

Subrecipient Contract No. 32000389**Amendment No. 2**

The above referenced Subrecipient Contract between the City of Portland, acting by and through its Portland Housing Bureau, and 211info is hereby amended as follows:

I. Scope of Services / Uses of Funds:

Section I.I and Section I.J, Scope of Services is amended to read:

- I. Housing Connections - Transition to HousingPoint Software work to begin March 1, 2011.
 1. Work with City, Fair Housing Council of Oregon, and HousingPoint software vendor, Bowman Systems, Inc. (hereafter called "Vendor") to:
 - a. create and implement transition plan from Housing Connections to HousingPoint
 - b. transition ongoing program management and all end-user support of Housing Connections from City to Subrecipient by June 30, 2011
 2. Work independently and with Vendor to review and clean up existing Housing Connections data prior to transition to HousingPoint, including, but not limited to, identification and deletion of:
 - a. outdated and/or duplicate property and property management company data
 - b. outdated and/or inactive user accounts
 - c. expired Hot Housing News items that are unlikely to be updated in the future
 3. Work with Vendor and Fair Housing Council of Oregon to create and implement a testing plan to test all aspects of HousingPoint software prior to final transition, including:
 - a. accuracy and completeness of data transfer and mapping, including user account data, housing data, and other site content.
 - b. all administrative and end-user functionality, including:
 - i. renter search for housing and review of unit-level data availability
 - ii. renter account tools (ability to save search criteria, etc.)
 - iii. renter tools for reporting inaccurate information in listings
 - iv. landlord entry of new properties and updating of existing properties
 - v. content management tools (used in place of Hot Housing News and maybe help text)
 - vi. system administrator tools including user support, ticketing system (way to respond to user reports of inaccuracies)
 - vii. censoring tools that helps prevent discriminatory and inappropriate language
 4. Transition Housing Connections electronic and telephone support contacts:
 - a. Create and maintain new email addresses to replace existing

- help@housingconnections.org and staff@housingconnections.org
- b. Take ownership of landlord phone line (currently a City phone number (503) 823-4141) and renter phone line (currently (503) 802-8562). Forward, replace, or consolidate phone numbers as necessary.
 5. With Vendor, develop and/or implement pre-launch training to:
 - a. develop system administrator proficiency in HousingPoint
 - b. guide end-users through any differences in appearance, function, or content versus Housing Connections
 6. Work with Fair Housing Council of Oregon to create and implement pre-launch outreach plan(s) to notify jurisdictional partners, renters, agencies, and landlords of timing and nature of website changes, any known system downtime, and support and training resources.
 7. Rebrand and market new Housing Connections site by:
 - a. developing and/or producing:
 - i. new brand, logo, and concepts for appearance of new HousingPoint site
 - ii. updated messaging for all Housing Connections audiences (renters, landlords, and agencies)
 - iii. new marketing materials as needed
 - b. working with Vendor to integrate new brand and appearance concepts into new Housing Point site
 8. Work with Fair Housing Council of Oregon to develop a post-launch outreach plan that, at a minimum:
 - a. encourages landlords to verify property data after transfer
 - b. continues to make existing users aware of the change to new software and available supports
 - c. brings new renter, agency and landlord users to the site
 - d. makes Housing Connections a visible tool for finding housing to all audiences, using multiple outreach strategies including social media, paper media and face-to-face as appropriate
 9. Act as primary liaison to Vendor with authority to communicate regarding and initiate changes in all system content, content administration and application maintenance. Without prior written authorization of City, Subrecipient shall not pursue with Vendor:
 - a. changes to HousingPoint implementation that would affect conditions of any existing contract(s) between City and Vendor
 - b. any grievances or concerns regarding Vendor customer service to Subrecipient or technical performance of HousingPoint.

J. Any changes to this scope of services shall be requested in writing by the Subrecipient and approved in writing by the Project Manager.

II. Compensation:

Item 4, Compensation on page 1 is deleted in its entirety and replaced to read:

4. Compensation

The amount of compensation is increased by \$42,625 of CDBG Fund, and shall

not exceed **\$266,425** in the City's FY 2010-11 Budget (\$213,425 in CDBG Fund, \$53,000 in General Fund). The compensation requirements are contained in Section II.

Section II, B, Compensation and Method of Payment is deleted in its entirety and replaced to read:

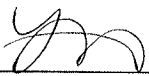
B. It is agreed that total compensation under this Contract shall not exceed TWO-HUNDRED SIXTY-SIX THOUSAND, FOUR HUNDRED TWENTY-FIVE DOLLARS (\$266,425).

III. Exhibit:

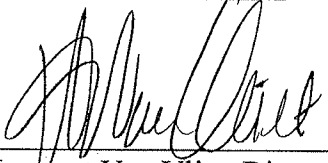
Exhibit B remains unchanged; Exhibit A and C of the original contract are deleted in its entirety and replaced with Exhibit A and C attached to this Amendment.

IV. All other terms and conditions of Contract No. 32000389 between the City of Portland and 211info shall remain the same.

211info


 _____ 3/23/11
 Liesl Wendt Date
 Chief Executive Officer

CITY OF PORTLAND


 _____ 3/23/11
 Margaret Van Vliet, Director Date
 Portland Housing Bureau

APPROVED AS TO FORM:

APPROVED AS TO FORM



 Linda Meng Date
 City Attorney CITY ATTORNEY 3/24/11

 LaVonne Griffin-Valade Date
 City Auditor

EXHIBIT A
211INFO

HOUSING CONNECTIONS OPERATIONS, 2-1-1 I&R, SEVERE WEATHER AND STREET COUNT
FY 2010-11 AMENDED CONTRACT BUDGET – AMENDMENT 2

Budget Category	Total HC PHB CDBG	211 I & R Portland - PHB CDBG	Total 211 I&R Portland	Extended Hrs/Severe Weather & Winter Shelter-GF	Total WEH/ SW	Total Street Count-GF	Total 4 Programs	Total FY 10/11 PHB Request
Personnel								
Salaries	91,000	42,300	138,850	21,092	65,471	1,500	296,821	155,892
Benefits & Payroll Taxes	18,200	8,480	27,468	1,783	5,565		51,233	28,463
Total Personnel	109,200	50,780	166,318	22,875	71,036	1,500	348,054	184,355
Operating Expenses								
Equipment & Rental	750	500	1,500				2,250	1,250
Computer & Phone Technology	1,400	1,000	3,000				4,400	2,400
Mileage & Parking	800	200	500				1,300	1,000
Marketing	3,500	2,500	8,000				11,500	6,000
Communications	6,000	4,500	14,000	125	125		20,125	10,625
Printing	2,500	300	1,000				3,500	2,800
Professional Services	2,500	1,500	4,500			350	7,350	4,350
Postage:	300	200	500				800	500
Consultants						22,500	22,500	22,500
Subcontractors						2,000	2,000	2,000
Miscellaneous						3,000	3,000	3,000
Total Operating	17,750	10,700	33,000	125	125	27,850	78,725	56,425
Admin Expenses								
Salaries	4,950	1,900	4,150			150	9,250	7,000
Benefits & Payroll Taxes	975	400	750				1,725	1,375
Office / Facility Rent	6,000	4,500	14,000				20,000	10,500
Office Supplies	750	770	2,082			500	3,332	2,020
Travel & Training	1,000	650	2,000				3,000	1,650
Audit Services	500	300	1,000				1,500	800
Insurance	1,500	800	2,500				4,000	2,300
Total Admin	15,675	9,320	26,482	0	0	650	42,807	25,645
TOTAL BUDGET	142,625	70,800	225,800	23,000	71,161	30,000	469,586	266,425

EXHIBIT C**211Info****Payment Invoice – Amendment 2**Contract #: 32000389 Request for Payment#: _____ Invoice Period: _____**CDBG - Housing Connections**

Category	Budget	Expense This Period	Expenses YTD including this invoice	Balance
Personnel	\$109,200			
Operating Expenses	\$17,750			
Admin/Indirect Expenses	\$15,675			
Total CDBG	\$142,625			

CDBG – 2-1-1 Operations

Category	Budget	Expense This Period	Expenses YTD including this invoice	Balance
Personnel	\$50,780			
Operating Expenses	\$10,700			
Admin/Indirect Expenses	\$9,320			
Total GF	\$70,800			

GF – Severe Weather/Winter Shelter

Category	Budget	Expense This Period	Expenses YTD including this invoice	Balance
Personnel	\$22,875			
Operating Expenses	\$125			
Total GF	\$23,000			

GF – Street Count

Category	Budget	Expense This Period	Expenses YTD including this invoice	Balance
Personnel	\$1,500			
Operating Expenses	\$27,850			
Admin/Indirect Expenses	\$650			
Total GF	\$30,000			

Total CDBG/GF	\$266,425			
----------------------	------------------	--	--	--

Prepared by: _____

Phone: _____

Email: _____

Approved by: _____

Mail Invoice to: _____

Ruth Benson/Ryan Deibert
 Portland Housing Bureau
 421 SW 6th Ave., Suite 500,
 Portland, OR, 97204

Note: Please reproduce this invoice on agency's letterhead or the invoice will not be paid.