



City of Boynton Beach Agenda Item Request Form

Meeting Date: 03/23/2026

Proposed Resolution No. R26-034 - Ratifying the approval of Change Order No. 2 and No. 3 to the Professional Service Agreement with Koa Hills Consulting, LLC, and approving the expenditure increase in an amount not to exceed \$750,000, for data cleansing and validation services, and authorizing the City Manager to execute all future necessary documents.(The item was tabled at the March 3, 2026, meeting)

Requested Action: Staff recommends approval of Proposed Resolution No. R26-034

Explanation of Request:

The City is transitioning from its legacy Naviline system to Workday as part of a citywide Enterprise Resource Planning (ERP) modernization initiative. A successful migration requires accurate, reliable, and fully validated data; however, years of workarounds, system customizations, and inconsistent data entry in Naviline have resulted in duplicated records, formatting inconsistencies, and incomplete fields.

To address these issues, the Innovation & Technology Solutions (ITS) Department engaged KOA Hills through a professional services agreement initially approved at \$57,000. As the project progressed, additional support was required, resulting in Change Order No. 001 in the amount of \$15,200, bringing the contract total to \$72,200. As the project advanced, two additional change orders were necessary, both of which pushed the contract beyond the \$75,000 Commission approval threshold. To maintain project momentum, the City Manager's Office approved both changes. Per the procurement policy, these change orders will require ratification through the commission as they exceeded the City Manager's approval authority.

Looking ahead and taking a more proactive approach to project planning, to ensure continuity and avoid further incremental change orders, staff is requesting City Commission approval to engage KOA Hills for additional services up to a total contract amount of \$750,000, billed at \$190 per hour, to support data cleansing and conversion through project completion. By securing this approval now, the City can avoid incremental change orders and ensure the resources needed for a successful Workday transition are in place without interruption. These services are essential to a smooth migration and to maximizing the City's return on its ERP modernization investment.

These services are essential to ensuring clean, validated data for the Workday implementation, reducing post-go-live remediation costs, and maximizing the City's return on its ERP modernization investment.

This contract was procured under the Consultant and Professional Services Procurement Exemption of the City's Procurement Policy. This exemption allows the City to engage professionals or consultants requiring specialized training, certifications, or expertise—such as management consulting or technical services—without competitive bidding when determined by the City Manager or designee to be in the City's best interest. Qualifications, work history, and other relevant data were reviewed prior to entering into this agreement.

How will this affect city programs or services?

The proposal directly supports the City's ERP modernization initiative, which is critical to improving efficiency and service delivery across all departments. Ensuring high-quality data during the transition will:

- Enhance operational accuracy by eliminating legacy data errors.
- Improve service delivery through more reliable reporting and streamlined workflows.
- Reduce long term costs by preventing expensive post implementation corrections.
- Support compliance and governance with standardized, validated data structures.

Budgeted Item: Yes

Account Line Item and Description: Change orders will be processed to fund the existing purchase order. Funding will come from:

- Utilities CIP Fund 403-5000-533.46-91
- ITS Software Maintenance 001-1510-513.46-91
- CIP Fund 303-410-1580.46-91

Fiscal Impact:

This proactive investment mitigates significant post implementation risks and reduces long term operational costs, ensuring a successful Workday transition.

Attachments:

[Agenda_Item_4396-2026_Resolution_for_Koa_Hills.docx](#)
[Exhibit A to Resolution - Change_Order_002_and_003.pdf](#)
[fully_executed_agmt.pdf](#)
[CO1.pdf](#)