THE CITY OF ASHEVILLE
STAFF REPORT

Council Meeting Date: December 9, 2025

Subject: Authorization to amend the scope, funding amount, and funding source for a contract with Benevate, LLC, dba Neighborly Software to include CDBG-DR grant management software.

Staff Resource(s): Elma King, CDBG-DR Program Manager

Action Requested: Resolution authorizing the City Manager to amend a general services contract with Benevate LLC, dba Neighborly Software to include funding and modules for CDBG-DR grant management.

Background:

- In September 2024, the City of Asheville (City) was severely impacted by Tropical Storm Helene (DR-4827-NC), producing unprecedented impacts on the City's infrastructure, economy, and housing.
- When a community's recovery needs exceed what is available through recovery resources from FEMA or other federal agencies, Congress may appropriate additional recovery funding through the United States Department of Housing and Urban Development's (HUD) Community Development Block Grant-Disaster Recovery (CDBG-DR) Program.
- HUD allocated $225,010,000 in funds to the City of Asheville on January 16, 2025.
- CDBG-DR grantees must use the Disaster Recovery Grant Reporting (DRGR) System for formal reporting and financial draws to HUD, but must also maintain their own robust, internal system of record to ensure all supporting documentation for every decision, expenditure, and compliance requirement is preserved and "audit-ready."
- The City will utilize a system of record to oversee all grant management activities and to navigate the complex layering of multiple funding sources. City departments and the CED CDBG-DR team will be responsible for inputting all project activity data into the established system of record. Project activity data may include solicitations, evaluation documentation, invoices, proof of payment, and more.
- The current contract with Benevate, LLC is used for the grant management cycles of the steady-state CDBG and HOME programs. The contract began in 2023 and is in effect for up to five years or a total $150,000, whichever comes first. The contract is currently using general funds from Community and Economic Development's contracted services budget.
- We anticipate expanding the scope and funding amount of our existing contract with Benevate LLC, dba Neighborly Software, to provide long-term software services in support of and funded by the City's CDBG-DR grant. This will entail the system configuration to activate required additional modules and data fields for DR, user training, and annual user subscriptions to meet the requirements of the CDBG-DR grant. This system will serve as the City's mandated, internal system of record, managing the entire CDBG-DR application, eligibility, case management, and compliance process across all programs.

Vendor Outreach Efforts:

- The City sought an Independent Cost Estimate (ICE) on 10/13/2025 to establish a reasonable cost expectation for the system of record needs to administer the CDBG-DR programs. Benevate, INC. d.b.a Neighborly Software, Inc. submitted a proposal with a total cost of $58,000 for the initial year to include program implementation plus user costs, and a subsequent annual fee of

$42,000 per year, which was 7% percent less than the ICE, and amounting to a total service cost of no more than $275,000, for the life of the CDBG-DR grant. The cost proposal was deemed allowable, reasonable, and allocable to the CDBG-DR program.
- This addition of $275,000 for CDBG-DR related services would result in a total contract amount of $425,000, with $275,000 dedicated to and funded by CDBG-DR grant funds and $150,000 funded by general fund dollars.

Council Goal(s):
- Well Planned and Livable Community
- Clean, Safe & Healthy Environment
- Quality Affordable Housing

Committee(s):
- N/A

Pro(s):
- We currently use Benevate LLC, dba Neighborly Software for steady-state CDBG grant management software and are familiar with the functions.
- Using Benevate LLC, dba Neighborly Software adds value by substantially reducing delays in CDBG-DR administration.

Con(s):
- None.

Fiscal Impact:
- The proposed contract amendment is not to exceed $275,000.
- This amount is expected to be fully offset by reimbursements from the CDBG-DR grant.

Suggested Motions:
- Motion to adopt a resolution authorizing the City Manager to amend a general services contract with Benevate LLC, dba Neighborly Software to provide additional services, adding modules for CDBG-DR grant management, and increase the contract amount by $275,000, for a new total contract amount not to exceed $425,000.

Attachment(s)
- Resolution

RESOLUTION NO. 25-____

RESOLUTION AUTHORIZING THE CITY MANAGER TO AMEND THE GENERAL SERVICES CONTRACT WITH BENEVATE, LLC TO ADD SERVICES/SOFTWARE FOR CDBG-DR GRANT MANAGEMENT AND TO INCREASE THE CONTRACT AMOUNT

WHEREAS, pursuant to N.C.G.S. §160A-11, among its general corporate powers, the City is authorized to enter into contracts; and

WHEREAS, the City of Asheville is an Entitlement City for the federal Community Development Block Grant - Disaster Recovery (CDBG-DR) funding; and

WHEREAS, the City of Asheville was awarded $225,010,000 in one-time funding via the CDBG-DR Program in January 2025; and

WHEREAS, the Action Plan for the CDBG-DR Program funding was approved to be submitted to the US Department of Housing & Urban Development (HUD) as part of Resolution No. 25-80 on April 8, 2025 and was approved by HUD on May 14, 2025; and

WHEREAS, the City entered into a competitively bid contract with Benevate, LLC dba Neighborly Software in for CDBG and HOME grant management software in 2023 in the amount of $150,000; and

WHEREAS, the City is in need of additional software modules to provide grant management for CDBG-DR; and

WHEREAS, the Community and Economic Development Department sought an independent cost estimate to establish a reasonable cost expectation for the additional system of record needs to administer the CDBG-DR programs; and

WHEREAS, Benevate LLC, dba Neighborly Software submitted a proposal for a total service cost, including the existing services and $150,000 contract amount, of no more than $275,000 for the life of the CDBG-DR grant, which is 7% less than the independent cost estimate for CDBG-DR grant management software needs; and

WHEREAS, amending the contract with existing contractor Benevate, LLC to provide additional grant management software for CDBG-DR will substantially reduce delays in CDBG-DR administration;

NOW, THEREFORE, BE IT RESOLVED BY THE CITY COUNCIL OF THE CITY OF ASHEVILLE THAT:

The City Manager is hereby authorized to amend a general services contract with Benevate LLC, dba Neighborly Software to provide additional services, adding modules for CDBG-DR grant management, and to increase the contract amount by an additional $275,000, for a new total contract in an amendment amount not to exceed $425,000.

Read, approved and adopted this the 9th day of December, 2025.

City Clerk

Mayor

Approved as to form:

City Attorney