

RESOLUTION NO. _____

A RESOLUTION AWARDDING THE PROPOSAL FOR A CUSTOMER INFORMATION SYSTEM TO HANSEN BANNER, LLC; APPROVING THE SERVICE AGREEMENT WITH SAME AND AUTHORIZING THE MAYOR TO EXECUTE THE AGREEMENT AND ALL OTHER DOCUMENTS NECESSARY AND PROPER TO EFFECTUATE THE PURPOSE OF THE AGREEMENT

WHEREAS, in an effort to align the operations of the city's utilities with customer information and modernizing the process of billing and to improve customer service options; the city is upgrading the utility billing system software otherwise known as the Customer Information System (CIS); and

WHEREAS, proposals were opened on December 13, 2023 and after many hours, staff have determined that the Hansen Banner, LLC solution is the desired product which aligns with the city's business strategies, for their CIS system; and

WHEREAS, the Hansen-Baner, LLC, Software Service Agreement, as attached as Exhibit A to this resolution needs to be executed by the city; and

WHEREAS, the cost of the implementation of the software is \$1,060,064.00 plus vendor travel expenses which will be paid in accordance with the agreement, and funding is available in GP2502.

Now therefore,

BE IT RESOLVED BY THE BOARD OF MAYOR AND ALDERMEN AS FOLLOWS:

SECTION I. That the proposal for a Customer Information System (CIS) from Hansen-Banner, LLC, in the amount of \$1,060,064.00 plus vendor travel expenses which will be paid in accordance with the agreement, is approved.

SECTION II. That the mayor, or in his absence, incapacity, or failure to act, the vice-mayor, is authorized and directed to execute, in a form approved by the city attorney and subject to the requirements of Article X, Section 10 of the Charter of the City of Kingsport, the Agreement with Hansen-Banner, LLC, Customer Information System (CIS) to deliver the agreement and take any and all action as may be required on the part of the city to carry out, give effect to, and consummate the transactions contemplated by the agreement and this resolution as set out in the attached Exhibit A to this resolution.

SECTION III. That the mayor is further authorized to make such changes approved by the mayor and the city attorney to the agreement as attached as Exhibit A to this resolution that do not substantially alter the material provisions of the agreement, and the execution thereof by the mayor and the city attorney is conclusive evidence of the approval of such changes.

SECTION IV. That the board finds that the actions authorized by this resolution are for a public purpose and will promote the health, comfort and prosperity of the citizens of the city.

SECTION V. That this resolution shall take effect from and after its adoption, the public welfare requiring it.

ADOPTED this the 1st day of October, 2024.

PAUL W. MONTGOMERY, MAYOR

ATTEST:

ANGELA MARSHALL, DEPUTY CITY RECORDER

APPROVED AS TO FORM:

RODNEY B. ROWLETT, III, CITY ATTORNEY