



Office of the City Manager

CONSENT CALENDAR
May 12, 2026

To: Honorable Mayor and Members of the City Council

From: Paul Buddenhagen, City Manager

Submitted by: Peter Radu, Assistant to the City Manager, Neighborhood Services
Jordan Klein, Director, Planning and Development Department

Subject: Contract No. 32600118 Amendment: Clariti for Special Events Permitting Software

RECOMMENDATION

Adopt a Resolution authorizing the City Manager to amend existing contract with Clariti Cloud, Inc. (Contract No. 32600118) to add a Special Event permitting module to the City's new permitting platform, in an amount not to exceed \$121,000, for a new total not-to-exceed amount of \$5,480,128.

FISCAL IMPACTS OF RECOMMENDATION

If approved, this recommendation will result in the encumbrance of \$121,000 to Contract Number 32600118, which includes:

- \$110,000 for a change order to the contract funding the design and build-out of the Special Events permitting module, including any required licensing; and
- A 10% contingency in the amount of \$11,000 to cover future change orders covering future unforeseen implementation needs.

Funding is currently in the City Manager's Office General Fund baseline budget for FY2026 and will be encumbered to the contract directly from that source.

CURRENT SITUATION AND ITS EFFECTS

The City's current Special Events permitting workflow is highly inefficient. Application intake, interdepartmental review, and approvals are largely performed via email. This workflow is highly susceptible to delays due to lost or overlooked emails or staff time off, creating cascading implications for the highly time-sensitive planning process associated with organizing a large event, which sometimes results in poor customer service for event organizers. Given the large and sustained increase in street and park events permitted by the City,¹ this system is no longer manageable.

¹ See: <https://berkeleyca.gov/sites/default/files/documents/2025-10-14%20Item%2014%20Changes%20to%20Special%20Events%20Permitting.pdf>

City staff have been discussing the need for a modern software tool to help manage the often highly complex, time-sensitive, multi-departmental process of reviewing and approving Special Events permits, receiving and processing fees, and communicating effectively with event organizers. On January 28, 2026, the Civic Arts Commission voted to approve a series of Event Producers Policy Recommendations, which included such recommendations as maintaining an online platform for events, enabling an electronic submission system, and unifying the workflow of permit approvals—all pointing towards an online special events permit processing platform. However, the cost and sheer workload associated with procuring, designing and implementing such a system has been beyond the budget and capacity of Neighborhood Services, a relatively small division that, in addition to Special Events, also manages the Homeless Response Team and homeless policy; Berkeley Animal Care Services; and Code Enforcement.

However, after the Planning and Development Department selected Clariti as the vendor to replace that Department's permit processing platform, staff in Neighborhood Services and Planning and Development began collaborating on a possible Special Events permitting module add-on. This culminated in a contract scope amendment proposal from Clariti to design and build such a module as an add-on to the forthcoming permit processing platform system to be designed for other City permits. The fee range provided by Clariti for this engagement is \$85,000 to \$110,000, reflecting variability in final product design, and subject to further engagement with Clariti to refine the scope of the project. Staff recommend building in an additional 10% contingency to cover future unforeseen implementation challenges, resulting in a total expense of \$121,000 to configure the core Special Events permitting workflows, fee structures, review types, inspections, and online portal intake on the new platform. Clariti has experience providing this type of service to other jurisdictions and was able to offer this price because of their existing project underway with the City. The City Manager's Office has identified funding in their FY26 baseline budget to cover these costs. Leveraging the City's new permitting platform through Clariti avoids the need to maintain a separate system, will reduce overall cost and implementation time, and establish a more consistent user experience across permit types and departments.

The proposed resolution would authorize the City Manager to amend the existing contract with Clariti to add Special Events permits to the existing scope of work and add an amount of \$121,000 to that contract's existing not-to-exceed total. Clariti was selected in a competitive process (RFP Specification No. 24-11661-C, Comprehensive Permit Management Software Solution). Design and build-out for the Special Event permitting module is expected to begin in early 2027 and, once underway, take roughly 3-4 months to complete. This work will follow initial implementation of the core permitting system.

This project advances the City's Strategic Plan goals to provide an efficient and financially-health City government; foster a dynamic, sustainable, and locally-based economy; and be a customer-focused organization that provides excellent, timely, easily-accessible service and information to the community.

Effective January 1, 2026, local agencies are required to satisfy noticing requirements for certain contracts for services that meet the criteria outlined in Government Code Section 3504.1 as amended by AB 339. This project does not meet the criteria in Government Code Section 3504.1 and is exempt from the noticing requirement.

BACKGROUND

On October 14, 2025, Item 14: Changes to Special Events Permitting Fees and Requirements was presented as an Information report to the City Council, highlighting the strain placed on the organization by the large increase in street and park event permits since the pandemic.

On January 20, 2026, the City Council approved Resolution No. 72,090-N.S., authorizing the City Manager to contract with Clariti Cloud, Inc. to create a comprehensive permit management software solution for the City.

On January 28, 2026, the Civic Arts Commission voted to approve that the Event Producers Policy Recommendations be forwarded to Council. Staff are currently preparing a companion report to the Civic Arts Commission report.

ENVIRONMENTAL SUSTAINABILITY AND CLIMATE IMPACTS

There are no identified climate or sustainability impacts associated with the subject of this report.

RATIONALE FOR RECOMMENDATION

The City's current Special Events permitting workflow (largely performed via email) is highly inefficient, disorganized, and bottlenecked through the sole individual FTE in Neighborhood Services who coordinates event permits. In an organization facing possible staff retrenchment in the FY27-28 budget, this status quo is no longer sustainable and proves highly cumbersome for staff and event organizers alike. Modern software solutions to streamline and manage the events permitting process exist and are currently used in neighboring jurisdictions such as Oakland.

ALTERNATIVE ACTIONS CONSIDERED

None.

CONTACT PERSON

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Attachments:
1: Resolution

RESOLUTION NO. ##,###-N.S.

CONTRACT AMENDMENT: AUTHORIZING THE CITY MANAGER TO AMEND EXISTING CONTRACT NO. 32600118 CLARITI CLOUD, INC. FOR COMPREHENSIVE SPECIAL EVENTS PERMIT MANAGEMENT SOFTWARE SOLUTION

WHEREAS, special events in Berkeley's streets and parks are a critical part of the City's cultural fabric and vibrancy; and

WHEREAS, current demand for special events in Berkeley has demonstrated the need for a software solution to manage the complex, multi-departmental review and approval of special events permits; and

WHEREAS, the City of Berkeley entered into Contract No. 32600118, pursuant to RFP Specification No. 24-11661-C, on January 21, 2026 with Clariti Cloud, Inc. for the creation of a comprehensive permit management software solution; and

WHEREAS, Clariti is prepared to amend this contract to add a special events permitting module to their scope; and

WHEREAS, funding in the amount of \$121,000 is available for this contract amendment in the General Fund for Fiscal Year 2026; and

WHEREAS, this contract amendment is exempt from the noticing requirements set forth in Government Code Section 3504.1.

NOW THEREFORE, BE IT RESOLVED by the Council of the City of Berkeley that the City Manager is authorized to amend Contract No. 32600118 with Clariti Cloud, Inc. for the creation of a special events permitting module, in an amount not to exceed \$121,000, for a new Not to Exceed (NTE) total contract amount of \$5,480,128.

