

December 10, 2025

**WHEREAS,** on May 8, 2024, the City Council approved a ten-year service contract for a citywide integrated customer information and billing software system for the Dallas Water Utilities Department with Itineris NA, Inc to provide implementation services for UMAX Customer Information System and Saas software licensing; and

**WHEREAS,** it is now necessary to authorize a five-year service price agreement that will provide managed services supporting the Software as a Service UMAX billing system for the Dallas Water Utilities Department, sole source, in the estimated amount of \$26,361,375.00.

**Now, Therefore,**

**BE IT RESOLVED BY THE CITY COUNCIL OF THE CITY OF DALLAS:**

**SECTION 1.** That the City Manager is hereby authorized to execute a service price agreement with Itineris NA, Inc., approved as to form by the City Attorney, to provide managed services supporting the Software as a Service UMAX billing system for a term of five years, in the estimated amount of \$26,361,375.00. The amount payable pursuant to this service price agreement may exceed the estimated amount, but may not exceed the amount of budgetary appropriations for this service price agreement during its term. Payments made to Itineris NA, Inc. shall be based only on the amount of the services directed to be performed by the City and properly performed by Itineris NA, Inc. under the service price agreement. The City Manager is further authorized, at the City Manager's sole discretion, to exercise an option to extend the agreement for six months by filing a notice of extension with the City Secretary's Office.

**SECTION 2.** That the Chief Financial Officer is hereby authorized to disburse funds in an estimated amount of at least \$26,361,375.00 (subject to annual appropriations) to Itineris NA, Inc., as follows:

Information Technology Equipment Fund

Fund 0897, Department DSV, Unit 3719, Object 3070,

Vendor VC28210, Contract No. MASC-DWU-2025-00028737                      \$    647,735.00

Dallas Water Utilities Fund

Fund 0100, Department DWU, Unit 7015, Object 3434,

Vendor VC28210, Contract No. MASC-DWU-2025-00028737                      \$25,713,640.00

Total amount not to exceed    \$26,361,375.00

**SECTION 3.** That this resolution shall take effect immediately from and after its passage in accordance with the provisions of the Charter of the City of Dallas, and it is accordingly so resolved.