

## Questica Budget Proposal

## CITY OF DILLINGHAM - FEBRUARY 2023

Prepared By: Chris Olsen

Prepared On: February 24, 2023



February 24, 2023



Anita Fuller, Finance Director City of Dillingham

Dear Anita,

Questica Ltd. is thrilled with the possibility of partnering with the City of Dillingham in its effort to transform the current budget development and management process. We welcome an opportunity to leverage 25 years of success with similar sized customers across North America to help the City of Dillingham:

- Transition from an inefficient, error-prone spreadsheet-based budgeting and forecasting process to a more automated process, which is particularly critical as staffing shortages continue
- Improve transparency with citizens by publishing financial and capital project information in easy to access, interactive visualizations, with control and oversight from from finance, without the need to convert or upload data
- Develop multi-year operating and capital budgets to provide a longer-term view and notice challenges earlier
- Empower departments to be accountable by providing dashboards that compare monthly budgets and amendments to near real-time monthly actuals
- Easily track changes to the budget during the approval process and after approval
- Easily compare multiple scenarios to improve decision making across the city.

Questica proposes a Software-as-a-Service (SaaS) subscription of our industry leading multi-user Questica Budget solution and our professional services for implementation, integration, configuration, training, and post-implementation customer support. Questica is unique in providing a fully integrated solution offered with a consistent and well-organized user-interface that is purpose-built for budgeting in the public sector.

In 1998, Questica implemented its first solution for public sector budget and forecast development and maintenance, which has been continuously improved based on the feedback from 25 years of budget cycles. About six years ago, Questica added our OpenBook transparency product. Questica's long experience in the intricacies of budget development and maintenance contrasts sharply with other vendors who initially offered transparency and reporting tools and only recently added more complex capabilities to develop and maintain budgets and forecasts.

Some key considerations that set Questica apart include the following:

- Integration Experience: Our customers consider integrations to be mandatory, especially automatically importing actuals from the financial system nightly. Without automation, accurately analyzing the budget's health is difficult, you risk making decisions based on old data, and you risk sharing out-of-date information with others, including the public or your staff spends precious time moving data manually. With automatic integration, customers easily view dashboards or reports to assess how the original and amended budget is performing against actuals with confidence that information is up-to-date.
- **Full circle, end-to-end budgeting solutions**: Questica provides a single solution with modules and functionality to address your budgeting needs from start to finish.
- More configurable, less customizations: Questica's 25 years in public sector budgeting means we've seen best
  practices across hundreds of public sector organizations. Rather than customize the platform for each approach,
  Questica builds in incremental best practices as configurable options. Ultimately, this leads to quicker, less costly,
  and more stable implementations for long-term ROI.
- You are in control: Questica Budget is designed for client-side administration, with security, reports, and workflow configurable by the admin user. We use a single tenant architecture, so each customer has a unique and segregated instance of our software and may choose when to apply software updates, based on their convenience and schedule.
- Right sized for you. Questica is big enough to support large organizations, yet nimble enough to remain agile. With 130 employees, we have the resources needed to support large-scale, complex implementations while remaining flexible to accommodate your unique requirements. We manage all aspects of customer interaction, from kick-off to post-implementation support, exclusively with Questica employees located in North America.

We look forward to continued conversation about Questica's unquestionable value and return-on-investment.

Sincerely,

Chris Olsen, Senior Account Executive COlsen@Questica.com 877-707-7755 X4582

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## WHO WE ARE

For the past 25 years, Questica has partnered with public sector organizations to enable data-driven budgeting and decision-making, while increasing data accuracy and productivity and improving stakeholder trust. These organizations are modernizing their business processes using Questica's budgeting, performance, transparency, and engagement software solutions.



Questica is consistently recognized as one of the leading and most trusted budgeting software solutions:

2022 - 2019 As part of GTY, recognized by Government Technology in their annual GovTech 100

Index which showcases the 100 leading companies serving state and local

governments in unique, innovative, and effective ways.

2019 CV Magazine's Canadian Business Awards, "Best Cloud-Based Budgeting Software

Solutions Provider."

2018 "10 most trusted public sector solution providers" by Insights Success magazine.

The Questica team is comprised of roughly 130+ technology experts, budget professionals and business specialists who have decades of experience working with local government. We in fact represent the largest group of budget software experts in North America dedicated to serving the public sector.



GTY Technology (GTY) brings leading cloud software together to deliver modern solutions for state and local governments, education institutions, and healthcare organizations. More than 2,300 agencies across North America leverage GTY solutions to deliver better outcomes for their constituents by improving the way they engage stakeholders and manage their resources. Built for the public sector, the intuitive suite of solutions supports the policy, regulation, and compliance requirements unique to the public sector. Public Administrative solutions for budgeting (Questica and Sherpa), grants management (eCivis), and procurement (Bonfire) are designed to digitize complex workflows with an intuitive toolset that improves collaboration, transparency, and impact. Civic Engagement solutions for payments (CityBase) and permits (OpenCounter) deliver efficiencies while improving citizen access and satisfaction.

Our team understands the unique challenges that government organizations face when preparing, managing, and sharing the details of a budget, and we bring our collective years of experience to the City of Dillingham project.



## **OVER 900+ QUESTICA CLIENTS, INCLUDING:**

- Municipality of Anchorage
- City of Maple Valley (WA)
- City of Dumas (TX)
- City of Bellingham (WA)
- Spokane Public Schools
- City of Boise

- City of Seattle
- City of Sonora (CA)
- City of Issaquah (WA)
- Spokane County
- City of Spokane
- City of Sequim (CA)

## QUESTICA BUDGET CLIENT SUCCESS STORIES

Select a logo to learn more about how our clients are using Questica.



















We have a lot more confidence in the data that's in and coming out of Questica. The security structure in Questica is much more robust and it's just a really good powerful system. Some of the things that hadn't ever worked correctly in the old system, we now have.



 Laura Altizer, Former Budget Performance Manager City of High Point





GC

Questica's customer service and responsiveness are excellent.



 Kelly Greunke, Manager of Budget Operations Office, City and County of Denver



## **ABOUT QUESTICA**

Questica proposes a Software-asa-Service (SaaS) subscription of our industry leading multi-user Questica Budget solution and our professional services for implementation, integration, configuration, training, and postimplementation customer support.



## **OUR MISSION**

"We're on a mission to simplify the complexities of public sector finance, empowering brilliance at every turn."

-TJ Parass, Co-Founder of Questica



At Questica, our mission is to empower many to work together in a secure environment, to take control of their budget, and make informed decisions. For the past 25 years, Questica has partnered with public sector organizations to enable data-driven budgeting and decision-making, while increasing data accuracy and productivity and improving stakeholder trust. These organizations are modernizing their business processes using Questica's budgeting, performance, transparency, and engagement software solutions.

## **OUR GOAL**



Questica's goal is to drive budget transformation by creating a single source of data truth. As a leader of budgeting preparation and management software since 1998, Questica partners with public sector organizations to better enable data-driven budgeting and decision-making, while increasing data accuracy, productivity and improving stakeholder trust.

Over 800 local and provincial governments, colleges, universities, K-12 schools, hospitals, healthcare facilities and non-profit organizations have eliminated spreadsheets using our budgeting, performance, transparency and engagement solutions. Across 50 states, and 12 provinces and territories, we've engineered custom budget solutions for public sector customers which seamlessly integrate with existing financial and other systems.

## WHY CLIENTS CHOOSE US



We have an unmatched track record of success in implementing our solutions for government organizations and we stand firm in our 'getting it done right the first time' mission. We've integrated highly scalable solutions for public sector entities managing budgets of a few million, and other organizations multi-billion-dollar annual spending plans. Our team is comprised of technology experts, budget professionals and business specialists. We are passionate and friendly collaborators who enjoy teaming with our customers to find the right solution to meet their needs.

## **KEY BENEFITS OF QUESTICA**



## **CLOUD-BASED**

Questica Budget Suite is a cloud-based solution hosted on Questica's secure Microsoft Azure server. Cloud-based solutions enable clients to access their budget data online at any time and from any location. Hosting on single tenant architecture means your budget data is isolated from other clients', with the flexibility to choose when to upgrade to new versions of the product.

#### **COLLABORATIVE**



Budgeting is a people-centric process that requires communication and teamwork. The Questica Budget Suite is a collaborative platform that allows your budget managers to work with departments to prepare and manage budgets efficiently. We streamline budget access for financial and non-financial contributors; the result improves communication and expedites decision-making. This is particularly important if staff work remotely.

#### **FUNCTIONALITY**

Questica Budget is feature-rich and provides powerful functionality for greater control and visibility into budgets. With the tools to calculate, analyze, forecast, report on, and develop what-if scenarios for budgets, users gain deeper financial insights while creating budgets that last. With seamless integration for flow of data to the existing ERP, users can build budgets based on accurate, real-time financial information.





Configurability means fewer requirements for customization. This will save time, resources, and complexity both in the initial implementation, and through ongoing use as upgrades and enhancements are released. The bottom line is a significantly lower cost of ownership over your lifetime use of our product.

## **FLEXIBILITY**

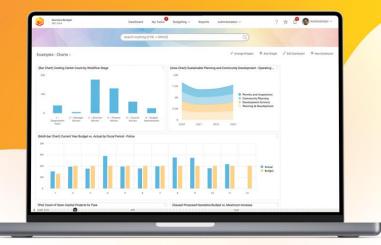
COVID-19 continues to challenge communities, heightening the need for local governments to make decisions quickly and accurately. Our product offers the capacity for multiple scenario models, for governments preparing for the future, and pivoting as plans change. When your plans shift, you don't want to be limited by manual data entry, spreadsheets, or an inflexible legacy system. Questica Budget adapts with you, adjusting to your new budget trajectory to reallocate funds or evaluate potential cost savings.



#### INNOVATION

Innovation at Questica is driven by feedback on existing product features, and the anticipated need for new features that accommodate new challenges. Questica's product strategy is based on feedback from our clients, all public sector organizations, and serves as a guiding star that directs our focus. From user forums to early adopter groups, Questica clients are with us every step of the way as we develop new features or improve the functionality of our product Suite.

## QUESTICA BUDGET

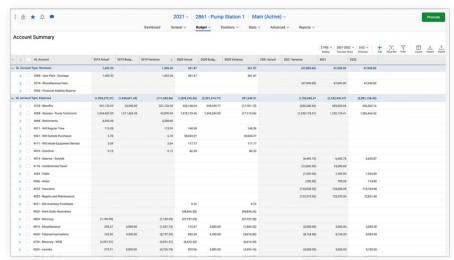


### **OVERVIEW**

The Questica Budget Suite is an end-to-end budgeting system that will help you manage the budgeting process with greater efficiency and accuracy. We are confident that our budget system is the right application for your needs, providing powerful features that support ongoing budget development and reveal key budget insights that may have been hidden in a spreadsheet.

## **OPERATING MODULE**

Questica Budget is designed for non-finance department and non-technical users to prepare and maintain their budgets directly in the system. Budgets can be categorized on an organizational basis where cost centers roll-up into their respective departments and divisions and can also be categorized on a fund basis where cost centers roll-up into their particular funds and fund categories. Cost centers can easily be moved from one department and division to another, as well as from one fund to the next. Additional hierarchical structures can be configured as needed.



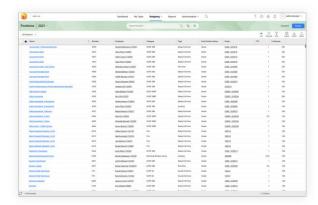
Sample Costing Center Information

Role-based security ensures that users have streamlined access to only the data and functions that they need. Cost center information can be maintained, and comments, notes, and attachments (e.g., scans, documents, or links) may be added to the budget or even to the detailed line items. Budgets can be managed at a monthly, quarterly, annual, or biennial basis. Grids are configurable and may consist of historical years, current year, and future forecast years.

#### PERSONNEL PLANNING & BUDGETING MODULE

Questica Budget's Personnel Planning & Budgeting module performs like a calculator with advanced features, enabling accurate modeling and forecasting all costs associated with positions (filled and vacant) to accommodate the workforce budget. Step or pay increases, cost of living adjustments, new benefits, and other employee-related costs are all accounted for.

Each position is a record of all the information required to calculate base wages, as well as overhead costs such as benefits, allowances, and employer taxes; each is attributed to the appropriate GL Account (object code). Positions paid according to a union contract are assigned a pay grade and step, calculating pay from the pay scale for that contract. Alternatively, a position's base wage can be entered as a distinct salary value for each position, or as a percentile of the range configured for a selected grade.



Sample Annual Costing Positions



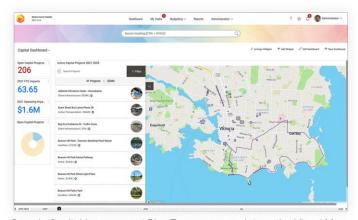
Sample Monthly Costing - Single Position

### **CAPITAL MODULE**

Questica Budget's Capital module simplifies and centralizes the process of capital budget planning and execution. Users can import prior years' budget data (actual costs and budget values) into Questica Budget, and create multi-year capital projects where they can identify their expenditures and funding sources, and make adjustments as they prepare their budgets.

Users can construct their capital projects on an annual, quarterly, or monthly basis, enter narrations or explanations for their requests and categorize their projects based on different criteria such as tangible capital assets, fund(s), or project status. Requests get escalated through the configurable workflow system integrated within Questica Budget. Project ranking can also be administered according to user-defined criteria, and multiple project scenarios can be created for each project.

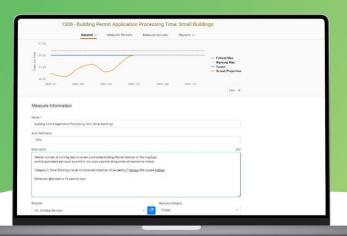
The Capital module also gives the ability to manage budgeting activities related to grant programs of varying complexities. The "type" field on projects is commonly used to indicate that the project is to be treated as a grant.



Sample Capital Improvement Plan Transparency – Interactive Visual Map

## PERFORMANCE MODULE

Questica Budget's Performance module allows users to establish objectives and track budget progress toward achieving these objectives over time. Targets can be identified by intended outcome, where warning and critical threshold limits notify users whenever budget performance requires attention.



Sample Performance Dashboard

Measures, whether financial or statistical, may reference existing values already in the system, or may otherwise be manually entered. In either case, these measures can also be calculated based on other measures. They can be consolidated under various programs and can also be incorporated into an Organizational Scorecard. Responsibilities can be established for the various Programs and Measures, inclusive of due date and automated reminders, to facilitate workflow processing.

Questica Budget's Performance module fully integrates with the rest of the Questica Budget Suite and leverages the Questica Dashboard platform. This functionality helps improve performance, encourages innovation within your team, encourages cost-effective practices, and delivers an enhanced level of transparency and accountability.



## **SPECIAL FEATURES**

### STATISTICAL LEDGER

The Questica Budget Statistical Ledger allows budget staff to plan and track numbers other than spending dollars (e.g., hours worked, number of clients, resource utilization).

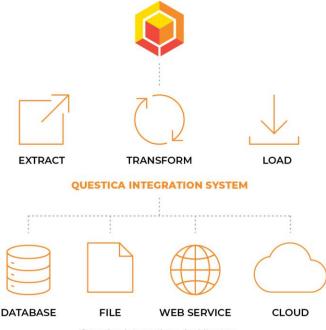
Staff can create a budget for any numeric data and work with it very much like financial budgets. This can be very useful for planning and tracking activities and outputs, and the data can be used as a guideline for building budgets. Statistical Ledger data can also be a component of a performance measurement plan.

## QUESTICA INTEGRATION SYSTEM (QIS)

Questica Budget will integrate with your city's financial system via its proprietary Questica Integration System (QIS). QIS is a specialized, database-independent tool developed to exchange data between Questica Budget and external systems on a scheduled or as-needed basis. QIS also simplifies the integration process and reduces the time required to integrate Questica Budget with other customer systems or data warehouses.

QIS provides a highly configurable framework for importing or exporting budget related or non-financial data with existing and future external data sources, using API (Application Programming Interface) and ETL (Extract, Transform and Load) integration methods to ensure the budgeting solution always reflects updated data.

The diagram on the right illustrates the Questica Integration System. The Questica Budget application is represented by the symbol at the top, with the QIS system in the middle, and various customer systems on the bottom. When data is being extracted from an external system and moved to Questica Budget, data would be moving from the bottom to the top of the diagram. On the other hand, when extracting data from Questica Budget to insert into an external system, data moves from the top to bottom.



Questica Integrations Architecture

The process can be scheduled or run on-demand by an authorized Questica user. Monitoring of scheduled integration tasks can be performed in many ways, but the most popular method is exception or failure notification, which can be configured to email one or more people. The following integrations are included:

Operating & Capital Actual Cost integration	Actual costs are automatically imported into Questica Budget from the Financial System. This can be set up to occur at a variety of timeframes, but most often this automated process of copying the actual costs from the Financial System into the Questica Budget system occurs on a nightly basis. This allows users to see Budget vs. Actuals that are no more than 24 hours old.
Operating & Capital Approved Budget Export	When the budget is approved/adopted, it is typically moved from Questica Budget into the Financial System, the system of record.
Operating & Capital Budget Adjustments	As adjustments are made throughout the year (e.g., transfers, new budget requests, etc.), these changes can also be synchronized between Questica Budget and the Financial System so that budget revisions are always current in both systems.

### **ALLOCATIONS**

The Allocations tool within Questica Budget allows dollars to be moved throughout the Operating and Capital budget in a structured and balanced fashion. The functionality supports complex arrangements of allocations between many budget elements.

An employee's cost may, for example, be split between multiple programs or cost centers, or Internal Service Provider budgets can be managed. In the latter example, an IT budget that is developed in detail like any other costing center may get allocated to other budget elements, perhaps using a cost driver such as 'number of computers' as the distribution basis. Once the allocation has been run, each recipient Costing Center will have a Destination Budget Line representing a portion of IT expenses, and the IT Costing Center budget will subsequently have a Recovery Budget Line that effectively zeroes out their allocated budget.

## **ADVANCED CALCULATION ENGINE (ACE)**

Questica Budget's Advanced Calculation Engine is a powerful feature that brings familiar Excel functions into Questica Budget and allows users to create reusable calculation packages/models. The tool is simple to use and is designed to keep users working inside Questica Budget.

In addition to containing familiar Excel functions, there are also budget-specific functions documented in an integrated library, enabling users to reference data based on its qualities rather than by specific location. For example, a function can be performed on the budget values for a particular account code or using the actuals from a certain statistical account. Functions can also be period-based, enabling the option to reference data from past months or years, or reference a range of data such as the average from the past three years for a given month or quarter.

## **CHANGE REQUESTS/DECISION PACKAGES**

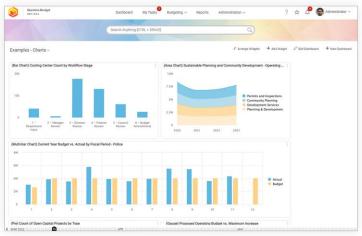
Questica Budget's Change Requests feature, also referred to as Budget Adjustments, Budget Modifications or Decision Packages, allow authorized users to process pre- and post-approval budget changes, both one-time and recurring, using a controlled process and workflow-based approval. These requests can be created individually, or they can be bundled together and treated apart from the general budget with their own dedicated approval process. Questica Budget does this in a controlled environment so that users can only submit, change, and see budget requests that are appropriate for them.

### **ADVANCED SEARCHES**

Questica Budget's Advanced Search function is an intuitive user-facing feature that allows non-technical users to compose detailed searches using a variety of comparators and the ability to infinitely nest AND/OR groupings. Essentially, the Advanced Search functionality allows authorized users to perform sophisticated and highly dynamic data analytics and ad-hoc queries based on multiple dimensions, including specific criteria or descriptive words. This robust and powerful tool allows complex queries to be easily built up—one line at a time.

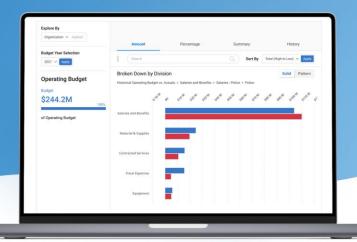
### REPORTING AND DASHBOARDS

Questica Budget's reporting and analytics capabilities are delivered as part of its core software feature set. The system includes pre-built ad-hoc data views (i.e., queries), advanced "smart reports" that combine rows and columns of numbers with graphics (e.g., pie chart), 80+ pre-built ready-to-use reports, each with a variety of input selections, and pre-built dashboards with rich interactive visualizations of information that can be utilized to create actionable at-a-glance displays—all of which include data security to ensure users only see what they're allowed to see. Standard reports leverage Microsoft's SQL Server Reporting Services (SSRS) and can be copied and modified by budget staff without requiring programming skills.



Sample Full-Featured Dashboard

# OPENBOOK TRANSPARENCY AND DATA VISUALIZATIONS



OpenBook - Sample Operating Budget: Interactive Chart

Questica Budget's OpenBook tool fosters transparency for public agencies, enabling the information to be visualized in an array of charts, tables, bars, graphs, and GIS mapping for Capital planning. Like all Questica tools, OpenBook is intuitive and easy-to-learn. With descriptive text, informational pop-ups, filtering and sorting capabilities, diving in and discovering information is made easy for all stakeholders.

## OPENBOOK CUSTOMER EXAMPLES

Select a logo to visit our customers' OpenBook websites.





















## SEE OUR SOFTWARE SOLUTIONS IN ACTION

Learn how Questica and our software solutions can help your organization today. Our team will reach out to determine how we can help you increase efficiencies for your budgeting process.



# Questica Budget Price Quote

Prepared for: Anita Fuller Finance Direct Prepared by: Chris Olsen Questica Ltd.

February 24, 2023

This proposal is subject to a review of your Chart of Accounts and a review of the Scope of Work.





## QUESTICA BUDGET PRICE QUOTE

Quotation ID#: City of Dillingham - February 24, 2023

Description	Qty.	Total
Questica Budget Framework - All Modules		
Unlimited Operating License Seats	Included	
Unlimited Personnel Planning & Budgeting License Seats	Included	
Unlimited Capital License Seats	Included	
Unlimited Read-Only Licenses	Included	
Performance Measures	Included	
Allocations	Included	
Statistical Ledger	Included	
OpenBook Transparency	Included	
Questica Annual Software Subscription	410 500	
(including software, maintenance, support and hosting)	<del>\$19,500</del>	\$14,625
Professional Services (As Per Scope of Work)		
Planning & Analysis	Included	
Installation	Included	
Data Load & Verify	Included	
Accounting Integration	Included	
Customizations	Not Included	
Customized Reports	Not Included	
Training	Included	
Project Management	Included	
Total Questica Professional Services: (one-time fee)		\$10,000
GRAND TOTAL (Year 1)		\$24,625

### **PRICING NOTES**



Quotation ID#: City of Dillingham - February 24, 2023

Pricing valid though: April 30, 2023

- Questica annual subscription is based on a 5-year term
- Questica annual subscription has been discounted to \$14,625 in year 1
- Questica will apply a 5% inflationary increase beginning in year 2

#### **Questica Annual Fees**

- Year 1 is \$24,625.00 (SaaS and Professional Services)
- Year 2 is \$20,475.00 (includes 5% increase)
- Year 3 is \$21,498.75 (includes 5% increase)
- Year 4 is \$22,573.69 (includes 5% increase)
- Year 5 is \$23,702.37 (includes 5% increase)
- Total 5 Year contract is \$112,874.81

Above pricing in US Dollars. Applicable Taxes Extra. Pricing is not applicable in response to a formal RFP Process.

#### **Terms of Payment**

## Software:

- 100% upon Contract Effective Date (Net 30)
- Year 2 due 365 days from Contract Effective Date and annually thereafter

#### Professional Services:

- 100% upon Contract Effective Date (Net 30)
- Additional Professional Services are available upon request at Questica's then current hourly rate, currently set at \$250/hr.



## **SUMMARY**

Questica greatly appreciates the City of Dillingham's interest in learning more about our Company and our software. As stated, we welcome an opportunity to leverage our more than 25 years of success in public sector budgeting, to help the City improve the efficiency and effectiveness of its budgeting process and to provide a technology solution that optimizes and supports the budget formulation and management cycle.

We are happy to address questions and engage in more detailed conversations to showcase how our software fits your requirements, our implementation approach, and the support our company provides. I would also be happy to facilitate introductions to current clients and would encourage you to connect with your peers to understand why they decided to partner with Questica - the most trusted solution for government organizations.

