City of Austin

Recommendation for Action

File #: 26-2396, **Agenda Item #:** 8. 9/24/2026

Posting Language
Authorize a contract for Clariti Enterprise Permitting Software licenses and support services, to support the City's permitting, licensing, and land management operations, for the City with Clariti Cloud, Inc., for an initial term of three years with up to six one-year extension options in an amount not to exceed $28,129,160. Funding: $3,000,556 is available in the Operating Budget of Austin Development Services. Funding for the remaining contract term is contingent upon available funding in future budgets.

Lead Department
Austin Financial Services.

Client Department(s)
Austin Development Services.

Fiscal Note
Funding in the amount of $3,000,556 is available in the Fiscal Year 2026-2027 Operating Budget of Austin Development Services.

Funding for the remaining contract term is contingent upon available funding in future budgets.

Procurement Language:
Austin Financial Services issued a Request for Proposals solicitation RFP 5000 PAX3175 for these services. The solicitation was published on January 5, 2026, and closed on January 27, 2026. The recommended contractor submitted the only responsive offer. A complete solicitation package, including a log of offers received, is available for viewing on the City's website. This information can currently be found at https://financeonline.austintexas.gov/afo/account_services/solicitation/solicitation_details.cfm?sid=143632.

MBE/WBE:
This solicitation was reviewed for subcontracting opportunities in accordance with City Code Chapter 2-9B (Minority-Owned and Women-Owned Business Enterprise Procurement Program). For the services required for this solicitation, there were no subcontracting opportunities; therefore, no subcontracting goals were established.

For More Information:
Direct questions regarding this Recommendation for Council Action to the Austin Financial Services - Central Procurement at: FSDCentralProcurementRCAs@austintexas.gov or 512-974-2500. Respondents to the solicitation and their Agents should direct all questions to the Authorized Contact Person identified in the solicitation.

Additional Backup Information:
The contract will provide Clariti Enterprise Permitting Software licenses, hosting services, and support services. The Clariti platform supports the City's permitting, licensing, and land management operations through a public facing portal where residents can apply for permits and licenses, submit plans, request

inspections, track application status, and pay fees. By automating workflows and improving transparency, the solution streamlines operations and enables City staff to deliver timely and efficient services. The contract will also support ongoing system enhancements, maintenance, and compliance with the City's operational and technical requirements.

The contract will replace the current Enterprise Case Management solution contract which expires December 30, 2029, to allow time for the new system to be implemented. The recommended contractor is not the current provider for these services.

An evaluation team with expertise in this area evaluated the offers and scored Clariti Cloud, Inc. as the best to provide these services based on support and maintenance services, value added services, local business preference, small business preference, and price.

A delay in contract approval could impact the City's ability to issue permits in a timely manner.

Contract Details:

Contract Term	**Length of Term**	**Contract Authorization**
Initial Term	3 years	$9,714,51800
Optional Extension 1	1 year	$3,069,107
Optional Extension 2	1 year	$3,069,107
Optional Extension 3	1 year	$3,069,107
Optional Extension 4	1 year	$3,069,107
Optional Extension 5	1 year	$3,069,107
Optional Extension 6	1 year	$3,069,107
Total	**9 years**	**$28,129,160**

Note: Contract Authorization amounts are based on the City's estimated annual usage.

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