

RESOLUTION NO. _____

A RESOLUTION APPROVING AMENDMENTS TO THE SCOPE OF WORK WITH HANSEN BANNER, LLC RELATIVE TO THE CUSTOMER INFORMATION SYSTEM AND AUTHORIZING THE MAYOR TO EXECUTE ALL DOCUMENTS NECESSARY AND PROPER TO EFFECTUATE THE AMENDMENTS

WHEREAS, in an effort improve and modernize the city's customer service capabilities for the payment of services and fees, the city entered into an agreement with Hansen Banner LLC to upgrade the utility billing system software otherwise known as the Customer Information System (CIS) which was approved by the board on October 1, 2024 (Resolution No. 2025-070) with a total contract amount of \$1,060,064.00; and

WHEREAS, as the project nears completion amendments to the scope of work are prudent and necessary to secure the desired implementation and functionality of the CIS; and

WHEREAS, an increase in the total project hours from 8,490 to 9,935 hours, and full deployment of the GraceAI component will be provided at no additional cost for its deployment; and

WHEREAS, additional hours of business analyst support will be provided for the purpose of legacy data conversion support, conversion testing, and related services at an additional cost of \$63,000.00; and

WHEREAS, additional hours of developer, business analyst, and project management support provided in conjunction with an altered training schedule which necessitated an extension of the implementation date to April 30, 2026 as well as coordination with the city's other software vendors which will integrate with the CIS at an additional cost of \$184,830.00; and

WHEREAS, with these amendments, the total cost of the implementation is now \$1,307,894.00; and

WHEREAS, funds are available in WA2607.

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

SECTION I. That amendments to the scope of work with Hansen Banner LLC to provide for the services described hereinabove and incorporated by reference at a total additional cost of \$247,800 are 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 necessary and proper documents to effectuate the amendments to the scope of work with Hansen Banner, LLC described herein 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 transaction contemplated by this resolution.

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

ADOPTED this the 17th day of March, 2026.

PAUL W. MONTGOMERY, MAYOR

ATTEST:

ANGELA MARSHALL, DEPUTY CITY RECORDER

APPROVED AS TO FORM:

RODNEY B. ROWLETT, III, CITY ATTORNEY