



**OPERATIONS AND CHOICE  
NEIGHBORHOOD COMMITTEE  
MEETING  
SEPT. 17, 2020**




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**BOARD OF COMMISSIONERS**

Dr. Ana "Cha" Guzmán Chair	Jessica Weaver Vice Chair	Charles Clack Commissioner	Jo-Anne Kaplan Commissioner	Olga Kauffman Commissioner	Ruth Rodriguez Commissioner
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**PRESIDENT & CEO**

 David Nisivoccia
 

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**SAN ANTONIO HOUSING AUTHORITY  
OPERATIONS AND CHOICE NEIGHBORHOOD COMMITTEE or  
\*\*SPECIAL BOARD MEETING  
TELECONFERENCE**

**Call In Phone Number: (530) 936-7009**

**PIN: 222001008#**

**12:30 p.m., Thursday, September 17, 2020**

The Board of Commissioners will convene for a Committee, or Special Board meeting, by teleconference, for discussion on the following matters:

**MEETING CALLED TO ORDER**

1. The Board of Commissioners or its Committee may hold a closed meeting pursuant to Texas Government Code § 551.071-076 for consultation concerning attorney-client matters, real estate, litigation, personnel, and security matters. The Board or Committee reserves the right to enter into closed meeting at any time, during the course of the meeting.

**PUBLIC COMMENT**

2. Public Comment - Citizens are provided three minutes each to speak to any agenda items. Citizens wishing to speak to items posted on the agenda should access Phone Number: **(530) 936-7009** and enter PIN Number: **222001008#**, prior to **12:30 p.m.**

**INDIVIDUAL ITEMS FOR CONSIDERATION**

3. Consideration and appropriate action regarding Resolution 6074, authorizing the award of a contract for roof repair and replacement at L. C. Rutledge Apartments to Garland/DBS, Inc. through OMNIA Partners, a Nationwide Purchasing Cooperative for an amount not to exceed \$720,000.00 (Hector Martinez, Director of Construction Services and Sustainability; Steven Morando, Director of Procurement and General Services)
4. Consideration and appropriate action regarding Resolution 6075, authorizing the award of contracts for Bulk Pickup Services agency wide to Bulk-Away, LLC (AABE) and Will-Luc Enterprises dba Junk King San Antonio (WBE, Section 3 Business) for an annual cumulative amount not to exceed \$270,000.00; for a period of one year with the option to renew up to four additional one-year terms (Kristi Baird, Director of Beacon Communities; Zachariah Woodard, Interim Director of Federal Housing Programs; Steven Morando, Director of Procurement and General Services)
5. Consideration and appropriate action regarding Resolution 6076, authorizing the award of a contract for carpet cleaning services to Master Carpet Cleaning (HABE) for an annual cumulative amount not to exceed \$150,000.00; for a period of one year with the option to renew up to four additional one-year terms (Kristi Baird, Director of Beacon Communities; Steven Morando, Director of Procurement and General Services)

6. Consideration and appropriate action regarding Resolution 6077, adopting the updated Housing Authority of the City of San Antonio, Texas (SAHA) Procurement Policy (Steven Morando, Director of Procurement and General Services)
7. Consideration and appropriate action regarding Resolution 6070, authorizing the President and CEO to approve and proceed with a self-funded, third-party provider of SAHA employee medical and dental plans plus fully insured vision, short term disability, long term disability, life insurance and ancillary benefit plans and an electronic benefits enrollment platform for calendar year 2021, at a total cost not to exceed \$5,506,781.00 (Muriel Rhoder, Chief Administrative Officer; Janie Rodriguez, Director of Human Resources)
8. Discussion regarding SAHA staffing (Janie Rodriguez, Director of Human Resources)

**REPORTS PROVIDED TO THE BOARD**

- Procurement Activity Report
- 2020 Customer Service Survey
- Assisted Housing Programs (AHP) Scorecard
- Federal Housing Programs (FHP) Quarterly Update
- Federal Housing Programs (FHP) Client Services Report

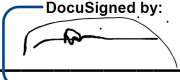
9. Adjournment


\*Note: Whenever the Texas Open Meetings Act (Section 551.001 et seq. of the Texas Government Code) provides for a closed meeting in matters concerning legal advice, real estate, contracts, personnel matters, or security issues, the Board may find a closed meeting to be necessary. For convenience of the citizens interested in an item preceded by an asterisk, notice is given that a closed meeting is contemplated. However, the Board reserves the right to go into a closed meeting on any other item, whether it has an asterisk, when the Board determines there is a need and a closed meeting is permitted.

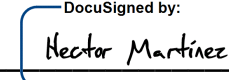
\*\*Note: If a quorum of the Board of Commissioners attends the Committee Meeting, this meeting becomes a Special Meeting of the Board, but no Board action will be taken other than recommendations to the full Board, unless the full Board is present.

**BOARD OF COMMISSIONERS  
Operations and Choice Neighborhood Committee**

**RESOLUTION 6074, AUTHORIZING THE AWARD OF A CONTRACT FOR ROOF REPAIR AND REPLACEMENT AT L. C. RUTLEDGE APARTMENTS TO GARLAND/DBS, INC. THROUGH OMNIA PARTNERS, A NATIONWIDE PURCHASING COOPERATIVE FOR AN AMOUNT NOT TO EXCEED \$720,000.00**

DocuSigned by:  
  
5609927B75274DC  
**David Nisivoccia**  
**President and CEO**

DocuSigned by:  
  
5AC92CF03F5A422  
**Steven Morando**  
**Director of Procurement  
and General Services**

DocuSigned by:  
  
ABB9B06757A4D5...  
**Hector Martinez**  
**Director of Construction  
Services and Sustainability**

**REQUESTED ACTION:**

Consideration and appropriate action regarding Resolution 6074, authorizing the award of a contract for roof repair and replacement at L. C. Rutledge Apartments to Garland/DBS, Inc. through OMNIA Partners, a Nationwide Purchasing Cooperative for an amount not to exceed \$720,000.00.

**FINANCIAL IMPACT:**

The current award recommendation for the roof repair and replacement at L.C. Rutledge Apartments is not expected to exceed an amount of \$720,000.00 to include a base bid amount of \$653,060.00 plus an approximate 10% contingency in the amount of \$66,940.00 that will only be used, if necessary. This project will be funded by the 2020 CFP grant.

**SUMMARY:**

The L. C. Rutledge Apartments is a Public Housing family community that was built in 1979. This community is located on the north east side of San Antonio, in Council District 10, with 66 one, two, three, and four-bedroom apartments. The buildings are wood framed, with a brick and siding facade and are all one story buildings. Due to the age, wear and tear, and condition of the roofs at this apartment community, SAHA requires the services of a roofing contractor to provide comprehensive roof replacement.

HUD encourages Housing Authorities to utilize cooperative and interagency agreements to simplify and expedite the procurement processes. Purchasing Cooperatives assign a lead agency for its solicitations to ensure that competitive bid requirements for most state and local government agencies are followed; therefore, SAHA is not required to issue its own competitive solicitation in cases where the use of available contracts are appropriate and in accordance with SAHA procurement policies.

Once the lead public agency has awarded a contract to the supplier, participating Public Agencies in need of similar products and services are able to make purchases through the OMNIA Partners contract. This ensures that the same terms and conditions of the lead agency's awarded contract apply to the participants. SAHA is currently a member of OMNIA Partners, a nationwide purchasing cooperative.



**SAN ANTONIO HOUSING AUTHORITY****September 17, 2020**

On September 27, 2019, Racine County, Wisconsin (lead agency) entered into a contract, for Invitation For Bid #PW1925 with Garland/DBS, Inc. for Roofing Supplies and Services, Waterproofing and Related Products and Services, effective October 15, 2019, to October 14, 2024, with full renewal of one (1) additional five (5) year term.

Garland/DBS, Inc., general contractor for this project obtained bids for the roof replacement at L.C. Rutledge Apartments from three companies: Advantage USAA, Inc. (HABE), Superior Roofing and Metal Co., Inc., and Alamo Roofing and Metal Co., Inc. (MBE). Advantage USAA, Inc. provided the lowest cost to complete this project.

**COMPANY PROFILE:**

Garland/DBS, Inc. was founded in 1895 and is located in Cleveland, Ohio. They are a jointly-owned subsidiary of The Garland Company, Inc., and Design-Build Solutions, Inc., and are positioned throughout the United States, Canada and the United Kingdom providing public agencies and nonprofits a comprehensive selection of roofing material solutions and support services.

Design-Build Solutions, Inc. (DBS) is a full-service architectural, design, engineering, and general contracting firm. Their core competency is the construction, maintenance, and retrofit of complex roofing and building envelope projects. They incorporate design and engineering aspects into one contract as a turnkey design builder. DBS performs many types of projects including: roofing, masonry, windows, doors, waterproofing, HVAC, electrical, plumbing, lightning protection, and photovoltaic (energy generating). With the support and local service network of their sister company, The Garland Company, Inc., quality roofing solutions are provided for single and multi-property facilities.

The Garland Company, Inc. provides high-performance roofing materials and full-service roof asset management for a wide spectrum of public and private sector roofing applications, including, but not limited to: single ply, modified bitumen, built-up roofing (BUR), low-slope standing seam metal, low-slope flat-seam metal, steep-slope standing seam metal, slate, concrete tile, asphalt shingle, and clay tile. Their government projects include, but are not limited to: Jeffersonville Federal Center, Jeffersonville, Indiana; Warren Burger Federal Courthouse, St. Paul, Minnesota; Florida Air National Guard, Jacksonville Florida; Fort Devens; Building 667, Devens, Massachusetts; Fort Jackson Army Base, Fort Jackson, South Carolina; Scott Air Force Base, Scott, Illinois; City of Sugarland Police and Courts Buildings, Sugarland, Texas; Delaware County Courthouse, Delaware, Ohio; Montgomery Courthouse, Conroe, Texas; Westlake Recreation Center, Westlake Ohio; and Fine Art Museum of San Francisco, San Francisco, California.

**CONTRACTOR PERFORMANCE:**

This contractor has received prior awards from SAHA for the following projects and performed satisfactorily under all awards: roof and window replacement at Bella Claire Apartments, roof replacement at Cross Creek Apartments, roof repair and replacement at Escondida Apartments, roof replacement at Frank Hornsby Apartments, roof replacement at Francis Furey Apartments, roof replacement at Lincoln Heights Courts, roof and window replacement at Madonna Apartments, roof repair and replacement at Morris C. Beldon Apartments, roof replacement at Tarry Towne Apartments, and roof and HVAC replacement at Woodhill Apartments.

**SAN ANTONIO HOUSING AUTHORITY**

**September 17, 2020**

**CONTRACT OVERSIGHT:**

Contract oversight will be provided by Hector Martinez, Director of Construction Services and Sustainability, who will monitor the vendor's adherence to contract requirements and performance. The Procurement Department will be responsible to ensure the vendor submits the Contractor's Section 3 Compliance report on a monthly basis and monitor compliance with the vendor's SWMBE subcontractor good faith utilization plan.

**STRATEGIC GOAL**

Preserve and improve existing affordable housing resources and opportunities.

**ATTACHMENTS:**

Resolution 6074

Map

Pictures

**San Antonio Housing Authority  
Resolution 6074**

**RESOLUTION 6074, AUTHORIZING THE AWARD OF A CONTRACT FOR ROOF REPAIR AND REPLACEMENT AT L. C. RUTLEDGE APARTMENTS TO GARLAND/DBS, INC. THROUGH OMNIA PARTNERS, A NATIONWIDE PURCHASING COOPERATIVE FOR AN AMOUNT NOT TO EXCEED \$720,000.00**

**WHEREAS**, HUD encourages Housing Authorities to utilize cooperative and interagency agreements to simplify and expedite the procurement processes; and

**WHEREAS**, SAHA is not required to issue its own competitive solicitation in cases where the use of available contracts are appropriate and in accordance with SAHA procurement policies; and

**WHEREAS**, once the lead public agency has awarded a contract to the supplier, participating Public Agencies in need of similar products and services are able to make purchases through the OMNIA Partners contract; and

**WHEREAS**, on September 27, 2019, Racine County, Wisconsin (lead agency) entered into a contract, for Invitation For Bid #PW1925 with Garland/DBS, Inc. for Roofing Supplies and Services, Waterproofing and Related Products and Services, effective October 15, 2019, to October 14, 2024, with full renewal of one (1) additional five (5) year term; and

**WHEREAS**, the current award recommendation for the roof repair and replacement at L.C. Rutledge Apartments is not expected to exceed an amount of \$720,000.00 to include a base bid amount of \$653,060.00 plus an approximate 10% contingency in the amount of \$66,940.00 that will only be used, if necessary. This project will be funded by the 2020 CFP grant; and

**WHEREAS**, staff requests the Board of Commissioners authorize the President and CEO, or designee, to execute all documents associated with this contract.

**NOW, THEREFORE, BE IT RESOLVED** that the Board of Commissioners of SAHA hereby:

- 1) Approves Resolution 6074, authorizing the award of a contract for roof repair and replacement at L. C. Rutledge Apartments to Garland/DBS, Inc. through OMNIA Partners, a Nationwide Purchasing Cooperative for an amount not to exceed \$720,000.00.
- 2) Authorizes the President and CEO, or designee, to execute all necessary documents associated with this contract.

**Passed and approved on the 8th day of October 2020.**

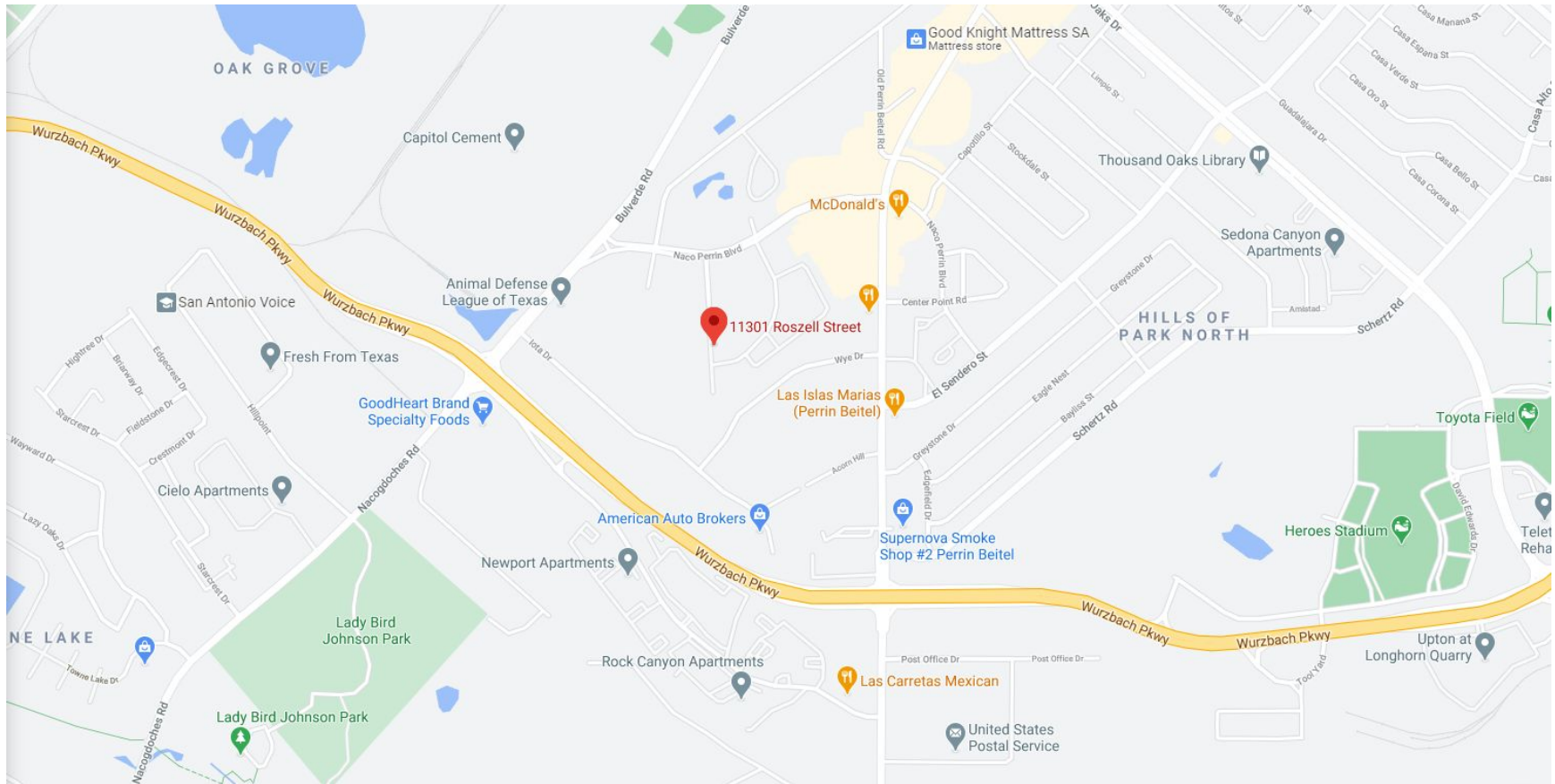
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**Ana M. "Cha" Guzman**  
Chair, Board of Commissioners

**Attested and approved as to form:**

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**David Nisivoccia**  
President and CEO







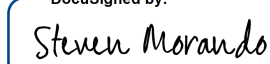



**BOARD OF COMMISSIONERS  
Operations and Choice Neighborhood Committee**

**RESOLUTION 6075, AUTHORIZING THE AWARD OF CONTRACTS FOR BULK PICKUP SERVICES AGENCY WIDE TO BULK-AWAY, LLC (AABE) AND WILL-LUC ENTERPRISES DBA JUNK KING SAN ANTONIO (WBE, SECTION 3 BUSINESS) FOR AN ANNUAL CUMULATIVE AMOUNT NOT TO EXCEED 270,000.00; FOR A PERIOD OF ONE YEAR WITH THE OPTION TO RENEW UP TO FOUR ADDITIONAL ONE-YEAR TERMS**

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3009927B73274DC...  
**David Nisivoccia**  
**President and CEO**

DocuSigned by:  
  
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**Kristi Baird**  
**Director of Beacon Communities**

DocuSigned by:  
  
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**Steven Morando**  
**Director of Procurement and General Services**

DocuSigned by:  
  
E1CEEC58CC08409...  
**Zachariah Woodard**  
**Interim Director of Federal Housing Programs**

**REQUESTED ACTION:**

Consideration and appropriate action regarding Resolution 6075, authorizing the award of contracts for Bulk Pickup Services agency wide to Bulk-Away, LLC (AABE) and Will-Luc Enterprises dba Junk King San Antonio (WBE, Section 3 Business) for an annual cumulative amount not to exceed \$270,000.00; for a period of one year with the option to renew up to four additional one-year terms.

**FINANCIAL IMPACT:**

The current award recommendation for bulk pickup services agency wide is not expected to exceed an annual cumulative amount of \$270,000.00; and will be funded by operating funds and/or available reserves.

**SUMMARY:**

SAHA requires the services of a vendor to provide bulk waste pickup services for all properties owned and managed by the agency. This service is a new contract for the agency that will be utilized to pick up items left in or around the trash dumpsters or at bulk waste areas that are too large to be accepted by SAHA's waste disposal and recycling company. Solid waste items to be picked up may include furniture, mattresses, tires, brush, wood, appliances, or construction materials. Regulated materials, such as household cleaners (bleach, drain cleaners), tires, or pesticides may need disposal on occasion and shall be disposed of in accordance with federal, state, and local laws, regulations, and ordinances. The contractor is required to engage in recycling efforts for paper, glass, metal, and plastic products and have procedures in place for the disposal of computers, monitors, TV's, refrigerators, stoves, etc. SAHA may also utilize this service to clear out resident units when items are left behind by the resident after the unit is vacated. The vendor may be engaged either by scheduled pick up or as needed call out service.

This award does not include the collection, transportation, or disposal of material generated in the event of a disaster, such as hurricane, tornado, flood, fire, governmental decree or action,

**SAN ANTONIO HOUSING AUTHORITY****September 17, 2020**

terrorism or other natural or manmade-disaster. In such an event, SAHA will request pricing and an estimated time frame for the removal of such debris.

On July 27, 2020, SAHA issued an Invitation For Bids (IFB) #2006-910-27-5036 for Bulk Pick-Up Services agency wide that closed on August 20, 2020. The IFB was published on the SAHA website, Electronic State Business Daily (ESBD), The Hart Beat, posted on NAHRO, Public Purchase and directly solicited to 29 vendors. A total of four bids were received in response to this solicitation: Bulk-Away, LLC (AABE), Just Junk Solutions, LLC (HAVE, WBE), R&C Landscape (ESBE, HABE, MBE, SBE, Section 3 Business), and Will-Luc Enterprises dba Junk King San Antonio (WBE, Section 3 Business). All bids were evaluated on the following criteria: purchase price, reputation of the bidder and their goods or services, quality of the goods or services, extent to which the goods or services meet SAHA's needs, total long term cost, and any relevant criteria contained in the solicitation document. Based on the above, we are recommending contract awards to Bulk-Away, LLC and Will-Luc Enterprises dba Junk King San Antonio; they are the lowest priced responsive and responsible bidders.

Bulk-Away, LLC was founded in 2018 and is headquartered in San Antonio, Texas. This vendor self-certifies as a AABE. They provide bulk waste removal services to include appliances, electronics, furniture and junk for multi-unit housing properties. Their multifamily property management clients include, but are not limited to: Cortland Partners, Diamond Management, Falkin Platnick, GMC Property Management, Greystar Property Management, Lantower Residential, MC Companies, Pinnacle Property Management, Roscoe Property Management, Sandalwood Management, TI Communities, and United Property Management.

Will-Luc Enterprises dba Junk King San Antonio was established in 2017 and is headquartered in San Antonio, Texas. This is a family owned business providing junk removal and bulk hauling services to San Antonio and the surrounding areas. Their client list includes, but is not limited to: Biodynamic Research Corporation (BRC), Office Furniture Liquidators, and Hitt Contracting and various multi-family properties, property managers, and realtors.

**CONTRACT OVERSIGHT:**

Contract oversight will be provided by Kristi Baird, Director of Beacon Communities, who will monitor the vendor's adherence to contract requirements and performance. The Procurement Department will be responsible to ensure the vendor submits the Contractor's Section 3 Compliance report on a monthly basis, monitor compliance with the vendor's SWMBE subcontractor good faith utilization plan, provide annual contract performance evaluation survey to end users, and assist departments in the contract renewal or new solicitation process.

**STRATEGIC GOAL**

Preserve and improve existing affordable housing resources and opportunities.

**ATTACHMENTS:**

Resolution 6075  
Bid Tabulation  
Advertisement List

**San Antonio Housing Authority  
Resolution 6075**

**RESOLUTION 6075, AUTHORIZING THE AWARD OF CONTRACTS FOR BULK PICKUP SERVICES AGENCY WIDE TO BULK-AWAY, LLC (AABE) AND WILL-LUC ENTERPRISES DBA JUNK KING SAN ANTONIO (WBE) FOR AN ANNUAL CUMULATIVE AMOUNT NOT TO EXCEED \$270,000.00; FOR A PERIOD OF ONE YEAR WITH THE OPTION TO RENEW UP TO FOUR ADDITIONAL ONE-YEAR TERMS**

**WHEREAS**, on July 27, 2020, SAHA issued an Invitation For Bids (IFB) #2006-910-27-5036 for Bulk Pick-Up Services agency wide that closed on August 20, 2020; and

**WHEREAS**, four bids were received in response to this solicitation; and

**WHEREAS**, we are recommending contract awards to Bulk-Away, LLC and Will-Luc Enterprises dba Junk King San Antonio. They are the lowest priced responsive and responsible bidders; and

**WHEREAS**, the current award recommendation for bulk pickup services agency wide is not expected to exceed an annual cumulative amount of \$270,000.00; and will be funded by operating funds and/or available reserves; and

**WHEREAS**, staff requests the Board of Commissioners authorize the President and CEO, or designee, to execute all documents associated with this contract.

**NOW, THEREFORE, BE IT RESOLVED** that the Board of Commissioners of SAHA hereby:

- 1) Approves Resolution 6075, authorizing the award of contracts for Bulk Pickup Services agency wide to Bulk-Away, LLC (AABE) and Will-Luc Enterprises dba Junk King San Antonio (WBE, Section 3 Business) for an annual cumulative amount not to exceed \$270,000.00; for a period of one year with the option to renew up to four additional one-year terms.
- 2) Authorizes the President and CEO, or designee, to execute all necessary documents associated with this contract.

**Passed and approved on the 8th day of October 2020.**

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**Ana M. "Cha" Guzman  
Chair, Board of Commissioners**

**Attested and approved as to form:**

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**David Nisivoccia  
President and CEO**

**Advertisement List**  
**Solicitation # 2006-910-27-5036**  
**Bulk Pick-up Services Agency Wide**

Associations /Vendors	Contact Name	Email	Notes
<b>Associations Revised as of 2/7/2019</b>			
African American Chamber of Commerce of San Antonio	Lou Miller	blackchamber@aol.com	
Alamo Asian American Chamber of Commerce		<a href="mailto:info@alamo-aacc.org">info@alamo-aacc.org</a>	
Alamo City Black Chamber Of Commerce	Sherry Logan	info@alamocitychamber.org slogan@alamocitychamber.org	
American Council of Engineering Companies - San Antonio (ACEC-SA)	Anne Whittington	anne@acectx.org	
American Institute of Architects	Paula	paula@aiasa.org	
American Subcontractors Association	Jennifer Swinney	jennifer@asasanantonio.org	
Associated Builders and Contractors S. Texas Chapter	Steve Schultz	steve@abcsouthtexas.org	
Builders Exchange	Jeannette Olguin	jeannette@virtualbx.com	
Construct Connect		content@constructconnect.com	
CFMA		kimr@avacpa.com	
Goodwill Industries	Angelique de Oliveira	adeoliveira@goodwillsa.org	
Greater San Antonio Builders Association	Kristi Sutterfield	ksutterfield@sabuilders.com	
The San Antonio Chamber of Commerce	Dave Petersen	dpetersen@sachamber.org	
Hispanic Contractors Association de San Antonio	Clarissa Perez Dave Sanchez	exdir@hcadesa.org admin@hcadesa.org dave@hcadesa.org	
Home Depot Pro Accounts	Darren Friesenhahn	Darren_Friesenhahn@homedepot.com	
IEC	Julie Howard	jhoward@iecsanantonio.com	
MCA-SMACNA		mca-smacna@mca-smacna.org	
Minority Business Council	Hector Garcia	hector@hegarciacpa.com	
National Alliance of Craftsmen Association	Victor Landa	arvelasquez01@yahoo.com	
National Association of Women in Construction (NAWIC)	Sandee Morgan	nawicerin@gmail.com nawicsatx@gmail.com	
NAWBO San Antonio	Madeline Slay	Madeline@masarchitecture.com	
Plumbing Heating Cooling Contractors Association	Heidi Timble	Heidi@phcc-sanantonio.org	
Professional Engineers in Private Practice	Diane Hoskins	bexarpepp@sbcglobal.net	
Real Estate Council of San Antonio	Martha Mangum	martham@recsanantonio.com	



**Advertisement List**  
**Solicitation # 2006-910-27-5036**  
**Bulk Pick-up Services Agency Wide**

SAABE	Melodie	mg.assoc.mgmt@gmail.com	
San Antonio Board of Realtors	Suzanne	Suzanne@sabor.com	
SA Chapter of the Associated General Contractors	Dana Marsh	sanantonioagc@gmail.com	
San Antonio Hispanic Chamber of Commerce	Brianna Dimas	briannad@sahcc.org mariyaf@sahcc.org	
San Antonio Masonry Contractors Association	Debbie Mason	thesamca@gmail.com	
San Antonio Women's Chamber of Commerce	Cindy Libera	admin@sawomenschamber.org	
SmartApartmentData.com		constructionadmin@smartlocating.com	
South Central Regional Certification Agency	Charles Johnson	cjohnson@sctrca.org	
South San Antonio Chamber of Commerce	Al Arreola Jr	al@southsa.org	
Southwest Minority Supplier Diversity Council	Robert Casas	smsdc@smsdc.org gabrielle@smsdc.org	
Surety Association of South Texas, Inc.	Jim Swindle	jim@alamobonds.com	
Texas Society of Professional Engineers		jennifer@tspe.org	
TIBH Industries	Robert Olivo	robertolivo@tibh.org	
UTSA Minority Business Development Agency	Orestes Hubbard Jennifer Mort Jacqueline Jackson	orestes.hubbard@utsa.edu jennifer.mort@utsa.edu Jacqueline.Jackson@utsa.edu	
UTSA Procurement Technical Assistance Center	Terri Williams	ptac@utsa.edu	
West San Antonio Chamber of Commerce	Julie Jimenez	info@westsachamber.org julie@westsachamber.org	
Women's Business Enterprise	Avery Smith	bids@wbea-texas.org	
NAHRO	Web Site	http://nahro.economicengine.com	
Public Purchase	Web Site	www.publicpurchase.com	
Texas ESBD	Web Site	https://portal.cpa.state.tx.us/	
North San Antonio Chamber of Commerce	Web Site	https://northsachamber.chambermaster.com	
<b>Direct Solicits</b>			
	<b>HUBS on CMBL</b>		
ALAMO 1	Joseph Salas	frontdesk@alamo1.com	210-404-1220
LONE STAR JANITORIAL, LLC	Vernita Sneed	sneedv@callsj.com	210-360-1617
MLP VENTURES INC.	Liborio Perez	mlp@att.net	210-623-8172
TEJAS PREMIER BUILDING CONTRACTOR, INC.	Andrew Wallace, Chief Estimator	andrew@tejaspremierbc.com	210-821-5858
	<b>Section 3 Bidders</b>		
All Pro General Construction Inc.		<a href="mailto:rs@apgc.biz">rs@apgc.biz</a> <a href="mailto:jorge@apgc.biz">jorge@apgc.biz</a>	210 627 2563
Trevino Contractors		trevinocont@live.com	210-787-7223

**Advertisement List**  
**Solicitation # 2006-910-27-5036**  
**Bulk Pick-up Services Agency Wide**

EA Contractor		enrique@mtsconstructor.com	
Garcia Brothers Make Ready & Repairs		GBMR.REPAIRS@YAHOO.COM	
R&J Muniz Remodeling		munizjuan60@yahoo.com	
R&C Landscape		floresrudy@hotmail.com	
	<b>Direct Solicits</b>		
Bulk-Away	Cameron McCreary	cameron@bulk-away.com	844-571-2359
Fam Hauling Junk Removal	Allen Perez	<a href="mailto:Allen.perez67@yahoo.com">Allen.perez67@yahoo.com</a>	210-723-9209
HaulBrooks	Chester Bidmead	chester@haul-brooke.com	210-716-0000
Girls Can Too	April Gest	<a href="mailto:aprilgest@gmail.com">aprilgest@gmail.com</a>	210-909-1582
Junk King San Antonio		Dewitt.rote@junk-king.com	210-305-5248
Junk Medics			210-504-5400
JDog Junk Removal & Hauling		<a href="mailto:info@jdog.com">info@jdog.com</a>	844-438-5364
JL Junk Removal		JLjunkremoval16@gmail.com	210-683-3124
Junk Removal San Antonio		<a href="mailto:junkguyssanantonio@gmail.com">junkguyssanantonio@gmail.com</a>	210-853-2299
Junk Patrol		JunkPatrols@gmail.com	210-702-8262
Just Junk Solutions	Raul de la Torre	info@justjunksolutions.com	210-742-2100
Last Load Dumpster Service		lastloadadds@gmail.com	210-596-3100
Prestige Junk Removal and Hauling, LLC		prestigejunkremoval@gmail.com	210-753-6689
Texas Refuse	Marc Foster	Cheryl@texasrefuse.com	210-648-1427
River City Waste, Inc.	Kevin Jones	<a href="mailto:kevin@rivercitywaste.com">kevin@rivercitywaste.com</a>	210-633-0165
Ramirez Junk Removal Services		info@ramirezjunkremovalservices.com	210-251-1224
We Heart Junk		mike@weheartjunk.com	210-284-2413
Xtreme Junk Removal and Services		xtremejunkremoval@yahoo.com	830-200-0769
Waste Management	Christopher Cox	ccox6@wm.com	

Bulk Pick-Up Services Agency Wide 2006-910-27-5036			Bulk-Away, LLC	Will-Luc Enterprises LLC dba/ Junk King San Antonio	Just Junk Solutions, LLC	R&C Landscape, LLC
As Needed Pickups	UOM	QTY	Cost			
Under 10	Cu.Yd.	1	\$21.50	\$40.00	\$40.00	\$230.00
11 to 20	Cu.Yd.	1	\$19.25	\$31.00	\$45.00	\$220.00
21 to 30	Cu.Yd.	1	\$14.84	\$28.00	\$50.00	\$210.00
31 to 40	Cu.Yd.	1	\$14.13	\$26.00	\$55.00	\$200.00
Scheduled Pickups	UOM	QTY	Cost			
Under 10	Cu.Yd.	1	\$21.60	\$37.00	\$27.00	\$230.00
11 to 20	Cu.Yd.	1	\$19.25	\$28.00	\$32.00	\$220.00
21 to 30	Cu.Yd.	1	\$14.84	\$25.00	\$40.00	\$210.00
31 to 40	Cu.Yd.	1	\$14.13	\$23.00	\$45.00	\$200.00
Regulated Items:	UOM		Cost / Per Added	Cost / Per Added	Cost / Per Added	Cost / Per Added
Passenger Car-Truck Tires	EA		\$30.00/\$25.00	\$52.00/\$15.00	\$75.00/\$45.00	\$100.00/\$25.00
Oversized Tires	EA		\$80.00/\$50.00	\$52.00/\$15.00	\$75.00/\$45.00	\$125.00/\$35.00
Dried Paint Containers	Cu.Yd.		\$5.00	\$40.00	\$75.00	\$500.00
Television, Microwave, Computer, Monitor, etc.	EA		\$5.00	\$52.00/\$15.00	\$55.00/\$25.00	\$100.00/\$25.00
Small/Large Items			Cost / Per Added	Cost / Per Added	Cost / Per Added	Cost / Per Added
Refrigerator; Freezer	EA		\$25.00/\$20.00	\$75.00/\$25.00	\$120.00/\$90.00	\$150.00/\$50.00
Washer; Dryer	EA		\$25.00/\$45.00	\$75.00/\$25.00	\$75.00/\$45.00	\$150.00/\$50.00
Couch; Love Seat	EA		\$75.00/\$45.00	\$90.00/\$50.00	\$100.00/\$70.00	\$150.00/\$50.00
Dressers; Tables	EA		\$45.00/\$45.00	\$75.00/\$50.00	\$100.00/\$70.00	\$150.00/\$50.00
Bed Frames (all sizes)	EA		\$15.00/\$10.00	\$40.00/\$25.00	\$90.00/\$60.00	\$150.00/\$50.00
Mattress/Boxspring: Twin-Full	EA		\$45.00/\$35.00	\$75.00/\$50.00	\$75.00/\$45.00	\$150.00/\$50.00
Mattress/Boxspring: Queen- King	EA		\$75.00/\$65.00	\$90.00/\$50.00	\$100.00/\$75.00	\$150.00/\$50.00
Trash-Out Service	UOM	QTY	Cost			
Flat Rate (For service only. Amount of debris removed to be added)	EA	1	\$350.00	\$150.00	\$1,500.00	\$350.00
Flat Rate plus 10 cu.yd. bulk removal			\$566.00	\$520.00	\$1,770.00	\$2,650.00
Mobilization Time	Days		0	0	45	5
<b>Subtotal</b>			<b>\$246,632.80</b>	<b>\$380,480.00</b>	<b>\$652,500.00</b>	<b>\$3,096,500.00</b>
Section 3 Preference- Lesser is (8% is \$19,730.63) or \$21,000			\$0.00	-\$19,730.63	\$0.00	-\$19,730.63
<b>Total</b>			<b>\$246,632.80</b>	<b>\$360,749.37</b>	<b>\$652,500.00</b>	<b>\$3,076,769.37</b>

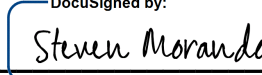
**Annual Costs**

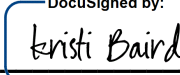
Total Annual Cost	\$250,000.00
Off Scedule Pick-Up Annual Est.	\$20,000.00
	<b>\$270,000.00</b>

**BOARD OF COMMISSIONERS  
Operations and Choice Neighborhood Committee**

**RESOLUTION 6076, AUTHORIZING THE AWARD OF A CONTRACT FOR CARPET CLEANING SERVICES TO MASTER CARPET CLEANING (HABE) FOR AN ANNUAL CUMULATIVE AMOUNT NOT TO EXCEED \$150,000.00; FOR A PERIOD OF ONE YEAR WITH THE OPTION TO RENEW UP TO FOUR ADDITIONAL ONE-YEAR TERMS**

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**David Nisivoccia**  
**President and CEO**

DocuSigned by:  
  
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**Steven Morando**  
**Director of Procurement  
and General Services**

DocuSigned by:  
  
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**Kristi Baird**  
**Director of Beacon  
Communities**

**REQUESTED ACTION:**

Consideration and appropriate action regarding Resolution 6076, authorizing the award of a contract for carpet cleaning services to Master Carpet Cleaning (HABE) for an annual cumulative amount not to exceed \$150,000.00; for a period of one year with the option to renew up to four additional one-year terms.

**FINANCIAL IMPACT:**

The current award recommendation for carpet cleaning services is not expected to exceed an annual cumulative amount of \$150,000.00 and will be funded by the properties operating budgets or available reserves.

**SUMMARY:**

SAHA requires the services of a vendor to provide carpet cleaning services agency wide. The Contractor shall have truck mounted equipment capable of cleaning carpet and providing water extraction. All carpet cleaning equipment must be able to produce hot water of at least 170 degrees fahrenheit and must be capable of producing a suction of at least 250 inches of lift.

The services to be provided under this award will include pre-treating all areas that have spots, stains or heavily soiled areas; moving furniture (if necessary); water extraction to include removal and replacement of pad; sanitizing carpet against odor causing bacteria, mold and mildew; steam cleaning; blower and dehumidifier; and carpet stretching, if required. Cleaning Methods shall include, but are not limited to: steam cleaning, dry cleaning, spot cleaning and the vendor must use Scotchgard or equal for soil and stain resistant treatments.

On July 22, 2020, SAHA issued an Invitation For Bids (IFB) #2006-910-09-5030 for Carpet Cleaning agency wide that closed on August 19, 2020. The IFB was published on the SAHA website, Electronic State Business Daily (ESBD), The Hart Beat, posted on NAHRO, Public Purchase and direct solicited to 40 vendors. A total of two bids were received in response to this solicitation: Master Carpet Cleaning (HABE) and AV General Contracting (HABE). Both bids were evaluated on the following criteria: purchase price, reputation of the bidder and their goods or services, quality of the goods or services, extent to which the goods or services meet SAHA's needs, total long term cost, and any relevant criteria contained in the solicitation document.

**SAN ANTONIO HOUSING AUTHORITY****September 17, 2020**

Based on the above, we are recommending a contract award to Master Carpet Cleaning. They are the lowest priced responsive and responsible bidder.

**COMPANY PROFILE:**

Master Carpet Cleaning was established in 2006 and is headquartered in Live Oak, Texas. This vendor self-certifies as a H.A.B.E. They service multi-family, single family homes, and commercial properties providing services to include, but are not limited to: steam cleaning carpets, tiles, wood, laminate and area rugs; pre spot treatment before cleaning carpet; stain removal; carpet repairs; moving furniture; carpet stretching; carpet dyeing - per manufacturer's instructions and best industry practices; Scotchgard - per manufacturer's instructions and best industry practices; pet treatment; 24 hour emergency service within two hours after notification; water extraction services; removal and replacement of new carpet pad; treatment for mold and mildew; anti bacteria treatment; odor elimination; and they install blowers and dehumidifiers to dry areas per industry standards. Master Carpet has truck-mounted machines to ensure a higher cleaning standard. Their equipment generates water temperatures between 90 and 370 degrees Fahrenheit and produces a suction of 250 to 400 inches of lift to promote faster drying time. They only use non-toxic and non allergenic chemical solutions for effective removal of soils and stains. Their client list includes KB Homes, Allied Orion Group, and Alcove at Alamo Heights.

**CONTRACTOR PERFORMANCE:**

Master Carpet Cleaning has been SAHA's provider of this service for the last 10 years and has performed satisfactorily under each of the awarded contracts.

**CONTRACT OVERSIGHT:**

Contract oversight will be provided by Kristi Baird, Director of Beacon Communities, who will monitor the vendor's adherence to contract requirements and performance. The Procurement Department will be responsible to ensure the vendor submits the Contractor's Section 3 Compliance report on a monthly basis, monitor compliance with the vendor's SWMBE subcontractor good faith utilization plan, provide annual contract performance evaluation survey to end users, and assist departments in the contract renewal or new solicitation process.

**STRATEGIC GOAL**

Preserve and improve existing affordable housing resources and opportunities.

**ATTACHMENTS:**

Resolution 6076  
Bid Tabulation  
Advertisement List



**San Antonio Housing Authority  
Resolution 6076**

**RESOLUTION 6076, AUTHORIZING THE AWARD OF A CONTRACT FOR CARPET CLEANING SERVICES TO MASTER CARPET CLEANING (HABE) FOR AN ANNUAL CUMULATIVE AMOUNT NOT TO EXCEED \$150,000.00; FOR A PERIOD OF ONE YEAR WITH THE OPTION TO RENEW UP TO FOUR ADDITIONAL ONE-YEAR TERMS**

**WHEREAS**, on July 22, 2020, SAHA issued an Invitation For Bids (IFB) #2006-910-09-5030 for Carpet Cleaning agency wide that closed on August 19, 2020; and

**WHEREAS**, two bids were received in response to the IFB; and

**WHEREAS**, we are recommending a contract award to Master Carpet Cleaning. They are the lowest priced responsive and responsible bidder; and

**WHEREAS**, the current award recommendation for carpet cleaning services is not expected to exceed an annual cumulative amount of \$150,000.00 and will be funded by the properties operating budgets or available reserves; and

**WHEREAS**, staff requests the Board of Commissioners authorize the President and CEO, or designee, to execute all documents associated with this contract.

**NOW, THEREFORE, BE IT RESOLVED** that the Board of Commissioners of SAHA hereby:

- 1) Approves Resolution 6076, authorizing the award of a contract for carpet cleaning services to Master Carpet Cleaning (HABE) for an annual cumulative amount not to exceed \$150,000.00; for a period of one year with the option to renew up to four additional one-year terms.
- 2) Authorizes the President and CEO, or designee, to execute all necessary documents associated with this contract.

**Passed and approved on the 8th day of October 2020.**

---

**Ana M. "Cha" Guzman**  
Chair, Board of Commissioners

**Attested and approved as to form:**

---

**David Nisivoccia**  
President and CEO

**Advertisement List**  
**Solicitation # 2006-910-09-5030**  
**Solicitation Title: Carpet Cleaning –Agency Wide**

Associations /Vendors	Contact Name	Email	Notes
<b>Associations Revised as of 2/7/2019</b>			
African American Chamber of Commerce of San Antonio	Lou Miller	blackchamber@aol.com	
Alamo Asian American Chamber of Commerce	Elva Adams	elva.adams@wellsfargo.com	
Alamo City Black Chamber Of Commerce	Sherry Logan	Slogan@alamocitychamber.org	
American Council of Engineering Companies - San Antonio (ACEC-SA)	Anne Whittington	anne@acectx.org	
American Institute of Architects	Paula	paula@aiasa.org	
American Subcontractors Association	Jennifer Swinney	jennifer@asasanantonio.org	
Associated Builders and Contractors S. Texas Chapter	Steve Schultz	steve@abcsouthtexas.org	
Builders Exchange	Jeannette Olguin	jeannette@virtualbx.com	
Construct Connect		content@constructconnect.com	
CFMA		kimr@avacpa.com	
Goodwill Industries	Angelique de Oliveira	adeoliveira@goodwillsa.org	
Greater San Antonio Builders Association	Kristi Sutterfield	ksutterfield@sabuilders.com	
The San Antonio Chamber of Commerce	Dave Petersen	dpetersen@sachamber.org	
Hispanic Contractors Association de San Antonio	Clarissa Perez	exdir@hcalesa.org admin@hcalesa.org	
Home Depot Pro Accounts	Darren Friesenhahn	Darren_Friesenhahn@homedepot.com	
IEC	Julie Howard	jhoward@iecsanantonio.com rvasquez@iecsanantonio.com	
MCA-SMACNA		mca-smacna@mca-smacna.org	
Minority Business Council	Hector Garcia	hector@hegarciacpa.com	
National Alliance of Craftsmen Association	Victor Landa	arvelasquez01@yahoo.com	
National Association of Women in Construction (NAWIC)	Sandee Morgan	nawicerin@gmail.com nawicsatx@gmail.com	
NAWBO San Antonio	Madeline Slay	Madeline@masarchitecture.com	
Plumbing Heating Cooling Contractors Association	Heidi Timble	Heidi@phcc-sanantonio.org	
Professional Engineers in Private Practice	Diane Hoskins	bexarpepp@sbcglobal.net	
Real Estate Council of San Antonio	Martha Mangum	martham@recsanantonio.com	
SAABE	Melodie	mg.assoc.mgmt@gmail.com	

**Advertisement List**  
**Solicitation # 2006-910-09-5030**  
**Solicitation Title: Carpet Cleaning –Agency Wide**

San Antonio Board of Realtors	Suzanne	Suzanne@sabor.com	
SA Chapter of the Associated General Contractors	Dana Marsh	sanantonioagc@gmail.com	
San Antonio Hispanic Chamber of Commerce	Brianna Dimas	briannad@sahcc.org mariyaf@sahcc.org	
San Antonio Masonry Contractors Association	Debbie Mason	thesamca@gmail.com	
San Antonio Women's Chamber of Commerce	Cindy Libera	admin@sawomenschamber.org	
SmartApartmentData.com		constructionadmin@smartlocating.com	
South Central Regional Certification Agency	Charles Johnson	cjohnson@sctrca.org	
South San Antonio Chamber of Commerce	Al Arreola Jr	al@southsa.org	
Southwest Minority Supplier Diversity Council	Robert Casas	smsdc@smsdc.org gabrielle@smsdc.org	
Surety Association of South Texas, Inc.	Jim Swindle	jim@alamobonds.com	
Texas Society of Professional Engineers		jennifer@tspe.org	
TIBH Industries	Robert Olivo	robertolivo@tibh.org	
UTSA Minority Business Development Agency	Orestes Hubbard Jennifer Mort Jacqueline Jackson	orestes.hubbard@utsa.edu jennifer.mort@utsa.edu Jacqueline.Jackson@utsa.edu	
UTSA Procurement Technical Assistance Center	Terri Williams	ptac@utsa.edu	
West San Antonio Chamber of Commerce	Julie Jimenez	info@westsachamber.org julie@westsachamber.org	
Women's Business Enterprise	Avery Smith	bids@wbea-texas.org	
NAHRO	Web Site	http://nahro.economicengine.com	
Public Purchase	Web Site	www.publicpurchase.com	
Texas ESBD	Web Site	https://portal.cpa.state.tx.us/	
North San Antonio Chamber of Commerce	Web Site	https://northsachamber.chambermaster.com	

**Direct Solicits as of 04/08/2020**

<b>HUBS on CMBL</b>			
461 Holdings	Janice Sioira	info@461eco-clean.com	
Alamo Landscaping and Building Maintenance	Steven Perez	Steve@alamobuildingmaintenance.com	210-559-9746
All Pro Commercial Janitorial	Steven Reyes	steve@allprojani.com	
Helping Hands Service Solutions	David ONeal	David.oneal@helpinghandssolutions.com	210-709-0201
Hygiene Merit	Richardo Gonzalez	richardo@hygienemerit.com	
Vericlean Services Corp.	Abdiel Vinas	Abdiel@vericleanservices.com	
S & S Cleaning	Valerie DeLeon	Valerie@sandsclean.com	
<b>Section 3 Bidders</b>			
Mr T Detail Service	Luis Trillo	Trillo0681@hotmail.com	

**Advertisement List**  
**Solicitation # 2006-910-09-5030**  
**Solicitation Title: Carpet Cleaning –Agency Wide**

TDC Services, Inc.	Dolores Amador	dolores@tdcservicesinc.com	
	<b>Direct Solicits</b>		
Yolie's Janitorial	Yolie Pineda	yp3743@gmail.com	
ACE Floor Solutions		pete@acefloors.org	
Admiral Chem Dry		admiralchemdry@sbcglobal.net	
Alamo Steam Team		jeremiah@alamosteamteam.com	210-559-9726
Alladin Cleaning and Restoration		bob@aladdincleans.com	
Amazing Carpet Care		info@amazingcarpetcare.com	210-909-6538
Best Carpet Cleaning Experts		Marktar65@gmail.com	
Blackmon Mooring – SA	Brian Stickel	bstickel@bmscat.com	210-394-5519
Chem-Dry San Antonio	Eugene Quintana	fiestacd@hotmail.com	
Dirt Free Carpet		info@dirtfreecarpet.com	
Discovery Carpet Care	Haley Crater	Discovercarpetcare@gmail.com	210-385-1038
Endeavors Unlimited	Eliques Guerra	eguerra@endeavorsunlimited.org	
Fresh Air	Alex Nero	Alexnero109@hotmail.com	
Global Restoration Service		globalrestorationservices@yahoo.com	
Jani-King of San Antonio	Doug Tresnak Ed Ferris	dtresnak@janikingsan.com eferris@janikingsan.com	
<b>Knight Carpet Care</b>			<b>210-781-8730</b>
Knight Restoration Services	Jesse Purbis	jesse@knightsvcs.com	210-253-2648
Lone Star Carpet Care and Restoration		Paulwalker210@yahoo.com	210-609-9061
Master Carpet	Carlos Torres	mastercarpet@satx.rr.com	
Out of the Woods Industries	Torino Woods	torino@outofthewoodsindustries.com	
San Antonio Carpet Cleaning		sanantoniocarpetcleaners@gmail.com	
Servpro of Northeast SA	Stephen Pierce	spierce@serveprones.com	210-653-4651
Stanley Steamer San Antonio	Jesse Araiza	Jesse.araiza@steamer.com	210-271-7687
Steam Master Cleaning		service@steamcleaneverything.com	
Steam Solutions Carpet Cleaning		Steamsolutionscarpetcleaning@yahoo.com	210-643-3812
Steamatic		steamaticchc@gmail.com	
Steamers Carpet Care		info@steamerscarpetcare.com	
Terra Klean Solutions		Tflores76@msn.com	
Trusted Care Carpet		trustedcarecarpet@yahoo.com	
Ultimate Carpet Cleaning		services@ultimatecarpetcleaningsa.com	
White Rock Services	Justin Gagner Dee Fischer	justin@whiterockservices.com dee@whiterockservices.com	





**#2006-910-09-5030**  
**Carpet Cleaning Services - Agency Wide**

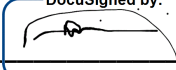
		<b>Master Carpet Cleaning</b>	<b>ZV General Contracting</b>
<b>Cost for Cleaning Carpet</b>	Sq. Ft.	\$0.05	\$0.30
<b>Cost for Spot Cleaning Carpet</b>	Sq. Ft.	0.05	0.40
<b>Cost for Dying Carpet</b>	Sq. Ft.	0.10	0.45
<b>Cost for Water Extraction</b>	Sq. Ft.	0.90	4.50
<b>Cost for Scotchguard or Equal Treatment</b>	Sq. Ft.	0.03	0.20
<b>Cost for Elimination Treatment</b>	Sq. Ft.	0.05	1.25
<b>Cost for Pet Treatment</b>	Sq. Ft.	0.05	0.80

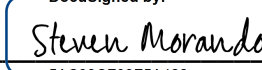
**SAN ANTONIO HOUSING AUTHORITY**

**September 17, 2020**

**BOARD OF COMMISSIONERS  
Operations and Choice Neighborhood Committee**

**RESOLUTION 6077, ADOPTING THE UPDATED HOUSING AUTHORITY OF THE CITY OF SAN ANTONIO, TEXAS (SAHA) PROCUREMENT POLICY**

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**David Nisivocchia**  
**President and CEO**

DocuSigned by:  
  
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**Steven Morando**  
**Director of Procurement and General Services**

**REQUESTED ACTION:**

Consideration and appropriate action regarding Resolution 6077, adopting the updated Housing Authority of the City of San Antonio, Texas (SAHA) Procurement Policy.

**FINANCIAL IMPACT:**

None.

**SUMMARY:**

SAHA's current Procurement Policy was approved by the Board of Commissioners on February 1, 2018. We are recommending additional revisions to the Agency's Procurement Policy and Procedures, all of which require approval by SAHA's Board of Commissioners.

SAHA's revised comprehensive Procurement Policy complies with Federal, State and local laws and regulations; provides consistency, transparency, fairness, accountability and oversight; and optimizes competition and fostering economic opportunities for small, minority and women-owned businesses, as well as, Section 3 eligible residents.

Most of the changes are minimal and will not have any impact on SAHA's Procurement operations. The major revisions to the policy are identified below and redlined in the attached document:

1. Clarification of the delegated authority of the President and CEO, referred to as the Contracting Officer, includes the following:
  - a. Authority to execute contract documents will now include those involving real estate transactions not related to multi-family properties. The previous policy was silent to authority for these type transactions.
  - b. In establishing the Agency's Procurement procedures, the Contracting Officer will provide for processes that may differ for the expenditure of federal versus non-federal funds.
  - c. Authority to join Purchasing Cooperative Organizations, where membership is not conditional on an approved resolution from the Board of Commissioners.

**SAN ANTONIO HOUSING AUTHORITY**

**September 17, 2020**

- d. The authority of the Contracting Officer or his/her designee will be increased from \$50,000 to \$250,000 per contract and will apply to fixed amount contracts and those with future renewal options. This authority is limited to \$250,000 for the initial contract period and each subsequent renewal period, up to HUD's five year limit for contracts.
  
- 2. The Micro Purchase threshold amount was changed by HUD in 2019 to \$10,000, which represents an increase from our current \$3,000 amount. SAHA is unable to take advantage of the higher threshold, because it is subject to following the more stringent rules of either HUD, State or local laws and regulations. Our threshold for micro purchases will remain at \$3,000, as required by the State of Texas.
  
- 3. The acceptable methods for submitting sealed bids and RFP responses is being expanded to also accept responses through an automated bid submission system.
  
- 4. Language is being added in the Ethics for Public Contracting section that highlights there may be an appearance of impropriety, when staff and Commissioners are directly involved with the selection or use of contractors and engage them for private purposes.

Public Housing Authorities are also subject to Title 2 CFR part 200.317 through 200.326 and the HUD Handbook 7460.8, Revision 2.

Attached is the recommended policy with the replaced and requested changes shown in red.

**STRATEGIC GOAL**

Transform core operations to be a high performing and financially strong organization.

**ATTACHMENTS:**

Resolution 6077

Procurement Policy and Procedures

**San Antonio Housing Authority  
Resolution 6077**

**RESOLUTION 6077, ADOPTING THE UPDATED HOUSING AUTHORITY OF THE CITY OF SAN ANTONIO, TEXAS (SAHA) PROCUREMENT POLICY**

**WHEREAS**, SAHA was established as a Texas Housing Authority in 1937 in order to operate Public Housing in the City of San Antonio, Texas; and

**WHEREAS**, Public Housing Authorities are subject to Title 2 CFR part 200.317 through 200.326 and the HUD Handbook 7460.8, Revision 2; and

**WHEREAS**, U.S. Department of Housing and Urban Development (HUD) requires Public Housing Authorities to establish a written procurement policy; and

**WHEREAS**, the Commissioners of SAHA are responsible for the adoption of its policies under its Rules of Governance; and

**WHEREAS**, SAHA acknowledges that the public trust demands consistency, accountability, transparency and fairness in all procurements and as such requires the establishment of policies governing the purchase of goods, supplies and services; and

**WHEREAS**, SAHA's current Procurement Policy was approved by the Board of Commissioners on February 1, 2018. We are recommending additional revisions to the Agency's Procurement Policy and Procedures, all of which require approval by SAHA's Board of Commissioners; and

**WHEREAS**, SAHA's revised comprehensive Procurement Policy complies with Federal, State and local laws and regulations; provides consistency, transparency, fairness, accountability and oversight; and optimizes competition and fostering economic opportunities for small, minority and women-owned businesses, as well as, Section 3 eligible residents.

**NOW, THEREFORE, BE IT RESOLVED** that the Board of Commissioners of SAHA hereby:

Approves Resolution 6077, adopting the updated Housing Authority of the City of San Antonio, Texas (SAHA) Procurement Policy.

**Passed and approved the 8th day of October 2020.**

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**Ana M. "Cha" Guzman**  
**Chair, Board of Commissioners**

**Attested and approved as to form:**

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**David Nisivoccia**  
**President and CEO**

# SAN ANTONIO HOUSING AUTHORITY

## PROCUREMENT POLICY AND PROCEDURES

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# **I. PROCUREMENT POLICY**

## **INTRODUCTION**

This Procurement Policy (Policy) is established for the Housing Authority of the City of San Antonio, Texas, hereafter referred to as SAHA, for the acquisition of goods, supplies, commodities, materials, professional services, management and maintenance and repair services, construction services, equipment, and insurance in accordance with and subject to all federal, state and local laws, rules, codes and regulations including but not limited to the Annual Contributions Contract (ACC) with the U.S. Department of Housing and Urban Development (HUD), HUD Handbook 7460.8, Rev. 2, "Procurement Handbook for Public Housing Agencies", HUD Handbook 1530.1, "Litigation Handbook", HUD Guidebook 7485. 3G, "Comprehensive Grant Program Guidebooks," the procurement standards of Title 2 Code of Federal Regulations, Part 200 (200.118 through 200.226), referred to as "2 CFR 200", American Recovery and Reinvestment Act, SAHA's Fraud Prevention Policy, Code of Ethics, Conflict of Interest Policies as well as various HUD Notifications of Funding Availability (NOFA), and State of Texas Government and Local Government Codes.

## **I. GENERAL PROVISIONS**

### **A. PURPOSE**

The purpose of this Policy is to:

1. Provide for the fair and equitable treatment of all persons or firms involved in purchasing by SAHA;
2. Assure that all goods, supplies, commodities, services, equipment, and insurance are procured legally, efficiently, effectively, and at the most favorable terms available to SAHA and consistent with good business practices;
3. Promote competition in contracting;
4. Provide safeguards and internal controls for maintaining a procurement system of the highest quality and integrity;
5. Provide consistency and transparency in all procurement activities;
6. Foster growth of small, minority and women-owned businesses;
7. Foster growth of Section 3 Business Enterprises;
8. Provide economic opportunities for extremely low, very-low and low income persons especially those residing in public housing, and
9. Ensure comprehensive planning for all procurements to include the drafting of scopes of work and specifications that are comprehensive in nature and address all foreseeable issues.

### **B. APPLICATION**



This Policy applies to all activities to the extent required by law for the procurement of goods, supplies, commodities, services, construction, insurance, and equipment by SAHA, its instrumentalities and affiliates. It shall apply to all expenditures of funds by SAHA for public purchasing regardless of the source of funds (to include grants), including contracts which do not involve an obligation of funds, such as concession type contracts and Purchasing and Travel cards; however, nothing in this policy shall prevent SAHA from complying with the terms and conditions of any grant, contract, gift, required reimbursement or bequest that is otherwise consistent with law. The term "procurement," as used in this Policy, includes contracts, modifications, amendments and change orders, as well as the purchase, lease or rental of supplies, goods, commodities, materials, equipment, construction, maintenance, and other services, including those covered under properly established interlocal agreements. This Policy shall not govern the following items: loan transactions and documents, employment contracts, limited partnership agreements, award of housing or other vouchers to non-profit agencies, and housing assistance payment contracts.

### **C. DELEGATED AUTHORITY**

In adopting this Policy, the Board of Commissioners authorizes the President and CEO, who shall be referred to as the Contracting Officer for SAHA, to execute all contract documents, to include, but not be limited to, those involving real estate transactions not related to multi-family properties, approve and implement appropriate procurement procedures that are consistent with this Policy. The President and CEO will ensure that procedures are implemented consistent with this Policy and all federal, state and local laws and ensure employees are held accountable for all violations of this Policy, laws, rules, regulations and the implemented procedures. In establishing those procedures, different rules and regulations will be addressed as they apply to the expenditure of federal versus non federal funds (such as Section 3 program requirements and Davis Bacon Prevailing Wage Rate laws). The President and CEO may delegate the Contracting Officer's responsibilities and authority; however, this must be documented in writing. The delegated authority will stay in effect until canceled or superseded in writing by the President and CEO. While the Board of Commissioners retains the authority to approve all contracts and all expenditures in excess of the Contracting Officer's delegated authority, the Contracting Officer or his/her designee is hereby authorized to enter into contracts or commit funds up to \$250,000 per contract. This amount will apply to fixed amount contracts and those with future renewal options, so long as they do not exceed the \$250,000 for each subsequent contract renewal period, up to HUD's maximum 5 year contract period. The Contracting Officer or his/her designee is hereby authorized to approve change orders to contracts and authorize the expenditure of additional funds up to \$50,000 per contract or 25% of the original contract value whichever is less. In no event shall changes to contracts exceed 25% as

limited by state law. The Contracting Officer or his/her designee will maintain a log of all executed change orders of Board approved awards indicating the amount and purpose of the change and report the information to the Board of Commissioners on a quarterly basis.

In addition, the Contracting Officer or his/her designee shall have the authority to approve and execute all real estate contracts not related to multi-family properties, contract modifications and contract amendments to include contract extensions of time and change orders not involving the expenditure of additional funds above and beyond the approved contract amount. In addition, the Contracting Officer or his/her designee shall have the authority to exercise options to renew contracts that he/she deems to be in the best interest of SAHA and/or was included in the original contract approval.

During an emergency as defined below, the Contracting Officer or his/her designee may approve any procurement of goods, supplies, materials, services or equipment needed to mitigate the emergency regardless of the dollar amount provided that the nature and value of said purchases, if such purchases exceed delegated authority, shall be reported to the Board of Commissioners consistent with this Policy. The Contracting Officer shall have the authority to enter into intergovernmental/interlocal agreements not to exceed the delegated authority to purchase supplies and services deemed beneficial to SAHA as allowed by law. The Contracting Officer may allow SAHA to join cooperative purchasing organizations, unless the cooperative organization requires an official action, such as a Board Resolution, be provided as a condition of membership. In those instances, the Board must approve recommended membership in the organization. The Contracting Officer may delegate in writing any and all authority granted by the Board of Commissioners for procurement as he/she determines such delegation to be in SAHA's best interest. Such delegated authority shall not be reassigned without the written approval of the President/CEO.

**D. AMENDMENTS TO POLICY AND PROCEDURES**

While the Procurement Policy will be only amended through resolution and approval of the Board of Commissioners, the operational procurement procedures to execute the Procurement Policy shall be established by the President/CEO and do not require approval by the Board of Commissioners to establish and/or amend. In addition, a system of sanctions for violations of ethical standards and operational procurement procedures and all applicable laws, rules and regulations governing procurement shall be established and enforced. In the event an applicable law or regulation is modified or eliminated, or a new law or regulation is adopted, the revised law or regulation shall, to the extent inconsistent with this Policy, automatically supersede this Policy. Such changes shall be communicated

to the Board of Commissioners and the SAHA staff in a timely manner to ensure compliance.

#### **E. EMERGENCY PROCUREMENTS**

An emergency for the purposes of this Policy is defined as an event which requires immediate action in order to prevent a hazard to life, health, safety, welfare or property or to avoid undue additional cost to SAHA. By their nature, emergencies may restrict the agency's ability to follow normal procurement processes in a timely manner.

In case of an "emergency", as defined above, the Contracting Officer or his/her designee shall have the ability to conditionally override this Policy only to the extent necessary to ensure the continued operation of SAHA and mitigate the emergency. If expenditures to mitigate the emergency exceed the delegated authority of the Contracting Officer, the Contracting Officer shall seek ratification of such expenditures at the next regularly scheduled meeting of the Board of Commissioners. All such emergency procurements to the extent practical under the then existing circumstances shall be conducted in accordance with all laws, rules, regulations and codes.

#### **F. ETHICS IN PUBLIC CONTRACTING**

1. This Policy shall incorporate SAHA's adopted Fraud Prevention Policy, Code of Ethics and Conflict of Interest Policy with the following exception: in order to eliminate the potential appearance of impropriety in procurement activities, all employees assigned to the Procurement Department shall not receive anything of value from a Contractor or potential Contractor. The term value for purposes of this exception shall be liberally construed against the acceptance of any good or service. In the event there are any questions regarding this restriction, the Contracting Officer will provide direction to staff (e.g., gifts and food products provided during holidays, vendor sponsored events, etc.). To avoid an appearance of impropriety, staff members or Commissioners directly involved with the selection or use of contractors should not engage them for private purposes.
2. Prohibition against Contingent Fees: Contractors shall not retain a person to solicit or secure a SAHA contract for a commission, percentage, brokerage or contingent fee, except for bona fide employees or bona fide established commercial selling agencies.
3. Former employees:

- a. A former SAHA employee, officer, Commissioner or agent shall not knowingly act as a principal or agent for anyone other than SAHA in connection with any contract or claim in which said person participated personally and substantially through decision, approval, disapproval, recommendation, rendering of advice, investigation, or otherwise while a SAHA employee, officer or agent, where SAHA is a party or has a direct and substantial interest for a period of one year after employment ceases.
- b. A former SAHA employee, Commissioner or officer shall not engage in selling or attempting to sell goods, supplies, materials, services or equipment to SAHA for a period of one year after such employment ceases. The term “sell” means signing a bid or proposal; negotiating a contract; contacting any SAHA employee for the purpose of obtaining, negotiating or discussing changes in specifications, price, cost allowances or other terms of a contract; settling contract disputes; or any other liaison activity with a view toward the ultimate consummation of a sale, even if the actual contract is negotiated by another person.
- c. The Contracting Officer, in consultation with legal counsel, shall be responsible for reviewing and ruling on questions that arise from this section of the policy.

**G. OPEN RECORDS/RIGHT TO INSPECTION**

All information collected, acquired, submitted or prepared relating to a procurement after contract award shall be a matter of public record and open for inspection unless such information is reviewed and deemed proprietary, a trade secret, confidential by law, or exempted from disclosure by law.

**H. SANCTIONS AND PENALTIES**

This Policy and all procedures for its implementation establish standards of conduct for employees, Commissioners and Contractors that will assure the highest level of public service and promote transparency, accountability and fairness in the procurement process. Any violation of this Policy or procedure implementing this Policy will be subject to disciplinary actions up to and including the termination of employment consistent with SAHA’s Personnel Policy and Procedures and termination of any contracts held by the Contractor. When negotiating and drafting contracts, SAHA shall take all reasonable precautions to mitigate loss to the agency and ensure a contractor’s accountability. Such actions, as deemed appropriate under the circumstances then existing at the time of contract execution, may include but are not limited to the inclusion of liquidated damage clauses, and default provisions; however, at a minimum such actions must include clear performance standards for contractors. SAHA shall pursue all legal

remedies to include but not limited to bond forfeiture, withholding of funds, termination for cause, liquidated damages, arbitration, debarment, suspension and litigation to ensure Contractors remain accountable to the public trust.

**I. CAPITAL FUND STIMULUS GRANT POLICY**

In order to expedite and facilitate the use of capital funds under the American Recovery and Reinvestment Act, the following policy for the use only of those funds is established and is hereby labeled as the Capital Fund Stimulus Grant Procurement Policy. All procurements executed by SAHA using these funds shall follow all laws, rules and regulations referenced within this Policy with the following exceptions: Any requirements relating to the procurement of goods and services arising under state and local laws and regulations shall not apply to Capital Fund Stimulus Grants; The procurement policy and procedures relating to change orders and use of contingency funds shall apply to the expenditure of these funds, and The small purchase limit above which SAHA shall formally solicit competitive bids or proposals shall be \$100,000. (formal bid/proposal). The “Buy American requirements of Section 1605 of the Recovery Act” of 2009 shall be included as a part of any solicitation and award pertaining to procurements using Capital Fund Stimulus Grants.

**J. SELF-CERTIFICATION**

SAHA self-certifies that this Policy and its procurement system comply with all applicable Federal regulations; therefore, SAHA is exempt from prior HUD review and approval of individual procurement actions.

# PROCUREMENT PROCEDURES

## II. OPERATIONAL PROCUREMENT PROCEDURES

- A. PURPOSE:** In an effort to guide all procurement activity of SAHA and insure that such activity follows the Procurement Policy and all laws, rules and regulations, the President and CEO establishes these operational procurement procedures and shall from time to time amend such procedures.
- B. DEFINITIONS:** The following definitions shall be used as guidance when procuring goods and services for SAHA:
1. “Aggregate” - whole expenditure for goods and services purchased within a certain time frame out of a particular National Institute of Government Purchasers (NIGP) category.
  2. “Change Order” - A modification made to the contract by the Contracting Officer under the authority of the contract’s Changes or modification clause. Only the specific changes permitted by the particular Changes or modification clause may be made under a change order (e.g. modify the drawings, design, specifications, method of shipping or packaging, place of inspection, delivery, acceptance, or other such contractual requirement. All change orders must be within the scope of the contract. Change Orders shall be issued for only unforeseeable events not anticipated by the original contract but arise as a result of work performed under the contract.
  3. “Component purchases” - (a form of “bid splitting”) purchases of the component parts of an item that in normal purchasing practices would be purchased in one purchase. A prohibited practice when employed to avoid procurement related thresholds. This practice should never be done intentionally.
  4. “Contingency” - monetary reserve created in anticipation of foreseeable work within the scope of a project based upon experience and current conditions of the project but due to uncertainty, the total value of the work can not be accurately predicted at the time of drafting project specifications but unit prices for such work are included in contractor’s response to a solicitation. The anticipated amount should be included

when seeking approval from the Contracting Officer or the Board of Commissioners.

5. “Contract” – a mutually binding legal relationship obligating the seller to furnish the goods or services (including construction) and SAHA to pay for them. It includes all types of commitments that obligate an agency to an expenditure of funds and that, except as otherwise authorized, are in writing. In addition to bilateral instruments, contracts include: contract awards and notice of awards, job orders or task letters issued under basic ordering agreements, requirement contracts, or definite or indefinite-quantity contracts, letter contracts, orders such as purchase orders, under which the contract becomes effective by written acceptance or performance, bilateral (two-party) contract modifications and various cooperative and interagency agreements. Grants and cooperative agreements covered by 31 U.S.C. 6301, et seq are not contracts.
6. “Contract Modification” or “Amendment” - Any written alteration to a contract executed by the Contracting Officer.
7. “Contracting Officer” - The President/CEO or the person designated in writing by the President/CEO with the authority to make procurement related decisions as they relate to procurement methods, evaluation panel selections, change orders, other requests for procurement related actions, enter into and/or administer contracts and make related determinations and findings.
8. “Contractor”, “Vendor” and “Consultant” - As used herein means the person or entity entering into a contract with SAHA to perform all of the work required under the contract documents.
9. “Competitive Proposal” (RFP/RFQ) – A procurement method using the solicitation, evaluation, and negotiation of proposals instead of sealed bids. It is used for requirements exceeding SAHA’s small purchase threshold when conditions are not appropriate for sealed bidding due to the complexity of the required goods or services, the determination that factors other than price alone should be evaluated, the importance of qualifications or when required by laws. The agency can designate that bids be submitted in a sealed envelope or as part of its automated bid submission system, at its discretion.
10. “Cost Analysis” - cost breakdown where the individual cost elements and profit for a procurement including the complexity and risk of the work, the



contractor's investment and productivity, the amount of subcontracting, the quality of past performance and industry profit rates in the area of similar work are analyzed for reasonableness.

11. "Emergency" - an event which requires immediate action in order to prevent a hazard to life, health, safety, welfare or property or to avoid undue additional cost to SAHA.
12. "Formal Bid" (IFB) – A bid which must be advertised and forwarded in a sealed envelope and be in conformance with a prescribed format to be opened at a specified time. The requirement to conduct a formal bid process is currently \$50,000 and includes other advertising requirements that must be followed. The agency can designate that bids be submitted in a sealed envelope or as part of its automated bid submission system, at its discretion.
13. "Independent Cost Estimate" (ICE) - An estimate is generally prepared by SAHA prior to obtaining offers. The degree of analysis will depend on the size and complexity of the purchase. This serves as SAHA's yardstick as to the reasonableness of Contractor's price and costs.
14. "Instrumentality" – A subsidiary branch of SAHA through which functions or policies are implemented.
15. "Intergovernmental", "Interlocal" or "Interagency Agreement" - An agreement between SAHA and a Federal, State or local government agency (including other PHAs) for the provision of goods, supplies or services. The terms Cooperative Agreement, Intergovernmental Agreement, Consortium Agreement, Memorandum of Understanding (MOU) or Memorandum of Agreement are synonymous terms and may be used interchangeably.
16. "Labor surplus area business" – A business which, together with its immediate subcontractors, will incur more than 50% of the cost of performing the contract in an area of concentrated unemployment or underemployment, as defined by the DOL in 20 CFR Part 654, Subpart A, and in the list of labor surplus areas published by the Employment and Training Administration.
17. "Minority Business Enterprise" - A business which is at least 51% owned by one or more minority group members; or, in the case of a publicly-owned business, one in which at least 51% of its voting stock is owned by one or more minority group members, and whose management and daily

business operations are controlled by one or more such individuals. Minority group members include, but are not limited to, African/Black Americans, Hispanic/Latino Americans, Native Americans, Asian Pacific Americans, Asian Indian Americans and Hasidic Jewish Americans.

18. “Noncompetitive Proposals” – Procurement through solicitation of a proposal from only one source, or after solicitation of a number of sources, competition is determined to be inadequate.
19. “Price Analysis” – An evaluation of price based on comparison to market prices, catalog prices, historical data, or other services.
20. “Procurement” – The acquiring by contract of goods, supplies and services, including construction through purchase, lease or other means. It begins at the point when SAHA establishes a need and includes the description of requirements to satisfy agency needs, solicitation and selection of sources, award of contracts, contract financing, contract performance, contract administration, and those technical and management functions directly related to the process of fulfilling agency needs by contract.
21. “Separate purchases” - (a form of “bid splitting”) purchases, made separately, of items that in normal purchasing practices would be purchased in one purchase. A prohibited practice when employed to avoid procurement related thresholds. This practice should never be done intentionally.
22. “Sequential purchases” - (a form of “bid splitting”) purchases, made over a period, of items that in normal purchasing practices would be purchased in one purchase. A prohibited practice when employed to avoid procurement related thresholds. This practice should never be done intentionally.
23. “Small Purchase Procedures” and “Informal Purchase Procedures” – A simplified method for acquiring goods, supplies, materials and services that do not exceed SAHA’s small purchase threshold established by law. This is currently restricted to \$50,000 by state law, which is the most restrictive governing SAHA’s procurement activity, except for projects funded by the American Recovery and Reinvestment Act. Solicitations involving amounts less than the \$50,000 threshold are also referred to as “informal” and the methods chosen for these procurements (as approved by the Contracting Officer) may include email/phone quotes, and short solicitations (“Quick Quotes”).

24. “Small business” – A business, which is independently owned, not dominant in its field of operation and not an affiliate or subsidiary of a business dominant in its field of operation. The size standards set by applicable law shall be used unless SAHA determines that their use is inappropriate.
25. “Services” – Include labor, professional services, management consulting services, or a combination of services and supplies which shall include but are not limited to construction projects.
26. “Section 3 business concern” – Section 3 business concern means a business concern, as defined in this section— (1) That is 51 percent or more owned by Section 3 residents; or (2) Whose permanent, full-time employees include persons, at least 30 percent of whom are currently Section 3 residents, or within three years of the date of first employment with the business concern were Section 3 residents; or (3) That provides evidence of a commitment to subcontract in excess of 25 percent of the dollar award of all subcontracts to be awarded to business concerns that meet the qualifications set forth in (1) or (2) above.
27. “Section 3 Resident” - for the purposes of this policy, those individuals that are eligible for Section 3 status, but may or may not be currently residing in a public housing or Section 8 property.
28. “Women-owned business” – a business that is at least 51% owned by a woman or women who are U.S. citizens and also controls or operates the business.
29. “Automated Bid Submittal System” - A system made available by SAHA whereby respondents to any published solicitation can respond online in a secure environment and allow responses to be opened after the solicitation’s deadline.

**C. PROCUREMENT AUTHORITY AND RESPONSIBILITY**

While the President and CEO serves as the contracting officer, management and all employees are ultimately responsible and accountable for complying with this Policy and related procurement procedures that are adopted administratively by the President and CEO or his/her designee. Management and all employees shall ensure that all procurement activity of SAHA is conducted consistent with the best interest of SAHA and applicable laws, rules and regulations. Because planning is essential to managing the procurement function properly, all employees are responsible for periodically reviewing records of prior purchases, as well as future needs, to:

1. Identify patterns of procurement actions that could be performed more efficiently or economically;
2. Maximize competition and competitive pricing among contracts and decrease SAHA's procurement costs;
3. Reduce SAHA's administrative costs;
4. Ensure that supplies and services are obtained without any need for reprourement or the resolution of bid protests, and
5. Minimize errors that occur when there is inadequate lead time. In addition, all employees shall also consider storage, security and handling requirements when planning the most appropriate purchasing actions.

**1. RESPONSIBILITIES OF DEPARTMENT DIRECTORS**

All Department Directors are responsible for managing the procurement related activities of their departments, for ensuring staff compliance with the Policy and all implemented procedures, laws, rules and regulations, and for the following:

- a. Identifying a procurement need, communicating such need to SAHA's Procurement Department for solicitations, contracts, contract amendments, contract extensions, contract modifications and change orders, developing appropriate scopes of work and project specifications that are clear, objective, not restrictive of competition and comply with all adopted procedures and all laws, rules and regulations and reviewing proposed solicitations and contracting actions to ensure that they meet all identified needs;
- b. Developing an Independent Cost Estimate prior to solicitation, evaluating the most economical, equitable, and efficient approach to a procurement based upon this estimate and communicating such estimate to SAHA's Procurement Department;
- c. Establishing a contract administration system within his/her department to identify and document contractors' performance/conformance with the terms, conditions, and specifications of contracts and purchase orders and subsequently

communicating with SAHA's Procurement Department about such performance;

- d. Assigning a responsible party to each procurement and ensuring that he/she understands his/her responsibilities and roles in procurement including those related to budget management and regulatory compliance, and are provided with sufficient training and ongoing supervision;
- e. Providing clear policy direction to subordinates responsible for managing projects;
- f. Coordinating with SAHA's Finance and Accounting Department to ensure that sufficient funding is available to accomplish work desired;
- g. Inspecting goods and services provided to ensure compliance with contract terms and specifications;
- h. Ensuring the receipt of all requisitions in the JD Edwards computer system within 3 business days of satisfactory performance of a service or physical receipt of goods or that procurement is notified within 3 business days of disputes;
- i. Conducting a Cost Analysis or Price Analysis in accordance with the selected procurement method;
- j. Inputting requisitions and receiving purchase orders prior to the commencement of work or ordering goods unless such procurement is in response to an emergency. If the procurement is in response to an emergency, the requisition must be inputted into JD Edwards no later than the next business day;
- k. Informing the Director of Procurement or his/her designee about the existence of an emergency;
- l. Establishing quality control mechanisms for all procurement activities within his/her department; and
- m. Ensuring accountability in performance evaluations for employees engaged or overseeing procurement activities.
- n. Monitor activity and ensure that approved contract dollar amounts are not exceeded by their staff members.

**2. RESPONSIBILITIES OF CHIEF ADMINISTRATIVE OFFICER**

The Chief Administrative Officer (CAO) is responsible for the oversight of all procurement activity and enforcement of policies and procedures within SAHA and to ensure that all anticipated procurements are subject to an annual planning process to assure efficient and economical purchasing and establish expenditure patterns. Additionally, the CAO is responsible for performing all duties as the Contracting Officer, as delegated to them by the President and CEO.

**3. RESPONSIBILITIES OF THE DIRECTOR OF PROCUREMENT**

In cooperation with the various Executive employees, Department Directors and staff, the Director of Procurement or his/her designee shall be responsible for ensuring the following:

- a. Compliance with the Policy, implemented procedures, laws, rules and regulations by reviewing and approving solicitations and contracts for SAHA;
- b. All expenditures are within the approval authority level within SAHA;
- c. Independent Cost Estimates are prepared prior to the solicitation;
- d. A Cost or Price Analysis is performed consistent with the selected procurement method prior to contract award or change order;
- e. Solicitations, contracts and change orders are in writing and clearly specify the desired goods and services;
- f. Development of contracts, contract modifications, contract extensions, and change orders in cooperation with Project Managers, legal counsel and Department Directors. Any IT related purchases must be reviewed and approved by the Innovative Technology Director prior to submissions to the Procurement Department for solicitation;
- g. Contracts are supported by sufficient documentation regarding the procurement process, including, at a minimum, the method of procurement chosen and approved by the Contracting Officer; the solicitation documents, bids or proposals received, the rationale for selecting or rejecting bids or proposals and the basis for contract price;

H. Assist staff and Directors to avoid exceeding contract amounts.

~~The dollar amount of a contract is not exceeded without authority;~~

- i. Coordinating, hearing and recommending decisions to the Contracting Officer on all bidding and selection-related protests and appeals relating to procurement;
- j. Maintaining the official and original solicitation and contract files for SAHA;
- k. Establishment of an agency-wide vendor performance system, and
- l. Auditing 10% of all purchase orders on a monthly basis to ensure compliance with all laws, rules and regulations, including the procurement policy and implemented procedures and directives.

**4. RESPONSIBILITIES OF DIRECTOR OF FINANCE AND ACCOUNTING**

The Director of Finance and Accounting or his/her designee in coordination with the various Department Directors is responsible for ensuring the following:

- a. Sufficient funding exists to accomplish the desired work,
- b. Expenditures are within Board-approved budgets and variances are reported to the Board of Commissioners, and
- c. Payment of all approved invoices according to the contract terms.

### **III. PROCUREMENT METHODS**

**A. Selection of Method**

- 1. In order to directly purchase the required goods or services including construction and insurance, employees shall choose from the following procurement methods based upon the nature and anticipated dollar value of the total requirement. Purchases shall not be artificially divided so as to constitute component, sequential or separate purchases to avoid procurement requirements or requisition authority. The rationale for selection of the procurement unless obvious shall be stated in the procurement file.



2. During the procurement planning process if it is determined that the expenditure of any good, commodity, supply or service in the aggregate will exceed \$50,000 per calendar year, a formal procurement shall be conducted.
3. It shall be understood that credit cards or purchasing cards (P-cards) are not procurement methods but rather payment methods. All authorized users shall follow the procurement requirements stated within this procedure when making purchases with a credit card or purchasing card.
4. Ties in submitted proposals, bids or quotes shall be broken by casting lots as required by state law.

**B. Micro Purchases (not exceeding \$3,000 in the aggregate)**

**HUD's micro purchase limit is \$10,000 - SAHA must follow State of Texas for over \$3,000 purchase, which is more stringent than HUD guidelines.**

1. Employees are required to obtain a minimum one quote provided the quote is considered fair and reasonable. In most cases, it is encouraged that multiple quotes be obtained, based on the nature of the goods or services being obtained.
2. To the greatest extent feasible and to promote competition and support small, minority and women-owned businesses as well as Section 3 business concerns, purchases should be distributed among qualified sources. However, component, separate or sequential purchases shall not be allowed to circumvent any laws or SAHA's procurement policy or procedures.
3. Award shall be made to the qualified vendor that provides the "best value" to SAHA considering price and other rationally related factors deemed important such as experience and vendor's past performance .
4. The employee with assistance from SAHA's Procurement Department shall make a determination based upon recent research, experience or recent purchases that the price is fair and reasonable ~~and fair~~ prior to award.
5. Quotes may be obtained orally in person or by phone, by fax, in writing or email but must be documented and presented to the Procurement Department with purchase requisition or forwarded to the Procurement Department if purchased by credit card.

**C. Small Purchases (over \$3,000 but not exceeding \$50,000 in the aggregate)**

1. Employees shall obtain a reasonable number of quotes preferably three. Employees shall attempt to solicit at least two quotes from historically underutilized businesses (**outreach is the only requirement**) as listed by the Comptroller of the State of Texas.
2. To encourage competition and foster the growth of small and minority-owned businesses and Section 3 business concerns such purchases shall be distributed among qualified sources when feasible. However, component, separate or sequential purchases shall not be allowed to circumvent procurement policy or procedures.
3. Quotes may be obtained orally by telephone, fax, in writing or by email as allowed by law and regulations.
4. Award shall be made to the offeror providing the lowest acceptable quotation unless justified in writing based on price and other specified factors clearly identified in the solicitation.
5. The names, addresses and/or telephone numbers of the offerors and persons contacted, the date and amount of each quotations shall be documented and maintained as a public record unless otherwise provided in law or regulation. Such quotes shall be forwarded to Procurement Department with the purchase requisition.
6. Employees shall ensure that the price is reasonable and fair through a comparison of offers or by other means such as but not limited to prior purchases of the same nature, catalog prices, or personal knowledge.

**D. Purchases exceeding the \$50,000 small purchase threshold in the aggregate**

1. Sealed Bids: The preferred method for procuring goods, construction, supplies and non-complex service contracts. This method shall not be used when procuring Architectural and Engineering Services (A/E) or other excluded categories of professional services. Where deemed appropriate, multi-step bids may be utilized.
  - a. Conditions for use: Contracts shall be awarded based on competitive sealed bidding if the following conditions are present:
    - (1) a complete, adequate and realistic specification or purchase description is available;
    - (2) two or more responsible bidders are willing and able to compete effectively for the work;

- (3) the procurement lends itself to a firm fixed price contract; and
    - (4) the selection of the successful bidder can be made principally on the basis of price; however, the successful bidder must be deemed responsible.
  - b. Solicitation and Receipt of Bids: An invitation for bids (IFB) shall be issued to include specifications and all contractual terms and conditions applicable to the procurement and a statement that award will be made to the lowest responsible and responsive bidder whose bid meets the requirements of the IFB. The IFB shall state the time and place for both the receipt of bids and the public bid opening. All bids received shall be time-stamped, secured in a safe place and not opened until the bid opening date and time. A bidder may withdraw his/her bid anytime prior to the bid opening.
  - c. Bid Opening and Award: Bids shall be opened publicly and in the presence of at least one witness. An abstract of bids shall be recorded and the bids shall be available for public inspection. Award shall be made as provided in the IFB. If equal low bids are received from responsible bidders, award shall be made by drawing lots or similar random method stated in the IFB. If only one responsive bid is received from a responsible bidder, award shall not be made unless a cost or price analysis verifies the reasonableness of the price.
  - d. Mistakes in Bids:
    1. Correction or withdrawal of inadvertently erroneous bids may be permitted where appropriate anytime prior to the date and time of bid opening by written, faxed, or e-mail notice received in the office designated in the IFB.
    2. After bid opening, no changes in bid prices or other provisions of bids prejudicial to the interest of SAHA or fair competition shall be permitted. If only one bid is submitted, however, negotiation of price is an acceptable option for SAHA to pursue.
    3. A low bidder alleging a nonjudgmental mistake may be permitted to withdraw his/her bid if the mistake is clearly

evident on the face of the bid or the bidder submits convincing evidence that a mistake was made. All decisions to allow withdrawal of bids after opening shall be supported by a written determination signed by the Contracting Officer or his/her designee.

4. If a mistake is made at an extended cost in a bid, the unit price in the bid shall prevail.

e. Bonds:

1. For construction contracts exceeding \$100,000, the contractor must submit the following unless otherwise exempted by law or regulations:
  - (a) a bid guarantee at the time of bid submittal for 5% of the bid price, and
  - (b) an assurance of completion as evidenced by a performance and payment bond in a penal sum of 100% of the contract price, separate performance and payment bonds, each for 50% or more of the contract price, 20% cash escrow, or a 25% irrevocable letter of credit.
  - (c) All bonds must be obtained from guarantee or surety companies acceptable to the U.S. Treasury (listed in U.S. Treasury Circular 570, commonly referred to as the T-list) and authorized to do business in the State of Texas. Individual sureties shall not be considered.
2. For all public work projects as defined by state law over \$25,000, Contractors shall execute a payment bond in the full amount of the contract price. Such bonds must be in compliance with (1)(c) above.
3. The Contracting Officer may establish bonding requirements for other procurement activity if deemed to be in the best interest of SAHA and not unduly burdensome upon competition.

2. Competitive Proposals (preferred method for procuring professional services which allows for consideration of technical factors other than price, negotiations and withdrawal of proposal anytime prior to contract award)
  - a. Conditions for Use: Competitive Proposals including turnkey proposals for development may be used if there is an adequate method of evaluating technical proposals and if SAHA determines that conditions are not appropriate for the use of sealed bids. An adequate number of qualified sources shall be solicited.
  - b. Solicitation: Competitive proposals shall be solicited through a “Request for Proposals” (RFP) or Request for Qualifications (RFQ) issued by SAHA. The RFP shall clearly identify the relative importance of price and other evaluation factors and sub factors, including the weight given to each technical factor and sub factor. However, in RFQs price shall not be solicited in the proposal but shall be negotiated prior to award. A mechanism for fairly and thoroughly evaluating the technical and price proposals shall be established before the solicitation is issued. Proposals shall be handled so as to prevent disclosure of the number of offerors, identity of the offerors and the content of their proposals until contract award.
  - c. Evaluation: Proposals shall be evaluated only on the criteria stated in the RFP. The price factor may be assigned a specific weight in the evaluation or may be considered in conjunction with technical factors. Proposals shall be evaluated by a panel with expertise on the subject matter. The Contracting Officer shall establish criteria for selecting panel members including standards for ensuring that panelists have no conflicts of interest with past or future work with SAHA or conflicts related to the RFP. The Procurement Department in cooperation with the department requesting the solicitation and Human Resources shall make recommendations for panel members to the Contracting Officer. A written justification must be prepared if a person is disqualified from seating on a panel. The Procurement Department shall ensure that panel members are insulated in their evaluation activities from interference or input from others.

- d. Negotiation: All competitive proposals shall be subject to negotiations with offerors who submit proposals determined to have a reasonable chance of being selected for award, based on evaluation against the technical and price factors specified in RFP. Such offerors shall be accorded fair and equal treatment with respect to any opportunity for negotiation and revision of proposals. The purpose of negotiations shall be to seek clarification with regard to, and advise offerors of, the deficiencies in both the technical and price aspects of their proposals so as to assure full understanding of and conformance to the solicitation requirements. No offeror shall be provided information about any other offeror's proposal, and no offeror shall be assisted in bringing a proposal up to the level of any other proposal. Offerors shall not be directed to reduce their proposed prices to a specific amount in order to be considered for award. A common deadline for receipt of best and final offers shall be established. "Auctioning" (which is revealing one offeror's price in an attempt to get another offeror to lower their price) is prohibited.
- e. Award: After evaluation and negotiation, the contract shall be awarded to the responsive, responsible offeror whose qualifications, price and other factors are the most advantageous to SAHA.
- f. Architect/Engineer Services: These services are obtained by qualification based selection procedures (RFQ). Competitors' qualifications are evaluated based upon the criteria in the solicitation and the most qualified competitor is selected subject to the negotiation of fair and reasonable compensation. Price is not a factor in evaluation. Qualifications based selection procedures shall not be used to purchase other types of service even though architect/engineer firms are potential sources. Additional categories that must follow the RFQ process are established by law and may be revised from time-to-time.

### **3. NONCOMPETITIVE PROPOSALS**

- a. Conditions for use: Procurements shall be conducted competitively to the maximum extent possible.

Procurement by noncompetitive proposals may be used only when the award of a contract is not feasible using small purchase procedures, sealed bids or competitive proposals, and one of the following applies:

- (1) The item is available only from a single source based on a good faith review of available sources;
- (2) An emergency as defined in the Policy exists and competitive procurements can not address the need in the timeframe allowed;
- (3) HUD authorizes the use of non competitive proposals; or
- (4) After solicitation of a number of sources, competition is determined inadequate.

b. Justification: Each procurement based on non competitive proposals shall be supported by a written justification and approval in writing by the Contracting Officer or his/her designee. Such justification at a minimum shall include the following items:

- (1) Description of the requirement;
- (2) History of prior purchases and their nature (competitive vs. noncompetitive);
- (3) The specific exemption identified above that applies to this procurement;
- (4) Statement as to the unique circumstances that require award by non competitive proposals;
- (5) Description of the efforts made to find competitive sources (advertisement in trade journals or local publications, phone calls to local suppliers, issuance of written solicitation, etc);
- (6) Statement as to efforts that will be taken in the future to promote competition for the requirement; and



(7) Signature of the Contracting Officer or his/her designee authorizing the procurement.

c. Price Reasonableness: The reasonableness of the price shall be determined by performing a cost analysis.

**F. COST AND PRICE ANALYSIS**

1. General: A cost or price analysis shall be performed for all procurement actions, including contract modifications or change orders. The degree of analysis shall depend on the complexity of the procurement. The strength of competition will typically be sufficient to determine price reasonableness in sealed bidding and small purchases.
2. Submission of Cost or Price Information: If the procurement is based on noncompetitive proposals or when only one offer is received in sealed bidding, or for other procurements as deemed necessary, each offeror shall submit a cost breakdown showing projected costs and profit; commercial pricing and sales information sufficient to enable SAHA to verify the reasonableness of the proposed price such as catalogs, or documentation that the price is set by law or regulation.
3. Cost Analysis: Cost analysis shall be performed if an offeror is required to submit a cost breakdown as part of its proposal. When a cost breakdown is submitted, a cost analysis shall be conducted on the individual cost elements and profit shall be analyzed separately by examining the complexity and risk of the work, the contractor's investment and productivity, the amount of subcontracting, the quality of past performance and industry profit rates in the area of similar work. Costs shall be allowable only to the extent that they are consistent with applicable Federal cost principles. SAHA shall have a right to audit the contractor's books and records pertinent to such costs.

**G. CANCELLATION OF SOLICITATIONS**

1. Any solicitation may be cancelled before offers are due if SAHA no longer requires the goods, supplies, services, insurance or construction, SAHA can no longer reasonably expect funds to be available, proposed amendments to solicitation would be of such magnitude that a new solicitation would be desirable or other similar reasons.
2. A solicitation may be cancelled and all bids or proposals rejected if the need for the goods, supplies, services, insurance or construction no longer exists at SAHA, ambiguous or otherwise inadequate specifications were

part of the solicitation, the evaluation criteria did not include consideration of all factors significant to SAHA, prices exceed budgetary allocations and quantity can not be SAHA adjusted to come within available funds, bids or proposals were submitted in bad faith or were collusive in nature, or in the best interest of SAHA.

3. The reasons for cancellation shall be documented in the procurement file and all offerors shall be notified of such action and given an opportunity to compete on any resolicitation or future procurement of similar items.
4. If a solicitation is cancelled because all offers were unreasonable or after receipt of only one bid, SAHA may resolicit using other procurement methods

#### **H. COOPERATIVE PURCHASING**

SAHA may enter into Federal, State or local intergovernmental agreements to purchase or use common goods, insurance and services based upon economy and efficiency when contracts have been competitively awarded. All intergovernmental agreements shall stipulate who is authorized to purchase on behalf of the participating parties and shall specify inspection, acceptance, termination, payment and other relevant terms and conditions. SAHA is encouraged to use Federal and State excess and surplus property instead of purchasing new equipment, goods, supplies and property whenever such use is feasible and reduces project costs. The supplies, goods, equipment and services obtained under a cooperative purchasing agreement must have been procured in accordance with all laws, rules and regulations.

#### **I. CONTRACTING WITH RESIDENT ORGANIZATIONS**

Notwithstanding the provisions above pertaining to full and open competition in procurements, the Contracting Officer may authorize use of the “alternative procurement process” to limit competition to resident-owned businesses or contract on a non-competitive basis with a resident management corporation, to the extent such procurement is deemed reasonably priced and will assist SAHA in meeting its Section 3 goals.

#### **J. CONTRACTING FOR LEGAL SERVICES**

Contracting for legal services shall be conducted in accordance to all applicable laws, rules, regulations and policy guidelines.

## **IV. CONTRACTOR QUALIFICATIONS AND DUTIES**

### **A. CONTRACTOR RESPONSIBILITY**

Procurement shall be conducted only with responsible contractors, for example, those who have the technical and financial competence to perform and who have a satisfactory record of integrity and safety on the job. Before awarding a contract, SAHA shall review the proposed contractor's ability to perform the contract successfully by considering factors such as the contractor's integrity, compliance with public policy, record of past performance and financial and technical resources to perform the work in the timeframe required and according to the stated specifications and scope of work. If a contractor is found to be not responsible, a written justification for such finding must be placed in the procurement file.

**B. SUSPENSION AND DEBARMENT**

Contracts shall not be awarded to debarred, suspended or ineligible contractors under HUD-imposed limited denial of participation in accordance with federal and state laws, rules and regulations. All contractors shall be checked prior to award for failure to pay franchise tax to the State of Texas, inclusion on the excluded parties list, limited denial list and state of Texas debarment lists.

**C. ORGANIZATIONAL CONFLICTS OF INTEREST**

1. "Organizational conflict of interest" is a situation in which the nature of the work to be performed under a SAHA contract and a contractor's organizational, financial, contractual or other interest are such that the contractor possesses an unfair competitive advantage in competing for the contract, the award may result in an unfair competitive advantage for future work or the contractor's objectivity in performing the contract work may be impaired.
2. SAHA shall neutralize such conflicts by requiring contractors to disclose any such conflicts when they submit their offers and exclude contractors who provide services relating to studies or specification writing from competing for any subsequent contract which is based on such services.

**V. TYPES OF CONTRACTS, CLAUSES AND CONTRACT ADMINISTRATION**

**A. CONTRACT TYPES**

Pursuant to law, any type of contract which is appropriate to the procurement and which will promote the best interests of SAHA may be used with the exceptions of cost plus a percentage of cost and percentage of construction cost methods. The following are some examples of permissible type of contracts: requirement contracts, indefinite quantity contracts, definite quantity contracts and cost

reimbursement contracts if less costly and the contractor's accounting system can allocate costs based upon cost principles, and time and materials contracts that include a ceiling price.

**B. OPTIONS**

Options for additional quantities or performance periods may be included in contracts, provided that the option is contained in the solicitation, is a unilateral right of SAHA, the contract states a limit on the additional quantities and the overall term of the contract, the options are evaluated as part of the initial competition, the contract states the period within which the options may be exercised, the option may be exercised only at the price specified in the contract or reasonably determinable from the contract and may only be exercised if determined to be more advantageous to SAHA than conducting a new procurement. The Contracting Officer shall have the authority to execute such options.

**C. CONTRACT CLAUSES**

In addition to containing a clause identifying the contract type and pricing arrangements and pertinent terms and conditions, all contracts shall include any clauses either by attachment or incorporation required by federal statutes, executive orders, and their implementing regulations and state law.

**D. CONTRACT ADMINISTRATION**

SAHA shall maintain a contract administration system designed to ensure that contractors perform in accordance with their contracts. Operational procedures shall contain guidelines for inspection of supplies, services or construction, adherence to insurance requirements, as well as monitoring contractor performance, status reporting on construction contracts and similar matters to include compliance with the good faith utilization plan submitted by the contractor outlining subcontracting opportunities for small, minority and women-owned businesses and providing economic opportunities for Section 3 residents.

**E. CHANGE ORDERS and USE OF CONTINGENCY FUNDS**

Change orders and the use of contingency funds shall be minimized in all projects through adequate planning to include the drafting of scopes of work and specifications that are comprehensive in nature and address all foreseeable issues. Past experience with similar projects shall be one guiding mechanism as to whether or not a condition is foreseeable. All change orders and contract modifications shall comply with the Changes clause in HUD 5370, HUD 5370-C1 and HUD 5370-EZ if applicable to the procurement. Change orders do not include foreseeable work within the

scope of a project. Such foreseeable work shall be funded through contingency reserves.

All use of contingency funds must be pre-approved by the Contracting officer prior to commencement of work by the contractor. Change orders to contracts shall be administered in accordance with the following requirements:

1. All requests for change orders including orders for additional work and orders reducing work (credit change orders) submitted by Contractors or at the request of a Project Manager must be approved by Department Director or his/her designee, the Director of Procurement or his/her designee, Department Officer or his/her designee, the Chief Financial Officer for amounts over \$2,500, and the Contracting Officer or his/her designee.
2. If the amount of the submitted change order does not exceed the \$50,000 cap per contract, the Contracting Officer shall be the final approval.
3. If the amount of a change order increases a contract by more than \$50,000, the Board of Commissioners shall be the final approval.
4. This change order procedure shall be applicable to all SAHA contracts.
5. The original contract price may not be increased by more than 25%. If there is a decrease of more than 25%, approval of the contractor must be obtained.
6. A cost analysis must be performed and submitted to the Procurement Department with the request for a change order.
7. Change orders shall not be divided or split to avoid the dollar threshold for Board approval.

## **VI. APPEAL AND REMEDIES**

### **A. GENERAL**

It is SAHA's policy to resolve all contractual issues informally at SAHA's level without litigation. Disputes shall not be referred to HUD until all administrative remedies have been exhausted at SAHA. When appropriate,

SAHA may consider the use of informal discussions between the parties by individuals who did not participate substantially in the matter in dispute to help resolve the differences. HUD will only review protests in cases of violations of federal law or regulations or failure of SAHA to review a complaint or protest.

**B. BID PROTESTS**

Any actual or prospective contractor may protest the solicitation or award of a contract for material violation of SAHA's procurement policy. Any protest against a solicitation must be received before the due date for receipt of bids or proposals and any protest against the award of a contract must be received within ten calendar days after contract award or the protest will not be considered. All protests must be in writing and submitted to the Director of Procurement for a written decision. The Director of Procurement shall make a recommendation to the Contracting Officer who shall issue a written decision and findings to the Contractor within 30 days from receipt of the written protest. This decision is then appealable to the Board of Commissioners within 30 days of receipt of the written decision. Appeals which are not timely filed will not be considered and the decision becomes final.

**C. CONTRACT CLAIMS**

All claims by a contractor relating to performance of a contract shall be submitted in writing to the Director of Procurement. The contractor may request a conference on the claim. The Director of Procurement shall after investigation submit a recommendation to the Contracting Officer concerning the claim. The Contracting Officer shall inform the contractor in writing within 30 days of the conclusion of the investigation of his/her decision and inform the Contractor of his/her appeal right to the Board of Commissioners and to HUD. All appeals to the Board of Commissioners shall be received within 30 days of receipt of the written denial of the Contracting Officer or such claim will not be considered and the Contracting Officer's decision becomes final.

**VII. ASSISTANCE TO SMALL AND OTHER BUSINESSES INCLUDING SECTION 3 BUSINESS CONCERNS**

**A. REQUIRED EFFORTS**

1. In compliance with all laws, executive orders, rules and regulations, SAHA shall maximize all opportunities to ensure that small, minority-owned and woman-owned business enterprises, and individuals or firms located in or owned in substantial part by

persons residing in the area of SAHA's housing developments, participate in SAHA contracting. SAHA's efforts to foster economic growth shall include but are not limited to the following:

- a. Including such firms when qualified on solicitation mailing lists;
- b. Encouraging the participation of such firms through direct solicitation of bids or proposals whenever they are potential sources;
- c. Dividing total requirements when economically feasible into smaller tasks or quantities to permit maximum participation by such firms;
- d. Provide training opportunities and intensive outreach;
- e. Forming partnerships with community organizations with a commitment to assisting SAHA with this mission;
- f. Requiring all contractors to submit utilization plans in formal bids and competitive proposals detailing their good faith efforts in creating economic opportunities for these groups; and
- g. Requiring prime contractors, when subcontracting is anticipated, to also take the same steps outlined above to foster economic opportunities for these groups.

**B: GOALS AND TARGETS**

All procurement activities shall be periodically reviewed for participation by small businesses, minority-owned businesses, women-owned business enterprises, labor surplus area businesses, and Section 3 business concerns in SAHA prime contracts and subcontracting opportunities. In conjunction with the Board of Commissioners, SAHA will annually review its efforts in contracting with small, minority and women owned businesses and providing economic opportunities for Section 3 residents. Annual targets and aspirational goals for these programs shall be set in cooperation with the Board of Commissioners. A Contractor's performance to meet such established goals unless a written justification for such failure is acceptable by the Contracting Officer shall be considered poor performance and will be a factor that is considered for future awards.

## **VIII. DISPOSITION OF SURPLUS PROPERTY**

Personal and real property no longer necessary for SAHA's purposes shall be transferred, sold, or disposed of in accordance with applicable Federal, state and local laws and regulations. The Contracting Officer shall be granted the authority to utilize online auctions for such services if deemed to be in the best interest of SAHA.

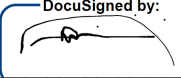



SAN ANTONIO HOUSING AUTHORITY


September 17, 2020

**BOARD OF COMMISSIONERS**  
**Operations and Choice Neighborhood Committee**

**RESOLUTION 6070, AUTHORIZING THE PRESIDENT AND CEO TO APPROVE AND PROCEED WITH A SELF-FUNDED, THIRD-PARTY PROVIDER OF SAHA EMPLOYEE MEDICAL AND DENTAL PLANS PLUS FULLY INSURED VISION, SHORT TERM DISABILITY, LONG TERM DISABILITY, LIFE INSURANCE AND ANCILLARY BENEFIT PLANS AND AN ELECTRONIC BENEFITS ENROLLMENT PLATFORM FOR CALENDAR YEAR 2021, AT A TOTAL COST NOT TO EXCEED \$5,506,781.00**

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**David Nisivoccia**  
 President and CEO

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**Muriel Rhoder**  
 Chief Administrative Officer

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**Janie Rodriguez**  
 Director of Human Resources

**REQUESTED ACTION:**

Consideration and appropriate action regarding Resolution 6070, authorizing the President and CEO to approve and proceed with a self-funded, third-party provider of SAHA employee medical and dental plans plus fully insured vision, short term disability, long term disability, life insurance and ancillary benefit plans and an electronic benefits enrollment platform for calendar year 2021, at a total cost not to exceed \$5,506,781.00.

**FINANCIAL IMPACT:**

The total proposed cost for the SAHA self-funded (self-insured) medical and dental plans for January 1, 2021, through December 31, 2021, is projected to be \$5,115,528.00. Included in this projected cost is the annual administrative fee for the operation of the self-funded plan of \$35,346.00, projected claims costs of \$4,051,791.00, and an estimated stop loss premium of \$1,028,391.00.

In 2020, SAHA implemented programs to control costs in the area of prescriptions by moving to a Balanced Formulary and the addition of Step Therapy and Prior Authorization. SAHA also implemented Livongo, a program of enhanced care for those individuals with diabetes, and a program to support smoking cessation efforts. These programs will continue through 2021.

The total proposed cost for SAHA's fully insured programs of vision, employer paid life/accidental death and disability, short term and long term disability and the Employee Assistance Plan is \$309,200.00. The agency will maintain Avesis as the carrier for vision coverage. In 2020, SAHA chose Dearborn National Life Insurance Company, which is affiliated with Blue Cross Blue Shield, for the Employer Paid Life and Accidental Death & Disability (1X Base Salary), plus Short Term Disability and Long Term Disability. SAHA also added options for Critical Illness and Accident Insurance. This partnership also allowed for the ability to provide third party services for the management of FMLA and ADA claims. The bundling of these products resulted in a \$15,000.00 discount on administrative fees for 2020, 2021, and 2022.

**SAN ANTONIO HOUSING AUTHORITY****September 17, 2020**

An additional \$15,000.00 was offered as a discount and provided in the form of a reimbursement for health and wellness related expenses. To date, SAHA has used these monies for the SAHA logo masks and is working with BCBS on reviewing other reimbursable items.

A continuation of these products, as well as the MetLife Legal plan, allows employees to participate in a program that includes access to a network of attorneys to assist with identity theft, estate planning and elder care issues.

Since 2018, SAHA has utilized an electronic benefits enrollment system (SmartBen) and an electronic system (Accord), for issuing required forms under the Affordable Care Act. The two programs have a combined cost of \$34,097.00.

These costs are reflected in the approved FY 2020 - 2021 budget and represent a total increase of 5.58% from the 2020 budget projections.

**SUMMARY:**

In 2008, SAHA moved to a self-funded (self-insured) plan to help control the rising costs of health care. Two PPO plans are offered to employees: a standard (lower cost) PPO plan and a richer (higher cost) PPO plan for which the employee bears a larger share of the cost. There are currently 411 employees in the plans; 309 are enrolled in the low PPO plan and 102 are enrolled in the high PPO plan.

McGriff, Seibels & Williams of Texas, Inc. (MSW) is the current Benefits Consultant. MSW put out a Request for Proposals on SAHA's behalf for 2020 for a carrier for Life Insurance (Basic, Voluntary and Accidental Death and Dismemberment), Short Term Disability, Long Term Disability and other Voluntary Products.

The BCBS medical and dental plans are under a rate guarantee for 2021. SAHA annually reviews benefits and funding of the plan. There will be no increase to employee contributions nor SAHA's funding level for 2021. There will be a decrease from \$75.00 to \$50.00 for the Urgent Care copay.

A stop-loss premium increase of 8.47% is included in the 2021 projections. Stop-Loss proposals require additional claims experience before costs can be finalized. Final Stop Loss costs are expected to be available by December 1, 2020.

SAHA remains highly competitive and favorable in comparison to other employers with an employer contribution of 85% compared to the 15% employee contribution. The same holds true for deductible amounts, out of pocket maximums, and copayments, as compared to other similar employer packages.

Ongoing Health and Wellness Initiatives:

- Reimbursements for certified weight loss programs and gym memberships
- Reimbursements for participation in health and wellness events
- Annual health and safety fairs - *Subject to CDC Guidelines*
- Monthly vitamin shot clinics - *Subject to CDC Guidelines*
- Spring event with exercise demonstrations and various fitness activities - *Subject to CDC Guidelines*

**SAN ANTONIO HOUSING AUTHORITY**

**September 17, 2020**

- SAHA's wellness program received a bronze award from the San Antonio Business Group on Health in Spring 2020.

The proposed benefits program for SAHA employees in 2021 will include the most competitive:

- health care carrier as the third-party provider of employee medical and dental plans
- provider for the employee vision plan
- third-party provider of employee long-term and short-term disability plans
- provider for employee life insurance and accidental death and dismemberment
- provider for enhanced voluntary products
- provider for employee Section 125 Flexible Spending Plan
- provider for 3rd party FMLA and ADA administration

**STRATEGIC GOAL:**

Invest in our greatest resource - our employees - and establish a track record for integrity, accountability, collaboration and strong customer service.

**ATTACHMENTS:**

Resolution 6070

SAHA Benefit Comparison - Medical

SAHA Benefit Comparison - Dental

Projected Benefit Expense for 2021

**San Antonio Housing Authority  
Resolution 6070**

**RESOLUTION 6070, AUTHORIZING THE PRESIDENT AND CEO TO APPROVE AND PROCEED WITH A SELF-FUNDED, THIRD-PARTY PROVIDER OF SAHA EMPLOYEE MEDICAL AND DENTAL PLANS PLUS FULLY INSURED VISION, SHORT TERM DISABILITY, LONG TERM DISABILITY, LIFE INSURANCE AND ANCILLARY BENEFIT PLANS AND AN ELECTRONIC BENEFITS ENROLLMENT PLATFORM FOR CALENDAR YEAR 2021, AT A TOTAL COST NOT TO EXCEED \$5,506,781.00**

**WHEREAS**, the San Antonio Housing Authority (SAHA) desires to provide a wide range of insurance benefits for its employees; and

**WHEREAS**, the current employee self-insured administration contracts will terminate on December 31, 2020; and

**WHEREAS**, the total cost for the SAHA self-funded (self-insured) medical and dental plans for January 1, 2021, through December 31, 2021, is projected to be \$5,115,528.00; and

**WHEREAS**, included in this projected cost is the total annual administrative fee paid to Blue Cross Blue Shield for the operation of the self-funded plan of \$35,346.00, the stop loss fee of \$1,028,391.00, and a projected claims amount of \$4,051,791.00; and

**WHEREAS**, SAHA will fund a program to support extended diabetes care at a cost of \$50,340.00 and nicotine cessation at \$650.00 per year; and

**WHEREAS**, the total proposed cost for SAHA's fully insured programs of vision, life, short term, and long term disability, employee assistance plan, and flex spending accounts is \$309,200.00, and SAHA proposes to maintain Dearborn National Life Insurance Company as the carrier for Basic Life and Accidental Death and Dismemberment, Short Term Disability and Long Term Disability. Dearborn will offer other Voluntary products to include Critical Illness and Accident Coverage; and

**WHEREAS**, the addition of Dearborn National Life Insurance Company will result in second year savings of \$15,000.00 and the ability to utilize third party services in the administration of Family and Medical Leave Act (FMLA) and Americans with Disability Act (ADA) claims. These services are projected to cost \$11,967.00; and

**WHEREAS**, the proposed approximate annual cost for an electronic benefits enrollment platform, and a third party provider of tax forms required per the Affordable Care Act is \$34,097.00; and

**WHEREAS**, the costs are within the Board approved FY 2020-2021 operating budget; and

**WHEREAS**, staff requests the Board of Commissioners authorize the President and CEO, or designee, to execute all documents necessary to carry out the various transactions described above.

**NOW, THEREFORE, BE IT RESOLVED** that the Board of Commissioners of SAHA hereby:

- 1) Approves Resolution 6070, authorizing the President and CEO to approve and proceed with a self-funded, third-party provider of SAHA employee medical and dental plans plus fully insured vision, short term disability, long term disability, and life insurance and ancillary benefit plans, an electronic benefits enrollment platform for calendar year 2021, and third party providers for administrative services at a total cost not to exceed \$5,506,781.00.
- 2) Authorizes the President and CEO, or designee, to execute all documents necessary to carry out the various transactions authorized above.

**Passed and approved the 8th day of October 2020.**

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**Dr. Ana "Cha" Guzman,  
Chair, Board of Commissioners**

**Attested and approved as to form:**

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**David Nisivoccia  
President and CEO**

Projected Benefit Expense for January 1, 2021 through December 31, 2021			
<b>SELF FUNDED</b>	BCBS Medical & Dental		
		Medical Claims	\$3,798,348.55
		Medical Admin Fee	\$14,480.64
		Stop Loss Estimate	\$1,028,391.05 (8.47% Increase Over 2020 Projection)
		<b>Subtotal Medical</b>	<b>\$4,841,220.24</b>
		Dental Claims	\$253,441.97
		Admin Fee	\$20,865.60
		<b>Subtotal Dental</b>	<b>\$274,307.57</b>
		<b>TOTAL MEDICAL &amp; DENTAL</b>	<b>\$5,115,527.81</b>
	New Treatment Programs		
		Livongo Diabetes Treatment	\$50,340.00
		<i>Estimate 60 Employees</i>	
		Tobacco Cessation	\$650.00
		<i>.11 cents PEPM</i>	
		<b>TOTAL TREATMENT EXPENSE</b>	<b>\$50,990.00</b>
	Fees for Admin Support		
		3rd Party FMLA Administration	\$7,323.00
		3rd Party ADA Administration	\$4,644.00
		<b>TOTAL ADMIN SUPPORT</b>	<b>\$11,967.00</b>
		<b>EXPENSE BEFORE SAVINGS</b>	<b>\$5,178,484.81</b>
	Product Savings		
		2nd Year Discount for Bundled Package	\$15,000.00
			<b>-\$15,000.00</b>
		<b>TOTAL SELF FUNDED EXPENSE</b>	<b>\$5,163,484.81</b>
<b>FULLY INSURED</b>			
	Avesis Vision	<i>June Inv = \$3,821.84</i>	\$15,287.36
	Employer Paid Basic Life & AD&D	<i>June Inv = Life \$1,930 + ADD \$444</i>	\$28,488.00
	Employer Paid STD	<i>June Inv = \$10,984</i>	\$131,808.00
	Employer Paid LTD	<i>June Inv = \$9,004</i>	\$108,048.00
	Logical Management Solutions	<i>July Inv = \$1,099.56 + 10%</i>	\$14,514.19
	MSW Flex Spending	<i>June Inv = \$921.20</i>	\$11,054.40
		<b>TOTAL FOR FULLY INSURED</b>	<b>\$309,199.95</b>
<b>ELECTRONIC ENROLLMENT</b>	SmartBen	<i>July Inv = \$2,337.72</i>	\$28,052.64
<b>ACA COMPLIANCE</b>	Accord	<i>March Inv = \$6,025.70 + .03%</i>	\$6,043.77
		<b>TOTAL FOR ENROLLMENT &amp; ACA</b>	<b>\$34,096.41</b>
		<b>PROJECTED GRAND TOTAL</b>	<b>\$5,506,781.17</b>

SAHA 2021 Proposed Benefits  
Medical

Benefits	2020 Benefits				2021 Benefits			
	SAHA BCBS Low PPO Plan		SAHA BCBS High PPO Plan		SAHA BCBS Low PPO Plan		SAHA BCBS High PPO Plan	
	In-Network	Out-of-Network	In-Network	Out-of-Network	In-Network	Out-of-Network	In-Network	Out-of-Network
Coinsurance	80%	60%	90%	70%	80%	60%	90%	70%
Deductible	\$1,000 / \$2,000	\$2,000 / \$4,000	\$750 / \$1,500	\$1,500 / \$3,000	\$1,000 / \$2,000	\$2,000 / \$4,000	\$750 / \$1,500	\$1,500 / \$3,000
Out-of-Pocket Maximum	\$2,750 / \$5,500	\$5,500 / \$11,000	\$2,250 / \$4,500	\$4,500 / \$9,000	\$2,750 / \$5,500	\$5,500 / \$11,000	\$2,250 / \$4,500	\$4,500 / \$9,000
Out-of-Pocket Max Includes Ded.	Yes		Yes		Yes		Yes	
Lifetime Maximum	Unlimited		Unlimited		Unlimited		Unlimited	
Preventive Care	100%		100%		100%		100%	
Physician Office Copay	\$35 copay	70% after ded.	\$40 copay	70% after ded.	\$35 copay	70% after ded.	\$40 copay	70% after ded.
Specialist Copay	\$40 copay	70% after ded.	\$50 copay	70% after ded.	\$40 copay	70% after ded.	\$50 copay	70% after ded.
MDLive Virtual Visits (24-hour availability)	\$35 copay	n/a	\$40 copay	n/a	\$35 copay	n/a	\$40 copay	n/a
Urgent Care Center Services	\$75 copay	70% after ded.	\$75 copay	70% after ded.	\$50 copay	70% after ded.	\$50 copay	70% after ded.
Emergency Health Services	\$350 copay then 100%		\$350 copay then 100%		\$350 copay then 100%		\$350 copay then 100%	
Hospital Inpatient	80% after ded.	60% after ded.	90% after ded.	70% after ded.	80% after ded.	60% after ded.	90% after ded.	70% after ded.
Hospital Outpatient	80% after ded.	60% after ded.	90% after ded.	70% after ded.	80% after ded.	60% after ded.	90% after ded.	70% after ded.
Skilled Nursing Facility	80% after ded. (60 visits per year)	60% after ded. (60 visits per year)	90% after ded. (60 visits per year)	70% after ded. (60 visits per year)	80% after ded. (60 visits per year)	60% after ded. (60 visits per year)	90% after ded. (60 visits per year)	70% after ded. (60 visits per year)
Home Health Care	80% after ded. (60 visits per year)	60% after ded. (60 visits per year)	90% after ded. (60 visits per year)	70% after ded. (60 visits per year)	80% after ded. (60 visits per year)	60% after ded. (60 visits per year)	90% after ded. (60 visits per year)	70% after ded. (60 visits per year)
Mental Illness/Substance Abuse								
Inpatient	80% after ded.	60% after ded.	90% after ded.	70% after ded.	80% after ded.	60% after ded.	90% after ded.	70% after ded.
Outpatient	\$35 copay	70% after ded.	\$40 copay	70% after ded.	\$35 copay	70% after ded.	\$40 copay	70% after ded.
Prescription Drugs								
Rx Deductible for Tier 2 and 3	\$50/\$100 deductible for Tier 2 and 3		\$50/\$100 deductible for Tier 2 and 3		\$50/\$100 deductible for Tier 2 and 3		\$50/\$100 deductible for Tier 2 and 3	
Retail - 30/31 day supply	30 day supply	30 day supply	30 day supply	30 day supply	30 day supply	30 day supply	30 day supply	30 day supply
Tier 1	\$15	\$15	\$15	\$15	\$15	\$15	\$15	\$15
Tier 2	\$45	\$45	\$45	\$45	\$45	\$45	\$45	\$45
Tier 3	\$75	\$75	\$75	\$75	\$75	\$75	\$75	\$75
Tier 4 (\$2500 max annual cost share)	25%	25%	25%	25%	25%	25%	25%	25%
Out of Network coinsurance applied after in-network coinsurance or copayment	N/A	30%	N/A	30%	N/A	30%	N/A	30%
Mail Order - 30/90 day supply	90 day supply	N/A	90 day supply	N/A	90 day supply	N/A	90 day supply	N/A
Level 1, Level 2 & Level 3	2x retail		2x retail		2x retail		2x retail	
New for 2020: Rx Balanced Formulary, Step Therapy and Rx Prior Authorization; Diabetes Management Program (Livongo); Smoking Cessation Program								

	Rates	Enrollment	Rates	Enrollment	Rates	Enrollment	Rates	Enrollment
Employee	\$565.23	110	\$603.43	42	\$565.23	110	\$603.43	42
Employee + Spouse	\$1,121.45	47	\$1,197.23	21	\$1,121.45	47	\$1,197.23	21
Employee + Child(ren)	\$1,065.76	67	\$1,137.79	18	\$1,065.76	67	\$1,137.79	18
Family	\$1,790.24	78	\$1,911.24	22	\$1,790.24	78	\$1,911.24	22
<b>Total Enrolled</b>	Total	302	Total	103	Total	302	Total	103
	ER Contribution	EE Contribution	ER Contribution	EE Contribution	ER Contribution	EE Contribution	ER Contribution	EE Contribution
Employee	\$486.10	\$79.13	\$494.80	\$108.63	\$486.10	\$79.13	\$494.80	\$108.63
Employee + Spouse	\$964.45	\$157.00	\$972.16	\$225.07	\$964.45	\$157.00	\$972.16	\$225.07
Employee + Child(ren)	\$916.55	\$149.21	\$923.90	\$213.89	\$916.55	\$149.21	\$923.90	\$213.89
Family	\$1,539.61	\$250.63	\$1,551.93	\$359.31	\$1,539.61	\$250.63	\$1,551.93	\$359.31

## SAHA 2021 Proposed Dental Benefits

SAHA 2021 Proposed Dental Benefits		
	SAHA Dental PPO 2020	SAHA Dental PPO 2021
<b>Calendar Year Deductible</b>	<b>PPO</b>	<b>PPO</b>
Individual	\$50	\$50
Family	\$150	\$150
	----	----
<b>Preventive (ded. waived)</b>	100%	100%
<b>Basic</b>	80%	80%
<b>Major</b>	80%	80%
<b>Calendar Year Maximum</b>	\$2,500	\$2,500
<b>Orthodontia (child only)</b>	50%	50%
<b>Orthodontia deductible</b>	None	None
<b>Orthodontia Lifetime Maximum</b>	\$2,000	\$2,000
	<b>2020</b>	<b>2021</b>
<b>Monthly Employee Contributions</b>		
Employee Only	\$13.01	\$13.01
Employee + Spouse	\$28.33	\$28.33
Employee + Child(ren)	\$35.51	\$35.51
Employee + Family	\$51.27	\$51.27




**TOTALS FOR THE PERIOD**  
07/01/2020 through 09/08/2020


Department	07/01/2020				07/01/2020				CURRENT TOTAL HEADCOUNT	BUDGETED			VARIANCE		
	FT HC ON 07/01/2020	FT HIRES	FT TERMS	CURRENT FT HC	* PT HC ON 07/01/2020	PT HIRES	PT TERMS	CURRENT PT HC		BUDGETED FT	* BUDGETED PT	TOTAL BUDGETED	VARIANCE FT	VARIANCE PT	VARIANCE TOTAL
Asset Management	3	0	0	3	0	0	0	0	3	4	0	4	1	0	1
Construction	10	2	1	11	1	0	1	0	11	14	1	15	3	1	4
DSNR	6	0	0	6	0	0	0	0	6	9	0	9	3	0	3
Beacon	58	1	1	58	0	0	0	0	58	138	0	138	80	0	80
Security	2	0	0	2	1	0	0	1	3	3	1	4	1	0	1
Executive	9	0	0	9	0	0	0	0	9	9	0	9	0	0	0
Finance and Accounting	19	0	0	19	1	0	0	1	20	22	4	26	3	3	6
Human Resources	8	1	2	7	0	0	0	0	7	9	1	10	2	1	3
IT	9	0	0	9	1	0	1	0	9	11	2	13	2	2	4
Internal Audit	5	0	0	5	0	0	0	0	5	5	0	5	0	0	0
Legal	2	0	0	2	0	0	0	0	2	2	0	2	0	0	0
CDI	40	5	2	43	11	0	0	11	54	50	98	148	7	87	94
Policy And Planning	3	0	0	3	0	1	0	1	4	4	2	6	1	1	2
Procurement	13	0	0	13	0	0	0	0	13	14	0	14	1	0	1
Public Housing	180	3	2	181	0	0	0	0	181	237	0	237	56	0	56
Public Affairs	6	0	0	6	0	0	0	0	6	6	1	7	0	1	1
Regulatory Oversight	2	1	0	3	1	0	0	1	4	3	1	4	0	0	0
Risk Management	2	0	0	2	0	0	0	0	2	2	1	3	0	1	1
Section 8 Vouchers	73	5	0	78	1	0	1	0	78	91	1	92	13	1	14
<b>TOTAL</b>	<b>450</b>	<b>18</b>	<b>8</b>	<b>460</b>	<b>17</b>	<b>1</b>	<b>3</b>	<b>15</b>	<b>475</b>	<b>633</b>	<b>113</b>	<b>746</b>	<b>173</b>	<b>98</b>	<b>271</b>

\* PT status includes Interns and Summer Youth

**SAN ANTONIO HOUSING AUTHORITY****September 17, 2020****MEMORANDUM**

**To:** Board of Commissioners

**From:** David Nisivoccia, President and CEO 

**Presented by:** Steven Morando, Director of Procurement and General Services 

**RE:** Procurement Activity Report

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**Current Solicitations:** There are currently one Invitation for Bids (IFB), three Requests For Proposals (RFP), and one Quick Quote (QQ) being advertised. The Invitation For Bids is for Rehabilitation of Fire Damaged Unit at Cross Creek Apartments. The Requests For Proposals are for Electrical Repair and Replacement Services Agency Wide, Housekeeping Services for Beacon Communities and Public Relations Consulting Services. The Quick Quote is for Appliance Repair Services Agency Wide.

**Closed/Pending Solicitations:** There are six solicitations that have closed and are currently being evaluated. The solicitations are for Elevator Inspection Services, Tenant Screening Services Agency Wide, Mowing and Grounds Maintenance Services for Select Beacon Communities, Chimney, Vent and Duct Cleaning Services Agency Wide, Tax Credit Consulting Services, and Cellular Lease Consultant.

**Solicitations in Development:** Procurement is currently working on a number of solicitations for advertisement. These include Pest Control Services for Beacon Communities, Villa de Valencia Foundation Repairs, Closed Loop Water Treatment Systems Services, Sunshine Plaza Apartments Renovations, Gas Infrastructure and Boiler Replacement - Madonna Apartments, Energy Audit and Utility Allowance Study Services, Disaster Restoration of Operation Services, Risk Management Software, WIFI Project, Pest Control Services for Public Housing and Administrative Properties, Foundation Repairs at William Sinkin Apartments, Foundation Repairs at T.L. Shaley Apartments, Rehabilitation of Fire Damaged Unit 919 Chihuahua, Blanco Chiller Replacement, Third Party Fleet Maintenance Services, Vending Concessions for SAHA Properties, On-Call Real Estate Appraisal Services, and Collection Services.

**PROPOSED ACTION:**

None at this time.

**FINANCIAL IMPACT:**

Amounts paid according to award provisions.

**STRATEGIC OBJECTIVE:**

Transform core operations to be a high performing and financially strong organization.

**ATTACHMENT:**

Procurement Activity Report

## Procurement Activity Report as of August 31, 2020


<b>Solicitations Currently being Advertised</b>				
<b>SAHA Department</b>	<b>Type</b>	<b>Solicitation Name</b>	<b>Bidders Conference</b>	<b>Closes</b>
Construction Services	IFB	Rehabilitation of Fire Damaged Unit at Cross Creek Apartments	N/A	9/4/2020
Agency Wide	QQ	Appliance Repair Services	N/A	9/8/2020
Agency Wide	RFP	Electrical Repair and Replacement Services Agency Wide	N/A	9/17/2020
Beacon Communities	RFP	Housekeeping Services for Beacon Communities	N/A	9/18/2020
Communications and Public Affairs	RFP	Public Relations Consulting Services	N/A	9/21/2020
<b>Solicitations Under Evaluation</b>				
<b>SAHA Department</b>	<b>Type</b>	<b>Solicitation Name</b>	<b>Date Closed</b>	Ops Meeting September 17, 2020 and Board Meeting October 8, 2020
Agency Wide	IFB	Carpet Cleaning Services	8/19/2020	
Agency Wide	IFB	Bulk Pickup Services Agency Wide	8/20/2020	
Construction Services	Co-op	Repair and Replacement of Roof at L.C. Rutledge Apartments	N/A	
<b>Solicitations Under Evaluation</b>				
Construction Services	QQ	Elevator Inspections Services	2/11/2020	Negotiations Due Diligence Procurement Evaluation
Agency Wide	RFP	Tenant Screening Services Agency Wide	8/4/2020	
Beacon Communities	QQ	Mowing and Grounds Maintenance Services for Select Beacon Communities	8/14/2020	
Agency Wide	IFB	Chimney, Vent and Duct Cleaning Services Agency Wide	8/25/2000	
DSNR	RFP	Tax Credit Consulting Services	8/25/2020	
Agency Wide	RFP	Cellular Lease Consultant	8/27/2020	
<b>Future Solicitations</b>				
Beacon Communities	Pest Control Services for Beacon Communities		September 2020	
	Villa de Valencia Foundation Repairs		October 2020	
Construction Services	Closed Loop Water Treatment Systems Services		September 2020	
	Sunshine Plaza Apartments Renovations		September 2020	
	Gas Infrastructure and Boiler Replacement - Madonna Apartments		September 2020	
	Energy Audit and Utility Allowance Study Services		September 2020	
Finance and Accounting	Disaster Restoration of Operation Services		Cooperative Purchasing Program	
	Risk Management Software		Piggyback Contract	
Innovative Technology	WIFI Project		Cooperative Purchasing Program (DIR)	
Public Housing	Pest Control Services for Public Housing and Administrative Properties		September 2020	
	Foundation Repairs at William Sinkin Apartments		September 2020	
	Foundation Repairs at T.L. Shaley Apartments		September 2020	
	Rehabilitation of Fire Damaged Unit 919 Chihuahua		September 2020	
	Blanco Chiller Replacement		September 2020	
Procurement and General Services	Third Party Fleet Maintenance Services		Cooperative Purchasing Program	
Agency Wide	Vending Concessions for SAHA Properties		September 2020	
	On-Call Real Estate Appraisal Services		September 2020	
	Collection Services		September 2020	



## Informal Awards Up to \$50,000

<b>SAHA Department</b>	<b>Solicitation Name</b>	<b>Vendor</b>	<b>Amount</b>	<b>Date</b>
Beacon Communities	Installation of temporary bracing at the exterior walls at Pecan Hill Apartments	Alpha Building Corporation	10,344.25	7/22/2020
General Services	Exterior sign for Section 8 Entrance	Pinnacle Sign Team, Inc.	2,920.00	8/4/2020
Community Development Initiatives	Webinar and Certifications for 10 staff	Nan McKay & Associates	9,750.00	8/24/2020
Public Housing	Fenced bulk waste corral at Springview (Sheriff's Building)	De La Garza Fence and Supply	4,514.11	8/25/2020
Innovative Technology	Wrike Project Management System	Softek International	\$32,400.00	7/25/2020
Legal Services/Public Affairs	GOVQA Software Subscription Renewal	SHI Government Solutions	\$7,693.00	7/27/2020
Innovative Technology	Entrust Cloud Certificate Management Service to include Silver Support	SHI Government Solutions	\$7,347.82	7/31/2020
Innovative Technology	Video Conference Tool (Zoom)	Cumulus Solutions	\$4,085.00	8/19/2020

**SAN ANTONIO HOUSING AUTHORITY****September 17, 2020****MEMORANDUM**

To: Operations and Choice Neighborhood Committee

From: David Nisivoccia, President and CEO  <sup>DS</sup>

Presented By: Zachariah Woodard, Interim Director of Federal Housing Programs  <sup>DS</sup>  
 Kristi Baird, Director of Beacon Communities  <sup>DS</sup>

RE: 2020 Customer Service Survey

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**SUMMARY:****Federal Housing Programs**

The 2020 Customer Service Survey was made available February 1, 2020, online in Spanish and English for current participants in the Public Housing (PH) Program and Assisted Housing Programs (AHP). Links to the Spanish and English surveys were placed on the San Antonio Housing Authority (SAHA) website.

In addition to the survey being posted online, postcards were mailed to a random selection of five percent of clients in both PH and AHP, and flyers were posted at Public Housing properties and the Central Office Section 8 Lobby. Note that another five percent of postcards were to be mailed, but the printing company was unable to fulfill the order as the COVID-19 shutdown occurred that week.

The survey was promoted again on April 17, 2020, via email blast and approximately 300 additional responses were received.

**Beacon Communities**

The 2020 Customer Service Survey was announced in January via email. The surveys were provided online in both English and Spanish. Additionally, staff was available to assist residents with limited internet access in completing the survey. Outreach efforts included signage placed at all property entrances that announced the survey and provided the web address. Contract-managed community residents were not included in the survey solicitation.

**PROPOSED ACTION:**

The survey responses received indicated areas in which SAHA may take action to improve the client experience. The following are past initiatives that were pursued to address issues indicated in our previous survey, and to create a client-centered experience:

- SAHA's phone system was upgraded agency-wide to a completely new provider, RingCentral, which supports multiple new features.
- SAHA's Public Relations Department partnered with Pavlov to recreate the SAHA website. The new website features a user-friendly layout, prominent display of important updates and ensures that highly useful information is easily accessible.
- A people-centered Customer Service Training was administered in February 2020 by Common Ground Strategy to all staff in the FHP Department. This training encouraged

**SAN ANTONIO HOUSING AUTHORITY**

**September 17, 2020**

staff to use trauma-informed-care tactics and create problem solving to provide excellent customer service.

The following are proposed actions that will be taken to further improve client experience, knowledge and satisfaction:

- Email blasts will be sent to clients periodically with information about upcoming events, helpful program tips and general program information.
- Staff will pursue potential text notification options available to text clients various alerts, such as reminders when rent is due, emergency notifications and appointment reminders.
- Staff will work on creating a PH Maintenance Handbook to improve delivery of maintenance services, maintenance staff knowledge and overall maintenance service standards.
- Staff will pursue software to streamline submission of mobile work orders in PH.
- Implementing Housing Quality Standards (HQS) Inspections software for scheduling and routing.
- Implementing a client portal with the ability for clients to enter work orders, review rent statements and ledger, and complete SAHA paperwork.

**FINANCIAL IMPACT:**

**Assisted Housing Programs and Public Housing**

Printing of flyers and postcards: \$311.87

**Beacon Communities**

Design of flyers and signage by Public Relations Department for all programs: \$75

Total cost of survey implementation and advertisement: \$676.87

**STRATEGIC GOAL:**

Preserve and improve existing affordable housing resources and opportunities.

**ATTACHMENTS:**

- 2020 Customer Service Survey Presentation
- 2020 AHP & PH Customer Service Survey Responses
- 2020 Beacon Customer Service Survey Responses



**SAHA** | SAN ANTONIO  
HOUSING AUTHORITY  
Opportunity Lives Here

# 2020 CUSTOMER SERVICE SURVEY

# 2020 CUSTOMER SERVICE SURVEY

## TIMELINE

Feb. 1, 2020, through Aug. 5, 2020

## RESPONSES

194 responses from Beacon Communities

856 responses from Federal Housing Programs

## ADVERTISEMENT

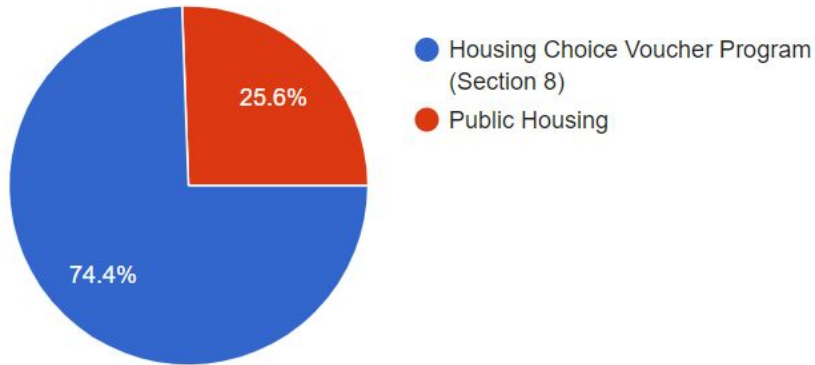
- Email
- Mailed Postcards
- Website Promotion
- Signs at Central Office
- Signs in Community Lobbies
- Available in Spanish and English



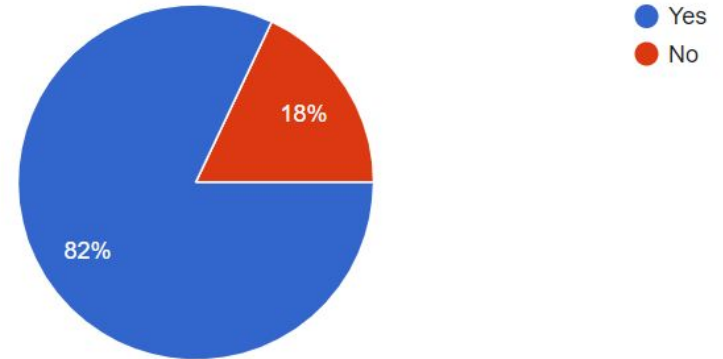


# FEDERAL HOUSING PROGRAMS

## WHICH HOUSING PROGRAM DO YOU PARTICIPATE IN?



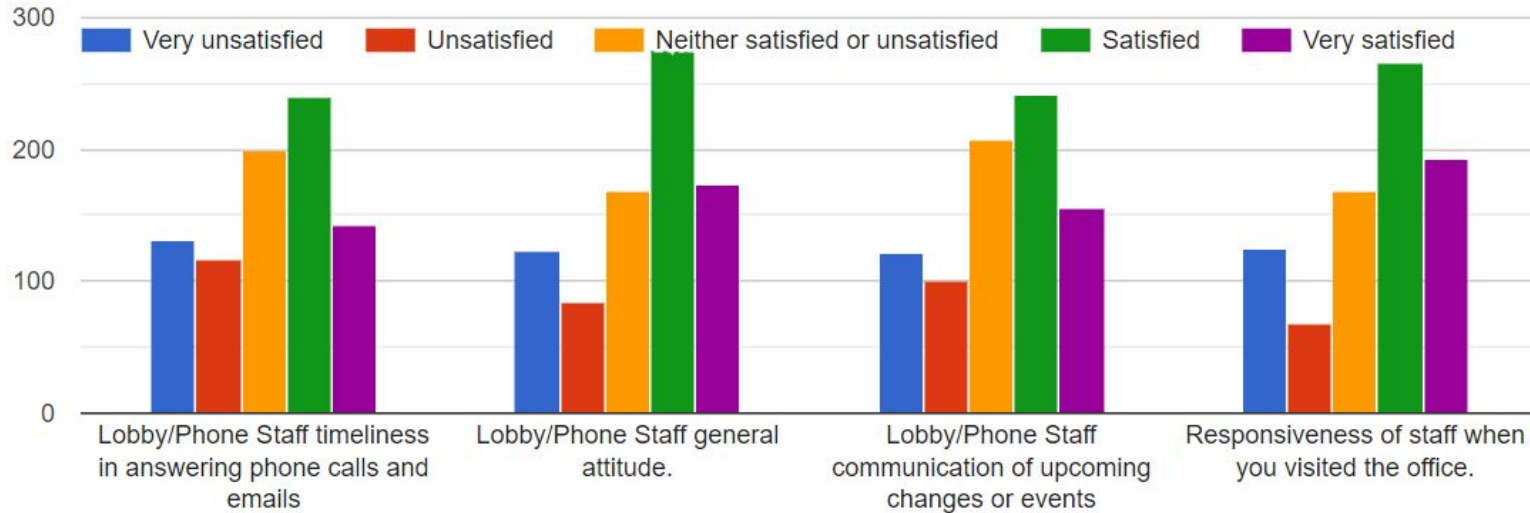
## DO YOU HAVE ACCESS TO INTERNET IN YOUR HOME?



# FEDERAL HOUSING PROGRAMS

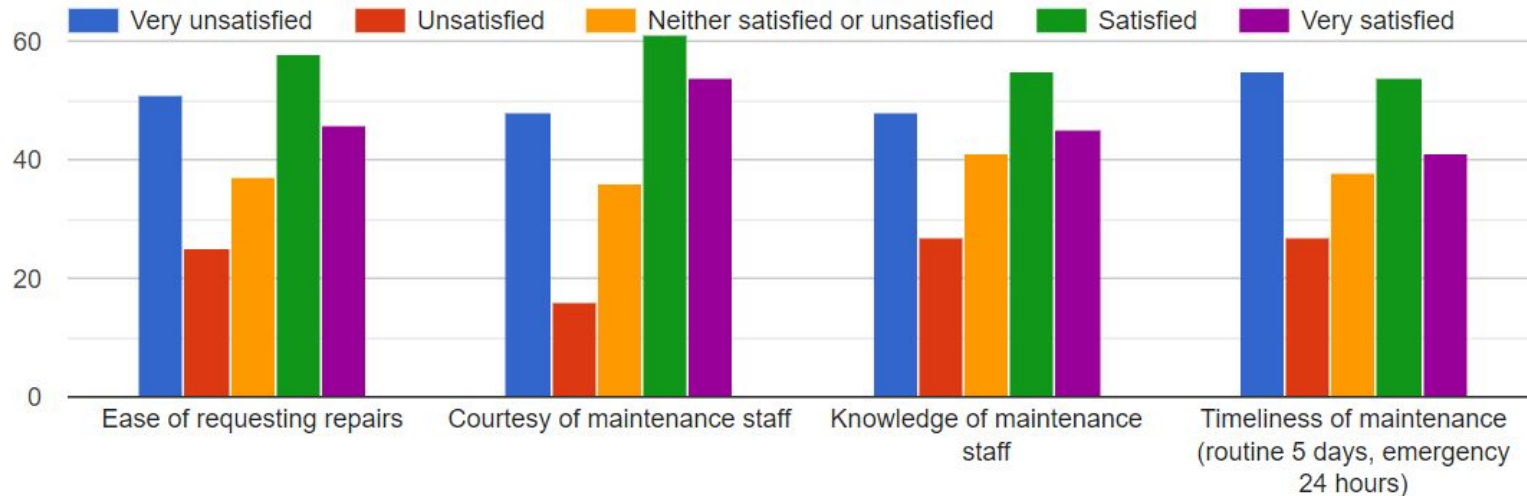
4

## HOW SATISFIED ARE YOU WITH THE FOLLOWING REGARDING SAHA LOBBY/PHONE/OFFICE STAFF?



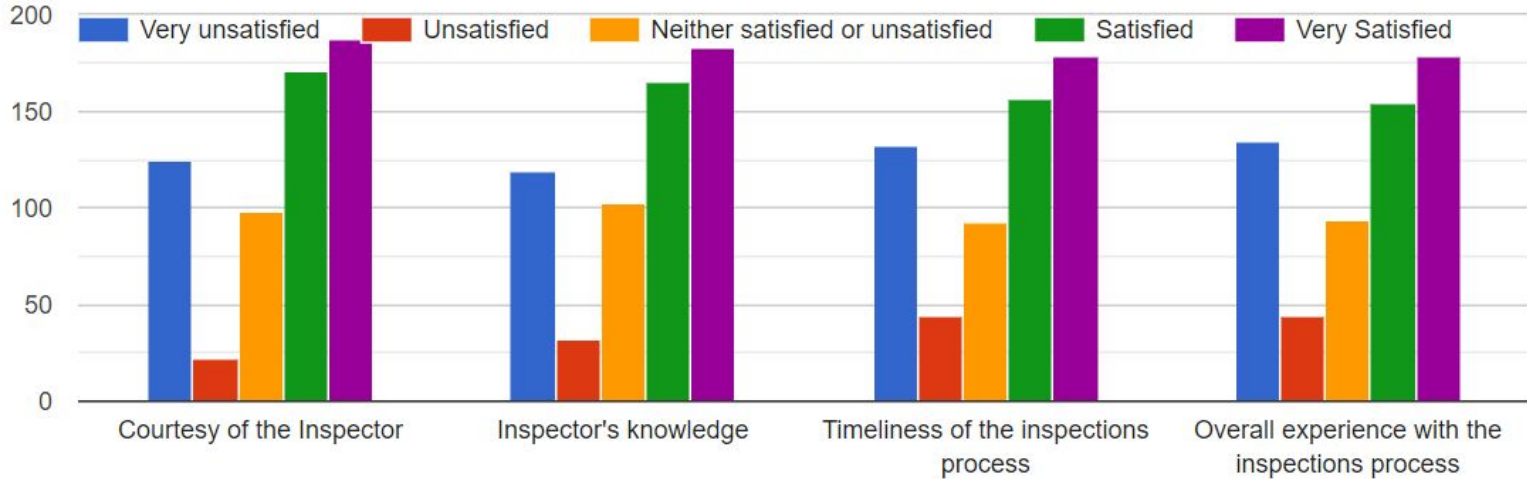
# PUBLIC HOUSING

## HOW SATISFIED ARE YOU WITH THE FOLLOWING REGARDING MAINTENANCE?



# HOUSING CHOICE VOUCHER

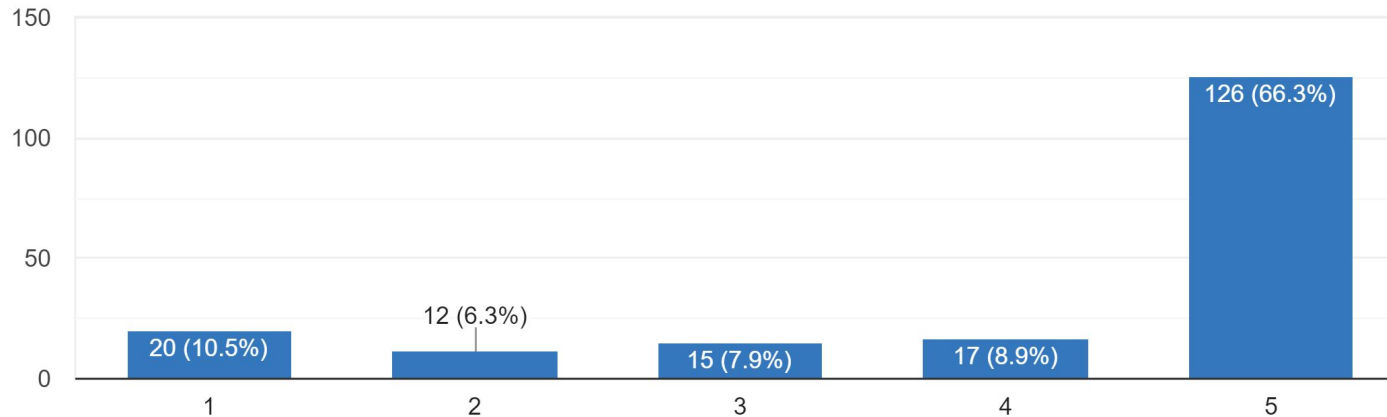
## HOW SATISFIED ARE YOU WITH THE FOLLOWING REGARDING INSPECTIONS?



# BEACON COMMUNITIES

7

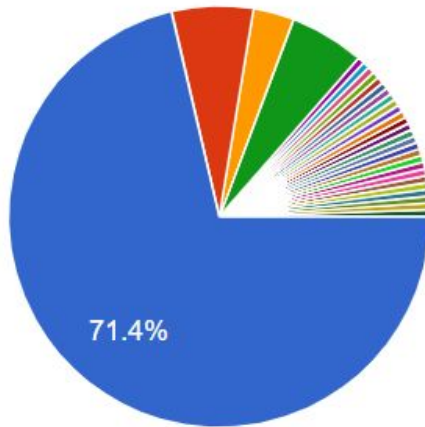
## THE SERVICE YOU RECEIVED BY THE PERSON YOU CONTACTED FOR REPAIRS?



Rating on a scale from very unsatisfied (1) to very satisfied (5)

# BEACON COMMUNITIES

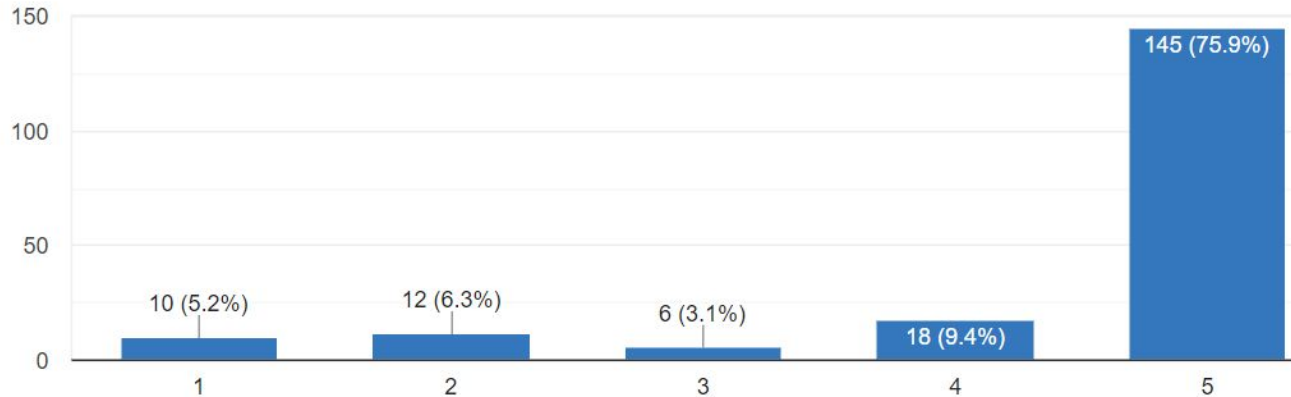
## THE AMOUNT OF TIME IT TOOK TO COMPLETE THE REPAIRS?



- 1-5
  - 6-10
  - 11- 15
  - 16+
- ]\*measured in days
- 3 weeks and still waiting to get my air...
  - 28 Days
  - USUALLY THEY DO IT THE NEXT D...
  - Days sometimes weeks
- ▲ 1/4 ▼

# BEACON COMMUNITIES

## WAS MAINTENANCE STAFF COURTEOUS?

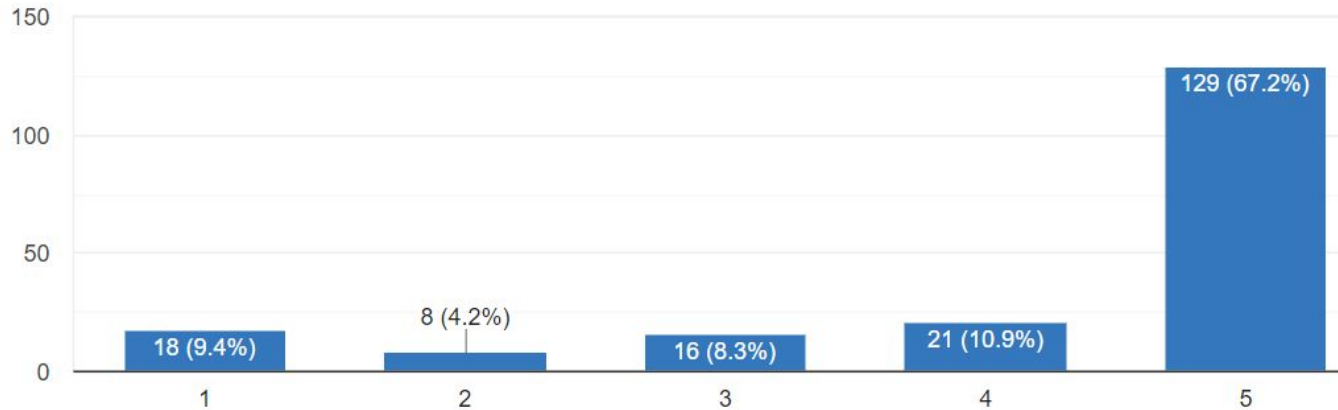


Rating on a scale from very unsatisfied (1) to very satisfied (5)

# BEACON COMMUNITIES

10

**OVERALL, HOW SATISFIED ARE YOU WITH THE PROCESS OF SUBMITTING YOUR WORK ORDERS?**

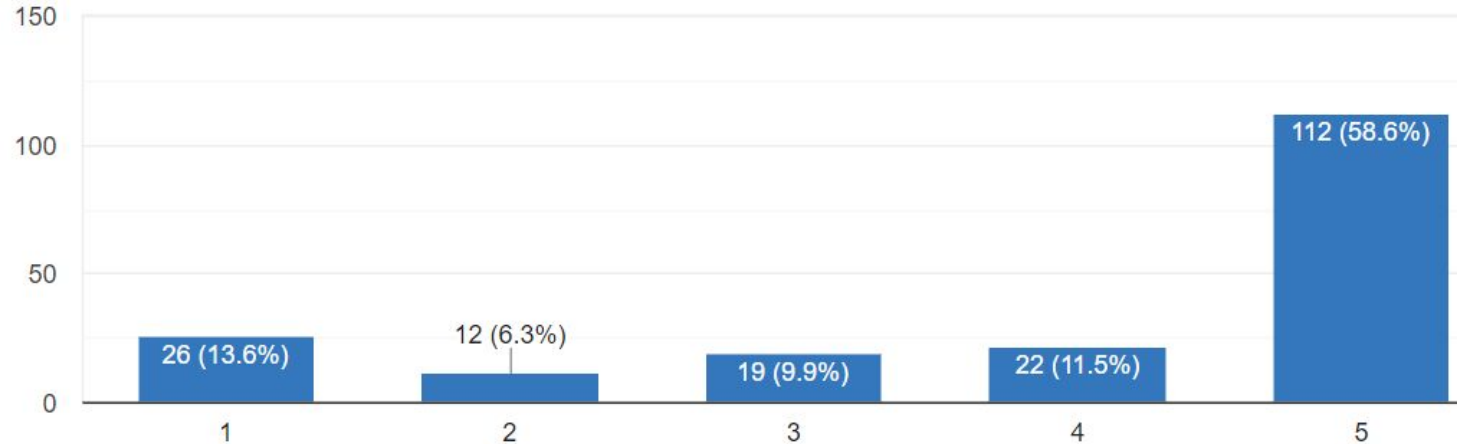


Rating on a scale from very unsatisfied (1) to very satisfied (5)



# BEACON COMMUNITIES

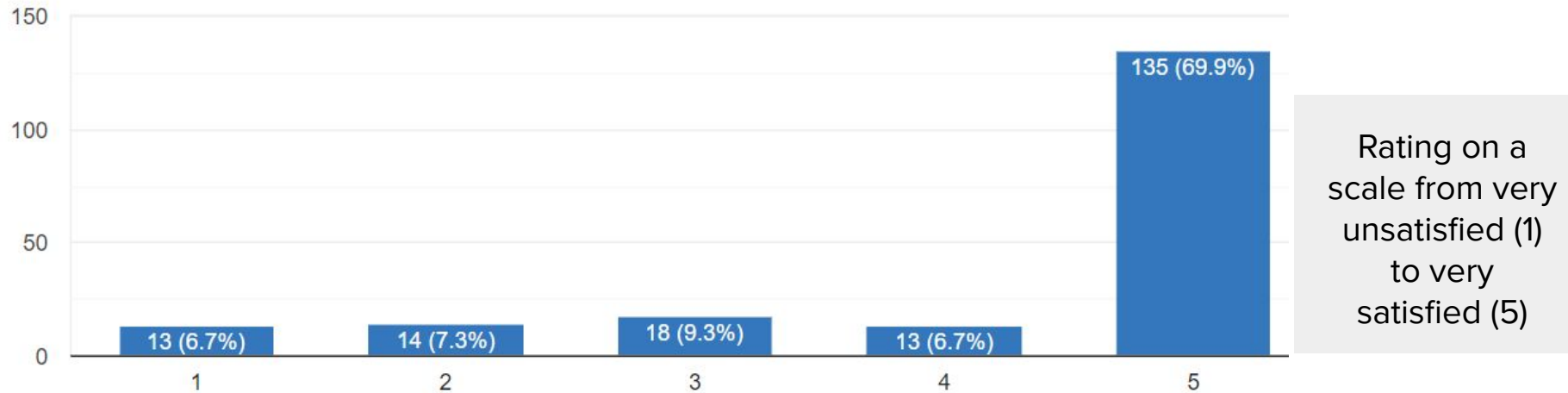
## THEIR TIMELINESS IN RETURNING YOUR PHONE CALLS?



Rating on a scale from very unsatisfied (1) to very satisfied (5)

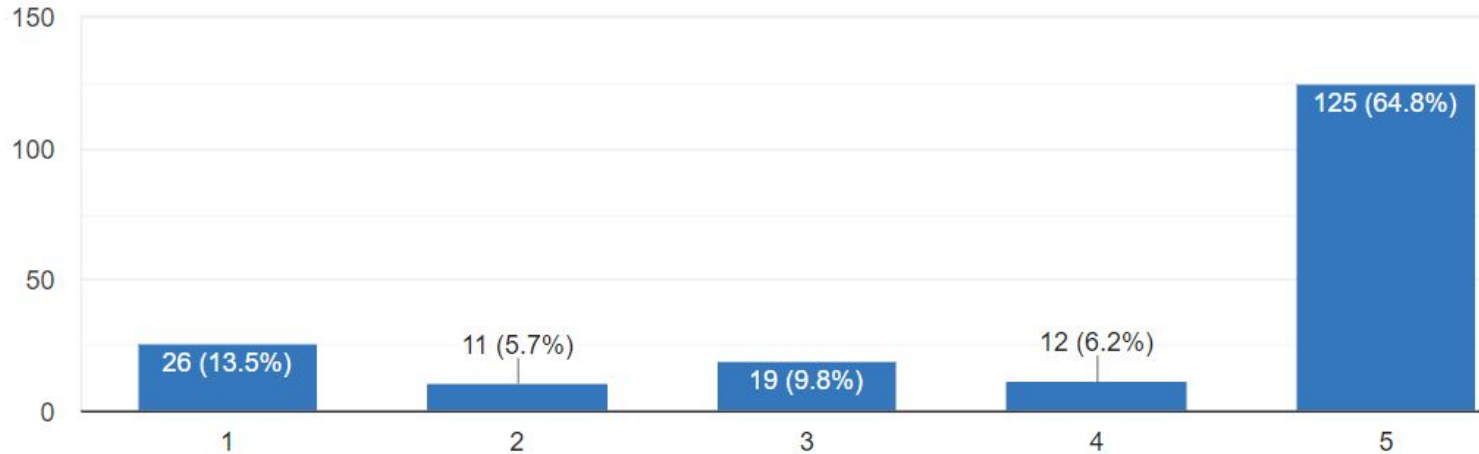
# BEACON COMMUNITIES

## RESPONSIVENESS WHEN VISITING THE OFFICE?



# BEACON COMMUNITIES

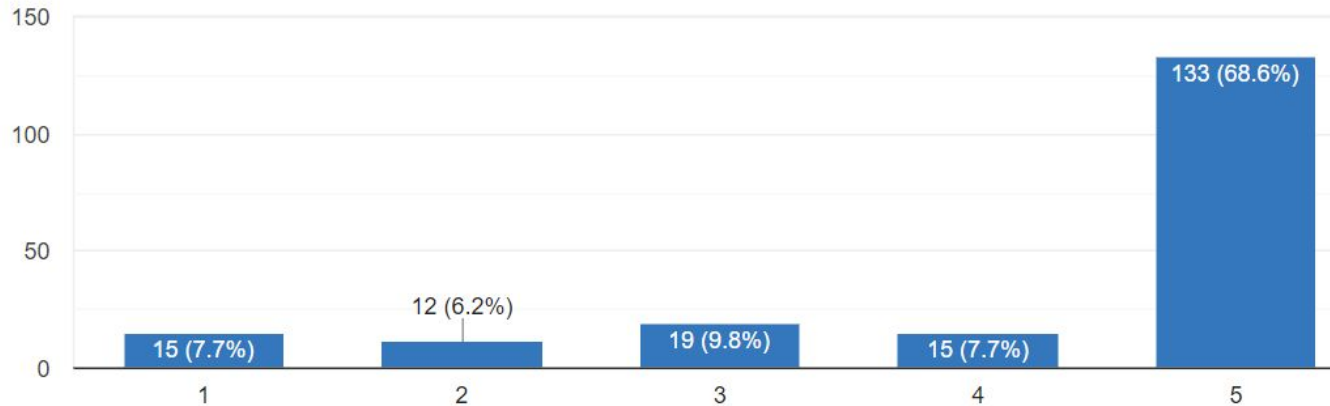
## COMMUNICATION REGARDING UPCOMING CHANGES OR EVENTS?



Rating on a scale from very unsatisfied (1) to very satisfied (5)

# BEACON COMMUNITIES

## YOUR EXPERIENCE DURING THE APPLICATION, LEASE RENEWAL/CERTIFICATION PROCESS?



Rating on a scale from very unsatisfied (1) to very satisfied (5)

# PROPOSED ACTIONS

## PAST ACTIONS

- RingCentral
- SAHA Website Redesign
- Federal Housing Programs Customer Service Training

## PROPOSED ACTIONS

- Email blasts to clients with program information
- Pursue potential text notification options
- Create Public Housing Maintenance Handbook
- Pursue software to streamline Public Housing mobile work orders
- Implement Housing Quality Standards (HQS) Inspections Software for scheduling and routing
- Implement a Client Portal

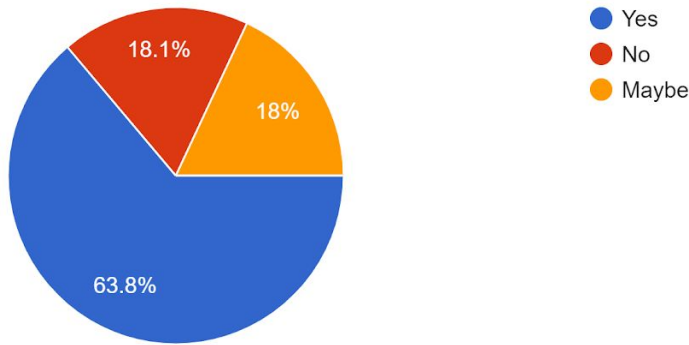


## 2020 AHP & PH Customer Service Survey Responses

Please note all questions were optional/responses were not required.  
Total Responses: 856 (841 English survey / 15 Spanish survey)

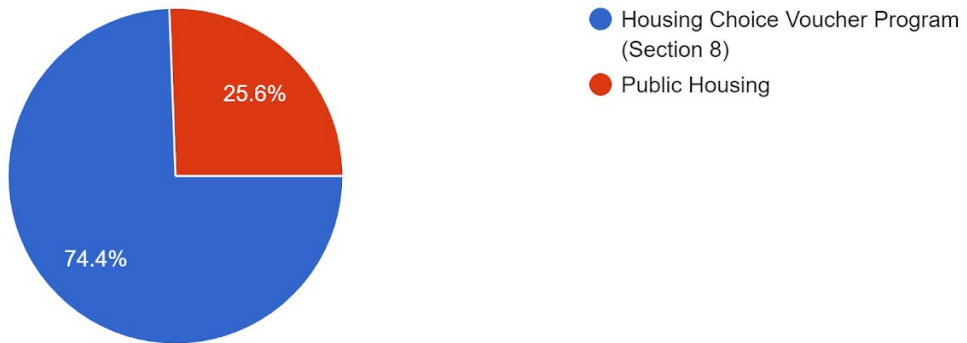
Do you feel knowledgeable about the housing program you are participating in?

832 responses



Which housing program do you participate in?

833 responses





## PUBLIC HOUSING

**Please tell us which Public Housing Community you live in.**

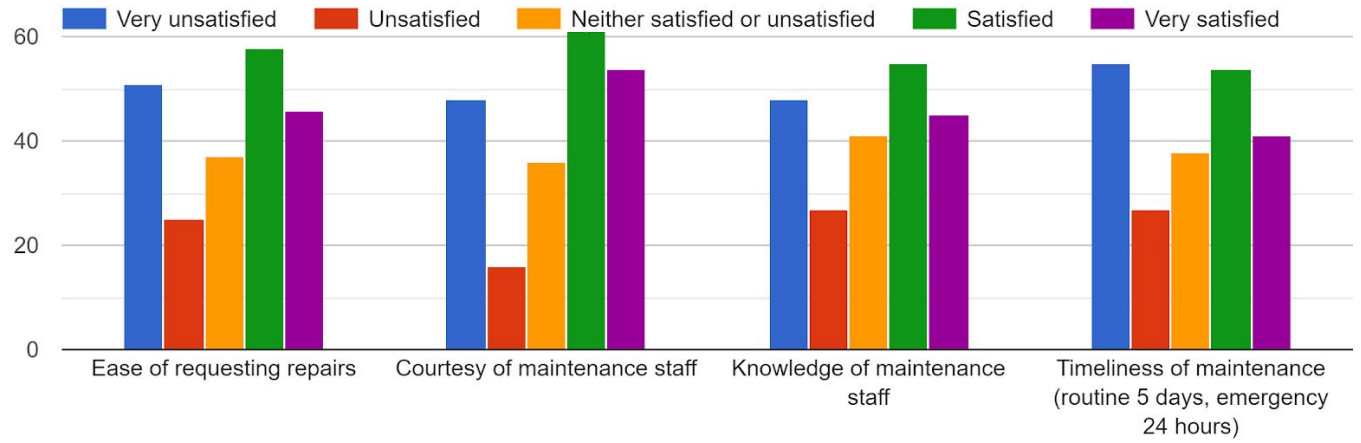
Morris C. Beldon ()
Alazan-Apache Guadalupe (24)
Blanco (5)
Kenwood North ()
Madonna ()
Villa Veramendi ()
Lofts at Marie McGuire ()
Parkview ()
Springview ()
Mirasol ()
Villa Tranchese ()
Gardens at San Juan Square ()
Cassiano (18)
Converse Ranch II (1)
Cross Creek (6)
East Meadows (5)
WC White ()
Lewis Chatham ()
Tarry Towne ()
Charles Andrews (2)
San Juan Square II ()
Highview ()
Le Chalet ()
Williamsburg ()
Mission Park ()
Fair Avenue (7)
Riverside ()
Olive Park ()
Cheryl West (2)
Escondida ()



Francis Furey ()
Lila Cockrell ()
O.P. Schnabel ()
Pin Oak I ()

## PUBLIC HOUSING

How satisfied are you with the following regarding maintenance?

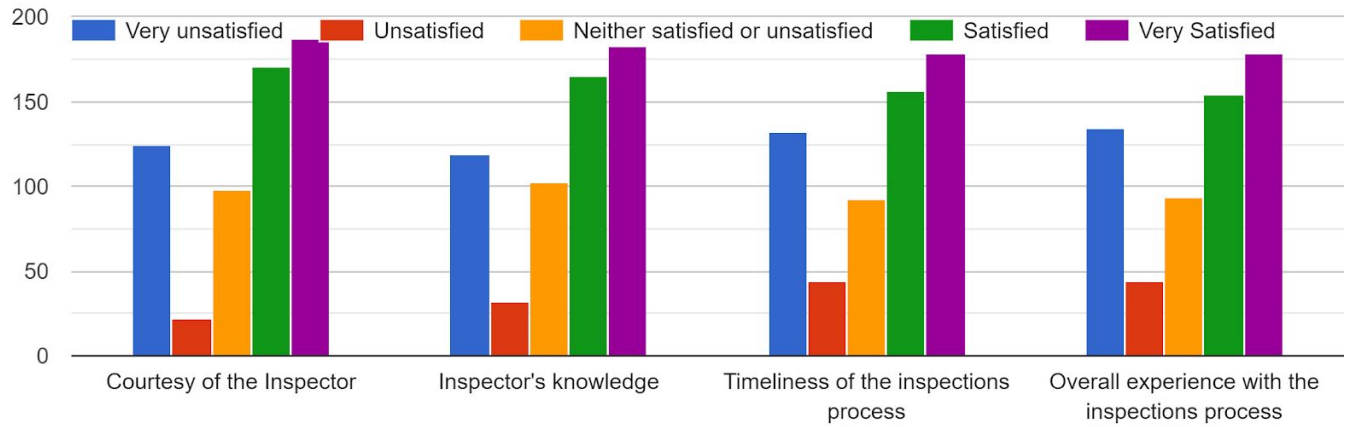






### HOUSING CHOICE VOUCHER (HCV)

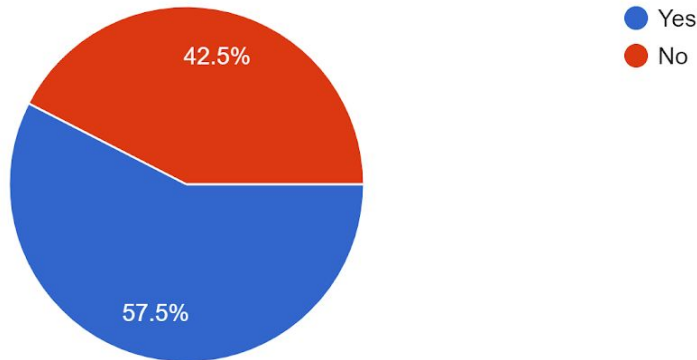
How satisfied are you with the following regarding inspections?



### BOTH PUBLIC HOUSING AND HCV

Was the neighborhood you live in now your first choice?

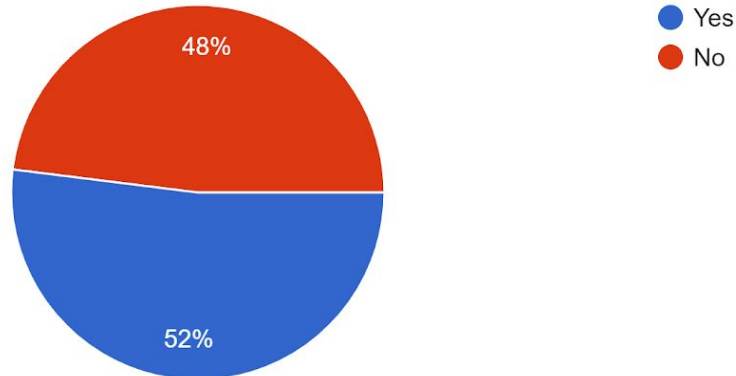
612 responses





## Was the unit you live in now your first choice?

610 responses



## What is your top reason for choosing your current housing unit? (Location, size of unit, supportive services, family, etc.)

Location (63)

Other (39)

Size of unit (30)

Near Family (12)

Availability (10)

Near Preferred School (10)

Safety/Security (7)

Affordable (5)

Price (5)

All Bills Paid (5)

Supportive Services/Handicap Accessible (5)

Voucher About to Expire (5)

Pool/Central Air & Heat (2)

Landlord Worked with Broken Lease (2)

Other Written Responses:

- Looks are deceiving
- no smoking
- Picture on internet
- Very Unique
- Most Apartments had a 1/2yr waiting list



- I have been asking for 4 years to move to a downstairs unit because of a disability under doctors orders and have been unable to make anyone listen. **(This participant did not leave name or email address)**

**What are the two best features of your housing unit and its location? (For example, it's near work, family/friends, medical providers, grocery stores, bus lines, etc.)**

Other (71)

Location [close to grocery shopping, schools, medical providers, work] (69)

Near family (31)

On bus line (21)

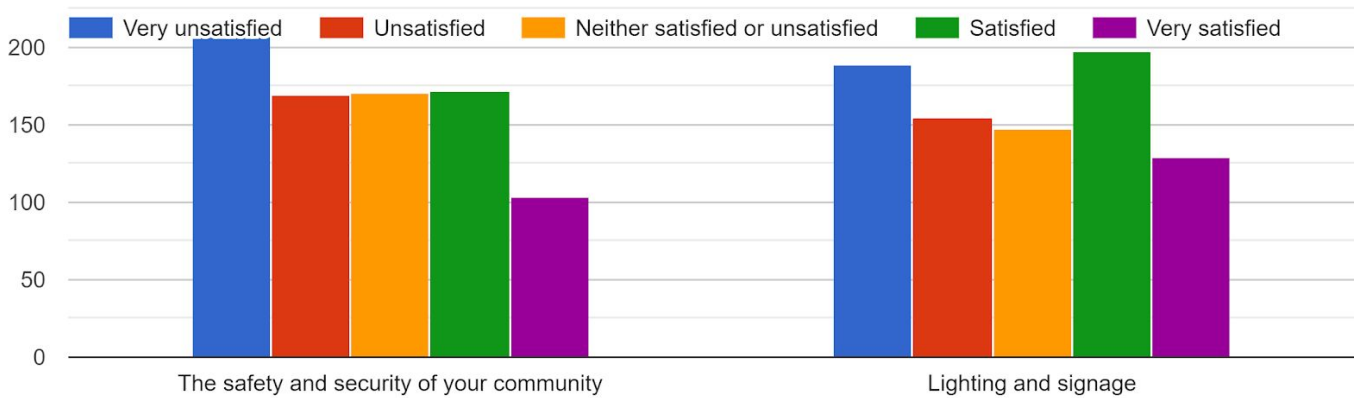
All Bills Paid/Price (4)

Size (3)

Other Written Responses:

- Far from city..single home
- Nice people.
- Cul-de-sac, friendly neighbors
- The pictures on website
- Comfortable

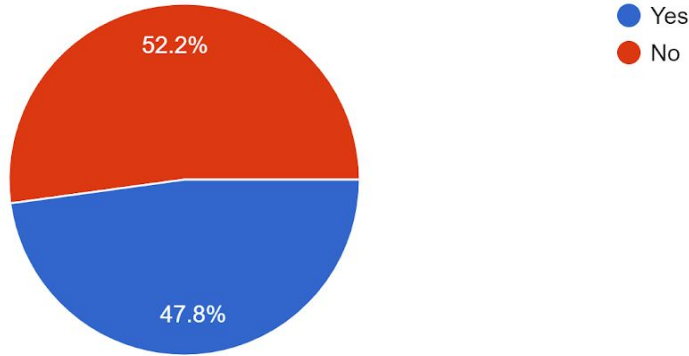
How satisfied are you with the following regarding security?





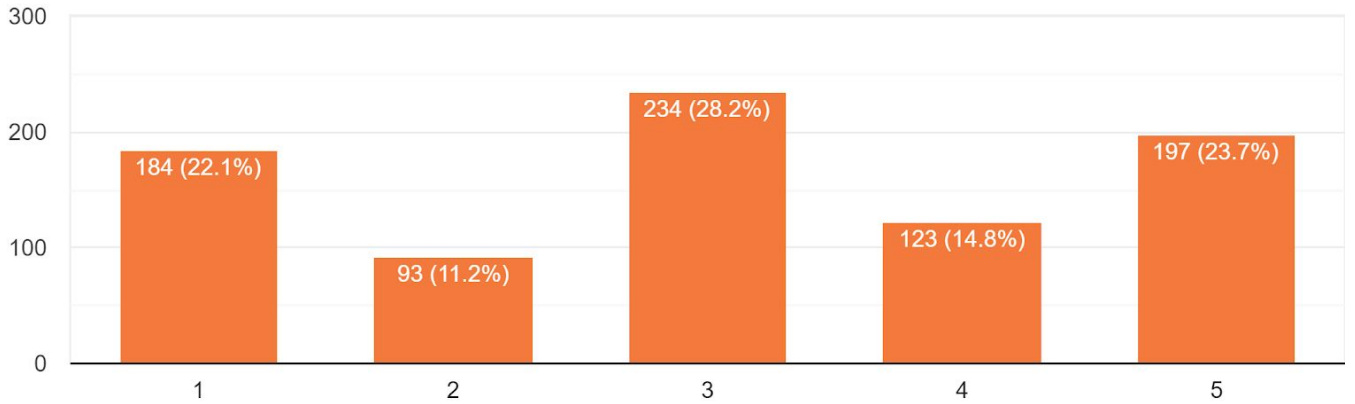
### Are you familiar with your nearest SAFFE Officer and/or Police Substation?

834 responses



### How likely would you be to participate in a Community/Neighborhood Watch?

831 responses



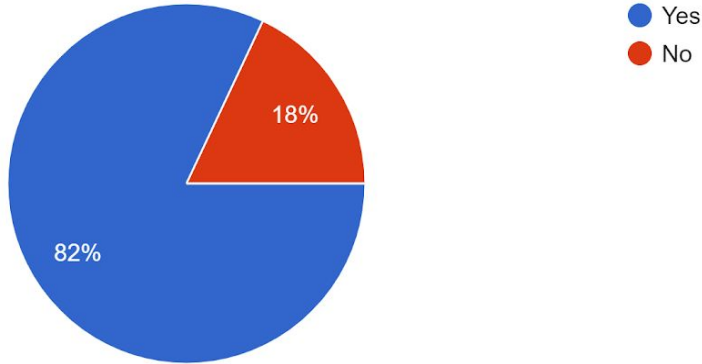
1 - Not Likely

5 - Very Likely



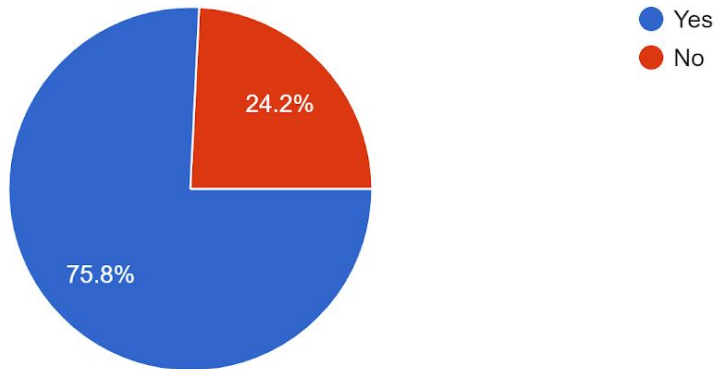
### Do you have access to the internet in your home?

835 responses



### If you do not have internet access in your home, do you have access to a public computer or other location where you could use the internet?

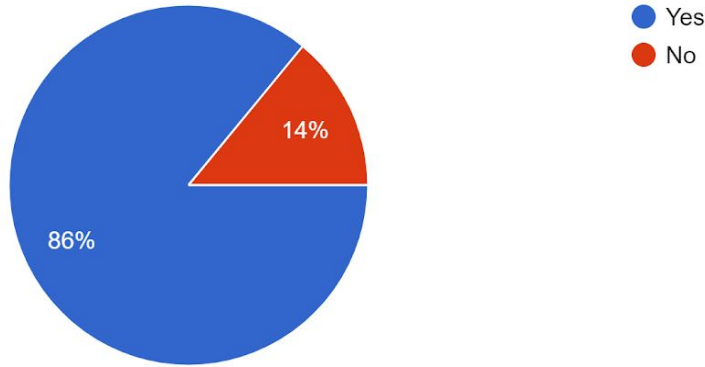
640 responses



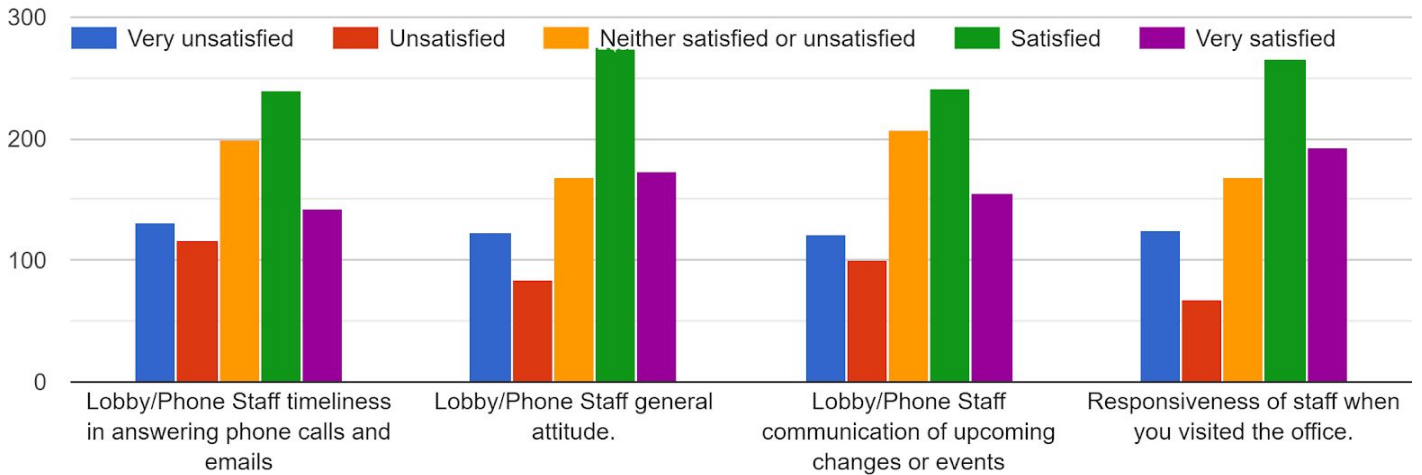


Do you use the internet to conduct any business (pay bills, email SAHA, etc.)?

835 responses

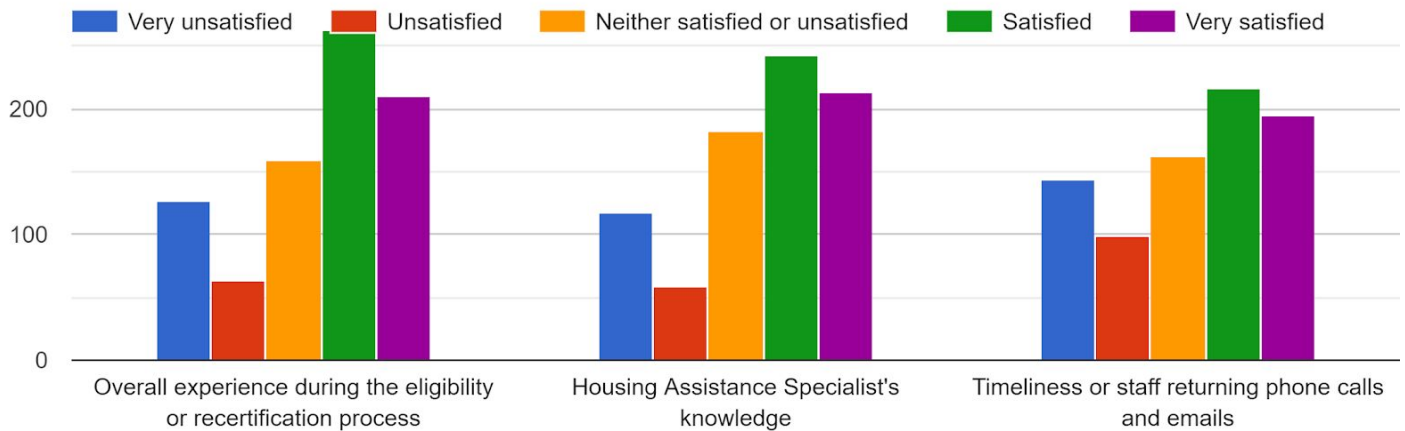


How satisfied are you with the following regarding SAHA lobby/phone/office staff?





How satisfied have you been in the last year with the following regarding recertifications or renewals?



**Are you aware of the following programs?**

Program Name	% Yes	% No
Family Self Sufficiency (FSS)	71.9	28.1
Earned Income Disregard (EID)	89.3	10.7
Elderly Case Management	88.7	11.3
San Antonio Food Bank Project Hope Program	60.5	39.5
City of San Antonio Comprehensive Nutrition Program	80	20
Golden Gala	86.2	13.8



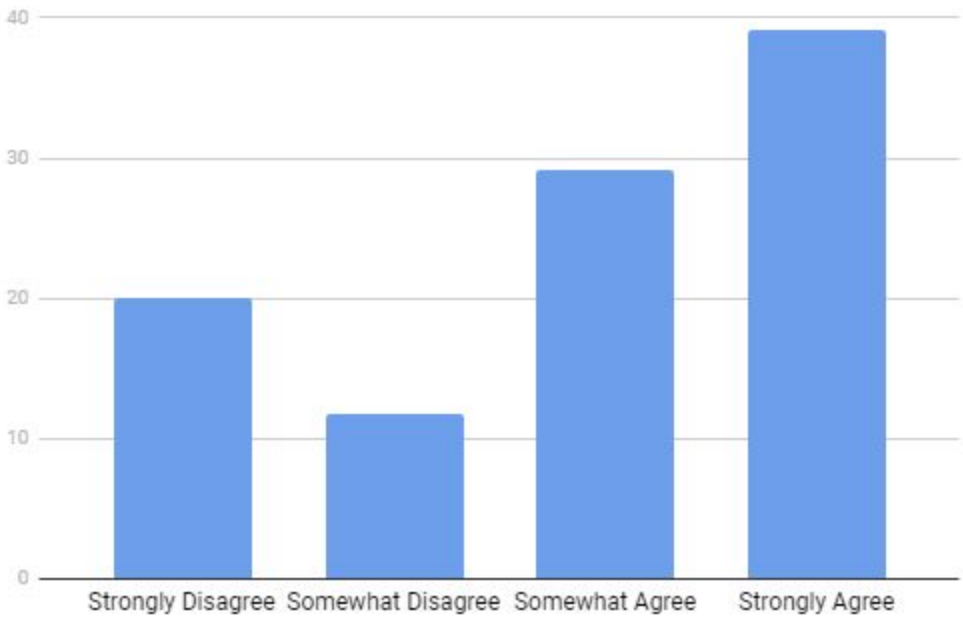
### Which of the following programs would interest you?

- 37.1% - Education
- 23.5% - Job Training
- 49.8% - Health/Wellness
- 43.4% - Social Services
- 18.6% - Leadership Training Opportunities

Other Written Responses:

- Employment with SAHA
- Volunteer with March of Dimes
- Parenting Classes
- Help for the disabled/Transportation
- Safety of my kids and my surroundings
- Home Ownership Courses (5 responses)
- Helping me pay my rent/Financial Education/Credit repair
- Help with displacement
- Services for the blind and hearing impaired

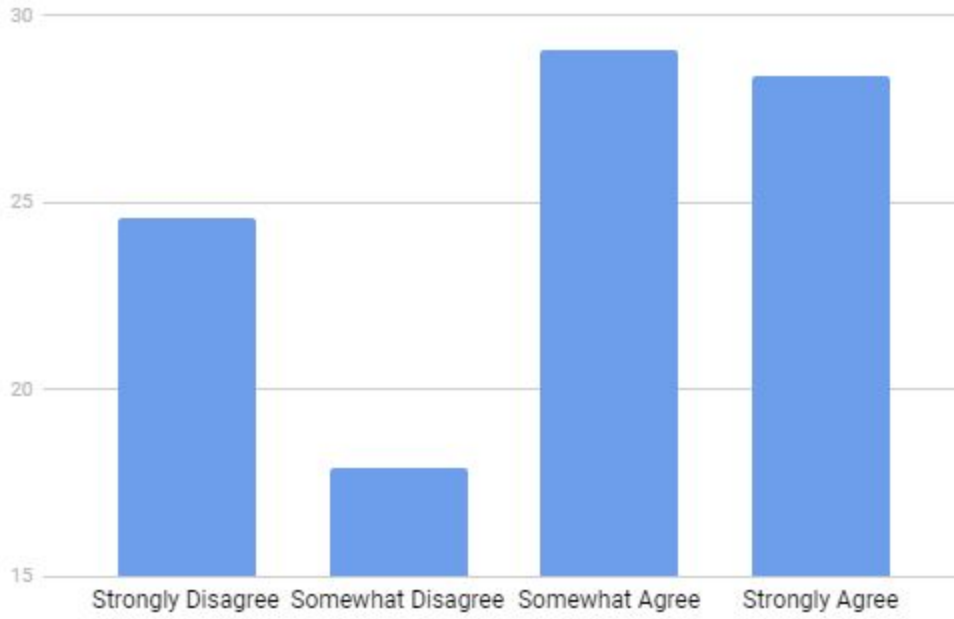
### SAHA provides you with a variety of programs that help you work toward financial independence. (265 responses)







**You are aware of the programs and services SAHA offers. (285 responses)**





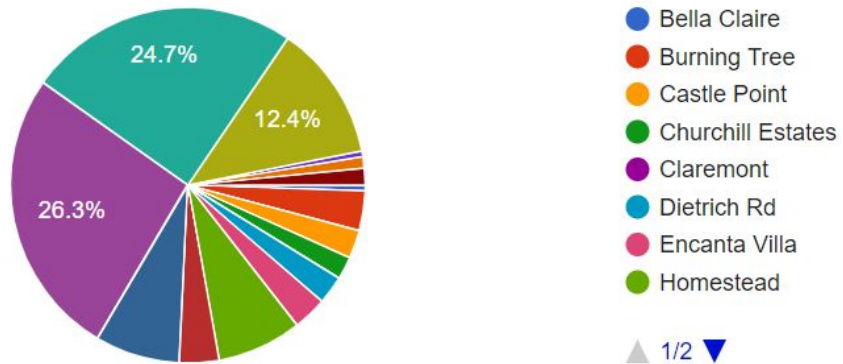
## 2020 Beacon Customer Service Survey Responses

Please note all questions were optional and responses were not required.

Total Responses: 194 (194 English survey / 0 Spanish survey)

What apartment community do you reside in?

194 responses



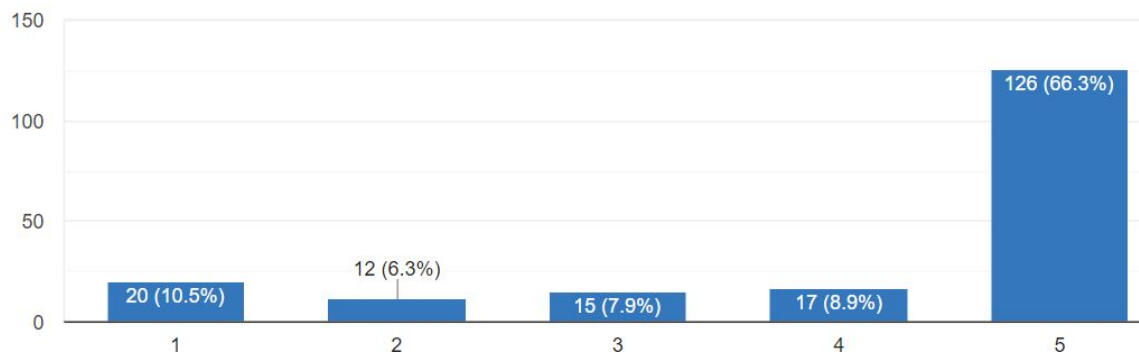
Pecan Hill - 51, Sunshine - 48, Towering Oaks - 24, Legacy at Crown Meadows - 15, Homestead - 15

The following were rated on a scale from “1 = very unsatisfied” to “5 = very satisfied”:

### MAINTENANCE

The service you received by the person you contacted for repairs?

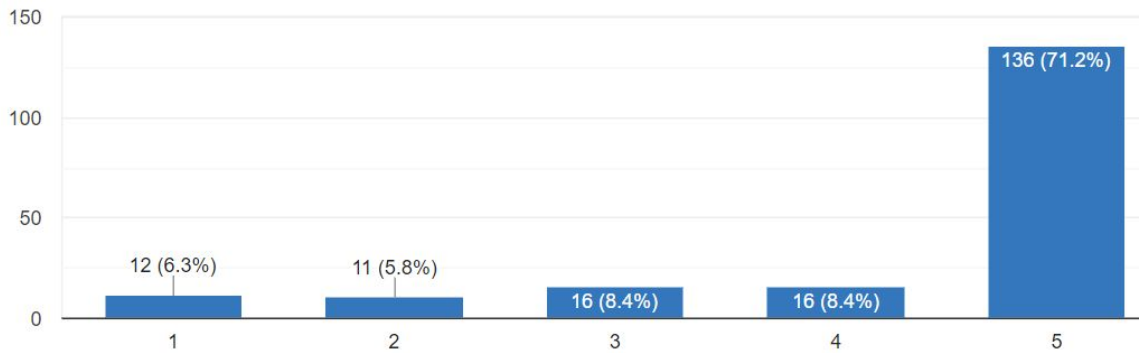
190 responses





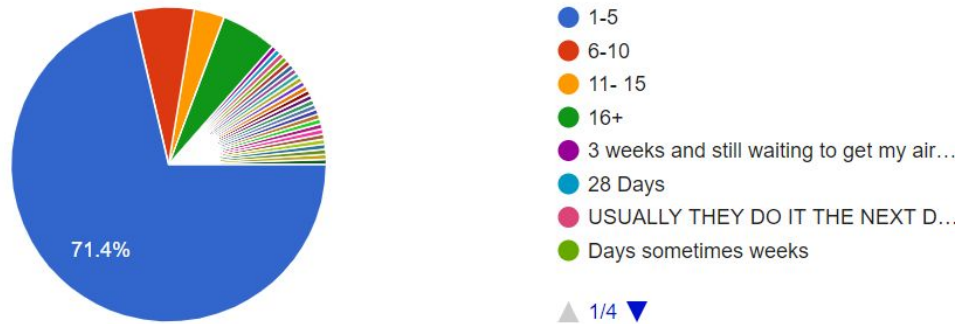
Was Maintenance staff knowledgeable?

191 responses



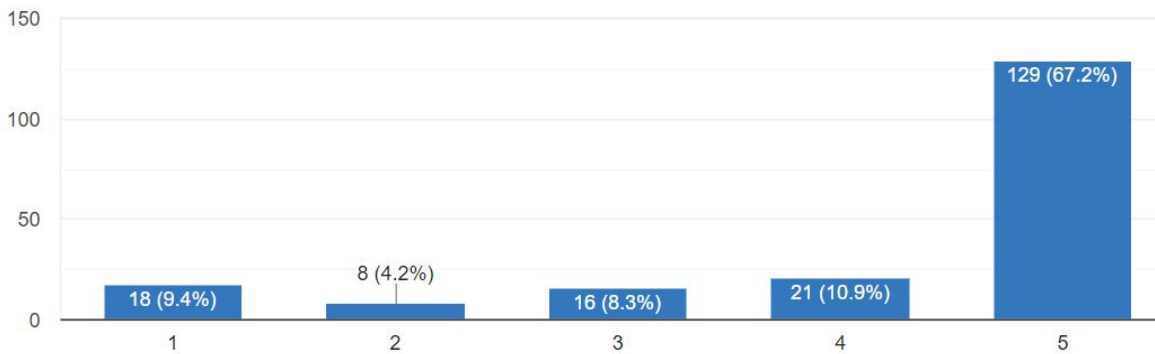
The amount of time it took to complete the repairs?

192 responses



Overall, how satisfied are you with process of submitting your work order?

192 responses

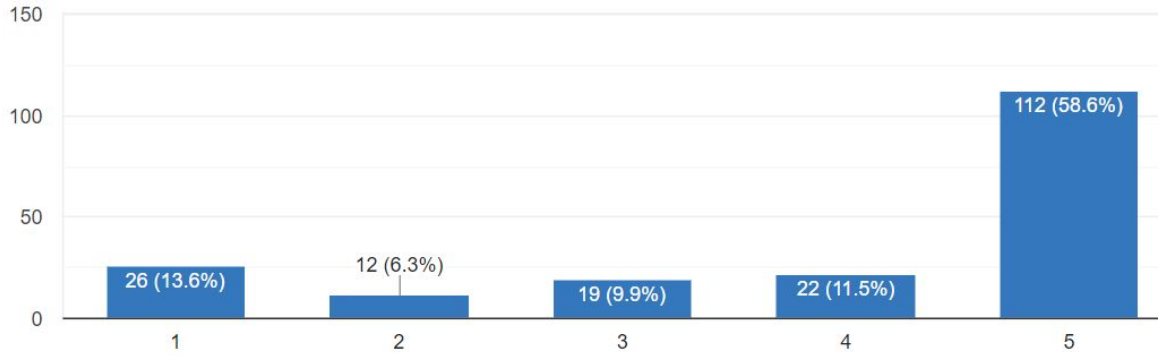




## OFFICE

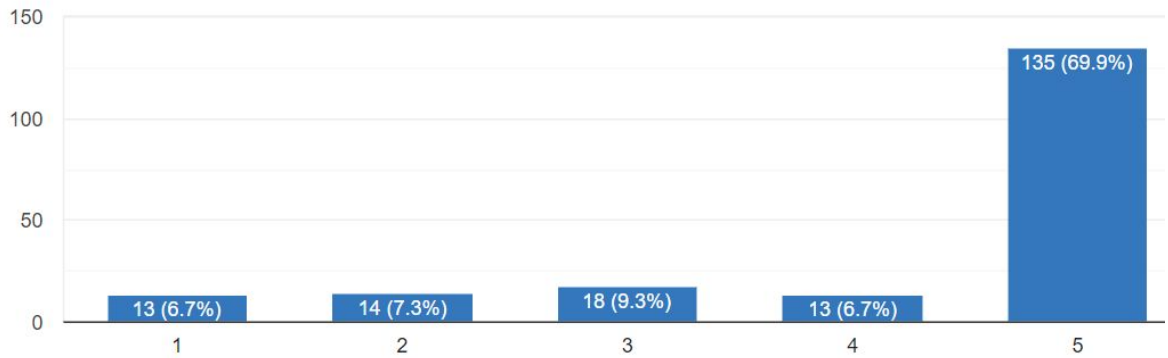
Their timeliness in returning your phone calls?

191 responses



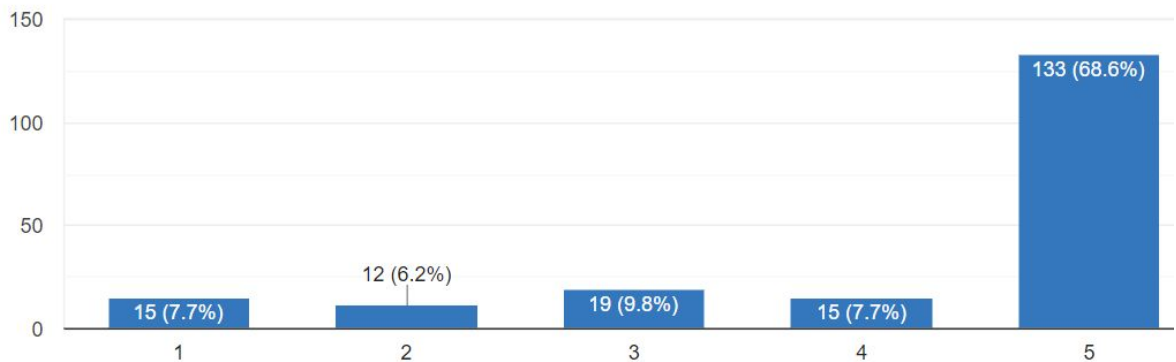
Responsiveness when visiting the office?

193 responses



Your experience during the application, lease renewal/certification process?

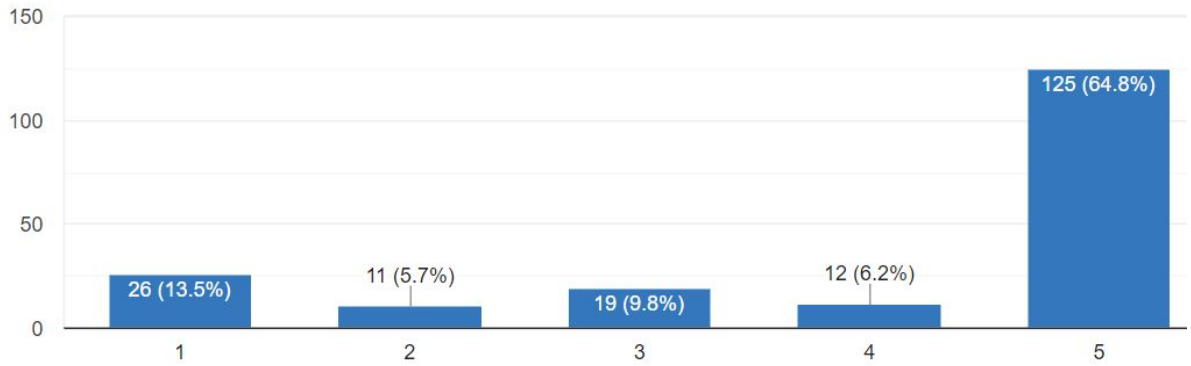
194 responses





### Communication regarding upcoming changes or events?

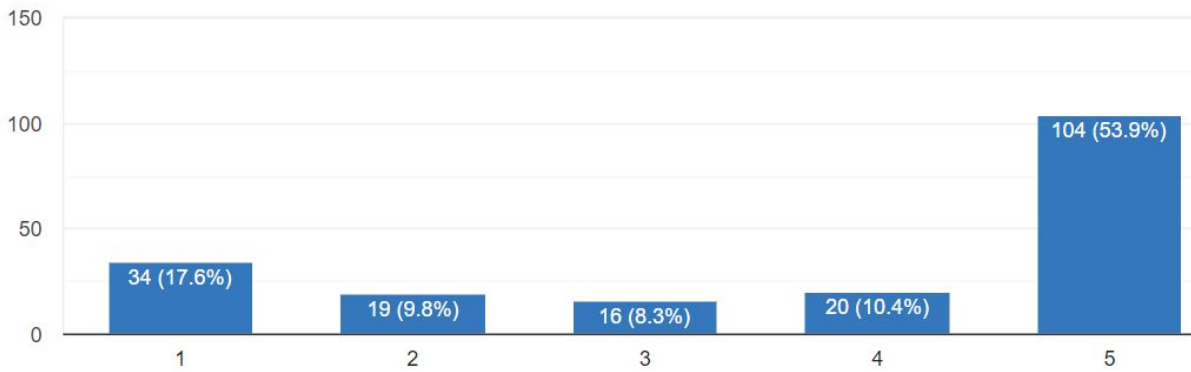
193 responses



## SECURITY

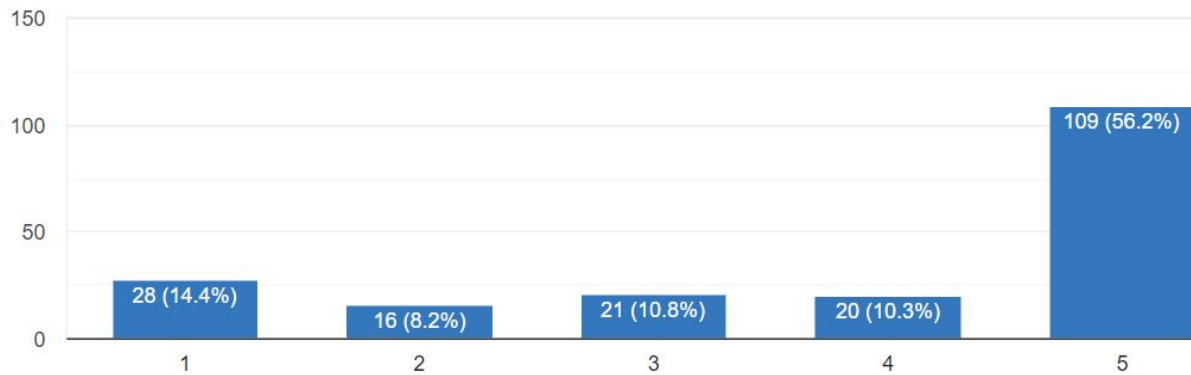
### Safety and security of your community?

193 responses



### Lighting and Signage?

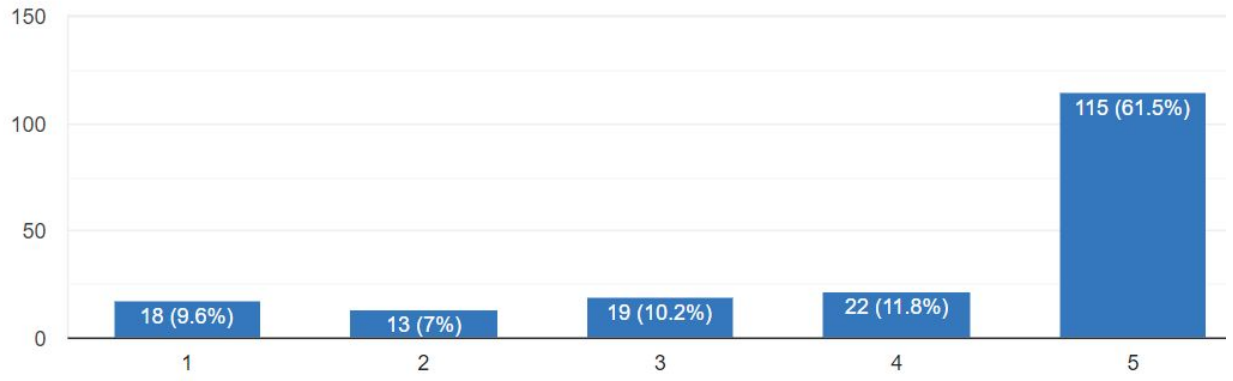
194 responses





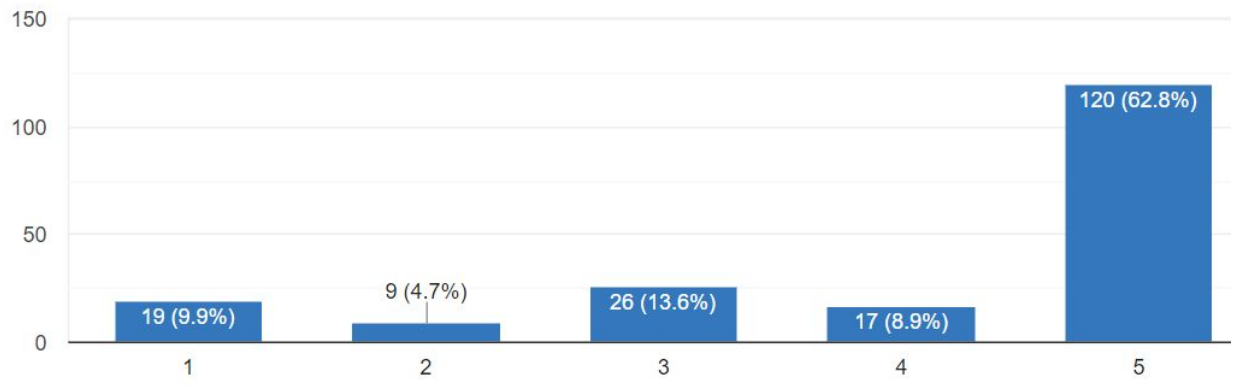
### Timeliness of your inspection?

187 responses



### Overall experience of the inspection process

191 responses

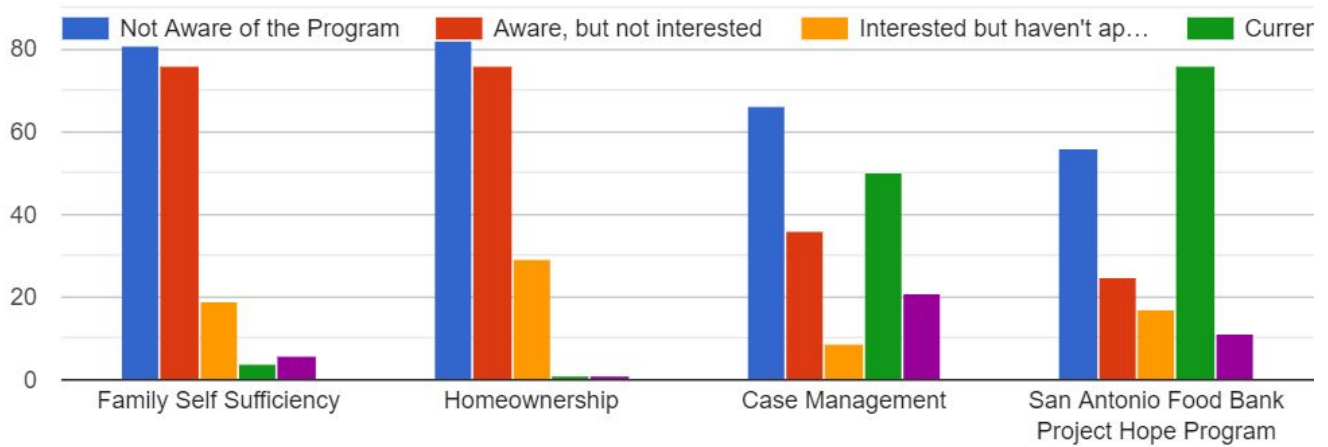




The following were rated by best choice answer:

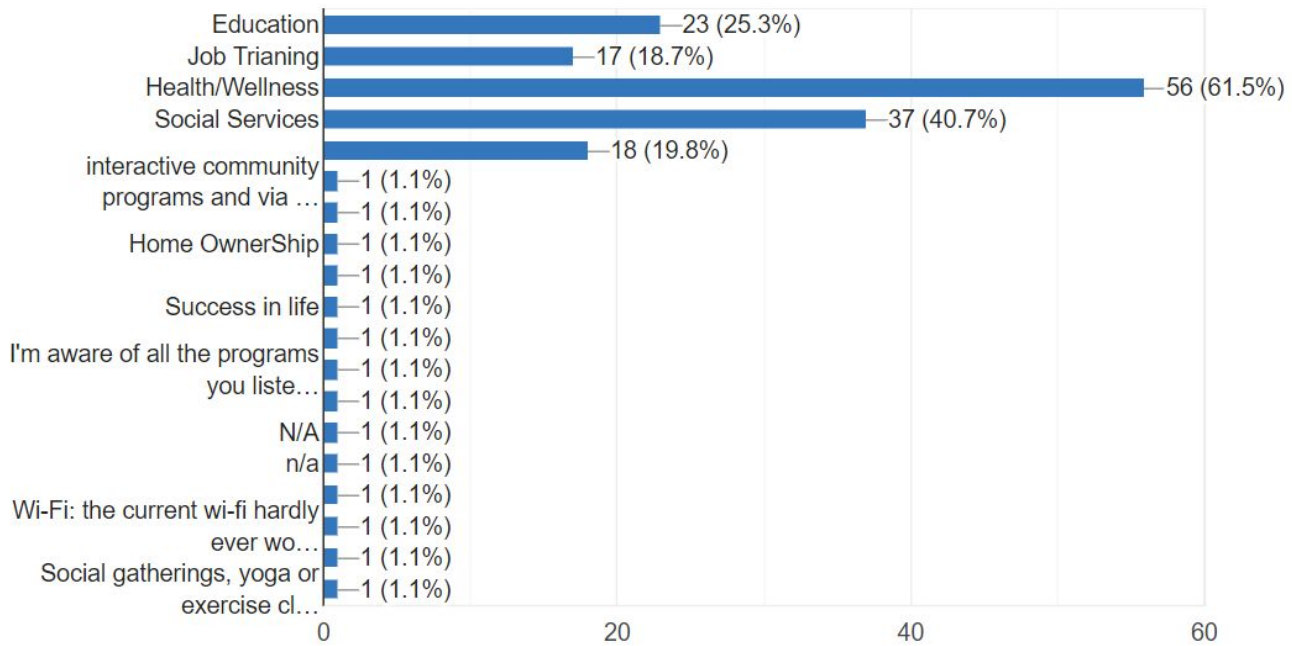
**PROGRAMS**

Are you aware of the these programs San Antonio Housing Authority offer?



Would the following programs be of interest to you?

91 responses



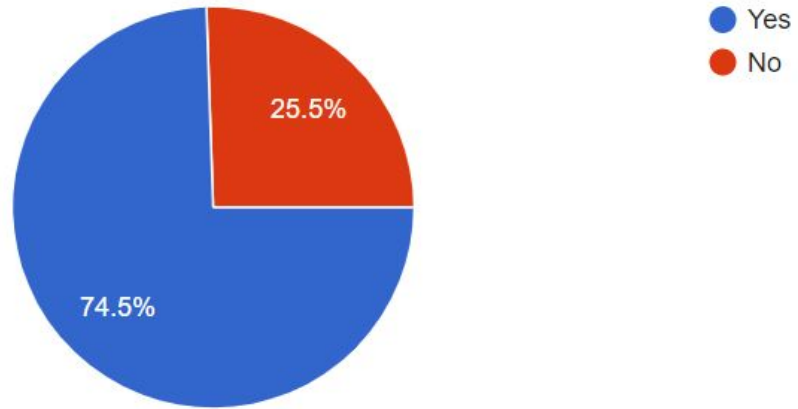


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### COMMUNITY CHOICE

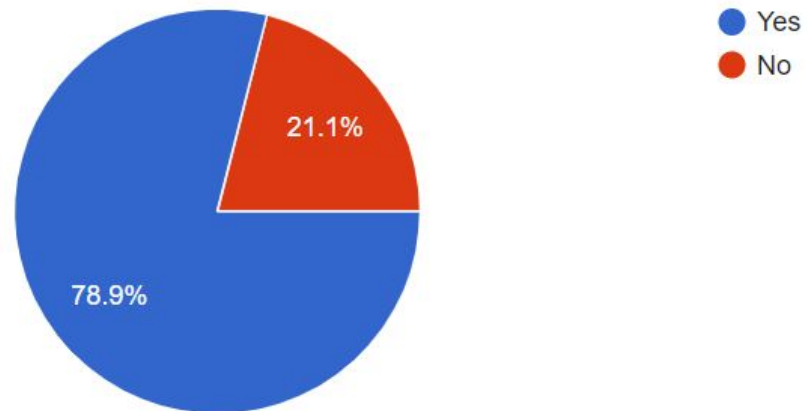
Was the community you live in now your first choice?

192 responses



Was the unit you live in now your first choice?

190 responses



What is the reason for choosing your current community?

51 responses

(Sample of responses):

All ground level units
I needed a place to live





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The area
It was close to family
Excellent location, beautiful apartment, good price
in walking distance of my church
Convenient location, size of apt.
Friends moved here
Close to work
The area and the school, need to have a good special education program.
bus route/ rent rates
like the area
daughter suggestion
The other was not available on our time schedule
Because no one takes section 8
Needed to make a fast move
Rent/affordability
I was raised on Wayside same community
First one to call me back
Convenient to VA Clinic, VA Hospital, church & grandchildren
apartment works with my income
close to family
close to the bus line
Because my family lives close by
The income base is in my limit
friendly people
Seemed Safer than anywhere else i applied at
It Feels safe
Space
need low income housing
location very close to family



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### What is your favorite amenity of the community you live in now?

28 responses

(Sample of responses):


Pool
Affordable
Nothing! Moving soon!
We have access to washers and driers
laundry
Pool
Web portal
Close to work
Store is close. Swimming pool
swimming pool
friendly people
there is no amenity
closeness to fellowship, daughter and work
Washing machine and dryer
The quietness
townhome layout, a working treadmill, would be great if pool was taken care of and reliably open
Safe
Everything on that we have on property
having a washer and dryer available
Everything is amazing here
gatherings
Everything
everything is great
Everything
Its quiet and everything is great here
The open area where i can put my plants
Everything
friendship

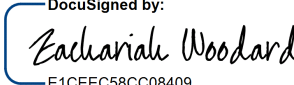


courtyard
friends
close to stores & doctors
<p>The pool if they would ever clean it or open it. All summer long it was closed except for maybe 2 weekends it was open then back to it being closed come Monday due to maintenance repairs that never got done. Why advertise for it on your property if residents can't even use it. FALSE ADVERTISING just like all the other failed promises this property offers. This property really needs to be gutted and re-staffed with new employees who care about their residents &amp; property from top to bottom. Get new property management because Elizabeth is to busy on the phone all the time with her husband roy. Yes that's how often she pays no attention when your trying to Express your concern she tell you i have to take this its my husband. Maintenance Brian doesn't know anything about how to properly fix something, he will rush through work orders at the property so he can get home to fix things at his church for the pastor that lets him live rent free for maintenance services at the congregation. The lease people change so much because there inconsist and come and go as they please because they're not held to any kind of work structure. You always see a will be back at this time on the door and you go and they can't be found. It's a rotating door of office staff from Laura , to veronica now Paola who is already following in the foot steps of the other two who didn't do there job!</p>
Everything is Great here
bingo's
staff and senior coordinator
friends
gated community, when the gates do work.

**SAN ANTONIO HOUSING AUTHORITY****September 17, 2020****MEMORANDUM**

To: Operations and Choice Neighborhood Committee

From: David Nisivoccia, President and CEO 

Presented by: Zachariah Woodard, Interim Director of Federal Housing Programs 

RE: Update and discussion regarding San Antonio Housing Authority's Assisted Housing Programs Scorecard for Fiscal Year 2019-2020

**SUMMARY:**

The U.S. Department of Housing and Urban Development (HUD) implemented SEMAP on September 10, 1988, to measure the performance of housing authorities administering the Section 8 Housing Choice Voucher (HCV) Program. SEMAP was designed to assess the performance in 14 key program areas to assign performance ratings.

In previous years, San Antonio Housing Authority (SAHA) was required to complete a self assessment and submit an electronic self certification to HUD within 60 calendar days of the fiscal year end. After receipt of the transmission, HUD would issue one of the following performance ratings:

- High Performer (90%-100%)
- Standard Performer (60%-89%)
- Troubled Agency (59% or Below)

Staff have since elected not to submit a SEMAP self certification to HUD as SAHA's Moving to Work (MTW) Agreement exempted SAHA from reporting SEMAP performance to HUD. Specifically, Section II(G) of SAHA's Amended and Restated MTW Agreement, which took effect on June 25, 2009, states "HUD will not score the Agency under HUD's Public Housing Assessment System (PHAS) or HUD's Section Eight Management Assessment Program (SEMAP), or their successor systems, unless the Agency elects to be scored" (page 4).

Staff have continued conducting self assessments of the HCV program using modified SEMAP indicators to assign performance ratings in each key program area. This new approach was codified in SAHA's 2012-2013 Administrative Plan, § 16-V.D., as follows: "SAHA elects to not be scored by HUD's SEMAP rating system. However, SAHA will continue to use HUD's indicators and/or some combinations of HUD's indicators to measure SAHA's performance in key areas of the HCV program" (p. 16-33). Staff modified HUD's SEMAP scoring criteria and renamed the scoring system to Assisted Housing Programs (AHP) Score Card. Scores for previous years are as follows:

<b>FY14-15</b>	<b>FY15-16</b>	<b>FY16-17</b>	<b>FY17-18</b>	<b>FY18-19</b>
83%	91%	94%	93%	95%

**SAN ANTONIO HOUSING AUTHORITY**

**September 17, 2020**

Staff have completed an AHP Score Card review for the Fiscal Year (FY) 2019-2020 and report an average score of 97% and High Performer status for the year. The AHP Scorecard report is attached.

**PROPOSED ACTION:**

None

**FINANCIAL IMPACT:**

None

**STRATEGIC GOAL:**

Transform core operations to be a high performing and financially strong organization.

**ATTACHMENT:**

FY 19-20 AHP Scorecard Report

### Assisted Housing Programs Score Card FYE 19\_20

#### Assisted Housing Programs Scores for Q1 FY19\_20

Assessment	No. Accounts Reviewed	Findings	Remarks
Admissions Assessment	10	0	
Inspections Assessment	Final Fail- 12; 24HR- 7; Quality Control - 7	0	

#### Assisted Housing Programs Scores for Q2 FY19\_20

Assessment	No. Accounts Reviewed	Findings	Remarks
Admissions Assessment	8	0	
Inspections Assessment	Final Fail- 9; 24HR- 7; Quality Control - 8	0	

#### Assisted Housing Programs Scores for Q3 FY19\_20

Assessment	No. Accounts Reviewed	Findings	Remarks
Admissions Assessment	9	0	
Inspections Assessment	Final Fail- 8; 24HR- 7; Quality Control - 7	0	

#### Assisted Housing Programs Scores for Q4 FY19\_20

Assessment	No. Accounts Reviewed	Findings	Remarks
Admissions Assessment	8	0	
Calculations Assessment	1,255	280	Total Universe - 7,503; # files reviewed - 1,255 ; # files with errors - 280; Percentage of files without errors - 78%
Inspections Assessment	Final Fail- 5; 24HR- 5; Quality Control - 2	1	Over 24 HRS
Expansion Assessment	N/A	N/A	
Utility Allowance and Payment Standard Assessment	N/A	N/A	
Recertification Assessment	N/A	N/A	Number of Families in Current Database- 12,557 Number of Late Reexaminations- 14
Annual HQS Assessment	N/A	N/A	Number of Families in Database- 13, 172; Number of Late Inspections- 9
Lease-Up Assessment	N/A	N/A	101% for MTW
De-Concentration Assessment	N/A	N/A	
<b>Special Programs Lease Up Bonus</b>	N/A	N/A	133% for Mainstream; 99% for MOD; 102% for VASH; 105% for All Special Programs

## Assisted Housing Programs Annual Score Card FYE 19\_20

Assessment	Quarter 1 Score	Quarter 2 Score	Quarter 3 Score	Quarter 4 Score	Annual Score	Possible Points	Points Recieved	
Admissions Assessment	100%	100%	100%	100%	100%	20	20	
Calculations Assessment *	N/A	N/A	N/A	N/A	78%	20	10	
Inspections Assessment	100%	100%	100%	90%	98%	20	20	
Expansion Assessment	N/A	N/A	N/A	N/A	100%	10	10	
Utility Allowance and Payment Standard Assessment	N/A	N/A	N/A	N/A	100%	15	15	
Recertification Assessment	N/A	N/A	N/A	N/A	100%	15	15	
Annual HQS Assessment	N/A	N/A	N/A	N/A	100%	15	15	
Lease-Up Assessment	N/A	N/A	N/A	N/A	101%	20	20	
De-Concentration Assessment	N/A	N/A	N/A	N/A	100%	10	10	
Special Programs Lease Up Bonus	N/A	N/A	N/A	N/A		5	5	<b>FYE Score</b>
						145	140	<b>97%</b>

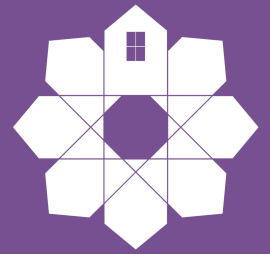
High Performer Rating: 90-100%

Standard Performer Rating: 60 - 89%

Troubled Rating: < 60%

\*Due to COVID-19 the number of files selected for the fiscal year is based on QC's completed from July 2019-March 2020





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# FHP QUARTERLY UPDATE REPORT

**Fiscal Year 2019-20**

**Q3-Q4: January-June 2020**



# FHP WAITLIST REPORT

## HOUSING CHOICE VOUCHER WAITLIST

# 8,533

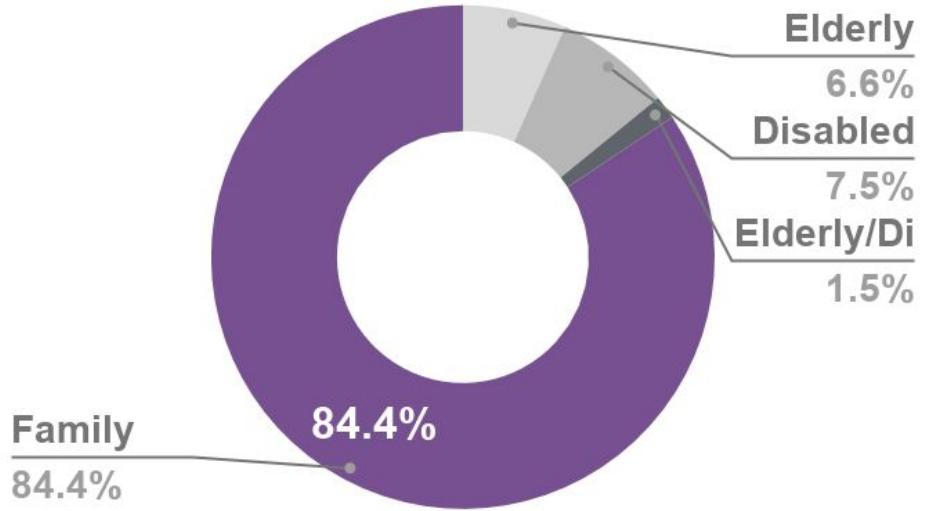
Total Number of Applicants on Waitlist

# 2,694

Total Number of Applicants Selected

# 3,382

Total Number of Applicants Removed from Waitlist



### TOP REASONS FOR REMOVAL

Special Program Waitlist Updates  
*(Moderate Rehabilitation Program and Project-Based Voucher Program)*

No Response to Selection Letter

No Show at Appointment

Over Income Limit



# 28.5%

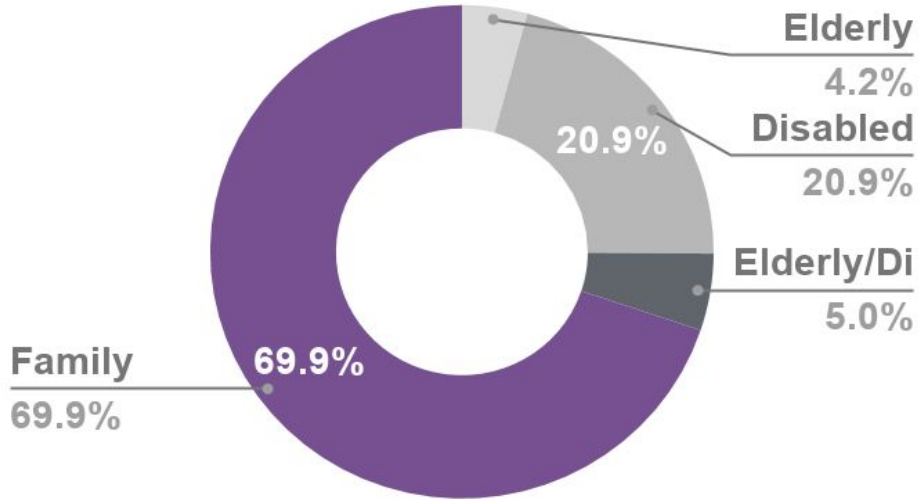
### LEASE-UP SUCCESS RATE

As of June 2020, the lease-up success rate decreased from 35% to 28.5% compared to the first half of the fiscal year. This decrease was due to multiple operations being suspended during COVID-19.

# FHP WAITLIST REPORT PUBLIC HOUSING WAITLIST

# 36,601

Total Number of Applicants on Waitlist



# 1,810

Total Number of Applicants Selected

# 2,984

Total Number of Applicants Removed from Waitlist

## TOP REASONS FOR REMOVAL

- No Response to Selection Letter
- Letter Returned from Post Office
- Criminal History Record (CHR)
- Denial

## LEASE-UP SUCCESS RATE

The lease-up success rate for Public Housing decreased from 13% to 7% compared to first half of fiscal year. This decrease was due to multiple operations being suspended during COVID-19.

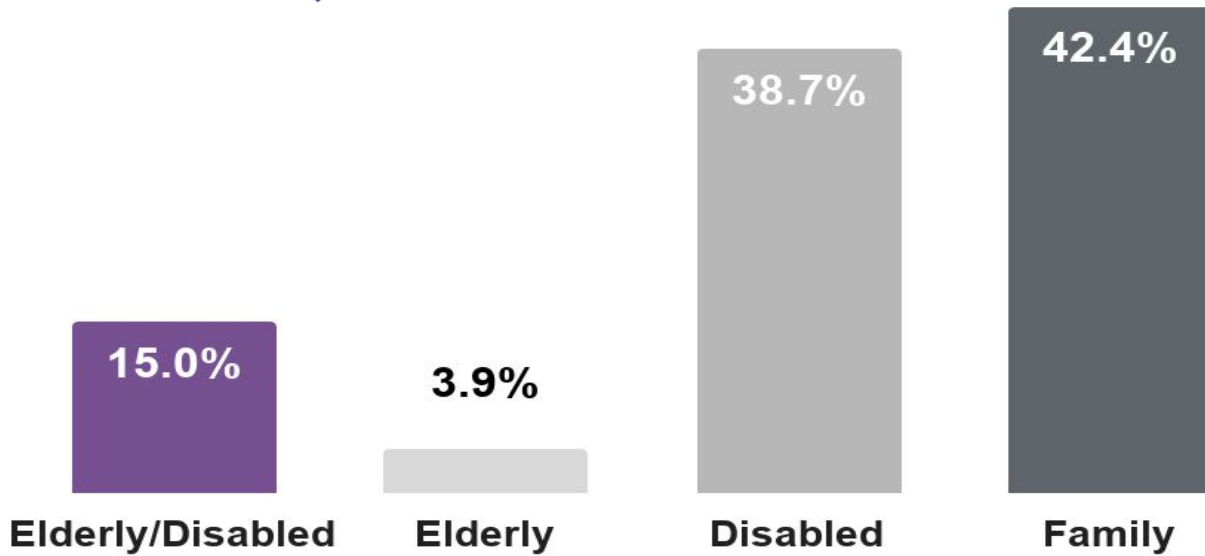


# 6.7%

# FHP DEMOGRAPHICS REPORT

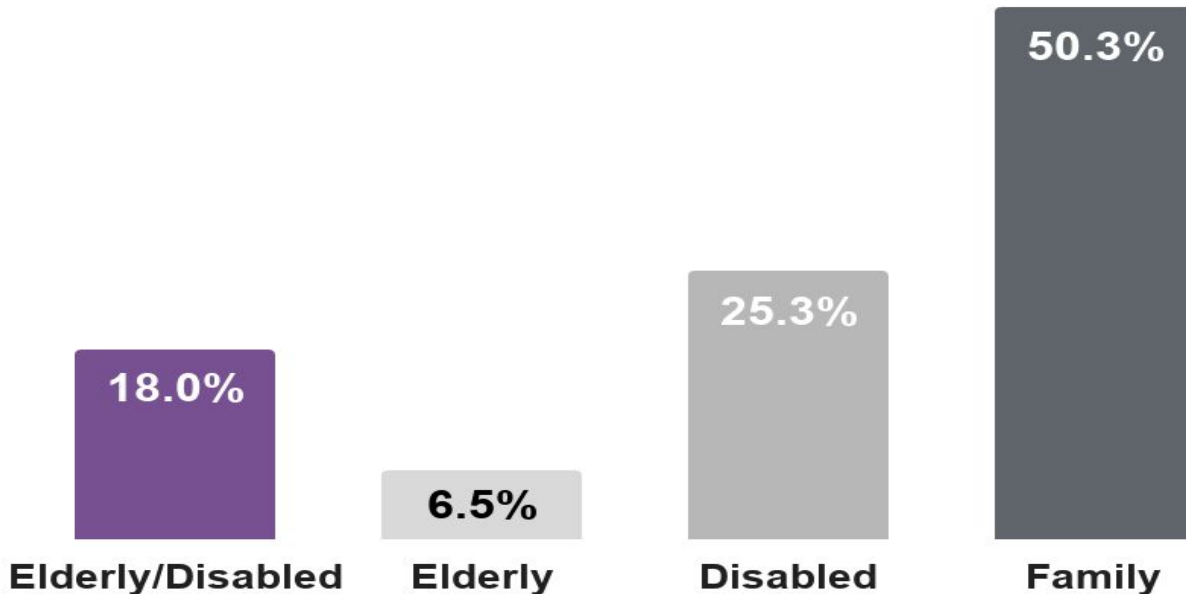
## ASSISTED HOUSING PROGRAMS

**13,176** Total Number of Families in AHP



## PUBLIC HOUSING PROGRAM

**5,534** Total Number of Families in PH

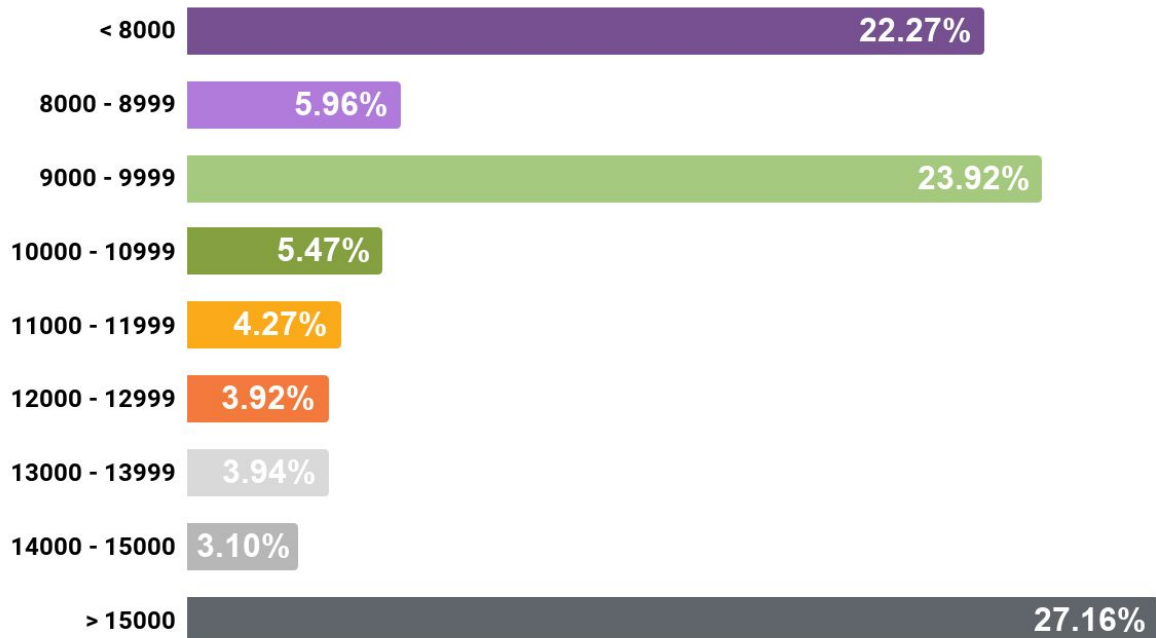


# FHP INCOME REPORT

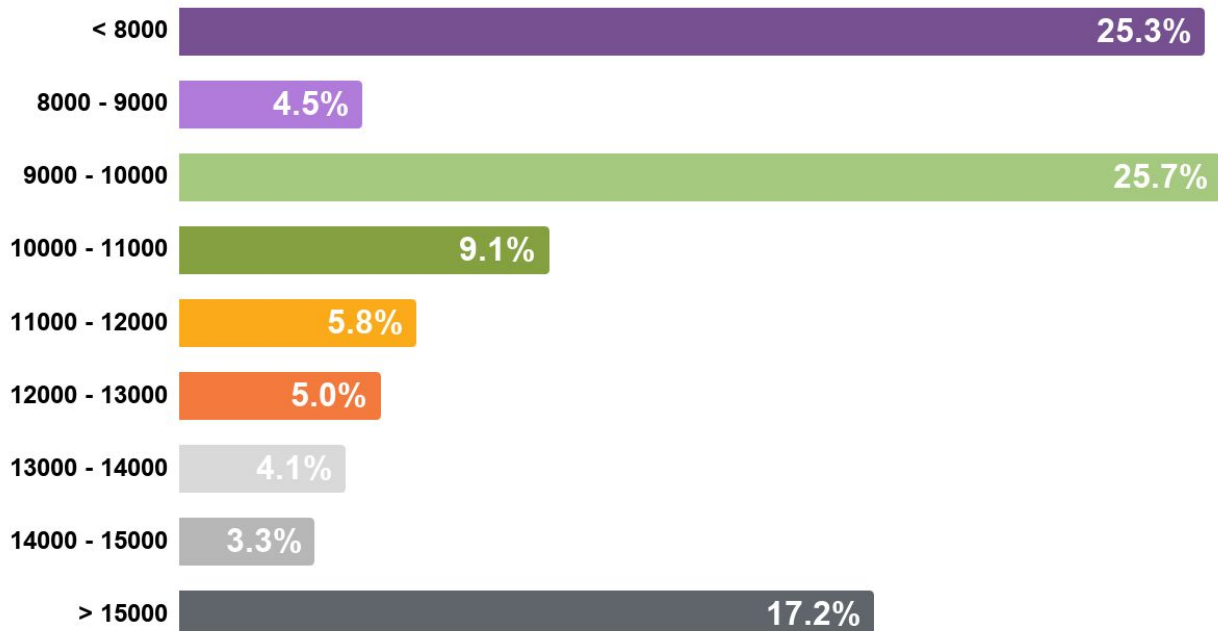
# \$9,600

## FHP MEDIAN GROSS INCOME

### AHP PERCENTAGE OF HOUSEHOLDS BY GROSS INCOME



### PH PERCENTAGE OF HOUSEHOLDS BY GROSS INCOME



# AHP UTILIZATION REPORT

## ACC\* UTILIZATION

# 94.1%

Units Available per ACC: 13,140



MONTH	JAN	FEB	MAR	APR	MAY	JUN
UNITS LEASED	12,310	12,251	12,226	12,250	12,329	12,370
PERCENTAGE	93.7%	93.2%	93.0%	93.2%	93.8%	94.1%

## MTW UTILIZATION

# 101.1%

Units Available per MTW: 12,240



MONTH	JAN	FEB	MAR	APR	MAY	JUN
UNITS LEASED	12,310	12,251	12,226	12,250	12,329	12,370
PERCENTAGE	100.6%	100.1%	99.9%	100.1%	100.7%	101.1%

\*Units available under the Annual Contributions Contract (ACC) reflect the number of vouchers available for leasing under HUD's funding commitment to the housing choice voucher program. Units available under the MTW baseline reflect the number of vouchers the Agency is obligated to serve under its MTW agreement. As an MTW Agency, SAHA is authorized to utilize HUD funding under the ACC for HUD approved non-leasing activities that support MTW initiatives.

# PH OCCUPANCY REPORT

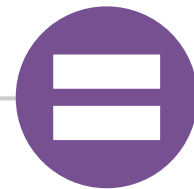
## AVERAGE OCCUPANCY RATE 95.4%



MONTH	JAN	FEB	MAR	APR	MAY	JUN
UNITS LEASED	5,816	5,794	5,769	5,760	5,752	5,739
UNITS AVAILABLE	6,087	6,062	6,062	6,062	6,062	6,058
PERCENTAGE	95.5%	95.6%	95.2%	95.0%	94.9%	94.7%

## AVERAGE NUMBER OF VACANCIES

The average number of vacancies across Public Housing properties slightly increased by 2 vacancies from June 2019 to June 2020.



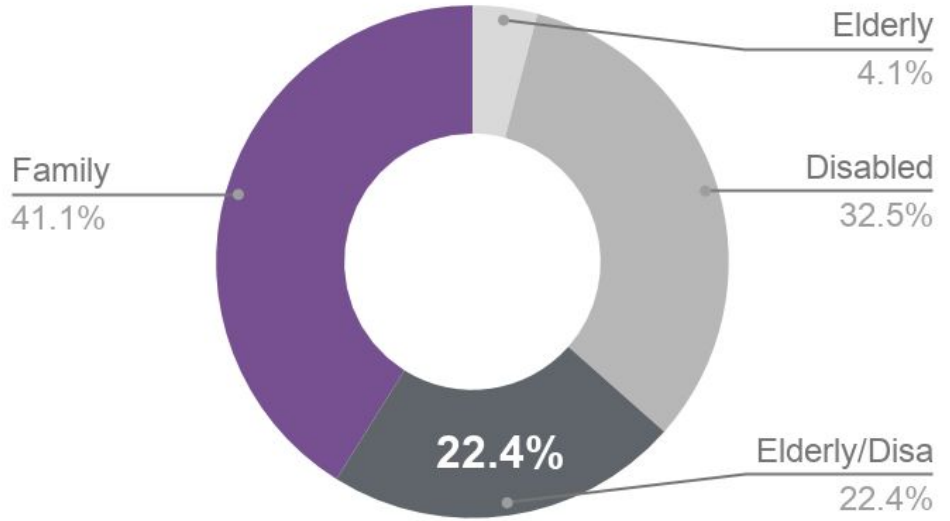
# 277

# FHP PROGRAM EXITS REPORT

## HOUSING CHOICE VOUCHER EXITS

# 416

Total Number of AHP Clients Exited



# 58

## ATTENDED EARLY ENGAGEMENT

### TOP EXIT REASONS

End of Participation (EOP): 3.4%

Vacating Without Notification: 2.6%

Voucher / Lease Expired: 1.7%

# 358

## DID NOT ATTEND EARLY ENGAGEMENT

### TOP EXIT REASONS

End of Participation (EOP): 23.5%

Vacating Without Notification: 11.5%

Voucher / Lease Expired: 10.6%

# 8.6 Years

Average Tenure of Clients Exited Program

# FHP PROGRAM EXITS REPORT

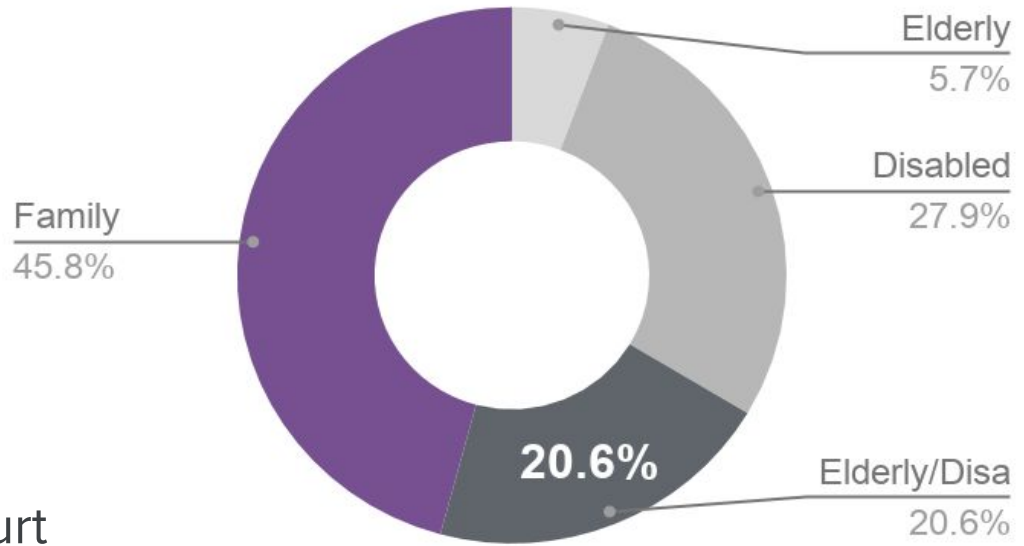
## PUBLIC HOUSING EXITS

# 262

Total Number of PH Clients Exited

# 14

Evictions through court



# 102

## ATTENDED EARLY ENGAGEMENT

### TOP EXIT REASONS

Abandoned Unit:  
10.7%

30-Day Notice:  
5.3%

Rented Elsewhere:  
4.6%

# 160

## DID NOT ATTEND EARLY ENGAGEMENT

### TOP EXIT REASONS

Deceased:  
26.9%

Abandoned Unit:  
16.9%

Moved in with Family:  
11.3%

# 4.8 Years

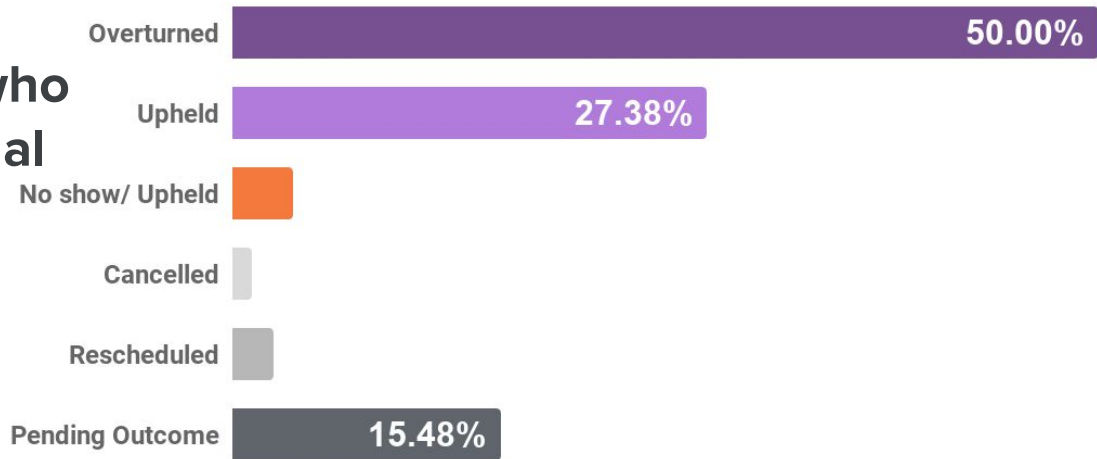
Average Tenure of Clients Exited



# FHP INFORMAL REVIEW/HEARING REPORT HOUSING CHOICE VOUCHER PROGRAM

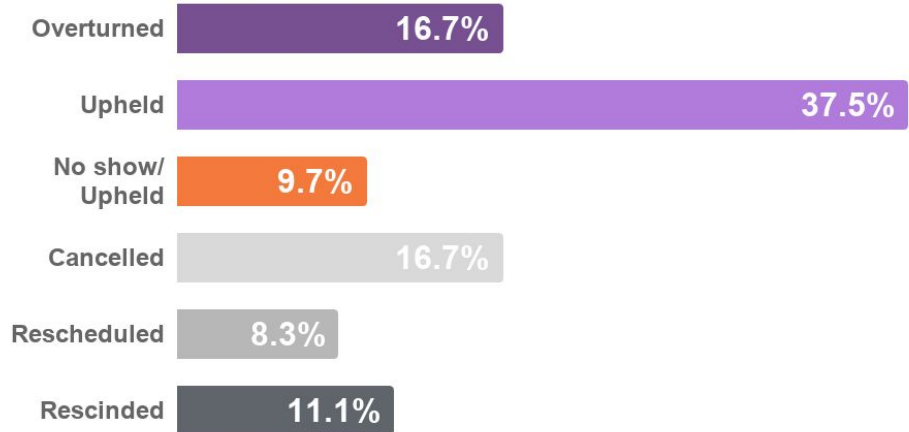
**Total Number of  
AHP Applicants who  
Requested Informal  
Review**

**84**



**Total Number of  
AHP Participants  
who Requested  
Informal Hearing**

**72**



## Top Reasons for Informal Review

**Criminal History: 53.6%**

**Expired Voucher: 19.0%**

**Previous Termination:  
7.1%**

## Top Reasons for Informal Hearing

**Family Obligations\*: 48.6%**

\*Lease violations, Bad debt, Other

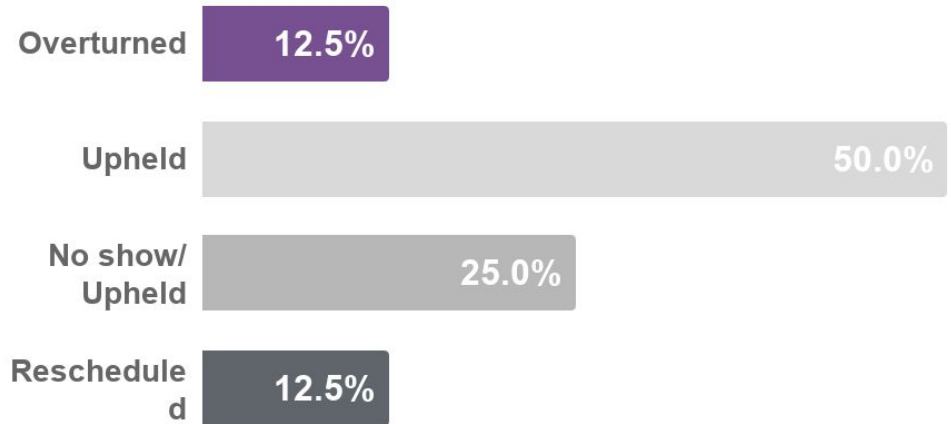
**Eviction: 9.7%**

**Missed Appointment: 8.3%**

# FHP INFORMAL REVIEW/HEARING REPORT PUBLIC HOUSING PROGRAM

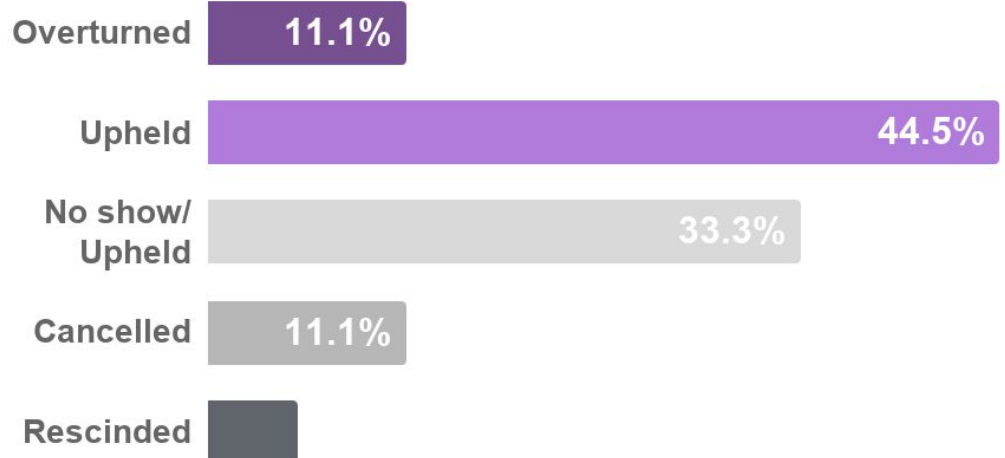
**Total Number of PH Applicants who Requested Informal Hearing**

**8**



**Total Number of PH Residents who Requested Informal Hearing**

**18**



## Top Reasons for Informal Hearing (Applicants)

**CHR Drug-Related: 37.5%**

**Failed to Attend Appt./Move in: 25.0%**

**Over Income: 12.5%**

## Top Reasons for Informal Hearing (Residents)

**Dispute Charges: 38.9%**

**Transfer Withdrawal: 33.3%**

**Lease Violation: 11.1%**

# SAFMR REPORT

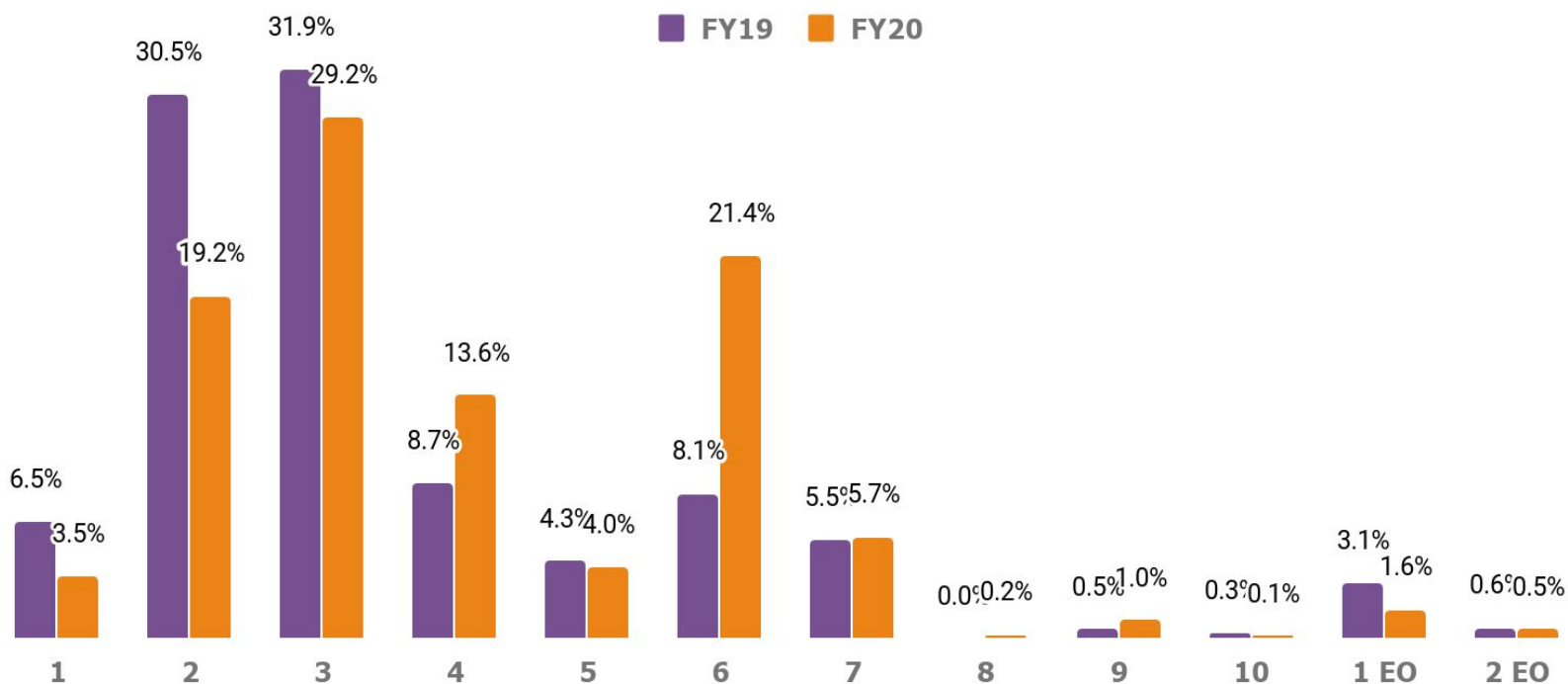
## MTW SAFMR

	FY19	FY20
<b>Average HAP</b>	\$605.59	\$621.06
<b>Average Contract Rent</b>	\$842.93	\$869.53

While Phase I of SAHA's SAFMR implementation divided San Antonio's zip codes into 2 Tiers, Phase II breaks up these zip codes into 10 Groups. This change better reflects local neighborhood rental markets, which advances SAHA's long-term goal of providing families with the opportunity to move to their preferred neighborhoods.

## New Admissions

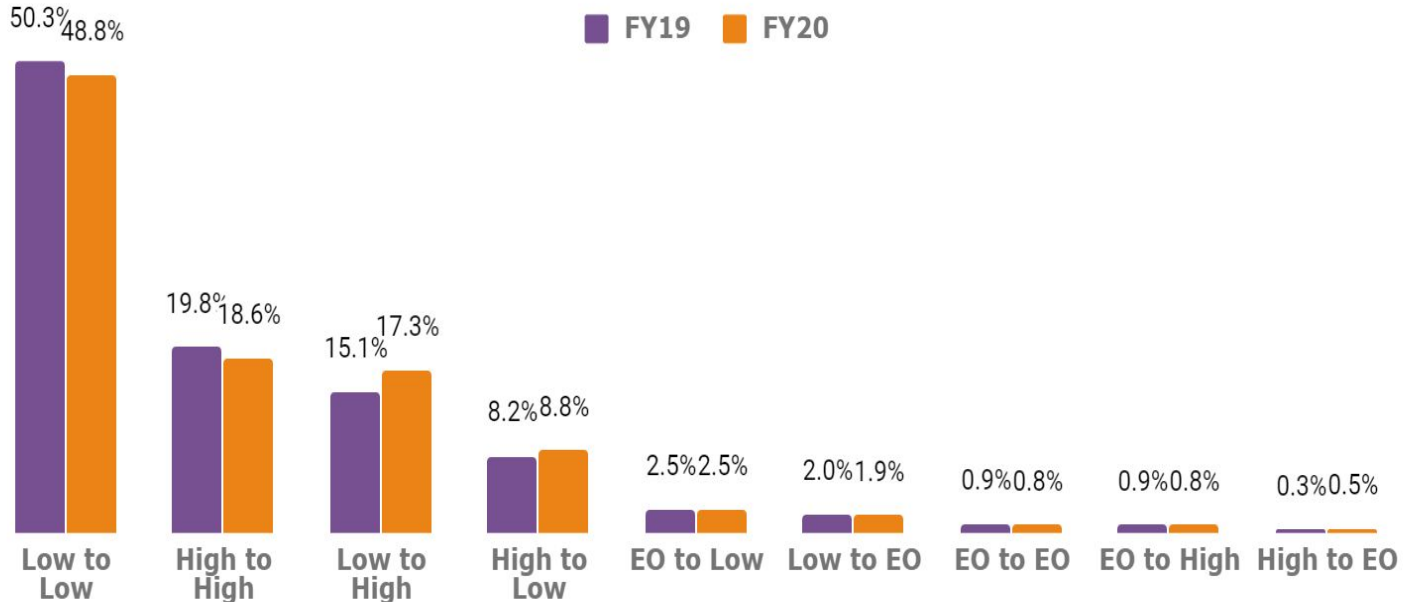
The graph below shows a comparison of new admissions between FY19 and FY20 by Groups. In FY19-20, there were a total of 866 new admissions.



# SAFMR REPORT

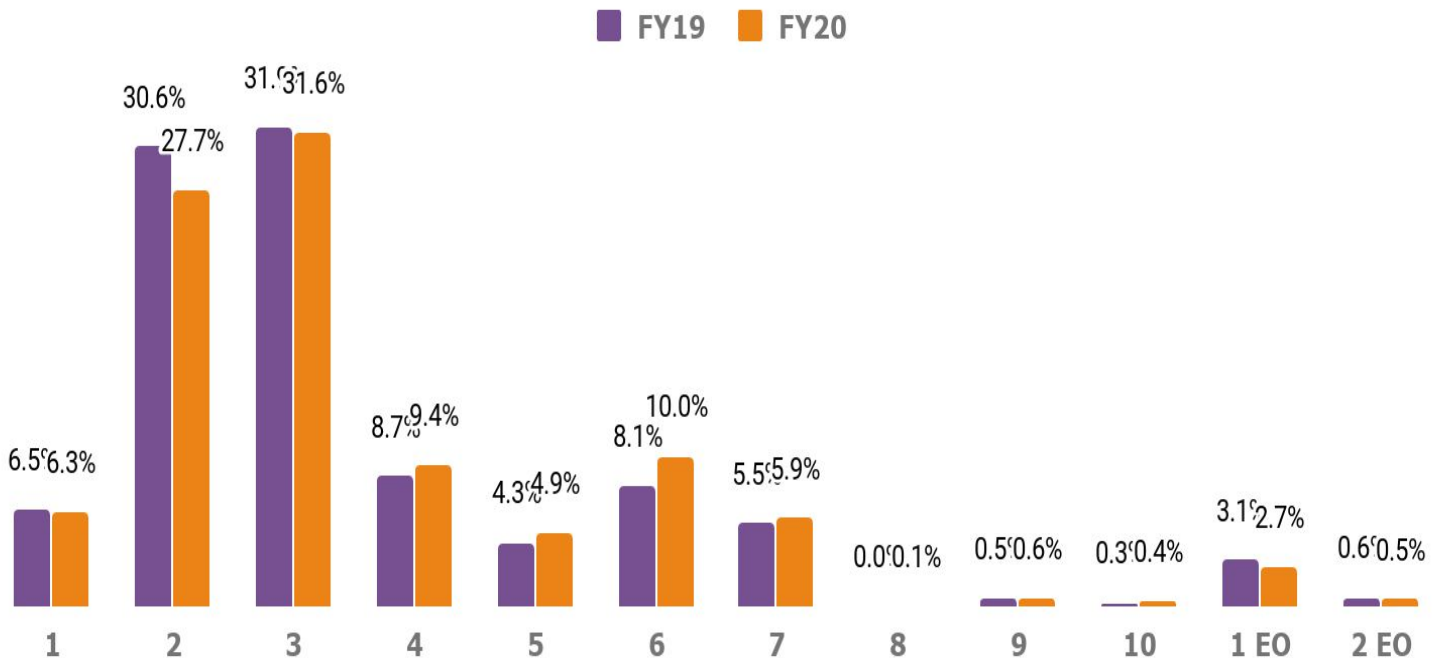
## Moves

The graph below shows a comparison of the geographic distribution of moving clients between low cost and high cost neighborhoods. In FY19-20, there were a total of 1,720 moving clients.



## In Place

The chart below shows a comparison of in-place clients by Groups. In FY19-20, there were a total of 6,550 clients that stayed in-place (did not move).



# COVID-19 IMPACT

**SAHA has implemented many changes across the federal housing programs to prioritize the well-being of clients, including the suspension of terminations and evictions, late fee charges, and lease violations.**

These updates in operations resulted in the following impact to FHP reporting for January 2020 - June 2020 as a result of COVID-19:

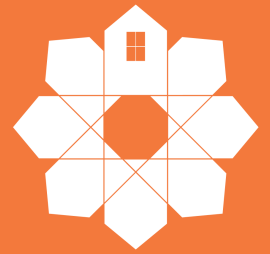
- Since the COVID-19 shutdown in March, there has only been a total of 87 program exits due to neutral or positive reasons such as “Deceased,” “No Longer Needs Assistance,” or “Moved In with Relatives” as negative exits were placed on hold.
- There was an increase of 3,477 applicants on open waiting lists from the end of March 2020 to the end of June 2020.
- Although eligibility appointments were placed on hold following COVID-19, because terminations were also placed on hold, HCV utilization slightly increased due to a lower attrition rate.

## CHANGES OF INCOME

Since April 2020, SAHA saw an increase in changes of income (COI) being reported and processed, resulting in an overall decrease in the average rent tenant portion for both the Assisted Housing Programs (AHP) and Public Housing Program (PH).

		Prior to COVID-19	After COVID-19	Increase / Decrease
AHP	% of COIs Processed due to Income Decrease	29%	66%	37%
	Average HAP Cost	\$251	\$324	\$73
	Average Tenant Portion	-\$243	-\$303	-\$60
PH	% of COIs Processed due to Income Decrease	38%	59%	21%
	Average Tenant Rent	-\$185	-\$255	-\$70





**SAHA**  
SAN ANTONIO  
HOUSING AUTHORITY  
Opportunity Lives Here



# FHP CLIENT SERVICES REPORT

**Fiscal Year 2019–20**

**Q3-Q4: January – June 2020**

# FHP SUMMARY REPORT

The Semiannual Client Services Report includes inquiries from Public Housing (PH) residents, Assisted Housing Programs (AHP) clients and landlords, and applicants to both programs. The report provides a breakdown of inquiries submitted during the months of January 2020 through June 2020 to the Federal Housing Programs (FHP) Client Services team working at SAHA's Central Office.

## 33,077

Total Number of  
FHP Client Calls

## 2,694

Total Number of  
FHP Client Emails

## 6,696

Total Number of  
Lobby Visits

### COVID-19 IMPACT

The number of calls more than doubled since March 13. Staff on phones have increased from 3 to 8 individuals providing guidance and support.

The lobby visits represented are prior to office closure on March 13, 2020.

### SERVICE LOG

Client Services staff submit all transaction information manually through a data collection log. Staff used these numbers, in conjunction with reporting provided by our RingCentral phone system, to obtain the numbers noted in the report.

# FHP APPLICANT INQUIRIES

**9,012** Total Number of Applicant Inquiries

The highest number of applicant calls was in the month of June. As a result of the pandemic, many applicants called for assistance in updating their contact information on their application.

## TOP INQUIRIES

1	Waitlist Status	5,008
2	Program Information	1,442
3	Submit New Application/Re-apply	1,228

## OVERVIEW

Although in CY2019 “Update Application” was listed as one of the top reasons for applicant inquiries, staff encountered more calls from citizens who had been affected by the pandemic reaching out to SAHA for program information. Additionally, 2020 saw an increase in the number of callers who were interested in reapplying — many of which had been previously drawn from the waitlist, but failed to respond to notices of eligibility.



# ASSISTED HOUSING PROGRAMS

## TOP INQUIRIES

# 34,493

**Total Number of  
AHP Inquiries**

### TOP INQUIRIES

1	Change of Income	2,219
2	Recertification	1,935
3	Request to Move/Non-Renewal	1,456

### OVERVIEW

During the initial COVID-19 closure, limited Client Services (CS) staff were available at the main office to scan mail on a weekly basis to the staff for processing. Due to the office closure and limited mail distribution, an email address was established for clients to send their Request for Tenancy Approval (RTA) paperwork; as a result, incoming RTA inquiries have decreased due to this efficient process change.

## PUBLIC HOUSING

## TOP INQUIRIES

1,963

Total Number of PH  
Inquiries

## HIGHEST NUMBER OF INQUIRIES

1 Fair Avenue   2 Villa Tranchese   3 Parkview

## TOP INQUIRIES

1	Rent Payments	333
2	Maintenance/Work Orders	149
3	Transfer/Request Status	142

## OVERVIEW

The majority of Public Housing (PH) inquiries were regarding late rent payments, late fees and payment options, while offices are closed due to COVID-19. Clients were advised that late fees were suspended in accordance with the CARES Act. Additional efforts to lessen burden on clients making payments included providing postage-paid envelopes with rent statements and encouraging use of ACH Automatic payments.

# UPDATES REGARDING COVID-19

## ASSISTED HOUSING PROGRAMS

- Client Services (CS) staff filled over 850 requests for documents to be mailed to clients, due to lack of technological knowledge or resources.
- CS staff received high numbers of inquiries from landlords regarding the CARES Act, issues related to non-payment of rent and evictions.
- CS staff advised landlords that during the eviction moratorium (expired July 24, 2020) they may not give out notices to vacate for nonpayment of rent or charge late fees.
- CS staff provided participants affected by the pandemic with an extensive resource list.

## PUBLIC HOUSING

- Residents primarily called for updates on late fees and pending transfers. A total of 78 transfers were completed between March and June.
- While property offices were closed, residents called regarding late rent payments, late fees and payment options. CS staff advised that late fees are suspended until further notice and provided payment options.
- Wellness checks are being continuously conducted by Public Housing (PH), Community Development Initiatives (CDI) and CS staff to determine resources residents may need (including physical and mental health services) and provide help wherever possible.

# FUTURE IMPROVEMENTS

**Staff are currently investigating the following possibilities for improvements to delivery of customer service:**

## **LOBBY SOFTWARE**

Staff are currently analyzing lobby software to potentially allow for text message appointment reminders and check-ins for both the main lobby and Assisted Housing Programs (AHP) lobby. Additionally, staff are reviewing options for implementing automated processes for staff notifications and providing guest badges through kiosks.

## **RINGCENTRAL DASHBOARD**

Although RingCentral has streamlined some interactions and processes, the reporting capabilities remain limited, so the Client Services team must continue manually tracking data to ensure numbers reported are accurate. Staff are continually working with RingCentral to improve reporting in order to establish a dashboard with data reporting features.