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: 5/9/2025

Please mark one: ☐ **Bill Request** **or** ☒ **Resolution Request**

Please mark one: The request directly impacts developments, projects, contracts, resolutions, or bills that involve property and impact within .5 miles of the South Platte River from Denver's northern to southern boundary? (Check map HERE)

☐ **Yes** ☒ **No**

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 contact with N. Harris Computer Corporation for $8,000,000.00 and for five years, with an end date of 7-01-2030, for the purchase of software licensing, implementation, and ongoing support of the Advanced CIS Infinity Customer Information System software solution supporting DOTI, citywide (TECHS-202578455-00).

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 Jules Jupille
Email: juliana.jupille@denvergov.org	Email: juliana.jupille@denvergov.org

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

The Department of Transportation and Infrastructure (DOTI) currently operates two fee-based utilities: storm drainage and solid waste/trash services. In addition, a new sidewalk maintenance and repair service was added in 2024. Currently, each of these services is maintained in different systems. DOTI is seeking to combine the three service billings onto a singular platform for ease of management and consistency in lifecycle billing processes. DOTI currently utilizes two systems to bill their customers that make it prohibitive to provide a quality and efficient customer experience.

Billing staff operate on these two systems which creates challenges for cross-training, consistency in processes, and standard practices. The customer experience thus suffers because of the requirement to transfer case issues to another group.
With multiple systems, DOTI only has a customer account management portal for one service (Salesforce Community Portal that integrates with Zuora). That portal is not customer friendly and has many technical issues that often require support for access issues. The customer experience suffers because customers cannot comprehensively view their current services, rates, past due balances, liens, or current and historical bills.

Because DOTI is currently operating two systems, tickets and trends are tracked differently and business processes are not consistent. The Current systems do not integrate completely and require manual receipting processes to record payments. Currently, DOTI's accounting team manually receives, or accesses reports, downloads them as .xls or .csv files and reconciles transactions. This results in many hours of staff time that could be done easier and more efficiently with the proper functionality.

To be completed by Mayor's Legislative Team:

Resolution/Bill Number: _____ Date Entered: _____

The City and County of Denver requires that all web payments and receipting functions take place through a centralized system for accountability and PCI compliance. The City's expectation is for DOTI CUBS to integrate with the City's Enterprise Cashiering Solution. Current systems do not integrate completely and require manual accounting processes to reconcile payments. DOTI CUBS shall have the ability to create, apply and view payment plans, split payments, auto payments, partial payments, and deferred payments. DOTI CUBS shall have the ability to apply and view non-standard transactions, including but not limited to refunds, voids, adjustments, and other non-standard transactions as processed through the City's ECS system. DOTI CUBS shall reflect the payments made and current bill status in real-time when payments are made via the API integration with the City's ECS system. Currently, DOTI has multiple separate systems that manage billing information for Solid Waste Services, Trash, and Storm Drainage. These systems are not integrated and do not share any information. Historically, there have been data integrity issues with solid waste assets, as they change frequently with work orders. Additionally, they are billed at different cadences (solid waste is billed quarterly, storm drainage is billed bi-annually/twice a year). They are also using different billing bases, as solid waste is billed at the address/parcel level, and storm and sidewalks are billed at the parcel/account level.

In addition to the billing system, architecture concerning other systems (CRM, a routing system for our Solid Waste services team) have been added piecemeal, without consideration for scaling or long-term impact. The three existing services must have financial accounting for their respective funds. The current systems do not track the services separately making for tedious manual accounting processes. DOTI's current system is not able to track multiple cash accounts with multiple funds and multiple AR accounts with multiple accounts. Payments must be able to be allocated across multiple funds, with an applied hierarchy of those funds. Customers may make partial payments and DOTI must take that payment and allocate appropriately to the correct fund. Liens are currently not tracked in the billing system. Liens may be applied according to each service and may have separate parameters for identification. Additionally, the liens may have an order of re-payment hierarchy due to certain policies.

The multiple systems create segregated data and processes; thus, without extensive effort, there is no way to view the performance of the billing processes, including checking cycle payment rates, revenue collected, delinquencies, and other relevant statistical analysis. Current systems do not integrate with the City's datahub. PCI and PII protection are non-negotiable; however, for advanced analytics purposes DOTI prefers that non-protected and anonymized data be available for transfer to this system.

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

7. **City Council District: Citywide**

8. ****<u>For all contracts,</u> 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): Expenditure

Vendor/Contractor Name (including any dba's): N. Harris Computer Corporation

Contract control number (legacy and new): TECHS-202578455-00

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):

Term: 7/1/2025 – 7/1/2030 **Duration: 5 years**

Contract Amount (indicate existing amount, amended amount and new contract total):

Current Contract Amount (A)	*Additional Funds (B)*	*Total Contract Amount (A+B)*
$8,000,000.00	N/A	$8,000,000.00

Current Contract Term	*Added Time*	*New Ending Date*
7/1/2025 – 7/1//2030	N/A	N/A

Scope of work:

Software licensing, implementation, and ongoing support of the Advanced CIS Infinity Customer Information System software solution supporting The Department of Transportation and Infrastructure (DOTI).

Was this contractor selected by competitive process? Yes – Request for Proposals **If not, why not?** N/A

Has this contractor provided these services to the City before? ☐ **Yes** ☒ **No**

Source of funds: Department of Transportation and Infrastructure – Operating 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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