



AGENDA ACTION FORM

Consideration of a Resolution Authorizing an Agreement with Hansen Banner, LLC for the purchase of a Software Customer Information System (CIS) and Service Agreement

To: Board of Mayor and Aldermen
From: Chris McCartt, City Manager *CM*

Action Form No.: AF-273-2024
Work Session: September 30, 2024
First Reading: NA
Final Adoption: October 1, 2024
Staff Work By: IT Solutions / Finance
Presentation By: Floyd Bailey

Recommendation:

Approve the Resolution.

Executive Summary:

The city is in the process of upgrading the utility billing system software otherwise known as the Customer Information System (CIS). The goal of the project is to improve customer service by streamlining access to utility accounts and methods of payment while modernizing the billing process to ensure accuracy and efficiency.

Over the past year, a team including members of Information Technology - Solutions, Drinking Water, Wastewater, Stormwater, Sanitation, Customer Service, and Finance have reviewed responses to our request for proposals (RFP) and have determined that the Hansen Banner, LLC solution is the desired product which aligns with the city’s goal. The timeline of this implementation project is to commence in October 2024 and “Go-Live” in December 2025.

The cost of the software is \$1,060,064.00 plus vendor travel expenses, which will be paid in portions based on milestones defined in the Agreement.

Funding for this project is available and identified in GP2502, Account Number 311-0000-601.90-03.

Attachments:

- 1. Resolution
- 2. Hansen Agreement

	<u>Y</u>	<u>N</u>	<u>O</u>
Baker	—	—	—
Cooper	—	—	—
Duncan	—	—	—
George	—	—	—
Mayes	—	—	—
Phillips	—	—	—
Montgomery	—	—	—