



Meeting Date: September 25, 2025 **Agenda Type:** Consent Items for Action

From: Brent Lundmark **Reviewed by:** Jason Theurer
Water Treatment and Director of Water Operations and
Compliance Manager Compliance

Submitted by: Mark Steelman **Approved by:** Ryan Kelso
Chief Operations Officer Chief Executive Officer

RECOMMENDED ACTION: Authorize the CEO to Negotiate and Execute a Professional Services Agreement with Hardin & Associates Holdings, LLC, d/b/a Hardin & Associates Consulting, for Customer Service Inspection Services

BACKGROUND

On May 23, 2025, New Braunfels Utilities (“NBU”) issued a request for proposals (“RFP”) for Customer Service Inspection Services for both residential and commercial properties (the “Services”). Services include customer service inspections, as defined in Title 30, Texas Administrative Code §290.046, and related services, in accordance with the Texas Commission on Environmental Quality requirements, within the NBU water service territory.

On June 13, 2025, NBU received three (3) bids during the public solicitation process. A copy of the memorandum of recommendation is included as an Exhibit below. NBU staff evaluated the proposals and determined Hardin & Associates Holdings, LLC d/b/a Hardin & Associates Consulting (“Hardin & Associates Consulting”) to be the most advantageous to NBU, considering the relative importance of price and other evaluation factors. NBU staff recommends the selection of Hardin & Associates Consulting for the Services.

NBU staff requests the Board of Trustees approve the professional services agreement with Hardin & Associates Consulting.

This item is presented to the Board because the total amount of the contract exceeds \$250,000.00.

FINANCIAL IMPACT

The total contract amount for the Agreement with Hardin & Associates Consulting is \$2,000,000.00, with a not-to-exceed amount of \$400,000.00 annually for the initial contract term and \$400,000 for each of the additional four (4) one-year terms. The Agreement is budgeted with the Water Treatment & Compliance Operations and Maintenance Budget (“O&M Budget”) for Fiscal Year 2026 and will be budgeted in the O&M Budgets of Fiscal Year 2027 through Fiscal Year 2031.

LINK TO STRATEGIC PLAN

Infrastructure and Technology

EXHIBITS

1. Contract with Hardin & Associates Consulting
2. Memorandum of Recommendation
3. Evaluation Summary