

Mayor and Council Communication

DATE: 02/24/26

M&C FILE NUMBER: M&C 26-0141

LOG NAME: 19NEIGHBORLY SOFTWARE 2026 AMENDMENT

SUBJECT

(ALL) Authorize Execution of Amendment No 9 to Contract with Benevate, LLC. to Add a Sixth Renewal Term and to Increase the Total Contract Amount by \$200,380.00 for a New Total Amount Up to \$1,185,380.00 for Neighborly Software Licenses and Training for the Neighborhood Services Department

RECOMMENDATION:

It is recommended that the City Council authorize Amendment No 9 to City Secretary Contract No. 53499 with Benevate, LLC. to authorize funding for a sixth renewal term and to increase the total contract amount by \$200,380.00 for a new total amount up to \$1,185,380.00 for Neighborly Software licenses and training for the Neighborhood Services Department.

DISCUSSION:

The original contract with Benevate, LLC. (CSC No. 53499) was executed February 4, 2020, to purchase a comprehensive software solution, Neighborly Software, for enrollment, administration and reporting of its housing and community development programs, offered by the Neighborhood Services Department. The Rehabilitation & Construction Management Division of NSD initially established a relationship with this vendor with the implementation of a pilot program creating an applicant portal for clients applying for Priority Repair, LeadSafe, Weatherization, and Healthy Homes for Heroes housing rehabilitation programs.

The Neighborly portal is accessible directly from the NSD website and reduced the need for paper applications or in-person appointments to apply for program. It also allowed applicants the opportunity to upload documents directly to the system and submit applications 24 hours a day and provided an audit log and status updates visible to both staff and applicants. The usage of the program grew to include two portals with a current total of 20 programs being serviced.

Over the course of the last six years, the contract has been amended a total of eight times to incorporate standard City of Fort Worth contract language, to increase the overall spending authority, to increase the total number of licenses provided, and to incorporate new programs and any related fees.

On February 22, 2022, Council authorized a Professional Services agreement with Benevate, LLC. for an amount not to exceed \$750,000.00 over a period of five years to include user licenses, technical support and training (M&C 22-0115). At the time, the City was in its second renewal term with Benevate, LLC. and the authorized five-year period was meant to incorporate the years that the City was already in a contractual relationship with Benevate, LLC. After approval of M&C 22-0115, the contract was renewed for its third renewal term from February 5, 2023 to February 4, 2024. It was subsequently renewed for a fourth renewal term from February 5, 2024 to February 4, 2025 and a fifth renewal term from February 5, 2025 to February 4, 2026. The underlying contract does not incorporate a limit on the number of renewals; only the related M&C does.

Approval of this M&C will authorize funding for a sixth term for the period of February 5, 2026, through February 4, 2027, and will also increase the total contract amount by \$200,380.00 for a new total amount up to \$1,185,380.00.

This contract is approved for a waiver per the Chapter 252 exemption, as a sole source by the Legal Department. Therefore, the business equity goal requirement is not applicable.

FISCAL INFORMATION / CERTIFICATION:

The Director of Finance certifies that funds are available in the current operating budget, as previously appropriated, in the Grants Operating Federal Fund, Grants Operating State Fund, and General Fund to support the approval of the above recommendation and execution of the amendment. Prior to any expenditure being incurred, the Neighborhood Services Department has the responsibility of validating the availability of funds.

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