

May 15, 2025

Agenda Item 6.b.

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Doorway Housing Portal

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**Subject:**

Request to recommend to the Bay Area Housing Finance Authority Board to authorize the Executive Director or his designee to negotiate and enter into a fourth amendment in an amount not to exceed \$780,000 to the October 1, 2022, contract with Exygy Inc. ("Consultant") for Doorway Housing Portal web design services for a total contract amount not-to-exceed \$4.83 million.

**Background:**

On June 29, 2023, BAHFA launched the Doorway Housing Portal, a comprehensive, user-friendly site that allows housing seekers to find and apply for housing opportunities from their phones or personal computers. The portal was launched through the Exygy contract and the support of a pro bono Google.org fellowship that provided more than a dozen full-time Google fellows January-June 2023.

Starting in July 2023, through March 2024, with funding assistance from a \$2.5 million grant from Google.org, BAHFA expanded the Consultant's work scope to further develop the portal through a first contract amendment, adding regional accounts, application, and additional functionality for housing seekers, jurisdictions, and professional partners. The work scope also included data and reporting research and sustainability planning.

From April 2024 through February 2025, BAHFA further expanded the Consultant's work scope through a second contract amendment, to include the development of lottery and application deduplication functionality, and additional work on public data and reporting, along with research on affordable housing placement. The amendment also included six months of platform maintenance services.

Through a third contract amendment funded by Regional Early Action Planning Grant of 2021 ("REAP 2.0") funds, BAHFA expanded the Consultant's work scope to improve existing Doorway Housing Portal functionality, such as map rendering and listing search, and extend the maintenance period through April 2026.

Now, through a fourth contract amendment, funded in part by REAP 2.0 funds, BAHFA will extend the Consultant's scope of work to assist with the integration of the Alameda County Housing Portal into the Doorway platform, as well as address some platform technical remediation needs, paper application digitization support, and sustainability planning.

**Contract Summary:**

The BAHFA Board approved BAHFA's procurement of the Consultant through the Metropolitan Transportation Commission's 2020 Website Support Services Bench – Cycle 1 ("Bench") on September 28, 2022. On October 22, 2022, BAHFA first entered into a contract with Consultant for an amount not to exceed \$1 million. Subsequent amendments as described above expanded the scope and extended the timeline for the contract.

The Consultant's first eight contract phases are now fully complete:

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- Phase 1: Discovery and Work Plan Creation, including regional product and system discovery, technical discovery and integration exploration. Timeframe: September through December of 2022. Phase cost: \$226,860.
- Phase 2: Doorway Housing Portal Policy Development, including sustainability plan and data sharing development. Timeframe: January through June of 2023. Phase cost: \$147,000.
- Phase 3: Doorway Housing Portal Development, including technical architecture guidance and supplemental goals research. Timeframe: January through June of 2023. Phase cost: \$555,387.
- Phase 4: Additional Doorway Housing Portal Policy Development, including sustainability enhancement and regional policy alignment, data systems development and strategic planning. Timeframe: July 2023 through March 2024. Phase cost: \$133,000.
- Phase 5: Enhanced Doorway Housing Portal Functionality, including regional application, lottery, and professional partner functionality. Timeframe: July 2023 through March 2024. Phase cost: \$1,467,000.
- Phase 5B: Additional Enhanced Doorway Housing Portal Functionality, including platform remediation and lottery enhancements. Timeframe: April through August 2024. Phase cost: \$662,127.
- Phase 5C: Iterative Improvements to Existing Doorway Housing Portal Functionality, including changes to map browsing experience, and modifications to the Doorway Partners Portal and platform infrastructure. Timeframe: September through December 2024. Phase cost: \$360,000.
- Phase 6: Continued Doorway Housing Portal Policy Development, including data development, affordable housing placement research, and continued sustainability modeling. Timeframe: April 2024 through March 2025. Phase cost: \$115,000.

**Fourth Contract Amendment Phases:**

The next three contract phases, two new and one revised, to be authorized under the fourth amendment, are as follows:

- Phase 5D: Alameda County Portal Transition, platform health and support functionality for Doorway Housing Portal, and paper application digitization support. Timeframe: March through December 2025. Phase cost: \$920,000.
- Phase 7: Maintenance Support for Doorway Housing Portal and Doorway Partners Portal, including limited web development (revised). Timeframe: January through February 2025 and January through June 2026. Phase cost: \$194,000.
- Phase 8: Continued Doorway Strategy and Sustainability Development. Timeframe: April 2025 through June 2026. Phase cost: \$44,000.

<b>Summary of BAHFA Doorway Housing Portal Work with Consultant</b>	
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Phase 1: Discovery and Work Plan Creation	\$226,860
Phase 2: Doorway Housing Portal Policy Development	\$147,000
Phase 3: Doorway Housing Portal Development	\$555,387
Phase 4: Additional Doorway Housing Portal Policy Development	\$133,000
Phase 5: Regional Application, Lottery, and Professional Partner Functionality	\$1,467,000
Phase 5B: Additional Enhanced Doorway Housing Portal Functionality	\$662,127
Phase 5C: Iterative Improvements to Existing Doorway Housing Portal Functionality	\$360,000
Phase 6: Continued Doorway Housing Portal Policy Development	\$115,000
<i>TOTAL TO DATE</i>	<b>\$3,666,247</b>
Phase 5D: Doorway Placement and Data Development	\$920,000
Phase 7: Additional Doorway Housing Portal and Partners Portal Functionality	\$194,000
Phase 8: Maintenance Support for Doorway Housing Portal and Partners Portal	\$44,000
<b>GRAND TOTAL</b>	<b>\$4,824,247</b>

**Issues:**

None

**Recommended Action:**

The BAHFA Oversight Committee is requested to recommend to the Bay Area Housing Finance Authority (BAHFA) to authorize the Executive Director or his designee to negotiate and enter into a fourth amendment in an amount not to exceed \$780,000 to the October 1, 2022 contract with Exygy Inc. for Doorway Housing Portal web design services, increasing the total contract amount not-to-exceed \$4.83 million.

**Attachment:**

A. Summary Approval

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Reviewed:

Andrew Fremier