

## 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: 10/22/2020

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.)

Approves a contract with CityBase, Inc. for \$3,500,000 and five years for the purchase, implementation and ongoing support of an Enterprise Cashiering Solution 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's existing Enterprise Cashiering Solution's (ECS) funding and rollout began in 2010, allowing for process automation and a PCI compliant, integrated and transparent receipting solution that leverages an Oracle back end database. Over the last 9 years, the solution has met these objectives; however, its technology has since then become dated, limiting the customer experience with an inability to offer modern, comprehensive and mobile-friendly functionality.

A solicitation was conducted for the purchase and implementation of a modernized solution that provides a cohesive and transparent payment experience for citizens that reduces the City's internal support needs, risks and PCI footprint by design. CityBase was awarded and this contract is the result of that solicitation process.

CityBase will provide the City with web payment and over the counter (cashiering) payment functionality. This will allow citizens of Denver to facilitate transactions for a variety of debts across the City. The City's primary business priorities are to implement a cohesive customer payment experience and to reduce the City's Payment Card Industry (PCI) Data Security Standards burden as it relates to web payments and cashiering payments.

As part of this project, new modes and channels of payments will be offered to citizens. Public users will eventually be able to set up accounts so that they can log in, see all of their payments in one place, access data and dashboards related to their payment history and pay for multiple items across agencies with one transaction. Additionally, consumers who opt out of creating an account will still have the opportunity to create shopping carts with multiple items and pay with one single transaction or pick and choose which items to pay in the transaction.

As a result of the solicitation and this contract, CityBase will support and enable the City to achieve the following goals:

- Maintain a secure and standardized payment receipting structure that meets the City's Charter, Denver Revised Municipal Code and Fiscal Rule requirements
- Build on the successes of the comprehensive existing ECS project for online and over-the-counter payments

To be completed by Mayor's Legislative Team:

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

Revised 03/02/18

- Improve the online and over-the-counter customer experience by providing updated functionality including automated/recurring payment options
- Maintain transparency and accountability to taxpayers by enhancing the availability of financial records
- Transition to a solution/vendor that will absorb a meaningful amount of the City's ECS system support and general PCI risk
- Reduce the risk of non-compliance with ever-changing and increasingly stringent PCI requirements
- Ensure continued, responsible management of the City's finances and resources
- Ensure Denver remains an innovative leader, continually exceeding citizens' expectations for a government payment experience
- Maintain ADA compliance for all customers-facing applications

CityBase will assist the City with the configuration, delivery, training and support of their web payment and over the counter (cashiering) payment solution.

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:** CityBase, Inc.

**Contract control number:** TECHS-202055882

**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):**

10/1/2020 - 10/1/2025 Duration: 5 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>
(A)	(B)	(A+B)
\$3,500,000	N/A	\$3,500,000

<i>Current Contract Term</i>	<i>Added Time</i>	<i>New Ending Date</i>
10/1/2020 - 10/1/2025	N/A	10/1/2025

**Scope of work:**

CityBase will assist the City with the configuration, delivery, training and support of their web payment and over the counter (cashiering) payment solution.

**Was this contractor selected by competitive process?**

Yes

**If not, why not?**

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

Source of funds: Technology Services Operational 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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