



AGENDA ACTION FORM

Consideration of a Resolution Authorizing an Agreement with Doxim, LLC for migration to Current platform and Implementation of Hansen CIS

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

Action Form No.: AF-52-2025
Work Session: 02/17/2025
First Reading: [Click here to enter text.](#)
Final Adoption: 02/18/2025
Staff Work By: Bailey/ Bishop
Presentation By: Floyd Bailey

Recommendation:

Approve the Resolution

Executive Summary:

As part of the implementation of the new CIS system, an assessment was made of ways to integrate the City’s utility billing and mailing services with its new customer information solution, Hansen CIS. 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.

The cost is a one-time fee of \$83,175.

These funds are identified in project code GP2502, Account Number 311-0000-601.90-03.

Attachments:

Doxim Statement of Work
Declaration of Sole Source

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