

STATE OF TEXAS

**A RESOLUTION OF THE CITY COUNCIL OF THE CITY OF SEGUIN, TEXAS
AUTHORIZING THE CITY MANAGER TO EXECUTE A MASTER PROFESSIONAL
SERVICES AGREEMENT FOR MULTIPLE SERVICE ORDERS BETWEEN THE CITY
OF SEGUIN AND SILVERBLAZE SOLUTIONS; AND DECLARING AN EFFECTIVE
DATE**

WHEREAS, the Utilities Department Smart Grid Solutions team collaborated with the Finance Department to identify qualified vendors capable of providing a Customer Engagement Portal that integrates with the City’s Tyler Billing System as well as the Outage Management System; and

WHEREAS, the objective of implementing this portal is to enhance the overall customer experience by offering a centralized, user-friendly platform; and

WHEREAS, following an evaluation of multiple vendors, Silverblaze Solutions, offered by its parent company, Harris, was identified as the leading solution; and

WHEREAS, the need for a Master Professional Services Agreement allows the city to engage Silverblaze Solutions, for a proposed Customer Engagement Portal; and

WHEREAS, city staff recommends engaging with Silverblaze Solutions, due to their system and integration capabilities being compatible with our existing utility systems.

NOW, THEREFORE, BE IT RESOLVED by the City Council of the City of Seguin, Texas:

Part 1. The City Council of Seguin, Texas hereby authorizes the City Manager to execute a Master Professional Services Agreement for multiple service orders between the City of Seguin and Silverblaze Solutions.

Part 2. The City Council finds that Silverblaze Solutions is an appropriate professional service provider for utilities system projects based on its demonstrated competence and capabilities.

Part 3. This Resolution is effective from and after the date of its passing.

PASSED AND APPROVED this 21st day of April 2026.

DONNA DODGEN, MAYOR

ATTEST:

Kristin Mueller
City Secretary