



## City of Boynton Beach Agenda Item Request Form

**Meeting Date:** 03/ 3/2026

**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 \$275,000, for data cleansing and validation services, and authorizing the City Manager to execute all future necessary documents.**

**Requested Action:**

Staff recommends approval of Proposed Resolution No. R26-034.

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**Explanation of Request:** The City is moving from its legacy Naviline system to Workday as part of a broader Enterprise Resource Planning (ERP) modernization effort. A transition of this scale depends on data that is accurate, reliable, and fully validated which presents a challenge, as Naviline accumulated significant data quality issues over time. Years of workarounds, system customizations, and inconsistent data entry practices kept daily operations running but gradually drifted from industry standards, leaving behind a trail of duplicated records, formatting inconsistencies, and incomplete data fields.

Industry standards strongly recommend cleansing and validating data before any system migration. Migrating legacy data puts system performance, reporting accuracy, and integration reliability at risk, and errors that go unaddressed before go-live typically cost three to five times more to fix afterward.

To support this effort, the Innovative Technology Department (ITS) engaged KOA Hills for data conversion assistance through a professional services agreement. The initial agreement was set at \$57,000 and approved by the City Manager. As the project evolved, ITS identified the need for additional services and requested Change Order No. 1, which brought the total to just under the \$75,000 Commission approval threshold.

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 City's Procurement Policy, however, Commission ratification is required for contracts exceeding that threshold — and that ratification is what is being sought here.

Looking ahead and taking a more proactive approach to project planning, staff is requesting City Commission approval to engage KOA Hills for up to \$275,000 — billed at \$190 per hour

— to support the project through 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.

This contract and purchase was procured through the Consultant and Professional Services Procurement Exemption of the City's Procurement Policy. Contracts for the service of professionals or consultants requiring specialty training in the arts or sciences and/or requiring holding professional licenses or certificates, including but not limited to the practice of law, certified public accountants, or actuaries, management consulting, medicine, real estate appraisal, or other areas of expertise as determined by the city manager or designee to be in the best interest of the city, and not otherwise subject to the requirements of F.S. § 287.055, as amended, may be entered into without competitive bidding; however, qualifications, work history, and other relevant data shall be reviewed before entering into such contracts.

### **How will this affect city programs or services?**

The proposal directly supports the City's ERP modernization initiative, which is critical for improving efficiency and service delivery citywide. By ensuring clean, validated data during the transition from the legacy Naviline system to Workday, the City will:

- Enhance Operational Accuracy
- Improve Service Delivery
- Reduce Long-Term Costs
- Support Compliance and Governance

**Account Line Item and Description:** Change orders will need to be processed to fund the existing purchase order. The accounts include the Utilities General CIP Fund account 403-5000-533-46-91 and the ITS Software Maintenance account 001-1510-513-46-91.

### **Fiscal Impact:**

The total cost is not to exceed \$275,000, funded from the ITS REPAIR/MAINTENANCE SRVS. / SOFTWARE MAINTENANCE account. This proactive investment mitigates significant post-implementation risks and reduces long-term operations costs, maximizing return on the Workday investment.

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### **Attachments:**

[R26-034 Agenda\\_Item\\_4315-2026\\_Resolution\\_for\\_Koa\\_Hills.docx](#)  
[Exhibit A to Resolution - Change Order 2 and 3.pdf](#)  
[fully executed agmt.pdf](#)  
[CO #1.pdf](#)