



# County of San Mateo

## Inter-Departmental Correspondence

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**Department:** INFORMATION SERVICES

**File #:** 18-1049

Board Meeting Date: 11/13/2018

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**Special Notice / Hearing:** None  
**Vote Required:** Majority

**To:** Honorable Board of Supervisors  
**From:** Jon Walton, Chief Information Officer  
Ken Cole, Director of Housing  
**Subject:** Agreement with Exygy, Inc. for professional services

**RECOMMENDATION:**

Adopt a resolution authorizing the Chief Information Officer, or his designee, to execute an agreement with Exygy, Inc. to provide professional services in support of the implementation of pilot project for the DAHLIA Housing database system for San Mateo County, and project scoping workshops for proposed San Mateo County DAHLIA functionality to be created in Fiscal Years 2019-21, for a term of November 13, 2018 through June 30, 2019, for a not to exceed amount of \$350,000.

**BACKGROUND:**

In 2017, the City & County of San Francisco implemented an online housing database system called DAHLIA. The City of San Francisco partnered with Exygy, Inc. to design an intuitive, transparent online experience to find and apply for affordable housing. The DAHLIA San Francisco Housing Portal reimagines the process of searching and applying for housing, making it easier for low to middle income residents to rent below market rate units in San Francisco. Exygy, Inc. created an online application process that previously did not exist, reduced the application duration time from several days to minutes, and increased the digital adoption rate.

Prior to San Francisco adopting the DAHLIA portal, applicants were unable to find a central source of affordable housing listings and application information. The paper applications for each listing were inconsistent and lengthy, requiring pages of supporting documentation. Applicants were required to pick up and drop off applications in person, often facing long lines on days that had critical deadlines. Before applying, applicants were unable to check their eligibility for a listing, resulting in time wasted on applications that once received did not meet the eligibility requirements due to the applicant not being qualified. Applicants were also left with little information on the post-application selection process. Overall, a lack of comprehensive applicant data, applicant housing needs, and opaque processes made it harder for the city to make informed policy and program decisions to improve the housing experience.

In San Francisco, applicants now arrive at DAHLIA's homepage and immediately see a

comprehensive list of available units with application instructions.

The County of San Mateo and our partner cities face similar challenges in providing timely housing information to qualified applicants.

**DISCUSSION:**

The San Mateo County DAHLIA project will have two parallel phases in FY 2018-19. The first phase is the implementation of pilot project to replicate the City & County of San Francisco DAHLIA housing database website with County of San Mateo specific data. Phase one will also include workshops and meetings with County stakeholders such as County leaders, City partners, public interest groups, developers, and property managers. These workshops will result in a future vision and expanded scope of work to be presented during the FY 2019-21 budget process to expand the functionality and county/city governance partnership of the application.

The selection of Exygy, Inc. by the City & County of San Francisco was the result of San Francisco's Metropolitan Transportation Commission (MTC) RFQ process. The County would realize cost savings by leveraging the existing design and development work that was created for San Francisco. The Information Services Department hereby requests a waiver of the Request for Proposals process.

The resolution contains the County's standard provision allowing amendment of County's fiscal obligations by a maximum of \$25,000 (in aggregate).

County Counsel has reviewed and approved the resolution as to form and will review the Agreement prior to execution.

Approval of this resolution contributes to the 2025 Shared Vision of a Collaborative Community by establishing an online database to assist County users to find affordable housing solutions.

**PERFORMANCE MEASURE:**

Measure	FY 2017-18 Actual	FY 2018-19 Target
SMC Housing Data DAHLIA Users	0	10,000 users

**FISCAL IMPACT:**

The total not to exceed amount of the agreement is \$350,000. The term of the agreement is from November 13, 2018 through June 30, 2019. Funding for this Agreement is included in the FY 2018-19 Non-Departmental Adopted Budget as approved by your Board in September. It is possible that this project will result in a recommended expanded scope for additional phases which would be presented to the Board for consideration as part of the FY 2019-21 budget process.