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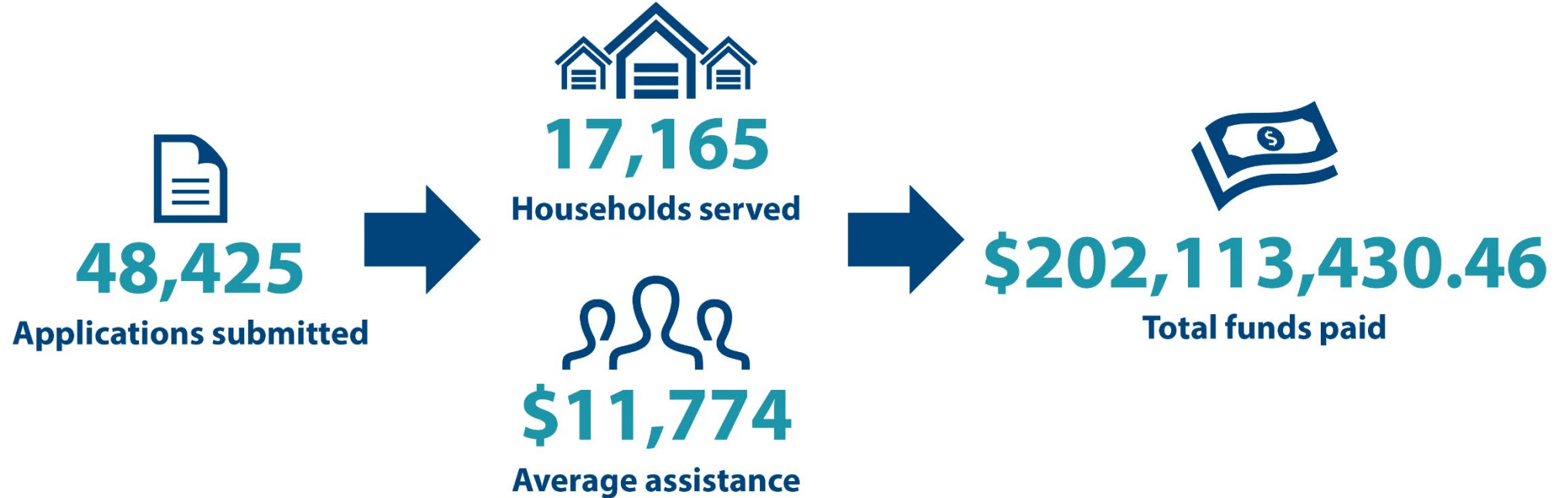
San Diego Housing Commission (SDHC)
Amendment to the Contract with BASC LLC for Ongoing Support for the
COVID-19 Housing Stability Assistance Program (HSAP) Portal
Presentation to the SDHC Board of Commissioners
June 10, 2022

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SDHC – Amendment to BASC Contract for HSAP Portal Overview

As of May 11, 2022



SDHC – Amendment to BASC Contract for HSAP Portal Overview

- Contract Term: October 25, 2021 – October 24, 2023
- Initially not to exceed \$175,000
 - February 2, 2022: SDHC amended the contract to increase the total maximum compensation to \$228,000 to include monthly support services pending the anticipated program completion date.
- BASC is providing monthly technical support, as well as:
 - Ongoing development of “Term 2” build
 - Updates to the tenant/landlord and administration modules
 - Updates to Court Reporting Module
 - Several batched Gap Payment initiatives
 - Updated Utility Portal features
- Ongoing support is necessary to provide continued payments in anticipation of the State awarding cash flow loan funds to the City of San Diego to support HSAP payments through September 2022.



SDHC – Amendment to BASC Contract for HSAP Portal

Support Services Summary

- Continued maintenance of the application infrastructure, Amazon Web Services (AWS), web server, and database maintenance.
- Ongoing health checks for the AWS server, CloudFlare integration, Applicant/Landlord and Admin/Fiscal web portals, and email servers
- Monthly application and project support:
 - Troubleshooting for issues that arise from the portal, application, or payment consoles.
 - Subject matter expertise at meetings and team interactions along with coordinating portal updates.
 - Ongoing support to manage portal access, sending bulk email and text/SMS notifications.
 - Generating Yardi payment files to process payments.
 - Generating eligibility pulls per required logic with prioritization and ranking
- Bablic website translation usage
- Twilio text/SMS message usage
- CloudFlare cyber security layer



SDHC – Amendment to BASC Contract for HSAP Portal Fiscal Impact

- The staff-recommended actions would increase the maximum compensation for BASC by up to \$134,000 for a total maximum compensation amount of \$362,000 for the full contract term.
- The funding proposed by this action is included in SDHC’s Housing Authority-approved Fiscal Year 2022 Budget.



SDHC – Amendment to BASC Contract for HSAP Portal

Staff Recommendations

That the SDHC Board of Commissioners (Board) take the following actions:

- 1) Authorize a second amendment to the contract between SDHC and BASC LLC to increase the maximum total compensation in the amount of \$134,000 for a maximum compensation amount of \$362,000 for the full term of the contract to address the need for ongoing support services for the HSAP Portal for the final months of the program.
- 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, and to increase compensation by not more than 20 percent of the total agreement amount, if necessary, should the operational need arise without further action by the Housing Commission Board.
- 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, provided that a copy of the documents, signed as to form by General Counsel, is submitted to each Housing Commissioner.



Questions & Comments

