



**MEMORANDUM**

CSFRA, Community Development Department

**DATE:** November 26, 2018

**TO:** Rental Housing Committee

**FROM:** Anky van Deursen, Associate Planner

**SUBJECT:** RFP Administrative and Hearing Process Services

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**RECOMMENDATION**

That the Rental Housing Committee (RHC) consider staff's recommendation, following a Request for Proposals (RFP) process, to contract with Project Sentinel to provide administrative and hearing process services to assist the Rental Housing Committee with the ongoing implementation and administration of the Community Stabilization and Fair Rent Act (CSFRA) and to authorize the Program Manager or other designee to execute an agreement with Project Sentinel for six months of services, until the end of FY 2018-19 with a total compensation not to exceed (including reimbursed expenses) One Hundred Ninety-Seven Thousand Five Hundred Dollars (\$197,500) divided as follows:

- A. Administrative and Hearing Process Services: Eighty Thousand Dollars (\$80,000).
- B. Reimbursement for Facilitators: Ten Thousand Dollars (\$10,000)
- C. Reimbursement for Hearing Officers: One Hundred and Seven Thousand and Five Hundred Dollars (\$107,500).

**BACKGROUND**

Since its inception in 2017, Project Sentinel was retained by the RHC to provide administrative and hearing process services for the CSFRA Program. On March 26, 2018 the RHC decided to issue an RFP to determine available administrative service providers with experience in rent stabilization. On August 27, 2018 the RHC approved criteria regarding the required professional qualifications and the scope of work related to the selection of an administrative and hearing process services provider.

**ANALYSIS**

On September 20, 2018 the Purchasing Department published RFP No. 190975 to solicit proposals for administrative and hearing process services. Written questions or clarifications regarding the RFP were to be directed to City Staff with a deadline of October 4, 2018. Answers were provided by October 18, 2018. The deadline for submitting proposals was set at November 1, 2018. One service provider, Project Sentinel, submitted a response to the RFP.

An Evaluation Committee was composed of staff from the the CSFRA program and the City of San Jose Rent Stabilization program staff. Each member of the Evaluation Committee evaluated the proposal individually, in accordance with the following objective qualitative and quantitative scoring criteria, highlights of which are summarized here, and then presented in greater detail in the following evaluation table:

- Meeting the General Submission Requirements
  - Submission of responses in requested format
  - Clarity and understanding of RFP requirements
  - Whether exceptions were taken to City contract terms and conditions
  - Ability to meet insurance requirements
- Scope of Services or Work Plan:
  - Approach to providing services, related to the implementation and administration of the CSFRA
  - Ability to meet RHC requirements for services, schedule, and technical proficiency
- Qualifications/Past Experiences:
  - Demonstrated recent experience with similar scope projects with similar requirements
  - Organizational capacity
  - Summary of qualifications and relevant experience
- Reference Checks:
  - References report positive feedback for similar services
- Cost Evaluation:
  - Fee proposal with monthly estimate per task and a total not to exceed cost

The Evaluation Committee then met to discuss the evaluations to achieve supporting consensus based on the ratings assigned to the vendor. The Committee then formulated a collective conclusion, based on the following summary of evaluations:

<b>Evaluation Criteria</b>	<b>Project Sentinel</b>
General Submission Requirements:	Proposal contained very detailed analysis of key components of the requested services
	Submitted in requested format
	No exceptions requested to City contract terms and meets insurance requirements
Scope of Work	Thorough breadth and depth of expertise and experience in each of the tasks in scope of services.
	Extensive knowledge of CSFRA and familiarity with mediation and hearing process
	Reliable staff to provide services, will benefit from addition of part time admin staff
	Able to provide bilingual services
Qualifications/Past Experience:	Comprehensive qualifications
	Explicit accomplishments in providing similar services in all aspects of rent stabilization (Hayward, Palo Alto, Los Gatos) for over 18 years.
	Estimate provided of weekly staff/time
Reference Checks:	All references were exceptionally positive: responsive, helpful, knowledgeable, excellent with attention to detail
Cost Evaluation:	Hourly rates provided; includes a not to exceed annual cost proposal of \$ 201,240 (currently budgeted \$125,000).

Based on the consensus of Evaluation Committee’s objective evaluations, staff is recommending the RHC select Project Sentinel to provide administrative and hearing process services to assist the RHC with the implementation and administration of the CSFRA.

Staff is seeking RHC authorization to contract with Project Sentinel to provide administrative and hearing process services to assist the RHC with the ongoing implementation and administration of the CSFRA and to authorize the Program Manager or other designee to execute an agreement with Project Sentinel for six months of services, (January-June 2019) with a total compensation not to exceed (including reimbursed expenses) One Hundred and Ninety Seven Thousand and Five Hundred Dollars (\$197,500).

ALTERNATIVES

1. The RHC may postpone the selection of a service provider until it conducts an interview with the vendor to further assess their qualifications and experience with rent stabilization.

## **NEXT STEPS**

After the RHC selects the administrative and hearing services provider, staff anticipates executing a contract with the selected provider and start of services by January 1, 2019.

## **FISCAL IMPACT**

The FY2018-19 budget for administrative and hearing process services is \$125,000, not including remuneration for facilitators and hearing officers. An agreement with Project Sentinel was executed for the first six months of this fiscal year for \$62,500, and a total of \$197,500 (including facilitator and hearing officer costs). Considering the increased demand for services, adding part time administrative staff is deemed beneficial for Project Sentinel's services. The following annual not to exceed amounts are recommended, staying within the total FY2018-19 budget of \$495,000, with the following not to exceed amounts:

- a. administrative support services in an amount not to exceed \$160,000 (instead of the budgeted \$125,000);
- b. deploy and reimburse Facilitators for the Pre-Hearing Settlement Conference in an amount not to exceed \$20,000; and
- c. deploy and reimburse Hearing Officers for the Petition Hearing Process in an amount not to exceed \$215,000 (instead of the budgeted \$250,000).

**PUBLIC NOTICING** – Agenda posting.