



City of Boynton Beach Agenda Item Request Form

Meeting Date: 04/21/2026

Proposed Resolution No. R26-071- Approving Amendment No. 2 to the services agreement with Iron Brick Associates, LLC, incorporating Can/Am Technologies Inc. as the web-based point-of-sale software provider for the City's ERP Workday Project, in a total amount of \$750,337.00 covering both SaaS for five years and professional services, pursuant to the piggyback exemption of the City's Procurement Policy.

Requested Action: City Staff Recommends approval of Proposed Resolution No. R26-071.

Explanation of Request: On July 15, 2025, the City Commission approved a contract with Iron Brick Associates, LLC to implement a new ERP system designed to automate operations, improve data accuracy, enhance cybersecurity, and elevate service delivery to residents. As the project has progressed, staff identified a significant inefficiency: the City currently operates multiple Point of Sale (POS) systems across various departments, making it impossible to consolidate financial data, analyze spending patterns, and safeguard taxpayer dollars. Consolidating all payment activity under a single POS platform is essential to achieving the full benefits of the ERP investment.

Through the course of the ERP implementation, staff identified CanAm Teller as the ideal solution — a preferred Workday partner already included under the Iron Brick contract the City previously piggybacked, making this a seamless addition to the existing agreement. CanAm Teller is a web-based, enterprise-level Point of Sale system that will serve as the City's centralized platform for managing all revenue intake — from the moment a payment is received at the cashier window through balancing, reconciliation, and financial reporting. Specifically, Teller will:

- **Consolidate All City Payments.** Teller will replace the City's fragmented, multi-system approach by integrating payment activity from across all departments into a single database, giving staff and leadership a unified, real-time view of all financial transactions.
- **Interface with Key City Systems.** Teller will connect bi-directionally with Workday Accounts Receivable and Financials, SpryPoint Utility Billing, SagesGov Permitting, Duncan Parking, Vera Mobility Red Light Citations, Catalis IVR and payment processing, Meridian Kiosks, and RecTrac and Eagle Golf — ensuring seamless data flow between all platforms.
- **Streamline Cashiering Operations.** The system manages the full cashiering lifecycle, including check scanning and image cash letter processing, cash drawer management,

credit and debit card processing through Catalis, and check validation for NSF transactions.

- **Enable Online Payments.** Through Teller Online, residents will be able to make payments digitally, with capacity for up to 50,000 online transactions, providing a modern, convenient experience for the public.
- **Support Up to 25 Named Users** . Across departments, plus unlimited read-only access, with a secure, cloud-hosted environment through Amazon AWS, a 99.9% uptime commitment, and regular software updates approximately every six weeks.
- **Provide Financial Transparency and Accountability** . Teller's reporting and analytics capabilities will give the City full visibility into all payment activity across departments — the very data currently unavailable due to the City's siloed POS systems — enabling informed decision-making and better stewardship of taxpayer funds.

The five-year implementation is structured in two phases over 19 months, covering configuration, staff training, system integration testing, and go-live support across six City departments. While staff cannot yet quantify the full cost of the City's disparate POS systems due to the absence of consolidated data analytics, implementation of Workday is expected to provide full visibility into those expenditures and yield measurable cost savings.

Total Year 1 SaaS, Hardware, and Implementation Costs \$410,346.00

Annual SaaS Fees (Year 2) \$81,267.00

Annual SaaS Fees (Year 3) \$83,705.00

Annual SaaS Fees (Year 4) \$86,216.00

Annual SaaS Fees (Year 5) \$88,803.00

Total Contracted Amount \$750,337.00

For Amendment No. 2, the City will utilize the piggyback exemption under its Procurement Policy by leveraging Contract No. 159124 – Cloud Solutions for HR, Finance, and Planning, awarded through OMNIA Partners and Region 14 Education Service Center (ESC). By leveraging a competitively solicited agreement already in place, the City avoids the time and expense of issuing its own solicitation, gains access to a pre-vetted vendor, and secures favorable pricing — ultimately streamlining procurement and delivering greater value to Boynton Beach taxpayers.

How will this affect city programs or services? Positive Impacts

- Faster, more convenient payments for residents. With Teller Online supporting up to 50,000 digital transactions, residents paying utility bills, parking citations, permitting fees, recreation fees, and other City charges will have a modern, self-service option rather than having to visit a City office.
- Improved service across multiple departments. The system integrates with programs spanning utilities, permitting, parking enforcement, red light citations, recreation, golf, and kiosks — meaning departments that previously operated in silos will now share a unified payment platform.
- Reduced administrative burden on staff. By eliminating manual reconciliation across disconnected systems, City staff will spend less time on back-office payment processing and more time on resident-facing service delivery.

Longer-Term Benefits

- Citywide financial visibility. Once fully implemented, leadership will for the first time have a complete, data-driven picture of all payment activity citywide, enabling smarter

budgeting, better resource allocation, and the ability to identify and eliminate redundant costs across programs.

Account Line Item and Description: 303-4101-580.46-91 REPAIR/MAINTENANCE SRVS.
/ SOFTWARE MAINTENANCE GG2526

Fiscal Impact: Total Year 1 SaaS, Hardware, and Implementation Costs \$410,346.00

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Attachments:

[R26-071 Agenda_Item__4476-2026_Resolution_for_Iron_Brick_Amd__2.docx](#)

[Second_Amendment_to_Services_Agreement_3.30.26Final2_-_signed.pdf](#)

[Boynton_Beach_Amendment_2_Omnia_Price_Justification.pdf](#)

[Merchant_Services_ROI_Presentation - Final.pptx](#)