



# City of Missoula Accela SaaS Upgrade and Annual Subscription

# Agenda

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- Definitions and Product Overview
- Staff Benefits
- Public Benefits
- Monetary Benefits
- Cost Breakdown
- Recommendation

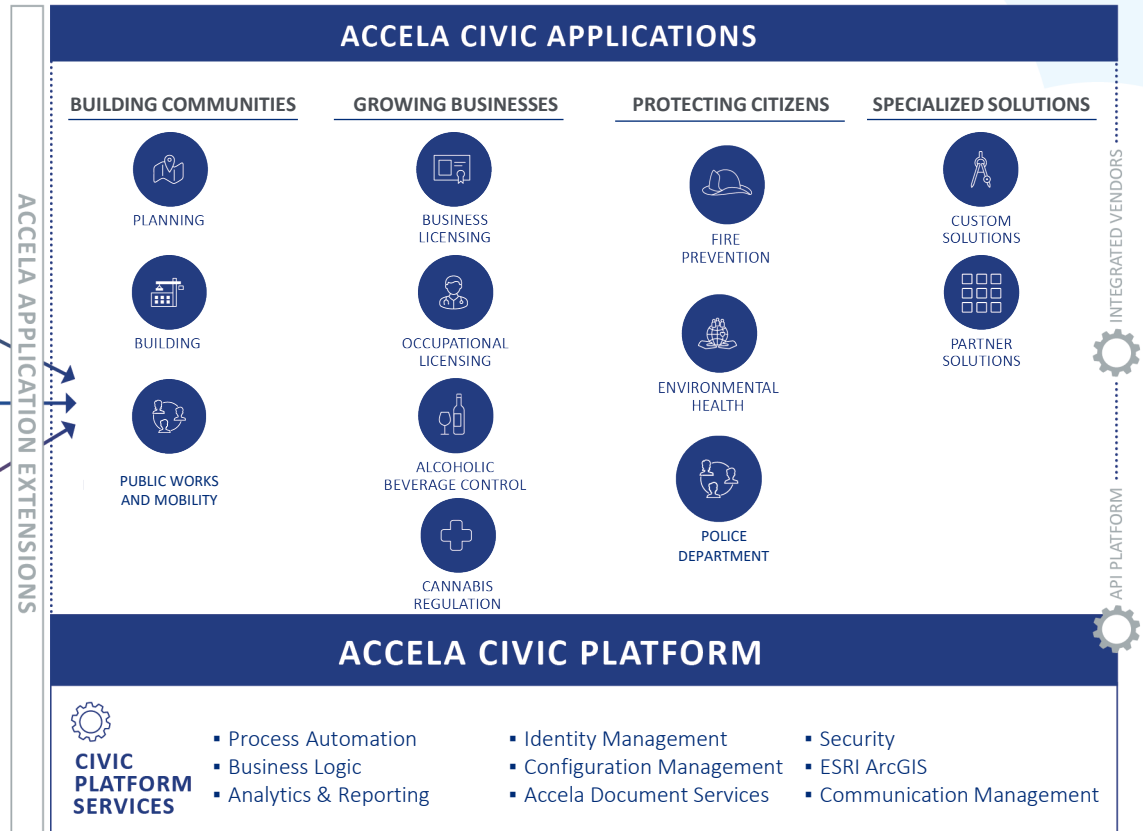
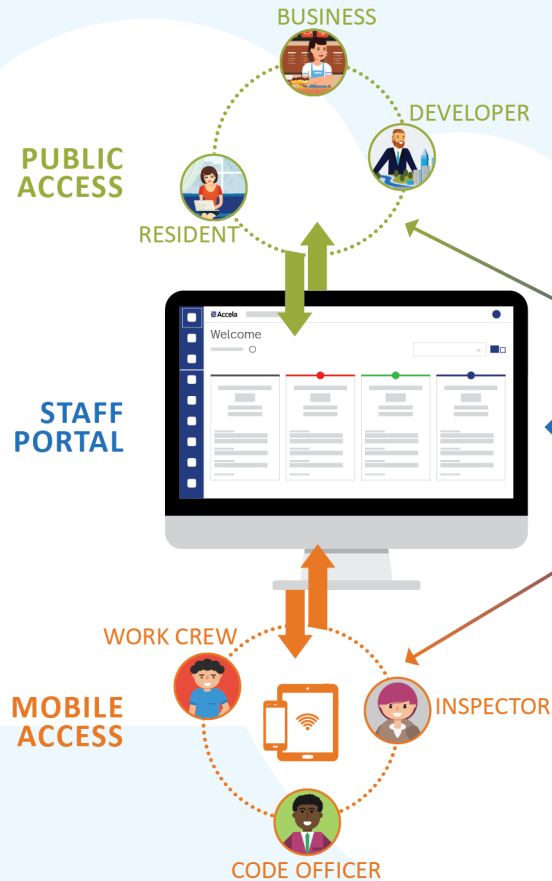


## Definitions

- SaaS: Subscription as a Service.
  - SaaS is a Cloud-based licensing model where Accela securely maintains the software and data
- Accela: Current software program used by the City of Missoula for Permits, License, and Plan review software
  - Utilized across the City Gov't by Police, Fire, Environmental Health, Public Works & Mobility, and Community Planning, Development, & Innovation



# ONE PLATFORM, MANY APPLICATIONS, ALL ACCESS





## How will Missoula City Staff Benefit?

- Ability to utilize Accela on all devices, including tablets & phones
- Access to the latest features and security, increased functionality
  - Missoula is roughly 5 years behind with version 9.3. Current version is 22.2
  - SaaS model will provide Automatic upgrades twice a year
- Reduced stress on City Internet Bandwidth
  - Average city internet user will see increased internet speed with The SaaS
  - Staff members who Work from Home use several MB to access data and download files from Accela
- Software issues will be solved by Accela, instead of hired consultants
- Increased Integration of Digeplan and other applications
  - Plans Room review chat, Ability to upload larger plan sets
- Robust Reporting Options
  - Live dashboard reports, including # of incoming applications.
- Reduced the burden on IT team to maintain infrastructure





## How will the Missoula Public Benefit?

- Increased Positive Community Engagement
- Modern Website looks for a more inviting Citizen Portal
- Increased number of Positive Plan Review Experiences
  - Increased communication during Plan review with DigEPlan Plans Room review chat
  - Increased document upload speed while using Accela's bandwidth instead of the City's
- Decreased downtime with Citizen Portal
  - Implementation and functionality of partner solutions, including the Premium Citizen Experience, will function more efficiently
- Increased Security/less hackability
  - Secure Public Data, including addresses, phone numbers, business information, etc.
  - Compliance is challenging to replicate inhouse





## How will the City's Budget Benefit?

- Negotiated Deals for a savings of roughly \$150k in the first year
  - No additional cost for First year of Implementation (FY23) beyond current approved contract
  - Reduced Professional Services cost for Migration (\$50,000 vs \$70,000)
  - In the next 5 years, a SaaS upgrade will be required. Incentives will not be available.
  - Accela has never provided this combination of incentives to any other jurisdiction
- No more upgrade cycle costs at ~ \$10,000 each
  - Missoula is currently on version 9.3. Current version is 22.2.
- Reduced implementation costs for applications & new permit types
- Increased Security/less concern with costs of a security breach.
- Decreased Consulting Costs (\$150/hr)
  - Infrastructure, Hardware, Maintenance, and Issue resolution will be through Accela
- Simple pricing and purchasing for Licenses
  - Can purchase one license at a time at \$2,109.48 Vs a 5 pack at \$14,000.
  - SaaS License allows access to all modules, workflows and record types
    - Now, Most users need 2 licenses to access all modules





## Cost Breakdown

- FY23: No additional cost to General Fund
  - Migration: \$50,000 paid for by Building Funds
    - Negotiated down from \$70,000
  - First year of Implementation (FY23) at no additional cost to current approved Accela contract
    - Negotiated down from +\$110,000. Accela has never provided a no cost first year to any other clients.
- FY24
  - Second year of Implementation (FY24): \$262,208.47 with 3% annual increase







# Thank you for your consideration

We recommend City Council approve a contract/agreement with Accela for the Scope of Work for SaaS Migration and the annual SaaS Subscription Service contract in the amount of \$50,000 for the migration and an annual fee of \$262,208.47 starting in FY24 with an annual fee increase by ~ 3% each year.





# End of Presentation

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