

Notice of Intended Decision to Enter Into a Single Source Contract

AGENCY: Florida Housing Finance Corporation

TITLE: Affordable Housing Locator Service

CONTACT: Contracts Manager
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Date Posted: October 28, 2016

Time Posted: 2:35 p.m.

Commodity or Service Required: Affordable Housing Locator Service

Requestor: Nancy Muller, Policy Director

Performance and/or Design Requirements: The Locator's web-based online rental search engine and landlord registry page must be available on-line 24/7. It must have the capacity to effectively and efficiently handle at least 1,500,000 visits per year and its database must retain at least 250,000 up-to-date rental unit listings. The vendor must have a system and process capable to monitor and enforce the requirement that participating landlords must regularly update the availability of their registered units. The website and search engine will meet ADA accessibility standards and include search criteria related to unit availability, location, rent, rental assistance subsidies, accessibility and proximity to public transportation and other community amenities. The call center must provide a toll-free telephone number and be open to the public and landlords at least Monday through Friday, from 8 a.m. to 6 p.m., Eastern Time. It must be staffed to sufficiently handle at least 50,000 calls per year, and be staffed with a sufficient number of bilingual staff to appropriately serve callers that are primarily Spanish-speaking. The call center staff will assist the public in searching for available, registered rental units, as well as help landlords register and update their listings as needed. The services will connect interested users to other housing and community resources and will provide helpful tools such as an affordability calculator, rental checklist, and renter rights and responsibilities information. Upon request of Florida Housing staff, the call center must have the capacity to provide a significant amount of assistance helping households in crisis search for housing and community resources. The vendor shall have the capacity and experience to assist the State and its citizens to locate temporary and permanent housing for displaced households after disasters.

Intended Source: Emphasys Computer Solutions, Inc.

Price: \$227,651.42

Justification for Single Source Acquisition: Emphasys Computer Solutions, Inc. (formerly known as Non-Profit Industries, Inc. d/b/a SocialServe.com) has provided housing locator services for Florida Housing, on a daily basis, since 2006. Since 2009, Florida Housing has required developers to register and regularly update their Florida Housing funded rental units through the Locator. There are nearly 164,000 units registered in the Locator data, in which the majority were funded by Florida Housing.

We are aware of forty-two states using some form of housing locator services. Thirty-six states have contracts with Emphasys Computer Solutions, Inc., fourteen of which have sole source contracts with Emphasys Computer Solutions, Inc., primarily due to the quality of the service performed. Eighteen larger, local jurisdictions also contract with Emphasys Computer Solutions, Inc. for these services, nine of which are sole source contracts.

Emphasys Computer Solutions, Inc.'s prior performance, under contract with Florida Housing, coupled with the experience of other housing finance agencies, demonstrates that it is the sole vendor capable of providing the level of housing locator and call center services Florida Housing and the state of Florida have come to expect and rely upon.

Approved By: Florida Housing Finance Corporation's Executive Director, Stephen P. Auger

Failure to file a protest within the time prescribed in section 120.57(3), Florida Statutes, or failure to file a bond or other security within the time allowed for filing a bond, shall constitute a waiver of proceedings under Chapter 120, Florida Statutes.