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**Meeting Date:** October 29, 2026      **Agenda Type:** Consent Items for Action

**From:** Carlos Salas      **Reviewed by:** Carlos Salas  
Director of Technology      Director of Technology

**Submitted by:** Greg Brown      **Approved by:** Ryan Kelso  
Chief Technology and      Chief Executive Officer  
Security Officer

**RECOMMENDED ACTION:** Reject All Bids Received by NBU in Response to the Enterprise Resource Planning System Portion of Request for Proposal #26-0063 and Continue Contract Negotiations for the Customer Information System

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## **BACKGROUND**

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On April 6, 2026, New Braunfels Utilities (“NBU”) issued a request for proposals (“RFP”), RFP# 26-0063 - ERP & CIS Modernization, seeking to contract with a vendor to provide Software Licenses and Integration Services for a new Customer Information System (“CIS”) and an Enterprise Resource Planning System (“ERP”). These software platforms advance the strategic goal of Technology Modernization, providing improved customer experience and supporting enhanced financial management, as well as replacing existing systems that are approaching end of life.

The deadline to submit proposals was May 11, 2026. NBU received eleven (11) proposals and evaluated them based on the criteria in the RFP. Under the RFP, NBU reserved the right to evaluate and award the CIS and ERP separately and also reserved its right to reject any and all proposals. NBU staff recommends (i) rejecting all bids received in response to the ERP portion of the RFP and (ii) continuing to negotiate with the successful respondent(s) for the CIS platform.

This item is being presented to the Board because the Purchasing Policy and Section 252.043(f) of the Texas Local Government Code require the governing body to authorize the rejection of any and all proposals submitted in response to a solicitation.

## **FINANCIAL IMPACT**

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None

## **LINK TO STRATEGIC PLAN**

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**Customers and Community**

**Infrastructure and Technology**

**Financial Excellence**

## **EXHIBITS**

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None