



Legislation Details (With Text)

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File created: 5/6/2024 **In control:** Public Utilities Department

On agenda: 5/22/2024 **Final action:** 5/22/2024

Title: Authorizing the Mayor to enter into a one-year contract with Benevate, Inc. dba Neighborly Software for the development of an online portal for the customer assistance affordability certification and for operation of the portal; authorizing the expenditure in an amount not to exceed \$25,000 from the Utility Administrative Services Fund; waiving the competitive bidding requirements of TMC Chapter 187; and declaring an emergency.

Sponsors:

Indexes:

Code sections:

Attachments: 1. Video: City Council May 22, 2024

Date	Ver.	Action By	Action	Result
5/22/2024	1	City Council	Suspension	Pass
5/22/2024	1	City Council	Emergency	Pass
5/22/2024	1	City Council	Passage	Pass

DPU052224Affordability Certification
 Utilities Administration
 Cindy Geronimo (x2363)
 Revised

Authorizing the Mayor to enter into a one-year contract with Benevate, Inc. dba Neighborly Software for the development of an online portal for the customer assistance affordability certification and for operation of the portal; authorizing the expenditure in an amount not to exceed \$25,000 from the Utility Administrative Services Fund; waiving the competitive bidding requirements of TMC Chapter 187; and declaring an emergency.

SUMMARY & BACKGROUND:

Benevate Inc. is the producer and sole source vendor of Neighborly Software’s Housing, Economic and Community Development hosted software platforms. Their online platforms allow for the efficient intake, review, funding and administration of federally assisted housing and community development programs. These online platforms are tailored to meet eligibility and compliance requirements of federal funding, allow for assigning of internal and external reviewers to score and make funding decisions, incorporate automated email and letter response features, provide reporting and mapping of program beneficiaries, contain multiple language features; and can be accessed via smart phone, tablet or a computer.

On April 14, 2021, the City entered into an agreement with Benevate, Inc., for Department of Neighborhoods. The Department of Public Utilities will use Benevate, Inc. to set up and administer the certification for utility customer assistance programs. This ordinance requests authorization to waive the competitive procurement

requirements of TMC Chapter 187 in order to begin developing and implementing a portal(s) for the customer assistance affordability program through the Department of Public Utilities.

NOW THEREFORE Be it ordained by the Council of the City of Toledo:

SECTION 1. That the Mayor is authorized to enter into a one-year contract for development and operation of a customer assistance affordability portal upon terms and conditions acceptable to the Director of Public Utilities and the Director of Law.

SECTION 2. That the expenditure of \$25,000 is authorized from the Utility Administrative Services Fund Account Code 6078-31000-4000527STDSTD for the purpose authorized in Section 1.

SECTION 3. That this Council finds and determines it is in the best interest of the City to waive the competitive bidding requirements of TMC Chapter 187 for the reason that Benevate, Inc. has developed portals for the City and a similar portal is needed for the customer assistance affordability program through the Department of Public Utilities.

SECTION 4. That the Director of Finance is authorized to draw their warrant or warrants against the above Account Code in an amount not to exceed \$25,000 in payment of the above-authorized obligations upon presentation of the proper voucher or vouchers.

SECTION 5. That this Ordinance is declared to be an emergency and shall be in force and effect from and after its passage. The reason for the emergency lies in the fact that this ordinance is necessary for the immediate preservation of the public peace, health, safety and property of the city and for the further reason that this ordinance must be immediately effective in order to launch a portal for the customer assistance affordability program and to provide customers various means of access to the portal.

Vote on emergency clause: yeas 12, nays 0.

Passed: May 22, 2024, as an emergency measure: yeas 12, nays 0.

Attest:

Julie A. Gibbons
Clerk of Council

Carrie Hartman
President of Council

Approved:

May 22, 2024
Wade Kapszukiewicz
Mayor