

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: 11/8/2023

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 Active Network, LLC by adding \$300,000 and extending the term by two years for continual use and support of the vendor's Enterprise Cashiering and Ecommerce software application supporting multiple City Agencies

3. Requesting Agency: Technology Services

4. 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

5. General description or background of proposed request. Attach executive summary if more space needed:

The City currently uses the vendor's Payment Card Industry compliant Enterprise Cashiering (ECS) and Ecommerce application. This solution allows the City to accept payments (in person, by mail and online) to over 20 City agencies and to integrate with numerous back-end systems. It also creates a standardization in the cash handling and financial reconciliation processes. By making approximately 20 different City services available online (for example, property and business taxes, parking citations and court citations), citizens have been able to avoid wait times and the expense of coming downtown to complete payments in person. The current application has worked well for the City since 2011; however, the vendor is no longer investing in the product to make it a modern, mobile-friendly system. The City has conducted a solicitation process and has contracted with a new vendor to procure a new system. This amendment will allow the City to continue to use the current application until the new one can be implemented. This amendment is for the continual support and maintenance of the current system.

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 or future major releases of software. These support services are employed to ensure the application is functioning at its maximum capacity.

To be completed by Mayor's Legislative Team:

Resolution/Bill Number: _____

Date Entered: _____

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

7. City Council District: 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 (including any dba's): Active Network, LLC

Contract control number (legacy and new): Original TECHS-CE00013-04
This amendment TECHS-202369793-04

Location: Citywide

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

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

Current Term: 8/10/2010 - 12/31/2023 Proposed term: 8/10/2010 - 12/31/2025 Duration: 15 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>
\$ 986,734.13	\$300,000	\$ 1,286,734.13

<i>Current Contract Term</i>	<i>Added Time</i>	<i>New Ending Date</i>
8/10/2010 - 12/31/2023	Two years	12/31/2025

Scope of work:

Vendor will continue to support the ECS 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: Technology Services Operational Funds

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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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