



ATTENTION ALL BIDDERS

ADDENDUM NO. 1 to
RFP for SHORT-TERM RESIDENTIAL RENTAL PROGRAM SERVICES

Date: September 22, 2023

From: Planning & Building Department

To: Prospective Proposers

1. This Addendum No. 1 forms a part of the Contract Documents and modifies the original Request for Proposal Documents.
2. Acknowledge receipt of Addendum No. 1 in the space below and attach this signed document to the Proposal.
3. **Please see the addendum information below:**
 - a. Short-Term Residential Rental RFP Pre-Proposal meeting recording from September 15, 2023, is available at:
<https://us06web.zoom.us/rec/share/6ZiNH44wfM5mQCoAEgjjK5rXjrsZZMYZ91Yd-EiJ3U4-QE80bzN6-nPBtwgiD2qU.7oNpYkf3g1fkzkQQ>
Passcode: Zm7H63a.
4. For questions regarding the following topics below:
 - i. Project-related questions, contact the Project Manager, Audrey Lieberworth at ALieberworth@oaklandca.gov
 - ii. For Contract Compliance questions, contact Sophany Hang at shang@oaklandca.gov
 - iii. For Contract Administration questions (e.g., attachments, etc.) please call 510-238-3970 or email contractadmin@oaklandca.gov.
 - iv. Open contracting opportunities <https://www.oaklandca.gov/services/active-closed-opportunities>
 - v. Planholder's list <https://apps.oaklandca.gov/contractcompliance/PlanHolderLists.aspx>
 - vi. iSupplier questions and/or requests to receive an invitation to participate in a project, please send an email to isupplier@oaklandca.gov.
5. If you have already registered via iSupplier and did not receive an invitation for this project, please send an email to isupplier@oaklandca.gov with "RFP for Short-Term Residential Rental Program Services" as the subject and we will add you to the invitation list.

Audrey Lisberworth
Name, Project Manager

ADDENDUM NO. 1 ACKNOWLEDGED:

Signature of Bidder

Date

Request for Proposals for Short-Term Residential Rental Program Services (#271201)

Response to Questions

General Questions and Answers

The following are responses to questions that were received at the pre-proposal meeting held on September 15, 2023, or via email before September 20, 2023.

1. **Q:** During Phase II of Short-Term Residential Rental (STRR) program implementation, are you looking for the vendor to issue STRR licenses using the City’s Accela permit system integrated with the vendor’s STRR software solution or will the vendor independently issue licenses through their own STRR software system (not integrated with the City’s Accela permit system)?

A: The City uses the Accela enterprise permitting system. Currently there is no front-end module in Accela to process STRRs. However, the City has a satellite license with Accela for a STRR solution and would like the vendor to implement this.

Once implemented, the City will use Accela to accept STRR license applications, and the vendor must possess capacity to review and issue STRR licenses through Accela, not through their independent STRR software.

2. **Q:** The vendor’s STRR software solution must identify non-compliant STRR units. How will the STRR vendor’s data on non-compliant STRRs feed into the City’s application and enforcement process?

A: The City expects the vendor to integrate data on non-compliant STRR units into Accela. This information will be used throughout the process of STRR license application review and enforcement in Accela.

3. **Q:** Regarding Accela integration, does the City expect real-time API integration or periodic downloads of STRR information?

A: The City expects real-time API integration. The City must have real-time STRR information available internally and to the public to issue STRR licenses and take enforcement action in a timely manner.

4. **Q:** The STRR database will contain personally identifiable information. How will the vendor be required to perform in the event of a data disclosure request? What kind of liability will the vendor be subject to under current City law regarding data disclosure?

A: The City has rules and requirements about the types of information that can and cannot be disclosed. Consultants and vendors hired by the City are subject to and protected by those same set of data disclosure rules. If the City receives a public records request regarding STRR data, the vendor may be asked to provide information to the City. However, any information shared in conjunction with the public records request will come from the City itself, not the vendor. In other words, the vendor does not have the right to disclose the City's STRR data under any circumstances.

5. **Q:** Considering the recent ransomware attacks on the City of Oakland, how can vendors protect and insulate their systems?

A: The recent ransomware attack mainly affected the City's on-premises systems. The Accela permit system is in the cloud and the Accela company is responsible for the City's permitting data security.

For any software-related contracts, the City's Information Technology Department (ITD) will work closely with the vendor and the Oakland City Attorney's Office to review the contract, determine data security measures, back-up service plans, and ensure compliance with the City's new security protocols.

6. **Q:** The City issued a resolution in 2016 directing staff to propose STRR policy options and the STRR regulations still have not been adopted by Oakland City Council yet. What type of guarantee can the vendor expect in proposing a suite of STRR services and scope of work when the regulations have not been adopted?

A: Preparation of the STRR code amendments was delayed initially due to concerns about low staff capacity. The City did not want to adopt the STRR code amendments unless there was sufficient staff capacity to ensure compliance with the regulations and implementation of the overall program.

Now the City has decided to take a two-phased approach to implementing the STRR program and address this issue. Onboarding a vendor with a STRR software solution at the start of the first phase of program implementation ensures the City will have the capacity to implement and enforce the STRR regulations when they are adopted. It will also give the vendor time to integrate their software solution with Accela during the first phase before the City begins accepting STRR license applications in the second phase.

Another impetus for adoption of the STRR regulations is that the City of Oakland's 2023-2031 Housing Element includes Action 3.2.7: Proactive Short-Term Rental Enforcement. Under this policy, the City has made a commitment to initiate proactive STRR enforcement by the end of calendar year 2023. The State Housing & Community Development Department has affirmed efforts that ensure new housing units created in the City (especially accessory dwelling units) are dedicated to permanent, long-term residents, and not utilized for STRRs.

7. **Q:** What is the City's rationale for the two-phased approach to implementing the STRR program?

A: Onboarding a vendor with a STRR software solution at the start of the first phase of program implementation ensures the City will have the capacity to implement and enforce the STRR regulations when they are adopted. It will also give the vendor time to integrate their software

solution with Accela during the first phase before the City begins accepting STRR license applications in the second phase.

8. **Q:** Does the City have an estimate for the number of legal STRR units under the new regulations and the number of actual STRR license applicants anticipated?

A: The City is requesting the vendor evaluate this as part of the economic analysis of the STRR market in Oakland during the first phase of the contract. This estimate will also help the City set the STRR license application fee.

9. **Q:** Determining whether a unit meets the City's STRR eligibility requirements can be beyond the purview of the vendor (i.e., is it a legal unit, an accessory dwelling unit, accessory building, etc). Will the City provide any resources and staff research time to make these determinations, or will the vendor need to hire additional staff to do this?

A: The requirements and eligibility criteria for STRRs will be clearly defined in the new regulations, which the vendor will assist in finalizing during the first phase of the contract. If the vendor has questions about interpretation of the Planning Code, then the vendor should consult with City staff.