

RESOLUTION NO. _____

A RESOLUTION APPROVING CHANGE ORDER NUMBER 3 TO
THE CONTRACT WITH HANSEN BANNER, LLC FOR THE
HANSEN CUSTOMER INFORMATION SYSTEM AND
AUTHORIZING THE MAYOR TO EXECUTE ALL DOCUMENTS
NECESSARY AND PROPER TO EFFECTUATE THE CHANGE
ORDER

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 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); and

WHEREAS, to support implementation of Hansen's CIS, staff recommends approving the change order to the agreement to ensure the functionality and accuracy of the data converted from the old utility billing system software to the new CIS system; and

WHEREAS, under this change order, Hansen shall provide two (2) full-time equivalent (FTE) contracted personnel to work under the general direction of the City from August 11, 2025, until not later than January 11, 2026, to execute existing test cases, identify new test cases, enhance the test cases, document test results, and document issues identified via the testing; and

WHEREAS, after the first month, should no additional testing be necessary, the City has the option to terminate services at any time during the term, with one-week prior written notice to Hansen; and

WHEREAS, services are billed on a time-and-materials basis at \$150 per hour, not to exceed a total 1,650 hours or \$247,500.00; and

WHEREAS, funds are available in GP2502.

Now therefore,

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

SECTION I. That Change Order No. 3 to the contract with Hansen Banner LLC for the Customer Information System implementation to add two full-time equivalent contracted personnel from August 11, 2025, but until no later than January 11, 2026, at \$150 per hour, not to exceed a total of 1,650 hours or \$247,500.00, 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 change order with Hansen-Banner, LLC, to deliver the change order 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 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 change order that do not substantially alter the material provisions of the change order, 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 19th day of August, 2025.

PAUL W. MONTGOMERY, MAYOR

ATTEST:

ANGELA MARSHALL, DEPUTY CITY RECORDER

APPROVED AS TO FORM:

RODNEY B. ROWLETT, III, CITY ATTORNEY