

RESOLUTION NO. _____

A RESOLUTION APPROVING AN AGREEMENT WITH RAFTELIS FINANCIAL CONSULTANTS, LLC EXPANDING THE SCOPE OF SERVICES FOR CUSTOMER INFORMATION SOFTWARE IMPLEMENTATION MANAGEMENT SUPPORT CONTRACT AND AUTHORIZING THE MAYOR TO EXECUTE THE AGREEMENT AND ALL OTHER DOCUMENTS NECESSARY AND PROPER TO EFFECTUATE THE PURPOSE OF THE AGREEMENT

WHEREAS, on May 16, 2023, the board approved an agreement with Raftelis Financial Consultant for the development of a request for proposals for a customer information system vendor and vendor evaluation (Resolution No. 2023-242); and

WHEREAS, on October 1, 2024, the board approved the customer information system (CIS) and Raftelis software implementation management support (Res. No. 2025-071); and

WHEREAS, on December 2, 2025, the board approved an extension to the Agreement with Raftelis which increased the total number of hours and cost, and extended the Go-Live date to April, 2026 (Res. No. 2026-125); and

WHEREAS, staff recommends entering into an Agreement with Raftelis to expand the scope of services in order for Raftelis to provide continuing management support through the go-live process for the customer information system, specifically to provide project management support to the City's implementation team during the final two User Acceptance Testing (UAT) testing phases, end-user training, go-live and post-live support; and

WHEREAS, the total estimated fees to provide the continuing support is \$79,660.00 and includes all professional fees and anticipated project expenses; and

WHEREAS, the funding for the project is available in WA-2607.

Now therefore,

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

SECTION I. That Agreement with Raftelis Financial Services expanding the scope of services to provide project management support to the City's implementation team during the final two User Acceptance Testing (UAT) testing phases, end-user training, go-live and post-live support, 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, an Agreement with Raftelis Financial Services expanding the scope of services for the implementation of management support of the CIS system, 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.

SECTION III. That the mayor is further authorized to make such changes approved by the mayor and the city attorney to the agreement 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 7th day of April, 2026.

PAUL W. MONTGOMERY, MAYOR

ATTEST:

ANGELA MARSHALL, DEPUTY CITY RECORDER

APPROVED AS TO FORM:

RODNEY B. ROWLETT, III, CITY ATTORNEY