



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

From: Peter Vanderstoep **Reviewed by:** Carlos Salas
Data Strategy Manager Director of Technology

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

RECOMMENDED ACTION: Authorize the CEO or His Designee to Negotiate and Execute a Cooperative Agreement with Gartner Inc. for Professional Services in Selecting and Overseeing the Implementation of the Customer Information and Financial Systems

BACKGROUND

New Braunfels Utilities (“NBU”) adopted and deployed its customer information system (“Northstar”) in 1999 and its financial system (“Microsoft Dynamics GP”) in 2016. Neither system can provide the functionality NBU requires to support the growing customer base's demands or the sophisticated requests of internal users. The financial system has an end of life of 2031, at which point the vendor will no longer provide security updates. Both systems are critical to the business model of NBU and require expertise in developing strategy, solicitation, selection, and implementation.

NBU selected Gartner Inc. through the Texas Department of Information Resources (“DIR”) to provide professional services to assist with developing a strategy, user requirements, RFP development and evaluation, and platform implementation oversight for both system replacement efforts.

During the implementation, Gartner will oversee the design, planning, installation, and deployment of the new Customer Information System and Enterprise Resource Planning System solutions selected during the procurement process. Gartner will monitor system implementation progress, status, key issues/risks, and prepare reports for the implementation team and leadership.

NBU staff requests that the Board of Trustees approve the contract with Gartner Inc.

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

FINANCIAL IMPACT

The total amount of the contract with Gartner Inc. is \$4,815,000.00. The agreement is budgeted within the Fiscal Year 2026 through Fiscal Year 2029 NBU Board approved Capital Improvement budget.

LINK TO STRATEGIC PLAN

Customers and Community

People and Culture

Infrastructure and Technology

EXHIBITS

1. New Braunfels Utilities ERP CIS Modernization
2. DIR-CPO-TMP-553