



# City of San Antonio

## Agenda Memorandum

### File Number:

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**Agenda Item Number:** 28

**Agenda Date:** August 3, 2023

**In Control:** City Council A Session

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**DEPARTMENT:** Neighborhood and Housing Services

**DEPARTMENT HEAD:** Veronica Garcia, Director

**COUNCIL DISTRICTS IMPACTED:** Citywide

**SUBJECT:**

Housing Services Portal Professional Services Agreement

**SUMMARY:**

An ordinance authorizing a professional services agreement with San Antonio Community Resource Directory (SACRD) for services related to the development of a Housing Services Portal for a total agreement not to exceed \$175,000.00. The term of this agreement is for one year beginning August 3, 2023, with the option to renew for two additional one-year terms. Funding in the amount of \$175,000.00 is available from the FY 2023 General Fund Adopted Budget. Funding for subsequent years is contingent upon City Council approval of the annual budget.

**BACKGROUND INFORMATION:**

On December 16th, 2021, Council adopted the Strategic Housing Implementation Plan (SHIP). The SHIP is a cross organizational plan for the next 10 years of housing work in our community. It sets new production and preservation goals and outlines 36 strategies to meet the goals over a 10-year timeline. The SHIP is a shared vision for meeting the housing affordability needs of the City. One SHIP strategy calls for the development of a housing “one stop shop” that provides a singular point of access for housing related services, including online access to said services.

**ISSUE:**

The Neighborhood and Housing Services Department (NHSD) proposes a professional services agreement with the San Antonio Community Resources Directory (SACRD) to develop a platform with a specialization on housing related services specific to San Antonio. The Housing Services Portal will serve as a virtual one-stop shop for housing assistance. The Portal will focus on helping individuals find services beyond finding rental options, such as rental and utility assistance, tenants' rights, legal assistance, eviction remediation, homelessness services, home buyer assistance, home repairs, aging in place, and relocation services. The Portal will be available in English and Spanish.

While SACRD currently lists information on services related to housing, the Housing Services Portal will guide users to needed services using an interactive questionnaire, providing clearer and more direct referrals to the services they are seeking. The scope of work also includes engagement with stakeholders and user groups to guide development of the portal, as well as monthly public sessions to increase awareness of the portal.

The proposed professional services agreement includes an initial contract not to exceed \$99,950 for product development, up to \$18,525 for Web Content Accessibility Guidelines certification, and a two-year extension for up to \$56,525 for ongoing maintenance and development needs.

The Small Business Office approved a waiver to the Small Business Economic Development Advocacy (SBEDA) Program for this agreement.

**ALTERNATIVES:**

As an alternative, City Council could choose not to approve the professional services agreement, delaying implementation of a one-stop shop for housing-related services.

**FISCAL IMPACT:**

An ordinance authorizing a professional services agreement with San Antonio Community Resource Directory (SACRD) for services related to the development of a Housing Services Portal for a total agreement not to exceed \$175,000.00. The term of this agreement is for one year beginning August 3, 2023, with the option to renew for two additional one-year terms. Funding in the amount of \$175,000.00 is available from the FY 2023 General Fund Adopted Budget. Funding for subsequent years is contingent upon City Council approval of the annual budget.

**RECOMMENDATION:**

Staff recommends authorizing the award of a professional services agreement, in an amount not to exceed \$175,000, to SACRD for development of a Housing Services Portal.