



**MEMORANDUM**

CSFRA, Community Development Department

**DATE:** August 27, 2018

**TO:** Members of the Rental Housing Committee

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

**SUBJECT:** **Contract for Administrative and Hearing Process Services for the First Six Months of Fiscal Year 2018-19**

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**RECOMMENDATION**

That the Rental Housing Committee authorize the Program Manager or other designee to execute an agreement with Project Sentinel to provide administrative and hearing process services for the first six months of Fiscal Year 2018-19 for a total amount not to exceed \$197,500, as follows:

- a. Administrative support services in an amount not to exceed \$62,500;
- b. Deploy and reimburse Facilitators for the Pre-Hearing Settlement Conference in an amount not to exceed \$10,000; and
- c. Deploy and reimburse Hearing Officers for the Petition Hearing Process in an amount not to exceed \$125,000.

**BACKGROUND**

At the beginning of Fiscal Year 2017-18, Project Sentinel was enlisted to provide first point of contact services for all stakeholders regarding Community Stabilization and Fair Rent Act (CSFRA) inquiries through dedicated phone line, e-mail, and online access as well as walk-in office hours with services in English and Spanish (Mountain View Rental Housing Helpline). Once the petition and hearing process regulations were adopted, Project Sentinel also began to provide prehearing facilitation services, as well as petition hearing services and recruitment of hearing officers for the petition process. On October 23, 2017, the Rental Housing Committee (RHC) discussed and approved administrative and hearing process services in an amount not to exceed \$ 484,800 as part of the Fiscal Year 2017-18 budget.

On June 18, 2018 the RHC approved in its Fiscal Year 2018-19 budget a total amount not to exceed \$ 395,000 for administrative and hearing process services as follows:

- a. Provide administrative support services for the CSFRA for Fiscal Year 2018-19 in an amount not to exceed \$125,000;
- b. Deploy and reimburse Facilitators for the Pre-Hearing Settlement Conference under the CSFRA in an amount not to exceed \$20,000; and
- c. Deploy and reimburse Hearing Officers for the Petition Hearing Process under the CSFRA in an amount not to exceed \$250,000.

On March 26, 2018 the RHC directed staff to issue a Request for Proposals (RFP) process to determine available specialized resources in the market and to make an informed selection of professional organizations that provide administrative and hearing process services. The RFP process involves a number of steps, including defining the scope of professional services to be included in the RFP, identifying qualified vendors, and evaluating responses to find the most qualified and suitable professionals to present to the RHC. Issuing an RFP is a significant undertaking and requires multiple phases and decision points for the RHC. Staff estimates an RFP process could be completed by end of the first half of Fiscal Year 2018-19 with professional services hopefully in place in the second half of the fiscal year. While this RFP process is conducted the RHC adopted staff's recommendation to retain the present contractual arrangements with Project Sentinel for the first six months of Fiscal Year 2018-19, to ensure uninterrupted services for all stakeholders and petitioners under the CSFRA.

## **ANALYSIS**

Project Sentinel has been providing administrative support and hearing process services for Fiscal Year 2017-18. In order to reimburse Project Sentinel for the services rendered in the first half of Fiscal Year 2018-19, an agreement needs to be executed. In accordance with the adopted policies and procedures for the execution of agreements, staff seeks authorization from the RHC for the Program Manager or other designee to execute an agreement with Project Sentinel for administrative and hearing process services for the first six months of Fiscal Year 2018-19 in an amount not to exceed \$197,500, because the amount of this contract exceeds \$50,000.

**FISCAL IMPACT**

The RHC adopted a budget for the CSFRA for Fiscal Year 2018-19, including up to \$395,000 for administrative and hearing process services. It is currently foreseen that half of the budgeted amount for these services will be sufficient for the first six months of Fiscal Year 2018-19. Staff will return to the RHC if additional services beyond the budgeted amount in the recommendation are needed.

**PUBLIC NOTICING** – Agenda posting.

AK/3/CDD/RHC  
896-08-27-18M-2