



Legislation Text

File #: 20-0671, Version: 1

**Contract Request Template (Contracts; IGAs; Leases)**

**Date Submitted:** 6-29-20

**Requesting Agency:** Technology Services  
**Division:**

**Subject Matter Expert Name:**

Name: Joe Saporito
Email: joseph.saporito@denvergov.org

**Item Title & Description:**

*(Do not delete the following instructions)  
These appear on the Council meeting agenda. Initially, the requesting agency will enter a 2-3 sentence description. Upon bill filling, the City Attorney's Office should enter the title above the description (the title should be in **bold** font).*

*Both the title and description must be entered between the red "title" and "body" below. Do **not** at any time delete the red "title" or "body" markers from this template.*

**A resolution approving a proposed Master Services Agreement between the City and County of Denver and Zuora, Inc. for the Zuora Nine Platform Enterprise Subscription Billing software for various City agencies.**

Approves a contract with Zuora, Inc. for \$4,477,210 and for three years for the purchase, implementation and ongoing support of the Zuora Nine Platform Enterprise Subscription Billing software supporting various City agencies, citywide (TECHS-202055087). The last regularly scheduled Council meeting within the 30-day review period is on 8-10-20. The Committee approved filing this item at its meeting on 7-7-20.

**Affected Council District(s) or citywide?** Citywide

**Contract Control Number:** TECHS-202055087

**Vendor/Contractor Name (including any "DBA"):** Zuora, Inc.

**Type and Scope of services to be performed:**

The Department of Transportation and Infrastructure (DOTI) Wastewater Management Division

(WMD) operates as an enterprise fund providing Sanitary Sewer and Storm Drainage services to Denver residents. The billing system currently used is outdated and limited in functionality. Sanitary billing is accomplished through Denver Water at a cost of over \$2 million annually. DOTI WMD currently has approximately 165,000 Sanitary Sewer customers and 166,617 Storm Drainage customers. The DOTI WMD is looking to replace their current billing systems for Sanitary Sewers and Storm Drainage and combine the two bills and two billing systems into a single invoice using one system.

In addition, the DOTI Solid Waste Management needs the ability to bill for Solid Waste services (e.g. Trash, Recycling, and Composting) and to accommodate in the future new billing types (e.g. Citations).

**Location (if applicable):**

**WBE/MBE/DBE goals that were applied, if applicable (construction, design, Airport concession contracts):**

**Are WBE/MBE/DBE goals met (if applicable)?**

**Is the contract new/a renewal/extension or amendment?**

**Was this contractor selected by competitive process or sole source?**

Competitive process

**For New contracts**

**Term of initial contract:** 7/31/2020 - 7/31/2023

**Options for Renewal:**

**How many renewals (i.e. up to 2 renewals)?**

**Term of any renewals (i.e. 1 year each):**

**Cost of initial contract term:** \$4,477,210

**Cost of any renewals:**

**Total contract value council is approving if all renewals exercised:**

**For Amendments/Renewals Extensions:**

**Is this a change to cost/pricing; length of term; terms unrelated to time or price (List all that apply)?**

***If length changing***

**What was the length of the term of the original contract?**

**What is the length of the extension/renewal?**

**What is the revised total term of the contract?**

***If cost changing***

**What was the original value of the entire contract prior to this proposed change?**

**What is the value of the proposed change?**

**What is the new/revised total value including change?**

***If terms changing***

**Describe the change and the reason for it (i.e. compliance with state law, different way of doing business etc.)**