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**Council Committee, Boards and Commission Action:**

January 12, 2022 - Recommended by the Water and Wastewater Commission on an 8-0 vote with Commissioners Atallah and Williams absent.

**Additional Backup Information:**

The contract will provide KorWeb software including web application service provider hosting. KorWeb is a web-based ticket management software that groups and routes underground utility location requests into geographical regions for City departments to track and complete tickets electronically. This process prevents accidental dig-ins that could result in injury or infrastructure damage.

KorTerra Inc. is the owner and sole provider of the proprietary source code for KorWeb software. The City is a member of Texas 811 "One Call," and mandated by state law that City departments participate with member gas, water, and telecom providers in locating underground facilities when requested. KorWeb provides City departments with the functionality to manage "locate request" for Texas 811 "One Call."

If the City is unable to secure a contract, the Texas 811 "One Call" notifications will require additional manpower to manually sort tickets and create a delay in the response of utilities locations that could have adverse actions at the field level.

**Strategic Outcome(s):**

Safety, Government that Works for All.