City of Austin

Recommendation for Action

File #: 26-2397, **Agenda Item #:** 9. 9/24/2026

Posting Language
Authorize a contract for enterprise case management systems covering licensing, permitting, inspection, and enforcement processes, with implementation and maintenance services for the City with Clariti Cloud, Inc., for an initial term of three years with up to two one-year extension options in an amount not to exceed $31,181,334. Funding: $24,100,000 is available in the Capital Budget of Austin Technology Services. Funding for the remaining contract term is contingent upon available funding in future budgets.

Lead Department
Austin Financial Services.

Client Department(s)
Austin Technology Services.

Fiscal Note
Funding is available in the Capital Budget of Austin Technology 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 PAX3176 for these services. The solicitation was published on January 12, 2026, and closed on February 26, 2026. Of the three offers received, the proposal submitted by the recommended contractor represented best value to the City based on the solicitation's evaluation criteria. 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=143602.

MBE/WBE:
This contract will be awarded in compliance with the 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 is to engage professional services to implement Clariti enterprise case management for the City. Clariti will provide implementation, technical, and ongoing support services to replace the City's licensing, permitting, inspection, and enforcement systems.

The City's current system for licensing, permitting, inspection, and enforcement has become highly customized over more than a decade, resulting in significant maintenance and development challenges. The City has selected the Clariti enterprise case management system to reduce customization, streamline processes, increase automation, and provide a scalable and transparent solution.

This is a new contract. The requested amounts are based on pricing for comprehensive implementation, technical services, and ongoing support.

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 firm qualifications and relevant experience, implementation plan, solution (application configuration and design approach for functional requirement, technical requirement, and security controls), local business preference, small business preference, and price.

This request allows for the development of a contract with a qualified offeror selected by Council. If the City is unsuccessful in negotiating a satisfactory contract with the selected offeror, negotiations will cease with that provider. Staff will return to Council so that another qualified offeror may be selected, authorizing new contract negotiations.

A delay in contract approval would force the City to continue to use outdated systems that result in significant maintenance for staff.

Contract Details:

Contract Term	**Length of Term**	**Contract Authorization**
Initial Term	3 years	$31,181,334
Optional Extension 1	1 year	$0
Optional Extension 2	1 year	$0
Total	**5 years**	**$31,181,334**

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

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