department of Transportation and Infrastructure (DOTI) Solid Waste Management Division (SWMD) provides Recycling, Trash and Composting services to Denver residents. DOTI selected the Zuora Billing system through a competitive solicitation process and was able to optimize their billing processes. This system is currently used by DOTI SWMD and through this amendment, DOTI will be able to continue with the use and support of the Zuora Billing system. DOTI SWMD currently has approximately 171,277 accounts actively being billed through this system.

10. **City Attorney assigned to this request (if applicable):** Andrew Riester

11. **City Council District:** Citywide

****For all contracts, fill out and submit accompanying Key Contract Terms worksheet****

To be completed by Mayor's Legislative Team:

Resolution/Bill Number: _____

Date Entered: _____

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 (including any dba's): Zuora, Inc.

Contract control number (legacy and new): Original TECHS-202055087-02
This amendment TECHS-202684808-02

Location: N/A

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

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

Current Term: 7/23/2020 - 7/23/2026 Proposed term: 7/23/2020 - 7/19/2028 Duration: 8 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)
\$8,952,733.15	\$3,099,182.10	\$12,051,915.25

<i>Current Contract Term</i>	<i>Added Time</i>	<i>New Ending Date</i>
7/23/2020 - 7/23/2026	Two Years	7/19/2028

Scope of work:

Vendor will continue to support the Zuora Billing software according to our Service Level Agreement. This includes vendor monitoring of the application as well as issue resolution assistance to ensure the application is functioning at its maximum performance.

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: Department of Transportation and Infrastructure – Trash Collection / Volume-Based Trash Pricing

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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