



Contract for Emergency Rental Assistance Program

City Council - April 6, 2021

Background

- On February 9, 2021, the City Council directed staff to request its reserved Block Grant from the State, combine it with the Federal Allocation and create a locally-administered Emergency Rental Assistance Program (ERAP) that conforms to State ERAP rules.
- Under State Bill (SB) 91, jurisdictions that choose this option may contract with a vendor to provide a central technology-driven application portal and system that serves landlords and tenants, has mobile and multilanguage capabilities, and allows an applicant to track the status of their application.
- The City also sought partnerships with local nonprofit and community-based organizations to assist applicants and promote LB ERAP.

Request for Proposals Process

- On February 27, 2021, staff distributed a Request for Proposals (RFP) for an end-to-end digital solutions vendor to provide the online application platform as well as case management, customer service, and payment disbursement services for the LB ERAP.
- Staff received 12 qualified proposals, interviewed the top 3 vendors, and selected **Yardi Systems, Inc.**, of Goleta, CA, to implement the LB ERAP.

Contract Scope

Yardi will provide an end-to-end solution to implement the LB ERAP for the City with the following components:

Online
Application
Portal

Case
Management

Customer Service
(Toll-Free Call
Center)

Issuance of Rent
Relief Payments

Community Partners

- In addition to the program implementation services provided by Yardi, staff solicited proposals from Community-Based Organizations (CBOs) to promote LB ERAP and to provide navigation and technical assistance to those who may struggle completing the online application.
- The scope of services solicited included, but was not limited to:
 - Submitting proxy applications on behalf of applicants to the LB ERAP
 - Assisting applicants in registering and navigating the online application
 - Assisting applicants to digitize and upload documents for the application
 - Ensuring communication between tenants and landlords
 - Outreach and promotion in languages appropriate to the community

Community Partners

Staff received five qualified proposals from the following organizations and after review, approved all five. The budget for each organization's proposal was under \$25,000 and the contracts have been processed at the Department level.

Organization	Proposed Focus Communities/Areas
The Heart of Ida	Low-income Seniors citywide
Housing Long Beach	Low-income renters citywide
Puente Latino Association	North Long Beach & Washington Neighborhoods; Spanish speakers
United Cambodian Community	Cambodia Town/Central Long Beach; Khmer speakers
YMCA of Greater Long Beach	Low-income renters citywide

Community Partners – Scope of Services

- The organizations will partner with the City's Housing and Neighborhood Services Bureau to promote the program to eligible households and provide technical assistance to the community.
- CBO partners will receive in-depth training on the LB ERAP rules and regulations and use of Rent Relief portal provided by Yardi.
- Each CBO will provide application navigation services tailored to specific communities and in languages appropriate to those communities. However, they will assist any applicant needing assistance citywide.
- Events/services will include pop-up events, office hours, and one-on-one assistance to applicants, and will be spread citywide.

Recommendation

Adopt Specifications No. RFP DV21-034 and award a contract to Yardi Systems, Inc., of Goleta, CA, to provide Emergency Rental Assistance Program (ERAP) implementation, in a total amount not to exceed \$1,437,177, for a period of one year; and, authorize City Manager, or designee, to execute all documents necessary to enter into the contract, including any necessary amendments. (Citywide)



Thank you

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