



Legislation Text

File #: 22-0528, Version: 1

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

**Date Submitted: 5-2-22**

**Requesting Agency: Technology Services  
Division:**

**Subject Matter Expert Name: Joe Saporito**

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**Phone Number:**

**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 Contract between the City and County of Denver and Accela, Inc. for software licensing with improved functionality and corresponding ongoing support of the hosted Accela Civic platform, which supports business operations of over a dozen city agencies.**

Approves a contract with Accela, Inc. for \$7,470,375 and five (5) years for software licensing with improved functionality and corresponding ongoing support of the hosted Accela Civic platform, which supports business operations of over a dozen city agencies, citywide (TECHS-202262473). The last regularly scheduled Council meeting within the 30-day review period is on 6-20-22. The Committee approved filing this item at its meeting on 5-17-22.

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

**Contract Control Number: TECHS-202262473**

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

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

The City is currently using the on-premise Accela Civic Solutions software for City applications for permitting, licensing, inspections, City planning, code enforcement, inspections, making online payments, logging building complaints and further

business requirements. Over a dozen agencies rely on this software for business operations, with an especially prevalent use for all agencies involved in plan review, permitting, licensing, inspections, code enforcement, logging building complaints, accepting online payments, and other business requirements. A list of agencies using the software is below.

The City's on-premise solution has been highly customized over its lifespan. It has consequently become difficult to introduce new agencies, records, and features to the system due to these customizations. As the City needs to be adaptable with constantly evolving rules and regulations, it is paramount the City invest in an innovative, modern solution to fit the needs of the organization moving forward. Furthermore, COVID-19 impacts have driven increased demand for intuitive citizen portals, electronic reviews, online queuing and scheduling solutions. The City's ability to deliver its services with the current solution is becoming difficult given the complexity of integrations, an unintuitive user interface, extensive time required for application development and outdated features. The Accela SaaS solution provides a less complex, low code, modern solution that will mitigate the issues that have impacted the outdated, legacy on-premise solution.

Accela will work with the City to migrate from its current on-premise solution to a hosted SaaS solution that can meet evolving business needs. The hosted solution is easily maintained and allows for a more efficient process to onboard new Agencies, create new records, or adjust existing requirements. The solution is kept in an up-to-date version by the vendor and does not risk falling behind in functionality and user experience. The vendor, furthermore, provides support to ensure bug-fixes and incident resolutions are handled in a timely and efficient manner.

The hosted solution will also improve on user experience when accessing the solution on a mobile device as well as providing access to the most recent Accela mobile version for field staff.

Agencies that use Accela:

- City Attorney's Office
- Community, Planning and Development
- Climate Action Sustainability and Resiliency
- Denver International Airport
- Denver Office of Economic Development
- Department of Finance- Real Estate, Assessor
- Department of Housing Stability
- Department of Transportation and Infrastructure
- Denver Fire Department
- Excise and Licenses
- Parks and Recreation
- Denver Department of Public Health and Environment
- Denver Water (External Plan Reviews)

**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? New**

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

**For New contracts**

**Term of initial contract:** 6/7/2022 - 6/7/2027

**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:** \$7,470,375

**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.)**