



AGENDA ACTION FORM

Consideration of a Resolution Approving an Amendment to the Agreement with Doxim, LLC for Additional Billing Services and Authorizing the Mayor to Sign all Necessary and Proper Documents.

To: Board of Mayor and Aldermen

From: Chris McCartt, City Manager *CM*

Action Form No.: AF-190-2025

Work Session: July 14, 2025

First Reading: N/A

Final Adoption: July 15, 2025

Staff Work By: Floyd Bailey

Presentation By: Floyd Bailey

Strategic Focus Area: Efficient and Responsive Government

Recommendation:

Approve the Resolution.

Executive Summary:

The accompanying resolution approves an amendment to the current agreement with Doxim, LLC through a change request form to redesign and implement new demolition landfill bills in the amount of \$5,210.81.

Currently, the city has a contract with Doxim for utility billing services. It is recommended to expand the services provided to include a redesign of the landfill bill template and to then implement the redesigned bills.

The cost of the redesign is \$5,000 plus \$0.1597 per bill for implementation of the redesigned bill. The addition of these services increases the total contract amount to \$88,385.81.

The original contract upgraded us to the Doxim modern platform and Doxim Customer Communications Management (CCM) which improves customer service relations in areas such as, a new customer portal, USPS mail tracking capabilities, internal bill message controls. This project also includes integration with the new Hansen Customer Information System and a fresh bill redesign.

These funds are identified in project code GP2502, Account Number 311-0000-601.90-03.

Attachments:

1. Resolution
2. Change Request Form

	Y	N	O
Baker	—	—	—
Cooper	—	—	—
Duncan	—	—	—
George	—	—	—
Mayes	—	—	—
Phillips	—	—	—
Montgomery	—	—	—