



SAN DIEGO
HOUSING
COMMISSION

“We’re About People”

San Diego Housing Commission Amendment to Agreement with CGI Technologies and Solutions Inc. for Housing Choice Voucher Wait List April 6, 2018

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SDHC – Amendment to Agreement with CGI Technologies and Solutions Inc. Recommendations

That the San Diego Housing Commission (SDHC):

1. Approve additional funds in an amount not to exceed \$62,521 with a 10 percent contingency for SDHC'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 SDHC 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.





SDHC – Amendment to Agreement with CGI Technologies and Solutions Inc.

Background

- SDHC’s 2016-2020 Strategic Plan, Objective 1, is to enhance customer service and increase operational efficiencies by expanding the use of technology.
- Rental Assistance Division proposed a Rental Assistance Wait List Portal that would simplify the wait list process for Section 8 Housing Choice Voucher rental assistance families and staff.
- Three respondents to the Request for Proposal (RFP)
 - SDHC 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.





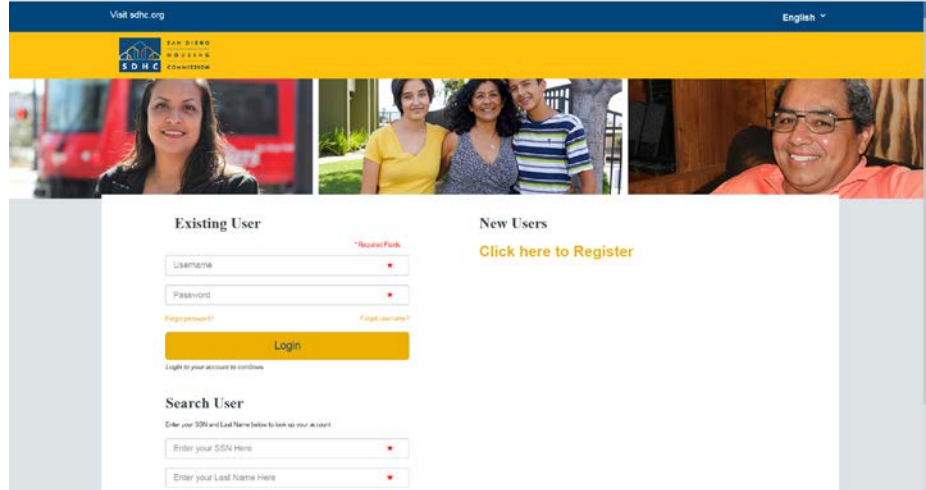
SDHC – Amendment to Agreement with CGI Technologies and Solutions Inc. Proposed Wait List Portal

- Customer- and business-facing portal enabling many self-service capabilities for participating families.
- Allows wait list applicants to create applications, update existing applications, and when prompted by SDHC, check in to confirm continued interest in rental assistance services to remain in compliance with U.S. Department of Housing and Urban Development (HUD) regulations.
- Internal console allows Rental Assistance staff to manage applications, reset passwords and update information.
- Provides a means to quickly select batches of applicants when required from the particular wait lists.



SDHC – Amendment to Agreement with CGI Technologies and Solutions Inc. Proposed Enhancements

- In August 2017, SDHC's customer-facing portal went live.
- During this process, enhanced features and additional requirements were identified, including but not limited to:
 - Non Elderly Disabled (NED) wait list
 - Addition of a fourth income targeting group
 - Automated data correction for integration in the current system



The screenshot displays the SDHC customer-facing portal. At the top, there is a blue navigation bar with the URL 'Visit sdhc.org' and a language dropdown set to 'English'. Below this is a yellow banner featuring the SDHC logo and three photographs of diverse individuals. The main content area is divided into two sections: 'Existing User' and 'New Users'. The 'Existing User' section includes a 'Forgot Password' link, input fields for 'Username' and 'Password', a 'Remember Me?' checkbox, a 'Forgot account?' link, and a yellow 'Login' button. Below the login fields is a note: 'Login to your account to continue.' The 'New Users' section features a yellow 'Click here to Register' link. At the bottom, there is a 'Search User' section with the instruction 'Enter your SSN and Last Name below to look up your account.' and two input fields: 'Enter your SSN Here' and 'Enter your Last Name Here'.





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Financial Considerations

- 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.



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Questions?

