



# City of Denton

City Hall  
215 E. McKinney Street  
Denton, Texas  
www.cityofdenton.com

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## AGENDA INFORMATION SHEET

**DEPARTMENT:** Procurement  
**ACM:** Christine Taylor  
**DATE:** April 1, 2025

### **SUBJECT**

Consider adoption of an ordinance of the City of Denton, a Texas home-rule municipal corporation, authorizing the City Manager to execute a contract with Milsoft Utility Solutions, Inc., for continued vendor support of the Milsoft Interactive Voice Response and associated software modules along with new hardware and software upgrades for Denton Municipal Electric, which is the sole provider of this software, in accordance with Texas Local Government Code 252.022, which provides that procurement of commodities and services that are available from one source are exempt from competitive bidding, and if over \$50,000, shall be awarded by the governing body; providing for the expenditure of funds therefor; and providing an effective date (File 8752 – awarded to Milsoft Utility Solutions, Inc., for two (2) years, with the option for two (2) additional one (1) year extensions, in the total four (4) year not-to-exceed amount of \$224,000.00). The Public Utilities Board recommends approval (6 - 0).

### **STRATEGIC ALIGNMENT**

This action supports Key Focus Area: Enhance Infrastructure and Mobility.

### **INFORMATION/BACKGROUND**

Denton Municipal Electric (DME) uses Milsoft Utility Systems automated interactive voice response system (IVR) to efficiently respond to electric utility service outages. This solution also provides DME with answering and message routing ability, additionally providing caller's address identification supporting the Outage Management System (OMS). The OMS solution provides DME with the ability to respond quickly to power outages, dispatch service crews, inform customers of outage restoration status, and provide estimated restoration times.

Milsoft Outage Call Handling allows dispatchers to electronically categorize outage tickets. Outages may be identified, grouped, and managed based on call data and the utility's available connectivity information. Milsoft provides overflow call handling that manages the calls that may exceed capacity. Customers can hear a message that provides status while teams work diligently to restore services.

It is essential for the City of Denton to keep current maintenance with the software vendor to ensure the availability of upgrades, software fixes, and access to knowledge and support resources. Therefore, procuring this maintenance from the above vendor is the best value for the City of Denton.

Section 252.022 of the Local Government Code provides that procurement of sole source commodities and services are exempt from competitive bidding if over \$50,000, shall be awarded by the governing body.

**PRIOR ACTION/REVIEW (COUNCIL, BOARDS, COMMISSIONS)**

On March 24, 2025, the Public Utilities Board (PUB) recommended this item to the City Council for consideration.

**RECOMMENDATION**

Award with a contract to Milsoft Utility Solutions, Inc., as a sole source supplier, for continued vendor support of the Milsoft Interactive Voice Response and associated software modules along with new hardware and software upgrades for Denton Municipal Electric, in a two (2) year, with the option for two (2) additional one (1) year extension, in the total four (4) year not-to-exceed amount of \$224,000.

**PRINCIPAL PLACE OF BUSINESS**

Milsoft Utility Solutions, Inc.  
Abilene, TX

**ESTIMATED SCHEDULE OF PROJECT**

This contract will begin on June 1, 2025, for a two (2) year contract with options to extend the contract for two (2) additional one (1) year extensions, with all terms and conditions remaining the same.

**FISCAL INFORMATION**

These services will be funded from Denton Municipal Electric Operational Technology Division 600750.7899. Requisitions will be entered on an as-needed basis. The budgeted amount for this item is \$224,000.

**EXHIBITS**

Exhibit 1: Agenda Information Sheet  
Exhibit 2: Ordinance and Contract

Respectfully submitted:  
Lori Hewell, 940-7100  
Purchasing Manager

For information concerning this acquisition, contact: Jerry Looper, 940-349-7676.

Legal point of contact: Marcella Lunn at 940-349-8333.