

February 11, 2026

Agenda Item 6.b.

Doorway

Subject:

Request to authorize the Executive Director or his designee to negotiate and enter into a first contract amendment in an amount not to exceed \$228,000.00 with Housing Group LLC, doing business as Housing Inc. ("Consultant") for Doorway platform support for a total contract amount not-to-exceed \$528,000.

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 from January-June 2023. Through subsequent amendments, additional functionality and features have been added to both the Doorway Housing Portal and the Doorway Partners Portal.

As Doorway has added more listings and integrates other housing portal operations, housing seeker user volume has increased appreciably, exceeding staff capacity to manage. In addition to fielding housing seeker technical and general housing counseling questions, additional capacity has been needed to help process paper applications and lotteries.

On March 5, 2025, BAHFA issued a Request for Qualifications (RFQ) to hire a consultant to provide Doorway Housing Portal user support and paper application processing for the period from June 1, 2025 through May 31, 2026, with the option to extend for up to two (2) additional years. Consultant received the highest total score of the qualified proposals received.

On May 14, 2025, the BAHFA Oversight Committee approved a contract with Consultant for the provision of Doorway Housing Portal user support and housing application processing services for a term of July 1, 2025, through June 30, 2026, in an amount not to exceed \$300,000.

Discussion:

To-date, Consultant has performed exceptional user support and housing application processing support services. Still, due to the ongoing increase in the volume of listings, additional capacity is necessary to continue managing listing operations and to do so beyond the current contract expiration date.

Staff recommend exercising the option to extend the current Contract in order for Consultant to provide additional support. Furthermore, to enhance service quality and strengthen partner engagement, staff propose expanding the Consultant's scope of work to include additional listing management and partner support tasks. As part of Amendment No. 1 to the BAHFA FY25-26 budget, funds from the Regional Early Action Planning grant of 2021 (REAP 2.0) have been set aside for this purpose and to rebalance the fund sources of the original Contract scope.

Specifically, staff recommend amending the Contract to extend the term by six months, to end on December 31, 2026, and expand the scope of work to include: engagement with community-

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based organizations and owners and operators of affordable housing; expanded user support services; and expanded housing application and housing lottery processing.

Issues:

None

Recommended Action:

The BAHFA Oversight Committee is requested to authorize the Executive Director or his designee to negotiate and enter into a first contract amendment in an amount not to exceed \$228,000.00 with Housing Inc. for Doorway platform support, increasing the total contract amount not to exceed \$528,000.

Attachment:

A. Summary Approval

Reviewed:



Andrew Fremier