



## **REQUEST FOR ACTION**

### **Agreement with Accela for Migration from On-Premise to Software as a Service (SaaS) Supporting Planning, Zoning, Permitting and Licensing**

**MEETING DATE:**

April 22, 2024

**ORIGINATING DEPT:**

Community Development

**AGENDA SECTION:**

Consent Agenda

**PRESENTER:**

Irene Woodward

### **Action Requested:**

Authorizing an Agreement with Accela Inc. in the amount of \$1,755,297.75, through August 21, 2028, for software service migration from On-Premise to Software as a Service (SaaS), supporting planning, zoning, building and fire permits, and business and liquor licenses.

### **Report Narrative:**

Accela notified the City in August 2023 that they will discontinue maintenance of the On-Premise Accela Civic Platform on June 30, 2025. The maintenance of a product is the development and distribution of updates, service packs, or patches to enhance a specific version or product. Accela will end support of the On-Premise Civic Platform on December 31, 2025.

The City utilizes the Accela platform to review and process permits through the Community Development Department, the Office of the City Clerk, and the Fire Department. Accela is utilized daily to process and track items such as building permits, zoning certificates, zoning violations, building inspections, housing inspections, event permits, City licenses, and fire permits, among others.

Accela offers a SaaS product that would allow for our On-Premise system to be migrated to the cloud. All infrastructure and application software would be centrally hosted, maintained, and supported by Accela. The City can maintain its current configuration in the SaaS migration and would also have access to new features and configurations. Accela estimates that the migration process would take 5-6 months to complete. There are additional features with SaaS that include an improved citizen experience for those needing to apply for a permit, license, etc.

The transition from On-Premise to SaaS would allow for Agency Counter to be discontinued. Agency Counter is used to pull data from Accela and map it. SaaS will provide an integration with the City's Geographic Information System that can be used to map data from Accela and be shared publicly. The savings from Agency Counter can be used to offset the increase in cost for SaaS.

### **Priorities & Foundational Principles:**

Quality Services

Economic Vibrancy & Growth Management

### **Policy Considerations & DEI Impact:**

Maintaining consistent services through the transition from On-Premise to SaaS aligns with the strategic

priority of Quality Services as set forth by the Council.

**Prior Legislative Actions & Community Engagement:**

There are no prior legislative acts.

**Fiscal & Resource Impact:**

The anticipated cost in 2024 for Accela Saas is \$355,711.20 which includes one-time costs for professional services and to migrate the program from our On-Premise system to Saas totaling \$223,978.22. In addition, to the migration cost there will be a pro-rated cost of \$110,018.70 for SaaS. The pro-rated cost is based on the anticipated conversion of the software and when the SaaS product will be live later this year. The annual cost for Accela in 2025 would be \$324,719.49. The average annual cost for Accela from 2025 to 2028 is \$349,896.64. Each year there is a 5% increase in cost.

Existing funding of \$105,893.60 would come from Community Development, Fire, and City Clerk's 2024 budget for Accela software. An additional \$38,190 in savings would come from discontinuing Agency Counter that is currently in the 2024 budget.

<b>Savings/Existing Funding:</b>	
Existing Accela Funding	\$105,893.60
Agency Counter	\$38,190
Total:	\$144,083.60
<b>Expenses:</b>	
Accela One-time Migration Costs	\$223,978.22
Accela - year 1	\$131,732.98
Total:	\$355,711.20

The remainder of the funds for the one-time migration will come from an anticipated increase in construction revenue. As of the end of March, 40% of the revenue has been collected based on revenue projections. The additional funding and updated revenue projection for the migration will be submitted as part of the 2025 budget process. After the initial migration costs are incurred, the annual cost (\$131,732.98) will be less than or equal to the current annual costs for the existing software resulting in a neutral budget impact.

**Alternative Action(s):**

No alternative actions are suggested at this time.

**Prepared By:**

Irene Woodward

**Attachments:**

[Quote - Accela Inc. for Software Services Related to Planning, Zoning, Permitting, and Licensing](#)

[Statement of Work - Accela Migration](#)

[Statement of Work - Accela Premium Citizen Experience](#)

[Statement of Work - Accela Professional Services](#)