



City of Austin

Recommendation for Action

File #: 25-1243, **Agenda Item #:** 50.

7/24/2025

Posting Language

Authorize a contract for managed services and support for Workday Human Capital Management to be used by all City Departments with Cognizant Technology Solutions U.S. Corporation d/b/a Collaborative Solutions LLC, for an initial term of one year with up to four 1-year extension options in an amount not to exceed \$10,000,000. Funding: \$370,000 is available in the Operating Budget of the Financial Services Department, funding for the remaining contract term is contingent upon available funding in future budgets.

Lead Department

Financial Services Department.

Client Department(s)

Financial Services Department.

Fiscal Note

Funding in the amount of \$370,000 is available in the Fiscal Year 2024-2025 Operating Budget of the Financial Services Department.

Funding for the remaining contract term is contingent upon available funding in future budgets.

Purchasing Language:

Multiple cooperative purchase programs were reviewed for these services. The Financial Services Department has determined this contractor best meets the needs of the Financial Services department to provide these services required for the City.

MBE/WBE:

Cooperative Agreement contracts are exempt from the City Code Chapter 2-9B (Minority-Owned and Women-Owned Business Enterprise Procurement Program). Therefore, no subcontracting goals were established.

For More Information:

Direct questions regarding this Recommendation for Council Action to the Financial Services Department - Central Procurement at FSDCentralProcurementRCAs@austintexas.gov or 512-974-2500.

Additional Backup Information:

This contract is for a software service provider that will deliver operational support for Workday Human Capital Management, the City's cloud-based system that manages essential functions such as Human Resources and Payroll. The provider will assist City staff by ensuring the Workday system runs efficiently, remains up to date, and continues to meet the needs of departments across the organization, improving service delivery, modernizing digital infrastructure, creating a smoother hiring process, accurate payroll, efficient budget management, and improved decision-making based on timely, reliable data. Support includes resolving technical issues, assisting staff with system access and configurations, assisting with software updates, and providing clear documentation and training for users.

The City's Workday implementation was completed June 2025. The expectation is that this contract will be an investment in ongoing Application Managed Services for the Workday system. These services will include:

- Biannual system upgrades delivered by Workday
- Enhancements to the City's Workday instance
- Periodic health checks to ensure the Workday environment is optimized, secure, and aligned with best practices.

The City's goal is to build internal capability over time so staff can manage system upgrades and routine enhancements independently. Cloud-based *software as a service* platforms like Workday require a significant upfront investment for implementation. However, they offer long-term cost efficiency through reduced infrastructure needs, streamlined processes, regular upgrades, and better scalability. The full return on investment is realized over time through operational efficiencies and reduced technical debt.

This is a new contract, and the requested authorization amount was determined using departmental estimates based on anticipated usage due to growth of workforce.

The Omnia Partners is a cooperative purchasing association recognized under Texas procurement statutes. Cooperative associations, themselves or using a lead government, competitively solicit and award contracts that are eligible for use by other qualified state and local governments. Due to their substantial volumes, larger than any one government could achieve independently, cooperative contracts routinely include superior terms, conditions, and pricing. Use of cooperative contracts also results in lower administrative costs and time savings.