

On Table
May 27, 2024 - Regular Council
Item 4 - Question & Answer Period

From: [Guillermo Ferrero](#)
To: [Redacted](#)
Cc: [Clerk's Office](#); [Mayor and Council](#)
Subject: RE: Q and A for May 27 2024 - New Financial System
Date: Monday, May 27, 2024 11:16:15 AM

Good Morning [Redacted](#),

I've included responses to your questions below:

Question: Why is City Staff recommending that the taxpayers of White Rock pay Agilyx Group \$120,000 in travel costs to install the new Financial System Software?

Response:

Implementing a Financial ERP system is a complex process that requires extensive hands-on support from the vendor. This includes system configuration, customization, integration with existing systems, data migration, and thorough testing. Having the vendor on-site is key for a successful implementation of the City's new Financial ERP system.

The \$120K budgeted for vendor travel costs is an estimate based on similar projects undertaken by the vendor. The implementation of the new Financial ERP system is expected to take place over three years. Breaking down the \$120K over this period equates to approximately **\$40K per year**.

The draft plan involves assigning resources who reside in British Columbia and Alberta, depending on the specific expertise needed. The \$120K estimate covers hotel accommodations, transportation, travel time, and per diems for these resources.

A more detailed break-down of the \$120K estimate is below:

Type of Onsite Visit	Est. Cost	Details
Project Planning Onsite	\$5K	Inclusive of Project Manager
Project Kick Off and Workshops	\$15K	Inclusive of Project Manager, Project Director, Finance Lead, HR Lead
Testing Training	\$15K	Inclusive of Finance Lead, HR Lead, Payroll Lead
Test Support (Finance)	\$20K	Estimated 5 days per month inclusive Finance resource
Test Support (HR)	\$20K	Estimated 5 days per month inclusive of HR resource
Test Support (Payroll)	\$20K	Estimated 5 days per month inclusive of Payroll resource
Test Support (Other/Misc.)	\$15K	Estimated 2 days per month. PM on site, additional support as needed
Go Live Support	\$10K	Estimated 5 days per work stream
Estimated Total	\$120K	

Question: Why is City Staff recommending an expenditure of \$568,000 dollars for a "Manager of Revenue Services" in the contract award for the new 3.5 million dollar Financial System?

Response:

To ensure the successful implementation of the City's new Financial ERP system, it is essential to assign a dedicated City resource to the project over the 3-year implementation timeline. This role will be undertaken by the City's current Manager of Revenue Services, who possesses the unique expertise and leadership skills necessary to guide the project effectively. By allowing them to focus solely on the implementation, the City minimizes risks, streamlines processes, and ensures that the new system aligns with the City's operational needs.

The new Financial ERP system implementation is a complex, full-time endeavor that requires dedicated attention. Backfilling the dedicated City resource is key to maintain continuity within the Revenue Services department, ensuring that the regular Manager duties are covered and that the City's operations remain stable. The estimated amount of \$568K over 3 years (\$189K/year) is inclusive of salary and benefits.

Question: Why is City Staff asking the taxpayers of White Rock to pay \$537,500 in "license fees" for the last 2.5 years of the 6-year contract when the funds have already been allocated as part of the financial plan of 2024?

Response:

The \$3.5 million allocated in the 2024 financial plan for the new Financial ERP system is dedicated solely for the capital costs associated with implementing it. These costs include system purchase, installation, customization, and initial training.

After the ERP system is fully implemented, ongoing expenses such as software licensing, maintenance, and support will become operating costs. These are essential for the continued functionality and updating of the system. Operating costs are recurring expenses necessary to keep the system running efficiently and securely. These costs will be funded by taxpayers as part of the City's operational budget.

Best,
G.

GUILLERMO FERRERO
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-----Original Message-----

From: G^{Redacted} Gumley **Redacted**
Sent: Monday, May 27, 2024 8:49 AM
To: Clerk's Office <ClerksOffice@whiterockcity.ca>
Cc: **Redacted**
Subject: Q and A for May 27 2024 - New Financial System

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Good Morning,

I have the following questions for the Q/A segment of the City Council meeting this afternoon.

Why is City Staff recommending that the tax payers of White Rock pay Agilyx Group \$120,000 in travel costs to install the new Financial System Software?

Why is City Staff recommending an expenditure of \$568,000 dollars for a "manager of revenue services" in the contract award for the new 3.5 million dollar Financial System?

Why is City Staff asking the tax payers of White Rock to pay \$537,500 in "license fees" for the last 2.5 years of the 6 year contract when the funds have already been allocated as part of the financial plan of 2024?

Regards,

G ^{Redacted} Gumley,
Resident of White Rock, BC