

**RESOLUTION NUMBER 2016**

**RESOLUTION OF THE BOARD OF COMMISSIONERS OF THE HOUSING AUTHORITY OF THE CITY OF RICHMOND AUTHORIZING THE EXECUTIVE DIRECTOR TO EXECUTE A SERVICE CONTRACT WITH DIRECT LINE TO PROVIDE AFTER-HOURS TELEPHONE ANSWERING SERVICES FOR AN AMOUNT NOT TO EXCEED \$20,000 PER YEAR FOR ONE YEAR WITH TWO OPTIONAL ONE-YEAR EXTENSIONS**

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WHEREAS, on occasion, public housing residents require the need to contact site management after-hours for non-routine emergency situations that require a service response; and

WHEREAS, issues that may occur include residents losing their keys, locking themselves out of their units, urgent maintenance requests, and other property management concerns that require immediate attention; and

WHEREAS, this telephone answering service contract will allow the Housing Authority to respond to these needs in a much more efficient and timely manner; and

WHEREAS, the service will streamline the initial review process and ensure that the information is forwarded on to the appropriate personnel; and

WHEREAS, on February 3, 2015 the Housing Authority issued a Request for Proposals (RFP) for after-hour telephone answering services, posting the RFP on the City's BidsOnline System where 27 vendors were notified; and

WHEREAS, on March 5, 2015 four (4) compliant proposals were received and ranked by a panel that determined Direct Line was the most highly qualified based on the RFP selection criteria, and was deemed fully capable of undertaking the scope as outlined in the RFP with a fee proposal well in line with industry standards.

NOW, THEREFORE, BE IT RESOLVED BY THE COMMISSIONERS OF THE HOUSING AUTHORITY OF THE CITY OF RICHMOND, COUNTY OF CONTRA COSTA, STATE OF CALIFORNIA, THAT:

The Executive Director is hereby authorized to execute a contract with Direct Line to provide after-hours telephone answering services for an amount not to exceed \$20,000 per year for one year with two optional one-year extensions, and the Executive Director is hereby authorized to take all actions necessary to implement the foregoing resolution.

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The foregoing resolution was passed and adopted by the Commissioners of the Housing Authority of the City of Richmond at a meeting thereof held on February 16, 2016, by the following vote:

AYES: Commissioners Bates, Beckles, McLaughlin, Myrick, Pimplé, Vice Chairperson Martinez, and Chairperson Butt.

NOES: None.

ABSTENTIONS: None.

ABSENT: None.

TOM BUTT  
Chairperson

[SEAL]

ATTEST:

PAMELA CHRISTIAN  
Secretary

Approved as to form:

BRUCE GOODMILLER  
Attorney

State of California            }  
County of Contra Costa    : ss.  
City of Richmond            }

I certify that the foregoing is a true copy of **Resolution No. 2016** finally passed and adopted at a Special Housing Authority Meeting held on February 16, 2016.

  
SECRETARY OF THE HOUSING AUTHORITY