

City Council – Action Request Form

Date: June 14, 2021

To: Mayor, Mayor Pro Tempore, and Members of the City Council

From: Ben Rowe, Assistant City Manager;
Thomas Kureczka, Chief Information Officer

Council Action Requested:

Resolution Approving the Renewal of a Contract with Benevate, Inc. for Software Licenses, Maintenance, and Support Services for Neighborly Software

Strategic Focus Area: Service Excellence

Strategic Objective: Ensure Service Delivery Efficiency and Effectiveness

Strategic Plan Action Item: No

Key Work Item: No



Summary of Information:

In 2018, the City purchased and implemented the Neighborly software solution from Benevate, Inc. Neighborly is used by Community Development staff for the management of housing rehabilitation operations and assistance programs. Budget personnel also use Neighborly to manage the requests and subsequent tracking of approved financial support for non-profits.

Benevate, Inc. has provided a proposal for the annual renewal of the City’s software licenses, maintenance, and support services, with a total cost of \$42,300. The contract will provide license renewals, software updates, security patches, and technical support for problem resolution. The contract will cover the time period of August 10, 2021 through August 9, 2022. This annual renewal is not available from resellers and must be purchased exclusively through Benevate, Inc. Per the City’s purchasing policy, any sole-sourced request over \$30,000 requires approval by City Council.

Committee Action:

Committee	Finance 6/14/21	Action	Approval
For	Unanimous	Against	

Remarks:

The costs for the software licenses, maintenance, and support services for the last three years and next four years are shown in the following table:

Contract Year	Time Period	Cost *	Percent Change **
1	8/10/18 to 8/09/19	\$28,800.00	-----
2	8/10/19 to 8/09/20	\$32,400.00	12.50%
3	8/10/20 to 8/09/21	\$32,400.00	0.00%
Total	8/10/18 to 8/09/21	\$93,600.00	-----
1	8/10/21 to 8/09/22	\$42,300.00	30.56%
2	8/10/22 to 8/09/23	\$43,569.00	3%
3	8/10/23 to 8/09/24	\$44,876.07	3%
4	8/10/24 to 8/09/25	\$46,222.35	3%
Total	8/10/21 to 8/09/25	\$176,967.42	-----

* Funds for the annual renewals for the period of 8/10/18 through 8/9/21 were approved by City Council during the annual operations budget process.

** The larger percent change for the periods of 8/10/19 through 8/9/20 and 8/10/21 through 8/9/22 were due to the purchase of 15 additional staff licenses.

Approval is requested to renew the annual software license, maintenance, and support services contract with Benevate, Inc. Funding is allocated in the proposed FY 21-22 Information Systems budget. It is further requested that authorization be provided to renew for three consecutive one-year terms at an amount not to exceed 3% annual increases.

Exhibit A includes workforce demographics for Benevate, Inc.