

Rental Licensing & Rent Reporting Software Contract

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Housing Manger



BACKGROUND – WHY A RENTAL LICENSING SOFTWARE

- All rental properties must either annually or biannual renew or apply for a rental license this includes:
 - Property and Contact Information
 - Lead certifications
 - Landlord Training Certificate
 - County Inspection
 - License fee
- Rent Stabilized Properties must annually submit a rent report of current rents
- Tracking expired licenses, the status of applications, and preserving documents requires software to manage and store information



CURRENT SOFTWARE CHALLENGES/LIMITATIONS

- New Applications and Application Discontinuations/Modifications must be done through paper forms
- Staff must manually upload compliance documents such as lead certifications and landlord certificates
- Lower reporting capabilities
- Current system presents IT Security risks
- Cost: the current contract is budgeted as a \$13,000 software contract and a \$36,000 consulting contract for an annual cost of \$49,000



BENEFITS OF A NEW SOFTWARE

- Staff time savings on a core function from improved application tracking, lack of manual input, and streamlined review/intake
- Improved customer service for landlords to make compliance easier, as well as improved enforcement for non-compliant properties
- Annual savings estimated between \$10,000 - \$15,000



REQUEST FOR PROPOSALS – HCD 2023-03-14

- An RFP was released on March 13, 2023 and closed on April 14, 2023
- Four firms responded to the RFP. These responses were evaluated by a review panel consisting of City staff from IT and HCD
- Two firms were invited to demonstrate their product and present to the review team
- Staff have a preferred vendor (GovOS) and are in the process of finalizing a draft contract



City of Takoma Park, Maryland
Request for Proposals
RFP #HCD 2023-03-14
Contract for Services: Rental Licensing and Rent Reporting Software

Publication Date:	Request for Proposals ("RFP") documents will be available beginning March 14, 2023. Bid packages may be obtained from the City of Takoma Park's website at https://takomaparkmd.gov/services/bids-contracts/ .
Deadline:	Proposals are due no later than 11:59 p.m. on April 14, 2023.
Registration Information:	All prospective responders must register with the City of Takoma Park to submit a responsive Proposal and receive future RFP communications, including any Request for Information updates. To register for the RFP, complete the form at the following weblink: https://takomapark.seamlessdocs.com/FRFP20230314Registration . Once completed, a confirmation of registration will be shared with the prospective Respondent.
Information Meeting	Wednesday, March 22 at 1 p.m. via Zoom Zoom link: LNK (NOTE: You must Register to attend this Zoom Meeting)
Purpose:	The City of Takoma Park ("City") invites qualified firms ("Firms") to submit responses ("Proposals") to this Request for Proposals in order to develop two deliverables: 1) the implementation of a new software solution for the City's Licensing and Rent Reporting Programs, and 2) ongoing maintenance and support. The selected firm will work with City staff to implement the chosen software solution and address ongoing issue as the solution is used by the City to administer its rental licensing and rent reporting programs.
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BUDGET AND COSTS

- Contract would be a three (3) year contract from FY24 through FY26
- Implementation Fee of \$15,000 (potential for increases to handle integrations with other city systems)
- First year annual fee of \$24,800 with a 5% annual escalation
- Implementation and FY24 annual fee are budgeted in HCD and IT's FY23 and FY24 budgets and do not require any budget amendments



NEXT STEPS

- Vote to authorize entering into a contract with preferred vendor on May 24.
- Staff will work with City Attorney and vendor to draft and execute a contract
- Anticipated rollout of new system: Winter 2023



THANK YOU

QUESTIONS?

