

TO: Mayor and City Council

FROM: David Chanski, City Administrator/Clerk

RE: Consideration for Cancelling Questica Budget Software

DATE: April 1, 2024



Background

The City Council approved the implementation of Questica budget software as part of the 2024 Budget. Staff began the implementation process in late January, and software launch was scheduled for June.

Cancelling Implementation

The Questica implementation process has been over and above what staff expected when City Administrator Chanski recommended implementing the software in 2023. The implementation process has been requiring an extensive amount of staff time that was not anticipated and not originally shared by Questica. This has become an unexpected burden on City Administrator Chanski and Finance Specialist Rust, resulting in the project getting behind schedule. As such, full launch of the software may not happen prior to the 2025 Budget process needing to get underway.

Additionally, through the implementation process, staff has become concerned that the software is not as good of a fit for the City as was originally presented by Questica.

City Administrator Chanski and Finance Specialist Rust have had discussions and shared their concerns with Questica, but no effective solution has been found to ease the implementation process or ensure that the City is getting the best level of service and benefits for its money. The cost of Questica in 2024 was \$29,875 (\$11,500 for implementation and \$18,275 for software subscription).

Staff believes that the best course of action at this time is to cancel the implementation process with Questica and pursue a full enterprise resource planning (ERP) system as recommended by Sheldon Cohen in the Organizational Assessment Report.

Council Action

Staff is requesting authorization from the City Council to formally cancel the implementation process with Questica.