

DATE: DECEMBER 16, 2025

FROM: ACCOUNTING

SUBJECT: RESOLUTION NO. _____ - AWARD OF CONTRACT WITH ACCENTURE LLP FOR WORKDAY EXTENDED SUPPORT FOR CONTINUED OPTIMIZATION OF THE HUMAN RESOURCES AND PAYROLL SYSTEM

SUMMARY:

Staff requests approval of a sole source contract with Accenture LLP (Accenture) for Workday Extended Support (Contract). The proposed Contract will facilitate the continued optimization and adoption of the new Human Resources and Payroll (HRP) system for the City of Los Angeles (City) Harbor Department (Harbor Department).

The Harbor Department is already using one full-time Accenture consultant to work on a backlog of existing and anticipated Workday issues. This consultant has been onsite with the Harbor Department since January 2024, providing support leading up to, and following, the Workday go-live date. This consultant was provided to the Harbor Department through the City's HRP Workday project. The extended phase of the City's Workday project has ended. However, the Harbor Department continues to need support services to resolve a backlog of existing and anticipated Workday issues. As such, staff recommends a contract with Accenture to continue using the full-time Accenture consultant and add a part-time consultant.

The Contract is for a one-year term with a not-to-exceed amount of \$816,000. The Harbor Department will be financially responsible for the payment of expenses incurred under the proposed contract.

RECOMMENDATION:

It is recommended that the Board of Harbor Commissioners (Board):

1. Find that the Director of Environmental Management has determined that the proposed action is administratively exempt from the requirements of the California Environmental Quality Act (CEQA) under Article II, Section 2(f) of the Los Angeles City CEQA Guidelines;

**SUBJECT: AWARD OF CONTRACT TO ACCENTURE LLP FOR WORKDAY
EXTENDED SUPPORT**

2. Find that in accordance with Los Angeles City Charter Section 1022, work under the subject agreement can be performed more feasibly by independent contractors than by City employees;
3. Award and approve the one-year Contract with Accenture LLP for Workday consultant support services for the support and resolution of Workday issues in the amount of \$816,000 including applicable taxes;
4. Authorize the Executive Director to execute and the Board Secretary to attest to the Contract for and on behalf of the Board; and
5. Adopt Resolution No. _____ .

DISCUSSION:

Background – In 2017, the City of Los Angeles decided to replace its outdated payroll system, PaySR, with a newer and more technologically capable HRP system. In June 2019, the City’s HRP Steering Committee selected Workday as the vendor to provide HR and Payroll functionalities. The City’s HRP Project, Workday, went live on June 16, 2024, and since the go-live date, the City has received extended support from the HRP Hypercare team to address Workday issues. The Hypercare phase has ended and now the City is in the Extended Support Service (ESS) phase.

Currently, the Harbor Department has Workday challenges that must be resolved. There is a significant backlog of 70 open tickets for Workday-related issues. Of those 70 tickets, 70% have been open for over 101 days causing operational challenges for the Harbor Department. The most common issues have been with time tracking and absences. These issues account for 35% of the total backlog and are the most department-specific issues which are unlikely to be prioritized by the City-wide HRP team. Given that these challenges are unique to the Harbor Department and need priority, the Harbor Department decided that procuring Workday consulting services are necessary.

The Harbor Department has been utilizing the services of one full-time Accenture Workday consultant for post-implementation support since January 2024 under the City-wide work order which expired September 30, 2025. Pending approval and execution of the proposed Contract, the current Accenture consultant will continue to provide Workday support services to the Harbor Department to manage all critical HR and payroll issues affecting Harbor Department employees, and technical Workday support to update configurations to solve issues and implement enhancements. The current Accenture consultant will also provide project, stakeholder, and change management assistance; training; testing support; and functional expertise for the Harbor Department staff.

DATE: DECEMBER 16, 2025

PAGE 3 OF 5

**SUBJECT: AWARD OF CONTRACT TO ACCENTURE LLP FOR WORKDAY
EXTENDED SUPPORT**

Various City departments have engaged Accenture for Workday extended support. LAWA is currently using its Accenture Agreement for the same purposes.

Issuing a request for proposal (RFP) would delay the resolution of existing time-sensitive Workday issues and compound the errors in payroll calculation. Payroll calculation and time tracking continue to impact employees until they are resolved. The Accenture Workday consultant who is currently assigned to the Harbor Department has been onsite since January 2024 and is very familiar and experienced with the existing and anticipated Workday issues. This Contract would ensure there would be no loss of institutional knowledge of the issues and no delay in addressing such issues while a new consultant is selected and trained.

Proposed Contract – The proposed Contract (Transmittal 1) is to continue the services of the existing Accenture Workday consultant on a full-time basis and to add an additional Accenture Workday technical consultant on a part-time basis to support the continued optimization and adoption of the new HRP system. The current Accenture Workday consultant will continue to provide support to the Harbor Department staff and resolve Workday issues as prioritized by the Harbor Department, and the new part-time Accenture Workday consultant will update configurations to fix issues and implement enhancements.

In accordance with the scope of work, the full-time Accenture Workday consultant will also provide project, stakeholder, and change management assistance; training; testing support; and functional expertise to the Harbor Department staff. These efforts will be enhanced by adding a part-time consultant. The part-time Accenture Workday consultant will primarily focus on the time tracking and absence issues by providing direct configuration updates to fix the Harbor Department Workday issues within the HRP Team's existing change control process. Both consultants will coordinate with the HRP and Harbor Department teams for Workday integration, support, and escalations.

The requested not-to-exceed amount is \$816,000. This amount is based on the up to \$68,000 per month for one year for one full-time Accenture Workday Change Management consultant (40 hours/week), and one half-time Accenture Workday Technical consultant (20 hours/week).

Expenditures based on actual needs will be incurred only when the Harbor Department authorizes an order and has reviewed monthly time sheets and reports. Total expenditures will not exceed \$816,000 over the term of the contract. However, the Harbor Department is not committed to spending this entire amount.

DATE: DECEMBER 16, 2025

PAGE 4 OF 5

**SUBJECT: AWARD OF CONTRACT TO ACCENTURE LLP FOR WORKDAY
EXTENDED SUPPORT**

Selection Process – The recommendation to select Accenture LLP, as a “sole source” contractor is based on Accenture LLP’s expertise, the need for continued support, and avoid interruption of the current work in progress. The proposed “sole source” contract is a more cost-effective approach.

ENVIRONMENTAL ASSESSMENT:

The proposed action is an approval of an Agreement with Accenture LLP to provide Workday Technical Support to the Harbor Department, which is an administrative action. Therefore, the Director of Environmental Management has determined that the proposed action is administratively exempt from the requirements of CEQA in accordance with Article II, Section 2(f) of the Los Angeles City CEQA Guidelines.

FINANCIAL IMPACT:

Approval of the proposed Contract will facilitate the continued optimization and adoption of the Harbor Department’s HRP system in an amount not-to-exceed \$816,000 over a one-year term.

Fiscal Year (FY) 2025/26 funding in the amount of \$340,000 has been budgeted within Account 542025 (IT Implementation and Consulting Services), Division 60010 (Accounting). A funding out clause is included in the Contract. Spending is anticipated to occur as follows:

Fiscal Year	Amount
2025/26	\$340,000
2026/27	\$476,000
Total	\$816,000

Future fiscal year funding will be requested through the annual budget process, subject to approval by the Board.

DATE: DECEMBER 16, 2025

PAGE 5 OF 5

SUBJECT: AWARD OF CONTRACT TO ACCENTURE LLP FOR WORKDAY
EXTENDED SUPPORT

CITY ATTORNEY:

The Office of the City Attorney has reviewed the subject contract and has approved it as to form and legality.

TRANSMITTALS:

1. Accenture LLP Agreement

FIS Approval: 
CA Approval: 



FRANK LIU
Director of Accounting



JEFFREY STRAFFORD
Chief Financial Officer
Director, Financial Planning & Analysis

APPROVED:

 for

EUGENE D. SEROKA
Executive Director

AUTHOR: L. Hillyer
SZ:FL