



EXECUTIVE SUMMARY

HOUSING COMMISSION EXECUTIVE SUMMARY SHEET

DATE: April 6, 2018

HCR 18-047

SUBJECT: Amendment to Agreement with CGI Technologies and Solutions Inc. for the Housing Choice Voucher (HCV) Wait List Project

COUNCIL DISTRICT: Citywide

ORIGINATING DEPARTMENT: Information Technology

CONTACT/PHONE NUMBER: Geof Bartell (619) 578-7762

REQUESTED ACTION:

Approve an amendment to the existing agreement with CGI Technologies and Solutions Inc. for the Housing Choice Voucher Wait List project.

EXECUTIVE SUMMARY OF KEY FACTORS:

- This is a request to approve additional funds in an amount not to exceed \$62,521 with a 10 percent contingency for the Housing Commission's Housing Choice Voucher Wait List Project with CGI Technologies and Solutions Inc.
- The Housing Commission contracted with CGI Technologies and Solutions Inc. (CGI) as the vendor for a Rental Assistance Wait List Portal that would simplify the wait list process for our Section 8 Housing Choice Voucher rental assistance families and staff. Total compensation for all services pursuant to the Agreement was not to exceed the initial sum of \$245,893.00.
- In August 2017, the Housing Commission's customer-facing portal went live, with the customer-facing portal utilizing Dell Boomi software for integration. During this process, enhanced features and additional requirements were identified, some of which could augment the capabilities of the portal.
- CGI has proposed a flat rate contract of \$62,521.92 for the additional work and has submitted a mutually agreed upon timeline. Based on the updated timeline, the portal with the additional features will be ready by June 2018.
- The proposed funding sources and uses approved by this action were approved in the FY 2018 Housing Commission budget. Approving this action will not change the FY 2018 or FY 2019 total budget.

REPORT

DATE ISSUED: March 28, 2018

REPORT NO: HCR18-047

ATTENTION: Chair and Members of the San Diego Housing Commission
For the Agenda of April 6, 2018

SUBJECT: Amendment to Agreement with CGI Technologies and Solutions Inc. for the Housing Choice Voucher (HCV) Wait List Project

REQUESTED ACTION

Approve an amendment to the existing agreement with CGI Technologies and Solutions Inc. for the Housing Choice Voucher Wait List project.

STAFF RECOMMENDATION

That the San Diego Housing Commission (Housing Commission) take the following actions:

- 1) Approve additional funds in an amount not to exceed \$62,521 with a 10 percent contingency for the Housing Commission's Housing Choice Voucher Wait List Project with CGI Technologies and Solutions Inc.;
- 2) Authorize the President & Chief Executive Officer (President & CEO), or designee, to substitute the funding sources with other available funding sources so long as the total program/project budget amount after substitution does not exceed the approved total budget, should the operational need arise or should such actions be to the benefit of the Housing Commission and its mission; and;
- 3) Authorize the President & CEO, or designee to execute all documents and instruments that are necessary and/or appropriate to implement these approvals, in a form approved by General Counsel, and take such actions as are necessary and/or appropriate to implement these approvals.

SUMMARY

One of the objectives on the Housing Commission's 2016-2020 Strategic Plan is to enhance customer service and increase operational efficiencies by expanding the use of technology. This led to exploring a Rental Assistance Wait List Portal that would simplify the wait list process for Section 8 Housing Choice Voucher rental assistance families and staff. There were three respondents to the Request for Proposal (RFP) and the Housing Commission selected CGI Technologies and Solutions Inc. (CGI) as the vendor. Total compensation for all services pursuant to the Agreement was not to exceed the initial sum of \$245,893.00.

The proposed Rental Assistance Wait List Portal (Portal) will be a customer- and business-facing portal that will enable many self-service capabilities for participating families. It will allow Section 8 Housing Choice Voucher wait list applicants to create applications, update existing applications, and when prompted by the Housing Commission, check in to confirm continued interest in rental assistance services. Data from all current wait lists will be migrated to the new portal. Another feature will be an internal employee console that allows the Rental Assistance staff to manage applications, reset passwords and

update information. This console will also provide a means to quickly select batches of applicants when required from the particular wait lists. The project will use Salesforce Service Cloud Enterprise Edition and Customer Communities to manage the wait list process.

In August 2017, the Housing Commission's customer-facing portal went live, utilizing Dell Boomi software for integration. During this process, enhanced features and additional requirements were identified, some of which could augment the capabilities of the portal. The items identified include but are not limited to: a Non Elderly Disabled (NED) wait list, addition of a fourth income targeting group, and automated data correction for integration in the current system.

CGI has proposed a flat rate contract of \$62,521.92 for the additional work and has submitted a mutually agreed upon timeline. Based on the updated timeline, the portal with the additional features will be ready by June 2018.

FISCAL CONSIDERATIONS

The proposed funding sources and uses approved by this action were approved in the FY 2018 Housing Commission budget. Approving this action will not change the FY 2018 or FY 2019 total budget.

EQUAL OPPORTUNITY/CONTRACTING

CGI Technologies and Solutions Inc. is a global company with local offices in San Diego. CGI submitted the required EOC forms and Workforce Report with its original agreement.

KEY STAKEHOLDERS and PROJECTED IMPACTS

Key stakeholders include San Diego Housing Commission staff and their internal and external customers.

ENVIRONMENTAL REVIEW

This activity is not a project as defined by the California Environmental Quality Act Section 21065 and State CEQA Guidelines Section 15378(b)(5), as it is an administrative activity of government that will not result in direct or indirect physical changes in the environment. The determination that this activity is not subject to CEQA, pursuant to Section 15060(c)(3), is not appealable and a Notice of Right to appeal the Environmental Determination (NORA) is not required. This activity is categorically excluded from the National Environmental Policy Act pursuant to Section 58.35(b)(3) of Title 24 of the Code of Federal Regulations as operating or maintenance related.

Respectfully submitted,



Geoffrey Bartell
Interim Vice President
Information Technology Department

Approved by,



Suket Dayal
Sr. Vice President of Business Administration
San Diego Housing Commission

Hard copies are available for review during business hours at the security information desk in the main lobby and the fifth floor reception desk of the San Diego Housing Commission offices at 1122 Broadway, San Diego, CA 92101 and at the Office of the San Diego City Clerk, 202 C Street, San Diego, CA 92101. You may also review complete docket materials in the "Public Meetings" section of the San Diego Housing Commission website at www.sdhc.org.