



Executive Summary

City Council Workshop

AGENDA ITEM: Updated BS&A City Software Proposal

PREPARED BY: Jacob Schillander, City Administrator

RECOMMENDED ACTION: Discussion & Direction

Summary:

Staff recommends proceeding with the updated BS&A proposal at an initial cost of \$116,315, funded entirely with Capital Funds from Fund 451. Travel expenses have been removed from the quote because implementation and training can be conducted remotely.

The City currently uses separate software platforms for financial, administrative, community development, and public works operations. Working across these systems duplicates information and processes and limits centralized records across departments.

The City's primary existing systems include:

Current System	Primary Function	Annual Cost
Banyon	Fund Accounting & Utility Billing	\$7,925
Baseline	Online Permitting	\$3,500
MaintainX	Public Works / Work Orders	\$2,000
Yooz	Invoice Processing	\$3,000
Municipay	Online Payments	Transaction/processing costs
Known Annual Software Cost		\$16,425 + Municipay costs

The City has included the software transition in its 2027 budget planning. Current-system reliability concerns and the anticipated implementation timeline support beginning the transition process during 2026.

Current System Concerns

Staff have experienced increasing performance and reliability concerns with the City's existing Banyon system, in addition to the inefficiencies associated with maintaining multiple independent software platforms.

Banyon utilizes Microsoft Access database technology for its core data files. As noted in the prior summary, Banyon's documentation identifies its Fund Accounting and Utility Billing databases as Microsoft Access .mdb files, and Banyon provides Microsoft Access 365 Runtime for use with its products.

The City's Banyon system operates from an on-premises server approaching the end of its useful life. Staff estimate that replacing the server could cost upwards of \$25,000. Continuing with the current environment may therefore require a substantial near-term infrastructure investment in addition to ongoing software costs.

Staff have experienced significant slowness during routine financial and utility billing operations, along with instances of missing data and corrupted backup files. Banyon contains critical City accounting records, customer accounts, billing history, and other financial information. These issues raise concerns regarding continued reliance on the existing environment.

Staff are not suggesting that Microsoft Access technology itself is responsible for the recent data or backup issues. The combination of performance concerns, data reliability issues, aging infrastructure, and separate software platforms reinforces the need for an integrated municipal software environment.

Proposed BS&A System

BS&A would consolidate many of the City's administrative functions into a single cloud-based municipal software platform. The proposed system would provide functionality for:

- Fund accounting, general ledger, accounts payable, accounts receivable, and cash receipting;
- Utility billing and customer account management;
- Public Works work orders;
- Building permits, online permitting, and business licensing;
- Online bill payment and public record search; and
- Code enforcement, land use and zoning applications, and related community development and property records.

An integrated system would allow financial, utility, property, permitting, licensing, community development, and Public Works information to be managed within the same municipal software environment. The initial annual cloud subscription is \$22,650.

Implementation Timeline

Staff anticipates that conversion, configuration, training, and implementation will take approximately six to eight months. Beginning the process during 2026 would allow BS&A and City staff to start data conversion, system configuration, implementation planning, and training, with the goal of transitioning to the new system during 2027.

Waiting until 2027 to execute an agreement would delay the transition further into 2027. Beginning now reduces the period during which the City must rely exclusively on its existing system and may reduce the need to invest in replacement server infrastructure.

The proposal includes data conversion, project management, system configuration, staff training, converted-data verification, and go-live assistance. It includes 35 estimated setup and training days; training is billed for actual days used in full-day increments.

Conversion includes existing Banyon utility billing information, including customer accounts, services, deposits, rates, meters, billing and payment history, and up to five years of service history.

Travel expenses have been removed from the quote because implementation and training can be conducted remotely.

Project Cost and Funding

The revised total proposal is \$116,315, consisting of:

BS&A Cost	Amount
Initial annual cloud subscription	\$22,650
Data conversion / database setup	\$28,075
Project management & implementation planning	\$22,715
Implementation & training	\$42,875
Total Proposed	\$116,315

Professional services total \$93,665. The \$116,315 proposal includes those services and the initial annual subscription; it is not the total cost of the five-year subscription period.

The proposed payment schedule and funding plan are:

Payment	Timing	Amount	Proposed Funding
First	Upon execution	\$50,790	Capital Funds - Fund 451
Second	Subscription start	\$22,650	Capital Funds - Fund 451
Third	Completion of training	\$42,875	Capital Funds - Fund 451
Total		\$116,315	Capital Funds - Fund 451

Proposed Use of Capital Funds from Fund 451

Staff recommends using Capital Funds from Fund 451 to pay the full \$116,315 initial project cost. This includes \$93,665 in professional services and the initial annual cloud subscription of \$22,650.

Fund 451 would cover each scheduled payment: \$50,790 upon execution of the agreement, \$22,650 at subscription start, and \$42,875 upon completion of training.

Staff will coordinate expenditures from Fund 451 with the implementation and contractual payment schedule, including the subscription-start provision described below.

Contract Terms

The Customer Order Form establishes a five-year initial subscription period. The Order Form states that the period begins on the earlier of module activation or six months after the agreement's effective date.

The agreement automatically renews for successive one-year terms unless either party provides written notice of non-renewal at least 90 days before the current term expires, or the agreement is otherwise terminated under its terms.

BS&A may increase fees annually. The increase is limited to the greater of 7% or the annual increase in the relevant Consumer Price Index for All Urban Consumers for the then-current calendar year. The agreement requires at least 30 days' notice of an increase before the end of the then-current subscription period. The \$22,650 annual subscription is therefore the initial rate and is not fixed for five years.

The agreement includes a governmental non-appropriation provision allowing termination at the end of a funded period upon prior written notice if funds are not appropriated for a future fiscal period. Fees attributable to the funded period remain payable. This provision is conditioned on the City not reallocating the applicable funds to, or procuring or using, a competing replacement product or service.

Financial and Operational Considerations

Known annual costs for Banyon, Baseline, MaintainX, and Yooz total approximately \$16,425, plus Municipay costs. The initial BS&A annual cloud subscription is \$22,650, an increase of \$6,225 compared with the known software costs before Municipay costs.

The existing-system costs do not include the potential server replacement of upwards of \$25,000. Transitioning to a cloud-based platform may allow the City to avoid or defer that expense. The primary benefits of the transition are integration, reliability, operational efficiency, and modernization.

Financial and Operational Considerations

A centralized system would:

- Reduce duplicate data entry and the number of independent software platforms;
- Improve access to information and consistency of workflows across departments;
- Improve continuity of property and customer records;
- Integrate financial transactions with other City operations;
- Improve coordination among Administration, Finance, Community Development, and Public Works; and
- Transition critical City operations to a modern cloud-based environment.

For example, a property's utility accounts, permits, licenses, work orders, code enforcement activity, and land-use applications could be accessed within the same overall system instead of requiring staff to search multiple independent platforms.

Staff Recommendation

Staff recommends proceeding with BS&A to modernize and consolidate the City's administrative technology while addressing current performance, data reliability, backup, and aging-server concerns. The project was already anticipated in the 2027 budget planning process; beginning during 2026 accommodates the estimated six-to-eight-month implementation timeline.

Staff recommends that the City Council authorize execution of the Customer Order Form and Agreement and authorize the use of Capital Funds from Fund 451 for all three scheduled payments totaling \$116,315.