CITY OF GRAND RAPIDS
IT'S IN MINNESOTA'S NATURE

REQUEST FOR COUNCIL ACTION

AGENDA DATE: November 9, 2026

AGENDA ITEM: Consider approving an agreement with BS&A for software and services to replace Oracle Netsuite for Government. Authorize the Mayor to sign necessary agreements.

PREPARED BY: Carl Babich

BACKGROUND:

The City is currently using Oracle Netsuite for Government as well as Oracle Netsuite Planning and Budgeting since October of 2025, but has encounter numerous issues relating to performance. The Finance Department has been working diligently to work on these issues and Oracle's support staff has attempted to fix and correct some of these issues. At this point, basic reporting tools, audit items, payroll items, and the budget module still do not work, and Oracle charges the City for these items to fix because Oracle has deemed them to be implementation corrections. After countless support tickets, unresolved basic reporting issues, and inefficiencies regarding general reporting we have decided to move forward with a new ERP system. This system is proven, considered plug and play, and will help to resolve the majority of the key issues the Finance Department is currently experiencing. I have reached out to BS&A and received a quote for implementation, training, and database conversion. BS&A has a proven track record with over 34 municipalities in Minnesota. The City of Alexandria's Finance Director provided myself and Administrator Pagel with a real-time working demonstration of how they use and operate with this software, and we were extremely satisfied with this product.

The cost of replacing Oracle with BS&A is $151,465.00. This includes the annual fee $39,005.00 which won't be payable until the project go live date of January 2028.

Oracle Annual Fee $43,957.20 (support is charged by specific tickets)

BS&A Annual Fee $38,990.00 (support included)

Yearly savings $4,958.20 and no support charges

RECOMMENDATION:

Make a motion to approve signing a contract with BS&A Software for data conversion, implementation, and training employees for replacing current ERP system. Total cost $151,465.00