



## AGENDA ACTION FORM

### **Consideration of a Resolution to Amend the Scope of Work and Cost for the Hansen CIS Implementation Contract**

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

Action Form No.: AF- 237-2025  
Work Session: August 18, 2025  
First Reading: N/A

Final Adoption: August 19, 2025  
Staff Work By: Floyd Bailey  
Presentation By: Floyd Bailey

---

#### **Strategic Focus Area: 1. Efficient & Responsive Government**

---

#### **Recommendation:**

Approve the Resolution

#### **Executive Summary:**

If approved, this change order amends the Statement of Work (SOW) for the Hansen CIS (Customer Information Solution) Implementation, which was approved and effective October 1, 2024 (AF-273-2024), between Hansen Banner, LLC and the City of Kingsport, Tennessee.

The purpose of this amendment is to identify the resources provided by Hansen to assist the city with two or more Full-Time Equivalent (FTE) testing personnel from August 11, 2025, until no later than January 11, 2026, with the option to scale, maintain, or end services for each month with one-week prior written notice. Hansen personnel are provided to identify customer or other pertinent utility usage and billing information in AS400, confirm that data transfers into the new system accurately, and to also confirm processes, calculations and functions of the new customer information system (CIS) are accurately produced and stored. This is the process of testing all information for all city billing functions. The Hansen personnel assistance will alleviate the pressure on utilizing internal staff for the testing procedures.

Services are billed on a time-and-materials basis at \$150 per hour, with an estimated cost of \$49,500 for the first month for two Full Time Equivalent (FTE) persons. Future months are flexible with no obligation and are not to exceed the estimate of 1,650 hours, or \$247,500.00 over five months.

Funds are identified in Project code GP2502.

#### **Attachments:**

1. Resolution
2. Contract

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