

RFP Addendum #3

Request for Proposals for
Mediation Services
(Solicitation #5504)

Date of Addendum #3: July 6, 2021

The Request for Proposals (RFP) for the above named project is amended as noted in this Addendum. This Addendum consists of 4 pages.

This Addendum lists questions received and SHA's responses (see Item 1 below).

Item 1. The following is a list of questions received and SHA's responses to the questions.

Question 1. Is non-profit status a requirement for the organization to apply for the RFP? Or is it open to all organizations regardless of status?

Response: *No. Proposals will be accepted by all organizations regardless of status.*

Question 2. It would be helpful for us in assessing the scope of the contract to have historical data surrounding the number of conflicts addressed by your housing stability team and the number of legal notices issued per year (preferably prior to the eviction moratorium). If you do not have this data, is there a way to design the scope of the program so that we can have some built in limits? Say, we limit the number of hours of triage, conflict coaching, mediation and training services by dividing the rate for these services by \$225,000.00?

Response: *SHA operating systems are not built to count all of the items requested. Numbers for many of these issues also fluctuate dramatically year-to-year based on a variety of factors, particularly during COVID and the eviction moratorium. However, Housing Operations (that owns and manages buildings) and Housing Choice Voucher (that facilitates rental subsidies throughout the city) provided some additional context below. The contractor should estimate the amount of calls the firm is able to manage in one year as described in Criterion 4.*

Housing Operations

SHA has strong values and a deep commitment to keeping people stably housed and avoiding evictions. As a result, we have seen the number of summons and complaints we file in recent years drop dramatically for both nonpayment and for-cause issues. In addition, the unlawful detainer actions that SHA may file do not always result in termination of housing as we try to work with residents even at this stage to maintain their housing. In recent years, SHA has filed a summons and complaint for less than

one half of one percent of the over 8,000 households we serve annually. The selected contractor is expected to be a strong partner in helping further these trends in reducing evictions.

Prior to Covid-19, SHA posted 14-Day Pay or Vacate notices to households that were late to pay rent on or around the 14th of every month. This is one of the many engagements that staff use to help residents pay rent on time. If rent is not paid after 14 days have lapsed, a summons and complaint was served if the nonpayment of rent became habitual or occurred over multiple months. Most pay or vacate notices result in resolutions between SHA and the resident before moving to a summons and complaint. Over 1,000 households are currently behind in rent in SHA's owned and managed properties as a result of the pandemic We expect the vast majority of these will be resolved through rent relief programs or repayment agreements and would expect the selected contractor to work only on those cases that are headed towards an eviction.

Housing Choice Voucher (HCV)

Housing Stability Referrals are related to referrals from our Tenant Based occupancy team to Housing Counselors to assist participants with challenges maintaining their current living situation. Ultimately, HCV believes referrals to the successful mediation contractor would come via this pathway.

195 total referrals (March 2020 – April 2021) are categorized below.

- 103 referrals related to lease violations such as unpaid rent/utilities*
- 36 related to mental/physical health challenges some of which included disputes with property managers and neighbors.*
- 37 expedited moves. These often also involved a lease violation, unit damage, or other landlord dispute leading to a mutual lease termination.*

Before Covid-19, HCV terminated less than one half of one percent of the over 11,000 households we serve annually.

Contractors are encouraged to describe the design of the program as requested in Criterion 4. If the contractor desires to include a built-in limit of hours provided in the program design, please describe how they will be distributed throughout the year or body of work, and efforts to prevent service gaps.

QUESTION 3. What is the average number of calls anticipated per month in the first year? In addition, please provide the best estimate (or guess) of annual statistics for the following items before Covid 19:

- Number of UD actions filed
- Number of grievance hearings held
- Number of comply or quit notices for non-rent lease violations
- Number of communities that might be described as traumatized or that experience gang-related incidents

RESPONSE: SHA operating systems are not built to count all of the items requested. Numbers for many of these issues also fluctuate dramatically year-to-year based on a variety of factors, particularly during COVID and the eviction moratorium. However, Housing Operations (that owns and manages buildings) and Housing Choice Voucher (that facilitates rental subsidies throughout the city) provided some additional context below. The contractor should estimate the amount of calls the firm is able to manage in one year as described in Criterion 4.

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