

AWARD OF CONTRACT WITHOUT COMPETITION  
PURSUANT TO KINGSPORT CODE OF ORDINANCES § 2-599  
RE: DOXIM, LLC  
UTILITY BILLING PROCESS AND MAILING SERVICES

Pursuant to the authority granted by *Kingsport Code of Ordinances § 2-599*, as City Manager I determine the only source currently available for our utility billing process and mailing services, as more fully described herein, to be Doxim, LLC.

An assessment was made of ways to integrate the City's utility billing and mailing services with its new customer information solution, Hansen CIS. Hansen CIS has prior experience working with Doxim, LLC and more specifically Doxim, LLC currently handles the City's utility billing and mailing services, and has for close to 20 years. The Doxim platform currently utilized by the City is not functional with the Hansen CIS integration. For continuation of services of managing, printing bills, tracking and servicing our customers, the City desires to enhance its existing services with Doxim, LLC to be functional with the Hansen CIS.

Specifically, the enhancement of services will improve the City's utility billing and mailing services by ensuring continuity both for the customer and customer service representatives, which will come when we are onboard their new customer service portal. Doxim will work to integrate their services with Hansen CIS while continuing to provide bill processing from our current CIS (Central Square, Naviline). They will mockup new bills, letters and notice formats and engage in testing with Hansen LLC.

Based on the foregoing Doxim, LLC is the only vendor which meets all of City's needs for updated utility billing and mailing services. As such the contract with Doxim, LLC is awarded without competition as the only source of the required service.

This determination is effective as of the 18<sup>th</sup> day of February 2025.

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Christopher W. McCartt, City Manager