



Legislation Text

File #: 20-1213, Version: 1

Contract Request Template (Contracts; IGAs; Leases)

Date Submitted: 10-23-20

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 CityBase, Inc. for the Enterprise Cashiering Solution software and hardware for multiple agencies.

Approves a contract with CityBase, Inc. for \$3.5 million and for five years for the purchase, implementation and ongoing support of an Enterprise Cashiering Solution supporting multiple City agencies (TECHS-202055882). The last regularly scheduled Council meeting within the 30-day review period is on 12-7-20. The Committee approved filing this item at its meeting on 11-3-20.

Affected Council District(s) or citywide? Citywide

Contract Control Number: TECHS-202055882

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

Type and Scope of services to be performed:

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.

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: 10/1/2020 - 10/1/2025

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: \$3,500,000

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.)