



## **Request for Proposal (RFP) for On-Call Answering and Dispatch Services**

**RFP RELEASE DATE:**

June 8<sup>th</sup>, 2026

**PROPOSALS DUE:**

June 29<sup>th</sup>, 2026 at 4 PM (PST)

**PROPOSAL SUBMISSION:**

Proposals must be submitted **via email** to:

Francisco Camarena  
IT and Maintenance Director  
[fcamarena@venturahousing.org](mailto:fcamarena@venturahousing.org)

## **1. GENERAL INFORMATION**

### **1.1 Introduction**

Ventura Housing, formerly known as the Housing Authority of the City of San Buenaventura was established in 1949 to provide safe, quality, and affordable housing for families unable to afford market-rate housing. Ventura Housing administers its programs locally in compliance with federal and state laws.

Ventura Housing's mission is to develop and provide quality affordable housing for eligible low-income residents of Ventura. The organization fosters partnerships to support residents in achieving personal goals related to literacy, education, health, wellness, job training, and employment, ultimately promoting economic self-sufficiency and personal growth.

Ventura Housing is responsible for developing and managing low-income rental housing, implementing financing strategies to promote affordable housing, overseeing public housing operations and rental assistance programs, administering Section 8 housing vouchers, and providing community services and housing rehabilitation programs. The agency currently owns and manages over 1,000 housing units and administers more than 1,500 Section 8 vouchers, serving both incorporated and unincorporated areas of the City of Ventura.

Ventura Housing's staff brings extensive expertise in real estate development, property management, housing services, and Section 8 program administration. The organization also manages financial services, human resources, procurement, facility operations, and risk management. With a culturally diverse team, Ventura Housing offers bilingual services in English, Spanish, and other languages as needed.

Ventura Housing is governed by a seven-member Board of Commissioners appointed by the Ventura City Council. Five members serve four-year terms, while two Resident Commissioners serve two-year terms. The Board is responsible for establishing policies, long-term goals, and strategic direction for the organization.

**For work planning purposes, please note, Ventura Housing works a 4/10 work schedule (7:00am- 5:30pm) with Fridays off.**

### **1.2 Purpose**

Ventura Housing is seeking proposals from qualified firms to provide after-hours answering and dispatch services for maintenance-related calls and other potential service areas. The selected contractor will be responsible for handling incoming calls outside of normal business hours, accurately documenting service requests, and dispatching information to on-call personnel in a timely and reliable manner. Ventura Housing is seeking a technology-enabled solution that provides enhanced visibility, reporting capabilities, system integration (including Yardi), and future scalability.

### **1.3 Overview**

The selected contractor will provide after-hours answering and dispatch services for Ventura Housing properties located throughout Ventura, California. Ventura Housing operates approximately 25 properties/sites, and a full list will be provided to the selected contractor.

Services will primarily support:

- Emergency maintenance call handling
- Dispatch to on-call maintenance technicians

Ventura Housing seeks a solution that:

- Improves response time and reliability
- Provides real-time visibility into calls and dispatch activity
- Integrates with Yardi.
- Supports future expansion to additional service areas (e.g., case management)

#### **1.4 Scope Overview of Services**

The Contractor shall provide comprehensive after-hours answering services, including:

- Live call answering and intake
- Emergency and non-emergency call classification
- Dispatch to on-call personnel
- Data entry into the Ventura Housing property management system (Yardi)
- Multi-channel communication support (phone, text, email, portal)
- Reporting and analytics
- Escalation and backup procedures

The system shall be scalable and configurable to support multiple departments and service types.

#### **1.5 Board of Commissioners**

Ventura Housing operates under the authority of its Board of Commissioners. The Board is responsible for the overall governance and oversight of Ventura Housing's activities and policies.

#### **1.6 Contact Information**

Francisco Camarena  
IT and Maintenance Director  
Ventura Housing  
995 Riverside Street  
Ventura, CA 93001  
(805) 626-5810  
[fcamarena@venturahousing.org](mailto:fcamarena@venturahousing.org)

#### **1.7 Expenses Associated with Submission**

All costs related to the preparation and submission of a proposal in response to this RFP shall be **borne solely by the respondent**. Ventura Housing will not reimburse any respondent for these costs, regardless of whether the respondent is selected.

## **1.8 Options and Discretion**

Ventura Housing reserves the right, at its sole and absolute discretion, to:

- Reject any or all proposals, or any portion thereof;
- Re-advertise this RFP;
- Postpone or cancel the RFP process at any time;
- Waive any irregularities in the RFP or in the proposals received;
- Determine the criteria and process for evaluating proposals and decide whether an award will be made.

## **2. Scope of Services**

### **2.1 General**

The Contractor shall provide comprehensive **after-hours call answering services** for Ventura Housing.

Services shall include coverage during:

- Monday through Thursday after 5:00 PM – 7:30 AM (next business day)
- Fridays (all day)
- Weekends (Saturday and Sunday)
- All recognized holidays
- Occasional daytime coverage during office closures (e.g., staff meetings or special events), as requested by Ventura Housing

### **Call Handling Requirements**

- All calls shall be answered by a live operator within 30 seconds
- Calls shall not be routed directly to voicemail or automated systems without first being handled by a live operator
- The Contractor shall provide clear, professional, and courteous communication at all times

### **Language Requirements**

The Contractor shall provide bilingual support, including:

- English (required)
- Spanish (required)

Proposers may describe additional language capabilities as part of their submission.

### **2.2 Call Intake and Documentation**

Capture:

- Resident info
- Property/site
- Issue description

- Permission to enter unit

Classify calls:

- High / Medium / Low priority

Ventura Housing will initially provide an emergency classification and escalation guide, to be used by the Contractor in determining call priority.

All calls shall be entered into Ventura Housing's system (Yardi) as work orders.

## **2.3 Dispatch and Notification**

Dispatch shall occur through the following methods:

- Text message (required)
- System/Yardi Work Order App notification (preferred)

For all emergency calls, the Contractor shall:

- Place a direct phone call to the assigned on-call technician
- Verbally confirm that the technician has received the emergency dispatch information

A voicemail message alone shall not constitute an acceptable dispatch notification.

The Contractor shall include complete and accurate details in all dispatch communications, including:

- Resident name
- Property/location
- Nature of the emergency
- Priority classification
- Contact information

The system shall support confirmation that the on-call technician has received and acknowledged the dispatch.

The Contractor shall also:

- Confirm receipt of the request with the resident/caller
- Provide the applicable work order number to the requester, if available

## **2.4 Escalation Procedures**

If no technician response within 15 minutes:

Escalate to:

- Secondary technician
- Supervisor/manager

The Contractor shall be capable of managing multiple simultaneous emergencies and coordinating appropriate response.

## **2.5 Technician Acknowledgment and Response**

- If no acknowledgment is received within 15 minutes, escalation procedures must be initiated

## **2.6 Performance Standards**

- Calls must be answered within 30 seconds
- Calls must be handled by a live operator
- Dispatch must occur immediately after call intake

Performance metrics may be monitored and used in evaluating contract performance and renewal.

## **2.7 Multi-Channel Communication**

Ventura Housing currently utilizes RentCafe (Yardi), which allows residents to submit work orders directly.

The Contractor's services shall serve as an additional intake channel for after-hours and other service requests.

Ventura Housing intends to provide residents with multiple options for submitting service requests. The Contractor shall support and manage communication through the following channels:

- Phone calls (required)
- Text messaging (SMS)
- Email submissions
- Web-based or portal submissions (if available)

Residents may utilize any of the above communication methods to report service requests in addition to existing RentCafe functionality.

The Contractor shall:

- Receive, document, and process all incoming requests regardless of communication channel
- Ensure that all requests are handled consistently and in accordance with Ventura Housing policies
- Enter all requests into Ventura Housing's property management system (Yardi) as work orders
- Avoid duplication of work orders where possible and coordinate with existing systems (e.g., RentCafe submissions)
- Maintain clear and accurate records of all communications across all channels

## **2.8 System Integration**

The Contractor shall demonstrate the ability to integrate with Ventura Housing's property management system (Yardi). Proposers shall clearly describe their capabilities, including:

- Ability to enter work orders directly into Yardi (preferred)
- Ability to integrate via API or third-party tools
- Ability to provide structured data exports (e.g., CSV, Excel) compatible with Ventura Housing systems

The proposed solution must allow Ventura Housing to access and utilize all data generated through the service without restriction.

## **2.9 Portal and Reporting**

The Contractor shall provide Ventura Housing with access to a secure, user-friendly online portal or dashboard that allows authorized staff to monitor and manage all after-hours call activity.

At a minimum, the portal shall provide:

- Real-time or near real-time access to call logs and activity
- Ability to search, filter, and review call history
- Visibility into:
  - Call details (date, time, caller, property, issue)
  - Call classification (e.g., high, medium, low priority)
  - Dispatch status and escalation actions
- Access to call recordings, where applicable
- Ability to track open, pending, and completed requests (if supported)

## **2.10 Call Recording**

- Record all calls
- Provide access to recordings

## **2.11 Billing and Invoicing**

The Contractor shall provide detailed and transparent invoicing.

At a minimum:

- Invoices must include a breakdown of call activity by property/location
- Ventura Housing operates approximately 25 properties/sites, and a full list will be provided

Each invoice shall clearly identify:

- Number of calls per property
- Total minutes (if applicable) per property
- Associated charges by property

The Contractor shall:

- Register with Ventura Housing's VendorCafe (Yardi) system
- Submit all invoices electronically through VendorCafe

Failure to provide sufficient detail may result in delayed payment processing.

## **2.12 Data Ownership**

All data generated under this contract shall be the sole property of Ventura Housing. The Contractor shall not restrict access to or use of such data. Ventura Housing shall have the ability to export all data at any time without limitation.

## **2.13 Security**

The Contractor shall maintain industry-standard data security practices, including:

- Secure storage and transmission of all data
- Access controls to protect resident and operational information
- Protection against unauthorized access or data breaches

Proposers shall describe their data security measures as part of their submission. The Contractor shall promptly notify Ventura Housing of any data breach or security incident.

## **2.14 Optional Services**

- Case Management call handling
- Additional departments

## **3. LICENSING, INSURANCE, AND CONTRACT REQUIREMENTS**

### **3.1 Unauthorized Subcontracting**

The Contractor shall not assign, transfer, or subcontract any portion of the services under this contract without prior written approval from Ventura Housing.

This includes, but is not limited to:

- Outsourcing call handling services to third-party providers
- Delegating dispatch or communication services to external vendors

All services must be performed by personnel under the direct control and supervision of the Contractor unless otherwise approved in writing.

### **3.2 Contract Period**

The initial contract term shall be for a period of **three (3) years**, commencing upon execution of the agreement.

Ventura Housing reserves the right, at its sole discretion, to extend the contract for up to **two (2) additional one-year option periods**, for a maximum total term of five (5) years, based on satisfactory performance and continued need.

The selected Contractor shall:

- Begin services promptly following contract execution and any required onboarding or system implementation period
- Provide a clear implementation plan, including setup, testing, and transition from the current service provider

Ventura Housing reserves the right to terminate the contract for cause or convenience in accordance with the terms outlined in the agreement.

### **3.3 Licensing, Insurance and Indemnification Requirements**

Prior to contract award (but **not as part of the proposal submission**), the selected Contractor must provide the following documentation:

#### **1. Workers' Compensation Insurance**

- As required by the State of California, with Statutory Limits, and Employer's Liability Insurance with limit of no less than \$1,000,000 per accident for bodily injury or disease.

#### **2. General Liability Insurance**

- Insurance Services Office Form CG 00 01 covering CGL on an "occurrence" basis, including products and completed operations, property damage, bodily injury and personal & advertising injury with limits no less than \$2,000,000 per occurrence and \$4,000,000 aggregate.

#### **3. Automobile Insurance (if Contractor uses a vehicle to perform the work)**

- ISO Form Number CA 00 01 covering any auto (Code 1), or if Contractor has no owned autos, hired, (Code 8) and non-owned autos (Code 9), with limit no less than \$1,000,000 per accident for bodily injury and property damage. **Other Insurance Provisions**

**4. Additional Insured Status.** The Entity, its officers, officials, employees, and volunteers are to be covered as additional insureds on the CGL policy with respect to liability arising out of work or operations performed by or on behalf of the Contractor including materials, parts, or equipment furnished in connection with such work or operations. Coverage can be provided in the form of an endorsement to the Contractor's insurance (at least as broad as ISO Form CG 20 10 11 85 or the addition of **both** CG 20 10, CG 20 26, CG 20 33, or CG 20 38; **and** CG 20 37 if a later edition is used).

**5. Primary Coverage.** For any claims related to this contract, the **Contractor's insurance coverage shall be primary and non-contributory** and at least as broad as ISO CG 20

01 12 19 as respects the Entity, its officers, officials, employees, and volunteers. Any insurance or self-insurance maintained by the Entity, its officers, officials, employees, or volunteers shall be excess of the Contractor's insurance and shall not contribute with it. This requirement shall also apply to any Excess or Umbrella liability policies.

6. ***Umbrella or Excess Policy.*** The Contractor may use Umbrella or Excess Policies to provide the liability limits as required in this agreement. The Umbrella or Excess policies shall be provided on a true "following form" or broader coverage basis, with coverage at least as broad as provided on the underlying Commercial General Liability insurance.
7. ***Notice of Cancellation.*** Each insurance policy required above shall provide that coverage shall not be canceled, except with notice to the Entity.

***Waiver of Subrogation.*** Contractor hereby grants to Entity a waiver of any right to subrogation which any insurer of said Contractor may acquire against the Entity by virtue of the payment of any loss under such insurance. Contractor agrees to obtain any endorsement that may be necessary to affect this waiver of subrogation, but this provision applies regardless of whether or not the Entity has received a waiver of subrogation endorsement from the insurer.

***Self-Insured Retentions.*** Self-insured retentions must be declared to and approved by the Entity. The Entity may require the Contractor to purchase coverage with a lower retention or provide proof of ability to pay losses and related expenses within the retention. The policy language shall provide, or be endorsed to provide, that the self-insured retention may be satisfied by either the named insured or Entity.

- ***Acceptability of Insurers.*** Insurance is to be placed with insurers authorized to conduct business in the state with a current A.M. Best's rating of no less than A:VII, unless otherwise acceptable to the Entity.

***Verification of Coverage.*** Contractor shall furnish the Entity with original certificates and amendatory endorsements or copies of the applicable policy language effecting coverage required by this clause All documents are to be received and approved by the Entity before work commences. However, failure to obtain the required documents prior to the work beginning shall not waive the Contractor's obligation to provide them. The Entity reserves the right to require complete, certified copies of all required insurance policies, including endorsements required by these specifications, at any time.

***Special Risks or Circumstances.*** Entity reserves the right to modify these requirements, including limits, based on the nature of the risk, prior experience, insurer, coverage, or other special circumstances.

8. ***Indemnification.*** Contractor shall hold harmless, defend and indemnify Entity and its officers, officials, employees and volunteers from and against any and all liability, loss, damage, expense, costs (including without limitation costs and fees of litigation) of every nature arising out of or in connection with Contractor's performance of work hereunder or its failure to comply with any of its obligations contained in the agreement, except such loss or damage which was caused by the sole negligence or willful misconduct of the Entity.

#### **9. Business License**

- Proof of all applicable City, County, and/or State business licenses required to perform answering services, call center operations, and related services.

## 10. Profile of Firm Form

- Contractors must submit relevant information regarding insurance, licenses, and qualifications on the **Profile of Firm Form**.
- Contractors must submit relevant information regarding:
  - Business experience
  - Staffing
  - Technology platform
  - Service capabilities
- Copies of certificates are **not required** with the proposal and will be collected from the successful proposer prior to contract execution.

## 11. Cybersecurity / Data Protection

- The Contractor shall demonstrate appropriate safeguards for handling sensitive data, including:
  - Secure storage and transmission of information
  - Access controls to protect resident and operational data
  - Protection against unauthorized access or data breaches
  - Proposers shall describe their data security practices as part of their submission.

### 3.4 Right to Negotiate Fees

Ventura Housing reserves the right to negotiate final fees with the top-rated proposer.

- Negotiations may begin after selection of the top-rated proposer.
- If negotiations are not successfully concluded within **five (5) business days**, Ventura Housing may begin negotiations with the next-rated proposer.
- Ventura Housing reserves the right to negotiate and award contracts to more than one proposer if deemed in the Agency's best interest.

### 3.5 Contract Service Standards

- All work performed under this RFP must comply with **all applicable local, state, and federal codes, statutes, laws, and regulations**.
- Ventura Housing expects all services to meet **professional call center, dispatch, and customer service standards** as outlined in Section 2 – General Requirements.
- If Ventura Housing determines that work is consistently **unsatisfactory**, the Contractor will be notified in writing via a **"Notice to Cure"**.
- After **a reasonable number of attempts to correct deficiencies**, Ventura Housing reserves the right to **terminate the contract with thirty (30) days' written notice**.
- Termination under this clause does not waive Ventura Housing's right to seek reimbursement or remediation for prior deficiencies, if applicable.

### 3.6 Prompt Return of Contract Documents

All required contract documents, including signed contracts, must be submitted to Ventura Housing within **ten (10) business days** of notification of award.

## **4. RFP INSTRUCTIONS**

### **4.1 RFP Submission and Format**

Proposals must be submitted **via email** to:

Francisco Camarena  
IT and Maintenance Director  
[fcamarena@venturahousing.org](mailto:fcamarena@venturahousing.org)

Submissions sent by any method other than the one specified will not be accepted. Proposals will be scored independently by the designated panelists after the submission deadline

Email subject line must include: "RFP – On-Call Answering and Dispatch Services – [Firm Name]"

### **4.2 Required Information and Format**

To be considered for selection, respondents must follow the format outlined in this RFP and submit the following items **in the specified order**. The evaluation of qualifications will be based on the criteria presented in this RFP.

#### **Submission Requirements:**

Vendors must submit:

#### **1. Project Approach**

- Description of call handling process
- Emergency classification and dispatch methodology

#### **2. Technology and Platform**

- Description of answering system
- Portal/dashboard capabilities
- Data Entry and/or Integration with Yardi

#### **3. Pricing Proposal**

- Detailed pricing structure
- Any optional services or add-ons

#### **4. Experience**

- Similar projects (public agencies or housing preferred)

#### **5. References**

#### **6. Diversity and Inclusion**

- Section 3 / M/WBE (if applicable)

### 4.3 Evaluation of Qualifications

The proposals will be evaluated by the following factors. Up to the following number of points will be assigned

<b>Evaluation Criteria</b>	<b>Points</b>
<b>Approach &amp; Technology</b> – Quality of call handling, dispatch process, and system capabilities	<b>30</b>
<b>Cost</b> – Competitiveness and clarity of pricing	<b>25</b>
<b>Integration &amp; Reporting</b> – Ability to integrate with Yardi and provide reporting tools	<b>20</b>
<b>Experience &amp; Qualifications</b> – Relevant experience with similar clients	<b>15</b>
<b>Implementation and Transition Plan</b>	<b>5</b>
<b>Diversity and Inclusion</b> – Participation as a Section 3 business, Minority-Owned, or Women-Owned Business Enterprise (M/WBE)	<b>5</b>
<b>Total Possible Points</b>	<b>100</b>

### 4.4 Vendor Demonstrations (Optional)

Ventura Housing reserves the right to request demonstrations or presentations from selected proposers to evaluate system capabilities and functionality.

### 4.5 RFP Terms and Conditions

- **Staff Communications**
  - All questions or requests for clarification must be submitted in writing to [fcamarena@venturahousing.org](mailto:fcamarena@venturahousing.org) by **June 23<sup>rd</sup>, 2026 – 4 PM (PST)**
  - Responses will be provided in writing via email and shared with all parties who have expressed interest in the RFP.
- **Timetable for Submission**
  - The deadline for submitting proposals is: **June 29<sup>th</sup>, 2026 at 4 PM (PST)**
- **Release of Information**
  - Information submitted in response to this RFP will remain confidential during evaluation and until a contract is awarded.
- **Proprietary Information**
  - Respondents should note that materials submitted in response to this fully or partially federally funded solicitation may be subject to public disclosure after a contract award.
- **Term of Contract**
  - The selected respondent must provide all required state and local certifications and licensing documents, if applicable.
- **Ventura Housing Reserves the Right To:**
  - Request additional information or conduct oral interviews before final selection.
  - Consider external information about a firm beyond what is submitted in the response or interview.

- Reject any or all responses and waive any irregularities as deemed necessary.
- **Non-Discrimination & Conflict of Interest**
  - Respondents must comply with all applicable civil rights, equal opportunity, fair housing, and Section 3 regulations.
  - Respondents must affirm they have no existing or potential conflicts of interest—direct or indirect—that could affect their ability to perform the services outlined in the contract.

#### 4.6 RFP Schedule

<b>RFP Schedule</b>	
RFP Released	June 8 <sup>th</sup> , 2026
<b>Submit all questions regarding this RFP on or before:</b>	June 23 <sup>rd</sup> , 2026 – 4 PM (PST)
<b>RFP Responses Due:</b>	June 29 <sup>th</sup> , 2026 – 4 PM (PST)
RFP Firm Selection:	Approximately July 6 <sup>th</sup> – July 16 <sup>th</sup> , 2026

#### **SUBMISSIONS RECEIVED AFTER**

June 29<sup>th</sup>, 2026 – 4 PM (PST)

**MAY NOT BE CONSIDERED**

#### **5. EXHIBITS**

This RFP and All/Any Exhibits may be accessed at the following link:

Exhibit A – Emergency Call Definitions