

City of Fort Worth, Texas

# Mayor and Council Communication

DATE: 09/16/25 M&C FILE NUMBER: M&C 25-0847

LOG NAME: 13P RFP 25-0165 CARE CONCIERGE SERVICE GN HRD

SUBJECT

(ALL) Authorize Execution of an Agreement with Tootris LLC for Care Concierge Services in an Annual Amount Up to \$150,000.00 for the Initial Term and Authorize Four One-Year Renewal Options for the Same Annual Amount for the Human Resources Department

RECOMMENDATION:

It is recommended that the City Council authorize the execution of an agreement with Tootris LLC for care concierge services in an annual amount up to \$150,000.00 for the initial term and authorize four one-year renewal options for the same annual amount for the Human Resources Department.

DISCUSSION:

The Human Resources Department (HRD) approached the Purchasing Division to secure an agreement for care concierge services. HRD will use this contract to deliver a comprehensive care concierge service designed to assist employees in finding quality, reliable childcare for their children or adult care for a family member of the City of Fort Worth employees.

Purchasing Staff issued Request for Proposal (RFP) Number 25-0165. The RFP consisted of detailed specifications describing the responsibilities and requirements to provide these services. The RFP was advertised in the *Fort Worth Star-Telegram* on June 4, 2025, June 11, 2025, June 18, 2025, June 25, 2025, and July 2, 2025. The City received two (2) responses.

An evaluation panel consisting of staff from the HRD, City Manager's Office, and the Park and Recreation Department reviewed and scored the submittals using the Best Value criteria. The individual scores were averaged for each of the criteria and the final scores are listed in the table below.

Vendor	Evaluation Factors				
	a	b	c	d	Total
Tootris LLC	25.5	25.5	18	20	89
Snugs and Kisses	12.75	12	7	0	31.75

Best Value Criteria

- a. Qualifications and Experience
- b. Proposed Methodology and Approach
- c. Ability to meet City's needs
- d. Cost

After evaluation, the panel concluded that Tootris LLC presented the best value for the City. Therefore, the panel recommends that City Council authorize the execution of an agreement with Tootris, LLC. No guarantee was made that a specific amount of services would be purchased.

FUNDING: The maximum annual amount allowed under this agreement will be \$150,000.00. However, the actual amount used will be based on the needs of the department and available budget. Funding is and will be budgeted in the Other Contractual Services account within the Group Health Insurance Fund for Fiscal Year 2025 and 2026 for the Human Resources Department.

AGREEMENT TERMS: The initial term of the agreement will begin upon execution and expire one (1) year from that date.

RENEWAL TERMS: This Agreement may be renewed at the City's option for four one-year terms. This action does not require City Council approval provided that the City Council has appropriated sufficient funds to satisfy the City's obligations during the renewal terms.

ADMINISTRATIVE CHANGE ORDER: An administrative change order or increase may be made by the City Manager up to the amount allowed by relevant law and the Fort Worth City Code and does not require specific City Council approval as long as sufficient funds have been appropriated.

This project will serve ALL COUNCIL DISTRICTS.

FISCAL INFORMATION / CERTIFICATION:

The Director of Finance certifies that funds are available in the current operating budget, as previously appropriated, and upon adoption of the Fiscal Year 2026 Budget by City Council, funds will be available in the Fiscal Year 2026 Operating Budget as appropriated in the Group Health Insurance Fund to support the approval of the above recommendation and execution of the agreement. Prior to any expenditure being incurred, the Human Resources Department has the responsibility to validate the availability of funds.

<b><u>Submitted for City Manager's Office by:</u></b>	Reginald Zeno	8517
	Dianna Giordano	7783
<b><u>Originating Business Unit Head:</u></b>	Reginald Zeno	8517
	Holly Moyer	7847
<b><u>Additional Information Contact:</u></b>	Brandy Hazel	8087
	Grace Nguyen	8516