

Citizen Request Management Costs Comparison

	WebQA (GovQA)		FastTrakGov		GovPartner		CitizenServe	
CRM TOTAL	High End	Low End	37 Users	51 Users	High End	Low End	37 Users	51 Users
Year 1	\$9,000	\$6,400	\$42,968	\$55,148	\$11,800	\$14,200	\$24,200	\$32,600
After Year 1	\$6,000	\$2,400	\$31,968	\$42,048	\$4,800	\$4,800	\$22,200	\$30,600
CRM+BLD/PRMT TOTAL	High End	Low End	37 Users	51 Users	High End	Low End	37 Users	51 Users
Year 1	\$19,200	\$21,000	\$60,564	\$72,744	\$53,800	\$56,200	\$27,700	\$36,100
After Year 1	\$13,200	\$13,000	\$33,864	\$43,944	\$26,800	\$26,800	\$25,700	\$30,600
SPECIFIC MODULES	High End	Low End	37 Users	51 Users	High End	Low End	37 Users	51 Users
CRM	\$6,000	\$2,400	\$31,968	\$42,048	\$4,800	\$4,800	\$22,200	\$30,600
Set Up/Training	\$3,000	\$4,000	\$11,000	\$13,100	\$7,000	\$9,400	\$2,000	\$2,000
General Comm. Devel.	\$7,200	\$10,600						
Set Up/Training	\$3,000	\$4,000						
Building/Permitting			\$1,896	\$1,896	\$22,000	\$22,000		
Set Up/Training			\$15,700	\$15,700	\$20,000	\$20,000	\$3,500	\$3,500
Planning					\$22,000	\$22,000		
Set Up/Training					\$20,000	\$20,000	\$3,500	\$3,500
Code Enforcement/Comp.			\$1,896	\$1,896	\$22,000	\$22,000		
Set Up/Training			\$15,700	\$15,700	\$20,000	\$20,000	\$1,500	\$1,500
Admin/Business Lice.			\$1,068	\$1,068	\$22,000	\$22,000		
Set Up/Training			\$7,800	\$7,800	\$20,000	\$20,000	\$3,500	\$3,500
Shop QA	\$5,040	\$5,040						
Set Up/Training	\$1,500	\$1,500						

NOTES	WebQA (GovQA)	FastTrakGov	GovPartner	CitizenServe
	Their CRM product is very affordable and widely used. Beyond CRM, their products are limited. We will not get high quality Community Development modules with this product. If the City decides only to get a CRM product this would make a lot of sense. Furthermore, this product is used in 500 cities and several private sector companies. Because this company prices based on the size of an organization, the price for Ramsey is very reasonable. Finally, we could stack this product with others (only use CRM).	This product is likely the most robust. This product integrates into all Microsoft programs (i.e. Outlook, Word, Excel, PowerPoint). The options for customization are nearly unlimited. Internal users may enjoy this product because it looks and feels like Microsoft Outlook (it works within Outlook). This may be the most complex product. Finally, this product is the most expensive. NOTE: their building permit software is not 100% complete.	This is a solid product with very strong community development modules (perhaps the best). This product is fairly priced. The upfront costs for this product are high (see training and set up charges). Additional modules are expensive (if the City were to go beyond CRM and one additional module, this product gets expensive). Finally, they likely have the best smart phone/tablets applications.	Similar to GovPartner, this product not only has a quality CRM product it has impressive community development products. CitizenServe has a unique and attractive cost model. Each "user" in the City is charged an annual \$600 fee. After that fee is paid, the user is allowed to use all of the modules CitizenServe has to offer (without additional annual fees like other companies). NOTE: there is a 1 time set up fee for additional modules--which, is much less than competitors. Finally, this company takes pride in never charging for any upgrades or technical help.

